

IBERIA AIRPORT SERVICES AT A GLANCE



DECEMBER 2020

RECENT OPERATIONS

COVID-19 ENVIRONMENT

WHAT'S IN THE OVEN?

NEWS IN BRIEF



ÁNGEL MARCOS

Chief Airport Services Officer

Iberia Airport Services

Hello everyone the way.

Since there is still no respite from Covid-19, I want to begin once again with a **few words of support and encouragement** to everyone who has been affected personally or has seen their family suffer from this virus.

It's six months since our last publication and nearly a year since we launched this project to send out a **half-yearly newsletter** to share information with the sector about the role of **Iberia Airport Services (IBAS)** as a provider of ground handling services.

Nothing and no one could have predicted what 2020 held in store for us. It's been a year in which the coronavirus has shaped our lives and therefore our work-related decisions.

Nearly all the projects we launched so enthusiastically at the beginning of the year, as well as those in which we were already immersed, have been put on hold and we have to reinvent ourselves at a staggering speed to adapt and provide the services each **IBAS** customer has requested of us. Our priority this year has been to look after and protect our employees while **delivering an excellent service to our customers in the most challenging circumstances we have ever faced.** And all this while learning along

As you all know, **a high percentage of our workforce remains on furlough** because the schedules of our customer airlines are still greatly reduced and somewhat precarious. Applying this labour measure has enabled us to cope with the difficulty of disruptions to these schedules and continually adapt our workforce to ad hoc to sudden increases in schedules, the renewed activity of certain airlines, cancellations due to new lockdowns in different countries, or services that require longer working hours.

You are all aware that as the pandemic has evolved, so too have the services we provide. Right at the beginning, we went overnight from handling thousands of flights every day at each airport to barely 5% of our activity, and even zero traffic at certain airports. We reacted immediately and started handling **humanitarian aid flights loaded with medical supplies and repatriation flights.** Little by little, the **cargo flights** evolved and as well as carrying supplies in the hold we started loading them **in the cabin passenger, on the seats.** We devised novel systems such as the **use of nets and "pouches"** to optimise these flights and we adapted our human resources, equipment and

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procedures to provide this new service. And when it had become an habitual service, we had to address a new demand to **handle passenger planes temporarily converted into cargo planes, without any seats**. But **IBAS rose to that challenge as well, once again adapting its entire team and equipment to provide the best possible service.**

At the same time, we can't forget that, slowly, at the pace dictated by the pandemic, **passenger flights** are starting up again with their own added difficulties: **ground staff now have to check that passengers meet the requirements of the different countries**, a task that means reviewing the check-in and boarding procedures practically every day to adapt them once again to each customer airline and each country of destination.

In this issue we tell you all about this and give you a summary of the activities that IBAS has carried out these last six months.

Our activities at different airports have received extensive media coverage and we are certain that with the **imminent need to distribute vaccines**, our services are going to be making the headlines again. **We are ready for that challenge as well**, as we tell you inside this publication.

On another note, **IBAS has been nominated as one of the six finalists for "Best Station", represented by Madrid-Barajas airport, at the international handling awards** granted by one of the most prestigious media organisations in the sector, **Ground Handling International (GHI) magazine**. The nomination recognises the excellent work and commitment of all the airport personnel that I am so proud to lead.

With the festive season just around the corner, **I wish you all the best but, above all, I wish you the very best of health.**

Thank you for all your support and cooperation in these challenging times, and for taking a few minutes to read this publication.



I wish you the best!

IBAS AT A GLANCE | GoUp!



Palma de Mallorca Airport

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NEWS IN BRIEF

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- IBAS, finalist at the Pride of Ground Handling Awards

IBAS operational data: January-November 2020



Aircraft assisted
130.098



Passengers serviced
27.116.792



Baggage handled
16.835.885



Cargo flights
2.966

1

RECENT OPERATIONS



OPERATIONS

Destinations that add new restrictions every day, "bridges" hanging by a thread, a world map that offers a less than rosy picture, and Christmas holidays just around the corner that we may not be able to enjoy in the usual way. The surge in Covid cases across the globe has dealt a heavy blow to the aviation sector and its already diminished schedules of flights.

