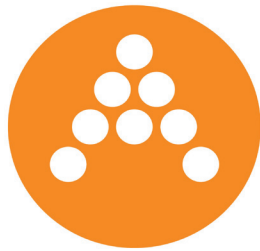


aer lingus – aéroflot – afriqiyah airways – air algérie – air arabia – air berlin – air cairo – air europa – air france – air india – air méditerranée - air one - air serbia – air seychelles – air transat – alba star – all nippon airways – arka – american airlines – asiana airlines – azerbaijan airlines – blue air – blue islands – blue 1 - bmi regional – bollore logistics – bulgaria air – bulgaria air charter – camair-co – corendon airlines – corsair – easyjet – eastern airlines – egyptair – el al – enter air – estonian air – ethio- pian airlines – etihad airways – flybe – freebird – georgian airways – germania – hainan airlines – hi fly – hunnu air – icelandair – iran air – israir – jetairfly – jet2 – kuwait airways – la compagnie – limitless airways – lot polish airlines – mahan air – malaysia airlines – meridiana fly – neos – niki – norwegian air shuttle – nouve- lair – onur air – pegasus – primera air – pullmantur air – royal air maroc – royal jordanian – sata intl – sas – singapore airlines – smartlynx airlines – srilankan air- lines - syphax airlines – tap portugal – tassili airlines – trade air – travel service – tunisair – turkish airlines – twin jet – united airlines – us airways – volotea – wamos air – xl airways

aer lingus – aéroflot – afriqiyah airways – air algérie – air arabia – air berlin – air cairo – air air india – air méditér- bia – air seychelles – – all nippon airways – lines – asiana airlines – blueair – blueislands



europa – air france – ranée - air one - air ser- air transat – alba star arka – american air- – azerbaijan airlines – blue 1 - bmi regional

– bollore logistics – bulgaria air – bulgaria air charter – camair-co – corendon airlines – corsair – easyjet – eastern airlines – egyptair – el al – enter air – estonian air – ethio- pian airlines – etihad airways – flybe – freebird – georgian airways – germania – hainan airlines – hi fly – hunnu air – icelandair – iran air – israir – jetairfly – jet2 – kuwait airways – la compagnie – limitless airways – lot polish airlines – mahan air – malaysia airlines – meridiana fly – neos – niki – norwegian air shuttle – nouve- lair – onur air – pegasus – primera air – pullmantur air – royal air maroc – royal jordanian – sata intl – sas – singapore airlines – smartlynx airlines – srilankan airlines – syphax airlines – tap portugal – tassili airlines – trade air – travel service – tunisair – turkish airlines – twin jet – united airlines – us airways – volotea – wamos air – xl airways – aer lingus – aéroflot – afriqiyah airways – air algérie – air arabia – air berlin – air cairo – air europa – air france – air india – air méditerranée - air one - air serbia – air seychelles – air transat – alba star – all nippon airways – arka – american airlines – asiana airlines – azerbaijan airlines – blue air – blue islands – blue 1 - bmi regional –



Airport ground handling has been the core business of Alyzia for more than 50 years and we guarantee our clients an exemplary quality approach based on many years of top-class experience.

In order to achieve success we are equipped with the best and most cutting edge, ground handling equipment. We select the safest and highest performing tools for your aircraft operations, for the motivation and empowerment of our staff, efficiency, and today, for the respect of our environment.

We also feel very strong about the quality of our customer relations and quality of service. Listening carefully and with a personalised human response to your needs, satisfaction is guaranteed. With flexibility and an acknowledged ability to adapt along with verified processes we are continually improving our efficiency and rapidity that is increasingly appreciated by our clients who can rely on Alyzia and its trusted and professional teams 24 hours a day, 365 days a year.

This commitment to serve you daily and for future years is accompanied by a serious and constantly updated training policy, in anticipation of new regulatory standards and a continual proactive retraining of our staff thanks to our own integrated training centre Excellence Academy.

Each one of the staff at Alyzia is today totally involved and able to serve you in the best way with the awareness of the need to respect your company brand and level of customer service.





alyzia

Your success in the air starts on the ground

Since 1948, Alyzia, an ex-Paris Aéroports entity, has been the privileged partner to numerous airlines at Parisian airports in ground handling. Alyzia is also the founding member of Aviance, the first international alliance in the airport sector.

Armed with recognised know-how and dedicated employees, Alyzia provides every client with all forms of high quality ground handling services.

In 2012, Groupe 3S acquired Alyzia.



GROUPE 3S Assisting airlines and airport operators since 2001, Groupe 3S brings a greatly sort-after synergy to the comprehensive services provided, such as de-icing, handling people with reduced mobility, maintenance of terminal buildings, and refuse recycling.

Today, 5000 employees serve and handle more than 13 million passengers every year, with a turnover over 370 million euros in 2018.

