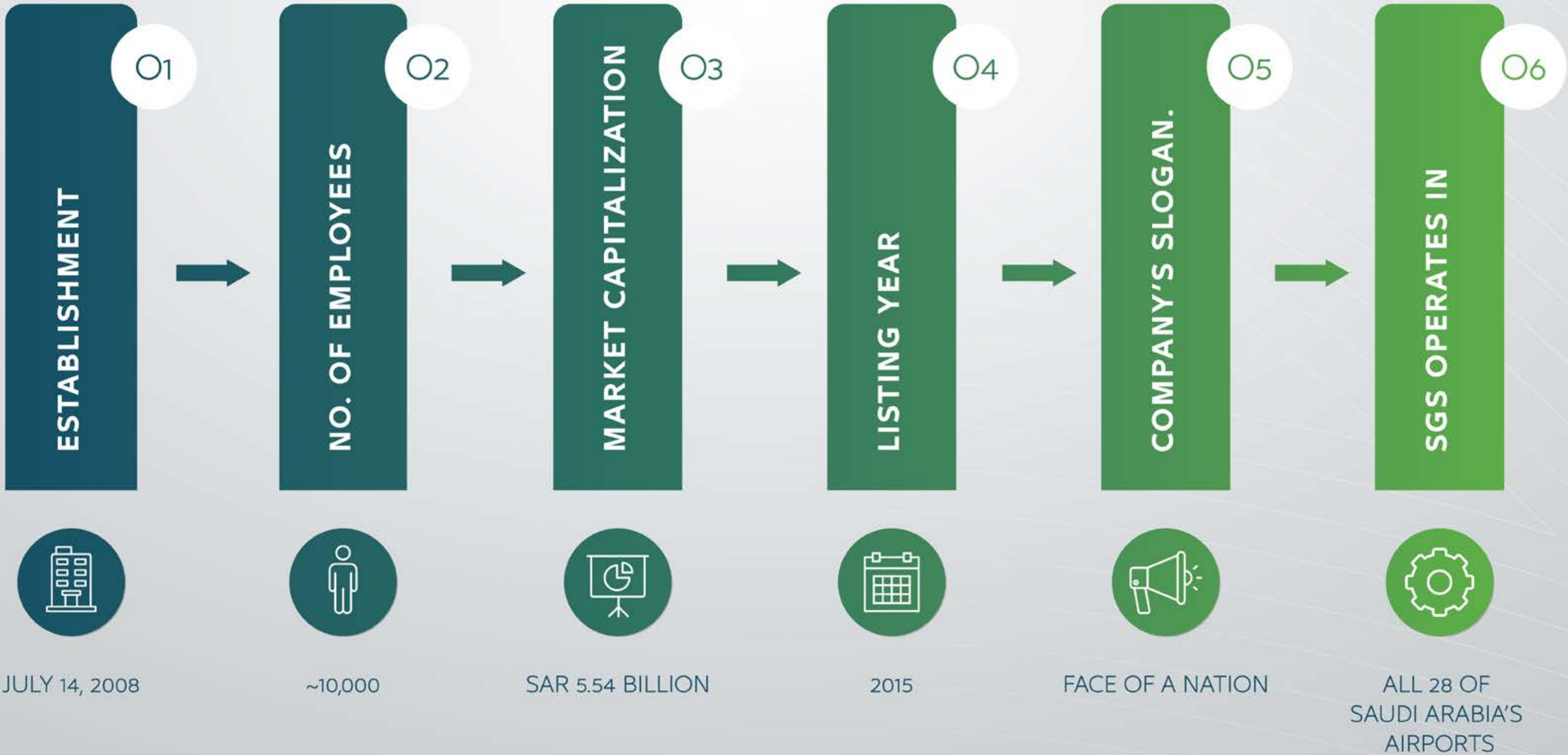




SGS

الشركة السعودية للخدمات الأرضية
Saudi Ground Services Company



ABOUT US

Today's airline passengers expect a flawless travel experience from check in to take-off, and we're committed to delivering that, as the national provider of ground-handling services to the aviation sector in the Kingdom of Saudi Arabia. We carry on multiple face-to-face services to passengers at all 28 airports in Saudi Arabia, while executing hundreds of complex operations in the backstage. We guarantee the highest standards to over 88 million passengers boarding on 690,000 flights every year.

