



ÇELEBİ AVIATION COMPANY PROFILE

60 Years Çelebi - A Journey to continue

In my association with Çelebi over the years, I have come to appreciate that only together as a team can we provide excellence in customer service and high performance handling. We are continuing to evolve and grow into different regions around the globe. Together, we aspire to enter into these geographies with the same core proposition of today: Our Strength is Our Service.

With over 13.000 dedicated employees, Çelebi continues to operate on 2 continents, in 4 countries, at more than 40 stations. Our ambition is to expand our geographic coverage into more developing markets, while providing rewarding employment opportunities to a growing family of colleagues around the world and meeting service needs of our loyal and future customers.

I would like to thank our employees for their dedication throughout the years and those to come. Without their presence we would not have the diverse, positive attitude to serve our partners well across the network.

I would also like to thank our customers for their loyalty and trust in Celebi and ongoing support to make us feel a part of their own team.



DAVE WILLIAM DORNER
Group CEO



EXECUTIVE COMMITTEE

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DAVE WILLIAM DORNER
GROUP CEO

TALHA GÖKSEL
Quality & Technic

ATILLA KORKMAZOĞLU
Region Head
EMEA

ZUHAL KAHRAMAN
Human Resources

THOMAS KONIETZKO
Sales & Marketing

ELVAN HAMİDOĞLU
Financial Affairs

MURALI RAMACHANDRAN
Region Head
Pan-India

ZEYNEP ÇETİNER
Legal Affairs

ÇELEBİ AT A GLANCE

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FRANKFURT

BUDAPEST

TURKEY
(31 STATIONS)

