


dnata

Inflight catering | Airport food & beverage | Inflight retail

alpha

 *en route*



▾ We deliver the promises our customers make

At dnata, we keep the world in the air. From inflight catering to ground and cargo handling at over 127 airports, we provide the support and expertise airlines need.

When serving those customers, we're also serving their customers and leaving a lasting impression on their travel experience. That's why our mission is to deliver the promises our customers make. We understand how integral our performance is to our reputation and that of our customers.





OUR CATERING NUMBERS



Over **120**
customer airlines



More than **40**
cafés, restaurants,
bars and lounges



Over
500 chefs



117 million
meals prepared
and delivered
annually



More than
12,000
employees



WHY

WE'RE THE GLOBAL CATERER OF CHOICE

1 Unparalleled culinary capability

Our highly-experienced chefs have served in the world's leading hotels, restaurants, product manufacturers and other food and hospitality industries, including flight catering.

We recruit the best, international talent and invest in their ongoing development, through training and mentoring, and by providing opportunities to work across our global network. Our executive chefs inspire the next generation of leaders in our business, whilst ensuring we deliver product across every class that exceeds our customers' expectations.

2 Retail experts, in the air and on the ground

Maximising ancillary revenue onboard is a critical consideration for all airlines, as is providing onboard product that's aligned with the airline's brand. We pride ourselves on our end-to-end retail capability – from product development through to design, distribution, technology and crew training.

We have launched numerous buy onboard and duty free programmes for customers and continue to invest in this area, for the benefit of our customers.

3 A growing network, backed by investment

As our industry continues to evolve, we continue to invest. Now spanning more than 60 global locations, we continue to grow our business where our customers want us to, through technology, new facilities and acquisitions.

Our expansion in North America has been significant with our operations now spanning from east to west, including Boston, San Francisco, Los Angeles and Houston. Our unit at Dallas Fort Worth will open in 2020. We're also established in Canada, having opened our first unit at Vancouver International Airport (YVR) in 2019.

In recent years we've also opened a \$50 million Melbourne catering facility, introduced our marhaba Lounge brand to Melbourne Airport and opened a unit in Dublin, Ireland.

We will expand across Ireland in 2020 and have considerable investments planned in Australia, Italy and the United Kingdom to better serve our loyal customers.





