National Aviation Services

A powerful pioneer in emerging markets

NATIONAL AVIATION SERVICES

A POWERFUL PIONEER IN EMERGING MARKETS

As the fastest growing aviation services provider in emerging markets, National Aviation Services shares your mission: to facilitate trade and travel. We are the partner that will elevate your ground handling and passenger services to a new standard.

National Aviation Services (NAS) operates in three regions: the Middle East, Africa and South Asia. The 6,000+ capable, personable employees at the core of our worldwide network are committed to providing aviation services that we benchmark to the best in the world. NAS provides services to more than half of the world's top ten airlines. These carriers rely on us to work directly with passengers and behind the scenes to deliver the services that make a difference.

As a privately owned, non-government provider of aviation services, we are not encumbered by public sector bureaucracy nor affiliated with any airline. Given our unique presence in emerging markets, NAS has built a reputation for providing services at rapidly growing airports. Airports have chosen to work with NAS because of our ability to grow ancillary services, revenues and implement airport technologies and resource management systems that ensure improved efficiency and profitability.

YOUR OPERATIONS WILL SOAR WITH NAS CORE SERVICES

NAS Ramp Services

Operators trained in the use of power and non-power equipment mobilize safely and quickly while an aircraft is on the ground between flights to provide ground handling services within the boundaries of carriers' schedules and service-level agreements. Airside ground handling responds to scheduled and ad-hoc arriving and departing aircraft with minimal advance notice. We cover Code A - F aircraft and maintain fixed and mobile ground handling equipment, as well as motorized vehicle fleets.

Our ramp operations teams are trained to service any type of passenger or cargo aircraft, including the world's largest passenger jet, the Airbus A380, and the giant Antonov AN225 for oversized cargo. Customer requirements dictate the scope of ramp handling services from an extensive menu of NAS options that includes loading and off-loading, dispatch operations, load control, management of unit load devices, baggage reconciliation, coordination with flights and documentation. A resource management system, installed at all NAS operating bases, matches equipment and crew resources to fluctuating needs, ensuring high levels of response to all supported customers.

Seamless interface with other airport operations – movement control center, fuel providers, caterers, security and more – ensure each aircraft turnaround is complete and fully compliant with all established procedures and service standards. We sustain high-level operational momentum in the face of airfield infrastructure growth and ramp expansion by drawing on our pool of experienced worldwide talent, as well as ground support equipment resources.

Our calling card
for cargo management is

reliability

The result:
careful management of
your valuable cargo

NAS Cargo Management

Your cargo is in the safe hands of our experienced ground crew who collectively handle hundreds of thousands of tons of cargo annually. Modern facilities and a vetted, trained warehouse team are at your disposal at all NAS operating bases. We keep pace with the unique needs of the countries where we operate as many are growing their economies at a rapid pace as they enter into new regional and world markets.

At larger airports, like Kuwait, you can expect multi-temperature storage for perishable products and ample dry storage capacity. Your goods are protected by CCTV and proven security measures. Our electronic tracking system enables accurate identification and processing of all shipments and provides uninterrupted visibility to the status of your shipments. Dangerous goods, hazardous materials, live animal handling, strong rooms, express courier and diplomatic mail are managed by our experts. Hazardous cargo receives special attention and is stopped if not cleared for transport. You can be confident of NAS' ability to meet every aspect of cargo pricing, billing operations and bonded transit cargo.

NAS Engineering Services and Line Maintenance

Dedicated engineering units perform services vital to on-time turnarounds and departures, such as gate push backs of commercial aircraft; scheduled maintenance of motorized and non-motorized ground support equipment, and maintenance of NAS facilities. The engineering department, which includes an operation control center (OCC), is typically located at an airport's ramp area, giving the OCC the unique advantage of visual contact with aircraft moving on the airfield. The operational control center is fully equipped with communications displays regarding flight schedules and control tower information. NAS engineering is the linchpin of quick and efficient ground operations that build the schedule integrity that customers rely on to enhance their own performance and profitability.

NAS line maintenance fully understands the responsibility of signing off an aircraft while maintaining 100 percent dispatch reliability. Our crews have achieved the highest regulatory aircraft maintenance standard (EASA Part 145). This accreditation from the European Aviation Safety Agency permits NAS to operate as a line maintenance station to certify aircraft and perform maintenance and operations checks. We have earned maintenance authorizations from the regulatory authorities in countries where we operate, and we fully comply with government safety requirements. In addition, we are an approved aircraft maintenance organization (AMO) operator with the scope to certify of.