DELHI

AHMEDABAD

MUMBAI

HYDERABAD

BANGALORE

KANNUR

COCHIN



4
AT WAREHOUSES
WORLD WIDE



PROVIDES AIRPORT
GROUND SERVICES
FOR MORE THAN
70m
PASSENGERS ANNUALLY



HANDLES CLOSE TO
1m TONS



ISAGO, AHM 804,
ISO 9001, ISO 14001,
OHSAS 18001,
PAS99, RA3



EMPLOYS
+13k
PEOPLE



MORE THAN
300
CUSTOMERS



ACTIVE AT MORE THAN
40 AIRPORTS



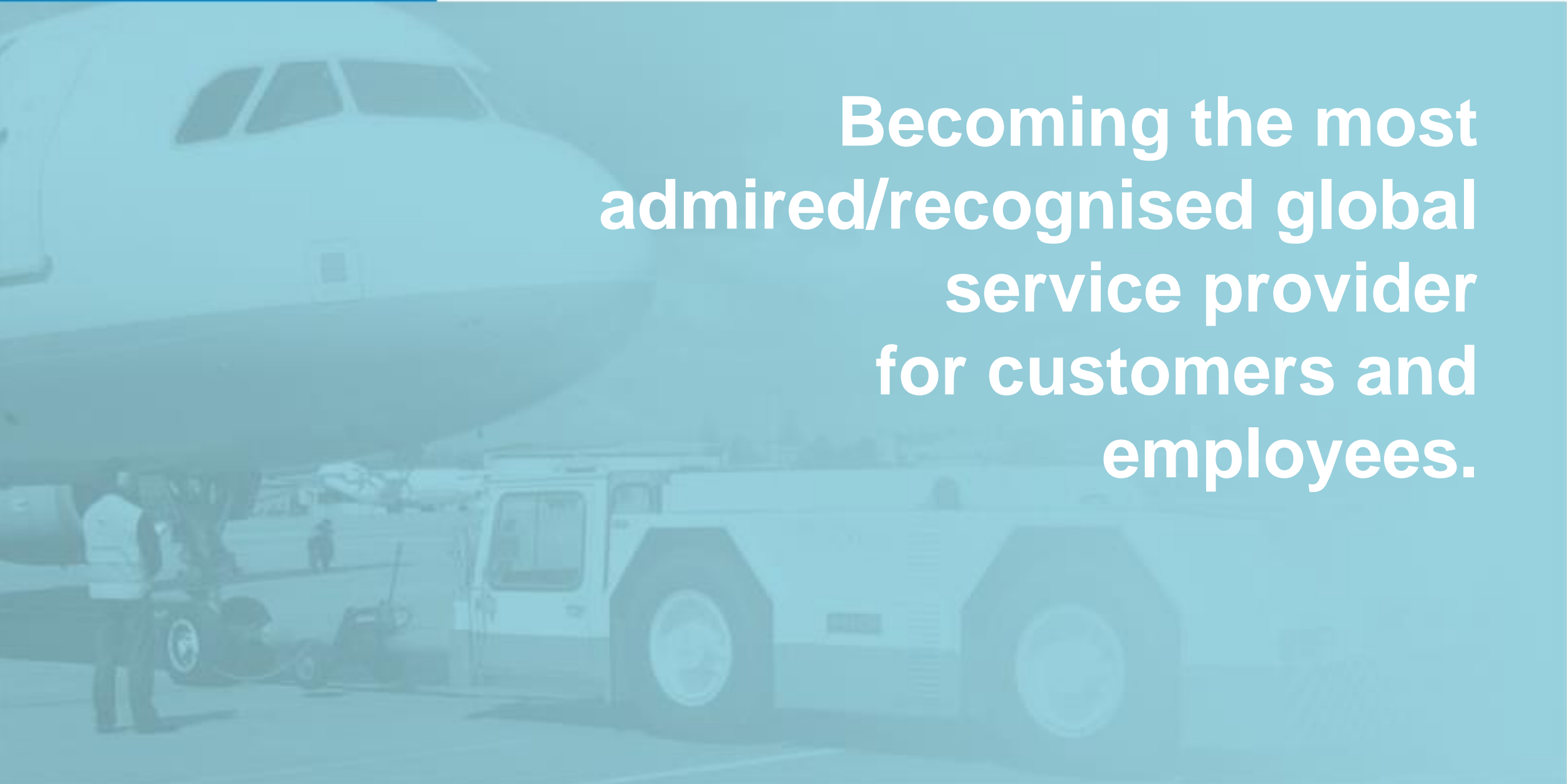
SERVING MORE THAN
230k
FLIGHTS ANNUALLY



CERTIFIED
UN-IMPAIRED
AIRPORT

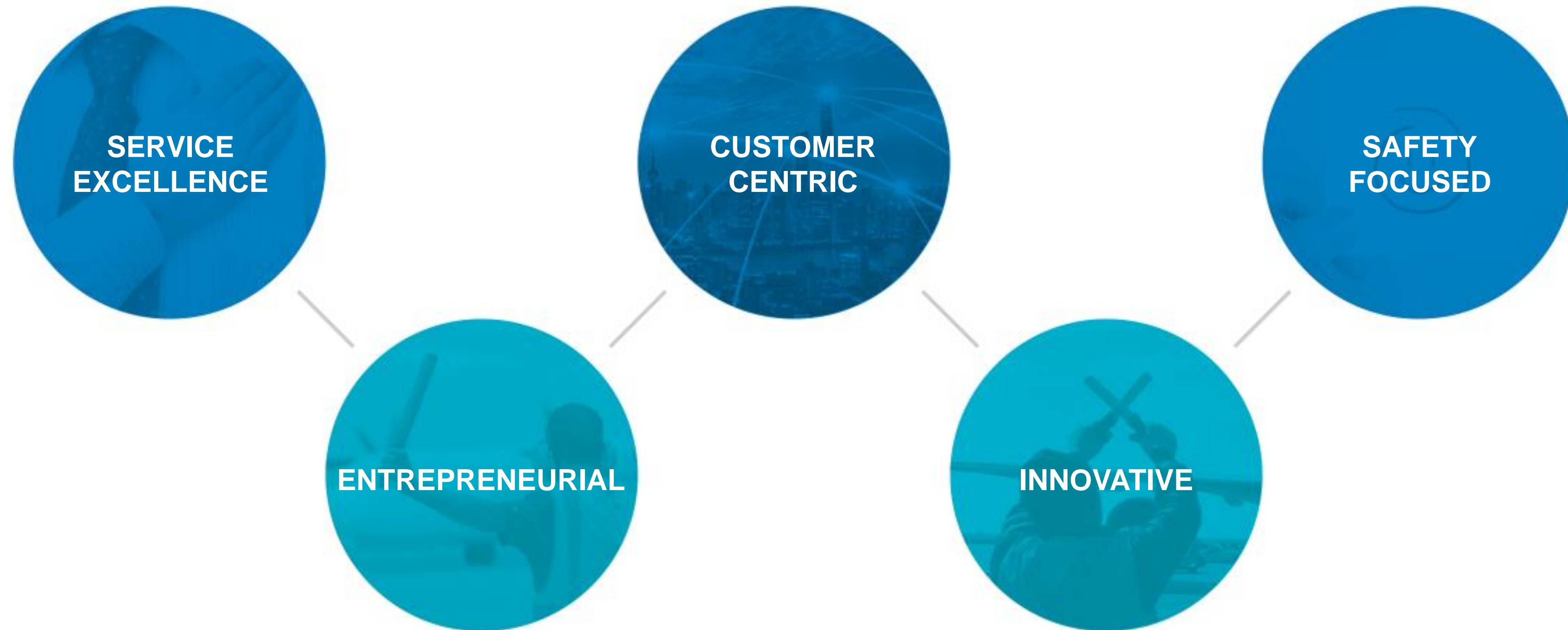
- GROUND HANDLING
- CARGO & WAREHOUSE
- GENERAL AVIATION SERVICES

To be a global solution partner who creates value for stakeholders by throughly understanding the needs of airport users and ensuring consistent service quality.

A semi-transparent image of an airport tarmac. In the foreground, a large white ground support vehicle (GPU) is visible. In the background, the nose and cockpit of a large commercial airplane are visible. A person in a white uniform is standing near the GPU.

Becoming the most admired/recognised global service provider for customers and employees.

OUR VALUES



MILESTONES



Foundation of Çelebi Ground Handling One Ladder Five Workers

Terminal operations begin in Antalya Airport, with a building period of 11 months, under the term of BOT

Çelebi NAS Airport Services India Pvt. Ltd. (Mumbai)



Çelebi Ground Handling Delhi Pvt. Ltd.

Partnership with ACTERA



India Ahmedabad Airport



1958

1996

2005

2006

2008

2009

2010

2011

2013

2014

2015

2018

Çelebi Ground Handling listed in Istanbul Stock Exchange

Çelebi Ground Handling Hungary Ltd.



Çelebi Delhi Cargo Terminal Management India Pvt. Ltd.

Çelebi Cargo GmbH (Frankfurt)

