

Aviation The ISS Way



“Our dedicated team ensures all your travel experiences get off to a flying start”

MARKKU LONKA
Push-Back Driver, Finland





We are going to be the world's greatest service organisation

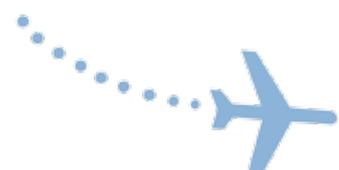
To ISS, this means we care for your aircraft and airport facility as if it were our own. This is why we continuously aim for improved service performance that facilitates your purpose through greater people empowerment.

When we enter into a new relationship, we make a big effort to understand your culture, the airport facility and the needs of the passengers, staff and visitors who pass through them. By doing so, we are able to develop a service solution customized to meet their requirements and align the training and support of our employees to make a difference in your organisation.

Because in the end, we want our people to take care of your people, your passengers, and your facilities – so you can focus on what you do best.

Service performance that facilitates our customers' purpose through people empowerment

The ISS Value Proposition



Cleaning delivered with The Power of the Human Touch

What sets us apart at ISS is our ability to deliver our services with our own staff. This allows us to share experience and best practice from all over the world, integrate our services, and empower our employees to exceed expectations – every day.

EXPERIENCED IN FACILITATING BUSINESS

We have years of experience of helping our customers focus on their core business, by making their non-core jobs our speciality. By keeping your passengers, staff and visitors satisfied – through great service – we facilitate the efficiency and productivity of your business.

SAFEGUARDING YOUR PEACE OF MIND

Integrating service solutions from ISS results in a more cost-effective service setup. In addition, we bring peace of mind to you and your business by ensuring everything works through a single point of contact. We also secure compliance with all health, safety and environmental regulations. And we make sure our services meet all local labor norms and laws by a wide margin.

EVERYTHING STARTS WITH YOUR NEEDS

Understanding your needs is always the starting point when the levels of service in our contract are set. Having worked with cleaning for almost 80

years, we bring experience to the table. We understand that your needs are unique, but chances are, somewhere around the world we have done something similar before.

All of our experience is utilized in our solution design framework, which is yet another way for us to ensure we never stray from keeping your needs at the heart of everything we do for you.



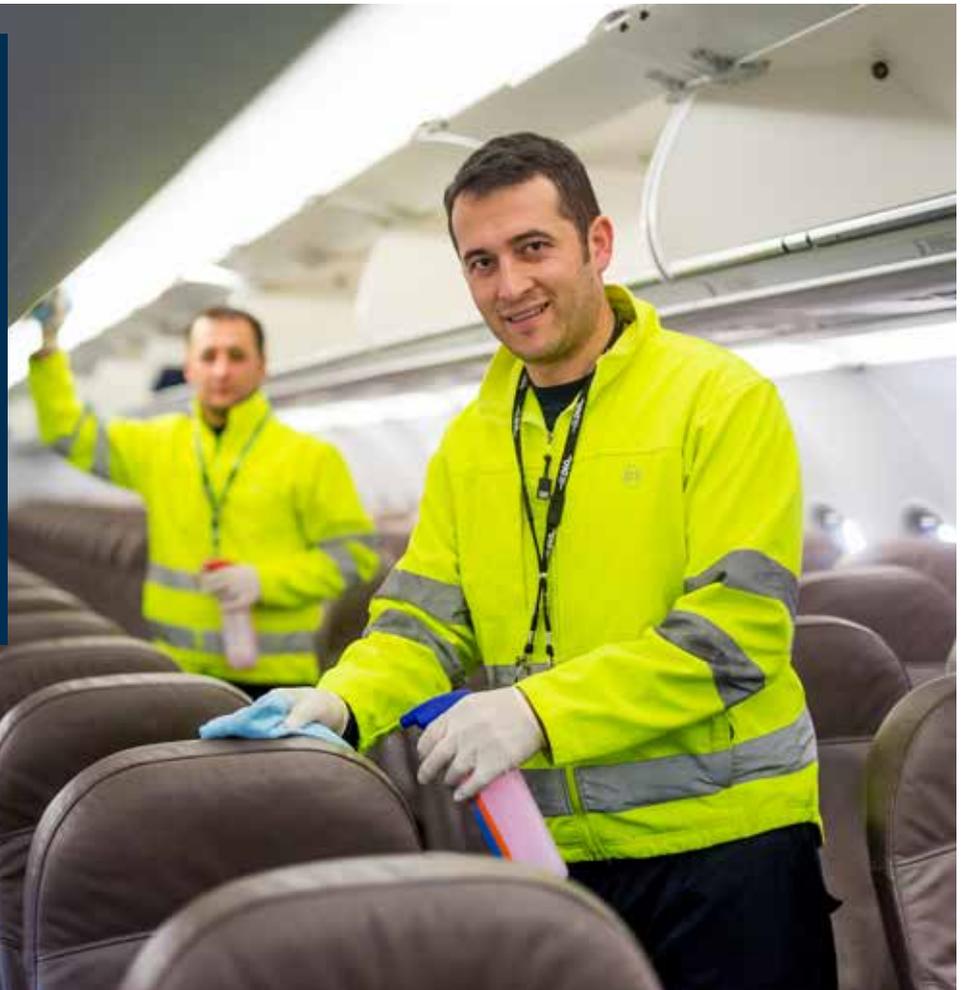
"I'm not just cleaning the windows, I ensure brilliant foresight"

