



AEROCARE

OUR PEOPLE,  
YOUR SERVICE

AUSTRALIA AND NEW ZEALAND'S LEADING INDEPENDENT GROUND HANDLER



# AEROCARE

## SPECIALISTS IN INNOVATIVE GROUND HANDLING SOLUTIONS

Aerocare is scalable and responsive,  
with an unmatched record of -

- ..... SAFETY
- ..... CUSTOMER CARE
- ..... CLIENT RETENTION
- ..... INNOVATION
- ..... OPERATIONAL PERFORMANCE
- ..... COST CONTROL



FLEXIBILITY TO ADAPT TO  
CHANGING REQUIREMENTS

COMPREHENSIVE  
EXPERIENCE

REPUTATION OF  
EXCELLENCE

ACCOUNTABILITY AND  
COMPREHENSIVE OTP  
AND KPI REPORTING

INDUSTRIAL  
STABILITY

A POSITIVE, FRIENDLY,  
SUPPORTIVE TEAM

A LONG-TERM  
STRATEGIC RELATIONSHIP

EXCEPTIONAL  
ACCESS TO CAPITAL

IMPECCABLE  
SAFETY RECORD

CONSISTENT DELIVERY  
OF AUSTRALIA'S LOWEST  
SUSTAINABLE COSTS

WHY CHOOSE  
AEROCARE?



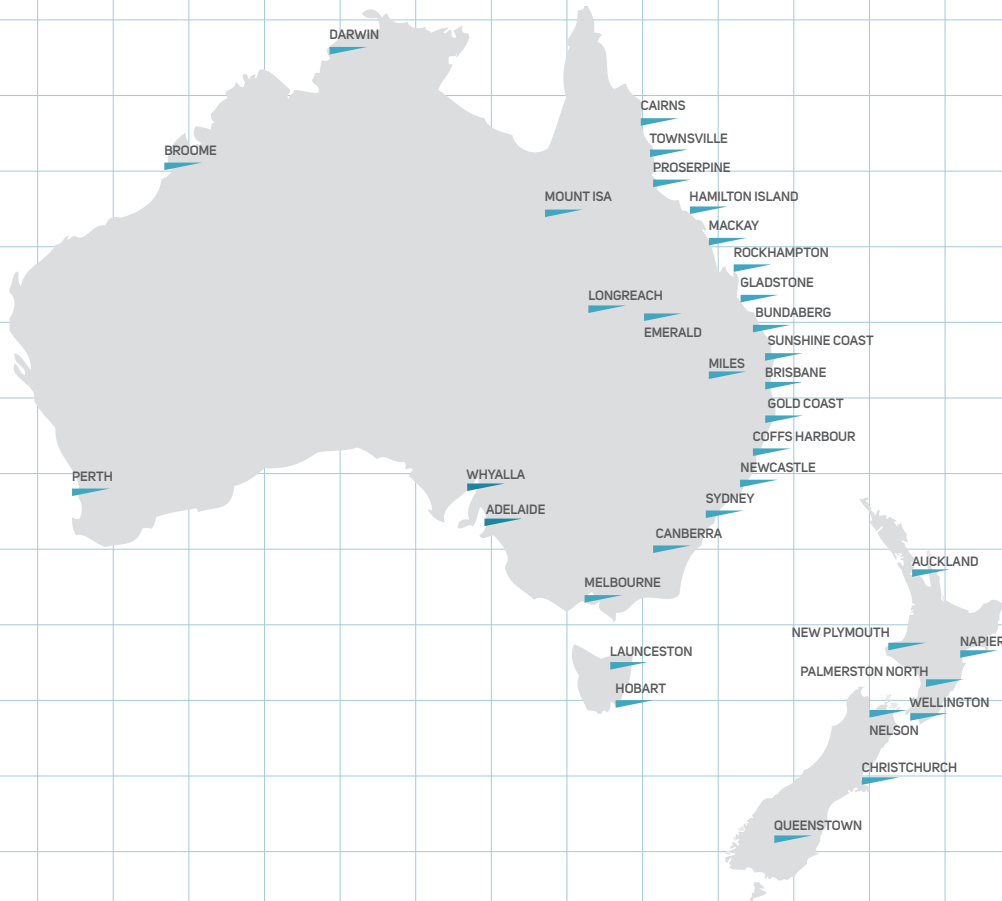
# A TRUSTED PROVIDER

## AEROCARE

Aerocare's flexible approach allows us to bring together an outstanding team to meet any requirement at any airport in Australia or New Zealand. Our responsive and experienced people take care of every detail, giving our customers total confidence that their ground services will be provided by professionals, safely and efficiently.

Founded in 1992, Aerocare has grown to become the largest ground handler within the Australian and New Zealand region. Our flexibility in adapting to the requirements of our client airlines and our commitment to innovation and continuous improvement has resulted in long and mutually beneficial partnerships with our airline partners.

AEROCARE DELIVERS CUSTOMERS THE HIGHEST LEVELS OF SERVICE, EFFICIENCY AND RELIABILITY, IN A CONSTANTLY CHANGING, HIGHLY COMPETITIVE AND EVER CHALLENGING MARKET.