VISION

To enable a seamless and sustainable mobility ecosystem through integrated solutions and a customer centric mindset.

PURPOSE

Making every journey seamless from the ground up. Being more than just a ground services company our purpose is to provide businesses and passengers with everything they need, taking the extra mile here and beyond Saudi.

OUR VALUES



SAFETY

The wellbeing of customers and staff, ensuring the highest standards of maintenance and security measures at all times.



EXCELLENCE

Our commitment to always deliver excellent quality in all services and maintaining integrity with customers and employees.



INNOVATION

Leading the market in technology and constantly investing into new ways to improve and diversify the service offerings.



ACCOUNTABILITY

Our systematic approach to planning and implementing a constant improvement process.



INTEGRITY

To ensure that all interactions with any stakeholder represents the values of both SGS and the Kingdom of Saudi Arabia.



CITIZENSHIP

Our representation of the Kingdom and contributing to upholding a positive image to fulfill Vision 2030.



SUSTAINABILITY

The responsible business practices that actively add value to the business model, wider community, and the environment; generating economic growth that benefits society in support of a more inclusive and ecofriendly future.

OUR HISTORY

SGS is the national provider of ground-handling services to the aviation sector in the Kingdom of Saudi Arabia. Saudi Arabian Airlines Corporation (known as Saudia) initially formed SGS to consolidate the ground support services business in the Kingdom.

The recent growth of air travel in Saudi Arabia required an integrated and highly efficient ground-handling operation.

The three ground-handling service companies that were in operation - Saudi Arabian Airline Ground Services (SAAGS), National Handling Services (NHS), and Attar Ground Handling (Attar Travel Co.) - each had a commendable track record of delivering high quality service to their customers.

The three companies merged under the name Saudi Ground Services Company in 2008, consolidating their approach into one corporate culture based on excellence and a commitment to all of its customers - from major airlines to individual travelers.



