



Serving the skies

**SERVAIR, the daily airlines partner,
is the leading French caterer
and cleaning services provider
and the third in the world.**



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CONTENTS

Introduction: Servair, serving the airlines	3
1 - Servair, high-flying catering and service	4
▪ Air catering	4
▪ The supply chain, the store and supplies	5
2 - Servair, also serving the skies	7
▪ Aircraft cleaning	7
▪ Cabins loading	7
▪ Logair – managing on-board sales	7
▪ Servantage – distributing newspapers and magazines	7
▪ Passerelle and PMAIR – assisting passengers with reduced mobility	8
3 - Servair Consulting, serving higher	9
▪ Managing service providers	9
▪ Budget advice and costs control	9
▪ Consulting on organization and technical solutions	9
▪ Improving the performance of on-board staff	9
4 - Servair in all the world	10
▪ Servair sites worldwide	10
▪ Key milestones	10
5 - Hygiene, quality and safety: our requirements to ensure trust	11
▪ The Servair quality charter	
▪ Food safety	

APPENDICES

Key facts about Servair

▪ Key figures	12
▪ Key milestones	13
Patrick Alexandre, Servair Chairman and CEO	14

SERVAIR, SERVING THE AIRLINES

Servair, the leading French caterer and cleaning services provider ranked third in the world and subsidiary of Air France, created in 1971, places its clients at the heart of its priorities. **Servair is the daily partner of airlines to ensure optimum passengers comfort.**

To achieve this, the company and its 9,400 employees are ceaselessly seeking to innovate, improve and adapt to local markets in terms of on-board gastronomy and services, provided to 120 client airlines.

The company benefits from the flexibility and responsiveness made possible by its sites worldwide, its subsidiaries, technical assistance teams and network of partners. Turnover for the IATA year 2008-2009 reached 782 million euros.

With more than 30 years of experience and its recognized know-how, Servair proposes a complete and tailored offer. Through its three main pillars of activities, Servair gets the solution for any type of airlines needs.

THE THREE MAIN PILLARS OF SERVAIR ACTIVITIES



CATERING, SUPPLY CHAIN, THE STORE & SUPPLIES

With this activity, Servair plays a part in the menus development, organization and the transport of meal trays served on board.



HANDLING

This activity gathers some jobs in relation with airlines services in the airports, on runways, at the doors of the plane before take-off and/or after landing.



CONSULTING

With a complete custom-built services range, Servair Consulting gathers strategic and technical skills to offer the best support to airlines.

SERVAIR, HIGH-QUALITY CATERING AND SERVICE AT 10 000 FEET!

Because a journey, even for business, should be a pleasure, Servair provides quality services on board flights every day. The airline catering goes through two activities: meals conception, the catering, and plane supplying, the handling.

AIR CATERING

SERVAIR, high-flying caterer

Servair offers a high quality cooking in the airs. The challenge is great, with **100,000 tray meals prepared on a daily basis by Servair, for Orly and Roissy airports alone.**

Firstly, over a thousand menus were created, taking into account the particular demands of airlines and the specific characteristics of each flight. In order to meet the requirements of airlines, Servair offers meals going from “Snack” style brasserie items for economy class through to top quality gastronomy for first class and business class or official flights, always with a concern for quality and equality of service.

The promotion of the culinary spirit is a natural value of Servair’s chefs. Every day, they conciliate the gastronomy with the inherent constraints to the air catering such as deferred consumption in space and time and also the hygrometry degree, the galley lack of space... These constraints are not considered as a brake, they contribute to the creativity and the innovation of the Chefs who create dozens of news recipes every month. Today, they propose 5,300 recipes to meet passengers expectations. Servair also accompanies its meals with a wine card offering over one hundred references, managed directly by a dedicated “Wines & Spirits” department.

Cuisine is Servair core business and the company permanently innovates with its 100 Chefs to adapt its services to the needs and the tastes of each one.

- 75,5 million of meal trays served per year in the world
- 207,000 prepared and served meals per day in the world
- More than 100 cooks
- 1,000 menus and 5,300 different recipes
- And per year:
 - 16,300 tons of food delivered in Servair centers
 - 400 tons ready-prepared salad
 - 110 tons of smoked salmon
 - 25 tons of fresh salmon...

