



# EGYPTAIR Ground Services

## Annual Report 2021/2022

Board of Directors EGYPTAIR GROUND SERVICES

**Eng. Magdy Mohamaden**

EGS Chairmen non executive

**Eng. Mosaad Mousa**

CEO

**Mr. Basem Samy Abdelkereem**

Assistant to The Minister of Civil Aviation For  
International, Commercial And Information Affairs

**Eng. Tarak Ahmed Abd El-aleem**

Member of the board of Directors of the  
EGYPTAIR Ground services-shareholder representative

**Mr. Bahader Saied Hasan**

Consultant - EGYPTAIR Holding Company

**Mr. Saied Afify El-saied**

Managing Director, Cairo Terminal And Inland Stations,  
Commercial Affairs Sector EGYPTAIR Airlines

**Captain. Mohamed Ahmed Galal Ali**

V.P of Safety, Quality and Corporate Performance  
Tracking EGYPTAIR Holding company

**Eng. Waled Hussien Mohamed**

V.P of Operation Division Sector – EGS

**Eng. Refaat Mamoon El-Bastawesy**

Consultant – EGS

## Annual Report 2021/2022

**EAGS** Company was founded in 1932 as a department of EGYPTAIR.

In 2003, **EAGS Company** was established according to the Law No. 203 of year 1991 and the Law No. 159 of year 1981 as an Egyptian Joint Stock a subsidiary of EGYPTAIR HOLDING.

**EAGS Company** has been providing high quality aircraft ground handling in accordance with the international standards for 89 years in all Egyptian airports.

EGYPTAIR GROUND SERVICES provides full scope of ground handling

Services that Includes:

1. Passenger and baggage handling.
2. Ramp handling for all kinds of A/C.
3. Loading and unloading for all types of A/C.
4. Crew and employees ground transportation.
5. Maintenance and repair up to overhaul for all types of airport ground equipment.
6. Representation of our customers covering :
  - a) Supervision of ground services provided for flights on behalf of the customer airlines.
  - b) A/C Catering and security services.
  - c) A/C Fueling and maintenance.
  - d) Landing permission and Airport authorities' fees payment.
  - e) Hotel accommodation and medical care for the crew.

During the year 2021/2022 EAGS provided high quality standards of ground services for 170 contracted customers for around 93,007 flights utilizing more than 1,289 of most developed equipment and highly qualified & trained ground handling staff in accordance with IATA and ICAO regulations.

**Vision:**

- One of the leadership for ground handling in Middle East.

**Mission:**

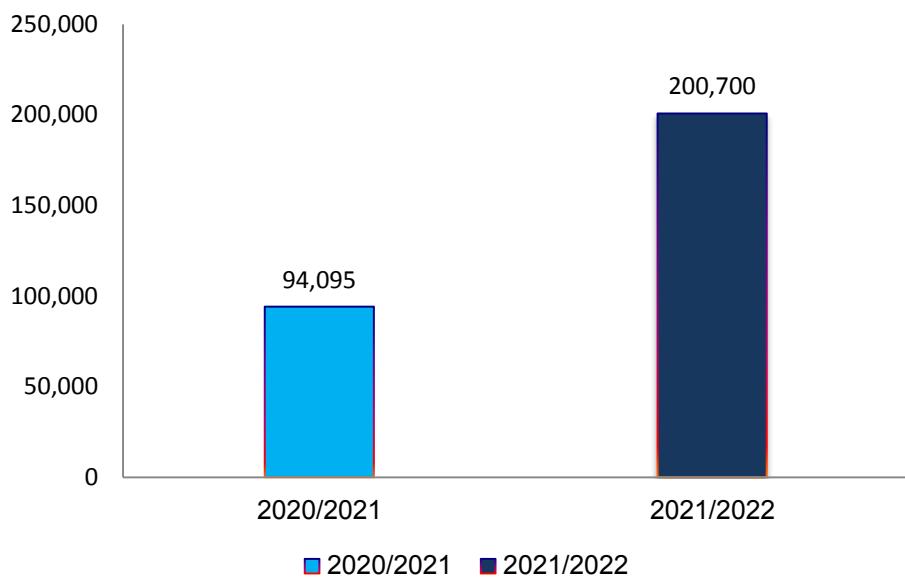
1. To provide safe, Secure and complete ground services package.
2. Complete adherence and compliance to the international standards in ground handling.
3. Accurate follow up for the training courses, on job training, awareness according to the curriculums needed for each job to ensure high performance of employees.
4. Continuous development and upgrading the skills of all employees.
5. Continuous renovation of equipment fleet according to the latest models and aviation industry developments.
6. Confirming acknowledgment of all employees and stakeholders on the value of reaching full delightedness of our customers and beyond.
7. Carrying out all ground services for aircrafts inside and outside.
8. Management and operation of technical and production workshops, maintenance and repair of all equipment.
9. The company has the right to conduct it's activities by itself or through third parties, and the right to establish new companies operating in its field of activity.
10. Carrying out agency work for Egyptian and foreign companies operating in all Egyptian airports.
11. Granting the right of advertising exploitation for the benefit of others on various property and equipment of the company inside and outside the ramp in Cairo and domestic stations.