BILGI ISKENDER
Airport Cleaning Professional, Austria



“We clean
the aircraft,
for a perfect
start to your
vacation”

ERDOGAN IBRAHIM &
KALKAN UGUR
Aircraft Cleaning
Professionals, Austria



AIRPORT CLEANING

ISS understands airport cleaning services are an integral component to maintaining the image of your facility. This is why 24/7, 365 days a year, we are here to ensure your facilities are warm and welcoming to all passengers.

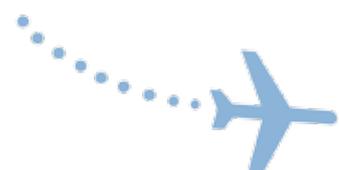
AIRPORT / AIRCRAFT DISINFECTION

According to public health authorities and the actual WHO / CDC guidelines, ISS provides preventive and „after an event“ disinfection service for airports and aircraft. In times, where infectious diseases could be spread across the world within a few hours, these services become more and more important.

AIRCRAFT INTERIOR CLEANING

A clean and safe aircraft is an expectation we all wish to see. At ISS we use advanced non corrosive chemicals approved by aircraft manufacturers to get your aircraft clean and free from germs and bacteria. Depending on the time we can provide either a quick turnaround clean or a turnaround clean, based on the IATA AHM. You can choose between different service levels basic, standard or night-stop. In addition to that, we can add services to these standard packages. In all events priority is given to the removal of rubbish and dry waste as well as the cleaning of the washrooms and galleys. If there is more time available or a night-stop is planned, ISS offers you a

variety of other services, like interior deep cleaning, leather cleaning and conditioning, carpet cleaning, carpet extraction in accordance with your maintenance provider, flight deck and crew-rest cleaning. Our locations meet strict local, ISO 14001 and EMAS requirements for international waste and require all staff to be trained in separation and disposal.



From take-off to landing, ISS ground services and maintenance take you to new heights



AIRCRAFT EXTERIOR CLEANING

The appearance of an aircraft can affect the image of an airline. If the aircraft is dirty, then it is automatically assumed that the aircraft is not well maintained and could lead to having a negative impact on customer loyalty. In addition to the mentioned effects, a clean and smooth surface can lead to less friction and fuel savings. ISS provides wet and dry wash services for Business Jets as well as commercial aircrafts up to wide bodies like a Boeing 777, Airbus 330/340. Sec-

tion wash, during the winter period or leading edge polish are services, which complete our service portfolio.