SERVAIR, Ambassador of worldwide cuisines with a quality “à la française”

Although the diversity of products, their quality and freshness remain our top priorities, respect for the traditions, cultures and religions of passengers is also essential. **This is why Servair offers different options to suit everyone’s needs and tastes.** So, French, Chinese, Japan, Korean or Indian cooks work alongside and specific offers are developed: halal, vegetarian, kosher. **Servair knows how to combine culinary tradition and ingenuity to deliver a high quality cuisine in the skies.**

Exotic, halal, vegetarian, Indian, Chinese...: 49 cuisines in total.

For kosher or vegetarian meals, Servair benefits from its specialized subsidiary SMC (Special Meals Catering) know-how. Kosher menus are supervised by specialist chefs and meet the standards of the “European Kashrut France”. They are validated by the Chief Rabbi of France and under sealed packaging, with a special certificate.

Made without eggs, gelatin, meat, or seafood, particular care is also taken with vegetarian dishes, guaranteeing essential nutritional and taste values.

Servair and its subsidiary CPA has the halal certificate. The company has developed a specific product adapted to air conditions and to halal cuisine. A halal committee has been set up, which is responsible for compliance with the rules and application of halal values (CPA staff have also been trained). Servair’s offer in terms of halal cooking is thus the most highly developed on the Roissy CDG platform. CPA, which halal certification has been renewed last January 2010, prepares meal trays for seven airlines. Every year CPA carries out 66,000 Halal services.

The « Toques du Ciel »

A real label for a gastronomy in the sky and the guarantee of training always directed towards excellence, “Les Toques du Ciel” (association under the 1901 law), created in 1998 brings together over 200 catering chefs, who pass on their culinary art to the “young generation”. This brotherhood of chefs regularly organizes competitions and enthusiastically seeks to prove that a meal on a tray can be an excellent ambassador for good taste, whether French or exotic.



The “SERVAIR CULINARY STUDIO”, A laboratory for culinary innovation which outstanding chefs

Created in November 2009, is designed to raise quality standards and to broaden Servair’s product range.

Joël Robuchon, the “meilleur ouvrier de France” (France’s Best Craftsman), crowned “Chef of the Century” by the Gault Millau Guide, voted owner of the best restaurant in the world by the International Herald Tribune, the most decorated chef worldwide in 2009, with a total of 25 stars in the Michelin guides, will preside over the “Servair Culinary Studio”.

Likewise, the 3-star chef from the Grand Véfour, **Guy Martin**, will place his expertise at the service of the “Servair Culinary Studio”.

Servair’s existing culinary consultant, **Jacques Le Divillec**, and the vacuum packed cuisine specialist, **Bruno Goussault**, have also joined Servair’s Corporate Chef, **Michel Quissac**, at the “Servair Culinary Studio”. As true culinary ambassadors, they will share their expertise during the course of discussions as well as audits and inspections. They will meet regularly to discuss certain topics relating to changes in cooking technology, to examine new trends or to respond to specific requests from particular airlines. As Servair’s Culinary Consultants, they may also suggest innovative recipes, which are tailored to in-flight catering and which, over the seasons, will be part of the range of Servair products.



The handling is the logical step after the catering. It is a diversified activity of precise logistic which permits, until the last moment, to transport all the necessary elements for the plane delivery. From order management through to supplies to planes, including the making up of batches, the supply chain is a complex factor that coordinates all Servair activities. The Servair administration centre, working 7 days a week, centralizes flight programs, analyses the risks of disruption and deals with distribution.

- At the beginning, the « Launch service » receives the airlines orders and sends the assembling procedure to all workshops.
- The “Bursarship service” constitutes, for each flight, packages with the different products for each airline (alcohol, drinks, groceries, comfort products, medical and chemist kits...) and the on-board material team manages and prepares dishes for each airline.
- The “Cleaning service” provides cleaned dishes and equipments. It also assumes the reception, the sorting and the washing of material which is unloaded from the planes.
- The “Supply service” manages the stock with the providers.
- The “Press service” puts together kits of newspapers, magazines and documentation for the passengers and the on-board staff.
- Then, the “Re adjustment service” manages the last details and re adjusts the orders if necessary.
- Finally, Servair trucks transport everything in the plane.

