Global Group

Corporate Profile

June 2009

Contents

- **Three decades in aviation service**

- A comprehensive suite of services

- Established relationships

- Future horizons

Global has completed over three decades of aviation service

- The Global Group was **founded in 1975** with a strong commitment to become a leading player in providing sales and marketing, ground and air services to national and international clients. Today, it is **the leading GSSA organization in India (Number 1 for cargo sales and Top 3 for passenger sales).**

- The Global brand is synonymous with high-quality and reliable service. At Global, **quality means a personalized and professional touch**, 24 hours a day, 365 days a year.

- Today, Global with **70+ offices in 17 cities** has build a seamless network that has **acquired the trust of airport authorities, airlines partners and customers**. Global provides a range of services that encompasses airport services, cargo consolidation, door-to-door product wholesale courier and logistics, custom IT development, foreign exchange and travel.

- Global's **close-knit team of 1,000+ employees** provides exclusive representation for **14 international airlines** in India.

- The **accounting hub in Mumbai** provides complete BSP management to its principal airline customer. Global personnel are conversant with international procedures and practices.

- Global was the **first Indian organization to be accredited as a GSSA agent** by IATA. The company strongly believes in good corporate governance and follows the best business practices ensuring the highest level of service.

Global's flagship business is GSSA airline representation; group companies provide complementary, value-added services

The Global Group of companies

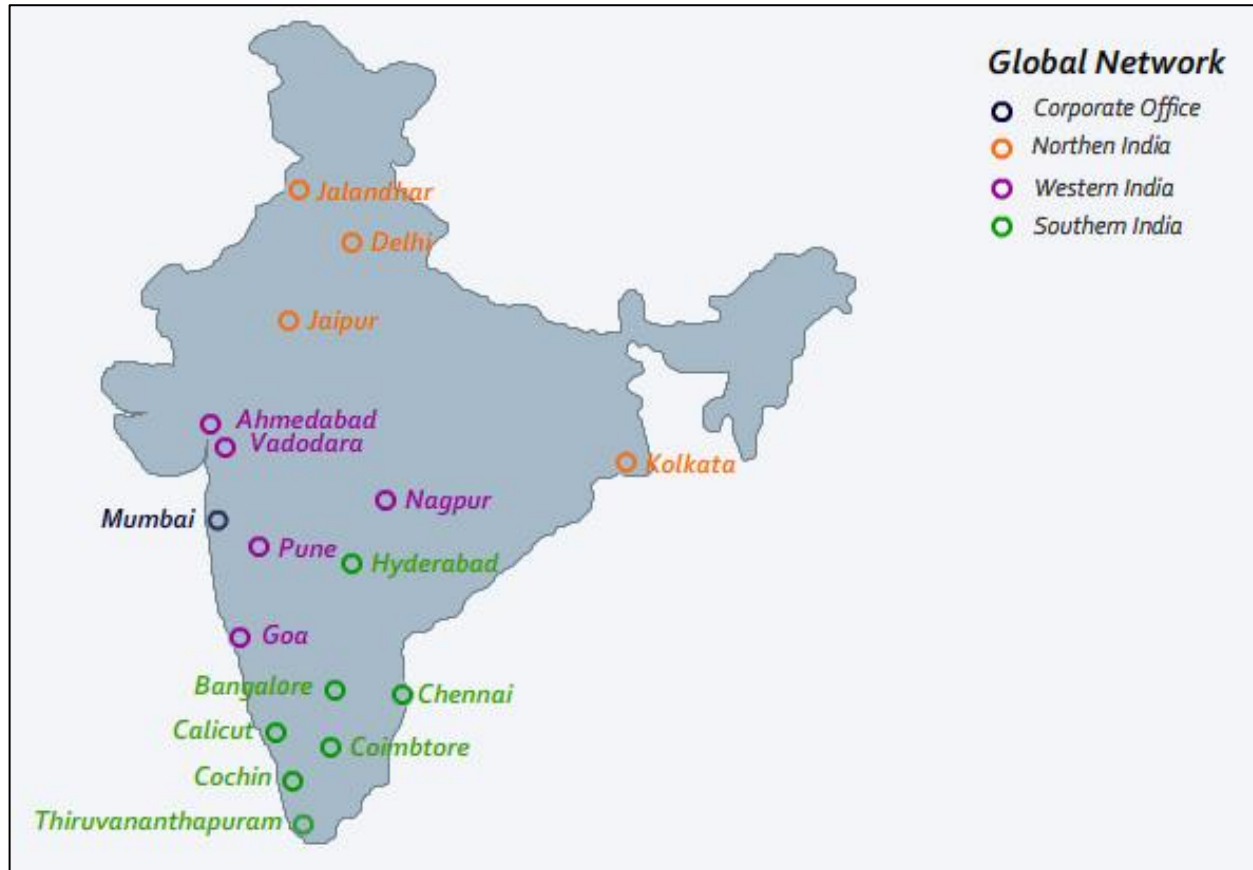| Company		Area of business
	Global Aviation Services Pvt. Ltd. *(Flagship company)*	▪ General Sales & Service Agents ▪ Passenger Sales Agents ▪ Foreign Exchange Trading
	Global Airport & Ground Services Pvt. Ltd.	▪ Ground handling and airport services
	JTB Infotech Pvt. Ltd.	▪ IT services
	JTB Jupiter Express Services Pvt. Ltd.	▪ IATA approved freight forwarding agency
	JTB Travels Pvt. Ltd.	▪ Outbound and inbound tour operators
	Global Agritech (I) Pvt. Ltd.	▪ Floriculture