Company values:

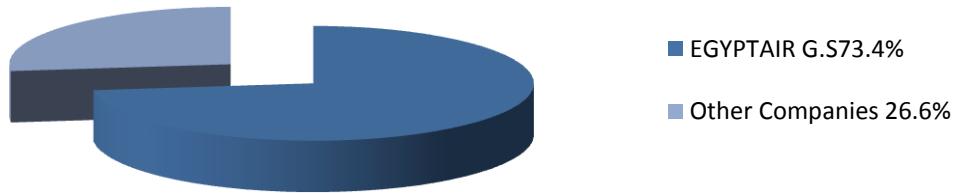
- Safety comes first.
- Customer and staff satisfaction.
- Teamwork and flexibility.
- Leadership and management commitment.
- Continuous learning.
- High quality services and good presentation of work.
- Serving Egyptian economy.
- Maintaining social responsibilities.
- Number of new / renewal contracts with airline companies are (147) in 2021.
- Environmental protection and development by purchasing electrical powered equipment to protect the environment from pollution (Going green) .

Performance Highlights:
**Operational Analysis:**

- We offered about 200,700 services to an EGYPTAIR and foreign companies using about 1,289 equipment.

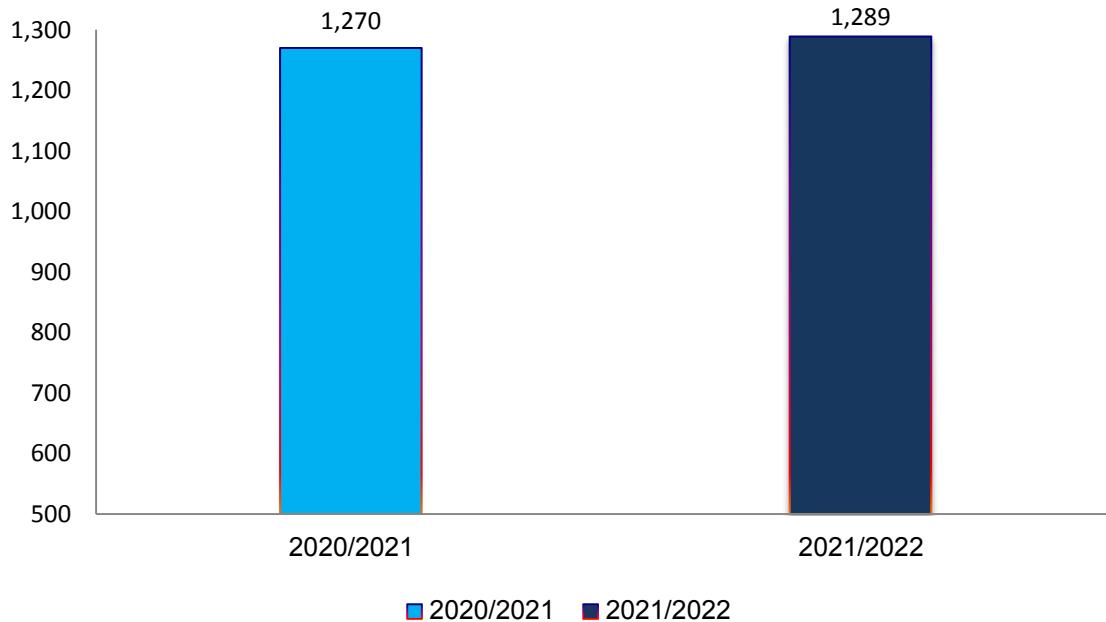


- **EGYPTAIR Ground Services** achieved 73.4% market share of total ground services provided at the Egyptian airports.



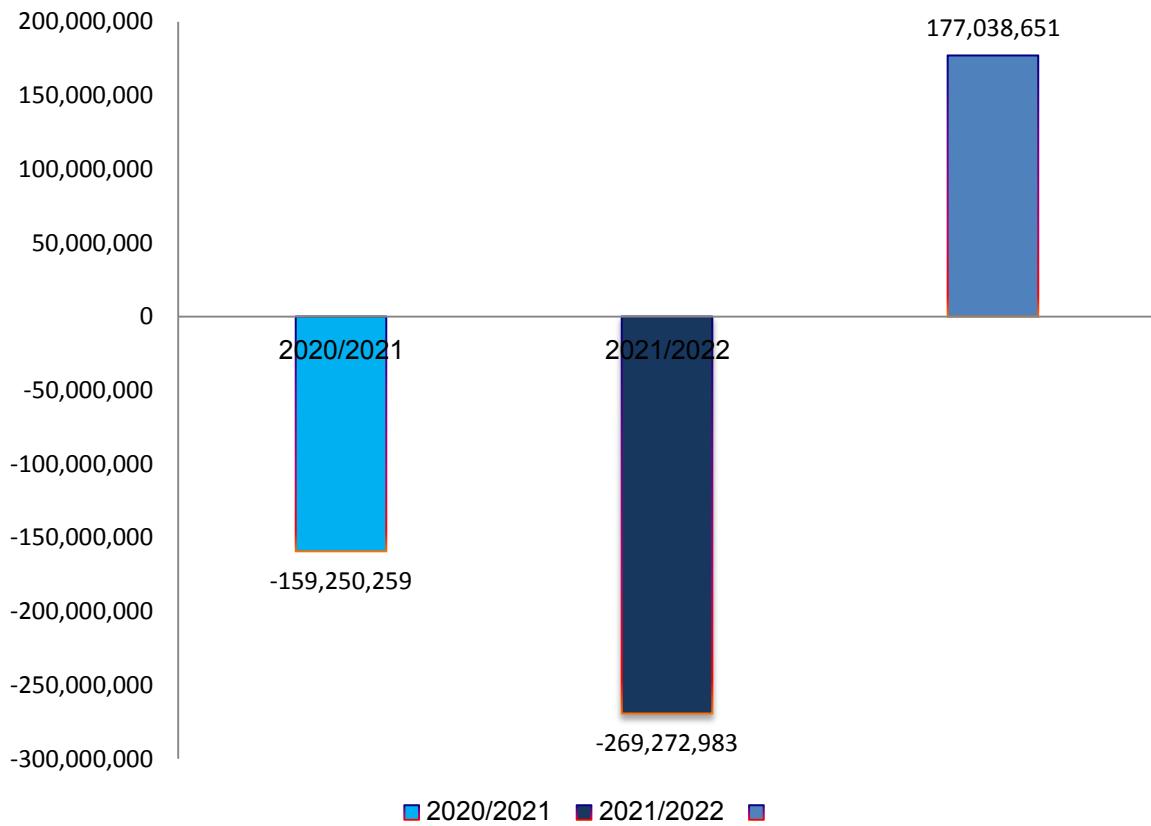
Percentage of market share of EGYPTAIR Ground Services to other companies

- Our equipment fleet to be about 1,289 inside the ramp area.



