

# Company Introduction

2025



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**A**ero Star Aviation Services is a pioneering ground handling provider in Egypt, dedicated to delivering unparalleled services to airlines and private jets. By embracing innovation and prioritizing customer satisfaction, we offer efficient, reliable, and personalized solutions. As a responsible corporate citizen, we are committed to sustainability and environmental stewardship. Our team of skilled professionals is empowered to deliver excellence, ensuring a seamless airport experience for all.

## Our Vision

To be a pioneering global aviation ground handling provider, delivering exceptional, personalized services through innovation, operational excellence, and strategic partnerships.

## Our Mission

Aero Star Aviation Services is committed to providing exceptional ground handling services to airlines and private jets in Egypt. By leveraging cutting-edge technology and a customer-centric approach, we strive to deliver personalized, efficient, and reliable solutions. Our focus on safety, quality, and sustainability ensures a seamless airport experience for all. We empower our employees to deliver excellence and foster a culture of innovation, teamwork, and continuous improvement.



## Our Values

Aero Star Aviation Services is guided by the following core values, which actively shape our work and approach

### Innovation

We are committed to embracing technological advancements and innovative solutions to enhance our services and streamline operations.

### Customer-Centricity

We are dedicated to understanding and exceeding our clients' expectations, providing tailored solutions and exceptional service.

### Sustainability

We are committed to minimizing our environmental impact and promoting sustainable practices throughout our operations.

## What we Offer

At Aero Star, we offer a comprehensive range of ground handling services designed to streamline your operations and enhance the passenger experience. From exclusive private jet VIP services to comprehensive above-wing services, including passenger handling, lounge provisions, and complete supervision, we cater to the diverse needs of airlines and their passengers. We also specialize in providing specialized assistance to passengers requiring special care, ensuring a seamless and comfortable journey for all.

**We Handle it All, You can Fly...**

### 1. Passenger Services

**Aero Star Aviation Services** provide comprehensive support for a seamless and enjoyable passenger journey.



#### Check-In

At every Egyptian airport, our dedicated Aero Star team is your first point of contact, ensuring a smooth journey from check-in to Arrival. Representing a wide range of airlines, our agents are committed to providing personalized service tailored to your specific needs. With extensive training, we're equipped to handle any travel situation and make your Passengers experience as enjoyable as possible from Check-in to boarding.

More Than Just a Lounge: Provide your customers with haven of peace and productivity at the airport. Our partner lounges offer comfortable seating, complimentary refreshments, reliable Wi-Fi, and dedicated workspaces – everything they need for a relaxing pre-flight experience.

## Lounge Access



## Passenger Mobility

Aerostar offers special services for passengers with reduced mobility (PRM). The PRM service is offered to travelers whose mobility is restricted due to a physical or mental disability or related limitations. Specially trained staff accompany passengers before departure or after arrival on their way through the airport and from/to the aircraft. The services include the use of wheelchairs, electric carts and special vehicles to help a passenger in a wheelchair to the aircraft door.





## Mishandled Baggage



At Aero Star, we understand the frustration of mishandled baggage. As soon as a passenger reports a lost or misplaced bag, we take immediate action, initiating a comprehensive search process. Our team utilizes the World Tracer system to trace passenger baggage's journey globally and works closely with Egyptian

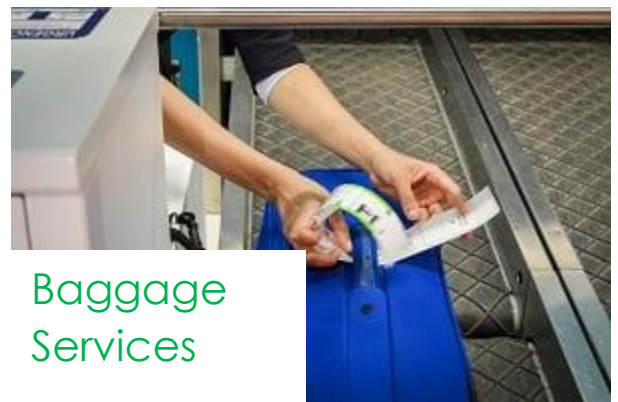
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customs officials to leverage their local expertise. We conduct thorough searches of all possible areas, including baggage claim, storage, and customs, keeping passengers informed with regular updates throughout the process. Our dedicated customer service team is available 24/7 to answer passenger questions and provide support until passenger baggage is returned.