At **IBAS** we are well aware of the challenges of **assisting passengers with check-in and boarding**, which is why we have made sure that our employees have all the

necessary tools to meet the requirements imposed by every customer airline and country. We are extremely stringent in this process.

The last few months have also brought added difficulties to our operations **on the apron**. Both new and regular customers are demanding services that we have never had to provide, such as **loading cargo on to passenger planes from which the seats have been removed**.

Our Madrid-Barajas Airport

Enrique Robledo, Madrid-Barajas director, sums up perfectly the challenging times we are currently experiencing: *"After a slight recovery in the summer, the volumes of passenger flights remain low, although handling for cargo flights has increased significantly."*

*Thanks to the **great adaptability and flexibility of the entire team**, we are meeting the challenges represented not only by this new type of operation but by the **enormous uncertainty of the demand**."*

Our network airports

José Luis de Luna, Airport network director, describes the situation at those airports as follows: *"With **operations at our airports down to just 40%**, we are committed to all of our customers, offering an **outstanding service** in spite of the precarious nature of flight,*

*schedules right now. We are still handling **scheduled flights, repatriation flights, charters, private flights and sports flights**, all with our trademark **professionalism**, regardless of the circumstances."*

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COVID-19 ENVIRONMENT



AIRPORTS: SAFE WORKPLACES



Last July **Applus+**, a world leader in certification, certified **Iberia as a Covid-safe workplace**. This includes all our facilities and all the airports in the national network where we provide services.



We obtained this certification for two reasons. The first is the **Comprehensive Health and Safety Plan** (that we told you about in the June issue), which includes more robust hygiene and disinfection measures, social distancing, organisational and risk prevention measures, procedure for dealing with suspected positive cases, coordination with external companies, and internal information campaigns. The second reason is the **compliance, monitoring and awareness-raising** of all employees as regards the protocols introduced.



The Applus+ audit confirms the firm commitment of Iberia and all its employees to ensure the safety of its facilities and the health of the workforce, **customers** and **providers**. This commitment means that we even exceed the rules and recommendations of the health authorities.



"COVID-FREE" MEASURES

In addition to the **Comprehensive Health and Safety Plan** rolled out **at airports**, IBAS has implemented a series of health and safety measures to minimise contact for our

employees at certain times, increasing everyone's safety while enhancing the **efficiency of internal processes**. These new measures include the following::

Hygiene and thermometer stations



Installation of **thermometers at all airports** so that employees can check their temperature quickly and easily.

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Mask dispensers



IBAS provides employees with **masks for their daily duties** and this system means that workers can

easily get a new one when they need it, minimising contact between employees.

Biometric clocking system



Available at all airports, this is a new **clocking system that uses facial recognition** (simply by standing in front of

the terminal, the device records whether the employee is leaving or entering the workplace).

Gel dispensers



IBAS has acquired hydro alcoholic gel dispensing units to provide enough quantity of hand sanitizer to comply

with AESA guidelines at all times.



This **Comprehensive Health and Safety Plan** also includes a series of measures **directly designed for our clients** such as the separation screens installed at all customer service points and the appropriate signage.

- We have established a **cleaning / disinfection protocol for ground equipment (GSE)** and, in particular, for buses and stairs. In these equipments the contact elements are cleaned and disinfected periodically by a specialized company.

- We have adapted **the capacity of the buses** to the different regulatory scenarios of the different autonomous communities since the beginning of the pandemic.