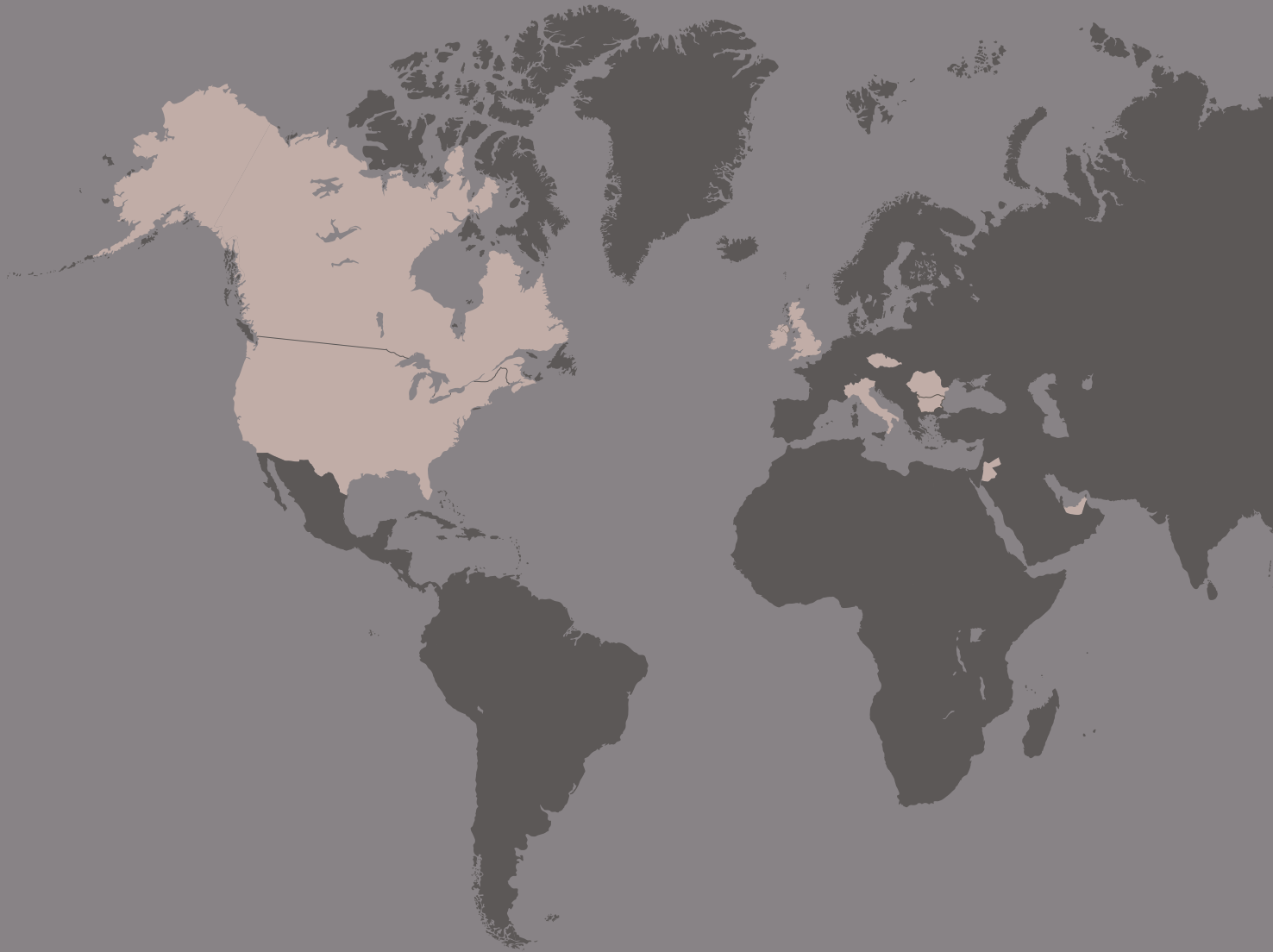


4 Complete air services capability

Founded in 1959 in Dubai, dnata has grown to a network covering more than 35 countries and employing more than 45,000 people. Our customers find great benefit in partnering with dnata across our suite of services – catering, cargo, ground handling and travel – to drive efficiencies for both them and us, their service partner.

5 Hospitality is at the heart of what we do

As well as serving passengers in the air, we also delight them on the ground – at over 40 café, restaurant and lounge locations around the world. With this experience comes a deep understanding of hospitality, franchise management and the creation of bespoke hospitality brands which will resonate with customers both in the air and on the ground.



UK

Belfast (BFS)
Birmingham (BHX)
Bristol (BRS)
Cardiff (CWL)
Doncaster (DSA)
East Midlands (EMA)
Edinburgh (EDI)
Glasgow (GLA)
Leeds Bradford (LBA)

Ireland

London Gatwick (LGW)
London Heathrow (LHR)
London Luton (LTN)
London Stansted (STN)
Manchester (MAN)
Newcastle (NCL)
Prestwick (PIK)

Cork (ORK)
Dublin (DUB)

UAE

Sharjah (SHJ)
Dubai¹

USA

Atlanta¹
Boston (BOS)
Dallas (DFW)³
Houston (IAH)
Los Angeles (LAX)

Nashville (BNA)
New York (JFK)
Newark (EWR)
San Francisco (SFO)
Sanford (SFB)

Canada

Vancouver (YVR)

Jordan

Amman (AMM)
Marka (ADJ)



OUR GLOBAL FOODPRINT

Australia

Adelaide (ADL) Sydney (SYD)
Brisbane (BNE) Snap Fresh²
Cairns (CNS)
Canberra (CBR)
Coolangatta (OOL)
Darwin (DRW)
Melbourne (MEL)
Perth (PER)

Singapore

Changi (SIN)

Czech Republic

Prague (PRG)

Italy

Bari (BRI)	Genoa (GOA)	Pisa (PSA)
Bergamo (BGY)	Lamezia Terme (SUF)	Rome Fiumicino (FCO)
Bologna (BLQ)	Milan Malpensa (MXP)	Turin (TRN)
Brindisi (BDS)	Naples (NAP)	Venice (VCE)
Cagliari (CAG)	Olbia (OLB)	Verona (VRN)
Catania (CTA)	Palermo (PMO)	
Florence (FLR)		

Bulgaria

Sofia (SOF)

Romania

Bucharest (OTP)

¹ dnata catering office locations

² Off-airport production facility

³ Opening in 2020





OUR SERVICES

Inflight catering

Culinary excellence means more than quality. Across our network, we pride ourselves on the creativity of our skilled teams and their ability to deliver genuine, ethnic cuisine, across the globe.

Making 'nice' food is simple. Delivering dishes that invoke genuine emotion and leave a lasting impression is different.

To deliver for our customers and theirs, we have diverse talent in every market, and move our people around as our customers demand. In Australia, we have world-class Chinese chefs who deliver impeccable cuisine for every major Chinese carrier now servicing Australia. In Romania, we deliver authentic Arabic cuisine with the help of our Lebanese Executive Chef.

Whether Halal, Indian, Japanese or any other cuisine, our passion for creative and logistical distinction results in the successful delivery of over 320,000 meals every day.

Inflight retail

Market research and product development

Our experience allows us to guide our customers through the initial decision of how to structure and introduce an inflight retail programme. This requires brand understanding, commercial insight and experience.

Initially positioning inflight retail as a value-add to customers requires smart communication as well as a seamless customer experience and brand-appropriate product. We have global relationships with product manufacturers and distributors, giving us the ability to secure the products consumers know and love at the most competitive rates.