Acquisitions of Austroport in Vienna and Aviapartner Cargo in Frankfurt

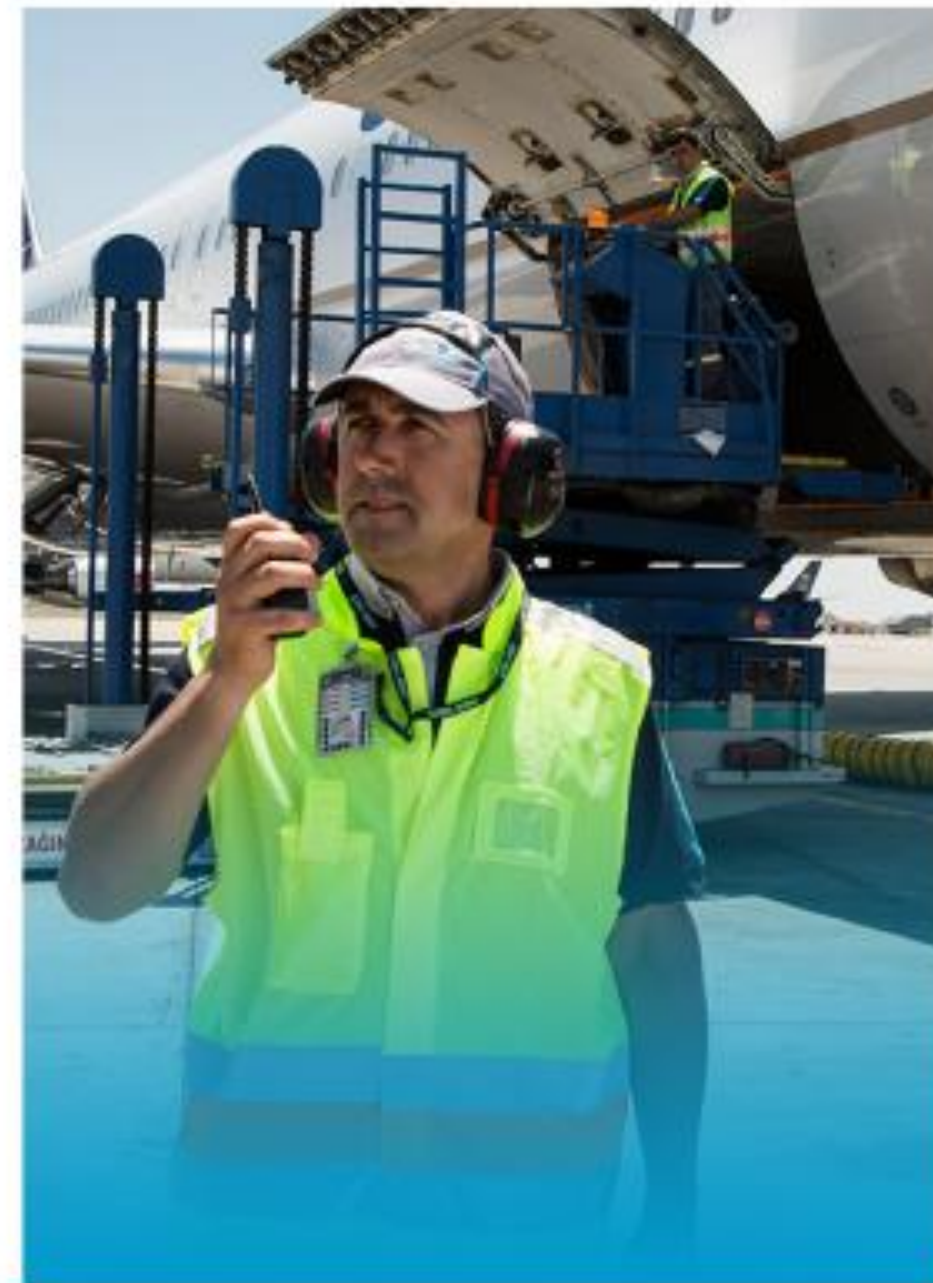
India Cochin Airport
Kannur Airport
Bangalore Airport
Hyderabad Airport



OUR SERVICES



- Passenger Services
- Representation, Administration and Surveillance
- Ramp Services
- Load Control, Transportation



- Cargo and Mail Services
- Truck Transportation and Offline Cargo Handling
- Warehouse Services
- Support Services



- General Aviation Services
- Premium Services
- Bridge Operation Services



OVER 300 AIRLINE PARTNERS



The role of Quality in Çelebi is to translate the strategic intent of the group into practical applications that deliver continuous service & process standardization and increase customer satisfaction in line with Total Quality Management principles. High level customer experience management is the main objective to achieve sustainable service improvement and to sustain Çelebi's competitive advantage.

Our Principles

- Customer focused
- Total Employee Involvement
- Process Centered
- Integrated System
- Strategic and Systematic Approach
- Continual Improvement
- Fact based decision making
“If you can't measure it, you can't manage it!”
- Communications

Our Goals

- To obtain high level customer experience management by engaging Voice of Customer Objectives with business units and stakeholders
- To increase Çelebi's competitive advantage and operational excellence by taking advantages of multisite business and spread best practices
- Increase operational efficiency and customer satisfaction by process Singularization and Standardization

QUALITY CERTIFICATIONS



In Çelebi we continuously upgrade our standards in our all entities. Our international certificates are proof of our emphasize on quality.



