



UN Global Compact
Towards Corporate Social Responsibility



Commitment to corporate social responsibility

February 24th 2010

H.E. Ban Ki-moon

Secretary- General

United Nations

New York, NY

10017 USA

Dear Mr. Secretary-General.

I am pleased to confirm that Aero Services Egypt – Member of ASE Group supports the ten principles of the Global Compact with respect to human rights, labor, environment and anti- corruption.

With this communication, we express our intent to advance those principles within our sphere of influence. We are committed to making the Global Compact and its principles part of the strategy, Culture and day-to-day operations of our company, and to engaging in collaborative projects which advance the broader development goals of the United Nations, particularly the Millennium Development Goals.

Aero Services Egypt – Member of ASE Group will make a clear statement of this commitment to our stakeholders and the general public.

We recognize that a key requirement for participation in the Global Compact is the annual submission of a Communication on Progress (COP) that describes our company's efforts to implement the ten principles. We support public accountability and transparency, and therefore commit to report on progress within one year of joining Global Compact, and annually thereafter according to the Global Compact COP policy.

Sincerely yours,

ASE Group

Mohammed Hanno

Executive Chairman



Background ASE – Group

ASE Group “Egypt, Morocco & UAE” is an official designated Airline Ground Services provider; it has been actively involved in the airline industry by offering Airline Representation, Passenger Handling, Flight Support Services and Ramp Handling Supervision. The Group complies with the latest international standards for Safety Management, Security, and Quality Systems.

ASE Group Based in Egypt Since 1989, with sister companies in Morocco and the United Arab Emirates, the most recent sister company is a General Sales Agent ASE- World of travel

ASE Group’s vision is to become the branded partner of choice in the region by consistently providing a level of services that meets each and every client. No matter how big or small every client deserves the best and that all their Services fulfill the customer’s needs and satisfaction.

ASE Group works according to each country’s local regulations.

In 1989 Mohamed Hanno the Executive Chairman and the CEO of ASE Group established Aero Services Egypt – Member of ASE Group for implementing the high international aviation quality standards, to be able to fulfill the clients’ requirements. The company is covering all Egyptian airports with its head office in Cairo.

We are active members in the ISAGO “IATA Safety Audit Ground Operations”, who helped in developing the standards and protocols of ISAGO.

ASE is a member of the IATA Ground Handling Council since 1991 (IGHC), European Business Aviation Association (EBAA), National Business Aviation Association (NBAA) and the International Aviation Handlers Association (IAHA).

Aero Service Egypt – Member of ASE Group is a Registered Company in the registry of IATA Safety Audit for Ground Operations (ISAGO) for Headquarter, Cairo, Hurghada, Sharm El Sheikh and Luxor.

ASE is certified by TÜV Rheinland for ISO 9001: 2008 for Quality Management System, ISO 14001:2004 for Environmental System, OHSAS 18001:2007 for Occupational Health & Safety, IATA – AHM 804 System for the performance measurements of service delivery standards at Cairo, Hurghada, Sharm el sheikh and Luxor airport.

Aero Services Egypt – Member of ASE Group Services:

- Representing you before the Egyptian Civil Aviation Authority and all other related authorities.
- Obtaining your traffic rights and airport slots.
- Providing passenger handling by a friendly IATA – trained team.
- Providing ramp supervision.
- Handling cooperates, executive and VIP aircrafts.
- Arranging catering, fuelling and crew accommodation.
- Accommodating all your special needs and requirements.



In 1998, ASE extended its services and established ASE – Airline Supervisors Experts as an official designated Airline Representative and Ground Handling Supervision company covering all Moroccan International Airports with its head office in Agadir.

ASE – Morocco is a Member of the IATA Ground Handling Council since 1998 (IGHC), European Business Aviation Association (EBAA) and the National Business Aviation Association (NBAA).

ISAGO registered for: headquarters, Agadir, and Marrakesh stations.

ASE – Airline Supervisors Experts Services:

- Representation before Moroccan Civil Aviation Authority and all other related authorities
- Obtaining your Traffic rights, overflying permits and airport Slots
- Providing full supervision by a qualified IATA trained team
- Handling Corporate, Executive and VIP aircrafts
- Arranging for Catering, fuelling and Crew accommodation
- Accommodating all your special needs and requirements
- GSA Services
- Negotiating with third parties such as caterers, fuel suppliers and hotels
- Courtesy van transportation

In 2008, ASE extended its services and established ASE – Associated Service Experts as an official designated Airline Ground Handling agent providing flight support services at all the United Arab Emirates Airports as well as global Flight Support Services within Europe, the MENA region, Africa and the Far East with its Head quarters in Dubai Airport's Free Zone.

ASE – UAE is a Member of the IATA Ground Handling Council (IGHC), European Business Aviation Association (EBAA), National Business Aviation Association (NBAA) and Middle East Business Aviation Association (MEBAA)

ASE – Associated Service Experts Services:

- Flight Support Services within Europe, the MENA region, Africa and the Far East
- Representing you before UAE CAA and all local Authorities
- Obtain your traffic rights & airport slots
- Global computer optimized flight planning
- ATC flight plan monitoring & filing
- Station management
- Ground handling arrangements
- Full handling supervision
- VIP services for general aviation
- Fuel, Catering & hotel arrangements
- Crew administration & transportation
- Third party payments on your behalf
- Cargo
- GSA – General Sales Agent
- Aviation Consultancy



In 2009, ASE extended its services and established ASE – World of Travel to be the official designated GSA – Airlines General Sales Agent for the mother company ASE Group airline customers, in addition to covering all markets in the area of Tourism activities with its own Ticket Sales office at Cairo Airport.