1945

ESTABLISHED WITHIN SAUDIA



2008

SPAN-OFF FROM SAUDIA AS
SAUDI AIRLINES GROUND
SERVICES COMPANY



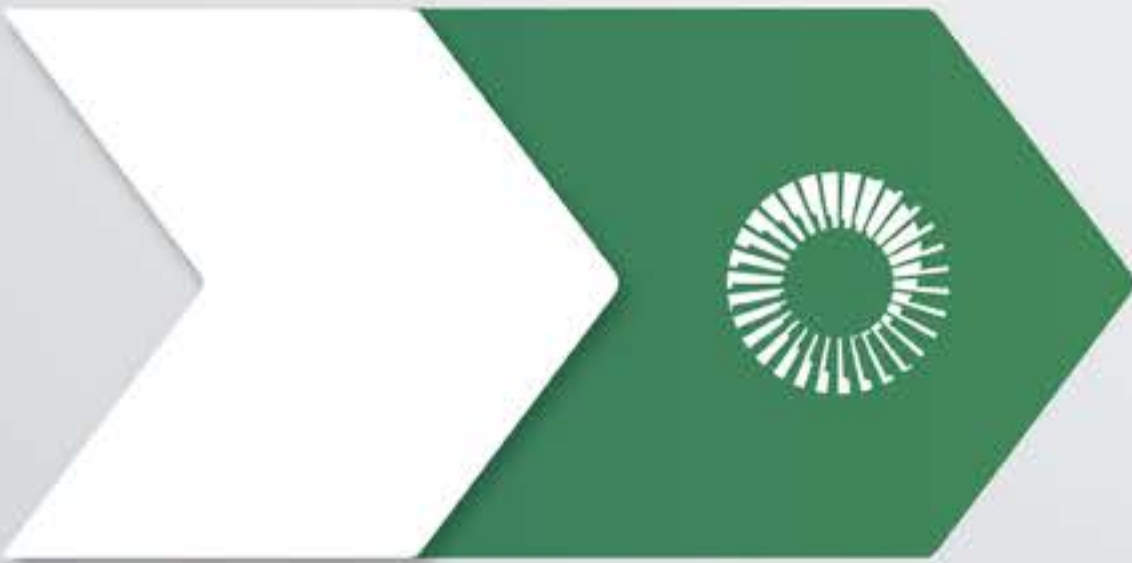
2010

MERGED WITH AL-ATTAR
GROUND HANDLING



2010

MERGED WITH NATIONAL
HANDLING SERVICES



2011

RENAMED TO SAUDI GROUND SERVICES COMPANY



2014

CONVERTED TO CLOSED JOINT STOCK WITH SHARE CAPITAL 1,880,000,000



2015

FLOATED 30% SHARES ON SAUDI STOCK EXCHANGE (TADAWUL) ON JUNE 25, 2015



2020

MARKET CAP OF 6.8 B
MARKET SHARE - 92%
SAUDIA - 52.5%
PUBLIC - 47.5%

OUR SERVICES

We provide premier aviation ground-handling services on a 24/7 basis to the national carrier Saudi Arabian Airlines as well as other local carriers in Saudi, along with the vast majority of foreign airlines from around the globe operating in the Kingdom at its 28 airports. Our state-of-the-art facilities, equipment, and appropriately qualified and widely experienced staff chosen from the best in the industry to ensure the smooth delivery of high standard service compatible to the internationally recognizable quality with high degree compliance to security and safety.

Our services are focused mainly on handling of commercial, charter, Hajj and Umrah and other ad hoc operations and we are also able to handle other private and high profile operation with certain restrictions.



OUR SERVICES

 PASSENGER SERVICES

 BAGGAGE HANDLING

 RAMP SERVICES

 CARGO LOADING AND UNLOADING

 FLEET SOLUTIONS

 TRAFFIC CONTROL

 LOAD CONTROL

 REPRESENTATION AND SUPERVISION

PASSENGER SERVICES

Hospitality is deeply ingrained in the Saudi culture. As the national ground-handling service provider, SGS considers interactions between passengers and staff to be very important. We always remember that we never get a second chance to make a first impression.

Meeting the passengers' needs before or after a flight drives what we do. We are proud to deliver to world-class services to over 88 million travelers a year.

PASSENGER SERVICES

OUR SERVICES INCLUDE

- STATION MANAGEMENT
- GATE SERVICES
- ASSISTING PASSENGERS WITH REDUCED MOBILITY
- VIP SERVICES
- DEPORTEE HANDLING
- ADDITIONAL SECURITY SERVICES
- FLIGHT OPERATIONS
- ARRIVAL AND TRANSFER SERVICES
- CHECK-IN SERVICES
- PASSENGER MANIFESTS AND SEAT ALLOCATION
- EXCESS BAGGAGE SERVICES
- BOARDING PASS AND BAGGAGE TAGGING
- DEDICATED PASSENGER SERVICES
- LOAD CONTROL
- CREW HANDLING

BAGGAGE HANDLING

As a ground handling service provider, we at SGS understand the importance of providing reliable, efficient and safe baggage handling services in building strong relationships with our customers, and, in turn, passengers.

OUR SERVICES INCLUDE

- BAGGAGE ASSEMBLY, SORTING, RECONCILIATION AND TRANSPORTATION
- LOADING AND UNLOADING
- OPERATION/HANDLING OF BAGGAGE RECONCILIATION SYSTEM

RAMP SERVICES

Airlines require rapid and precise turnaround times to meet their schedules and maximize the economic viability of their operations.

To maintain the aircraft in a safe and airworthy condition, the mechanical sophistication of aircraft systems demands highly trained and experienced teams of specialist personnel and equipment.

By owning the right manpower and facilities, SGS maintains the highest standards of operation to complete the numerous overlapping service processes on time, and to fit these required standards to the schedules of our airline customers.