Flexible until one day prior to take-off, these services also include the cleaning of items unloaded after landing plus the supply of newspapers and duty free products.

2,5 million of trolleys, cabinets or bins are cleaned per year.

The airline handling success depends on an essential service : the management of the order which is the real nerve centre of the handling. These jobs which need a very good knowledge of the supply chain require strong anticipation and reactivity qualities.



SERVAIR, ALSO SERVING THE SKIES

The basic principle of Servair's everyday activity is a strategy of continuous development in the airport assistance area. Servair has, for many years, worked towards extending its fields of expertise with one constant concern: the development and adaptation of its services to customers' demands. This is an effort that is not limited to the requirements of airline specifications, which it aims to support. Servair is also willing to innovate and get ahead of demand.

AIRCRAFT CLEANING

with ACNA

Twenty-four hours a day, seven days a week, 1,500 staff are employed in plane cleaning operations. Servair is one of the European leaders of plane cleaning.



Servair's subsidiary, ACNA counts more than 100 airlines clients and manage the daily cleaning of 170 aircrafts, from the cockpit to the cabins. Servair also assures its cleaning services around the world through its subsidiaries.

ACNA is the first company for aircraft cleaning which has developed a platform with automatic clothes-sorting which permits the control of the laundries flow.

39.000.000 cleaned seats per year
4.700 hectares carpet cleaned per year

CABINS LOADING

with ACNA

The loading of the cabins is the logical stage after cleaning. It consists of supplying all the elements necessary for passenger comfort. This includes the management and "reconditioning" of blankets, pillows, headsets and entertainment or amenity kits. To do this ACNA and SERVCLEANING benefit from a high performance tool: an expert computer system that is used to adapt technical and human resources as effectively as possible.

MANAGING ON-BOARD SALES

with LOGAIR

Perfumes / luxury items, tobacco / alcohols, watches / jewellery, even electronic goods: these are the four main ranges available for on-board sale. Since the end of 2002, Servair has created, in partnership with Aéroboutique (Hachette group), a subsidiary specialized in this area known as LOGAIR. It is responsible for the purchase of products, setting selling prices and stocking them under customs control area and also for drawing up the list of products that will be offered to passengers for each flight. LOGAIR also manages the stocks and sales, supported by the computers set up on each trolley.

DISTRIBUTION OF NEWSPAPERS & MAGAZINES

with SERVANTAGE

Servair, through its subsidiary, SERVANTAGE, distributes on board, at the boarding gates and prior to departure, newspapers that are selected to suit the

53 million newspapers per year
and 8.5 million magazines



clientele of target flights. SERVANTAGE is now one of the largest national press distributors, distributing newspapers and magazines to about thirty airlines. All of this involves a continuous race against time that can be achieved only by means of a rigorous logistics organization. This organization requires an acute sense of planning, involving upstream targeted purchases from printers for each flight with an exact study of departures and destinations for all planes and, downstream, permanent management of returns of copies not distributed.

Since July 2008 and the modification of the European legislation, Servair and Keolis, the French leader in urban passenger transport, became allies to reply to the ADP tender and to create the subsidiaries Passerelle CDG and Prioris. They take in charge the transfer of persons with reduced mobility at terminals 2E, 2F, 2G and 2S at Roissy and at Orly airport.

By combining their expertise in assisting passengers with reduced mobility and their knowledge of airports, Keolis and Servair offer perfect enhanced process integration, ensuring optimum ease of movement for every traveller with reduced mobility.

Beyond their technical expertise, Servair and Keolis share a set of values, which are responsibility, professionalism and respect for passenger. The transport of passengers with reduced mobility requests a fundamental human consideration. With their service and travel knowledge, Servair – an Air France subsidiary – and Keolis – 45.5% of which is owned by the French national railway company SNCF – strive to help everyone, whatever their physical condition, to move around normally, without restriction and in complete safety.



Trained to the security rules, wheelchairs handling and the proper gestures to the different handicaps, Passerelle and Prioris employees assure from 300 to 600 daily operations at Roissy airport and 270 at Orly.

356 000 passengers with reduced mobility interventions per year

SERVAIR CONSULTING: SERVING HIGHER

Servair Consulting's task is to lighten the constraints that weigh on airlines, to enable them to concentrate on their core business: transport. This is an objective that has led Servair Consulting to position itself as a proposal force and advisor for its clients.

