

COMPANY PROFILE







COMPANY VISION

ONEPORT AIR HANDLING IS DRIVEN BY THE SPIRIT OF YOUTH TO BECOME THE LEADING GROUND SERVICE PROVIDER, EMPHASIZING SAFETY, SECURITY, AND SERVICE QUALITY. WE AIM TO BE RECOGNIZED AS LEADERS IN THE AVIATION INDUSTRY, PIONEERING HIGH-QUALITY SERVICES THAT ALIGN WITH INTERNATIONAL AVIATION STANDARDS. WE STRIVE TO SET BENCHMARKS IN SERVICE DELIVERY, ENSURING THAT EVERY INTERACTION WITH ONEPORT REFLECTS OUR COMMITMENT TO EXCELLENCE.



COMPANY MISSION

- WE ARE COMMITTED TO PROVIDING EXCEPTIONAL GROUND HANDLING AND AIRCRAFT SUPPORT SERVICES THAT **EXCEED** OUR CLIENTS' EXPECTATIONS. BY ADHERING TO THE HIGHEST INDUSTRY **STANDARDS**, WE ENSURE THAT EVERY OPERATION IS EXECUTED WITH PRECISION, SAFETY, AND EFFICIENCY, FOSTERING A SEAMLESS AVIATION EXPERIENCE FOR ALL CUSTOMERS.
- WE STRIVE TO INTEGRATE CUTTING-EDGE **TECHNOLOGIES AND INNOVATIVE** SOLUTIONS INTO OUR OPERATIONS. BY CONTINUOUSLY INVESTING IN ADVANCED EQUIPMENT AND DIGITAL SYSTEMS, WE ENHANCE OUR SERVICE CAPABILITIES, STREAMLINE PROCESSES, AND DELIVER **SUPERIOR VALUE** TO OUR CLIENTS.
- OUR MISSION IS TO ACHIEVE SUSTAINABLE GROWTH WHILE MAINTAINING OUR REPUTATION AS A LEADER IN THE **EGYPTIAN AVIATION MARKET**. WE FOCUS ON EXPANDING OUR SERVICE OFFERINGS, ENTERING NEW MARKETS, AND FORGING STRATEGIC PARTNERSHIP SHOULD, ALL WHILE UPHOLDING OUR COMMITMENT TO ENVIRONMENTAL SUSTAINABILITY AND CORPORATE SOCIAL RESPONSIBILITY.

CORE VALUES

OUR CORE VALUES ARE THE DRIVING FACTORS OF OUR ORGANIZATION AS WHOLE IN LEADING TO THE SUCCESSFUL ATTAINMENT OF OUR VISION. WE MAINTAIN OUR INTEGRITY AND RELIABILITY, CONTINUOUS INNOVATION, AND BEING PASSIONATE IN PROVIDING SERVICES TO OUR CUSTOMERS.

SERVICES

1-VIP / Business Flights

2-Cooperate with all airports / ECAA authorities.

3-Passenger Services (Scheduling / Charter)

4-Submitting Landing / Overflight Permits.

5-PRM Services

6-Supervising catering supply for aircraft.

7-AVSEC Aviation security all critical area.

8-Supervising refueling on behalf of the A/L.

9-Load Control.

10-Providing weather information.

11-OCC / HELP DESK **24/7**

12-Other services as A/L needs



VIP SERVICES

• PRE-ARRIVAL PREPARATION

- Coordinate with Airport Authorities: Reserve facilities and align operations.
- Ground Support Equipment: Ensure necessary equipment is operational.
- Customs & Immigration: Arrange expedited or in-terminal processing.
- Security Protocols: Collaborate with the VVIP security team for secure handling.

• ARRIVAL PROCEDURES

- Dedicated Team: Assign a specialized ground handling team.
- Secure Transport: Arrange luxury vehicles for direct transfers.
- Welcome Setup: Prepare a VIP greeting area with optional ceremonial touches.
- Private Lounge: Ensure readiness with refreshments and amenities.

VIP SERVICES II

- **IN-FLIGHT GROUND HANDLING**

- Escort & Clearance: Provide seamless transport and expedited processing.
- Pre-Boarding Check: Ensure the aircraft is clean and fully prepared.
- Ground Safety: Coordinate for priority takeoff.

- **DEPARTURE HANDLING**

- Confidentiality: Maintain discretion.
- Punctuality: Ensure precise timing.
- Communication: Keep all parties informed.
- Contingency Plans: Be ready for last-minute adjustments.