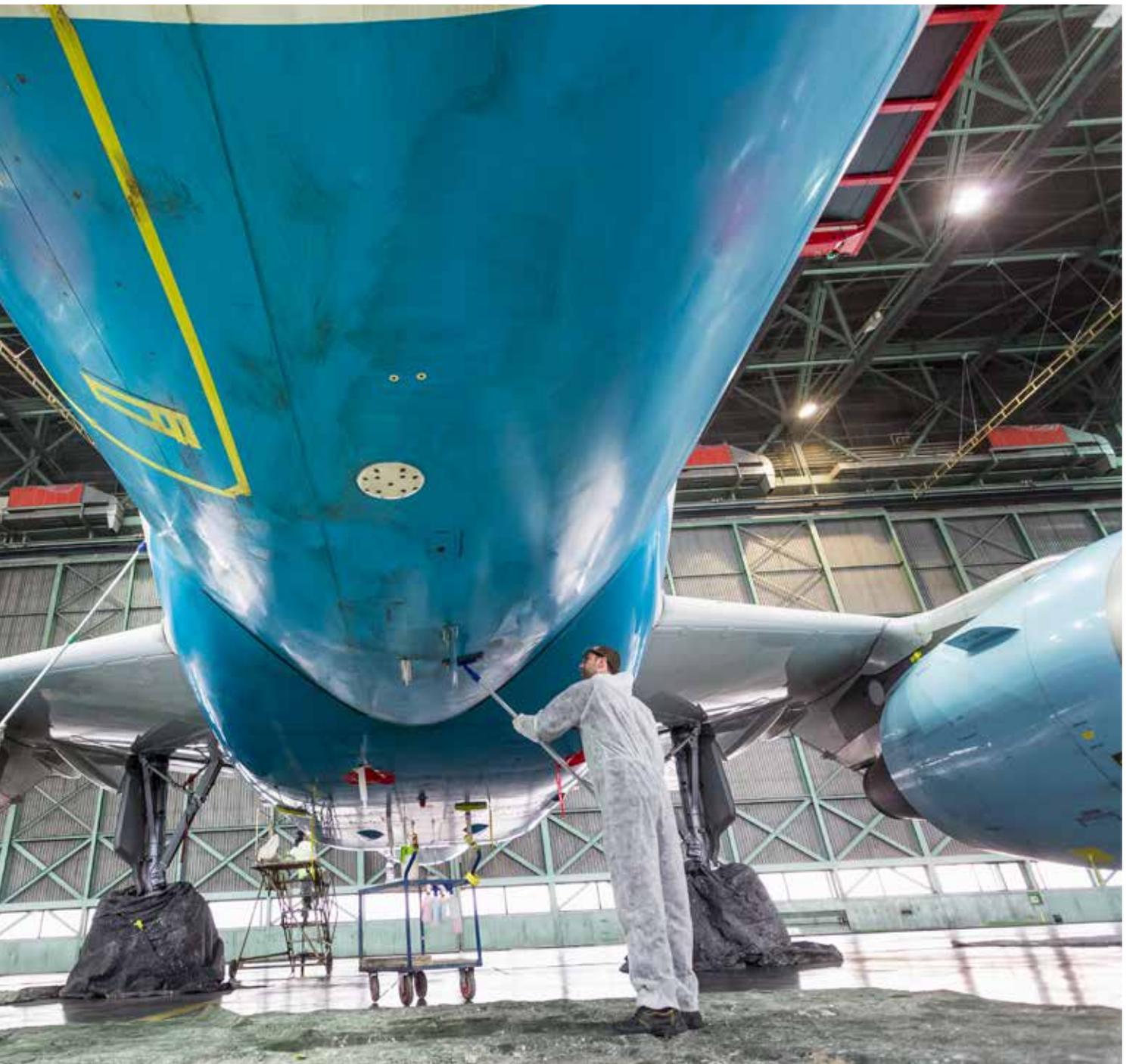
AIRCRAFT SECURITY SERVICES

If you are looking for a synergy, why not combine a security search with a cabin service together? Our Secureclean program, a combination of aircraft interior cleaning and cabin search, meets all TSA/MSP regulations and saves time and costs during your turnaround period, including both

international and domestic operations. After the aircraft cleaning we prevent unauthorized access to the aircraft until the crew arrives or the aircraft is off block. If you need security guards to secure parked aircrafts, ISS is your partner at the airport.

RAMP HANDLING

Providing a safe and productive ramp is a "can do" subject for the ISS ramp service team. After getting your aircraft on blocks, a safe download and upload of passengers and their luggage is



done with time and motion which meets the required SLA. Let ISS bring in their professionalism and equipment and set the stage for a GHA operation that works!

ULD HANDLING

The expedited offload and upload of ULD Containers and Freight Pallets is crucial to any quick turnaround and getting the first bag delivered quickly to the arrival carousel can often be part of your success. Using the latest equipment, our team of experts

on the Ramp will get baggage and cargo to its destination using the best equipment in the industry.

DE-ICING SOLUTIONS

Winter weather brings many challenges. De-icing your aircraft in a timely and cost effective manner is the key for cost reduction. ISS gets your aircraft safe for flight with minimal delays no matter what type you or the conditions require. Let us take the chill out of your de-icing needs.



Ensuring the needs of your passengers are met

PASSENGER HANDLING

Customer service is paramount when taking care of your customers. ISS Ground Service Staff are trained and groomed to meet that very need, while being productive and expeditious. Our teams will get your passengers checked in and at the gate in time for boarding because at ISS, we know how important it is to have everybody on board and your aircraft pushed on time, every time.



PRM-ASSISTANCE FOR CUSTOMERS WITH REDUCED MOBILITY

Providing airline customers who require assistance while arriving at the airport by car or plane is the job of our ISS Special Services Agents. With our fleet of wheelchairs and electric carts, the friendly ISS staff will ensure they are delivered safely to their final destination, whether it be at the aircraft door for departure or to family members waiting in the baggage claim area.



PARKING FACILITY MANAGEMENT

Airport parking is becoming more complex as airports continue to grow and air traffic increases. Let ISS manage your facility. As a recognized service provider at many airports throughout the world, ISS can save by providing both management of the parking facility and also the cleaning.

ARRIVAL SERVICES

ISS offers an exclusive cooperation with a company providing transport and limousine service for our passengers, as well as baggage delivery.