## 2. Ramp Handling

Aero Star ensures safe and efficient aircraft handling with meticulous care.

Aerostar Priority. Experience seamless baggage handling from check-in to carousel to Aircraft to passenger final destination. Our dedicated team ensures the safe and secure handling of your belongings, utilizing state-of-the-art tracking technology for efficient baggage services throughout your passenger's journey. Travel with peace of mind knowing your passenger's luggage is in capable hands.



## Baggage Services

## Load Control



As part of our service portfolio, we offer load control services to our customers. Dedicated units with highly qualified specialists create load sheets for various airlines. The load control teams calculate weight and balance and the trim for each aircraft supporting flight crews to safely and efficiently operate their flight.

Precision in Every Movement: Our TRC's teams ensure the safe and efficient loading and unloading of aircraft, handling your baggage with meticulous care. We supervise the handling of equipment and technology to assure streamline operations and minimize turnaround times, ensuring on-time departures and arrivals.



## Loading & Unloading

## Moving of Aircraft



Safety and Efficiency supervised: Our TRC's ramp supervisors oversee every aircraft handling process, ensuring strict adherence to safety protocols and operational efficiency. From guiding aircraft to their parking positions to coordinating ground support equipment, our supervisors meticulously manage ramp activities for seamless Safe, Secure & Quality of operations.

## Cabin Grooming



Our professional cleaning teams take care of our customers' aircraft and prepare them for the next flight. This includes the thorough cleaning of the cabin, the disposal of waste and the fitting of seats with new blankets and cushions. Depending on the aircraft type and ground time, we offer our customers services tailored to their needs.

## Toilet & Water Services

Our comprehensive aircraft service includes the thorough cleaning and replenishing of toilet and water systems. With our attention to detail and commitment to hygiene, we ensure a comfortable and pleasant journey for every passenger.



### 3. Aviation Security

Aero Star prioritizes the safety and security of all flights through we maintain a secure travel environment through vigilant aircraft security.

#### Aircraft Security Services

Your peace of mind is our priority. Aero Star strict security services ensure the safety and integrity of every flight. Securing Aircraft Access & restricted area from pre-flight checks to vigilant monitoring, we leave nothing to chance.



#### Baggage, Cargo & Catering Escort

Secure Transitions, Every Step of the Way. From baggage to cargo to catering, our dedicated Security agents escort services ensure the safe and timely transfer of all essential items. Our experienced professionals meticulously handle every detail.

## 4. Catering Provision

Aero Star partner with approved suppliers to offer a diverse range of delicious in-flight meals that meet the highest quality, hygiene, and safety standards.

Aero Star collaborates with a network of approved catering suppliers to offer a variety of in-flight Aero Star partners with approved catering suppliers to deliver a diverse range of delicious in-flight meals that meet stringent ISO, health, secure and hygiene standards. We offer:



Special meals: Vegetarian, vegan, gluten-free, and other dietary accommodations.

Cultural cuisines: Catering to diverse tastes and preferences.

Fresh and seasonal ingredients: Prioritizing quality and flavor.

Customized menus: Tailored to your specific requirements.

## 5. Aero Star Edge

Aero Star provides premium airport assistance services, ensuring a smooth and stress-free journey from arrival to departure.

### Premium Airport Assistance

Our Premium Airport Assistance service ensures a smooth and stress-free journey from the moment you arrive at the airport until you reach final destination. Our friendly and professional agents will greet you upon arrival, assist with luggage, guide you through check-in and security procedures, and ensure a seamless transition throughout

your travels, Aero Star's experienced team provides expert guidance and support, ensuring a smooth and hassle-free visa process.



### Hotel Accommodation

Aerostar handle the logistics of finding the perfect accommodation. Our team carefully selects hotels based on their proximity to the airport, amenities, and commitment to excellent service, ensuring a seamless and stress-free experience for your crew and passengers.

## Transportation



Aero Star understands that travel doesn't always go as smoothly as planned. That's why we offer reliable transportation solutions even during unexpected flight disruptions. Whether it's rebooking flights, arranging hotel accommodations, or providing ground transportation to alternative airports, we're committed to getting your crew and passengers to their final destinations safely and comfortably.