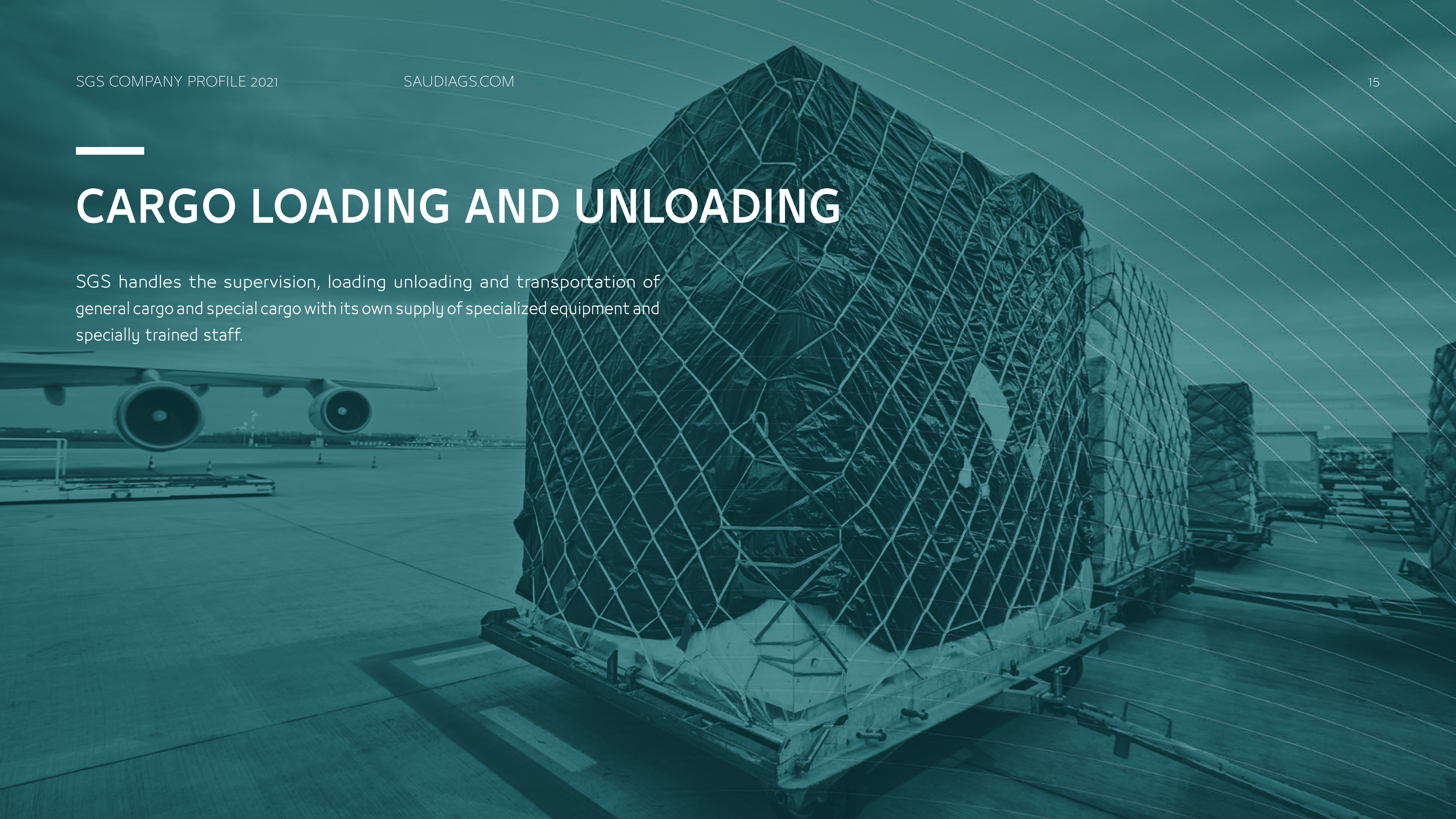
RAMP SERVICES

OUR SERVICES INCLUDE

- AIRCRAFT TURNAROUND COORDINATION
- GROUND TO COCK-PIT HEADSET SERVICE
- MARSHALLING THE AIRCRAFT ON GROUND AT ARRIVAL AND DEPARTURE
- AIRCRAFT LOADING SUPERVISION (I.E. LOADING & UNLOADING OF CARGO, MAIL, AND PASSENGERS' BAGGAGE)
- GROUND POWER UNIT (GPU)
- PUSH-BACK
- UNIT LOAD DEVICE CONTROL (ULD)
- AIR CONDITIONING UNIT (ACU)
- AIR STARTER UNIT (ASU)
- AIRCRAFT TOWING
- WING-WALKERS

CARGO LOADING AND UNLOADING

SGS handles the supervision, loading unloading and transportation of general cargo and special cargo with its own supply of specialized equipment and specially trained staff.