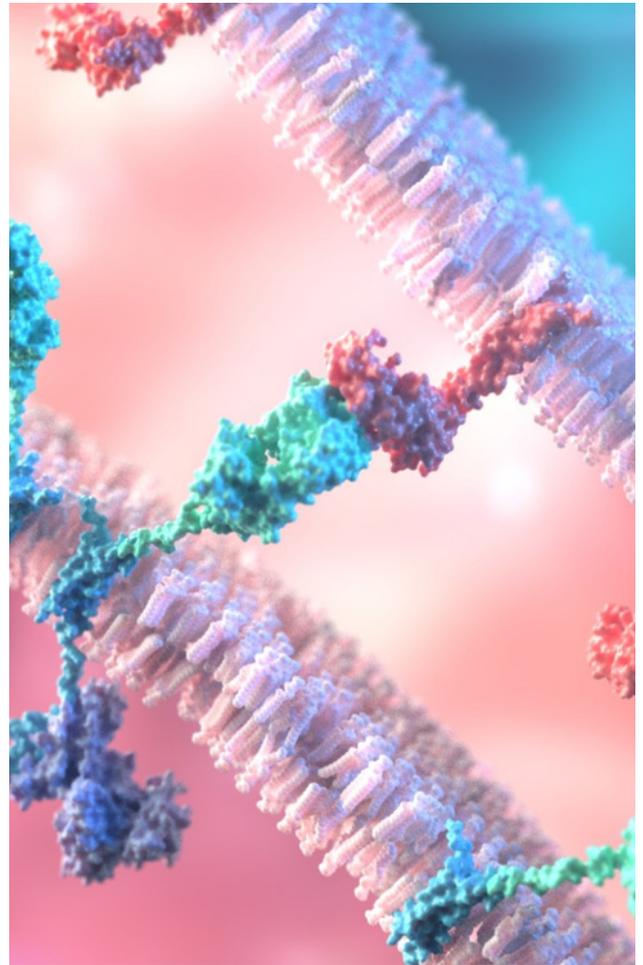


Antigen test

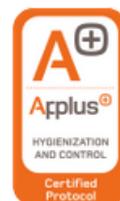
We've adapted our **Comprehensive Health and Safety Plan** to the evolution of the pandemic and the medical detection and prevention solutions by offering **rapid antigen tests to employees working on site.**

The test takes the form of a nasal and throat swab, similar to the PCR, which **in barely 10 minutes detects whether the person is carrying the Covid-19 virus** (not whether they have antibodies) at that precise moment. It is therefore a very effective test for detecting people who have the virus in their respiratory tracts but are asymptomatic. The use of these tests is even more effective when combined with the **usual protective measures: safety distance, hand hygiene and face mask.**

These tests are currently being performed on all our workers at the airports where we provide services.



We have taken an extra step to ensure that our workplaces remain Covid-secure



Covid-19 health & safety certified company



AESA/EASA GUIDELINES

The new regulations introduced in the wake of Covid **have a profound impact on our operations.** **AESA** (the Spanish Air Safety Agency) published its **"Operational Guidelines for the Management of Air Passengers and Aviation Personnel in Relation to the COVID-19 Pandemic"** with a clear objective in mind: to set out the obligations and provide guidance to air carriers and other interested parties about **how to facilitate the safe and gradual recovery of passenger air transport.**

IBAS has implemented these guidelines at all the airports that we service in Spain.

In these challenging times, **team work** is crucial for ensuring safe operations. The entire organisation, regardless of whether the function is directly related to operations or not, must understand these measures and put them into practice in the respective areas of competence.

EASA and the European Centre for Disease Prevention and Control (ECDC) recently published some new guidelines, entitled , **"Guidelines for COVID-19 testing and quarantine of air travellers: Addendum to the COVID-19 Aviation Health Safety Protocol"**, which urge governments to abolish quarantines and other travel restrictions in the current situation and replace them with the use of rapid tests and air corridors for the early detection of asymptomatic cases.

Garantizar la seguridad de todos es lo primero

Este es el objetivo que hay detrás de la implementación de todas las medidas que hemos llevado a cabo en Iberia siguiendo las Directrices operativas publicadas por AESA que recogen las obligaciones y proporcionan orientación al operador aéreo, y a otras partes interesadas.

Todos nosotros debemos **conocerlas y ponerlas en práctica** -en nuestras respectivas áreas de competencia- por eso os invitamos a realizar un viaje didáctico a través de ellas siguiendo las fases del viaje.

Antes de viajar

Abstenerse de acudir al aeropuerto cuando se tengan síntomas de COVID-19.

Se recomienda facturar por la web, planificar el viaje y prever el tiempo necesario para cumplir con los protocolos antes de viajar.