## Crew Administration

Behind every successful flight is a well-supported crew. Aero Star provides comprehensive administrative solutions tailored to the unique needs of aviation professionals, ensuring smooth operations and satisfied crew members.

## Flight Permits

Aero Star expert team handles all flight permit requirements, Overfly, Landing Permits, ensuring your aircraft is cleared for takeoff without any delays. We streamline the application process, navigating complex regulations with precision, so you can focus on the skies ahead.

## Navigation Services

Aerostar provides accurate and up-to-date navigational documents, including METARs, TAFs, FPLs, and fuel releases, ensuring your flights are planned with the utmost precision and safety in mind. Our expert team diligently monitors weather conditions, airspace restrictions, and fuel requirements, providing you with the critical information needed for smooth and successful operations.

## 6. Aero Star Jets

Aero Star Aviation takes pride in offering an elite level of service for VIP passengers, crews, and private jets. We understand the unique needs of discerning travelers and strive to provide a seamless and luxurious experience from arrival to departure. Our dedicated team of professionals is committed to delivering personalized service with meticulous attention to detail, ensuring every aspect of your journey is handled with the utmost care and discretion. Whether you require expedited customs and immigration processing, private lounge access, dedicated ground transportation, or specialized aircraft handling, Aero Star Aviation's Elite Jets Service ensures a truly premium experience at 12 airports across Egypt.

Aero Star Aviation's Elite Jets Service provides a comprehensive range of luxury ground handling services with the utmost discretion. Our dedicated team of professionals understands the unique needs of VIP passengers, crews, and private jet owners. We offer personalized service, meticulous attention to detail, and a deep understanding of the world of business aviation.







## Passenger & Crew Services

At Aero Star Aviation, we offer to Elite Jets:

- Executive Terminals Access
- Customs & Immigration Assistance
- Passenger & Crew Assistance
- VIP Lounges
- Crew Lounges
- 24/7 Personalized Service Delivery
- Limousine & Car Rental
- Hotel & Restaurant Reservations



## Operations & Aircraft Services



- 24/7 Availability
- Fast Turnaround Times
- Traffic Rights & Landing Permits
- Flight Planning & Weather – NOTAMs
- Airport & Runway Slots
- Catering Arrangements
- Fuelling Arrangements
- GSE Availability for All Aircraft Types
- Aircraft Charter Reservations

## 7. Cargo Warehouse Handling

Aero Star provides comprehensive cargo management solutions, handling all types of freight with precision and care.



Aero Star manages the freight flows for airlines, Shippers & Consignees at all available warehouses at Egypt. Our service includes cargo acceptance and documentation, build up and breakdown of pallets, ULD handling, Aero Star provides expert handling for your special shipments, combining industry knowledge with a commitment to innovation. We offer specialized solutions for temperature-sensitive goods, dangerous goods, and oversized cargo, ensuring secure and efficient handling tailored to your unique requirements.

## 8. Fuelling Support

Aero Star provide efficient and reliable aircraft refueling services, ensuring quick turnaround times and minimizing delays.



We understand that time is of the essence. Our expert TRC's teams provide seamless aircraft refueling services right at the ramp, ensuring a quick turnaround and minimizing any delays. We adhere to the highest safety standards, utilizing

state-of-the-art equipment and meticulously trained personnel to handle every refueling operation with precision, in cooperation with our partners.



## Our Clients





## Aero Star Aviation Services: Committed to Excellence

Aero Star Aviation Services is proud to be ISO 9001, ISO 45001, ISO 14001, and ISO 10001 certified as of January 6, 2025. We are also an IATA GHP member and have submitted to the ISAGO Audit, demonstrating our commitment to excellence in quality, safety, environment, and customer satisfaction.

**Quality Management:** Our ISO 9001 certification ensures a robust quality management system that meets international standards and customer needs. We are committed to providing consistent, high-quality services.

**Occupational Health and Safety:** With ISO 45001 certification, we prioritize a safe and healthy workplace for all. This ensures a comprehensive system for managing risks and promoting the well-being of our employees, clients, and partners.

