



# Welcome to Menzies



People. Passion. Pride. Since 1833.

# Welcome from our Executive Chairman & Group CEO

We are delighted to welcome the talented and highly skilled employees from G2 Secure Staff to our global team. Together, as Menzies Aviation, we will play a leading role in shaping the future of aviation

The purpose of this Welcome Book is to help you get to know Menzies Aviation – who we are, what we do and, importantly, our culture. G2 and Menzies share many of the same values and we look forward to combining our businesses and becoming one team.

G2 has built one of the strongest reputations in the U.S market while also achieving impressive growth. Over the past 15 years you have tripled the number of airports to nearly 90 and achieved preferred provider status among all major U.S. airlines. You have expanded your ground handling business significantly and provide excellent cabin cleaning and wheelchair assistance. This was all made possible by everyone at G2 – your great management and your fantastic teams on the ground.

Menzies has also experienced accelerated growth in recent years to become the world leader in our industry. We are No.1 by airports, countries and aircraft turns and we are proud to say we are now No.1 in the United States with a network of over 110 airports providing ground, fuel and air cargo services.

At Menzies, our ambition is to be the undisputed No.1 aviation services provider in the world. Every one of our 65,000 strong team across the globe have an important role to play in making this happen.

We will focus on providing a consistent and safe service to our customers, alongside innovation and ambition in technology and sustainability.

Being part of this exciting growth journey opens the doors to more career development and advancement opportunities in a larger, stronger and truly global business.

We look forward to working together and building on our success.



Hassan El-Houry  
**Executive  
Chairman**



Philipp Joeinig  
**Group CEO**



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# Joining forces

Menzies Aviation is the leading service partner to the world's airports and airlines, with operations on six continents, at more than 350 airports in 65-plus countries, serving more than 4.8 million flights a year and handling over 2.4 million tonnes of cargo.

Supported by a team of over 65,000 highly trained people, we provide complex and time-critical ground services, including passenger, lounge and ramp services; air cargo services, including handling, warehousing and wholesale freight forwarding; and fuel services, including fuel farm management and into-plane fuelling.

We are recognised for delivering the safest, most secure and sustainable services tailored to our customers' needs and we are essential for keeping passengers, aircraft and cargo moving, round the clock, every minute of every day.

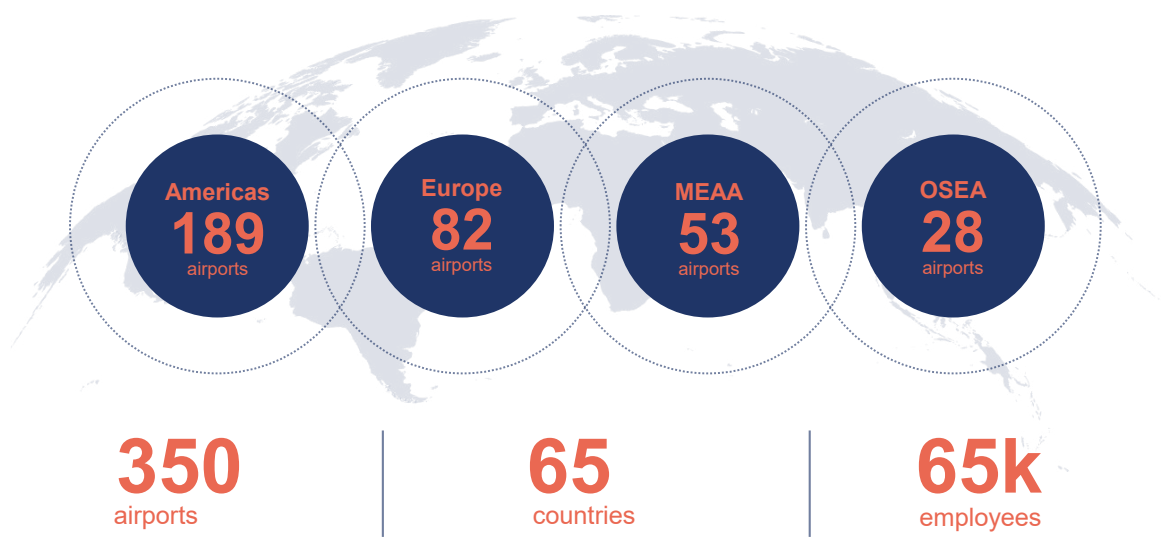
Menzies is headquartered in London, and since our founding in 1833, we have become the largest aviation services group in the world by number of countries, airports and aircraft turns.

