

2008

2007

the year in review



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## summary

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Patrick Alexandre,  
Chairman and CEO of Servair



*For me it's  
Servair, and  
for you?*

It is my pleasure to present you with this "year in review", where you will find all the significant events that contributed to Servair's development, growth and international expansion during 2007-2008. Having joined Servair in January of this year, I was pleased to discover a great company with world-renowned know-how, as well as all the people for whom quality, innovation, listening skills, respect for the customer and a taste for fine cuisine are unanimously shared values.

Committed to continuous progress, Servair has highlighted its capability to adapt and found the means necessary to face current and future challenges, at a time when the airline industry is particularly under stress due to rising oil prices.

Whether it's about customer satisfaction, social responsibility or sustainable development, all of our teams are committed to change. And the ensuing results have strengthened our common goal: to aim for excellence in our operational practices while cultivating a spirit of partnership with our customers. Admittedly, there is still more for us to do. In fact, to delve even further in this quest for high performance, I recently set up a new organization, which will enable us to more effectively reach our goals:

- To include airlines in our basic operating processes in order to better respond to their most specific needs (as seen with the opening of Skyflavour, our new production centre in Roissy CDG);
- To continue our international expansion (as with Canton, China or more recently and in order to reinforce our leading position on the African continent, in Abidjan);
- To develop the extraordinary range of talents of the men and women working at Servair.

Today more than ever, increases in air transport compel us to excel in our services. We will meet these expectations.



year in review

# significant events



april<sup>2007</sup>

*Gastronomy*

**FAUCHON TESTING FOR JET CHEF!**

Sélection Meal called on Jet Chef, a Servair subsidiary located at Le Bourget, to produce meals for the famous Fauchon delicatessen. For five months, Jet Chef conducted tests to create a new menu for summer 2007. In all, 200 to 300 Fauchon plates are produced daily (except on weekends).



2007

april<sup>2007</sup>

*Gastronomy*

**TOQUES DU CIEL IN RUSSIA**

Jacques Divellec, star-studded French chef, eminent member of the "Toques du Ciel" and consultant at Servair, opened a new restaurant in St Petersburg called the "Pont Eiffel". This seafood specialist decided to bring fine French cuisine to Russia and, quite naturally, his colleagues from the Toques du Ciel helped at the opening.



may<sup>2007</sup>

*Client partnership*

**PASSERELLE: SERVICE FOR PEOPLE**

After setting up the "Client Horizon" plan in 2006, Passerelle, the specialist in assisting passengers with reduced mobility in Paris, went even further to improve its services by launching new tools and procedures. Better time management, well-adapted equipment and better-trained personnel have all contributed to a common objective: building stronger and broader customer relations based on service and trust.



juin<sup>2007</sup>

*Client partnership*

**SERVAIR: DESTINATION TOULOUSE**

Servair continued its development process with a production unit at the Toulouse Blagnac airport and through a partnership with Thibault and Xavier Fernandez, well-known Toulouse caterers. This allows Servair to reinforce its customer service and ensure its on-board service on the A380.

**A380: SERVAIR ON THE MOVE**

Airbus partner for the A380 trial flights, Servair tested real-time procedures at Paris-Charles-de-Gaulle airport, conducted between the arrival of the aircraft at the terminal and its next departure. The tests related more specifically to interventions of the cleaning crew and suppliers (meals and other services brought on-board this new large aircraft).



# july 2007

## Client partnership

### BLUE LINE GOES UP IN RANK

Blue Line reinforced its top-of-the-line position and asked Servair to develop its VIP Corporate menus. In addition, with the MD80, the new Blue Line aircraft, Servair was once again given the opportunity to show off its know-how by proposing customized services.



### EGYPT AIR RENEWED OAT

Egypt Air renewed its contract with Orly Air Traiteur (OAT) for another three years. The contract includes the provision of services for departures from Orly and Roissy-Charles-de-Gaulle.