PASSENGER SERVICES

• PASSENGER HANDLING SERVICES

OnePort arranges the needed number of staff.
We are committed to provide smooth end-to-end service
for the passenger's check-in to boarding,
Services:

- Passenger Check In
- Boarding Gate Management
- Crew check-in and crew clearance services
- Passenger Assistance
- Lost and Found Assistance
- Excess baggage fee collection





PRM SERVICES

PASSENGER REDUCE MOBILITY

- **ASSISTANCE FOR PASSENGERS WITH REDUCED MOBILITY (PRM) – (WHEELCHAIR TO BE PROVIDED BY AIRLINES)**

Our Representatives are specifically trained to deal with fragile passengers safely and with compassion. They play a key role in serving passengers with disability and ensure that they travel with same level of comfort and peace of mind as any other passenger.



AVSEC SERVICES

AVSEC SERVICES

- Security services for escorting cargo to aircraft
- Escorting delivery catering to aircraft
- Security services to sorting area

AIRCRAFT SECURITY

Our skilled and well-trained security personnel's top priority is to safeguard the aircraft and flight crew while the aircraft is on the ground.

EXTRA SERVICES:

- Aircraft Access Control
- Check of Service Personnel
- Inspecting ACFT holds and monitoring the loading

HELP DESK 24/7 (OPERATION CONTROL CENTER)

ONEPORT HAS A 24/7 HELP DESK ASSISTANCE OFFICE TO ASSIST ITS CUSTOMERS NEEDS. WE ENSURE THAT WHENEVER YOU NEED US, WE WILL BE THERE TO SUPPORT YOU.

AIRLINES WILL SUBMIT THE FLIGHT DETAILS AT LEAST 2 HOURS PRIOR TO THE ESTIMATED ARRIVAL TIME OF THE AIRCRAFT. THIS IS TO PROPERLY PLAN AND EXECUTE THE OPERATION SMOOTHLY.

THE HELP DESK ASSISTANCE OFFICE WILL ALSO SERVE AS OUR CENTRAL COORDINATION CENTER WITH AVAILABLE COMMUNICATION DEVICES TO MONITOR AND DIRECT THE WHOLE OPERATION.

OUR MAIN OPERATIONAL MISSION IS TO PROPERLY MANAGE THE TURNAROUND OF YOUR FLIGHTS IN COORDINATION WITH KEY PARTNERS AND OTHER SERVICE PROVIDERS AT THE AIRPORT ENSURING REGULATORY AND COMPANY STANDARDS ARE STRICTLY COMPLIED WITH THE ULTIMATE AIM OF ACHIEVING ON-TIME PERFORMANCE (OTP) GOALS.

TECHNICAL SERVICES

OUR MANAGEMENT TEAM'S EXTENSIVE EXPERIENCES IN THE FIELD OF AVIATION COUPLED WITH THE STRICT HIRING PROCESS WE CONDUCTED IN SELECTING THE MOST COMPETITIVE AND ELIGIBLE STAFF ENSURES THE PROVISION OF EFFECTIVE AND EFFICIENT GROUND HANDLING SERVICES. ONEPORT WILL PROVIDE AND ASSIST ITS STAFF TO AN INTENSIVE AND ONGOING TRAINING PROGRAMS TO KEEP THEM UPDATED ON RELEVANT INDUSTRY BEST PRACTICES. IT COULD BE INHOUSE, PROVIDED BY THE CIVIL AVIATION AUTHORITY, TRAINING BY THE AIRLINES, OR WITH OUR SELECTED PARTNER AGENCIES.

OUR COMMITMENTS

1-ALL STAFF HAS PROPER TRAINING, REQUIRED SKILLS, HAVE EXCELLENT CUSTOMER SERVICE SKILLS, AND THE KNOW-HOW OF PASSENGER HANDLING, SECURITY SERVICES, AND HANDLING OF PASSENGER WITH REDUCED MOBILITY (PRM).

2-OUR OPERATION IS WORKING ROUND THE CLOCK, THIS WILL ENSURE THAT EVERY REGULAR FLIGHT AS WELL AS ADHOC FLIGHTS OF AIRLINES WILL BE MET AND HANDLED PROPERLY.

3-ONEPORT SHALL INSURE THAT COMPANY UNIFORM AND GROOMING STANDARD WILL BE MAINTAINED BY ALL STAFF.

4-ALL GROUND HANDLING EQUIPMENT IS BRAND NEW, ADHERES TO THE HIGHEST INDUSTRY STANDARDS, IS METICULOUSLY MAINTAINED, AND REMAINS IN EXCELLENT CONDITION.

5-THROUGH GOOD COMMUNICATIONS SUPPORTED BY SMART DEVICES WITH GHA STAFF SHALL BE READY TO RESPOND FOR ANY EMERGENCY OR DISRUPTIONS MAY OCCUR.