**Environmental Management:** Our ISO 14001 certification reflects our dedication to minimizing environmental impact. We actively identify and control environmental risks while setting and achieving ambitious objectives.

**Customer Satisfaction:** Achieving ISO 10001 certification underscores our customer-centric approach. We strive to provide exceptional service and build strong customer relationships by exceeding expectations.

Find us on the IAF website: <https://www.iafcertsearch.org/>

We are also excited to announce that we are currently working towards achieving ISAGO Audit certification in the first half annual of 2025.

We are also proud to announce that we have joined IATA GHP as of January 1, 2025.

We believe that these certifications are a testament to our commitment to excellence. We are committed to continuing to improve our services and to exceeding the expectations of our customers.



## Our Certificates



## We are Part of Seasoned NSAS Group

NSAS GROUP was founded in 1989 by the Bahgat Family, With the Head Office in Cairo.

- **New Star Aviation Services** - Number 1 Ground Service Provider in Egypt.
- **NSAS AVIA Solutions** - Specializing in Airline GSA Representation.
- **NSAS Travel** – NDC-X/B2B System
- **NSAS Tourism** - located in Dubai, our Regional office caters to our clients' needs in the UAE & the GCC.
- **Sky Gate Travel** – located in Abu Dhabi



## Our Group Partners:



## Our Team

### Seif Bahgat

#### Chairman & Founder, NSAS Group



As the Chairman and Founder of the group, Seif Bahgat brings a wealth of management experience to the forefront, positioning the group to ascend as leader in Egypt. He is the founder of NSAS Avia and the mind behind the launch of our B2B system; NDC-X. With over 15 years in the aviation and tourism industry, he has embraced diverse roles, showcasing his skills in leading teams, strategizing and managing successful operations. His journey has refined his leadership qualities and problem-solving capabilities. Furthermore, he is part of the commit of the Egyptian Senate.

### Karim Samy

#### CEO, Aero Star Aviation Services

Karim Samy is a Veteran Aviation Leader with over 38 years of experience. He has held pivotal leadership positions at Egyptair Inflight Services, serving as both CEO and Vice President of Operations. His extensive experience also includes strategic roles at Egyptair Airlines, where he spearheaded research and development initiatives and oversaw airport services in key international locations such as London, Jeddah, Nairobi, Madinah, and Darussalam.



Recognized for his industry expertise, Karim has been appointed as Egyptair's Nominee to the Star Alliance Product and Services Board (PSB). He has also served as Chairman of the AACO Ground Handling Steering Board (GHSB), demonstrating his leadership and influence within the aviation community.

As the CEO of Aero Star Aviation Services, Karim leverages his deep industry knowledge and strategic vision to drive the company's growth and success.



## **Mohamed Roshdy**

### **General Manager, Aero Star Aviation Services**



Mohamed Roshdy is a seasoned aviation professional with over 30 years of experience in the ground handling industry. With a deep understanding of the sector, he has successfully navigated complex operational challenges and led contract negotiations and management. His tenure as an instructor for IATA/AACO and his active participation in industry associations, including IATA GOG, AGSA, and AACO Chairman Ground Handling Steering Board, underscore his commitment to knowledge sharing and industry advancement.

A highly communicative and relationship-oriented leader, Mohamed is dedicated to enhancing service delivery for customers. His expertise and strategic insights have been instrumental in driving the success of Aero Star Aviation Services.

## **Ayman El Aydy**

### **Director Aviation Security, Aero Star Aviation Services**



Ayman El Aydy is a highly experienced aviation security professional with over three decades of dedicated service. He has held key leadership positions at prominent airlines, including FlyEgypt Airlines and EgyptAir. His expertise in aviation security, audits, and training is recognized internationally. He has served as an instructor for AACO AVSEC and has been involved in various international security organizations and standards. Ayman's strong leadership and commitment to excellence have made him a respected figure in the aviation industry.



## **Karim Tallab**

### **Manager of Quality & Safety, Aero Star Aviation Services**

Karim Tallab is a distinguished aviation professional with over 19 years of experience in various operational and managerial roles. He has held key positions in quality control, safety management, and executive leadership. His expertise in aviation information technology, compliance, and quality assurance has contributed to the success of multiple aviation organizations.

