

AIRWAY



Introduction & Company Overview

2013



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Executive Summary

Founded in 1952 by Fred Catanese, Sr., Airway continues to be family owned and managed. The family ownership, management team and involvement in day-to-day operations play a huge role in how Airway is run. It conveys to our customers and employees a true sense of ownership and partnership with family interest and concern, while working to instill a further sense of pride among our employees.

In today's highly competitive business environment, successful companies respond to changing customer needs and motivate employees to exceed customer expectations. In the Aviation industry, Airway leads the way as the Airline Service Specialist.

Our leadership team understands the true value of our service rests in the quality of their employees, which is why Airway puts such a high priority on effective training and supervision in order to succeed. Furthermore, Airway enforces quality checks to ensure our employees will have the necessary tools, training, and supervision needed to perform their job efficiently and professionally. The leadership team makes critical service related decisions to ensure timely response to customer needs in order to provide a first class service

In order to continuously motivate our employees to provide the best service possible, we seek new and innovative incentives and employee recognition programs. Our employment of full time service workers, whenever possible, helps to strengthen the employee's loyalty to Airway. This commitment to our employees will translate into an even stronger commitment to customers, employees and tenants.

Specializing in aircraft appearance, janitorial and various other airport services, Airway is well experienced and proficient in day to day terminal operations. Knowing how to operate in split second timing scenarios from operational occurrences, weather changes, and the numerous other factors puts our customer at ease and allows the passengers to have a seamless travel experience.

At Airway, we dedicate our time to the communities and airports we serve by actively involving ourselves in local Airport Management Councils, Chamber of Commerce, Kiwanis and Rotary Organizations. Additionally, we support programs of Local School Boards and BOCES or Career Development programs.

Airway Services

Airway's customers, services, and experiences are as diverse as the aviation industry itself, providing a wide range of specialized aviation services. We continue to explore innovative ways and synergies to reduce operating costs for our customers while increasing service levels. Airway continues to expand the range of services which we provide the Aviation Industry while constantly improving on the services we currently perform.

Terminal Services

- Airline Club & Lounge Janitorial
- Terminal Janitorial Services
- Mechanized Sweeping & Scrubbing Services
- Facility Exterminating Services

Passenger Services

- Sky Caps
- Wheelchair Assistant
- Unaccompanied Minors
- Baggage Handlers

Ramp & Baggage Services

- Staffing of Ramp Control Tower
- Interline Baggage Handling
- CTX Bag Induction

Aircraft Appearance Services

- Day line Turn Cleaning
- Overnight Cleaning
- Enhanced interior cleaning services
- Lavatory services

Ancillary Security Services

- Pre-Departure Security Checks
- Secure Clean Security Checks

Airway Services Continued...

Specialized Airline Construction, Maintenance & Operation Services

- Facility Maintenance & Operation
- Facility design, engineering & construction
- Design, construct & install counters, back walls and podiums
- Specialized airport terminal millwork and carpentry
- CCTV Systems
 - Card Access Systems
 - Integrated Electrical Systems
 - Air to Ground Radio Installations
 - Facility Fire Alarm Systems
- Ramp Pavement Engineering & Marking
- Ramp & Apron concrete & asphalt paving
- Passenger Loading Bridge Rehabilitation

Architectural, Design & Engineering Services

- Concept, Planning & engineering
- Interior Design
- Project Management

Communication Cabling

- Data, Voice, Networking – design & engineering
- Installation, troubleshooting, relocation
- MDF Engineering & Design
- Certified Fiber Optic installations; single or multi-mode

Ground Maintenance

- Turf & shrub maintenance
- Irrigation Systems
- Vegetation control & removal
- Parking lot maintenance

Specialized Services

- Station Support
 - Portable H2O Services
 - RON Meal Handling
- Logistics Services
- Recycling Services

The scope of services which we provide our customers go far beyond the day to day routine service. In addition to contract hospitality services, we can provide the following:

- ✓ Application for and holding state liquor licenses
- ✓ Inventory Management
- ✓ Purchasing and Logistics Support
- ✓ Facility Maintenance Services
- ✓ Customer Services

The combination of Airway's operational and financial stability, managerial expertise, customized training programs, and experience in airport operations provide our customers with the service experience and dedication which airlines and airport operators require.

