



AIRFRANCE

Ground Handling

Customer Airlines Division

*Partner of your ambition
On the ground and in the sky*



Who are we?

AIRFRANCE Customer Airline Handling Division (PACC), currently known as AIRFRANCE GROUND HANDLING, place its expertise at the service of airlines through an extensive range of airport handling services.

Key figures

160

Staff divided between Flight Operations (Ramp, Traffic and Passenger ops) and admin support functions (Commercial, Finance and Economy, Quality, Safety and Environment, Logistics and Calibration) work daily to provide airline handling for scheduled, charter, private and official flights

42

Customer airlines handled at Paris-Charles de Gaulle, Paris-Orly, in the French regions and the French Overseas Departments

14

Airports:

AJA, BIA, BOD, CDG, LYS, MLH, MPL, MRS, NCE, NTE, ORY, RUN, SXB, TLS

2,213

Turnarounds on average per month in 2019 at CDG

42

Aircraft types handled:

B747 ; B747 combi ; B777 ; B787 ; A380 ; A350 ; A340 ; A330 ; A330 Néo ; Fokker ; CRJ ; EJR ; ATR ; Beechcraft

162

Million euros in revenue in 2019

1

Sole ambition -

Achieve excellence in the area of handling!



Our services – our expertise

As both an airline and an airport handling supplier,
AIRFRANCE GROUND HANDLING knows exactly the performance
ambition and the operational constraints of the industry

Operational Support

Ramp

- Baggage loading/unloading
- Cargo handling
- Aircraft-related activities (cleaning, towing and parking handling, de-icing)
- Transport of passengers, flight crews and cargo between the terminal and aircraft
- Communication between aircraft and ramp operations agents

Traffic

- Coordination around the aircraft
- Drawing up the loading/unloading plan
- Printing the flight plan
- Drawing up the weight and balance sheets via the Altea Back Office
- Installing/removing the jetway

Passenger operations

- Welcome/Arrival
- Check-in/Boarding
- Passenger transfers
- Baggage transit operations
- Handling of baggage irregularities on arrival
- Sales desk
- Handling of PHMR (reduced-mobility passengers) with ADP Lounge
- Departures control system (DCS)

Accommodation Department

24/7

Within the framework of handling operating irregularities, and in compliance with the application of the AIRFRANCE policy described in the general procedures, and the contractual rules of the airlines it assists, the AIRFRANCE Accommodation Department answers the requests intended for the handling of the customers of assisted airlines.

It intervenes on a daily basis to make hotel rooms (day-use or overnight stay), catering services and transport vouchers (buses, taxis) available to HUB agents, via the GPS tool.

The Accommodation Department ensures that these services are allocated in compliance with the rules and procedures with a constant concern for efficiency, cost control and optimum customer service.

Customer Airlines Manager

The main contact person for handled Customer Airlines

Within the framework of AIRFRANCE GROUND HANDLING's assistance policy, the Customer Airlines Manager is in charge of performance management and relations between the customer airline and all the departments concerned by the smooth running of operations (passenger operations, ramp, support, ADP etc.).

The Customer Airline Manager monitors operations in order to guarantee a handling service in line with the requirements and the ambition of the customer, in compliance with the handling contract and the SLA.

Airport Operations Training Department

Its expertise is recognized beyond AIRFRANCE

Through its wide variety of training courses, the Airport Operations Training Department offers training courses to external service providers, both regulatory, e.g. dangerous goods levels 8, 9 and 10, and professional, e.g. ramp supervisor training.

It can also create training courses on demand according to needs.





Paris Lounge in Terminal 2C

An ideal space to spend a pleasant moment

Managed by AIRFRANCE GROUND HANDLING, located in Terminal 2C in the boarding area, spanning a surface area of 450 sq. m., with 126 seats and welcoming on average 7,564 passengers per month and open from 6:30 to 23:30, this lounge offers a diverse range of services:

- International TV programs + Free Wi-Fi
- Wines, Champagne and other spirits
- Premium Coffee & Espresso
- Availability of snacks from morning to evening
- International newspapers and magazines
- VIP area (on request)



Private, diplomatic and official flights

A custom-designed and adaptable service

AIRFRANCE GROUND HANDLING responds to demand from monarchs, heads of state, politicians, celebrities, business people and customers seeking a personalized ground handling experience.

During transfers with an AIRFRANCE, SkyTeam or other customer airlines flight, AIRFRANCE GROUND HANDLING provides the travelers with a dedicated service that assists them with their check-in and police checkpoint formalities while complying with safety and security standards.

Fast and smooth access through the airport

With customer satisfaction being the focus of our concerns, the Customer Coordination Service welcomes travelers who have access to the different lounges, including the AIRFRANCE La Première lounge, offering a moment of tranquility and serenity.

Recognized operational expertise

From requesting an estimate, to managing the parking spots, preparing the flight plans and creating a functional invoicing system, AIRFRANCE GROUND HANDLING illustrates operational expertise that reflects the trust airlines place in us for handling their flights.

Our certifications – our commitments

Since 2006, the AIRFRANCE-KLM group has been committed to quality, safety and environmental issues.

It is within this framework that AIRFRANCE GROUND HANDLING involved in a continuous improvement initiative, obtained the IATA ISAGO certification (IATA Safety Audit for Ground Operations) delivered to Handlers:

- ISAGO (IATA Safety Audit for Ground Operations) is a reference manual for implementing a safety management system, risk management and a ground operations process. Renewed in 2019, its objectives are:
 - guarantee flight safety and the quality of ground operations by eradicating or reducing the gravity and frequency of damage to aircraft, equipment or people or reduce the number of loading incidents
 - promote the efficiency of the Safety Management System to customer airlines
 - reduce the number of redundant audits carried out by airlines on ground service providers.

Our Ramp and Passenger Ops service providers are also IOSA certified (IATA Operation Safety Audit). This standard oversees conformity with the safety regulations of the operational procedures and control systems in force.

Since September 20, 2017, the safety management system has been certified in accordance with the ISO single certificate covering the following three reference manuals:

- ISO 14001. This certification specifies a series of environmental requirements for the management systems. In this framework, AIRFRANCE GROUND HANDLING activities are centred around the Aircraft, Customers and Baggage activity.
- OHSAS 18001: This reference manual indicates the implementation of a work health and safety management process and demonstrates the management of risks at work and notably on the ramp.
- ISO 22000: Reference manual that proves that the food items supplied by our service providers during flight handling operations are conform and high quality.

Because our customer airlines and their passengers' satisfaction is essential, we strive on a daily basis to guarantee services in line with environmental and health standards and consistent with airport safety and security standards through these certifications which are a guarantee of quality.






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CRJ700

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