We are committed to creating a great place to work, with a culture where people want to stay and do their best, where differences are respected and valued, and people thrive. Being part of this journey opens the doors to more opportunities for development and advancement in a larger, stronger and global business.

Our aim is to operate as one unified business as quickly as possible. The integration process will bring together the best of both worlds as we have so many things in common, and much to learn from each other.

If you have any questions about the integration process, please contact your local HR manager in the first instance.

Welcome to Menzies!





# Next steps

## Best of both worlds

Over the past few months, senior leadership from both companies have been building an excellent relationship and we look forward to getting to know each other better.

We will be able to learn from each other, share and exchange knowledge, practices, processes and ideas, coming together to set the new standard.

It is an exciting time for everyone as we believe our global team will benefit from being part of a stronger, and more resilient company, with more career opportunities.

Over the coming months, you will start seeing Ground Support Equipment (GSE) and signage being rebranded Menzies blue. You will receive new Menzies uniforms and move to Menzies systems and processes, including risk and training tools.

Our aim is to operate as one unified business as quickly as possible and to provide a seamless, uninterrupted service for our customers.

Thank you for your full support when your station transitions to Menzies.





# Our brand

**People. Passion. Pride. Since 1833.**

We have been evolving as a business since 1833 and have developed to become a critical partner in the global aviation industry, providing air cargo services, fuel services and ground services at airports on six continents.

That's the big picture – but at the heart of our business are our people.

Whether serving customers landside or airside, above or below the wing, we are passionate about what we do and take great pride in delivering the best service for our customers.

Safety and security are our highest priority. We have a duty of care to look after each other, our customers and their passengers. Not only that but we truly care about the communities where we live and operate.

Together, we are Menzies.

Follow us on social media: **#MenziesAviation**



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# Our Leadership

Our leadership team is responsible for operational and business performance with a focus on delivering a customer centric focus throughout the business, making us the provider of choice for our customers.

## Executive Management Board



Hassan El Houry  
**Executive  
Chairman**



Philipp Joeinig  
**Group Chief  
Executive Officer**



Alvaro Gomez Reino  
**Chief Financial  
Officer**



Juliet Thomson  
**Chief People  
Officer**



John Geddes  
**Chief Governance  
& Sustainability  
Officer & Company  
Secretary**



Mervyn Walker  
**Special Advisor  
to the CEO**





# Interim Americas Leadership Team

Menzies current Americas leadership team will be joined by G2 management to ensure we have the strongest team possible to support a smooth integration of our two businesses.

A permanent leadership team will be communicated once we have given the integration the focus it needs to ensure the long-term success of our combined business.



**John Redmond**  
**EVP Americas**



**Julie Gostic**  
**Integration Co-Chair Corporate Services**



**Roger Zebroski**  
**Integration Co-Chair North America Operations**



**Chris Devaney**  
**SVP Finance**



**Kevin Lager**  
**SVP Fuels**



**Chris Dohne**  
**SVP Commercial & Business Development**



**Talin Bazerkania**  
**SVP Human Resources**



**Tomeu Mas**  
**SVP LATAM**



**Nigel Shuttleworth**  
**SVP Operations East**



**Mark DuPont**  
**SVP Operations West**



**Robert Schwarz**  
**Interim SVP Risk**



**Arvin Nagules**  
**SVP Integration, Systems & Organisational Change**



# Our values

## Best of both worlds

Our values guide everything we do here at Menzies. Living our values is what enables us to achieve our ambition and deliver our purpose of providing safe and trusted aviation services and flexible, sustainable solutions, serving the needs of our customers now and for the future.



