ABOUT WFS

18,000
Airport service professionals working for you all over the world.

50 million
Airline passengers served for our airline customers annually.

188
Global locations on five continents.

300
We are proud to serve over 300 airlines globally.

€1 billion
Annual sales, enabling us to invest in the services you need.

4 million
Tonnes of cargo handled per annum worldwide.
WORKING WITH YOU

In the fast-moving and highly competitive world of aviation, our aim is to provide our customers and our customers' customers with the most professional, safe and secure service.

This means ensuring passengers enjoy a fast and friendly journey through the required airport procedures. It means providing timely, safe and secure ramp handling to ensure on-time flight departures and efficient baggage handling for arriving and departing passengers. And, it means every piece of cargo we handle is managed securely and on-time to connect with outbound flights or made ready for customer collection.

We, at WFS, consistently deliver to these high standards of quality and service through our investments in people, training, facilities and equipment – and our global commitment to best in class service.

Our international organisation is enhanced through partnerships in key locations around the world with companies that share our business philosophy. This enables us to combine our global knowledge and expertise with a clear understanding of the needs of customers in local markets.

We continue to explore and invest in new opportunities which extend the reach of our cargo, passenger, ramp, technical, baggage and premium services and that enable us to increase the scope of our offering to our global customers.

We are PROUD to be your partner.

CRAIG SMYTH
Chief Executive Officer
OVER 45 YEARS OF GROWTH

1971
Creation of SFS (Société de Fret et de Services). It quickly becomes established as a successful air cargo handler in Europe.

1971
American Airlines (AA) forms AMR Services Corporation to outsource its Ramp, Passenger and Terminal services.

1983
SFS and AMR Services Corporation merge to create one of the world’s leading airport services groups.

1993
WFS opens a regional office in Hong Kong to develop ground, cargo and passenger terminal services in Asia.

1996
The SFS/AMR merger is renamed Worldwide Flight Services (WFS) to reflect the global expansion of the group.

1999
WFS India launches Ramp and Passenger handling services in New Delhi and Cochin.

2008
WFS buys a 60% stake in British Airways Regional Cargo and gains access to a network of 8 airports in the United Kingdom.

2009
The WFS Foundation is launched.

2012
WFS joint venture AFS opens new cargo warehouses in Cape Town and Johannesburg.

2013
Platinum Equity acquires WFS from LBO France. WFS acquires a 51% shareholding in Fraport Cargo Services.

2015
Craig Smyth appointed CEO of WFS.

2016
WFS acquires CAS in North America.
WE’RE PASSIONATE ABOUT YOUR BUSINESS

WFS has over 45 years’ experience of meeting the service expectations of major customers all over the world.

Our customers know we understand their business and our global network provides the reach they need to deliver high quality customer service at all of the world’s major airport locations.

As a successful and growing organisation, WFS has the ability to invest in facilities, equipment, systems and new business opportunities.

We work to the highest industry standards for safety, security and quality, and in compliance with local and international regulations.

WFS provides a full-service capability that includes cargo, passenger, ramp, baggage, premium and technical services.

Our global team of people are highly-trained, highly-skilled and confident airport service professionals who are supported by local training and development as well as by WFS’ Airport College in-house training school in France.

We are passionate, capable and always willing to explore new opportunities presented by customers all over the world.
Our pedigree as one of the world’s leading airport services companies has been earned over 45 years in the world of aviation. Our experience and expertise means we fully understand our customers’ requirements and enables us to consistently deliver the professional and highly efficient ground handling services they need.

As one of the world’s leading ground handling organisations, WFS consistently demonstrates its ability to provide services and solutions that ensure our customers always meet the expectations of their passengers and cargo customers. They trust our expertise, value our advice and work with us to develop new opportunities that enhance their customer service, generate new revenue opportunities, and provide important cost efficiencies.