# september 2007

## Gastronomy

### SERVAIR CELEBRATES THE CONCORDE

Servair participated in the auction of collector's items from the Concorde, which was held in Toulouse. It was only natural that Servair and the "Toques du Ciel" participated in this event as, for nearly 30 years, Servair prepared the refined dishes served on the Air France Concorde flights, embodying French gastronomy for millions of travelers. On Saturday September 29th at the grain market in the "pink city", Servair chefs and the Pavillon d'Oc caterer recreated dishes that were served aboard the supersonic plane, much to the delight of 500 guests!



# october 2007

## Sustainable development

### FAIR TRADE GAINS ALTITUDE

By joining forces with Alter Eco, Servair proposed fair trade products for the first time. Air France thus became the first airline to offer neapolitans made of chocolate from a cooperative of small Bolivian producers. One million neapolitans will be distributed between October 2007 and October 2008. An original and tasty way for the French company to spread fair trade among passengers on small and medium-haul flights.



### SERVAIR WINS THE ICARE TROPHY

This prize crowned Servair for its constant work on safety at Roissy-CDG, particularly for the design of a fuel truck for the A380, in collaboration with Sovam, which greatly reduces human and weather risks. The fuelling of planes is a delicate operation because of the height (5 meters, 8 in the case of the A380) at which it is done.



november 2007

Gastronomy

2007

“HÉMISPHERE SUD” WINS THE 2007 SILVER FORK AWARD

For the fourth time since its opening in 2001, Servair’s gourmet restaurant “Hémisphère Sud”, located at Roland-Garros Airport in La Réunion, received an award from the “Club des Uniques”. This new prize given to Servair rewarded the expertise of its chefs, true ambassadors of world gastronomy.



Client partnership

SERVAIR STRENGTHENS ITS AFRICAN NETWORK AND IS ESTABLISHED IN CAMEROON

With an eighth unit in Douala, Servair became the caterer offering the greatest number of stopovers in Africa. This new entity, named Doualair, has over 200 employees and a capacity of approximately 1,500 meals per day. In addition to airline catering, Doualair also guarantees traditional catering services and supplies restaurants at the airport as well as the country’s offshore oilrig platforms.

CAP TO THE EAST!

CAP, a Servair subsidiary at CDG, has guaranteed the production of meals for two new airlines since the end 2007. The Romanian TAROM, with two daily bi-class flights, and the Russian KD AVIA, with a scheduled daily economy flight.

MIDDLE EAST AIRLINES FAITHFUL TO SERVAIR

The Lebanese Middle East Airlines, already a Servair customer, signed a new three-year agreement. This airline operates two daily flights departing from CDG to Beirut.



december 2007

Gastronomy

GREAT WINES FOR BUSINESS

Servair’s Wine and Champagne Department signed two new contracts with Qatar Airways and Delta Airlines. Servair will thus provide Qatar Airways with 12,000 bottles of Meursault Vieilles Vignes and 6,000 of Chassagne Montrachet. Delta’s Business Elite, instead, chose 64,800 bottles of Argentinean wine, Bodega Mendoza!



Client partnership

SERVAIR LISTENS TO ITS CUSTOMERS

From June to September 2007, TNS Sofres conducted a survey of 56 airlines, all Servair clients, as an effective way to define priority areas in order to improve the company. “The level of expectations is higher and higher both in B-to-B and in the airline industry. An ability to anticipate, propose and innovate are decisive assets in this race for performance,” explained Edouard Lecerf, executive vice president of TNS Sofres. A summary of the results was sent to all customers who requested it.



SERVAIR ONCE AGAIN EUROPEAN CATERER OF THE YEAR!