**Safety & Security** - Safety & Security always comes first, that's why we never compromise.



**Teamwork** - Building relationships with those around us makes us all stronger and more successful.



**Integrity** - We're open and honest in all we say and do, creating trust, and growing our reputation for high standards.



**Agility** - Every day is different; we have the energy and expertise to respond successfully to any situation.



**Customer Focus** - We deliver the best service for our customers and create relationships built on trust.



**Sustainability** - We embrace sustainable business practices and strive for a net-zero future to build resilience and prosperity for all.



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# Our services



## Ground services

Our ground handling teams deliver essential airport services, ensuring passengers, crew, and aircraft are ready for take-off. From check-in to departure, we provide seamless interactions to enhance the travel experience. Key services include:

- Passenger services: check-in, boarding, ticketing, passenger assistance.
- Ramp handling and baggage services
- Aircraft de-icing
- Cabin cleaning and presentation



## Air cargo services

With extensive experience and innovative logistics solutions, we manage the global transportation of high-value, time-critical cargo, trusted for reliability and security. Services include:

- Cargo handling and customs clearance
- Warehouse facilities



## Fuel services

As the largest independent aviation fuel services provider, we support oil companies, airports, and airlines at major global airports. Our offerings include:

- Into-plane fuelling
- Fuel farm and hydrant system management
- Fleet management



## Executive services

We provide a range of executive aviation services under our Pearl Elevated Travel brand, ensuring passengers have a relaxing airport experience and seamless journey on arrival and departure.

Our offerings include:

- Pearl Lounges and managed lounges
- Pearl Meet & Assist
- Pearl Executive Aviation Fixed Based Operator services



## Freight forwarding

Operating since 1976, Air Menzies International (AMI) has led the wholesale air freight market, using cutting-edge technologies to simplify logistics. Services cover:

- Air imports and exports
- Express shipments



# Safety & Security first, always.

In everything we do, safety and security come first and foremost. That is why we have implemented the MORSE Code.

Following the MORSE Code every day is key to helping reduce the likelihood of incidents and accidents.



## **MORSE stands for:**

### **Menzies Aviation**

Our people are our first line of defence and our safety ambassadors; they promote our identity and reputation to set us apart from our competitors. We are part of a global team, operating since 1833 and by following the MORSE code we will continue to be a respected provider of aviation services.

### **Operating**

We operate by following our procedures.

### **Responsibly**

We are responsible by intervening and reporting when something is wrong.

### **Safely**

We are safe, caring for ourselves, our colleagues and our customers. We stop, think, and do the right thing.

### **Effectively**

We are effective, working together as one team.

## **MORSE Charter**

- I take **PRIDE** in knowing and following our operating procedures.
- I have the **CONFIDENCE** to speak up and report if something does not seem right.
- I **VALUE** my safety and the safety of my coworkers and customers.
- I **BELIEVE** that I am more effective when I work within my team.

# Sustainability We are All In



Menzies is an industry leader in sustainability. That means emissions and environmental impact reduction; strong health and safety standards; fair labour practices; operating ethically at all times; creating a truly inclusive culture; strong training and people development programs; and investing in the communities where we operate.

All In is our plan to deliver on this and make a positive difference in a changing world for our people, communities and the planet. We have made a net-zero commitment for scope 1,2 and 3 CO2e emissions across the company by 2045, aligned with the Science Based Targets (SBTi) Corporate Net Zero standard.

We believe everyone at Menzies can make a positive difference. From simple local actions to big global initiatives and everything in between. We are All In.

Find out more about All In on [menziesaviation.com](https://menziesaviation.com)





# The future is exciting

We value the skill, experience and commitment of each and every one of you. We believe that you will benefit from being part of stronger, and more resilient company, with more career opportunities.

Going forward, we will develop even stronger customer relationships and invest in our people who are motivated and passionate about supporting this next chapter in our journey.