Financial Analysis:

- In 2021/2022 the net profit becomes 177.038.651EGP.
- Profit/losses about -159.250.259 EGP. was achieved in year 2019/2020.due to the impact of covid-19 In 2020/2021 the net profit/losses becomes - 269.272.983 EGP due to shutdown of airports all over the world including Egypt airports because of the negative impact of Covid -19 virus on ground services operation .



Contracts:

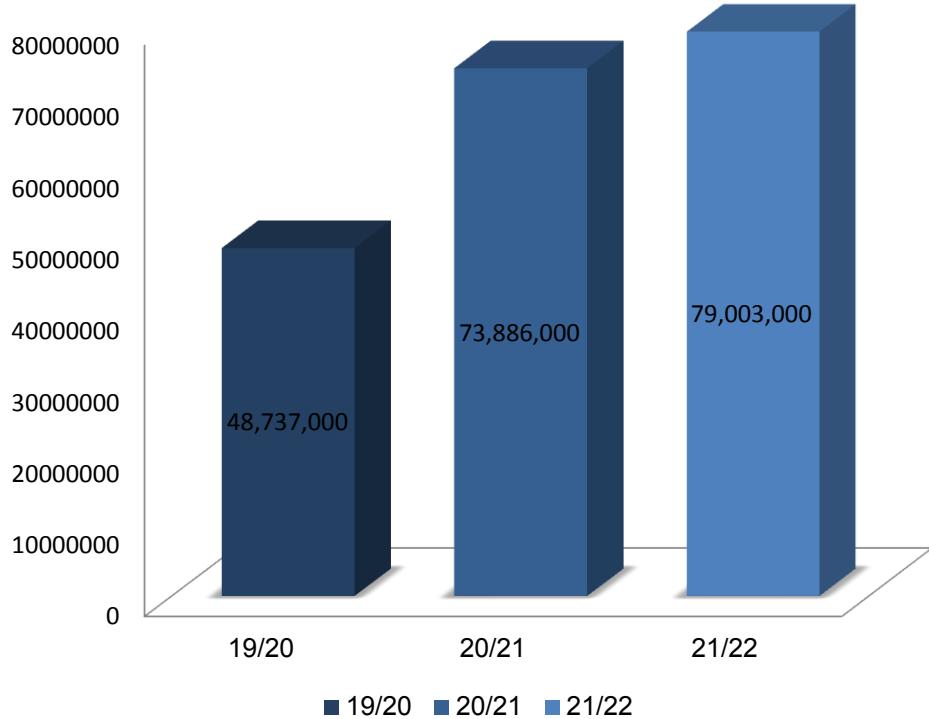
Service	2020/2021	2021/2022
Full handling	28 companies	26 companies
Ramp handling	109 companies	129 companies
Agents	14 companies	15 companies
<b>Total</b>	<b>151 companies</b>	<b>170 companies</b>

New and on-going projects:

- Ground services building in terminal building 3 (TB3)
- And other projects its budget as follows:

1<sup>st</sup> project:

- Modernizing and increasing the equipment fleet to ensure competitive service Quality & to cover the core business growth requirements and replacement plan.
- Actual Cost of 2021/2022: EGP 79,003,000
- Projected Cost for 2022/2023: EGP 387.650.000



## 2<sup>nd</sup> project

Enhancement of the work space infrastructure, environment through upgrading and building workshops (Terminal building 3), staff accommodation sites in Cairo and domestic stations to reach staff satisfaction and good presentation of work.