Development of a service strategy adapted to requirements, budgetary advice or technical solutions and optimization of crew efficiency are just some of the keys provided by Servair Consulting to ensure that airlines receive the best in terms of costs and quality of service.

MANAGING SERVICE PROVIDERS

The providers are involved to supply on-board services, the more their management requires complex organization. That's why Servair Consulting offers to select, on behalf of its airline clients and at all their stops, the most reliable suppliers and the most efficient in terms of price. "Sorting" is performed as carefully as possible using a strict method where the ever-increasing demand for quality is a permanent feature.

Catering, cleaning, safety,
luggage, press, laundry,
menus, wine card, on board
sales...

BUDGETARY ADVICE AND COST CONTROL

Servair Consulting also offers airlines solutions (annual forecasts, creation of budgets, etc.) for better control of their costs linked to on-board supplies, catering and, more generally, to all on-board services. Our "Consultancy know-how" is based on solid experience of this type of problem, as well as on computerized tools that take into account the specific requirements of each case. Monitoring of the goods of each airline is also performed by means of a large central purchasing agency (groceries, drinks service equipment, menus, comfort items, etc.) which leads the negotiations with suppliers.

Budget
Annual forecasts...

CONSULTING ON ORGANIZATION AND TECHNICAL SOLUTIONS

When it comes to plans for on-board services or operations during stops, rate of equipment renewal or the creation of meals, Servair Consulting is able to design all the intervention strategies required by its clientele via its specialists and computerized databases, which can be consulted on the Internet.

Galleys fittings
Policy of on-board services
Meals conception

IMPROVING THE PERFORMANCE OF ON-BOARD STAFF

From recruitment of on-board staff through to their uniforms, not forgetting the creation of in-flight service guides, training and even wine-tasting courses, Servair Consulting can provide every airline with a wide range of solutions, after a complete audit of its operating environment.

Recruitment - Training -
Oenology training -
Uniforms...

SERVAIR IN ALL THE WORLD

SERVAIR is a leading caterer with its international network of 50 stops. Present through four continents, Servair answers its customer needs taking into consideration the local and cultural specificities and the airlines' personality. Drawing on its brand, Servair accompanies the international development of its clients with high-quality services.

Leader at Roissy-CDG, Servair is a French company that has gradually woven a network, enabling it to make its mark in the world by developing its own subsidiaries and through its various partnerships.

Its partner FLYING FOOD GROUP is present at 12 stops in the United States. SERVAIR AIR CHEF operates through 23 stops in Italy while NEWREST SERVAIR operates in Spain and at London City airport. With KCS (KLM Catering Services), Servair is also in the Netherlands.

In June 2009, Servair and its historic partner, Flying Food Group, opened a unit to serve clients departing from JFK in New York. This unit called **Flying Food Servair** significantly reinforces Servair positions in the United-States

In addition, Servair's subsidiaries permit the company to offer units in France, Africa, Asia, the Caribbean and the Indian Ocean. The strategy of alliances and internal development is a response to the aim to develop a multi-stops offer, ensuring presence in the world's major airports.

Servair in Africa

Servair and its partners already enjoy a long experience in Africa. They operate in Togo, Mali, Djibouti, Senegal, Gabon, Burkina Faso, Cameroon and Mauritania. Today, Servair is the 1st African air caterer with 10 units. By systematically setting up local partnerships, Servair has gradually made its mark as a major player in airline catering on the African continent.

LIST OF SERVAIR UNITS WORLDWIDE

AFRICA

Africa

SERVAIR : Dakar in Senegal, Douala in Cameroun, Nouakchott in Mauritanie, Lomé in Togo, Libreville in Gabon, Djibouti in République de Djibouti, Ouagadougou in Burkina Faso, Bamako in Mali et Abidjan in Côte d'Ivoire, Lagos in Nigeria.

AMERICA

SERVAIR/FLYING FOOD: Chicago, Miami, San Francisco, Seattle, New York.