By working together we will help deliver long-term solutions that will not only benefit our industry, but society as a whole. We hope our people are guided and inspired to deliver their best, every day.

The coming months will bring a steady stream of news and developments: new colleagues and new opportunities.

We are excited about what our larger, stronger team can achieve together.

**Thank you for your support and enthusiasm as we accelerate growth and shape the future of aviation.**



# Q&A

We understand that you will have questions about what this means for you and have answered some potential questions below. As well as communicating regularly and transparently, we are fully committed to handling the integration process with care and individual respect for all.

## The acquisition deal

### 1. When did the deal complete?

Menzies Aviation acquired the entire G2 Secure Staff business on 26 August 2025.

### 2. Why is G2 Secure Staff being sold?

Since 2005, G2 Secure Staff has been building a reputable aviation services business across the U.S. market. Joining Menzies Aviation is the next chapter in their growth journey.

### 3. Are G2 Secure Staff now part of Menzies Aviation?

Yes. Now that the deal has completed G2 is part of Menzies. Integration of G2 into the Menzies brand, systems, operations and best practices will happen in a phased approach. The aim is to operate as one unified business as quickly as possible. For now, it is business as usual, and our focus remains on providing the best quality and safest service to our customers.

### 4. Are G2 Secure Staff now part of Menzies Aviation?

G2 Secure Staff will rebrand as Menzies Aviation. You will see the G2 brand change to Menzies on Ground Support Equipment (GSE), uniform, stationery and signage. Menzies is proud of its rich heritage dating back to 1833 and proud of all the people and companies that have made it what it is today. G2 is now part of the Menzies story and legacy.

### 5. What happens next?

G2 will fully integrate into Menzies. This includes moving to Menzies systems, policies, standards, processes and uniform as soon as possible. As with any integration, we'll look to adopt the best of both businesses.

## Employee roles and job security

### 6. What does this mean for employees at both companies?

Particularly for our operational colleagues, it will be business as usual, and there won't be big changes made to your day-to-day work life.

### 7. What does this mean for G2 employees who are joining Menzies?

As one of the world's leading aviation services businesses with global scale, Menzies provides all employees with best practice training and development, and access to innovative systems, standards and processes which will be rolled out across G2 stations. Employees will have enhanced career prospects as part of a global aviation services group and new opportunities through training and development programmes offered by Menzies.



# Q&A

## **8. Will there be restructuring at Menzies and G2 because of the deal and who will be affected?**

Our airport operations teams will remain largely unchanged due to the complementary nature of our service offering. While there may be some changes in our corporate / support teams as we integrate the two businesses, we will be managing a much bigger business moving forward in the Americas and we will seek to retain the best talent. Menzies fully recognizes the strength of the existing team and will carefully review the best structure moving forward.

## **9. Will there be secondment opportunities in the future to Menzies' other locations?**

Menzies Aviation is a global company and has a strong track record for supporting employees to work across its global operations where opportunities allow. Access to global career opportunities is one of the many benefits we see arising from G2 joining the Menzies business.

## **10. How will G2 Secure Staff employees work under the Menzies brand, and will reporting lines change?**

It will be business as usual for the team. While there may be some changes impacting reporting lines and functions over time, we will ensure transparency and provide clarity on any required changes as soon as possible.

### **Contracts, compensation, pension, benefits**

## **11. Will Menzies / G2 employee pay and benefits be impacted?**

At this stage, no changes are planned to contractual pay or benefits.

## **12. Will I still have access to airline flight privileges and discounts?**

If you currently have access to airline staff tickets and discounts, there will no change to the current benefits offered.

## **13. I participate in a trade union / works council, have they been told about this process?**

Yes, relevant trade unions and works councils will be notified.

If you have any further questions regarding the acquisition and how it will impact you or your teams, please speak to your local HR contact in the first instance. You can find further information about the acquisition on [wearemenzies.com](https://wearemenzies.com).



**Scan here for more informations:**

- Employee Welcome Book
- Employee Q&A
- Ask a question
- Watch a video



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