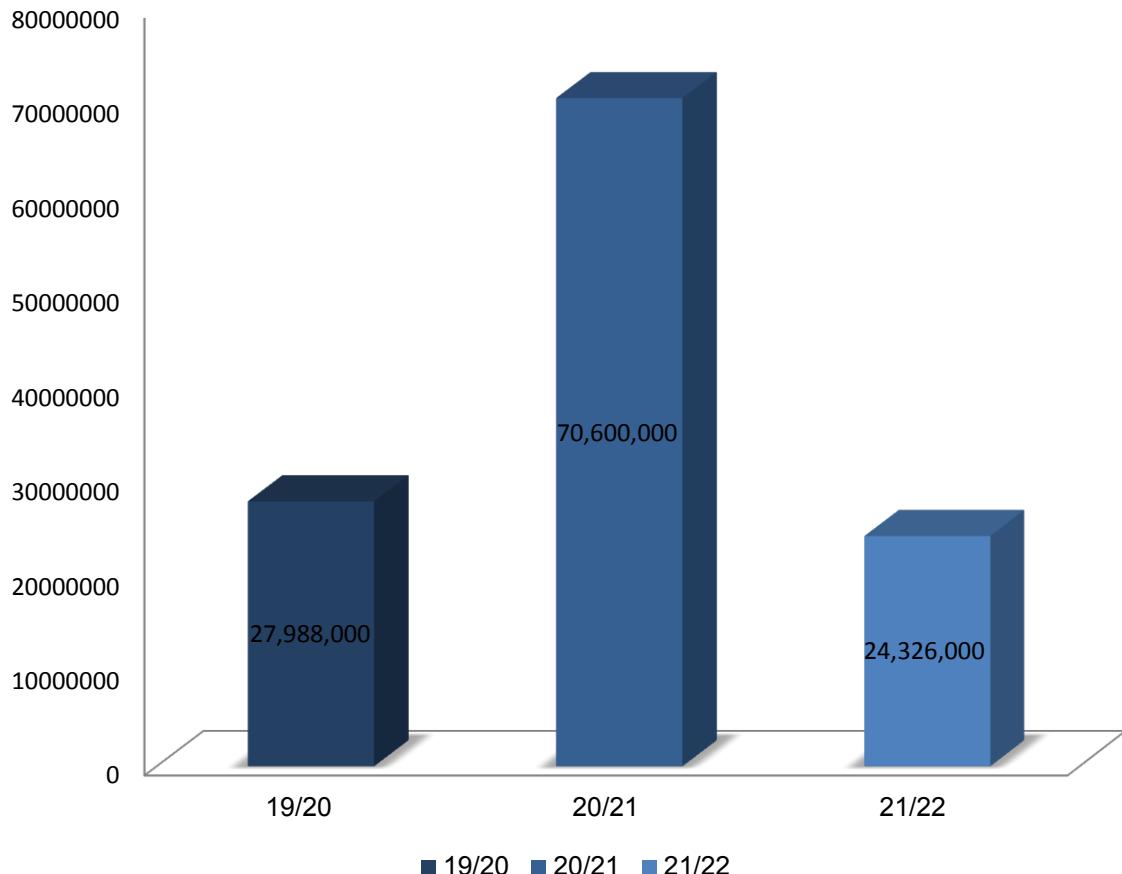
- Actual Cost of 2021/2022: EGP 24,326,000
- Projected Cost for 2022/2023: EGP 20.750.000

### Terminal Building (3) consists of:

1. Operational building headquarter
2. Loading Building headquarter
3. Fuel station Building
4. Workshop for maintain ground services equipment in terminal building3