Global has grown into a 1,000+ person strong organization under a tenured leadership team

Founded in 1975

1990
200+ employees

2000
500+ employees

Present
1000+ employees
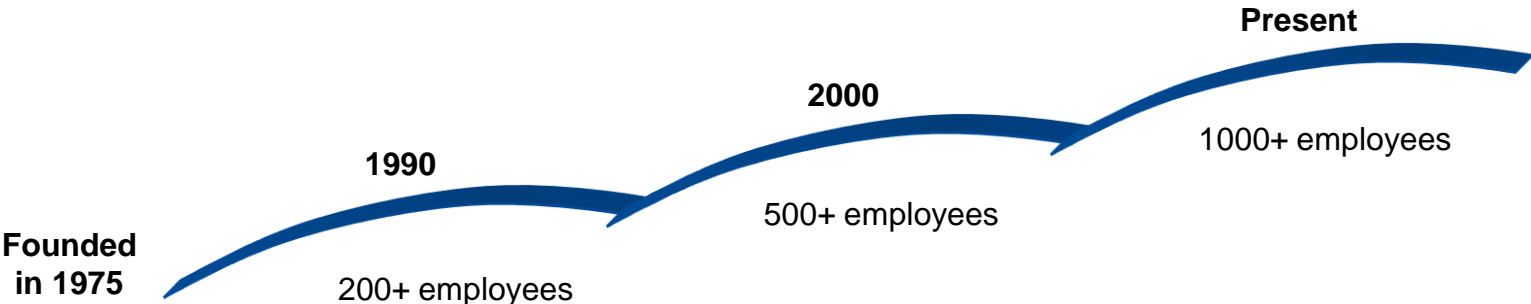
Management team		
Name	**Role**	**Tenure**
Mr. H. K. Vithalani	Chairman and Managing Director	34 years *(Founder)*
Mr. N. E. Daniel	Group Joint Managing Director	22 years
Mr. Prabodh Tipnis	Executive Director - Strategic Planning & Business Development	16 years
Mrs. I. H. Vithalani	Director - Corporate Affairs & Finance	20 years
Mrs. Padmaja Ashar	Executive Director - Marketing	14 years
Mr. Brij Rastogi	Regional Director - Northern & Eastern India	16 years
Ms. Maitreyee Shroff	Regional Director - Western India	15 years
Mr. Manuel Mendonca	Executive Director - Cargo	20 years
Mrs. Vasumathi Jayraman	Regional Director - Southern India	1 year

