



TRANSPORT
SOLUTIONS
AIRPORT
SERVICES

CONTENTS

4

Airport Services,
tailored Handling
Services

6

Key figures

8

Airport Services
around the world

10

Products and services

12 Passenger services

13 Operations and load sheets

14 Ramp

15 Warehouse services

16 General aviation

17 Ticketing

18 Handling of PMR

18 Air bridge

19 De-icing services

19 Handling at non-airport
facilities

20

Commitment to people,
quality and innovation



INVESTING IN THE PLANET



ACCIONA is a global company that is a leader in providing regenerative solutions for a decarbonised economy. The company's purpose focuses on engaging in activities that promote more sustainable models of society. Its business offer includes renewable energy, water treatment and management, eco-efficient transportation and mobility systems and resilient infrastructures. The company has been carbon neutral since 2016. ACCIONA reported turnover of €8,104 million in 2021 and has a footprint in more than 60 countries.

ACCIONA's sustainability strategy is articulated mainly in its Sustainability Master Plan (SMP) 2020. The company seeks to invest in, develop and operate assets that are capable of making the world a more sustainable place, and to become the leading company in developing regenerative basic infrastructure assets: those that produce value for people and the planet.

ACCIONA has been named a sustainability leader in its industry by S&P Global. It is also listed among the 2021 Global 100 Most Sustainable Corporations and is a component of selective sustainability indices such as FTSE4Good and Euronext Vigeo Europe 120, among others.

Since 1993 Airport Services provides specialized services **designed to meet the individual needs** of airlines throughout its whole network

AIRPORT SERVICE

Tailored Handling Services

ACCIONA, with its activity Airport Services, is one of the main independent handling operators in Germany, Spain and Chile.

Airport Services started its handling activities in Spain in 1993 and today, it is a young and dynamic company aiming to achieve a growth based on the quality of service, security and innovation in its handling processes.

ACCIONA, throughout its network, provides services

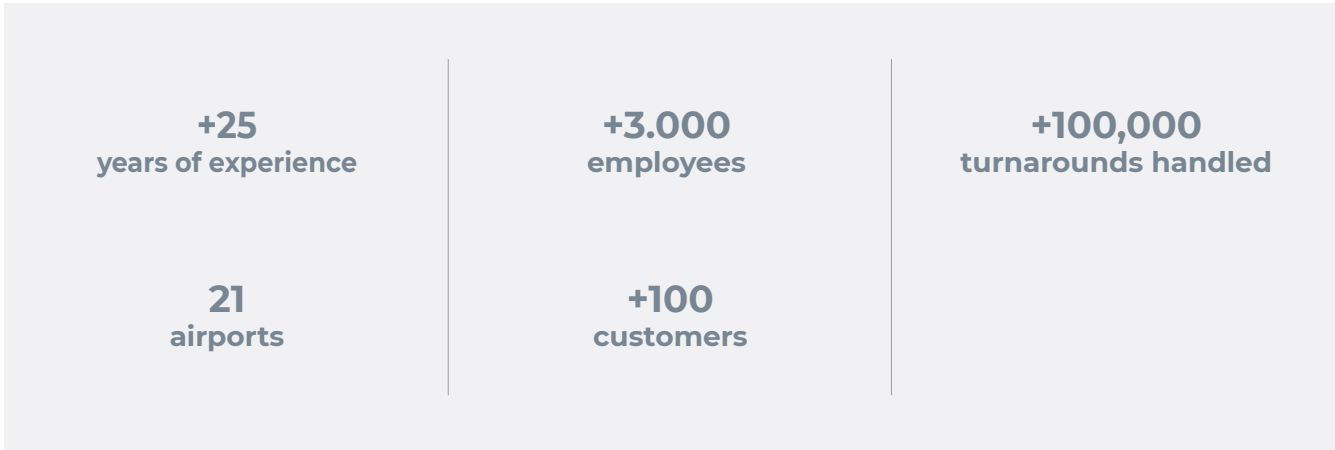
designed according to the individual needs of each airline. The independence from the airport where it operates or from the predominant airline in it, allows ACCIONA to count with great flexibility when adapting to the needs of all types of airlines and to keep close attention to the needs of its customers.



Flexibility, innovation and efficiency
garanting quality in its handling
processes

KEY FIGURES

Results 2021



Airport Service around the world

In continuous growth and ready to adapt to customers needs.