Food service, quality and staff training. Three criteria cited by subscribers of International PAX, a magazine specialized in the catering industry. Result of the vote: Servair was elected, for the second consecutive year, best European caterer of the year, in 2007!





february<sup>2008</sup>

*Appointment*

2008

### TWO NEW MANAGING DIRECTORS AT SERVAIR

Denis Hasdenteufel, 45 years old, was named Executive Vice President International and Development. Previously he was the International Purchasing Manager for the Air France Group. Pierre Muracciole, 50 years old, was named Executive Vice President Economy and Finance. Previously he was the Director of Management and Finance Control at the international marketing headquarters for Air France.



### *Client partnership*

#### "CHANGING TO WIN 2008-2010"

In this difficult economic situation, Servair must maintain its direction and show increasingly greater ambition. Since 2004 Servair, through its "Changing to Win" project, has been committed to strengthening its economic base and reinforcing its competitiveness in order to affirm its continued appeal. Today, the second part of this corporate project has two main focuses: to cultivate the spirit of performance and services, and to better mobilize the skills of all its employees across all lines. The key: excellence.



march<sup>2008</sup>

### *Sustainable development*



#### SERVAIR COMMITTED TO PARALYSÉS FRANCE

During a large gathering of handicapped persons in France aimed at raising awareness on the difficulties of being employed when one is handicapped, Passerelle helped manage more than 200 handicapped people who took the plane to attend. Over 30 Servair collaborators also joined Passerelle's teams to help deal with this additional activity created by the five morning and evening flights.

### *Client partnership*

#### UNDER THE DAKAR SUN

Dakar Catering, a subsidiary of Servair in Senegal, announced the creation of a subsidiary company with Senegal Handling Services at Léopold Sédar Senghor airport in Dakar. Named Senca, this subsidiary will carry out the following tasks: loading and unloading food, drinks and supplies on the aircraft, stocking, cleaning and maintenance of on-board equipment, reconditioning galleys and cleaning aircraft cabins.

# key figures

## CATERING

Contribution to consolidated turnover: **616,5 M€**

CATERING FRANCE	TURNOVER (IN THOUSANDS OF EUROS)
Servair 1	170,5
Servair 2	101,3
OAT	63,4
Bruneau Pégrier	53,7
CPA	43,3
Base Handling	18,4
Jet Chef	18,2
Servantage	11,5
CAP	8,3
Special Meals Catering	3,4
Prestair	1,7
Lyon Air Traiteur	7,9

## CLEANING PARIS AND OTHER ACTIVITIES

Contribution to consolidated turnover: **130,9 M€**

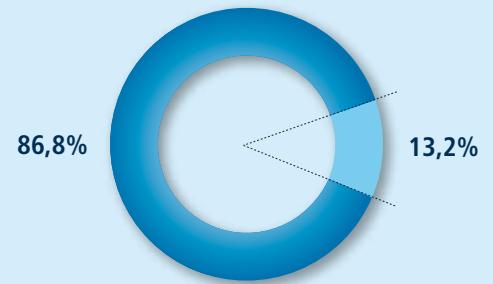
CLEANING PARIS	TURNOVER (IN THOUSANDS OF EUROS)
ACNA CDG	72,9
ACNA Orly	17,7
SERVCLEANING	7,5

## SHAREHOLDING

INTERNATIONAL SHAREHOLDING	TURNOVER (IN THOUSANDS OF EUROS)
Flying Food (Chicago, Seattle, Miami, San Francisco)	58,3
Servair AirChef (3 months)	17,8
Newrest Servair	35,4
M.C.S Macau	6,2

**Contribution to net consolidated result: 60,7 M€**

PRODUCTION UNITS: FRENCH DEPARTMENTS AND OVERSEAS	TURNOVER (IN THOUSANDS OF EUROS)
Martinique Catering	10,4
Sori PTP	17
Catering PTP	1,9
Sogri CAY	5
Servair Réunion RUN	27,7
Skychef SEZ	4,2
Dakar Catering DKR	10,2
Mali Catering BKO	1,9
Mauritanie Catering NKC	0,7
Ouaga Catering Services OKS	1,3
Servair Airchef (9 months)	68,6