FLEET SOLUTIONS

A central element of the passenger experience is the quality of the aircraft cabin environment. To ensure cabins are clean and comfortable, the SGS fleet solution team provides an around-the-clock cabin preparation service for hundreds of thousands of flights per year across international and local airports.

THE COMPANY PROVIDES THE FOLLOWING AIRCRAFT SERVICES

- CABIN GROOMING AND DEEP CLEANING
- TURNAROUND CLEANING
- TOILET AND WATER SERVICES
- DISINFECTION SERVICES

TRAFFIC CONTROL (TRC)

SGS manages ground-handling operations at every Saudi Arabian airport. We monitor arrival and departure schedules on behalf of our customers and coordinate requisite turnaround activities efficiently and safely.



LOAD CONTROL

Our load planners ensure the safe departure of aircraft with maximum payload.

THESE SERVICES INCLUDE

- LOAD PLANNING
- AIRCRAFT WEIGHT AND BALANCE CALCULATIONS
- MESSAGING AND TELECOMMUNICATIONS
- ISSUING LOADING INSTRUCTION REPORTS, NOTIFICATION TO CAPTAIN AND LOAD SHEET

REPRESENTATION AND SUPERVISION

SGS is fully certified to represent and supervise the aircraft services of our customer airlines when requested. The aircrafts are handled by qualified staff in order to represent the airline in the best way possible.

GSE and Vehicles Maintenance and Technical Services

OUR STAFF

In SGS we believe strength is driven from talents, ideas and experiences of our people. We know that to build a high performance culture and engaging workplace we need to start by:

- **ATTRACTING GREAT TALENTS**

Selecting them from divers industries, especially those who have on their account several years of experience in their respective areas.

- **LEADERSHIP EFFECTIVENESS**

Make our leaders the representative of the organization were they can integrate and reconcile the individual and departmental goals with the organizational goals and strategies, support and listen to people and come up with solutions and draw the line for success.

- **VALUING OUR EMPLOYEES**

Providing them with tools and support so they can unlock new opportunities to reach their full potential.

- **LEVERAGING THE SKILLS**

Educating and developing them to expand their capabilities and technical skills to have "Continued Professional Development" which will shift our organization from looking at execution only to continuance learning and development environment.

OUR GSE

GROUND SUPPORT EQUIPMENT

SGS owns and operates a complete Ground Support Equipment Fleet and Vehicles with over 12,000 units at all Kingdom stations to support the safe and reliable operations and related transportations of crew, passengers, and employees. SGS focuses on the safety, reliability, and efficiency of equipment and vehicles through a comprehensive maintenance programs including Corrective, Preventive, and Predictive maintenance programs in line with OEM and industry best practices.

Also, as part of our environmental responsibility, SGS is capitalizing on eco-friendly equipment and technologies related to reducing CO₂ and NO_x emissions using electrical operated equipment and special exhaust gas treatment diesel equipment. In addition, SGS partners with industry leaders in GSE field to improve the GSE technical support services and required training programs to ensure high level of service and reliability of the GSE, vehicles and related equipment.



OUR GSE

OUR FLEET OF GSE IS COMPRISED OF THE FOLLOWING

- MAIN DECK LOADER
- LOWER DECK LOADER
- PUSHBACK (TOW-BAR-LESS)
- PUSHBACK (CONVENTIONAL WITH TOW-BAR)
- AIR CONDITIONED UNITS
- GROUND POWER UNITS
- AIR START UNITS
- WATER SERVICE TRUCKS
- TOILET SERVICE TRUCKS
- CHERRY PICKER / MAN LIFT
- FORK-LIFT
- PASSENGER STEPS (VIP) CARPETED
- PASSENGER STEPS (CONVENTIONAL)
- BAGGAGE TRACTOR
- CONVEYOR BELT
- HEADSET DEVICE
- SAFETY CONES
- WHEEL CHOKES
- TOW-BARS FOR VARIOUS TYPES OF AIRCRAFT
- PALLET DOLLIES
- CONTAINER DOLLIES
- BAGGAGE TROLLEYS
- MEDICAL LIFT
- TRANSPORTER
- COOL DOLLY

OUR TRAINING ACADEMY

Saudi Ground Services Company has a Training and Development Academy, authorized by the General Authority of Civil Aviation (GACA), to deliver mandatory courses as prescribed in GACA Regulations Part 68, including the DGR program and ramp driving licenses.