NAS Passenger Services

Passengers on the ground in unfamiliar airport environments often need personal attention and a friendly environment to improve the quality of their journey. To ensure passenger well-being from departure to journey's end, NAS frontline and behind-the-scenes teams deliver unparalleled services with a smile:

- **Check-in services** use of automated systems to generate boarding passes, baggage tags and through check-in. Preflight editing and post-flight messaging, queue management, excess baggage collection, and counter and gate allocation.

- **Arrival and transit services** includes directing travelers from gate to immigration, baggage claim and customs. NAS staff assists passengers in transit with check-in for onward flights and transfers.

- **Special handling** for unaccompanied minors and physically disabled passengers who need wheelchairs or have other special requirements is immediately available.

Our calling card
hospitality
The result:
Travel made easy

NAS Pearl Assist

Pearl Assist offers you an unsurpassed level of comfort whether you are arriving, departing or transiting at several of our airports. Our meet and assist team is there to make your journey simple. From the moment you get to the airport, our concierge team takes care of your every need, whether it is using our fast track immigration lounges, dedicated check in area, baggage delivery and collection service from your home, hotel or office or private transfers to and from your destination.

Our Pearl Lounge at airports where we operate in the Middle East, India and Africa afford unsurpassed comfort for first and business class passengers and other travelers who wish to pay for access to the many concierge conveniences offered. Time on the ground becomes productive with comfortable seating, private meeting rooms, a business center and wireless internet connections, plus catering options and smoking rooms. Children's play areas, a relaxation room, lavatories with amenities, as well as meet and assist services put travelers en route at ease. Our multi-cultural, multi-lingual NAS staff is sensitive to the unique expectations of a diverse population of travelers. Behind every warm welcome is a backbone of technology, training and management that guarantees guests seamless service every time they visit a Pearl Lounge.

For more information please visit *www.pearlassist.com*

incident free

The result:
timely departures and a safety
record that surpasses
IATA standards

NAS Safety and Quality

The backbone of NAS air-side operations is built on traffic management and flight safety. Working closely with air traffic control and other airport operations, we never lose sight of our priority to expedite arrivals and departures safely. All NAS operators are licensed and certified prior to receiving flight line access or before operating any vehicles or support equipment. Annual audits and spot checks verify safety compliance. The NAS culture encourages reporting of safety lapses across any of our operations -- ramp, cargo, passenger, infrastructure -- allowing remedial action to be taken promptly. NAS has been one of the very first ground handling companies in the world to have been awarded the ISAGO certification, which firmly underlines the commitment of NAS to operational safety and excellence.

Hand-in-hand with safety is our commitment to quality. By adhering to our ISO 9001 quality management system and processes, we consistently achieve excellent performance ratings from third-party evaluators. In addition to continuous training and the implementation of quality processes, NAS employees are proud to take personal ownership for achieving higher than normal standards in the work they do and the services they perform for customers.

Our calling card
for aviation security is
vigilance
The result:
secure transport of passengers and goods

NAS Aviation Security

NAS security assists government agencies, civil aviation authorities and customer airlines in implementing security controls at airports, cargo warehouses and other facilities. When a threat is identified, NAS security acts on directives from customer airlines or local authorities. NAS monitors activities in the flight cabin and adjacent airfield areas, screens baggage and conducts profiling in accordance with host government and Transportation Security Administration (TSA) guidelines. A United Airlines General Manager in Kuwait summarized our contribution this way:

Now, after months of handling by NAS, I can honestly say that I am truly impressed and very confident in the safety and security of our flights. This is a true credit to your team who are always vigilant and performing their duties with the highest level of professionalism.

Our calling card
for airport technology is

Business Intelligence

The result:
operational productivity
and maximum ROI

NAS Airport Technologies

Our Airport Technologies division specializes in the sourcing and development of scalable, cost-effective technology solutions to support airport operations, and maximize financial returns. From a project management office at your site we oversee the delivery of technology from multiple vendors and provide round-the-clock support. If desired, our specialists will provide operational training to your staff. We are prepared to help you assess your technology needs in four areas:

Airport Operations Management to maximize efficiency, resources utilization, & revenue.

Systems in this category include; Airport Operational Database (AODB), Flight Information Display System (FIDS), Airport Resource Management System (RMS), Billing System, Management Dashboard.

Passenger Processing, Baggage Reconciliation and Baggage Delivery

Systems in this category include; Passenger check-in and boarding (CUPPS, CUTE), self-service check-in kiosks (CUSS), Departure Control System (DCS), Passenger Information System (PIS), Baggage reconciliation System (BRS), Baggage delivery and notification Systems.

