

WORKFORCE PRODUCTIVITY

for Airports, Airlines and Ground Services



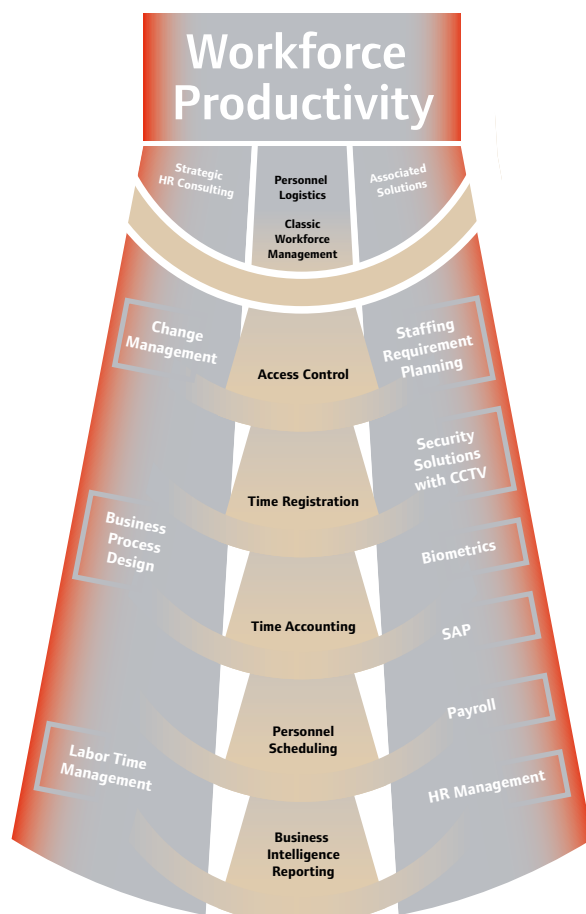
Workforce Productivity – Why It Is Your Concern

Nowadays, it is hard to find an organization or company that is not involved in profit maximization and process optimization. The methods applied range from increasing sales, and cost reduction programs up to measures to increase productivity. While these measures became state of the art in the automation of machine-oriented processes, the ‘human resource’ is not only gaining importance, but is the focus of future optimization efforts. Transparent yet comprehensive registration of manpower is the key to -increasing both productivity and profit. This begins when employees stamp-in and includes, among other

things, planning of their daily tasks and the aggregation of employee data into key figures required by the management.

How to make best use of the optimization potentials available? Interflex Workforce Productivity solutions identify the necessary prerequisites and, compared with the classic Workforce Management, offer significant enhancement. Workforce Productivity stands for the comprehensive treatment of products, resources and consulting services, but focusing on the human element and his individual contribution to increase the revenue of a company or organization. That is why Workforce Productivity solutions not only encompass the classic Workforce Management but also strategic HR Consulting, such as Labor Time Management and associated solutions such as HR Management and security systems. Workforce Productivity highlights areas that are ready for optimization and covers everything from a single department up to complex organizational structures. Workforce Productivity is the basis for strategic and operational planning, and for decision processes resulting thereof.

It is the foundation for transparent and understandable processes and designed to increase productivity and efficiency within a company or organization.