**34** AIRLINE PARTNERS



**35** AIRPORT LOCATIONS

**165** WIDE BODY FLIGHTS PER WEEK

EMPLOYING  
**2,800**  
TEAM MEMBERS



**3,100**  
FLIGHTS PER WEEK



ON AVERAGE  
**41,200**  
PASSENGERS PER DAY



**AIRCRAFT TYPES SERVICED**

A320 | A321 | A330 | ATR72 | BAE146 | B737  
B767 | B787 | B777 | DH8 | E170 | E190  
ERJ135 | F50 | F100

FOUNDED IN 1992



# OUR PEOPLE, YOUR SERVICE

Aerocare has forged a unique position within the aviation and freight industries, setting new standards of multiskilling, reliability, flexibility, and quality of service. We are a team of reliable, hard-working and loyal people, who through our efforts are securing and developing not only our company's future, but also our own.

Aerocare is widely recognised as providing unmatched levels of service to our customers by providing them with a competitive and commercial advantage in terms of cost and performance. Aerocare is now the most experienced outsourced flight support organisation in the local aviation industry.

## MISSION STATEMENT



WE WILL PROVIDE SERVICES WHICH REFLECT THE CULTURE, LANGUAGE, ENGAGEMENT AND PASSENGER CARE REQUIRED THROUGH AN EDUCATED UNDERSTANDING OF OUR CLIENTS' VALUES. WE WILL DELIVER THE SERVICE STANDARDS OF OUR CLIENT AND COMMIT TO CONTINUOUS IMPROVEMENT IN THE PURSUIT OF SERVICE EXCELLENCE AND VALUE. WE WILL FOSTER THE CORE VALUES OF **SAFETY**, **EFFICIENCY** AND **INTEGRITY**.



## SAFETY

Aerocare's vision is to be the market leader in safety. We have a six-pillar approach to safety and security which involves -

**A genuine safety culture** - With motivated and engaged people

**A defined safety pathway** - Where all team members understand the role they play

**Established safety management system** - In all locations

**Confidence** - In our systems and skills

**Focus on safety and compliance** - As a key strength of our business

**Continual improvement** - Through process refinement and consultation.

..... **AEROCARE'S LOST TIME INJURY (LTI) RATE IS LESS THAN HALF THE INDUSTRY AVERAGE.**

## EFFICIENCY

**Work Smart** - We know that sustained success depends on our ability to continually improve the quality, cost, and timeliness of our services, and actively seek feedback to improve our performance.

**Commitment to excel** - There is no place for mediocrity and half-hearted efforts at Aerocare. We expect individual commitment and performance above the standard for our industry. This means accepting responsibility for overcoming obstacles and reaching beyond the best.

**Team spirit** - The job is too big to be done by any one person so teamwork is essential to our success. We effectively collaborate, always looking for more efficient ways to serve our customers. We support each other and celebrate the victories together. We are enthusiastic about what we do.

## INTEGRITY

**Our people matter** - There is nothing more important than our people and we strive to provide opportunity for personal and professional growth for all employees.

We want to be a great place to work, where people are inspired to be the best they can be.

**Behaviour** - We are each personally accountable for the highest standards of behaviour, including honesty and fairness in all aspects of our work. We honour commitments and consistently treat team members, customers and company resources with the respect they deserve.





CAN DO,  
WILL DO

Aerocare's success is founded on a high performance workplace ethos. Our commitment to quality, compliance and service excellence is supported by our exceptional team who consistently demonstrate a positive "can-do" attitude.

Our workplace environment is defined by the following -

- A high performance culture
- A stable industrial relations environment
- Structure and systems to support change
- Talent pooling and succession planning
- Various communications mechanisms
- Advanced rostering and scheduling skills and systems.

WE BELIEVE IN INVESTING IN OUR EMPLOYEES SO THAT THEIR FUTURE IS AS BRIGHT AS OURS. ONGOING TRAINING PROGRAMS ALLOW OUR TEAM TO REFRESH THEIR EXISTING SKILLS, AND DEVELOP NEW ONES.



## KEY ASPECTS OF OUR PEOPLE DEVELOPMENT PROGRAM

### **Sophisticated recruitment process** –

Targeting people that are the “right fit” for our client, with quality measures including psychometric testing focusing on safety attitudes, interpersonal, behaviour based and technical skills.

### **Comprehensive in-house training framework**

– Clearly defined and focussed on specific learning outcomes to provide our team with the skills to deliver our service commitments along with leadership development where appropriate.

**My Career development program** – Utilising an innovative, web-based management system to conduct regular performance reviews that focus on career objectives and professional and personal growth.

### **“Pulse checks” and 360° surveys** –

Feedback continually provided by all staff and engagement levels consistently monitored.

**Industry-leading recognition and reward programs** – Encourage excellence in safety, service and performance.



# SMOOTH OPERATIONS, INNOVATIVE SYSTEMS



THE QUALITY OF INSIGHTS WE CAN OFFER INTO OUR CLIENTS' BUSINESSES MEANS WE CAN MAKE A REAL DIFFERENCE TO OPERATIONS - STREAMLINING PROCEDURES AND MAKING INNOVATIONS THAT MATTER.

