

Ramp Services

Cargo Services

Security

Terminal Services

Special Services





GLOBE ADVANTAGES AT A GLANCE

- ▶ *A single source for your staffing needs*
- ▶ *Reduced human resource costs*
- ▶ *Flexibility to address market conditions*
- ▶ *Higher return on your people investment*
- ▶ *Proven track record of performance*
- ▶ *Real integrity in behavior, business practices*
- ▶ *Service-driven at every level*
- ▶ *Commitment to our clients' best interests*
- ▶ *Ongoing monitoring of resources*
- ▶ *Leadership with deep industry experience*
- ▶ *Cost-containing safety programs*
- ▶ *High retention of experienced personnel*
- ▶ *Stellar reputation in aviation industry*
- ▶ *A century of security expertise*
- ▶ *Backed by a \$7 billion parent company*

Proven Staffing Solutions That Make A Measurable Difference.

GLOBE SERVICES – A NEW REALM OF PERFORMANCE

Dramatic changes have transformed our world, our workplace, and the way we work. Old ways of conducting business are quickly being replaced by new processes and procedures that serve to support a myriad of business objectives.

And through this period of change and uncertainty, one thing remains constant: Our people are dedicated to making your business better. We've implemented significant enhancements to our screening, qualification and training of each employee to ensure we provide the highest quality staffing solutions in the transportation industry.

For over a century, customers have known us for our security staffing solutions. Today, Globe supports our aviation customers with staffing and management solutions in all areas of aviation operations including cargo, terminal and ground-support functions to provide a convenient, one-stop integrated resource for all their staffing needs. We also bring this same level of service to the cruise, bus and passenger rail industries. In short – the new Globe Services represents your single best choice for quality staffing solutions that enhance operations across all transportation sectors.



INTEGRITY ABOVE ALL

As a provider of staffing solutions to critical areas of your operation, we know our success depends on our people – and how they earn your trust. To ensure we deliver on our commitment, every manager and employee commits to a strict code of conduct that guides their daily activities. These century-old principles ensure that our behavior and our business practices remain above reproach well into the next century.



Left: Dan Norman, Vice President Operations

Right: John Graham, Vice President of Account Management

With Our Exceptional People, You Can Expect Exceptional Results.

INTELLIGENT STAFFING – A SIMPLER APPROACH

Globe Services is committed to making your job easier. We listen, we present knowledgeable solutions, and we respond to your needs with urgency. Benefit from a single, accountable point of contact for all your staffing needs. You can be confident in the caliber of people working on your behalf. The service-driven professionals we supply know their jobs, perform to the best of their abilities and act with integrity. Our people are attentive and helpful, working as extensions of your own team, as you need them. That means more flexibility with less risk – and lower expense to your organization.



EXCELLENCE IS INGRAINED FROM DAY ONE

Given the nature of their responsibilities, Globe employees are carefully screened and trained. Job candidates must pass extensive background checks that span 10-20 years and cover local, state and federal criminal history. Drug testing is also mandatory. Those who make the cut undergo extensive classroom and on-the-job training so they can begin contributing immediately. These classes emphasize customer service skills that create a positive passenger experience. We also conduct specialized training to promote knowledge and sensitivity in dealing with special-needs passengers. Plus, our people participate in ongoing training to keep service quality high.



"I have been in the airline business for 16 years. I have had the opportunity to work with several aviation companies. Globe is truly the exception. The message is very clear from the top down: Act with honesty and integrity, and always do what is right by the customer."

--Wendy Lauber,

Northwest Airlines



A True Partnership



Motivated To Perform

"American Airlines and Globe Aviation Services Corporation at LAX have gone far beyond the typical airline/contract relationship. By working together closely, we have formed a strong partnership that enables us to provide seamless customer service. The Globe employees here at LAX are part of our winning team. Whether they are skycaps, baggage service, security or wheelchair assistance, they are in a key role with our customers. I am happy to have them as part of our LAX family."

*-- George Hazy, Vice President
American Airlines*

Higher Satisfaction = Lower Turnover.

KEEPING EXPERIENCE ON THE JOB

Bottom line: A motivated employee is a better employee. When you treat your people right, they stay with you – and that's good for business. Globe Services has remarkably low turnover in both management and front-line employees. Our success in preserving experience can be attributed to equitable pay, valued employee benefits and abundant recognition for demonstrating excellence. Lower turnover equals higher productivity and better customer service.