Es obligatorio cumplimentar la **Declaración de Salud** antes de facturar.

El uso de mascarillas quirúrgicas o que provean una protección superior es obligatorio, salvo casos justificados.

En el aeropuerto de salida

La **detección de síntomas** de padecer COVID-19 en los controles sanitarios podrá determinar la denegación de acceso al aeropuerto y a la aeronave o a desalojarla una vez embarcado.

Es obligatorio usar **mascarillas**, cumplir con las **medidas higiénicas y buenas prácticas en materia sanitaria**, y procurar, en todo momento, **guardar la distancia interpersonal de 1,5m.**

Se recomienda facturar en los kioscos de **autocheckin** y se aconseja facturar el equipaje de mano.

A bordo

La **demonstración de seguridad** instruye a los pasajeros que, en caso de emergencia, deben quitarse las **mascarillas quirúrgicas** antes de usar las mascarillas de oxígeno de la aeronave.

Es obligatorio usar **mascarillas** y cumplir con las **medidas higiénicas y buenas prácticas en materia sanitaria.**

Evitar **aglomeraciones** en pasillos y zonas próximas a los aseos, y **limitar los movimientos** a bordo.

Se ha **reducido el contacto** entre tripulación y pasajeros en las distintas fases del vuelo.

La tripulación conoce los **protocolos** y tiene los **medios** para actuar en caso de que un pasajero tenga síntomas compatibles con la enfermedad.

Los pasajeros deben **informar a la Tripulación de Cabina** si se sintiesen enfermos o si tuviesen síntomas de COVID-19.

A la llegada

Tras la recogida del equipaje, **abandonar el aeropuerto lo antes posible** y evitar interactuar con otras personas de la terminal.

Se seguirán las recomendaciones o normativa sanitaria del país de destino respecto al **uso de mascarilla**, **medidas higiénicas y buenas prácticas en materia sanitaria** y **distancia interpersonal.**

Con todas estas medidas pretendemos **facilitar la recuperación segura y gradual del transporte aéreo** de pasajeros y que nuestros clientes vuelvan a disfrutar del vuelo con total confianza.

JUNTOS LEVANTAMOS EL VUELO

EASA/ECDC confirm that, of all the cases of COVID-19 detected, air travelers represent less than one percent and, moreover, do not increase the rate of transmission of the virus

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Iberia Airport Services at a glance ! | DECEMBER 2020



IS THERE A RISK OF INFECTION ON BOARD A PLANE?



1.2 billion
passengers
have travelled since
the start of 2020, with

44 cases
reported of confirmed, probable
or potential transmission
associated with a flight

= 1 in 27 million



*"Did you know that of
the 1.2 billion
passengers carried
since the beginning of
2020, only 44
potential cases of
Covid linked to air
travel have been
reported?"*

That's the conclusion reached by **IATA**, the association representing 290 airlines (82% of total air traffic). Which means just **1 case per 27 million passengers**. And just as conclusively, the majority of these cases occurred **before the introduction of mandatory face masks on board**.

**AT IBAS WE ARE ALL
AMBASSADORS OF THE
SAFETY OF FLIGHTS!**

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**WHAT'S IN
THE OVEN?**

LaLiga: "epic match" by IBAS

The return of LaLiga las June mobilised **42 clubs over the course of 40 days, involving 238 journeys**, most of them by **plane** after it was designated the **safest transport mode by the Spanish Sports Council and the Health Ministry**.

Iberia, Air Nostrum and Vueling carried 11 Liga Santander teams and 10 Liga SmartBank teams, which means that **IBAS** handled some **150 flights (round trips)** at numerous airports, which in some cases, such as **Albacete, León, Jerez and Pamplona**, only opened to assist these operations. We also handled many of the flights operated by **Air Europa**.

This intense coordination between many areas of **IBAS** and the airlines is testament to our flexibility and knowledge when it comes to handling **special operations in special circumstances**, although none like the ones we are currently experiencing as a result of the pandemic (with a high percentage of our workforce furloughed).