Global's network today includes 70+ offices in 17 cities in India

Global Network
- ○ Corporate Office
- ○ Northern India
- ○ Western India
- ○ Southern India

Map locations:
- Jalandhar
- Delhi
- Jaipur
- Ahmedabad
- Vadodara
- Kolkata
- Nagpur
- Mumbai
- Pune
- Hyderabad
- Goa
- Bangalore
- Chennai
- Calicut
- Coimbtore
- Cochin
- Thiruvananthapuram

- ▪ Global's **Head office** is located in **Mumbai**
- ▪ Strong **regional coverage** in India with branch offices in **17 locations**
- ▪ Global has **airport offices** in Mumbai, Chennai, Bangalore, Hyderabad, Delhi, Cochin, Ahmedabad, Goa, Jaipur and Kolkata
- ▪ Offices are **centrally located in business districts** and modernly equipped

Global is affiliated with the following Indian and International associations

Federation of Airline General Sales Agents (FAGSA)

European General Sales Agency Cargo (EGSAC)

The International Air Cargo Association (TIACA)

IATA General Sales & Service Agent

IATA Ground Handling Council

Air Cargo Agents Association of India (ACAAI)

Travel Agents Association of India (TAAI)

Travel Agents Federation of India (TAFI)

Couriers Association of India (CAI)

Contents

- Three decades in aviation service

- **A comprehensive suite of services**

- Established relationships

- Future horizons

Global's flagship company, Global Aviation Services Pvt. Ltd. (GASPL) is a leading GSSA organization in India

GLOBAL

Services	Description
Sales and marketing	▪ Establish city office, liaise with clients (e.g., agents, corporates), manage ticketing cycle (e.g., pricing, rebooking), publicity initiatives
Interline negotiations	▪ Negotiate arrangements with other carriers to increase network reach
Import leads	▪ Generate leads for inbound cargo from agent network
Passenger and cargo handling supervision	▪ Supervise complete airport processes conducted by appointed airport handling agent
Ramp supervision	▪ Ensure flight handling and customer service as per airline requirements and SLAs (Service Level Agreements)
Handling of import cargo	▪ Organize shipment documentation and liaise with consignees, coordinate customs and security clearance
Revenue accounting and BSP management	▪ Conduct invoicing and collections from agents, prepare sales reports and dispatch consolidated data and payments to airlines
Permissions from Civil Aviation Ministry	▪ Compliance with regulatory requirements (e.g., flight operating permits, submission of security manual, filing of airline schedule, landing rights)

GASPL is Number 1 for Cargo sales and Top 3 for Passenger sales in India

Global Airport & Ground Services Pvt. Ltd. (GAGSPL) provides comprehensive terminal and cargo handling services

Services	Description
Terminal handling	- Passenger Services at land-side and air-side - Cargo handling - Ramp services & supervision - Aircraft cleaning - Ground support equipment provision - Load control - Transportation - Technical services
Cargo handling	- Passenger Services at land-side and air-side - Cargo handling - Ramp services & supervision - Aircraft cleaning services - Ground support equipment provision - Load control - Transportation - Technical services

GAGSPL is a Regulated Agent accredited by the Bureau of Civil Aviation Security

Other group companies provide complementary services

The Global Group of companies

Company	Description of business
JTB INFOTECH PVT. LTD.	• Develops leading edge, customized IT applications packages to streamline Group activities. Applications include Delivery Order collections, sales accounting/business analytics/invoicing for cargo and passenger sales, vendor management and revenue accounting for packaged tours, invoicing for freight forwarding.
JTB Jupiter EXPRESS SERVICES PVT. LTD.	• A joint venture with Jupiter Global to provide international courier under UCB & OCB modes, freight forwarding and road feeder services. It acts as a Consol Agent in India and possesses all requisite licences and permissions from various authorities.
JTB TRAVELS PVT. LTD. *Discover a Beautiful World*	• JTB Travels is the Tours Division of the Group; it promotes and services customized packages for Outbound, Inbound & Domestic tours from, to and within India.
Global Agritech (I) Pvt. Ltd.	• Exports top-of-the-line varieties of roses to international markets such as Holland, Germany, Japan, Australia, and others. Represents world-renowned Dutch breeder Schreurs in India.