- PAS 99:2012 INTEGRATED MANAGEMENT REGISTRATION
- IATA CERTIFICATE OF ACCREDITATION ÇELEBI GH HUNGARY
- IATA SAFETY AUDIT FOR GROUND OPERATIONS PROGRAM FOR DELHI, INDIA
- RA3 CERTIFICATE ÇELEBI DELHI CARGO TERMINAL MANAGEMENT INDIA PVT. LTD.
- GDP (GOOD DISTRUBITION PRACTICE) FOR ÇELEBI DELHI CARGO TERMINAL MANAGEMENT INDIA PVT. LTD.

OUR ENTITIES



ÇELEBİ
GROUND HANDLING
TURKEY

ÇELEBİ
GROUND HANDLING
HUNGARY LTD

ÇELEBİ
DELHI CARGO TERMINAL
MANAGEMENT INDIA

ÇELEBİ
AIRPORT SERVICES
INDIA

ÇELEBİ
NAS AIRPORT
SERVICES INDIA

ÇELEBİ
CARGO
GMBH



ÇELEBİ GROUND HANDLING TURKEY

- Operating since 1958
- 31 Airports
- Ground Handling Services
- Cargo & Warehouse Services
- General Aviation Services
- Premium Services
- Bridge Operations and Maintenance Services
- More than 126.000 Flights per year
- More than 50.000 tons of cargo handled per year
- 3600+ employees
- Dedicated to Quality with ISAGO; ISO9001; ISO 14001; OHSAS 18001; Green Airport; Regulated Agent Status (RA3)





ÇELEBİ GROUND HANDLING HUNGARY LTD.

- Operating since 2006
- Budapest Ferenc Liszt International Airport
- Ground Handling Services
- Cargo & Warehouse Services
- General Aviation Services
- Premium Services
- Lounge Services
- More than 24.500 Flights per year
- More than 88.000 tons of cargo handled per year
- 800+ employees
- Dedicated to Quality with ISAGO; ISO9001; Green Airport; Regulated Agent Status (RA3)



ÇELEBİ DELHI CARGO TERMINAL MANAGEMENT INDIA PVT. LTD.

- Operating since 2009
- Delhi Cargo Terminal
- Cargo & Warehouse Services
- Pharma Centre & Perishable Centre
- More than 540.000 tons of cargo handled per year
- 3300+ employees
- Dedicated to Quality with ISAGO; ISO9001; ISO4001; OHSAS18001; Regulated Agent Status (RA3)





ÇELEBİ AIRPORT SERVICES INDIA PVT. LTD.

- Operating since 2010
- Delhi, Bangalore, Kannur, Cochin, Ahmedabad, Hyderabad
- Ground Handling Services
- General Aviation Services
- Bridge Mounted Equipment Services
- More than 28.500 flights per year
- 1500+ employees
- Dedicated to Quality with ISAGO; ISO9001; ISO4001; OHSAS18001; Regulated Agent Status (RA3)



OUR ENTITIES

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ÇELEBI NAS AIRPORT SERVICES INDIA PVT. LTD.

- Operating since 2008
- Chhatrapati Shivaji International Airport (Mumbai)
- Ground Handling Services
- General Aviation Services
- Bridge Mounted Equipment Services
- More than 23.500 flights per year
- 3000+ employees
- Dedicated to Quality with ISAGO; ISO9001; ISO4001; OHSAS18001; Regulated Agent Status (RA3)



OUR ENTITIES

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ÇELEBİ CARGO GmbH

- Operating since 2010
- Frankfurt Airport
- Cargo & Warehouse Services
- More than 141.000 tons of cargo handled per year
- 180+ employees
- Dedicated to Quality with ISO9001; ISO4001; OHSAS18001