It was this **excellent team work** that made it possible to resume football matches in times of Covid, and the success of our operations is also demonstrated by the fact that we are still collaborating in the transport of these teams after the brief interval between the late end of the last season and the current one.

A major challenge

The Madrid-Barajas hub certified as compliant with GDP (Good Distribution Practice) is the largest in southern Europe.

Distributing Covid vaccines

"Safely delivering Covid vaccines will be the mission of the century for the global air cargo industry" affirm from IATA.

Although there are still many unknowns to clarify, there is no doubt about the potentially enormous volume of deliveries. **A single dose for 7.8 billion people would fill eight thousand 747 cargo planes!**

Vaccines must be handled and transported in line with international regulatory requirements, at controlled temperatures and without delay to ensure the quality of the product.

For its portfolio of high-value products, **IAG Cargo** uses **Constant Climate**, a centre specially designed for the precise administration of temperature-sensitive pharmaceutical products. Thanks to this centre, which opened in 2018 at the **Madrid cargo terminal, IBAS** is well-prepared to meet this enormous challenge:

- It has **two temperature-controlled chambers** for pharmaceuticals:
 - **584 sq m for products between +15 y +25°C**, bulk and palletised cargo and a pallet construction area
 - **285 sq m for products between +2 y +8°C**, bulk and palletised cargo
 - A storage area between the two chambers for **22 aircraft pallets** (11 cu m each) and **56 euro pallet positions** for bulk cargo (on shelves)
- It has **GDP certification** (Good Distribution Practice: European Commission Guidelines of 5 November 2013 (2013/C 343/01) on Good Distribution Practice of Medicinal Products for Human Use), accredited by Bureau Veritas.
- **Dedicated team specifically trained** in GDP standards for temperature-controlled products.
- For transportation to the aircraft, there are **eight refrigerated vehicles** dedicated to pharmaceuticals.
- Ability to adapt other **contingency chambers**.



Green pushback: more sustainable handling

At the end of September IBAS took delivery at **MAD** airport of the first **green pushback units with external guiding**. Together with the units already deployed in **BCN**, the fleet of electric ground vehicles now includes **eight of these units**.

In recent years we have made a firm commitment to transforming the handling business. We have launched numerous initiatives as part the **GoUp!** project that we told you about in our first issue, which includes **developing state-of-the-art digital solutions as well as the eco-friendly ones** already explored by the industry, such as these green pushbacks, all aimed at redefining our processes and simplifying our operations to make them more **agile and efficient**.

These units (**Mototok Spacer 8600**) are used to tow **narrow-body aircraft (up to 95 tn)** (A319/A320/A321/B737) and are available for our customers.

Their features and advantages can be grouped into four blocks:

1 Operational

- Greater punctuality
- Fast training for employees

- Ease of movement on the ramp due to their size
- Ease of use

2 Safety

- Greater operational safety
- More efficient and accurate guiding
- Counter-steering system to avoid damaging the front aircraft gear
- Use of wireless headsets

3 Sustainability

- Innovative use of electric units for pushback, which join the other electric equipment in our fleet (extensible belts, Charlotte tractors)
- Eco-friendly: 80V battery for use with up to 28 aircraft without being recharged
- Reduction of emission in the operations area

4 Economical

- Reduction of fuel consumption
- Reduction of maintenance costs

At **IBAS** we remain as committed as ever to delivering **sustainable, efficient, safe and excellent handling services**. The arrival of these units enables us to take another step towards digitalisation

DE-ICING: the season begins

This year has been very different from previous ones, but as usual **the de-icing service provided by Iberia Airport Services (IBAS)** will be delivered from **1 November to 31 March**, in normal weather conditions.

To be ready at the **16 airports** where we provide these services (**MAD, BCN, BIO, EAS, GRO, GRX, LCG, LEN, MAH, OVD, PMI, PNA, SCQ, SDR, VGO and VIT**), since the end of August we have been carrying out the following actions:

- Checks of the **validity of the available fluids** at each airport by sending samples to the manufacturer's laboratories.
- **Placement of orders for new fluids** where necessary.
- **General inspection of all de-icing teams and equipment** to ensure preparedness from day one.
- **Review of employees' training**, including those who are going to provide the service directly and the trainers themselves, including initial courses for employees who are new to this task and refresher courses for experienced employees.
- **Availability of the PPE required for this service**, which this season will include masks due to Covid.
- **Availability of refractometers.**
- **Review of the updates** for each season received from the industry and our customer airlines.