Contents

- Three decades in aviation service

- A comprehensive suite of services

- **Established relationships**

- Future horizons

Global has steadily developed an impressive portfolio of relationships in the industry
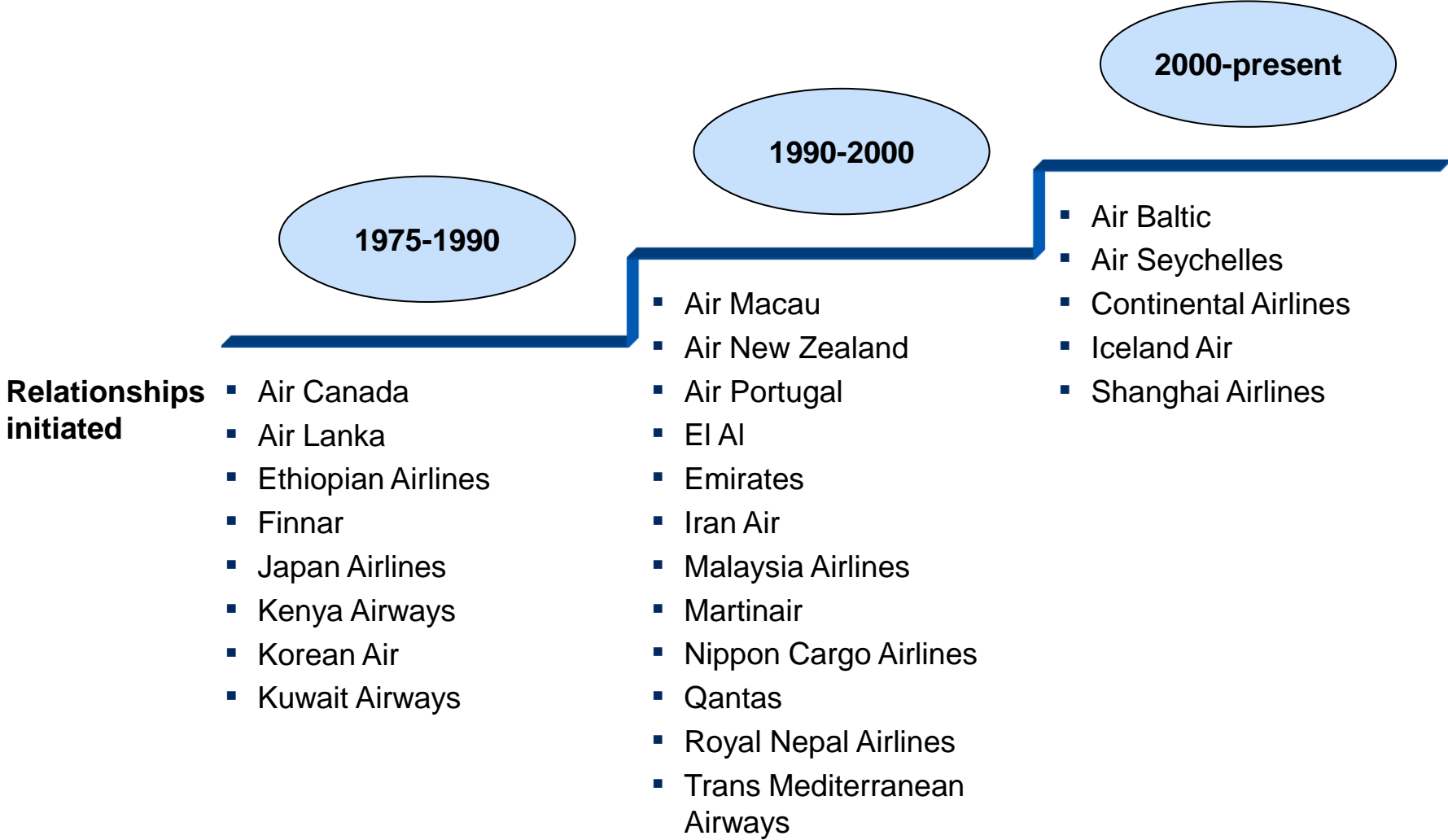
1975-1990