SCOPE OF WORK

ONEPORT DELIVERS EXCEPTIONAL PASSENGER HANDLING SERVICES, BACKED BY EXTENSIVE EXPERIENCE IN AVIATION. OUR TRAINED SECURITY TEAM ENSURES AIRCRAFT AND CREW SAFETY ON THE GROUND, WHILE OUR PRM SPECIALISTS PROVIDE COMPASSIONATE CARE FOR FRAGILE PASSENGERS.

STANDARD LEVEL AGREEMENT

ONEPORT AIR HANDLING WILL ADHERE TO **AIRLINES** STANDARD LEVEL AGREEMENT IN DELIVERING THE SERVICE AND CONTINUOUSLY IMPROVE ITS PERFORMANCE TO MEET IF NOT TO EXCEED THE EXPECTED RESULT.

WHY ONEPORT?

1

EXPERTISE & EXPERIENCE

With over 25 years of industry experience, OnePort Air Handling brings a wealth of knowledge and expertise to every operation. Our seasoned professionals are dedicated to providing top-tier ground handling and aircraft support services, ensuring that all tasks are executed with precision, safety, and efficiency.

2

COMPREHENSIVE SERVICES

We offer a full suite of aviation services tailored to meet the unique needs of our clients. From ground services and passenger handling to fuel and catering, our comprehensive offerings are designed to enhance the overall aviation experience. We customize our services to align with individual airline standards, ensuring a seamless and consistent operation.

3

COMMITMENT TO EXCELLENCE

At OnePort Air Handling, we prioritize excellence and safety in all aspects of our operations. Our commitment to adhering to the highest international aviation standards ensures that our clients receive reliable and high-quality services. We continuously invest in advanced technologies and training to maintain our position as leaders in the aviation industry.

4

AIRCRAFTS UNDER 50 TONS

At OnePort Air Handling, we specialize in providing efficient, reliable, and seamless ground handling services for aircraft under 50 tons. Our advanced equipment and skilled team ensure every operation is executed with precision and care.

GALLERY









OPERATIONS CERTIFICATE



OPERATION CERTIFICATE
NO. (26)

شهادة مزاولة
رقم (٢٦)

TO CONDUCT AGENCY ACTIVITIES
FOR AIRLINES
IN ALL EGYPTIAN AIRPORTS

للقيام بأعمال الوكالة عن شركات
الطيران في كافة المطارات المصرية

MINISTRY OF CIVIL AVIATION
CERTIFIES THAT COMPANY :

تشهد وزارة الطيران المدني بأن شركة :

One Port Air Handling
HEAD OFFICE :
08 Fathy Talaat ST. – Sheraton –
Housing Piece 13/14 – Cairo- Egypt

ون بورت إير هاندلينج
ومقرها الرئيسي :
٨ شارع فتحي طلعت – مساكن شيراتون –
قطعة ١٤/١٣ - القاهرة

The company has met the
technical requirements to conduct
Agency activities according to
Ministerial decree and operation
specifications granted to this
company.

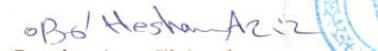
تتوافر لديها الشروط الفنية والكفاءة اللازمة
لممارسة نشاط الوكالة طبقا للقرار الوزاري الصادر
للشركة ولما هو وارد بمحددات التشغيل الخاصة بها
والتي تعتبر جزءا من هذه الشهادة.


This Certificate has been issued
according to the auditing and
inspecting results that has made
by ECAA.

وقد صدرت هذه الشهادة بناء على نتائج التفتيش
والمراجعة التي تم إجراؤها على الشركة بمعرفة
سلطة الطيران المدني .

This Certificate is valid for One
Year starting from 21 FEB 2025
unless revoke or suspend.

ويسرى مفعول هذه الشهادة لمدة عام
إعتبارا من ٢٠٢٥/٢/٢١ مالم يتم إيقافها أو
إلغاؤها .


Captin. Amr Elsharkawy
President
Egyptian Civil Aviation Authority


طيار / عمرو الشرفاوى
رئيس سلطة الطيران المدني المصري

Issue date: ١٢ / ٢ / ٢٠٢٥

تاريخ الإصدار: ٢٠٢٥ / ٢ / ١٢



IATA CERTIFICATE



Certificate of Recognition

The International Air Transport Association (IATA) hereby recognizes

Oneport Air Handling

Egypt

as a valued member of the **IATA Ground Handling Partnership (GHP)** program from January 2025 to December 2025.

Willie Walsh
Director General, IATA

Monika Mejstrikova
Director Ground Operations, IATA



This document has been issued as a ceremonial certificate as of the date of issue and does not constitute conclusive proof of certification and good standing. Official certification status is found on the GHP directory at <https://www.iata.org/GHP-directory>

2025





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