Perimeter Security

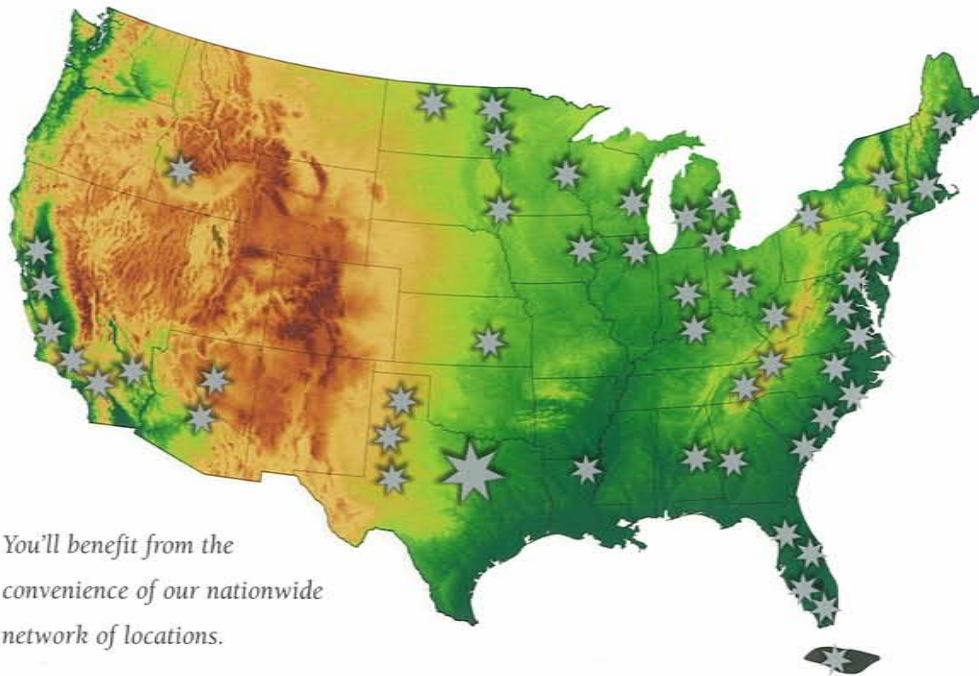
SAFETY IS PARAMOUNT

Unlike most other staffing companies, Globe Services has a dedicated safety department. Our highly regarded safety programs help control costs, and keep employees and equipment on the job. For example, Globe's ramp safety program, operated in conjunction with our airline partners, avoids expensive damage to airplanes. Thorough training on safe lifting and avoiding infectious diseases helps minimize employee downtime – and reduces workers' compensation costs.

Let Our Experience Enhance Your Business.

AIR, LAND AND SEA EXPERTISE

Over the years, Globe has earned a stellar reputation as a preferred provider of aviation security services to airports, airlines and government entities. While security and aviation are our foundation, we have extended our capabilities and reach to serve other progressive organizations within the travel industry. Skills honed in many facets of aviation operations have been expanded, providing expert support for cruise, bus and passenger rail lines. All Globe clients benefit from our deep and wide industry experience – underpinned by a strong security focus.



You'll benefit from the convenience of our nationwide network of locations.



STAYING AHEAD OF YOUR NEEDS

Globe Services is committed to anticipating your organization's needs as it expands or adjusts to fluid market conditions. We accomplish this through our own growth, and by investing in both people and services that add value to our client partners. As a national provider, we can support you wherever business takes you – and turn on a dime to meet your requirements. Our people work with you locally through on-site branch offices, with oversight provided by regional human resource offices. This assures consistent quality across all locations and functions.

Whether your operations are by air,
land or sea, Globe Services is the
smart choice. Security-driven and
customer-focused, our people perform.



We're With You All The Way.



*"As we've re-evaluated the delivery of
services and pursued opportunities to
operate more efficiently, Globe has
enabled us to do more and boost
satisfaction without spending more."*

- Suzanne Kaiser

South Carolina Port Authority

A Total Systems Approach To Address Your Needs.

SAVE MONEY, TIME AND HEADACHES

Discover the many advantages of working with a total systems provider. With Globe Services on your side, you don't have to spend endless hours coordinating with multiple staffing vendors. Fill a wide spectrum of staffing needs with a single, reliable source. Simplify paperwork. Streamline processes. Improve accountability. By bringing in highly qualified Globe employees, you can capitalize on new revenue-generating opportunities and enhance your customer service.

ADD EFFICIENCY – NOT OVERHEAD

With Globe Services as your staffing provider, improve productivity while optimizing internal resources. And, be confident that all of our employees demonstrate a high level of care and perform consistently. We're here to help on the ground with ramp and cargo services; around the parking lot and perimeter; and all throughout the terminal. From passenger check-in to package delivery... from unloading baggage to escorting unaccompanied minors, Globe's services and people reflect positively on your organization.

Partial List of Services

RAMP SERVICES

- ▶ Cabin Cleaning
- ▶ Aircraft De-icing
- ▶ Baggage Loading/Unloading
- ▶ Dispatch / Operations
- ▶ Weight & Balance

CARGO SERVICES

- ▶ Cargo Sales Agents
- ▶ Cargo Service Agents
- ▶ Cargo Screening
- ▶ Warehouse

SECURITY

- ▶ Aircraft Security
- ▶ Hangar/Depot Protection
- ▶ Perimeter Guards
- ▶ Pre-Departure Screening

TERMINAL SERVICES

- ▶ Baggage Service Agents
- ▶ Electric Cart
- ▶ Skycap
- ▶ Wheelchair Assistance

SPECIAL SERVICES

- ▶ Fingerprint Processing
- ▶ In-Flight Sales
Receipt Processing
- ▶ Lost and Found
- ▶ Bag Runners

and many more...