EUROPE

France

SERVAIR : Paris CDG (X13), Orly, Le Bourget, Lyon

Great Britain

SERVAIR NEWREST London City

Spain

NEWREST SERVAIR : Barcelona and Madrid

Italy

SERVAIR AIR CHEF : 23 stops

ASIA

China

SERVAIR : Macau
SERVAIR NANLAND CATERING : Guangzhou

CARIBBEAN AND THE INDIAN OCEAN

SERVAIR : Mahé in the Seychelles, Cayenne in French Guyana, Fort-de-France in Martinique, Pointe-à-Pitre in Guadeloupe, Saint-Denis de la Réunion on Reunion Island

HYGIENE, QUALITY AND SAFETY: OUR REQUIREMENTS TO ENSURE THE TRUST OF CLIENTS AND PASSENGERS

A quality worthy of French culinary traditions, a constant hygiene monitoring at any time ensured by forty experts and production processes that are constantly controlled: these are Servair's priorities. This is a company that works constantly to offer good, fresh products, in strict compliance with EEC standards - which are sometimes even exceeded - whilst guaranteeing reliable traceability and a careful choice of food products. A modern approach at the service of clients, who require absolute transparency to win their confidence in the field of food safety, coupled with an ever-increasing aim to offer truly tasty meals.

THE SERVAIR QUALITY CHARTER

Servair's determination and commitment are shown in the four main points contained in its "Quality Charter":

- Ensuring the best conditions in terms of food hygiene and the cleanliness of planes.
- Keeping clients regularly informed and offering innovations that meet their expectations.
- Offering services that comply with passenger expectations and provide a comfortable environment.
- Supplying services over the long term and developing the confidence of client airlines.

FOOD SAFETY

The Servair laboratory

Created twenty years ago, the laboratory continuously monitors the food chain, using numerous analyses of surfaces and finished products and assessing suppliers and critical HACCP points (method for the analysis and control of all high risk points). In order to develop its expertise, the laboratory uses molecular biology. This technique, which is extremely quick, is also highly reliable with a rate of 99% and enables Servair to process all of its analyses.

ISO certification

The constant efforts made by Servair have enabled it to implement a general procedure at its units in order to obtain a recognized label: the ISO 9001 standard, version 2000. This international certification also enables the company to win the confidence of its clients and to position itself favorably within its competitive environment. **Servair has 17 certified centers**, including the first catering centre to be certified in Africa, in Dakar.

The Scientific Committee

Servair formed a Scientific Committee composed by 7 members specialists in toxicology, tropical diseases, hygiene food, nutrition, public health or microbiology. Well-known around the world, they keep watch over together and relentlessly (they complete, if necessary, their reflection on international data banks and networks of their colleagues) and they do not hesitate to be ahead of potential sanitary risks and they may preventively take off products which could be problematic. They can also constitute, in case of alert, crises cells.

Tens of thousands of tests every year

Every year the Servair laboratory carries out some 50,000 microbiological analyses on food (raw materials and finished products) under expert control and using a sampling method. This is an extremely rigorous monitoring operation, which is supplemented by 12,000 ageing studies to determine the expiry dates for unusual or sensitive products or products that are occasionally used in tray meals. Water and ice cubes are also subjected to regular analysis. **Servair employs 40 hygiene, microbiology and quality experts.**

KEY FIGURES ABOUT SERVAIR

KEY FIGURES (IATA year 2008 – 2009)

782	million euros - Turnover
9,400	number of employees
2	million tumblers of orange juice
10	10 tons of lobster
10	10 million portions of butter
13	million bread rolls
40	tons of foie gras
75	million and ½ of meal trays served per year in the world
80	tons of grapes
120	tons of chicken
292	tons of fresh lemon
16,300	tons of food delivered every year
100,000	fruits baskets
500,000	pastries

CATERING

75	million of meal trays per year
1,000	menus
5,300	recipes
Près de 200	cooks

HANDLING

+ de 600	lift-trucks
2,5	million waste bins, trolleys and cabinets cleaned every year.

CLEANING

365,000	planes cleaned every year
4,700	hectares of carpet cleaned annually.