In respect of bespoke product, our En Route business is a global specialist in inflight retail product - developing, designing, producing and distributing world-class treats. En Route's bespoke products often complement 'branded' product, allowing airlines to differentiate elements of their offer while providing the brands consumers know.

In addition to product, En Route offers other creative solutions to facilitate onboard engagement, including the award-winning Crew Nosh app.







Digital and I.T.

Effective digital and I.T. solutions are critical in taking customers from consideration to commitment. Partnering with leading global hardware and software partners, we provide solutions through point-of-sale to onboard Wi-Fi, sales analytics and reporting tools.

We understand every customer has different platforms, requirements and internal capabilities. With that in mind, we can offer full-service digital solutions or integrate elements of our offer with yours.

Supply, storage and distribution

As a full-service air services provider, we understand supply and logistics better than any caterer.

Combined, our catering, cargo and ground handling network spans more than 120 global airport locations, backed by distribution expertise and relationships that can move product anywhere you need it, when you need it.

You can trust us to manage all supplier negotiations, relations and distribution.

Marketing support

The journey to purchase is continually evolving, as are the channels through which we reach consumers.

Our communication and marketing team partners with airlines to drive innovative marketing ideas that work. Whether print, digital or other media, we have the background and expertise to deliver.

Engaging your crew to sell

Driving sales onboard requires an engaged crew who believe in the products they're offering. Through incentive schemes, engagement plans and channels, and sales-specific internal communication, we can turn your crew into sales stars.

Alongside crew training, engagement and incentive provision, we provide solutions which make their lives easier – including our dedicated Crew Nosh meal ordering app.





OUR INFLIGHT RETAIL SERVICES INCLUDE



Market
research



Crew training and
incentives



Supplier
management



I.T. selection and
management



Marketing
and brand



Operations
and last mile



Product
development
and selection



Reconciliation
and reporting



Warehousing and
distribution

Airport F&B

We operate food and beverage outlets and lounges in Australia, Europe, Asia, Middle East and North America. With an ambition to expand that reach, we are a trusted partner in food and beverage both in-airport and off due to our undoubted culinary capability, quality control and a safety-first ethos.

We have relationships with global restaurant and café brands, such as illy, Brioche Dorée and Burger King, and have created many of our own brands too.

WHY PARTNER WITH US?

- ▼ Experience running more than 40 outlets across the globe
- ▼ An appetite to drive product innovation in our own and franchised outlets
- ▼ Global customer service training programme
- ▼ Supply-chain stability and relationships
- ▼ Global airport and airline relationships



VIP catering

We are a leader in VIP catering, with a team dedicated to driving consistency across our owned global network of catering facilities and acting as an agent for VIP clients seeking catering anywhere in the world. We can arrange and manage VIP requirements wherever our customers require that service.

Having established a strong VIP business in the USA and expanded our relationships from there, we are now the preferred partner for many FBOs and VIP charter and jet owners around the world.

We continue to innovate in this area of our business too, with technology solutions in particular taking front-seat. Alongside a number of select customers we have developed an intuitive booking, planning and management system that will allow our customers to manage every element of their journey through our app or online tool. We hope to officially launch this in 2020.





Environmental sustainability

At dnata, we believe in the importance of a sustainable future. It is part of our corporate responsibility to do our part to help the environment which is why we are working to minimise the impact that our operations and supply chain have on the environment.

Reducing waste to landfill

We're working to reduce the waste contribution from our operations and from our customers' and suppliers' operations and products.

Developing sustainable packaging

Working with our En Route International design team, we're developing packaging solutions that not only reduce the impact of inflight catering but also support the move towards a less wasteful model of inflight service.

Reducing our carbon emissions

In collaboration with our airline partners, we're reducing weight on-board and the associated emissions by developing and implementing packaging, planning and technology solutions. Internally we're managing our emissions by adopting hybrid and propane vehicle technology, as well as solar and other technologies in our facilities.





WE HAVE THE RIGHT CERTIFICATION



ISO 9001 – applied and
certified



Halal compliant
and certified



ISO 22000 – applied
and certified



Certified HACCP
system & compliant

AWARDS

Best Service Award

(Melbourne)

Air China

2019

Best Catering Partner

(Australia)

China Southern

2018

North America Caterer of the Year

(USA)

PAX International

2019

Best Global Caterer

(Melbourne)

Beijing Capital Airlines

2017

Best European Caterer

(Prague)

Korean Air

2019

Best Corporate Caterer

(Australia)

Xiamen Airlines

2017

Best Caterer

(Sydney)

Xiamen Airlines

2018

Top Performing Caterer

(Global)

SWISS Airlines

2016

Asia Airline Caterer of the Year

(Singapore)

PAX International

2018 & 2017

Most Improved Caterer

(Melbourne)

Cathay Pacific

2015

GET IN TOUCH

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[linkedin.com/company/dnata](https://www.linkedin.com/company/dnata)



environment

Using paper from sustainably managed forests

All information in this brochure is accurate as of Apr 2020.
As a dynamic organisation, these details are subject to change.