Living
Technology

ÇELEBİ
CARGO





PLATINUM
BUSINESS AVIATION SERVICES

PLATINUM BUSINESS AVIATION SERVICES

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- **All our passengers are welcomed as “Private Guests”.** Platinum Services has a statement of priority to make each guest feel comfortable, delighted and privileged. With these principles, we serve not only for our guests flying with private jets, but also for guests using commercial airlines.
- **We provide an extensive array of Premium Services** to make our guests experience the ‘Platinum Services’ concession.
- **Whether you choose to fly Economy class or Business class, we offer the same qualified services upon your request.**

- Our services include VIP guest lounge, meet & greet services, private jet & helicopter rental and generally, dedicated assistance, from the moment you enter the airport until your departure.
- Çelebi Platinum Services currently operates 4 lounges at Budapest Airport.
- Çelebi Platinum Services is available in Turkey and at Budapest Airport in Hungary.



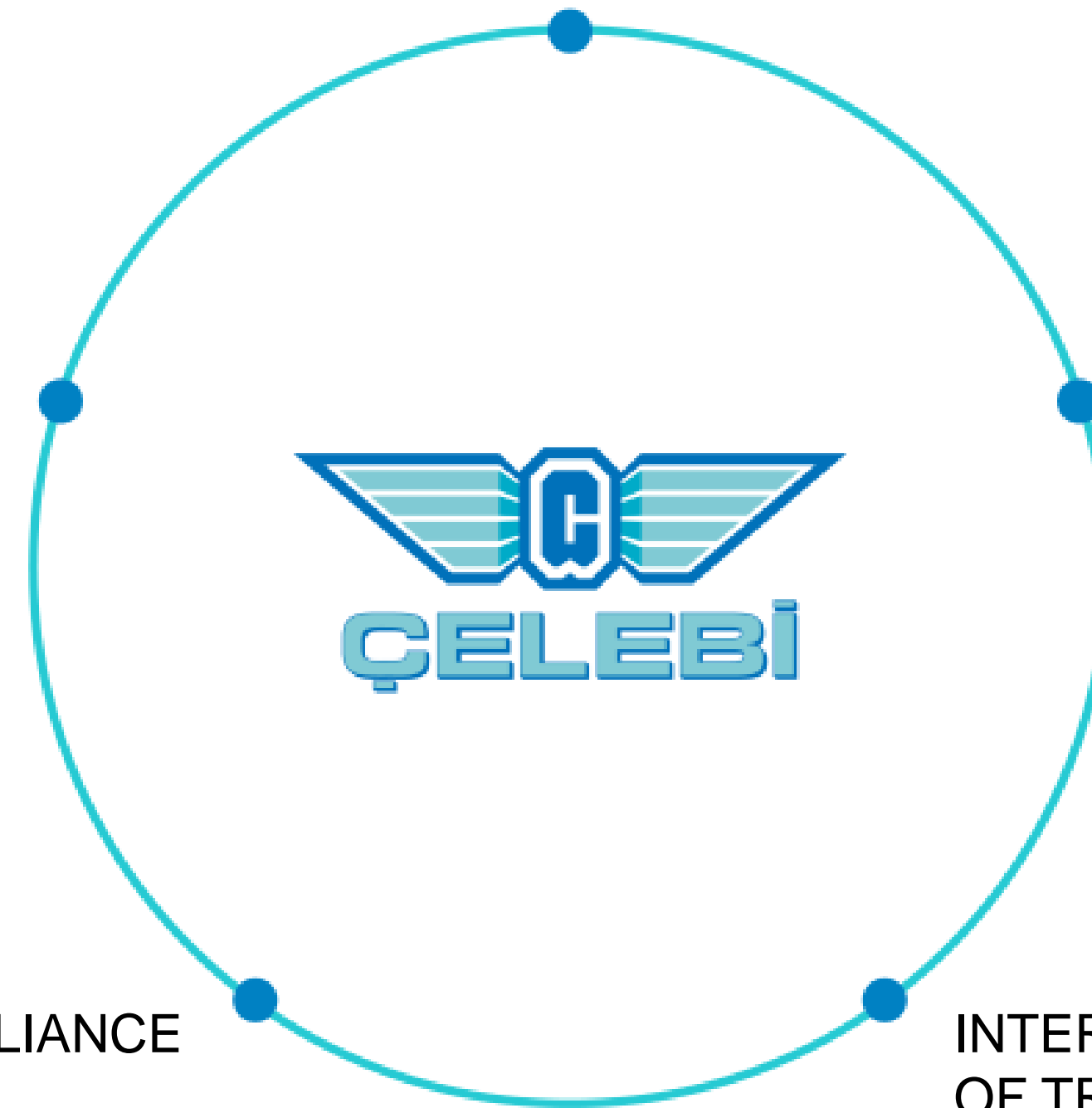
INTERNATIONAL MEMBERSHIPS



INTERNATIONAL
AIR TRANSPORTATION
ASSOCIATION (IATA)



AIRPORT SERVICES
ASSOCIATION (ASA)



INTERNATIONAL AIR CARGO
ASSOCIATION (TIACA)



AVIANCE ALLIANCE

INTERNATIONAL ASSOCIATION
OF TRANSPORTATION
AND LOGISTICS SERVICES
PROVIDERS (UTIKAD)





Global ERP System

- Çelebi is expanding its SAP based ERP system integrating all subsidiaries and the HQ implementation planned for HRM, FA, CC MM, EAM modules
- Hyperion for financial managements

DCS Systems

- Çelebi understands the needs of its customers and follows and acts accordingly to the different requests.
- Proven systems of check-in, boarding and load planning are used in Çelebi globally.

Integrated Airport Resources Management

Inform Groundstar system to optimize all planning and control process in ground handling requirements such as planning shifts and daily planning real-time coordination, supervision and inspection of every operation

Sales Force

- Çelebi uses Sales Force to manage its customers locally as well as globally
- Relationship management
- Retaining Feedbacks & Follow - Up
- Reporting & KPI monitoring

Flight Info & Ops Management System

- Çelebi's in-house system, Ikarus, to specialize ground services requirements of customers
- Flight information service & operations management
- Invoice management
- Quality management

HUMAN RESOURCES