1990-2000

2000-present

Relationships initiated

- Air Canada
- Air Lanka
- Ethiopian Airlines
- Finnar
- Japan Airlines
- Kenya Airways
- Korean Air
- Kuwait Airways

- Air Macau
- Air New Zealand
- Air Portugal
- El Al
- Emirates
- Iran Air
- Malaysia Airlines
- Martinair
- Nippon Cargo Airlines
- Qantas
- Royal Nepal Airlines
- Trans Mediterranean Airways

- Air Baltic
- Air Seychelles
- Continental Airlines
- Iceland Air
- Shanghai Airlines

Today, Global represents 14 international airlines as the General Sales & Service Agents (GSSA) in India (1/2)

Airline	GSSA scope	Region
FINNAIR	▪ Cargo Sales	▪ Indian subcontinent
KOREAN AIR	▪ Passenger Sales ▪ Cargo Sales	▪ India ▪ India
AIR MACAU	▪ Passenger Sales	▪ India
TAP PORTUGAL	▪ Passenger Sales	▪ India
Kenya Airways The Pride of Africa	▪ Passenger Sales	▪ S. India
Emirates SkyCargo	▪ Cargo Sales	▪ All India except online points
AIR CANADA	▪ Cargo Sales	▪ India
Continental Airlines	▪ Cargo Sales	▪ India

Today, Global represents 14 international airlines as the General Sales & Service Agents (GSSA) in India (2/2)

Airline	GSSA scope	Region
QANTAS Spirit of Australia	▪ Cargo Sales ▪ Passenger Sales	▪ India & Sri Lanka ▪ W. India & N. India
EL AL	▪ Cargo Sales ▪ Passenger Sales	▪ India ▪ S. India, Gujarat, W. Bengal & N. India
上海航空公司 SHANGHAI AIRLINES	▪ Cargo Sales ▪ Passenger Sales	▪ India ▪ India
air seychelles	▪ Passenger Sales	▪ India
ICELANDAIR	▪ Cargo Sales	▪ India
airBaltic Cargo	▪ Cargo Sales	▪ India