QUALITY

17	certified centers ISO 9001 Version 2000
40	hygiene, microbiology and quality experts
50,000	analysis per year
7	international experts in the scientific committee

KEY MILESTONES

- 1971** Servair is officially created.
- 1986** The company provides catering for Presidential trips.
- 1988** Servair sets up in the United States, in Chicago and Seattle, in partnership with Flying Food Group. Later, in Miami and San Francisco, units are opened.
- 1990** Creation of ACNA, the subsidiary with responsibility for cleaning and loading planes. 20 millions meals are prepared and served by Servair per year.
- 1991** Opening of Jet Chef at Le Bourget, a unit dedicated to business aviation and the delicatessen catering service.
- 1995** Servair establishes itself in China with the « Macau Catering Services » unit.
- 1997** Servair has 130 client airlines (regional, national and international).
- 1998** Creation of the “Les Toques du Ciel” association.
- 1999** Creation in Paris of Bruneau Pégurier Catering (BPC) and of a specialized unit dedicated to charter flights, Culin’Air Paris (CAP), with Star Airlines. SKYLOGISTIC (subsidiary based in Lyon) starts operations. Unit in Togo through Lomé Catering.
- 2001** Opening of Special Meals Catering, the first dedicated kosher food production unit in Paris.
- 2002** Servair structures its offer of wines and spirits, offering a service that is adapted to each of its clients. Servair continues its development in Africa, with the opening of Mali Catering in Bamako, after Dakar, Lomé, Libreville and Djibouti. This year also marks the certification ISO 9001 version 2000 of Macau Catering Services, CPA, Passerelle and Servair 2.
- 2003** Logair, a company dedicated to on-board sales management is born from the Servair - AIR (Aéroboutique Inflight Retail) partnership. Dakar Catering is, in turn, certified ISO 9001. Aeroform activities begin; this is an institute offering training in catering skills and airport assistance. Prestair, the subsidiary dedicated to Low Cost airlines is also created.
- 2004** Servair reinforces its presence in Italy and owns, with its historical British partner ALPHA, 100% of Italian caterer Servair Air Chef.
- 2006** Opening of a production centre in Ouagadougou in Burkina Faso.
- 2007** Opening of a production centre in Douala in Cameroon.
- 2007** Signature of a technical assistance contract in Jeddah, Saudi Arabia.
- 2008** Starting of the new catering unit Newrest Servair LCY.
- 2008** Servair takes the management of Nanland Catering in China.
- 2008** Opening of a dedicated Chinese cuisine in Roissy.
→ The only unit dedicated to Chinese cuisine in Europe.
- 2008** Acquisition of Abidjan Catering in Cote d’Ivoire.
- 2009** Inauguration of Newrest Servair in Barcelona.
- 2009** Signature of an engineering and management contracts in Lagos, Nigeria.
→ Servair is the 1st air caterer in Africa with 10 units.
- 2009** Servair and Flying Food Group opened a unit to serve clients departing from JFK in New York. This unit called **Flying Food Servair** significantly reinforces Servair positions in the United-States.

PATRICK ALEXANDRE, SERVAIR CHAIRMAN AND CEO



On January 2nd 2008, Patrick Alexandre took on his new responsibilities as Chairman and CEO of Servair.

Patrick Alexandre, 52, is graduated from the *Institut d'Etudes Politiques de Paris* [Paris Political Sciences Institute] and the *Institut Supérieur des affaires* [Business Institute]. He began his career in 1981 as an executive assistant at the Banque Sudameris. In 1982, he joined Air France's Scheduling Division within the economic analysis department. Two years later, he is appointed Sales Manager for Italy before becoming the personal assistant to the Chairman in 1988. He was then appointed to several management positions abroad before becoming, in 1996, Senior Vice President for International Sales. In 1998, Patrick Alexandre becomes the Executive Vice President for International Commercial Affairs, a position that he held up until his appointment with Servair.

Patrick Alexandre, a member of Servair's Board of Directors since 1998, remains a member of the Air France Executive Committee.

« My ambition for Servair is to develop a leading company as a global actor in the travel industry. Dynamic, Servair gets strong competitive assets that we need to develop together, with the Servair women and men, through an active and well-reasoned strategy. This, in order to accompany the international development of our clients, diversify our business model and innovate to make the difference basing on Servair brand values and listening to our clients.

Engaged in a sustainable development, based on a good governance as a responsible company from always, we are building a sustainable future for Servair taking in charge economy, social and environment in a virtuous circle. »

Organization