Airway's Locations

BOS	Logan International Airport
BDL	Bradley International Airport
ISP	Long Island MacArthur Airport
JFK	John F. Kennedy International Airport
LGA	LaGuardia Airport
EWR	Newark Liberty International Airport
PHL	Philadelphia International Airport
BWI	Baltimore Washington International Airport
DCA	Reagan National Airport
IAD	Dulles International Airport
CLE	Hopkins International Airport
PIT	Pittsburgh International Airport

Airway 5 Step Quality Assurance Plan

As one of the leaders in Aviation Services, we recognize the needs and expectations of our airline partners. Our role in this partnership is to be a true partner in obtaining our common goal. We control quality by constantly adjusting and fine tuning our Operating Plan. By doing so, we continuously “Raise the bar”, while always seeking quality improvement. The core foundation of our Quality Assurance is based on our 5 step Plan.

- 1. Plan**
- 2. Educate and Communicate**
- 3. Implement**
- 4. Measure**
- 5. Reward**

1. Plan

- Study and evaluate specific Airline requirements and specifications
- Develop Staffing Requirements
- Establish materiel requirements

2. Educate and Communicate

- Familiarization of the aircraft
- Study of finishes unique to the facility
- Customization of our *Terminal Janitorial & Airport Service* training programs

3. Implement

- Set up specific productivity levels and time lines
- Recruit and assign service workers, team leaders and management
- Baseline adequate operating levels of tools and equipment

4. Measure

- Physical Aircraft Inspections
- Customer comments
- Quality Assurance reports

5. Reward

- Performance reviews and bonus programs
- Employee appreciation program

Effective Quality Control

Effective quality control is the backbone of Airway's operational management effort. It is also a real time gauge and contributor to Airway's growth, customer retention and success. During our screening process, hiring, orientation and initial training for new employees, we emphasize commitment to quality service.

We define quality in terms of customer satisfaction, job security and promotions. Because of this, Airway has become and remains an easy preference over many competitors in the aviation industry. During each quality assurance inspection, every aspect of service is examined, quantified and permanently recorded. Problems, if they occur, will be fully identified, documented and a detailed action plan will be established. We focus on the root cause of deficiencies or service failures to make the most effective changes necessary.

Furthermore, unannounced quality assurance inspections and review visits are performed by the Airway Manager-Quality Assurance and Airway Executive Management Team. These visits are not social in nature, but are serious inspections of service quality and an on-going real time review of Airway's performance. The Operation Manager, Team Leaders and Supervisors are briefed and rated after each visit. This inspection and assurance program will, over time, offer a quantifiable reference to the level of service provided by Airway.

We will report on quality in both verbal reports to customer representatives followed up with written reports for on-going reference. We know and believe that communication is the most effective tool in customer relations and customer service. Additional to any formal briefings or meetings established, Airway Management and Supervisors will constantly communicate with Airline staff regarding operational issues. Our Quality Assurance program, inspections, trained staff, state of the art equipment and dedicated management guarantee on-going, consistent, quality service which exceeds our customer's expectations.

Training and Development

Airway is committed to sustaining its exemplary employee performance. The development of superior leadership skills in our ranks of managers and supervisors is a high priority in our organization. Airway's leaders have earned the respect within the industry for their knowledge of operations as well as their administrative abilities. Managers and Supervisors supplement their practical experience with classroom study and participation in video training programs.

All personnel go through Airway's comprehensive orientation program as well as our extensive training curriculum. Specialized airport procedures are taught as well as customer checklists and additional airline specific training material. Employees who transfer to new facilities from other locations will be treated as untrained new hires. Orientation and training will commence immediately upon contract initiation and typically requires a period of thirty (30) days for those employees to digest and adapt to methods, procedures and policies. Those employees unable to adapt during this transitional period are transferred or terminated on a documented basis and replaced with trained employees.



