

IBAS at a Glance

Iberia Airport Services

May 2022




Who is Iberia Airport Services?


IBAS is the leading provider of ground handling services in Spain




Facts & Figures


Yearly
Pre-COVID19


Network
29
airports


Clients
200
airlines


Passengers
101
millions


Aircraft Handled
340 k
turns


Staff
7,500
employees


GSE
8,500
units



Why IBAS?

- Main supplier in Spain with more than 90 years of experience
- Presence in 29 national airports
- Reliability and expertise are our main drivers to success
- As part of an airline, we share airline needs
- Years of investment in ground handling business
- Lean techniques to accommodate processes and technologies
- IATA GHC and IGOM WG member

Our Values



Flexibility for our Customers

Each customer is unique



Our people, Our drive

Experience & Reliability



Sustainable Handling

Promotion of "clean energies" in GSE



Operational Excellence

Focused on safety & quality



Innovation & Digitalization

Committed to draw the future of ground handling services



Go Up!
Next Chapter



Flexibility for our Customers

Each customer is unique

01

Our basic services portfolio cover four airport pillars:



Passenger Services:

- Check-in and boarding
- Baggage management
- Lost & found
- Excess baggage recovery
- Unaccompanied minors & VIP assistance
- Flight check-in at hotels / Off airport check-in
- Direct payment at gate
- Groups & Transit passenger management
- Queue management personal support
- Airline ticketing services
- Pets & special baggage handling surcharge

Ramp Services:

- Loading & unloading
- Push-back
- Cleaning
- De-icing
- Ramp transport
- Crew transportation
- Service private aviation
- Electric connector for lighting
- Aircraft damage control
- Recovered pax & bags
- Real time bag tracking info sent to airlines & pax

Operation Services:

- Flight dispatcher
- Crew assistance & administration service
- Load sheet & CLC Services
- Flight documentation
- Reports
- Audit & mystery shopper
- Consulting
- Qualified personnel for your local management
- Weekly operational reporting
- Buffer coverage (bonus/malus)

Cargo Services:

- Leading-edge technology in MAD cargo terminal
- Special operations with cargo airplanes
- Cargo transport services
- Cargo terminals coordination
- Real time cargo loads tracking info sent to airlines & pax

IBAS purpose is customize our services to each airline needs

IBERIA
AIRPORT SERVICES

+150
Airlines





Go Up!

Next Chapter

#GoUpTogether!

Our people, Our drive

Experience & Reliability

02

Our People



Diversity

We count with over 50 different nationalities, which allows us to adapt to the specific customer culture and needs

+ 50 nationalities
c. 37% female staff



Leadership & Talent

We believe that our team's motivation is vital to ensure an optimal working environment and achieve common goals

Enhancement of supervisor role



Training

Key for our employee's professional development and commitment

+95.000 training hours
were provided in 2021 to ensure
competitive knowledge



Engagement

Focused on enhancing enthusiasm and dedication, making a difference on our daily responsibilities and performance

New Employee ambassador
program



Prevention

We count with our own risk prevention team to ensure optimal measures are in place

+35 measures
since pandemic outbreak



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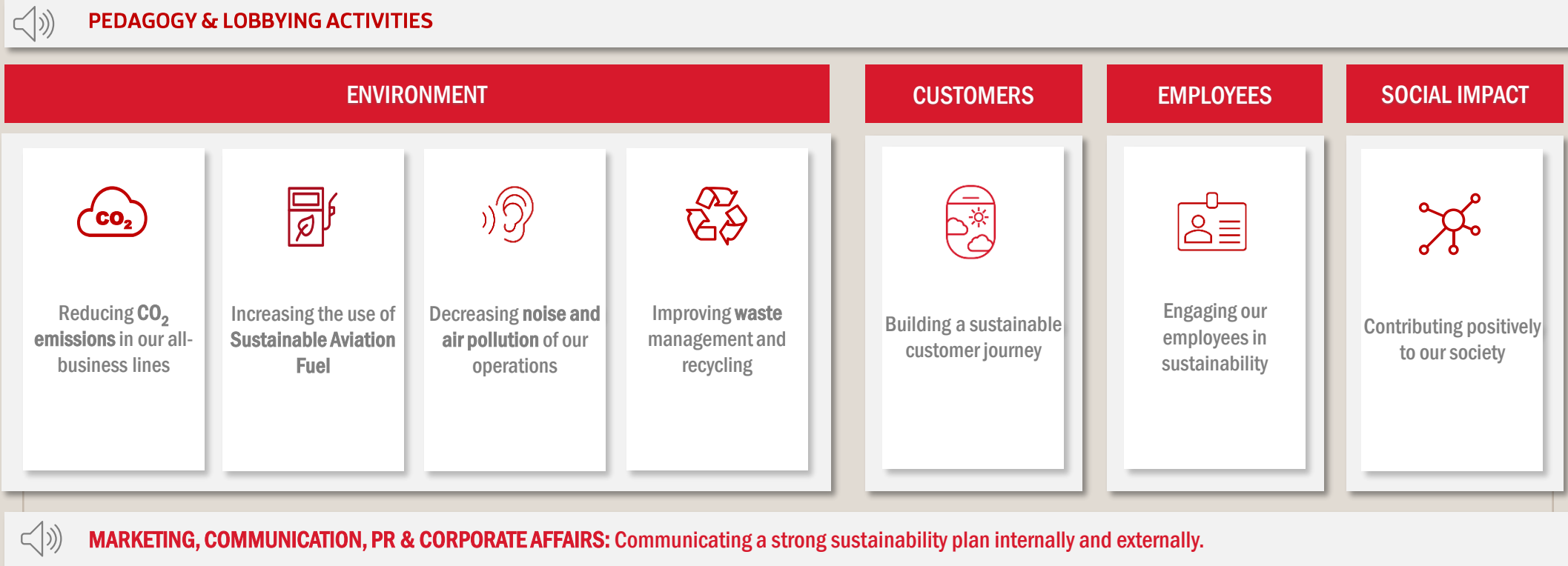
Sustainable Handling