In February 2010 ASE – WOT was appointed as the designated GSA for Aegean Airlines in Egypt.

ASE – World of Travel services:

- Meet & Assist services.
- Sightseeing tours all over Egypt.
- Being a GSA – General Sales Agent for several reputable airlines.
- Reservation at hotels, resorts and Nile cruises in Egypt and worldwide.
- Professional Arrangements and full preparations for the success of incentive moves, conferences, seminars, conventions, annual meetings, exhibitions and product launching events.
- Special honeymoon packages.
- Safari & diving adventures.

ASE Group is a firm believer of teamwork. They do not work for a client they work with a client.

Vision

To sustain being your branded choice by providing the highest competitive quality of aviation services in Africa and the Middle East.

Mission

- Safety, Security & Quality.
- Service Oriented.
- Maximizing New Qualitative Business Opportunities.
- A determined accountable team.

Objectives

- Standardization.
- Customer Satisfaction.
- Maintain developed staff.
- Increasing Market Share.
- Environmental & Social Awareness.

This communication to explain how ASE – Group support and respect the implementation of



The 10 principles of United Nations Global Compact Indicative.

Human Rights:

Principle 1

Business should support and respect the protection of international human rights within their sphere of influence.

Principle 2

Business should make sure they are not complicit in human rights abuses.

Human rights issues are fully considered and fully respected at ASE – Group. All the employees of the ASE – Group are well treated, fairly appraised on annual basis, and compensated financially and morally based on their achievements and work. Therefore they are motivated and more productive.

All safety measures are applied at the work places- headquarters and stations – and health issues are also taken into consideration. All employees covered extra medical insurance.

In ASE – Group, abuses in human rights are not conducted, and no form of any complicity is done. No form of force is conducted with employees at all.

Relocations of employees between the different branches of the group geographically are sometimes done whenever the employees are needed there due to their experience.

In those cases, the employees are fairly rewarded by having a convenient home to live in and are also financially awarded.

Moreover, the company does not undertake any employment discrimination when it comes to hiring employees, an internal hiring process and announcement for available vacancies to insure employees' fairness, providing training and evaluate to hire capable qualified employees.



Labor Standards:

Principle 3

Business should uphold the freedom of association and the effective recognition of the right to collective bargaining.

Principle 4 Businesses should eliminate all forms of forced and compulsory labor.

Principle 5 Businesses should uphold the effective abolition of child labor.

Principle 6 Businesses should eliminate discrimination in respect of employment and occupation.

There is no formal association for ASE – Group, but all employees freely discuss with their managers and supervisors during the internal meetings which are reviewed weekly by the units management and nominated management representative,

Also employees communicated through ASE – Group newsletter and suggestion email address.

ASE – Group will not or hire or keep employee by force, no child at all and minimum age for hiring is 18 years old.

All employees, even part-timers, have contracts and are insured – medically and socially, hiring & firing policy of Aero Services Egypt – Member of ASE Group is based on the Egyptian labor laws. Equal opportunities are given to everyone when hiring for a new position or vacant one. The only thing that counts is the qualifications and the competencies that are required by and for the job itself.

Even internally when a job becomes vacant, an internal announcement is made first trying to recruit from within, which motivates people.

Equal opportunities are also given for training.

A system for hiring people, evaluating them, training them, and rewarding them for their achievements. The system applies to everyone ensuring that there are no discriminations at all. Promotions and good work are announced to show the employees how others advance and also to motivate them.



Environment Standards:

Principle 7 Businesses should support a precautionary approach to environment challenges.

Principle 8

Businesses should undertake initiatives to promote greater environmental responsibility.

Principle 9

Businesses should encourage the development and diffusion of environmentally friendly technologies.

ASE – Group environment policy is adhered to by all employees, Aero Services Egypt – Member of ASE Group is certified in ISO 14001-2004.

ASE – Group adhering for this policy exceeded the internal implementation to ensure environmentally friendly for working place at airport tarmac as all ASE – Group are responsible to report immediately to the airport authorities any fuel leakage or any other substances as well as reporting to ASE – Group safety and health manager for action.

ASE – Group employees are responsible to collect the foreign objects debris at tarmac to keep work aircraft working area always safe and healthy for humans.

Aero Services Egypt – Member of ASE Group headquarters will move by 2011 to new building, designed to be environmentally friendly in using and saving energy and water.

Anti- corruption:

Principle 10

Business should work against all forms of corruption including extortion and bribery.

ASE – Group Code of Conduct and Ethics implemented is a commitment adhered to all ASE – Group employees.



CSR Development Programs

ASE – Group promises that all employees shall be involved in all processes for real implementation and adherence.

CSR workshops are being conducted in all units / stations and headquarters to explain the ten principles and involve all in implementation.

ASE – Group CSR action plan will follow.