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Çelebi Aviation recognizes the importance of every team member to reach its goals and achieve its vision. Çelebi is a proud people-focused organization and aims to become the most admired employer in its field. The Human Resources department takes strategic steps toward this goal.

With strong HR policies, Çelebi builds highly motivated teams all around the globe, giving them ample career opportunities.

- **Over 90% internal promotion rate**
- **Exemplary career paths: From officer to C level management**
- **Global assignments for personal development in critical roles**



Çelebi Academy is a central educational hub which will promote training standardization for the purpose of soft-skill development, leadership and operational-technical training that provide safe, secure and sustainable development of global ground handling & cargo service

Strategic Objectives

- Understand need of all operational and support departments, take the responsibility to create content according to their needs
- Improve quality, safety and efficiency of ground handling service and cargo through operational training
- Globally create content, establish an efficient and measurable operational training system
- Disseminate Çelebi's special operational knowledge and skills globally
- Deploy range of learning technologies and methodologies for high standards of global basis
- Provide expertise on all steps of training & development for a smooth execution by companies
- Career path bounded with training, HR integration system, management responsibility for follow up development plan
- Strengthening the employer branding and rising among the most demanded companies
- Collaboration with Universities or institutes to develop future leaders



CORPORATE RESPONSIBILITY

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Çelebi Aviation strengthens its 60 years of vast experience with social responsibility projects. These projects are the outcomes of the unshakable faith, commitment and determination Çelebi has for a better, brighter world.

Some of the major projects Çelebi has done so far are;

- 50 Çelebi Homes on the 50th Year
- Equality at Work
- Ali Cavit Çelebioglu School of Civil Aviation
- Environment Friendly Service Production

Çelebi encourages every team member to take part in corporate and individual projects.





ÇELEBİ AVIATION

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