This service is **audited by most of the airlines** we service (more than 20 audits per season in MAD alone), as well as by organisations like the **IATA pool (DAQCP) and the FAA USA (DEVA)**, and each year we obtain excellent results.





AENOR audit

During the first two weeks of September, **AENOR** conducted its annual monitoring review **at 22 airports** where **IBAS** provides services to ensure that they remain compliant with the **ISO 9001 and 14001 certifications**.

Iberia Airport Services (IBAS) has maintained its **commitment to quality and the environment**, even doubling its efforts during the current Covid-19 crisis.

Thanks as well to the **Applus+ certification** that accredits all our workplaces as **"Covid-free" centres**, this means that it was possible to carry out the audits in person, adapting the visits of the auditors in each area to comply with all the protocols and measures in place.

The audits **recognised** two elements that we are particularly proud of:

- Our **capacity to adapt to the situation caused by the pandemic**, modifying our usual working methods while maintaining the same service levels.

- **Communicating with our customers** to handle their needs as efficiently as possible.

Even so, we continue to set ourselves the highest standards to ensure we meet the most stringent demands and objectives.

In line with our environmental performance, we are required to:

- **Transfer our own high levels of commitment to the organisations with which we interact, our providers, customers, AENA, etc.**, to ensure that their activities are as sustainable as possible. This means that we need to assess their environmental impact as well as our own.
- **Conduct a thorough investigation of the environmental risks** we have detected for our activity, taking into account additional potential or emergency elements such as floods and fires.



Made-to measure handling: passenger planes converted into cargo planes

During the first few months of the pandemic, **IBAS** was dedicated almost exclusively to handling **repatriation and medical cargo flights**, responding to the need to provide countries with masks and supplies of this type. The cargo was carried in the cabin, adapting the seats with nets and "**pouches**" like the ones used by Iberia.

After this need was covered, the planes were gradually used for scheduled passenger flights again, but now that the summer is over we have noticed **new demands from our customers** as they look for business opportunities.

In view of the increase in cargo traffic, numerous airlines have decided to **temporarily transform some of their passenger planes into cargo planes** by adapting the cabin and removing the seats.

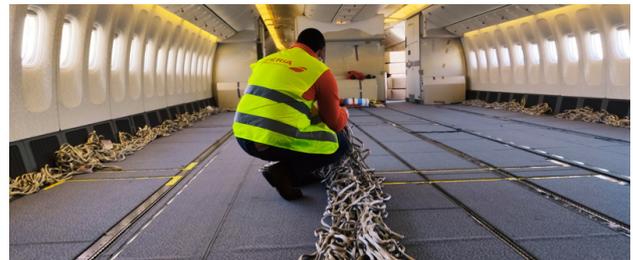
Providing handling for these types of flights requires **IBAS** to carry out another overhaul of its processes, security procedures and resources because we have never handled flights where **up to 15 tonnes or more of cargo have to be loaded manually on to the cabin**, in the designated positions, and secured with nets anchored to the rails that previously accommodated the seats.

There are already some companies that have converted part of their fleet into cargo aircraft and have requested handling from IBAS. **We are continuing our efforts to offer made-to-measure handling.**

Here are some images from these flights:



iBERIA A330/300 converted into cargo plane. MAD airport



Another aircraft converted into cargo plane. BCN airport.



NPS: Improving the quality of our services

With the aim of improving our service levels, we are currently conducting **surveys based on NPS metrics** to learn more about how our customer airlines perceive our services.

The project started with the development of a *zero phase* in BCN with several companies on board. During this phase, we decided to segment the questions in three major areas: Passenger Services, Ramp Services and Flight Dispatch, based on the results obtained we will be able to focus specific areas of service inside each segment.