Chile

- CJC - Calama
- ANF - Antofagasta
- CPO - Copiapó
- LSC - La Serena
- CCP - Concepcion
- ZCO - Temuco
- PMC - Puerto Montt
- IQQ - Iquique
- PUQ - Punta Arenas
- ZAL - Valdivia
- ARI - Arica
- ZAL - Valdivia
- BBA - Balmaceda
- MHC - Mocopulli
- PNT - Puerto Natales
- ZOS - Osorno



SCL - Santiago de Chile



Passenger services



Operations and load sheets



Ramp



Ticketing



Air bridge



De-icing services



Warehouse services



V.I.P. services



VIP services Handling at non-airport facilities



PMR

Germany

DUS - Düsseldorf



Spain

BCN - Barcelona



PMI - Palma de Mallorca



LPA - Las Palmas



Technical specialisation with a team trained to the highest level

PRODUCTS AND SERVICES

Leader in intelligent handling

ACCIONA throughout its airports network, provides passenger, ramp, cargo and other handling services outside the airport premises, which become an extension of those activities carried out inside the airport.

Airport Services:

- Passenger services
- Operations and load sheets
- Ramp
- General aviation
- Warehouse services
- Ticketing
- De-Icing services
- Air bridge
- Handling of PRM
- Handling at non-airport facilities





PASSENGER SERVICES

Assistance to passengers at the airport from the arrival till the departure:

- Passenger check-in
- Flight connection assistance (transfer desk)
- Passenger embarkation
- Passenger assistance in the event of flight delay, interruption or cancellation
- Special passenger assistance (unaccompanied minors, VIP)
- Computerised check-in systems
- Information desks
- Collection of ancillaries
- Flight statistics reports
- Lost and found services (search and distribution)
- Flight editing
- Overbooking resolution



OPERATIONS AND LOAD SHEETS

Assistance during the entire turn around of the aircraft by a specialised agent:

- Communication between the cabin and the ground
- Assistance during the engine start-up
- Weather report
- Crew dispatch
- Ramp coordination (ramp agent)
- Crew briefing
- Ground-to-air communication (VHF)
- Load planning
- Control of ULDs
- Service coordination and supervision
- Preparation of load sheet



RAMP

Provision of services required by aircraft during their turn arounds at airports:

- Loading and unloading of bags, mail and freight
- Pushing and towing of aircraft
- Toilet and potable water services
- Cleaning of passenger and crew cabins
- Transportation of passengers and crew between aircraft and terminals
- Transportation of bags, mail and freight
- Auxiliary equipment, air starter unit, ground power unit and air conditioning units
- Handling of ULDs



WAREHOUSE SERVICES

Safekeeping, handling and delivery of freight and mail at the terminal:

- Documentation management (Importation/Exportation)
- Special load handling
- Storage service
- Mail handling
- Load acceptance and consolidation
- ULD build-up (freight units)
- Inventory control
- Loading and unloading of lorries
- Express cargo shipment
- Handling of hazardous goods



GENERAL AVIATION

Full assistance service to private aeroplanes and their passengers:

- Flight assistance
- Catering requests, hotel reservations and transportation for passengers and crew
- Loading and unloading of suitcases
- Ground support equipment
- Coordination of payments and airport taxes
- Cabin cleaning
- Flight plans and meteorological information



TICKETING

Reservation and sale of tickets for customer airlines:

- Ticket desk
- Collection of ancillaries
- Customer care



HANDLING OF PRM

Attention and assistance services to passengers with reduced mobility:

- Facilitate the embarkation and disembarkation of passengers with reduced mobility through qualified people and specific teams



AIR BRIDGE

Positioning of telescopic air bridge enabling passenger embarkation and disembarkation.



DE-ICING SERVICES

Aircraft de-icing service.



HANDLING AT NON-AIRPORT FACILITIES

Check-in of passengers and luggage at:

- Hotels
- Maritime terminals (cruises)

COMMITMENT TO PEOPLE, QUALITY AND INNOVATION

In ACCIONA the orientation of the processes to the satisfaction of the needs and expectations of its customers is considered fundamental, demonstrating the fact of having been the first handling agent in Spain to implement and certify a quality system management according to the ISO 9001 regulation.