Airway's Reliable Leadership Team

Airway's Leadership concept and philosophy is unique in our highly competitive airline service industry. The characteristics our management team embraces are:

- *We are a company and people that care!*
- *We treat customers like people, NOT account or job numbers*
- *We are 'hands on' in all phases of our business operations*
- *We are constantly communicating with our customer*
- *We strive to maintain long term business relationships with our customers*

So often in this day and age, companies seek to 'make the sale', or, 'get the contract' and forget the customer's needs. Airway works closely with their partners to assist them in any way possible to make sure the job get done, the right way. These partnerships result in long term relationships between Airway and our customers. Principals of Airway are actively involved in the day to day operation of the company. We maintain contact and one on one communication with customers from the one time a week office cleaning customer, to the 24 x 7 terminal or hangar operation customer.

This vision and concept work well and have always proven successful. We focus on effective communication with management and shift supervisors. This ongoing communication enables manpower to be deployed to changing gates or specific areas as conditions warrant. Direction of any organization is vital to its development and success. Airway has developed specific Job Descriptions for employees that are assigned to our operations. Our management team as well as employees are empowered to make service related decisions on the spot, so Airway provides them the knowledge to do so with the greatest outcome.

Airport terminals operate on a 24 hour a day basis, 365 days a year with late night arrivals and early morning ticket counter openings. Our window of opportunity for heavy overnight work in public areas sometimes requires close coordination and attention. To achieve a truly 'customer focused' operation, much care and planning will need be given to the performance, scheduling, and timely completion of services. We ensure a proactive approach is used in all of our airport service operations.

Affirmative Action Policy

Policy on Equal Employment Opportunities

Airway has a fundamental policy of promoting equal employment opportunity in all operations and areas of employment practice. In furtherance of this policy, the Company strives to foster a climate in which there shall be no discrimination against any employee or applicant on the grounds of race, color, religion, sex, national origin, age or handicap.

This policy extends to recruiting, training, compensation, overtime, job classifications, assignments, working conditions, promotions, transfers, employee treatment, workplaces and facilities, and all other terms, conditions and benefits of employment.

All supervisors are personally responsible for assuring that the requirements of this policy and the Company's Affirmative Action program are observed. An Affirmative Action Committee monitors these policies. All human resource actions are analyzed periodically to ensure that this policy is being followed. Reports are submitted to the Vice President and to the Affirmative Action Committee so that progress can be evaluated.

Airway is a “Green” Company

The first step to a greener environment is to understand where we are right now. Utility bills and expense records for other items will provide the most accurate information for our current spending on operating costs such as electricity, water, and office supplies. With this data, we can create a starting point and keep track of our improvements and savings.

Many of the same measures that improve our energy performance also boost productivity by enhancing the comfort of our employees and customers. For our facilities, better management of existing systems can produce immediate savings. Efficient temperature control, use of non-toxic cleaners, and improved indoor air quality can help tenants reduce losses from employee absenteeism due to illness. A comfortable environment can also help attract and retain tenants. Additionally, better management of energy use for office equipment and efficient lighting are energy-smart practices that will deliver immediate payback with little or no additional cost to our business.

Either a building owner or facility operator looking to find ways to save with existing systems or improve energy efficiency with a renovation, or a tenant trying to reduce the impact your company has on the environment, everyone wins as waste and inefficiency are reduced with a sustainable approach to business practices.

Here’s a list of only some of our practices we enforce at our service locations:

- Efficient lighting
- HVAC Systems
- Reduce, Reuse, Recycle
- Safe cleaning supplies
- Manage office equipment energy usage
- Use of “Energy Star” office products
- Communicate energy awareness
- Effective means of commuting to work



Why Airway is the Best Solution to your Staffing Needs

- Reliable & Trusted Services
- Customer Focused
- Maximizes value while building and maintaining partnerships
- Responsive, Adaptable and Flexible to our Customer's needs.
- Over 60 years of specialized airport service experience
- Updated Technological Advancements
- Diversified Aviation Service Mix to Leverage Overhead and Lower your Expenses
- Energy Efficient
- Excellent track record of reliable and effective services in the aviation industry

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