155 million passengers

pass through the airports that ISS North America provide services to every year

Over 100 Airlines and 50 Airports

have selected ISS as their service provider across the world

Best practice sharing

in cooperation with ISS Aviation departments all over the world

We empower our people so you can empower your business

Outsourcing is ultimately about people. At ISS, our role is to focus on empowering and supporting our people, so they can meet and exceed your expectations. Because to us, taking care of people is taking care of business.

WORLD-CLASS PEOPLE MANAGEMENT

To succeed, we must have the right people on board. And as a people company, we continuously make sure that we give our staff a sense of purpose and personal accountability, because we know that being motivated is crucial in performing well on a day-to-day basis. We also know that a personal touch can make all the difference, and make good service great. We call this The Power of the Human Touch.

Over the years, we have become a global leader in people management, with one of the most advanced training and education systems for employees. The ISS University educates top-level executives from all of our operating companies, to ensure that the special ISS approach to customer service is applied at executive level throughout the world. The ISS Academies train specialists from all service lines in processes and procedures, in order to deliver services in a consistent and efficient way.

Locally, service schools have been established to develop new skills and give inspiration on service management. In addition, 'train the trainer' initiatives provide an important foundation to implement up-skilling and continuous development. All this means that we go far to ensure that you can experience The Power of the Human Touch – the combined excellence you get when you partner with one of the world's leading people management companies like ISS. Our vision is to be the world's greatest service organization, and so we've created a training program for our staff to support customer experiences committed to Service with a Human Touch.

GOING THE EXTRA MILE

Our strong leadership principles create a working environment that fosters attentive and service minded employees that feel part of your team. We are all set to go the extra mile to make sure the work carries all the signs of ISS and our high quality standards.

FEEDBACK FUELS INNOVATION

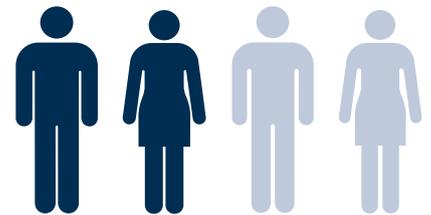
The ISS cleaning teams learn new things every day. By working with and meeting customers who have new ideas on improvements, our teams bring back feedback every week from countless projects.

510,000 ISS employees

makes us the world's 4th largest private employer in 2014. For every 13,417 people in the world, there is one ISS employee.

Training of employees Hours of training in 2014:

Front line	Supervisor / Management
6,152,360	412,494



ISS has been recognized as the World's Best Outsourcing Service Provider 2013 and 2014 by IAOP.





Welcome to a world of aviation

ISS has a global presence providing janitorial, ground handling, and maintenance services to airports and airlines throughout the world. From Australia to Asia, Europe to the United States, we ensure the best possible passenger experience.

ISS operates in six main service areas. We are world leaders in all of them, and

you can of course choose to invest in a single service solution that meets your needs in all of these areas.

But the real advantage of ISS is, when we integrate several services into a tailored solution for you - we call that Integrated Facility & Aviation Services (IFAS). Even on global accounts, we offer you the advantage of a single

point of contact and a coherent way of thinking and acting.

All so you can make your operation more effective and adapt your service setup to your organizations' ever-changing needs.

Welcome to our world of service.



**IFAS
MANAGEMENT**
INTEGRATED FACILITY
& AVIATION SERVICES

SECURITY SERVICES

- Mobile Patrols
- Key & Card Management
- Visitor / Supplier Escorting
- Aircraft Access Control
- Aircraft Cabin Search
- Aircraft Security Patrol
- Document-Check Services
- PRM Services

SUPPORT SERVICES

- Temporary Workers
- Conference Services
- Reception Services
- Office Furniture Management
- Mail Handling
- Event Services
- Logistic Services
- Storage Management

PROPERTY SERVICES

- Waste Management
- Pest Control
- Building Maintenance
- Energy Management
- HVAC (incl. Cooling)
- Landscaping
- Aircraft Exterior Cleaning
- Aircraft Check Assistance

CLEANING SERVICES

- Daily Office Cleaning
- Washroom Services
- Window Cleaning
- Deep Cleaning
- Aircraft Interior Cleaning
- Leather Seat Cleaning
- Aircraft Deep Cleaning
- Disinfection Services

CATERING SERVICES

- Catering Support
- Canteen Services
- Event Catering
- Dish Washing Services



CORPORATE RESPONSIBILITY

We care for our environment, therefore we are using eco-friendly chemicals and CNG-cars for example. The combustion of compressed natural gas produces fewer undesirable gases than petrol or diesel and are safer than other fuels in the event of a spill, because natural gas is lighter than air and disperses quickly when released. New services like dry-wash instead of wet wash services for commercial aircraft cleaning save water and reduce the friction on the aircrafts surface which saves fuel.

*To learn more about what ISS can do for you,
please visit*
www.at.issworld.com/aviation

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THE POWER OF THE HUMAN TOUCH