Today, our services and capabilities include, but are not limited to:

**CARGO**
- World’s largest provider of safe and secure cargo handling in our own dedicated facilities
- Full compliance with all local and global safety and security regulations
- Fully-equipped cargo terminal operations to expedite cargo processing
- Highly-trained teams to optimise the capacity of pallets and ULDs to maximise your revenue potential
- Special facilities for premium products, including express, temperature-controlled and high value cargoes
- Dedicated facilities for outsize cargo, live animals and Dangerous Good shipments
- Documentation services for import and export customs clearance
- Cargo transportation to and from aircraft
- Trucking services connecting major airport stations
- Cargo tracking for full shipment visibility

**PREMIUM**
- Check-in and shuttle services
- Exclusive lounges and private terminals
- Porter and packing services
- Assistance through customs and immigration procedures
- Private aircraft handling
RAMP SERVICES
- Aircraft loading and unloading
- Pushback and towing
- Marshalling and flight documentation
- Fuel and water services
- Ground power
- Cabin cleaning
- Aircraft de-icing
- Passenger ground transportation
- Freight loading and unloading
- Baggage transfer
- Catering loading

PASSENGER
- Reservations and ticketing
- Check-in services and departure control systems
- Flight arrival and departure services, including transfers and flight close-out
- Boarding assistance
- Special assistance for passengers with reduced mobility and unaccompanied minors
- Baggage services
- Limousine and car rental
- Customs and immigration assistance

TECHNICAL
- Maintenance, repair and installation of passenger boarding bridges and ground support equipment
- Installation and maintenance of baggage handling systems
- Installation and maintenance of cargo handling systems

BAGGAGE
- Fast handling of arriving, departing and transfer bags
- Baggage tracking services
WFS has not only a wide network but builds on local teams promoting local business and culture. For more details on our stations please go to our website www.wfs.aero
ASIA
8 Airport Stations
5 Countries

AFRICA
5 Airport Stations
3 Countries

EUROPE
53 Airport Stations
11 Countries

SOUTH AMERICA
24 Airport Stations
1 Country

ASIA
8 Airport Stations
5 Countries

AFRICA
5 Airport Stations
3 Countries

EUROPE
53 Airport Stations
11 Countries

SOUTH AMERICA
24 Airport Stations
1 Country

188 STATIONS
WFS cares for its employees' wellbeing and personal development, providing opportunities for every member of staff and ensuring they work in a safe and secure environment at all times.

Our environmental commitment includes the efficient use of water and energy supplies, the use of electric vehicles, and recycling of waste packaging, paper and other office consumables.

Our work in support of charitable causes includes provide free of charge handling services for humanitarian aid provision, corporate donations, and sponsorship of fundraising activities.

Our Corporate Social Responsibility programme extends across our entire business and into the major communities where we work.

Formed in 2012, the WFS Foundation awards grants for professional training and integration of young people through culture, sport, citizenship, education and training. The causes we support are wide-reaching but all aim to inspire young people from challenging backgrounds to learn new skills and to support them as they look to enter the workplace. This may be by participating in programmes to help other people in need in communities, helping them to learn to drive, developing IT skills, understanding how to make and sell products, and learning interview skills. All of these outstanding initiatives ultimately help to integrate young people into the community and employment with partner companies.
Developing a partnership opportunity with WFS enables you to benefit from our world class international standards in all aspects of airport services. You will gain the support of our global team of business and ground handling professionals and leverage our trusted relationships with airlines, airports and other highly valued customers all over the world.

We believe in partnerships that are open and fair, where both parties bring complementary skills and value. We also recognise the importance of maintaining and developing a strong identity for each partnership, which usually involves the creation of a sub-brand supported by all parties.

We choose our partners very carefully. We want to work with professional and respected individuals and companies that have identified how we can add value to their existing business or be a partner in a new venture.

We seek partners who are innovative and entrepreneurial and that can help us to increase our global reach. You may be a business ready to grow to the next level or have an opportunity to launch our services in new markets. You may also be an airport that wants a respected handling partner to help attract new airlines, or you may be seeking our participation in a new business opportunity that needs our expertise and investment.

At WFS, we’re always looking for new opportunities.
CONTACT US:
Contact information for our Headquarters & all WFS Global Stations can be found on our website
WWW.WFS.AERO