The training academy has developed a number of operational and administrative training programs. It has also developed training curricula in line with GACA requirements and IATA standards to meet the company's operational and non-operational staff requirements, including but not limited to:

- **OPERATIONAL PROGRAMS**

The training academy offers a variety of operational training programs that allow employees to develop their skills and qualifications to meet the job demand at all airports in the Kingdom. These programs include training front-line staff on airport passenger terminal systems and passenger handling, in addition to operating all ramp Ground Support Equipment.

- **ADMINISTRATIVE PROGRAMS**

The training academy provides a number of administrative and soft skills courses to raise the level of staff performance, including organizational skills, work ethic, time management, customer service, communication skills, training and guidance, personal productivity, teamwork and team building, middle management, meeting management, leadership and influence.

- **E-LEARNING**

To facilitate the delivery of training courses without affecting the operation, e-learning contains operational courses for all operation staff so that employees can attend online training courses wherever they are, at any time.

OUR LICENSES

Licenses and other regulatory approval from SGS hold the following licenses and regulatory approvals issued from the relevant competent authorities:

Commercial Registration (Ministry of Commerce)
Ground Handling Services (GACA)

QUALITY AND SAFETY

- GACAR Part 151 Certificate for all SGS stations (4 stations already certified JED-RUH-DMM & MED) up to date.
- ISAGO (IATA) Certificate for HQ + Main stations
- ISO 45001: 2018 (Occupational Health & Safety - OH&S) for HQ + All SGS Stations + Accommodations.

INSURANCE POLICY COVER

SGS has in place a valid insurance policy to cover full liability and indemnity as defined by IATA SGHA.

OUR CLIENTS

- **A**
 - ACT AIRLINES
 - AEGEAN AIRLINE
 - AEROSPACE JET
 - AFRIQIYAH AIRWAYS
 - AIR ALGERIE
 - AIR ARABIA (3L)
 - AIR ARABIA (E5)
 - AIR ARABIA (G9)
 - AIR ASIA X BERHAD
 - AIR ATLANTA
 - AIR BLUE LTD.
 - AIR CAIRO
 - AIR CHINA LTD.
 - AIR DJIBOUTI
 - AIR FRANCE
 - AIR INDIA
 - AIR INDIA EXPRESS
- AIR MEDITERRANEAN
- AIR SEYCHELLES
- AIRPORTS WORLD COMPANY LTD.
- ALMASRIA UNIVERSAL AIRLINES
- ARAMCO
- ARAMEX
- ARIANA AFGHAN AIRLINES
- ATLAS JET
- AZERBAIJAN AIRLINES
- AZMAN AIR SERVICES LIMITED
- **B**
 - BADR AIRLINES
 - BATIK AIR
 - BIMAN BANGLADESH AIRLINES
 - BRITISH AIRWAYS
- **C**
 - CESKE AEROLINIE A. S.
 - CHINA EASTERN AIRLINES CO. LTD.
- CHINA SOUTHERN AIRLINES
- CORENDON AIRLINES
- **D**
 - DAALLO AIRLINES
 - DHL EXPRESS
- **E**
 - EGYPT AIR
 - EMIRATES AIRLINES
 - ERITREAN AIRLINES
 - ETHIOPIAN AIRLINES
- **F**
 - FLYADEAL
 - FLYBOSNIA D.O.O.
 - FLYDUBAI
 - FLYEGYPT
 - FLYNAS
 - FREEBIRD AIRLINES
- **G**
 - GARUDA INDONESIA
 - GOAIR
 - GULF AIR
- **H**
 - HIMALAYA AIRLINES (PVT) LTD.
- **I**
 - IRAN AIR
 - IRAQI AIRWAYS
- **J**
 - JAZEERA AIRWAYS
 - JET AVIATION
 - JUBBA AIRWAYS
- **K**
 - KAM AIR
 - KUWAIT AIRWAYS
- **L**
 - LIBYAN AIRLINES
 - LIBYAN WINGS AIRLINES

