ABOUT WFS

27,600
Airport service professionals working for you all over the world.

6,2 million
Tonnes of cargo handled per annum worldwide.

179
Global locations on five continents.

>270
We are proud to serve over 270 airlines globally.

€1,3 billion
Annual sales, enabling us to invest in the services you need.

Over 45
Years ‘s experience in the world of aviation.
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
Creation of SFS (Société de Fret et de Services). It quickly becomes established as a successful air cargo handler in Europe.

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

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

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

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

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

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

LBD France acquires WFS from Vinci Group. WFS is awarded Ground Handling licenses at Paris CDG and Paris ORY, further expanding the group’s business.

WFS creates Bangkok Flight Services (BFS) to operate Ground and Cargo Handling licenses at the new Bangkok Airport.

WFS acquires SEN Group and starts a significant development of ground handling in Europe under the umbrella of EFS European Flight Services.

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WFS takes its first step into the Latin America ground handling market by acquiring a controlling shareholding in Orbital Group.

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

An affiliate of Cerberus Capital Management, L.P. has completed the acquisition of Worldwide Flight Services from Platinum Equity.

Craig Smyth appointed CEO of WFS.
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:

**PREMIUM**
- Check-in and shuttle services
- Exclusive lounges and private terminals
- Porter and packing services
- Assistance through customs and immigration procedures
- Private aircraft handling

**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
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
OUR NETWORK

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
At WFS, the safety and security of our people, our customers and their assets, is our number one priority.

We put significant investment behind this commitment, with industry leading security and safety technologies, world class training and robust assurance regimes.

Our ‘Best in class’ security and safety programmes go above and beyond regulatory requirements, and we are enhancing our management of incidents, compliance, hazards and risk through Pulse, our centralised data platform.

We are active members of industry bodies run by International Air Transport Association (IATA), Aviation Suppliers Association (ASA) and Cargo IQ, and hold industry accreditations including ISAGO, ISO9001, RA3 and CEIV Pharma.

We also promote a fair, open and just reporting culture on safety and security matters.

Your business is safe and secure in our hands.
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

WWW.WFS.AERO