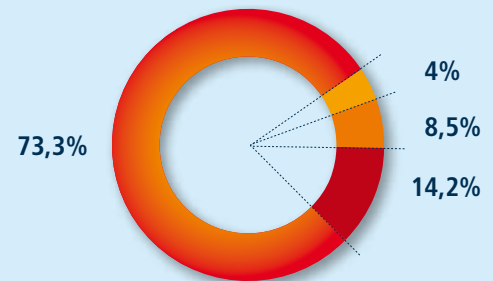
**Contribution to net consolidated result: -1,4 M€**

ASSISTANCE TO PASSENGERS WITH REDUCED MOBILITY	TURNOVER (IN THOUSANDS OF EUROS)
PASSERELLE	15,1
PM AIR	3,9

OTHER ACTIVITIES	TURNOVER (IN THOUSANDS OF EUROS)
AEROSUR	8,1
SKYLOGISTIC	5,3
AEROFORM	3,3

Catering France  
Production units:  
French Departments  
and overseas



Cleaning  
Assistance to passengers  
with reduced mobility  
Other activities  
Runway and  
baggage handling

**Contribution to net consolidated result: 0,3 M€**

OTHER AFRICAN CATERING	TURNOVER (IN THOUSANDS OF EUROS)
SESAL (Gabon)	3
DAKAR SEREP (Senegal)	2,8
LOMÉ Catering (Togo)	1,4

FRENCH SHAREHOLDING	TURNOVER (IN THOUSANDS OF EUROS)
Logair	26,4

## TURNOVER AND CONSOLIDATED RESULTS IN THOUSANDS OF EUROS

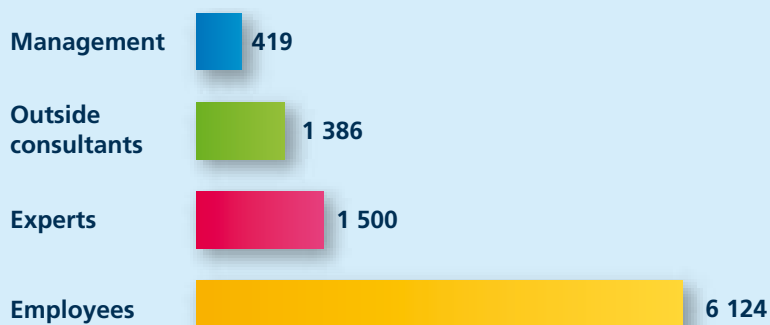
	2005-2006	2006-2007	2007-2008
Turnover	573 337	597 006	747 403
Net consolidated result	7 865	13 060	59 656

## TURNOVER PER DOMAIN OF ACTIVITY 2007-2008

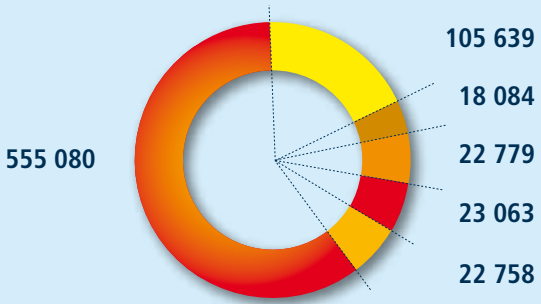
CATERING	Number of meal trays	50 011 142
	Number of aircraft serviced	306 843
CLEANING AND OTHER ACTIVITIES	Number of aircraft serviced	343 014

## GROUP'S GLOBAL WORKFORCE \*

\* Average "equivalent to full-time"