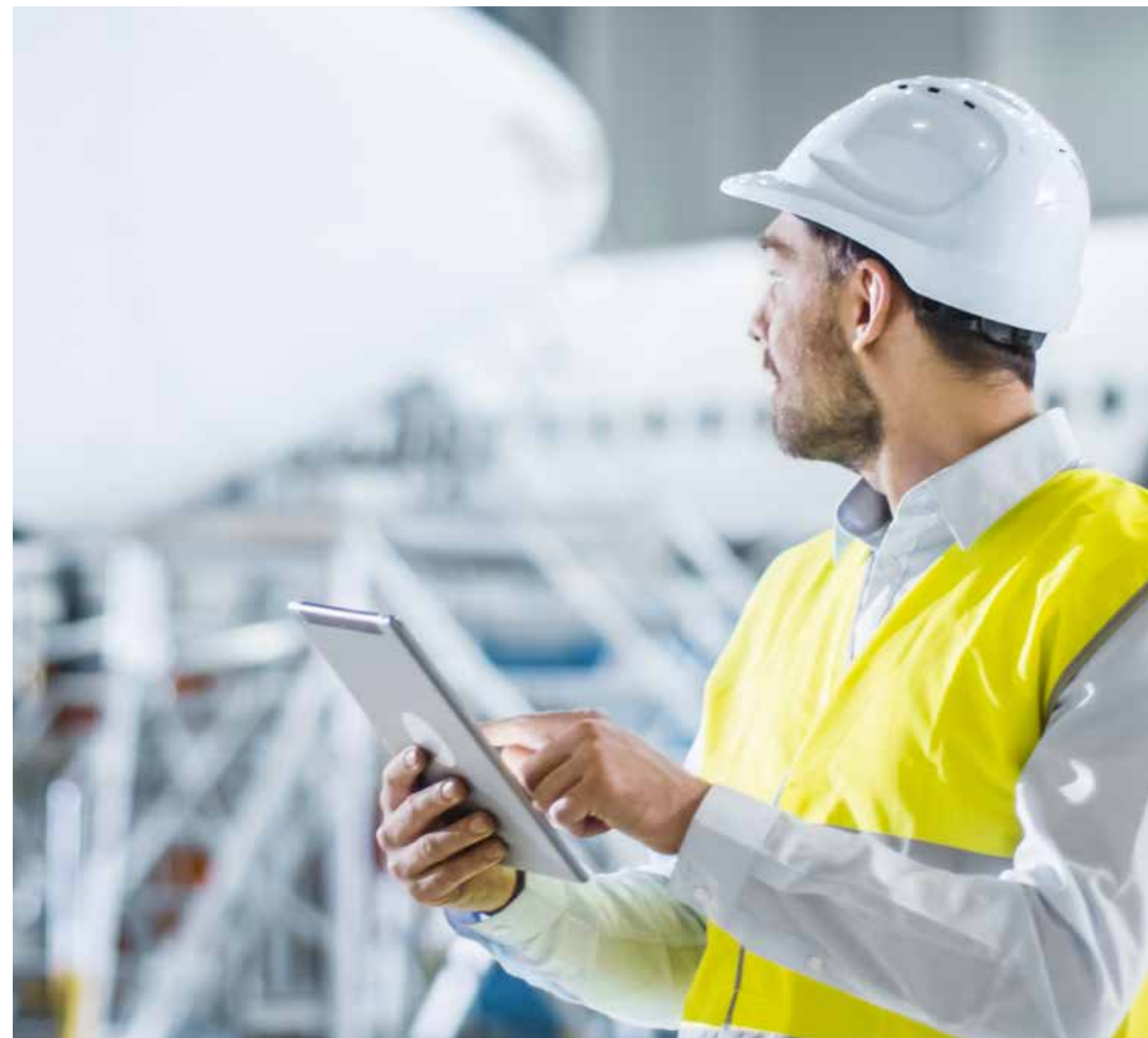
It has also been a pioneer in the certification of the environmental management system according to ISO regulation 14001, designing for it an integration of both systems, quality and environmental management, according to the guidelines set by the sustainability policy of ACCIONA Group.

ACCIONA, with its activity Airport Services, renewed in 2016 the ISAGO's (IATA Safety Audit of Ground Operations) certificate obtained in May 2012 for its station in Palma de Mallorca, Head Office in Madrid and Frankfurt in 2016.

This certification confirms the development and implementation of the safety system in accordance with IATA (International Air Transport Association) regulations. It is a specific standard for airport handling agents and it is a voluntary certification taken by the company in order to demonstrate its commitment to safety.

At German Airports where ACCIONA provides services a quality system has been implemented according to ISO 9001 regulation. Since 2016 it has been certified according to ISO 50001 Energy Management System in Frankfurt airport.

ACCIONA obtained in 2012 the OSHAS 18001 certificate due to its own health and safety department that supervises activities and decisions in technical processes and in the chain of command, to ensure the protection of the workers.





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BUSINESS AS UNUSUAL



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