At Aerocare, we constantly pursue systems and processes that provide increases in efficiency for the benefit of our partners. Our proprietary software is built from the ground up - then tailored to suit the needs of our people and our clients.

Innovative solutions currently used throughout Aerocare include:

## BUSINESS REPORTING TOOL

The envy of the industry, Aerocare's customised business intelligence solution provides high level analytics and monitoring of all facets of our operations. Using a data warehouse that collates disparate data sources, our invaluable business tool turns static information into the intelligence required for strategic decision making.



## AERO-PROJECT

In the event of a critical change, project or transformation, our online integrated project management system Aero-Project provides our team and our clients with open and transparent progress monitoring based on agreed priorities and dependencies.

## MY CAREER

With My Career performance management software, our leadership has the tools to ensure alignment between individual and organisational goals and our team members can identify their own goals and develop their skills and competencies.

## KNOWLEDGE CENTRE

Aerocare has developed a unique software package called Knowledge Centre, which is a repository of questions relating to our business and client airline policy and procedures. All staff are required to answer questions each week, which refreshes their knowledge and understanding of key information.

..... **THERE IS NO SUCH THING AS A ONE-SIZE-FITS-ALL SOLUTION SO OUR SYSTEMS ARE FLEXIBLE AND SCALABLE ACROSS THE NEEDS OF OUR BUSINESS.**



# PARTNERS IN SUCCESS

Aerocare is committed to building long term partnerships that work. Aware that our partners' success is inextricably linked with our own, we are known for embracing technology and challenging conventional thinking in all areas of our business.

Our focus on internal cost management and resourcing efficiency enables us to develop a handling solution that delivers the lowest sustainable pricing model and comprehensively addresses the service needs of our partners.

Some of our current cost control techniques include:

- Resource allocation is managed via a collaborative approach between our support office and local management teams
- Training is conducted with a focused achieving specific outcomes in competency, in turn providing a more efficient, confident and capable team

- Our proprietary software integrates business areas across payroll, operational performance, training and financial performance reducing overall resource cost and providing real time access and information.

Innovation is a fundamental value of Aerocare and we constantly pursue systems and processes that provide increases in efficiency for the benefit of our partners.

..... **THE PERFORMANCE OF OUR PARTNERS IS INEXTRICABLY LINKED TO OURS.**





WE ARE SENSITIVE TO THE COMPLEX AND CHANGING NEEDS OF THE AVIATION INDUSTRY AND ARE COMMITTED TO BEING FLEXIBLE, RESPONSIVE AND PROACTIVE.





# AEROCARE SERVICES


OUR SKILLED TEAM IS HIGHLY TRAINED TO MANAGE EVERY ASPECT OF FLIGHT SUPPORT, INCLUDING THE EXTRAORDINARY CHALLENGES THAT CAN OCCUR IN AVIATION.

## PASSENGER SERVICES

Aerocare provides a comprehensive range of services, from ticketing to airline lounge management to load control. In everything we do, passenger satisfaction is our priority and our aim is to reflect and enhance our client's standards.

- Check-in Services
- Ticketing and Reservations
- Transfer & Arrivals Services
- Departure Gate Services
- Lounge Management
- Baggage Services
- Special Assistance and VIP
- Flight Disruption Coordination

..... **OUR TEAM'S DESIRE TO  
'GET IT RIGHT EVERY TIME'  
IS REFLECTED IN OUR  
EXCELLENT SAFETY RECORD  
AND THE SATISFACTION OF  
OUR PARTNERS.**





## RAMP SERVICES

On the tarmac, only absolute professionalism will do. Whether we're handling baggage, cleaning aircraft, supplying potable water or managing any of the myriad of services required by our clients, our commitment is to safety and efficiency.

- Aircraft Loading and Unloading
- Cargo Acceptance
- Cargo Loading and Unloading
- Baggage Transfer and Transportation
- Receipt and Dispatch Services
- Pushback and Towing
- Cabin Cleaning
- De/Anti-Icing
- Aircraft Waste and Water Services
- Catering

## AIRLINE REPRESENTATION

Commercial aviation is a complex and competitive industry. Our focus is on delivering the very highest standards and ensuring they are applied to even the most minor of details. As our clients' partner, their expectations become ours.

- Load Control
- Airline Representation
- Supervision
- IT Systems and Support
- Airport Authority and Operator
- Liaison

## FBO & CORPORATE HANDLING

With a comprehensive network throughout Australia and New Zealand, Aerocare provides representation and services catering to a diverse range of FBO and handling solutions, including specialised and tailored arrangements to accommodate VIP, diplomatic and medical flights.

- Meet and Greet Services
- Refuelling Services
- Flight Planning
- Global Regulatory Services
- Concierge Services
- Catering Services





# AEROCARE

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AUSTRALIA

SAFETY EFFICIENCY INTEGRITY