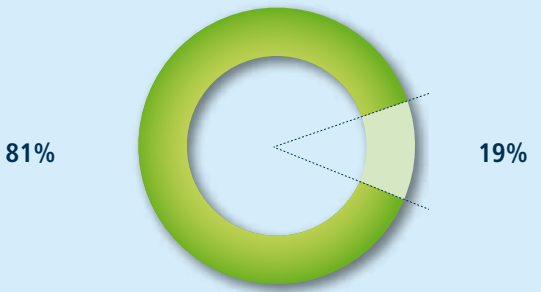
**TOTAL: 9 429**

## ANALYSIS OF TURNOVER BY SECTOR IN THOUSANDS OF EUROS



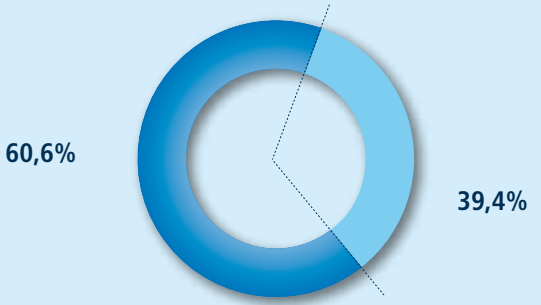
Airline catering	555 080	<span style="color: #e67e22;">■</span>
Cleaning	105 639	<span style="color: #f1c40f;">■</span>
Other	23 063	<span style="color: #e74c3c;">■</span>
Public restaurant service	22 779	<span style="color: #f39c12;">■</span>
Other airline assistance activities	22 758	<span style="color: #f1c40f;">■</span>
Duty free shops	18 084	<span style="color: #e67e22;">■</span>

## TURNOVER PER DOMAIN OF ACTIVITY



Catering	81%	<span style="color: #27ae60;">■</span>
Cleaning and other activities	19%	<span style="color: #c6e0b4;">■</span>

## DISTRIBUTION OF SERVAIR CLIENTS AS PERCENTAGE OF TURNOVER



Air France Group	60,6%	<span style="color: #0072bc;">■</span>
Other clients	39,4%	<span style="color: #add8e6;">■</span>



# the network



## CARIBBEAN AND INDIAN OCEAN

## AMERICA

- SERVAIR / FLYING FOOD GROUP**
- USA
  - : Chicago
  - : Miami
  - : San Francisco
  - : Seattle
  
- FLYING FOOD GROUP**
- : Dallas
  - : Los Angeles
  - : New York
  - : Orlando
  - : Washington
  - : Chicago
  - : San Francisco

- SERVAIR (shareholding)**
- Seychelles : Mahe
  
- SERVAIR**
- Reunion island : Saint-Denis
- Guadeloupe : Pointe-à-Pitre
- French Guiana : Cayenne
- Martinique : Fort-de-France

## EUROPE

**SERVAIR**

France : Paris CDG (x13)  
 Orly (x3)  
 Le Bourget  
 Lyon  
 Toulouse

**NEWREST SERVAIR**

Great-Britain : London  
 Spain : Barcelona  
 Madrid

**SERVAIR AIRCHEF**

Italy : Ancona  
 Alghero  
 Bari  
 Bergamo  
 Bologna  
 Brescia  
 Brindisi  
 Cagliari  
 Catania  
 Florence  
 Genova  
 Lamezia Terme

**SERVAIR AIRCHEF**

Milan  
 Naples  
 Palermo  
 Pisa  
 Roma  
 Trapani  
 Trieste  
 Turin  
 Treviso  
 Venice  
 Verona

## MIDDLE-EAST

**EL CHEF**

Israel : Tel Aviv

## ASIA

**SERVAIR** (shareholding)

Macau : Macau  
 China : Canton Nanland

**FLYING FOOD GROUP**

China : Shanghai

## AFRICA

**SERVAIR / AFRICA CATERING**

Mali : Bamako  
 Senegal : Dakar  
 Togo : Lome  
 Mauritania : Nouakchott

**SERVAIR**

Gabon : Libreville  
 Burkina Faso : Ouagadougou  
 Djibouti : Djibouti  
 Cameroon : Douala  
 Ivory Coast : Abidjan



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