OUR CLIENTS

- LLC NORD WIND
 - LUFTHANSA AIRLINES
 - **M**
 - MALAYSIA AIRLINES
 - MAX AIR LTD.
 - MED-VIEW AIRLINES (NIGERIA) LTD.
 - MIDDLE EAST AIRLINES
 - **N**
 - NESMA AIRLINES
 - NESMA KSA
 - NIGER AIRWAYS
 - NILE AIR
 - NOUVELLE AIR TUNISIE
 - **O**
 - OMAN AIR
 - ONUR AIR
 - **P**
 - PAKISTAN INT’L AIRLINES
- PEGASUS AIRLINES
 - PETROLEUM AIR SERVICES
 - PHILIPPINE AIRLINES
 - PT CITILINK INDONESIA
 - PT. LION MENTARI AIRWAYS
 - **Q**
 - QUEEN BILQIS AIRWAYS
 - **R**
 - RAWAND AIR
 - ROYAL AIR MAROC
 - ROYAL BRUNEI
 - ROYAL FLEET SERVICES
 - ROYAL JORDANIAN
 - **S**
 - SAL CARGO COMPANY
 - SAUDI AIRLINES CARGO COMPANY
 - SAB FOR TRANSPORTATION OF NON-POSTAL PARCELS
- SAUDI ARABIAN AIRLINES
 - SAUDIA PRIVATE AVIATION
 - SAUDIGULF AIRLINES
 - SCAT AIRLINES
 - SMSA EXPRESS TRANS CO. LTD.
 - SOMON AIR
 - SPICEJET
 - SRILANKAN AIRLINES
 - SUDAN AIRWAYS
 - SYRIAN ARAB AIR
 - SAUDIA AEROSPACE ENGINEERING INDUSTRIES
 - **T**
 - TAILWIND AIRLINES
 - TAJIK AIR
 - TARCO AVIATION
 - THAI AIRWAYS INTERNATIONAL PUBLIC COMPANY LIMITED
- TASSILLI AIRLINES
 - TUNIS AIR
 - TURKISH AIRLINES
 - TURKMENISTAN AIRLINES
 - **U**
 - UZBEKISTAN AIRWAYS
 - **Y**
 - YEMENIA-YEMEN AIRWAYS
 - **W**
 - WIZZ AIR

Our clients represents more than 95% market share of ground handling business in KSA.

OUR CJSC

SAUDI AMAD FOR AIRPORT SERVICES & TRANSPORT SUPPORT

Saudi Amad for Airport Services and transport support (SAAS) was established to provide specialized B2B solutions of transportation services. Since the consortium between SGS & Amad Trading & Catering Co, in 2013, they have been developing its quality of services which had a positive impact on SGS.

THEY WORK AT

- KING ABDULAZIZ INTL AIRPORT - JEDDAH
- KING KHALED INTL AIRPORT - RIYADH
- KING FAHAD INTL AIRPORT - DAMMAM
- PR. MOHAMMED BIN ABDULAZIZ INTL AIRPORT - MEDINA
- ABHA INT'L AIRPORT - ABHA

THE SERVICES

- PAX & SHUTTLE TRANSPORTATION
- CREW TRANSPORTATION
- VEHICLE LEASING
- CHAUFFEUR SERVICES

TLD

TLD Arabia Equipment Services (TLD AES) is a new Limited Liability Company (LLC) established in 1/11/2020 as a joint venture between SGS and TLD to support the maintenance and technical services for GSE and Vehicles at all Kingdom airports (stations).

This partnership with TLD will leverage the extensive experience of TLD as a leading GSE Manufacturer where around 40% of the GSE Units in the region is from TLD.


TLD is part of a ALVEST group who includes several other major GSE related companies including AES (GES Maintenance), SAS (GSE Technologies), and SAGE Parts (GSE Spare Parts). The JV of TLD AES will further support and improve GSE Safety and Reliability at all Kingdom Airports and serve SGS and all other customers.

SGS & TLD JOINT VENTURE AGREEMENT

- THE JVA WAS SIGNED ON JUNE 2020.

SERVICES SGS PROVIDES THROUGH THEM

- FULL GSE MAINTENANCE SERVICES
- GSE TECHNICAL SUPPORT
- GSE SPARE PARTS
- GSE OVERHAULING AND MODIFICATIONS
- VEHICLES AND BUSES MAINTENANCE SERVICES



واجهة وطن

FACE OF A NATION