5 areas of expertise



PASSENGER SERVICES

Welcome, check-in, boarding, sales, lost luggage, business lounges



RAMP SERVICES

Loading, unloading, baggage handling, push back, towing, de-icing, snow clearing



FLIGHT OPERATIONS MANAGEMENT

Coordination, load sheet, weight and balance



CARGO

Transport of cargo and mail, packing of palettes and containers airside



TRAINING

Regulatory and professional training



our customers

Aer Lingus  AEROFLOT  الخطوط الجوية الأفريقية **AFRIQYAH AIRWAYS**  **AIR ALGERIE**

 العربية للطيران **airarabia.com**  **airCairo**  **AirEuropa** **AIRFRANCE** 

 **AIR INDIA** American Airlines   **AirSERBIA**  **air seychelles**
Flying the Creole Spirit

 **Air transat** **AlbaStar.es**  **ANA**  **arkia**
ארקיע

ASIANA AIRLINES   **AZAL** **AZERBAIJAN AIRLINES**  **Blue Air**  **bmi regional** **BOLLORE**
LOGISTICS

BULGARIA AIR  **Bulgarian**
Air Charter  **Camair-Co**  **corendon**
DUTCH AIRLINES

CORSAIR
Ouvrons d'autres horizons **Eastern**
airways **easyJet** **EGYPTAIR**  **הכרטיס העולמי**
הכי בית בעולם

enter **air** **الإتحاد**
ETIHAD
AIRWAYS **Ethiopian**
የኢትዮጵያ **flybe.**  **FREEBIRD**

 **Georgian Airways**  **Germania**  **海南航空**
Hainan Airlines **Hifly** **ICELANDAIR** 

 **IranAir**
The Airline of the Islamic Republic of Iran **ישראל**  **ISRAIR** **Jet2.com**  **Jetairfly**

 **الكويتية**
KUWAIT
AIRWAYS **LA COMPAGNIE**
Boutique Airline **LATAM**
AIRLINES **LOT**  **پولیش ایرلاینز**
Polish Airlines **بوایرانی مانهان**
Mahan Air

 **Meridiana** **fly** **neos** **Nouvelair**  **Onurair**  **PEGASUS**
AIRLINES

 **Primera Air**  **الخطوط الملكية المغربية**
royal air maroc  **الملكية الأردنية**
ROYAL JORDANIAN **sata** 

SAS
Scandinavian Airlines  **SINGAPORE**
AIRLINES  **SMARTLYNX**  **SYPHAX**
airlines **TAP**
TAPPORUGAL
A STAR ALLIANCE MEMBER

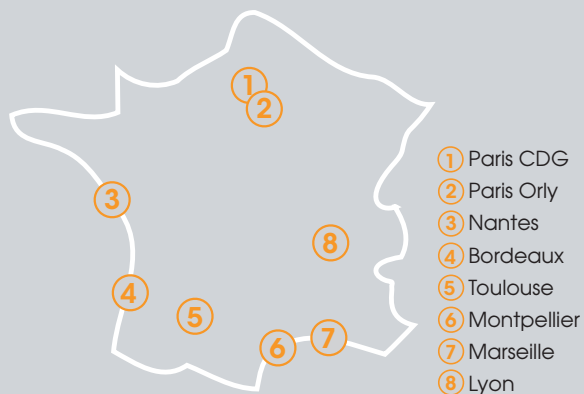
Tassili Airlines  **طيران الطاسيلي**  **Trade Air**
Charter and Cargo Operator  **TRAVEL**
AIR  **الخطوط التونسية**
TUNISAIR **TURKISH**
AIRLINES 

 **TWIN JET**
Partenaire FLYINGBLUE  **UNITED AIRLINES** **VOLOTEA**  **WAMOS**
AIR **XL** **Airways**

alyzia Key figures

All over France

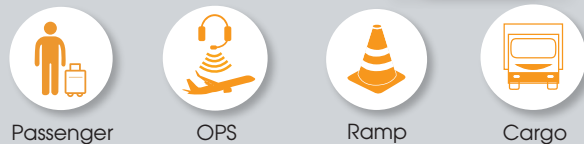
With 5000 employees all over France, we provide ground handling services at main French airports.



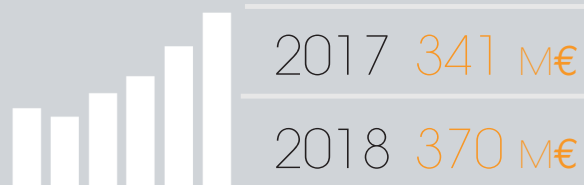
At Paris CDG & ORLY

Each service has its own specific organisation with operational managers linked to Board of directors.