Today, Global provides ground handling services at 10 airports in India

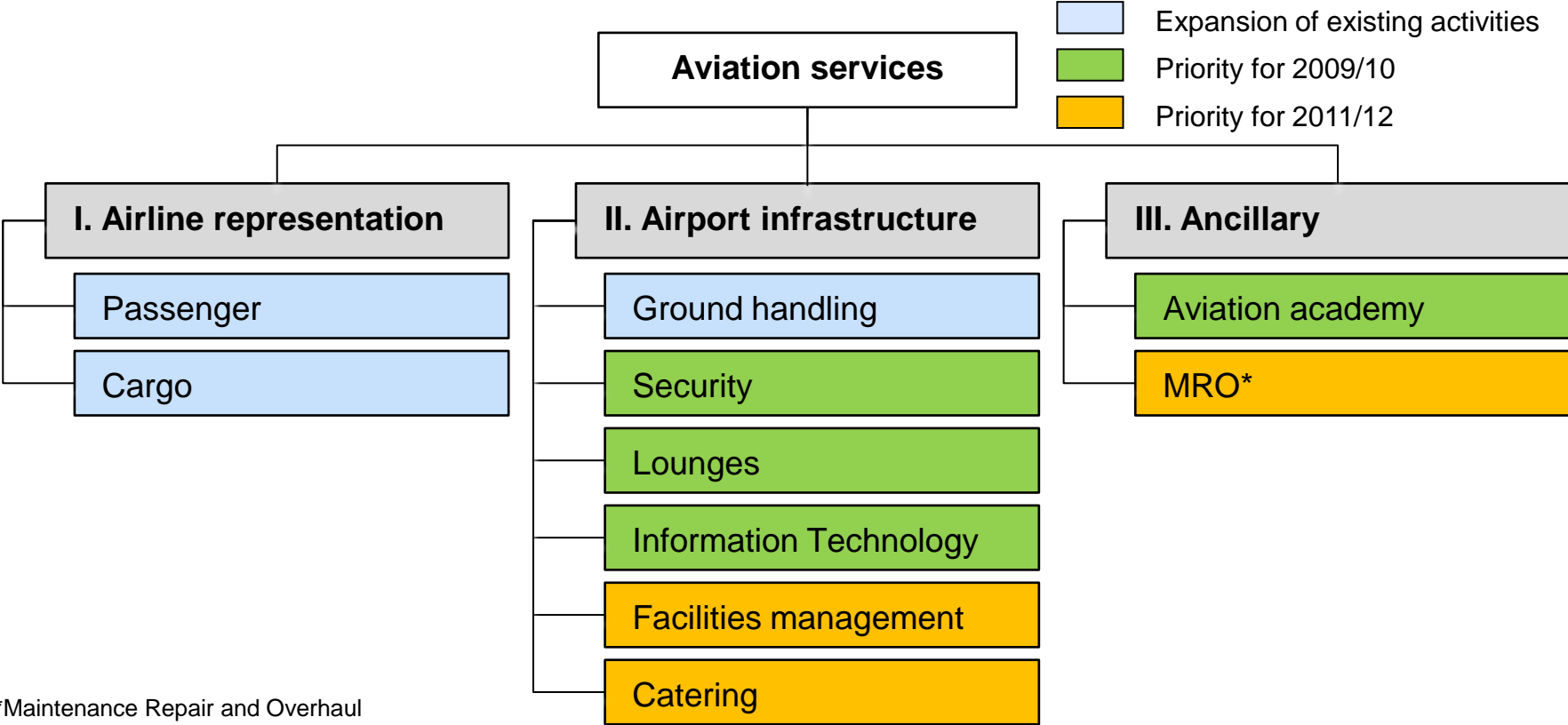| Relationship*	Airport
AIR-INDIA	▪ Kolkata (CCU) ▪ Trivandrum (TRV) ▪ Mumbai (BOM) ▪ Nagpur (NAG) ▪ Pune (PNQ) ▪ Bangalore (BLR)
FINNAIR	▪ Delhi (DEL) ▪ Mumbai (BOM) ▪ Ahmedabad (AMD) ▪ Goa (GOI)
Emirates SkyCargo	▪ Kolkata (CCU) ▪ Trivandrum (TRV) ▪ Calicut (CCJ)
Continental Airlines	▪ Delhi (DEL) ▪ Mumbai (BOM)
QANTAS Spirit of Australia	▪ Mumbai (BOM)
MIAL	▪ Mumbai (BOM)

* Subcontracting relationship with Air India, which is the appointed handler at respective airport. Scope of services varies for each relationship.

Contents

- Three decades in aviation service

- A comprehensive suite of services

- Established relationships

- **Future horizons**

Global has an ambitious vision for growth based on its robust platform

> I. **Establish a global network for GSSA representation, with presence in neighboring and inter-continental regions, anchored on existing Indian hub**
>
> II. **Develop a suite of end-to-end airport services to further develop existing relationships with airports, custodians and airline operators**
>
> III. **Provide a suite of aviation ancillary services required by airline clients as India emerges as a global aviation hub**

Aviation services

Legend:
- Expansion of existing activities
- Priority for 2009/10
- Priority for 2011/12

I. Airline representation
- Passenger
- Cargo

II. Airport infrastructure
- Ground handling
- Security
- Lounges
- Information Technology
- Facilities management
- Catering