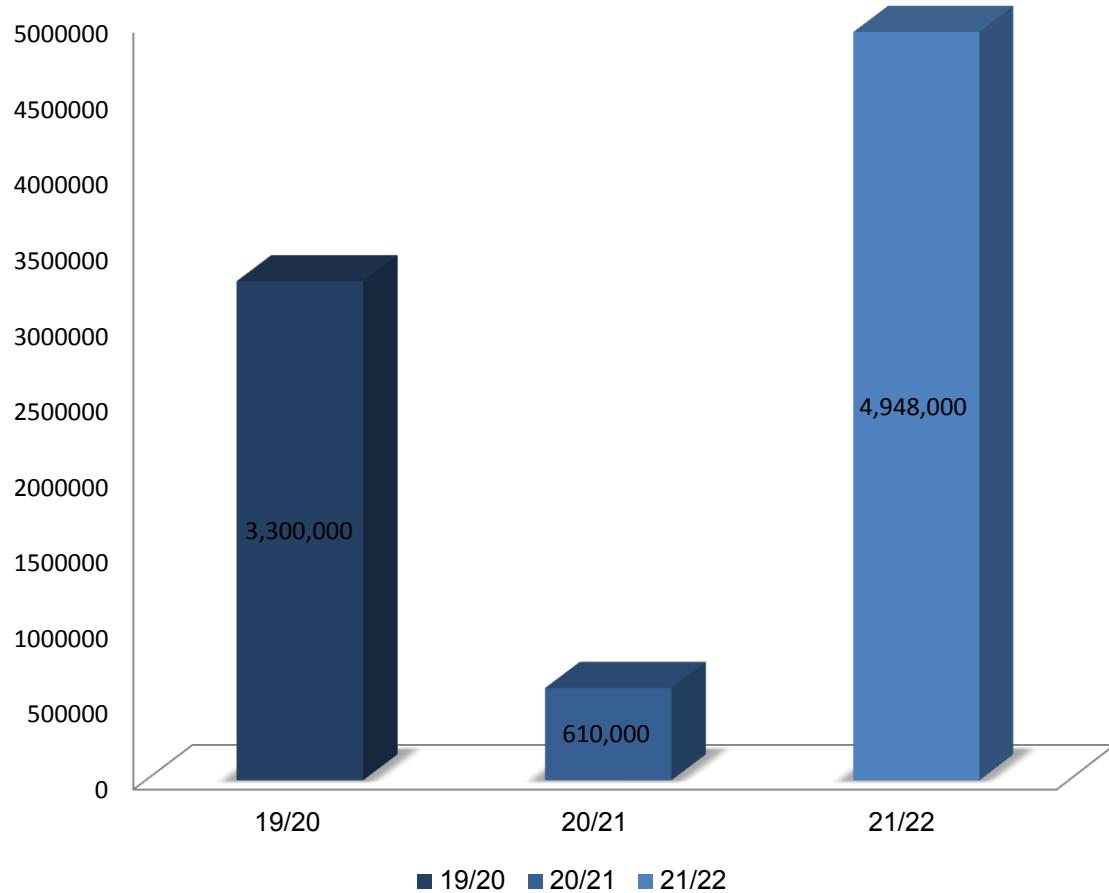
  

- Due to the long distance between terminal 3 and the main workshop in terminal1 (for maintenance and repair reasons of the equipments) , leads to damage for these equipments (passengers stairs, cargo loader, belt loader. .....etc) because of the special design of these equipments not to travel a long distance causing a lot of fuel consumption.
- For all this reasons there was necessity for construction of TB3