13 Parisian subsidiaries



Total revenue

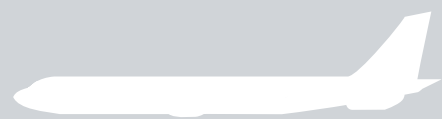


80 customer airlines

More than 92% are international airlines. Ten new airlines contracted in 2016 and 100% of our current contracts renewed.

13 000 000 Passenger handled.

400 000 tons of cargo transported every year.



108 077 Movements handled

99.3% Alyzia Turnaround Punctuality

5 000 employees

More than 70% of our staff have long term contracts with 33% women and 67% men.

1 500 ground support equipment



A fleet of GSE renewed in 2019 for a total investment of 15,6 million Euros and a reduction of 20% of our carbon footprint.

De-icing services

Groupe 3S is the exclusive service provider for Paris Aéroport at CDG. At ORY, Alyzia is providing direct de-icing services to its customers with 4 brand new de-icing machine (Beta 12 years 2018). We provide also de-icing services in NTE LYS TLS BOD with 10 de-icing machines.

An operational center 24/7

Our operational managers are available 24 hours a day 7 days a week.

VIP Lounges

Alyzia has 3 lounges located airside. In 2018, our lounges welcomed more than 70 000 passengers in CDG and 90 000 passengers in ORY. In 2019, Alyzia will open new lounges in terminal 2 and terminal 3 in CDG.

Ticketing desks

Alyzia has 7 unmarked ticketing desks located in passenger areas of CDG 4 and ORY 3 terminals.

Excellence Academy



23 certified trainers in various areas of expertise. More than 2,000 clients and 32,000 agents trained in 2018.



Alyzia assists its customers in the deployment of specific DCS such as Sabre or SITA. Alyzia was the first handling agent to handle airlines with Altea Ground Handling DCS in Paris.

Technology Reliability & Environment

100
HYBRID
VEHICLES

140
LIGHT VEHICLES
including
71
ELECTRIC
TRACTORS

37
SELF-PROPELLED
PASSENGER STAIRS
62
NON-MOTORISED
STAIRS

CERTIFICATION
A380
B787


39 GPU
12 ACU
4 ASU

50
LOADERS
56
BELT LOADERS
26
FREIGHT TRUCKS
31
TOWING
TRACTORS
24
PALLET/
CONTAINER
TRANSPORTERS



alyzia


on demand



SELF SERVICE
CHECK-IN KIOSKS



LOUNGE
DEDICATED AREA FOR HIGH-YIELD CLIENTS



BUILT IN CHECK-IN
PRE CHECK-IN ON TABLETS AND SMARTPHONES




BAGGAGE TRANSFERS
DELIVERY OF BAGGAGE FROM/TO HOME AND TERMINAL



LIMOUSINES
PASSENGER TRANSFER IN PREMIUM VEHICLES




CONCIERGE
PERSONALISED ASSISTANCE SERVICE



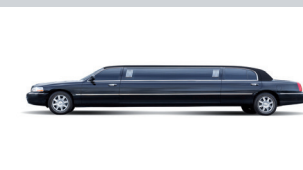
VIP
ACCOMPANYING, DEALING WITH PRIORITY ACCESS CLIENTS



PRE-CHECKING BAGGAGE
AVAILABLE IN TERMINAL 3



E-TRACK
BAGGAGE GEO-LOCATION
(UNDER DEVELOPMENT)





in house training

Originally Alyzia Training centre was a department created in 2003 dedicated to training for Groupe 3S and Alyzia. In 2017 our new training centre Excellence Academy saw the light to substitute Alyzia Training.

The training centre is located in the heart of Paris Charles de Gaulle airport. It aims to respond in a professional, personal high quality and well-fitting manner to all training needs in the air transport sector.

Excellence Academy provides all the existing training to operate on an airport platform (regulatory, ground handling, security). IATA accredited, our training centre has 23 DGAC certified trainers ready to assist you and train your staff. Our personal and highly qualified trainers can also pay a site visit to your company in France or wherever you are in the world.



Certifications

Alyzia was one of the first ground handling companies to obtain the ISAGO certification in 2012 in both Parisian airport platforms (Roissy CDG and Orly), renewed in 2017.

In September 2013 we obtained the Quality, Safety and Environment certification (ISO 9001-14001, OHSAS 18001) which was renewed in 2018 and acknowledges Alyzia's investment in steady improvements.

These certificates have allowed Alyzia to put the greatest value on the quality, safety and environment to increase client satisfaction, to optimise human resources management, to preserve airport safety, health and safety at work and to control the impact of our company's activity on the environment.

Our business approach provides an excellent management tool allowing Alyzia to offer an outstanding efficiency, professionalism and competitive pricing to all of our clients and partners.







ALYZIA – Bâtiment Neptune – Continental Square II
4, Place de Berlin – BP 12664 – 95725 Roissy CDG Cedex

Tel.: +33 (0)1 48 16 58 42

Sales Department : sales@alyzia.com

www.alyzia.com