III. Ancillary
- Aviation academy
- MRO*

*Maintenance Repair and Overhaul

I. "The Indian air cargo industry is expected to grow at 20% per annum"

Aviation services

I. Airline representation

Passenger

Cargo
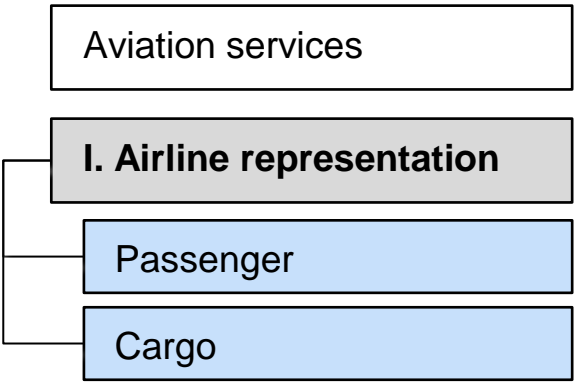
- "*In a few years, Asia Pacific will be the **largest single aviation market**. **India is a key driver** of that growth.*"
  - Giovanni Bisignani, Director General and CEO, IATA

- During the past 5 years, the Indian civil aviation industry has **grown at a CAGR of 19%.** India is **the 9th largest aviation market** and is **one of the fastest growing in the world.**

- The Indian air cargo industry, currently sized at INR 64 billion or 1.8 million tonnes, **is expected to grow at 20% per annum** (international at a faster pace than domestic).

- India is ranked among the **top 30 global freight markets** in terms of total as well as international operations.

- India has the **leading international freight market** among countries **in the sub-continent.**

- Around **40% of India's trade** in terms of value is carried out through the **airport mode.**

- The government has changed **FDI policies to attract investors** in cargo and non-scheduled airlines, Greenfield & Brownfield airports development, MRO, flying training institutions, etc.

Expansion of existing activities

Priority for 2009/10

Priority for 2011/12

II. "The government is planning to develop 45 airports across India"

Aviation services

II. Airport infrastructure

- Ground handling
- Security
- Lounges
- Information Technology
- Facilities management
- Catering
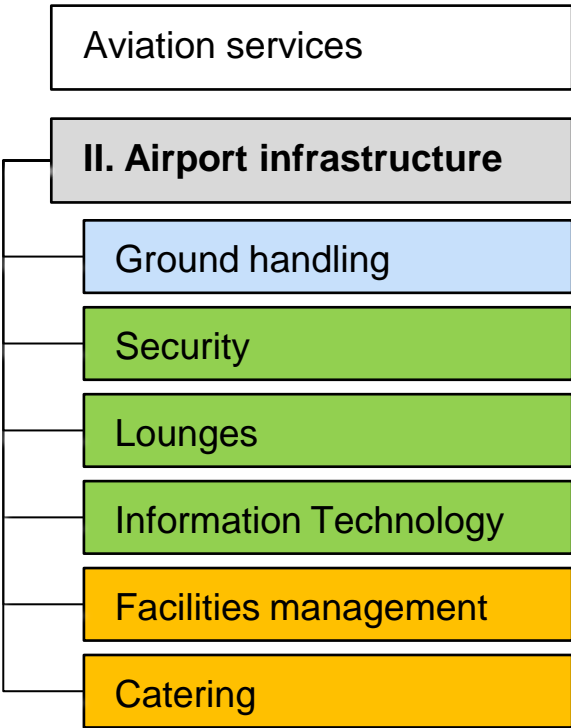
Legend:
- Expansion of existing activities
- Priority for 2009/10
- Priority for 2011/12

- *"India's civil aviation passenger growth is among the highest in the world… slated to cruise far ahead of other Asian giants like China or even strong economies like France and Australia. The number of **passengers who will be airborne by 2020 is a whopping 400 mn**.*"
  - Kapil Kaul, Centre for Asia Pacific Aviation

- The government has planned various projects for the **development of airport infrastructure on a pan-India basis.**

- **Mumbai and Delhi airports**, which have been **privatized**, are expected to be **upgraded** at an estimated investment of USD 4 bn over 2006-16.