Promotion of "clean energies" in GSE

03

STRUCTURE OF IBAS's SUSTAINABILITY PLAN

We frame the Sustainability Plan in four pillars: ENVIRONMENT, CUSTOMERS, EMPLOYEES, SOCIAL IMPACT



The **Environmental pillar** must be the **priority** for IBAS's Sustainability Plan and must concentrate on setting **specific external and internal targets**



Customers, Employees and Social Impact pillars are **highly needed** for **strengthening IBAS's positioning** as a result of keeping up with industry trends.

GSE electrification plan:

Aligned to AENA Tenders, 50% of electric fleet by 2029

2020

February 2020
BCN electric tractor
Charalotte

March 2020
MAD electric cargo terminal tractor
Charalotte

March 2020
BCN electric bus
COBUS

2021

March 2021
BCN electric GPU
ITW

June 2021
MAD Electric platform
JBT

2022

January 2022
AGP Electric Pushback
TLD

January 2022
BCN electric GPU
TLD

February 2022
MAD Electric Pushback
Mototok

February 2022
MAD electric GPU
Guinault





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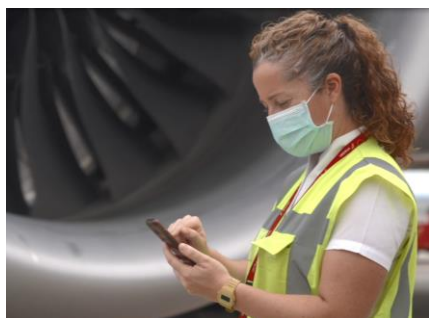
Operational Excellence

Focused on safety & quality

04

Safety

-60% incidents reduction over the past 5 years



Administrative Processes

- Focused on digitalization
- Knowledge expansion and maximization of the IT safety tools usage
 - Definition of safety targets
 - Production of automatic safety results dashboards



Training

- Reassessment of current employees safety curriculum
- Adaptation to new AVSAF regulation



Culture

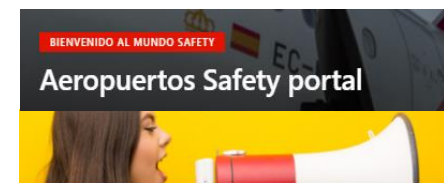
- Reporting as a base for Reactive Safety
- Weekly follow-up committees: Proactive Safety
- Check List, follow-up monthly committees and Indicators as a base for Predictive Safety



RSO y Safety Ambassador

- Empowerment of ramp managers in Safety culture:
- Flight Dispatcher
 - Ramp Supervisor

AEROPUERTOS al día RADAR SAFETY



Comunication

- Refinement of the communication strategy
- New Safety Portal
- Reinforcement of Safety information in Newsletter: Safety Radar
- Voice of the Customer Safety Matters

Quality

IBAS collects the most valuable awards from industry organizations and standards

IBAS 2021 Activity Volume			
Flights	Passengers	Bags	Cargo
201.661	46,8 Mio	32,8 Mio	328.600 T

IBAS 2021 Performance			
GHA OTP D3	GHA OTP D15	Mishandling	AOG
97,97 %	99,73 %	4,74 ‰	0,04 ‰

IBAS AWARDS & CERTIFICATES



Flexibility

In 2021, IBAS designed a start-up plan to recover operation after COVID-19 outbreak according to regulatory standards and pandemic international recommendations to ensure quality and service

- 191 actions
- 8 major topics
- All airports
- Shared with Key Players



Innovation & Digitalization

Committed to draw the future of ground handling services: IBAS Turnaround 3.0

05

IBAS Turnaround 3.0



Real time
process tracking

Kepler Project



Connected
Ops

*Collaborative chats,
bots and reports*



Digital W&B
load sheet - CLC

IRIS Project



Autonomous
start-up

*Electric push back
remote controlled*



Kepler value:



Customers
customization

Remote control of staff and flight
in real time according to
customers SLAs and procedures



Real time
process tracking

Digital track of any process
(passenger, dispatchers and ramp)



Without on-site
calls

Access to flight information on a
mobile phone



Business
analytics

Consolidated information on a
single database

Project status Dec21



25
airports



150 k
turns



+ 600
devices

Collaborative tools value:



Dedicated chats
& teams for
each customer

Enhancement of communication
between all turnaround agents



Customized bots:
Answers in your hand

An in-house solution to answer any
question faster and easier on operation



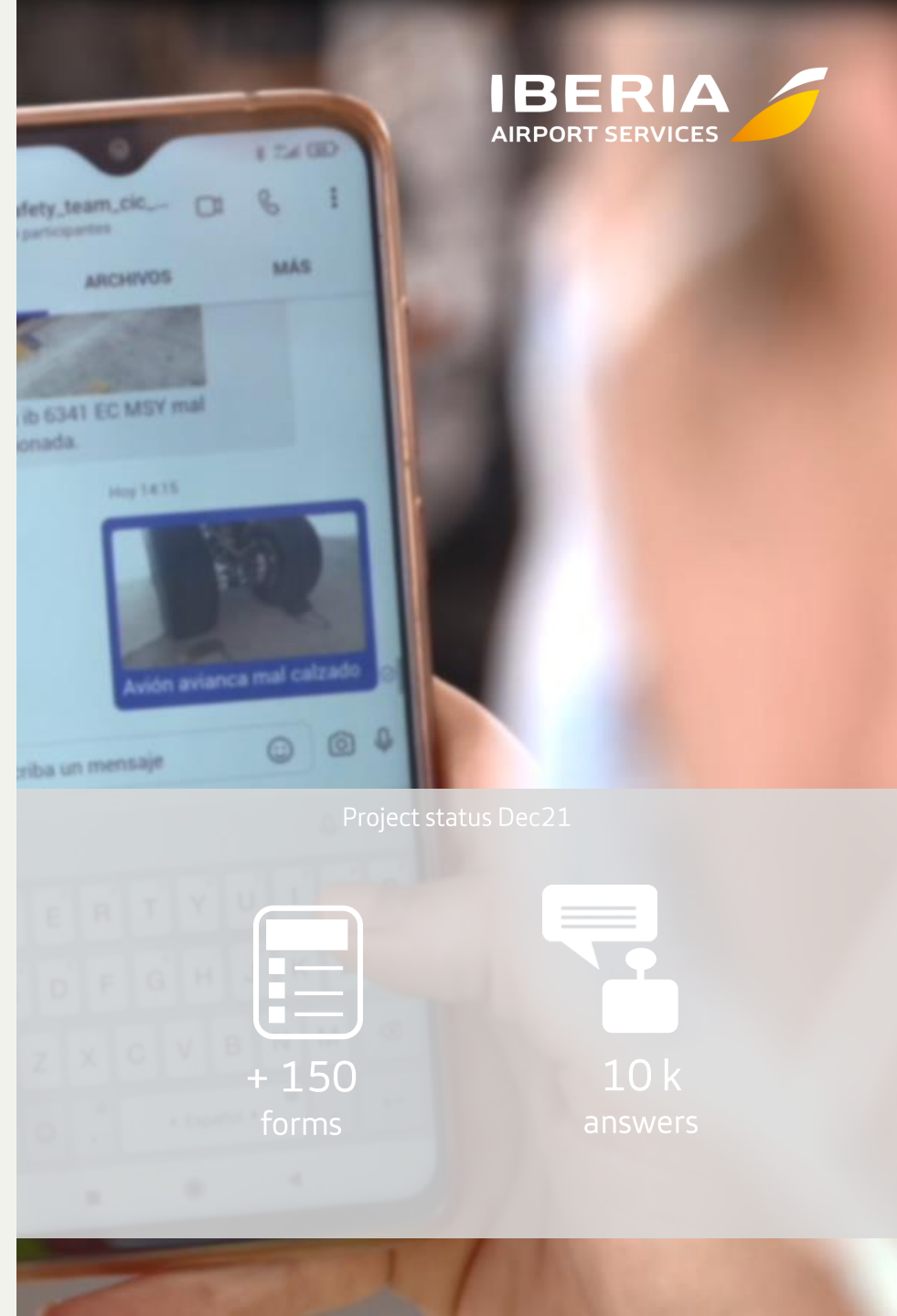
Digital on-site
reporting

Promoting safety culture and
decision making



Walkie-talkies on
a single device

Cost saving solution to allow calls
on an only device



IRIS value:



Highest data accuracy

Data updates in real time, facilitating last minute changes inputs directly on mobile app



Only requires management by exemption

Full automated weight and balance process on CLC



More process visibility

Better communication and agility between all agents involved



Digital signature and emission of LIR & LS

Time savings at the most critical moments of turnaround

Project status Dec21



+250
load sheets
tested



+ 96
aircraft ID on
the system
(IB group)

Autonomous start-up value:



Electric push-back

Increasing our electric GSE fleet, reduction of CO2 and noise emission according to IBAS sustainability plan



Remote controlled by dispatchers

Push back performed by a single agent



Deployment of specific training

Specific training in place for dispatchers



A safety procedure fully approved

No safety incidents recorded so far. Fully aligned with AENA and customer procedures

Project status Dec21



8
units



+ 3,000
maneuvers



0
major incidents