From the beginning of December we had the go ahead for *phase 1* with **30 plus companies invited to participate at 8 major airports ALC, AGP, BIO, IBZ, LPA, MAD, PMI & TFS** besides BCN, our proof of concept station.

For each service area to be analyzed, we post **a question on level of recommendation** to a colleague or a friend adding a free text area to receive their feedback on the reason for the score selected. So, with a **short and simple formulaire** we intend not to take much time from the respondents but at the same time we allow them to raise their points in the aspects of the service important for them.

The respondents assigned by the airlines for this task, agree with our local managers the periodicity of the survey; despite it is not much time consuming, we leave it open to **weekly, fortnightly or monthly periodicity**.

The process starts with an email alert sent at the agreed dates to be answered by the respondents. **The information gathered provides IBAS an Index of Satisfaction of our customer airlines and a detailed description of the specific areas where we need to put focus on improvement or where our performance is satisfactory.**

The scores declared are valued as per NPS metrics in line with the already used by many airlines and by other sectors; 9 and 10 scores are added and 0 to 6 scores are subtracted leaving 7 & 8 scores as neutral, therefore we obtain a numeric indicator to track service quality tendencies. **From now on, the new index is added to the set of KPIs analyzed to manage our resources and services.**

For **IBAS**, NPS methodology is key to put our customer companies in the center of our activity, emerging elements of service that for not being reflected in the contracts are not part of the continuous improvement projects while their added value may impact the handling activity.

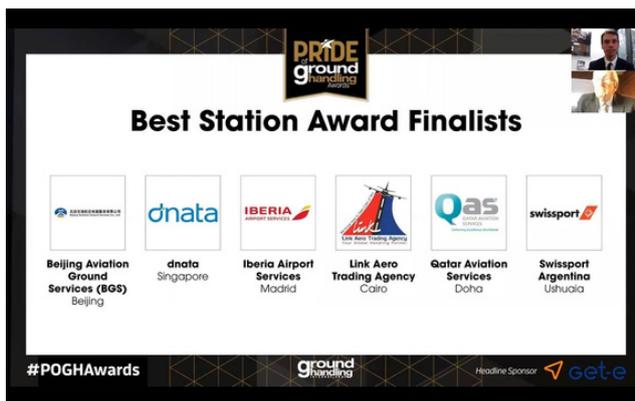
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NEWS IN BRIEF

Iberia Airport Services, finalist at the Pride of Ground Handling Awards

The candidature presented by **IBAS** as the **best handling stopover in the world for Madrid-Barajas airport has been nominated one of the six finalists** for the awards granted every year by the prestigious magazine **GHI International**.

This year all the candidatures naturally revolve around Covid-19 and the jury will look for examples of proactive measures that have been implemented in the aviation sector (airlines, handling agents, etc.) to cope with the pandemic.



We have not only succeeded in offering customers an **end-to-end service** by adapting our processes and procedures to the demands of **32 different airlines** and transforming operations at our Hub. We have managed to all do this in a safe working environment, pioneering the introduction of a **comprehensive health and safety plan** on 1 May by implementing all the health and safety recommendations issued by **EASA, AESA and the ECDC** (European Centre for Disease Prevention and Control).

The nomination is a testament to the enormous efforts that the entire **IBAS team has undertaken at all the airports it services**, represented in this case by **Barajas**, where it has handled more than **1,000 medical cargo flights** (including arrivals and departures), more than **25,000 tonnes of supplies** during the state of emergency (Spain being one of the hardest hit countries), and more than **150 repatriation flights** that carried **100,000 passengers** home. Not only that: we handled all these flights with a punctuality that increased from 90% in March to 98% in May, and we proved our efficiency by halving loading and unloading times.

Ángel Marcos, Chief Airport Services Officer, recognises *"the excellent work and commitment of all personnel at all airports. It's fantastic news that Madrid, in representation of all of them, has managed to be nominated one of the six finalists for the world's best handling stopover due to our actions during the pandemic, and we should feel very proud."*

Finally the winner was **Qatar Aviation Services**, whom we congratulate from here.



Merry
Christmas

IBERIA
AIRPORT SERVICES 