- By 2011, **35 additional airports** are expected **to be upgraded** through a public-private partnership (PPP) at an investment of USD 357 mn.

- Further, the government has planned an investment of ~ USD 9 bn in order to **develop 10 Greenfield airports** under the 11th Plan period (2007-12).

- **Domestic and international air traffic** has expanded at a **CAGR of 22% and 14%,** respectively over 2002-07, driven by the emergence of India as a business and tourist destination. These figures outstrip government forecasts of a CAGR of 6-7%.

- The **number of passenger boarding is expected to double** by 2025 and **aircraft operations expected to triple** by the same time.

III. "Indian aviation will employ an additional 100,000 people by 2012"

Aviation services

III. Ancillary

Aviation academy

MRO
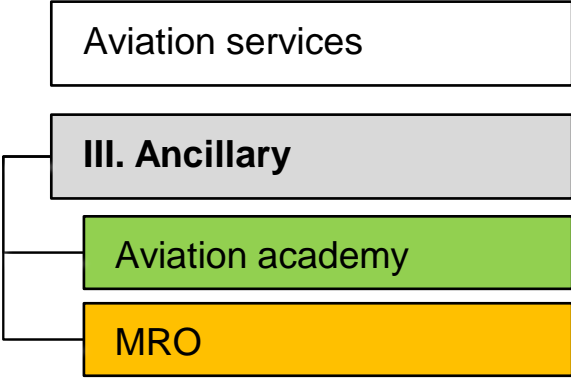
- Currently, Indian aviation provides **direct employment to more than 100,000 people**. This figure will **double by 2012**, according to estimates made from the 11th Five Year Plan (2007-12).

- **Private airlines outsource functions** such as ground handling, check-in, reservation, aircraft maintenance, catering, training, revenue accounting, IT infrastructure, loyalty and programme management. Airlines are known to take on contract employees such as cabin crew and ticketing.

- There is a **shortage of trained pilots, co-pilots and ground staff**, which is severely limiting the growth prospects. Indian civil aviation industry is estimated to **require 6,000 additional pilots** over the next five years. Indian flying schools are currently producing 150 pilots annually.

- Public sector and private airlines in the country will **need to acquire more than 800 new aircrafts** over the next 5 to 10 years. It is estimated that India will **need 40,000 cabin crew.**

- Emergence of low-cost airlines, increasing passenger traffic and fleet expansion make **India a lucrative destination for setting up MRO facilities**. Availability of skill at low cost in India is also a comparative advantage. By 2020, India will have the **potential to service a fleet of 1,000 commercial planes and 500 general aviation aircraft**.

Expansion of existing activities

Priority for 2009/10

Priority for 2011/12

Global Group

N.K.M. International House, 6th Flr., B. M. Chinai Marg, 178 Backbay Reclamation, Mumbai 400 020, India

Tel: (+91 22) 2204 7076/77/85/86 Fax: (+91 22) 2282 9001/4 Email: info@globalaviationindia.com

www.globalaviationindia.com

Ahmedabad	:	(+91 22) 2656 5588	Jalandhar	:	(+91 181) 508 2071
Bangalore	:	(+91 80) 2227 5091	Kochi	:	(+91 484) 235 0544
Chennai	:	(+91 44) 2829 7876	Kolkata	:	(+91 33) 2247 1230
Coimbatore	:	(+91 422) 230 2265	New Delhi	:	(+91 11) 2373 7471
Calicut	:	(+91 483) 271 7366	Pune	:	(+91 20) 2613 4295
Goa	:	(+91 832) 222 8347	Nagpur	:	(+91 712) 254 1800
Hyderabad	:	(+91 40) 2324 1586	Thiruvananthapuram	:	(+91 471) 233 3237
Jaipur	:	(+91 141) 238 9038	Vadodara	:	(+91 265) 235 5542