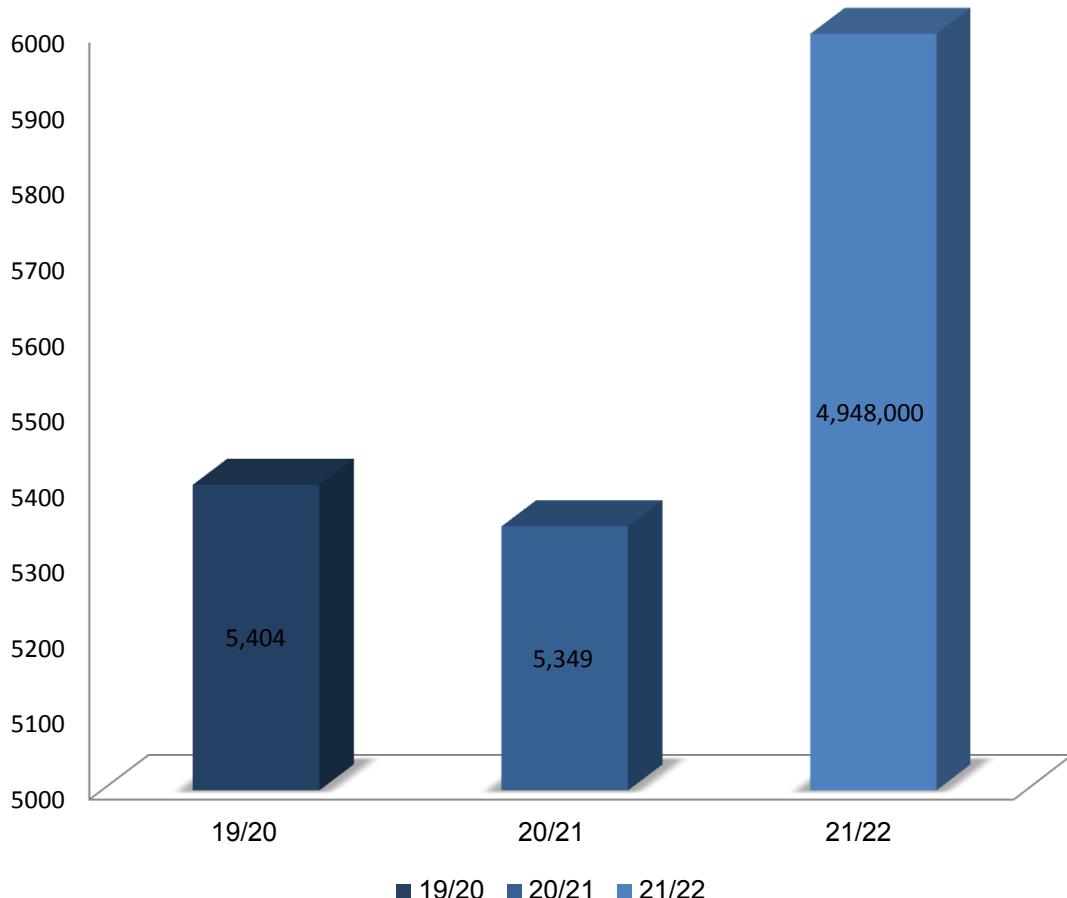
3<sup>rd</sup> project

- Enhancing company activities automation through implementing resources management system and application of data center
- Actual Cost of 2021/2022: EGP 4,948,000
- Projected Cost for 2022/2023: EGP 20.400.000



Human Resources Development:

- In 2021/2022 **EAGS** had 5,853 efficient well trained staff, fully aware of the safety procedures, having the skills to provide ground services accurately in accordance with IATA and ICAO regulations.
- During 2021/2022 **EAGS** had approved a strong training plan with Average training 2 days per employee / year.



**Certificates:**

- Through that year, **EAGS** achieved the following:

Certificate	Station	Validation Date
Ground Handling Operating Certificate (GHOC)	ALL	JAN 2023.
Conduct Agency Activities (ECAA)	ALL	MAY 2023.
Repair Station Operation (ECAA)	CAI	FEB 2023
ISAGO Provider Registration	CAI	DEC 2023
ISAGO Provider	CAI	DEC. 2022
ISAGO Provider	SSH	March 2024
ISAGO Provider	HBE	NOV. 2023
ISAGO Provider	HRG	OCT. 2023