Airport Safety, Services, and Facility Management

Systems in this category include; Cargo Applications, Virtual Duty Free, Digital Signage, VIP Services Booking, Car Park management, Public Address (Paging and Notification) Systems, Closed Circuit Television (CCTV), Telephony and Interactive Voice Response (IVR).

Professional Services, Hosted Services, IT Infrastructure and Systems Integration.

Services in this category include; Custom Application Development, Mobile phone application Development, IT outsourcing, Managed/Hosted Services (E.g. Applications, Websites, Email), Project Management, 24x7 monitoring, call center and technical support.

WORLD-CLASS SERVICES ADD VALUE AND CONVENIENCE

A host of value-added services that surpass global competition are showcased at stations where NAS is the fixed base operator (FBO). Fixed base operations are a strong suit for NAS. Airport operators in the Middle East, Africa and South Asia will want to examine the range of competitively priced FBO services that NAS offers through a single point of contact. We provide:

- Design, build and management of the FBO Terminal
- Complete arrival and departure services
- Fueling services
- Coordination of landing and parking permits
- Ramp services
- Flight support services
- Cabin cleaning
- Secure car parks
- Catering services
- Airport operational services 24/7

NAS Training Center

The NAS Aviation Training is one of the region's few certified training centers. We provide aspiring aviation professionals with all the requisite tools to enjoy a successful career in aviation with a team of highly qualified training professionals, state-of-the-art infrastructure and on the job training. Our team will ensure that your workforce is current with the latest rules, regulations, methodologies and technologies, leaving you to focus on your core business.

The NAS Training Center offers the latest and most comprehensive training programs in the fields of aviation and hospitality. These programs are certified and are designed and developed by trained professionals with years of hands-on experience in their respective industries. In just two years we have granted 8,000+ certificates to students in 250 different courses. The objective is to thoroughly immerse our employees in the local customs, regulations and expectations of customers where we operate. We work hand in hand with government agencies tasked with capacity building to develop a labor pool knowledgeable in aviation related technical skills.

NAS Travel Solutions

The NAS Travel Agency provides cutting edge travel solutions to the leisure and corporate markets. With a highly skilled IATA certified team consisting of experienced travel consultants and corporate account managers, as well as being one of the very few ISO 2001 certified travel agencies in the region, the NAS Travel Agency is always ready to exceed our customers' expectations. The NAS Travel Agency is affiliated with a leading international travel management solutions company, which gives us the capability to take corporate travel management to a higher level by offering a wide range of innovative and reliable solutions starting from professional account management, corporate travel savings, specialized services, competitive airline and hotel rates, consolidated periodical billing and business reports.

The NAS Travel Agency is totally committed to providing all our customers with a memorable and seamless travel experience.

Terminal Management

A NAS affiliate company operates a short-term parking facility at Kuwait International Airport with about 1,500 parking spaces on multiple levels and a long-term facility with 700 spots. As the fixed base operator (FBO) of the Sheikh Saad Terminal we manage private parking for this facility's VIP clientele.

The shopping mall within the Kuwait Airport occupies 10,000 sqm of commercial area providing passengers and the public access to restaurants and food vendors, car rental stands, retail stores, business centers and offices for local and international airlines.

FBO & VIP Terminals

In Kuwait

The Sheikh Saad Terminal in Kuwait, operated by NAS, is renowned for delivering a premium experience to VIP travelers. The facility has a total land area of 130,000 sqm, its own ATC tower, and private immigration, customs and security facilities. It has the capacity to handle up to 40 flights and 3,000 passengers daily, with ramp parking for up to 33 aircraft. NAS is the sole provider of handling, fixed-base operations and flight support services at this luxury terminal. The airport offers five VIP and VVIP lounges, as well as separate check-in, immigration and boarding zones for economy and business class passengers. A dedicated multi-lingual team with extensive protocol experience is on duty to assist with every request.

In Abu Dhabi

Consistent with our FBO expansion strategy, NAS operates the VIP terminal at Abu Dhabi International Airport. Passengers using this facility experience new heights of luxury and exclusivity. The multitude of conveniences and amenities offered in our contemporary, premium lounges will exceed our VIP travelers' expectations. This 800 sqm terminal includes a dedicated drop off area, private check-in, and immigration and passport control facilities. Courteous, multi-lingual NAS staff meet travelers with private transfers to and from the aircraft.

PARTNER WITH THE BEST

Our commercial and operational expertise make us an ideal partner if you are an airport operator or airline eager to provide your passengers with a secure and efficient airport experience.

We are totally committed to investing our time, know-how and resources to help you achieve your objectives. Working with NAS, you will have a long-term independent partner that will provide you with a customer-centric and commercially driven service. We have done it before and we can do it for you.