AIRWAY

Attitude • Commitment • Excellence
Overview

• Market Position
• Service Mix
• Experience
• Employee Resource
• Safety Precautions
• Performance Measurements
• Effective Training
• Technology
• Environmental
• The AIRWAY Advantage
AIRWAY Highlights

- AIRWAY has been in the aviation service industry since 1952
- Currently serving over 90 aviation related customers
- Utilizes innovative technology in daily operations
- Located at 14 airports in the United States
- Corporate offices in New York & Dallas
- Specializes in a wide range of aviation services
- Over 2,000 employees
• **AUS** Austin-Bergstrom International Airport
• **BDL** Bradley International Airport
• **BOS** Logan International Airport
• **BWI** Baltimore Washington International
• **CLE** Hopkins International Airport
• **DCA** Reagan National Airport
• **EWR** Newark Liberty International Airport
• **IAD** Dulles International Airport
• **ISP** Long Island MacArthur Airport
• **JFK** John F. Kennedy International Airport
• **LGA** LaGuardia Airport
• **PHL** Philadelphia International Airport
• **PIT** Pittsburgh International Airport
• **TPA** Tampa International Airport
Experience - AIRWAY Service Mix

- Aircraft Appearance: 28%
- Janitorial: 18%
- Passenger Service: 14%
- Building Maintenance: 27%
- Construction: 8%
Experience

**Terminal Services**
- Airline Club & Lounge Janitorial
- Baggage Handling
- Facility Exterminating Services
- Janitorial
- Mechanized Sweeping & Scrubbing Services

**Passenger Services**
- Baggage Handlers
- Sky Caps
- Wheelchair Assistant
Experience

**Ramp & Baggage Services**
- Staffing of Ramp Control Tower
- Interline Baggage Handling
- CTX Bag Induction

**Aircraft Appearance Services**
- Turnaround
- RON / overnight cleaning services
- Enhanced interior cleaning services
- Lavatory services

**Ancillary Security Services**
- Pre-Departure Security Checks
- Secure Clean Security Checks
Experience

Specialized Airline Construction, Maintenance & Operation Services

• Facility Maintenance & Operation
• Facility design, engineering & construction
• Design, construct & install counters, back walls and podiums
• Specialized airport terminal millwork and carpentry
• CCTV Systems
  ✓ Card Access Systems
  ✓ Integrated Electrical Systems
  ✓ Air to Ground Radio Installations
  ✓ Facility Fire Alarm Systems

• Ramp Pavement Engineering & Marking
• Ramp & Apron concrete & asphalt paving
• Passenger Loading Bridge Rehabilitation
<table>
<thead>
<tr>
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<th>Architectural, Design &amp; Engineering Services</th>
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<tbody>
<tr>
<td>• Concept, Planning &amp; engineering</td>
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<td>• Interior Design</td>
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<tr>
<td>• Project Management</td>
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<table>
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<th>Communication Cabling</th>
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<tr>
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<tr>
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Experience

**Ground Maintenance**
- Turf & shrub maintenance
- Irrigation Systems
- Vegetation control & removal
- Parking lot maintenance

**Specialized Services**
- Station Support
  - Potable H2O Services
  - RON Meal Handling
- Logistics Services
- Recycling Services
**Staffing - Workforce Development**

**Pre-employment Hiring Standards**

- SSN verification
- Criminal background check
- Drug screening
- DMV check
- Interview Process
- Management Promoted from within

**Employee Tenure**

- Airway traditionally has a low turnover rate with many employees exceeding 10 years
- Value, Respect, Integrity and work environment contribute to the employees overall work experience
Staffing - Recruitment Plan

Non Management Labor

- Interview incumbent employees with customer recommendations
- Local agencies such as Airport Opportunity Council and NYC Business Solutions
- Reassign experienced personnel
- Trade Schools
- Community Centers
- Employee Recommendations

Management Labor

- Promote from within organization
  100% of shift supervisors & leads have been promoted from within the ranks
- Aviation Industry
- Trade schools
- Online Resources
- Executive search firms
Staffing - Workforce Development

Pre-employment Hiring Standards

- SSN verification
- Criminal background check
- Drug screening
- DMV check
- Interview Process
- Management internal / external talent search

Employee Tenure

- Airway traditionally has a low turnover rate with many employees exceeding 10 years
- Value, Respect, Integrity and work environment contribute to the employees overall work experience and performance
Staffing - Workforce Development

Training Procedures

• Company Mission & Introduction
• Local Operation Training Curriculum
• Job Specific (Airline Specific)
• SIDA & TSA Training and Regulations
• Annual Recurrent

Performance Measurements

• Yearly Goals
• Promotional Opportunities
• Key Performance Indicators
• Self Audits

Rules of Conduct

• Late Calls
• Sick Calls
• Uncompleted Shifts
Airway regards employee safety and health protection with as much vigor as to other organizational purposes.
- Management Safety Training
- Employee Educational Safety Training
- Tools & Equipment
- Sanitation Training
- Hazard Awareness

Reinforced Safety Training & Audits are performed on a regular basis

Gallagher Basset and Airway are now working together to provide our employees with an enhanced oversight and quick response safety process
Performance Measurement

- Supervisor and employees are encouraged to discuss goals and job performance on a daily basis through “on the job” observations and daily briefings.
- Formal Performance evaluations are prepared annually based on the employees date-of-hire. At that time the following is discussed:
  - Job tasks
  - Weakness/Strengths in performance
  - Successful stories
  - Following year personal/company goals
  - Promotional opportunities

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Technological Enhancements

Detailed Audit Reports

- Janitorial Appearance
- Cabin Appearance
- Wheelchair Service
- Unaccompanied Minors

Tracking System

- Tracks employee location for faster response time
- Two way communication between Managers, Leads and Frontline Staff
- Communicates upcoming assignments or quick response situations
- QR code scanner creates time/location stamp
- Front end website for client access to performance reports
AIRWAY has implemented effective strategies in order to be a “green” company. Keeping the cost low and service procedures unaffected allows AIRWAY to be an environmentally safe company while exceeding the customer’s expectations. Just a few examples of green techniques being used are:

- Efficient lighting
- HVAC systems
- Alternative ways to commute
- Educate employees on energy usage
- Green Seal cleaning supplies
- Micro Fiber Products
- Green seal cleaning chemicals to be used
- Plastic liners that are made of a minimum of 10% post consumer
- Use of microfiber cloths, mop head’s and dusters that will be laundered and reused.
Quality Assurance and Sustainability

- Weekly meeting with Senior Leadership team
- Airway’s local managers conduct daily walkthroughs with an internal checklist
- Daily walkthroughs are conducted with Airway’s GM and the station leadership team
- Quality Assurance team sees that all policies are in place and provides recommendations for improvements.
- If quality falls short of policy, managers and/or supervisors make appropriate changes to bring quality back to the proper standard
- A weekly schedule of work that was completed for the prior week and work to be completed the following week is provided to leadership weekly by the Airway GM
- Airway management team attend the monthly Safety meetings
Competitive Advantages

- Women Business Enterprise
- Airway’s unequaled **Attitude, Commitment & Excellence**
- Reliable, Trusted and Proven Business Partner
- Focused on customer experience
- Maximizing value while building and maintaining partnerships with our customers
- Responsive, Adaptable and Flexible to our Customer’s needs
- Over 60 years of specialized airport service experience
- Updated Technological Advancements
- Diversified Aviation Service Mix to Leverage Overhead and Lower your Expenses
AIRWAY

Attitude • Commitment • Excellence

Airwayllc.com