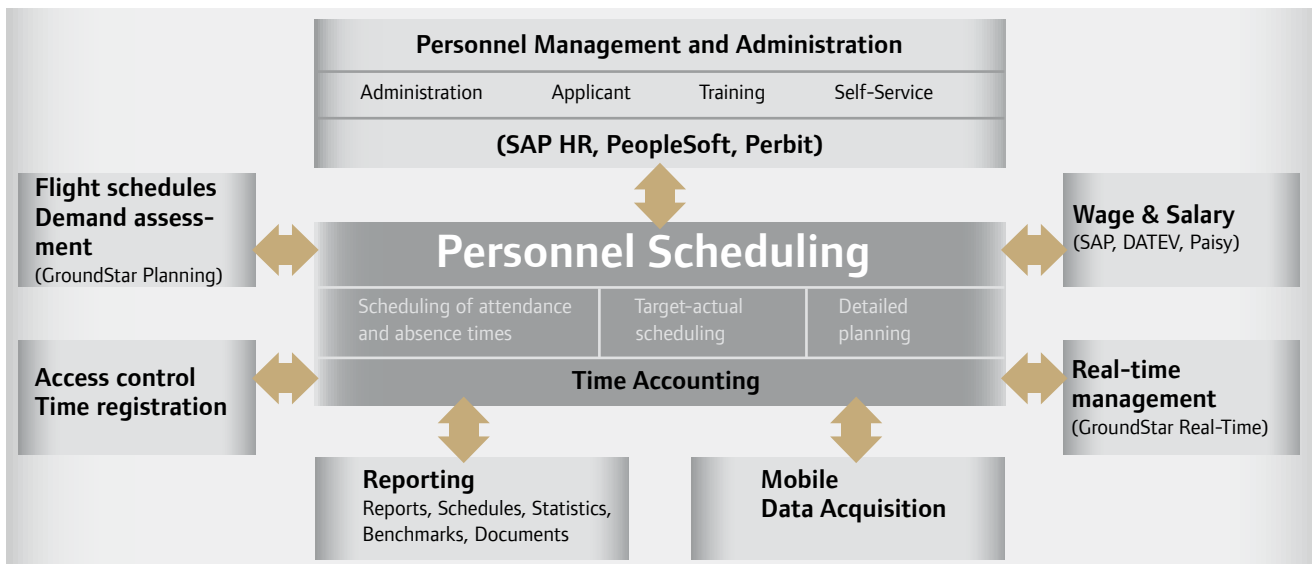




Personnel Scheduling for Airports, Airlines and Ground Services

More than ever, airport operators, airlines, ground handling and transportation companies as well as security providers are forced to efficiently and flexibly schedule their personnel if they want to ensure a smooth workflow of the daily air traffic. The continuously rising passenger volume paired with time and labor consuming check-in controls and the strict security regulations have multiplied the complexity of personnel scheduling. Particularly, the recurrent staffing level changes on short notice due to flight delays, put extraordinary high challenges to both the scheduler and the personnel scheduling system. The versatile personnel scheduling demands can only be met if an all encompassing and comprehensive solution is available. If flight

delays occur, not only staffing levels and associated qualifications have to be balanced with the available human resources but it may be necessary to reschedule personnel from one gate to another at short notice. These tasks are to be accomplished on time, at different locations, minimum costs and for different services. SP-EXPERT, the Workforce Productivity solution from Interflex, provides optimum personnel scheduling at competitive costs and puts you in the position to synchronize intertwining processes and to schedule the required personnel optimally. Benefit from both our experience and competence gained in over 50 projects implemented for airlines and airports.





Daily Routine at Airports – Many Questions to Answer!

How can I get the right staff in due time to the right work location?

SP-EXPERT, the sophisticated solution from Interflex, provides comprehensive support in both the long-term strategic and also the operational scheduling of your employees. More than mere budget planning, long-term scheduling encompasses issues such as planning of vacation time, further vocational training, assigning trainees to the various departments and scheduling temporary workers and contractors when they are needed. SP-EXPERT provides any relevant information such as demand targets, leave information (provisions) etc.

Information required for operative planning and for personnel scheduling is online available. This information includes overtime hours, yearly work time, indicator accounts as well as instruments and tools for the implementation of flexible work time models. Online rule checks ensure that both the current legal and collective labor regulations are respected and the work time limits and budget figures are observed. SP-EXPERT,

the personnel scheduling system, enables you to achieve an optimum personnel scheduling and thus, utmost customer satisfaction.

How can I create standardized and fully integrated work processes?

SP-EXPERT enables you to create integrated, easy-to-understand business processes including everything from shift scheduling, recording of actual work times, overviews for the personnel department, or key calculations, all the way to exporting your personnel scheduling data to your accounting system.

Once the data has been entered into the system, all information from scheduling and time accounting will be available online to all departments and in an appropriate, useful form. Integration with your upstream or downstream business systems, such as time registration, personnel administration, payroll or cost and performance accounting will lead to a higher integration level. Administrative expenditures are significantly reduced and the error rate drops down to a lower level. Ease the work load and give your qua-



lified staff time to concentrate again on the core tasks.

Sustained employee motivation – How can it be achieved?

SP-EXPERT, the personnel scheduling solution from Interflex, provides options for the application of demand-oriented work time models, considering, at the same time, employee preferences regarding work time and days off. Thus, you will be able to get your employees actively involved into the scheduling process and to ensure both high scheduling reliability and flexibility. SP-EXPERT provides all the decision support tools required to ensure fairness in personnel scheduling. Your employees become involved, and will gladly participate in the scheduling process when they recognize these advantages. This provides confidence and increases the motivation of your employees.

How can I determine the appropriate shifts and work time models?

A large number of airport businesses tempt to meet fluctuations in manpower requirements by flexible employment contracts and time accounts. How can you make sure that these time accounts are 'balanced-out' at the end of the year? Will the applied shift schedules be appropriate to meet any potential order situation, or will demand-oriented skeleton sche-

dules be needed? Strategic work time management proposed by our consultants will ascertain the answers to these pressing questions. Using our experience and methods, we create demand analyses and support you with the implementation of customized shift schedules and work time models. Reactive scheduling based on inadequate planning and scheduling is a thing of the past.

How can maximum transparency in all business areas be achieved?

Up-to-date and precise benchmark figures are the basic requirements for making the right administrative decisions. Up-to-date reports on vacation details, absences and overtime hours must be readily available. Will personnel costs and budget estimates be exceeded? What is the staffing level and work load situation in the departments like? Due to integrating time accounting into personnel scheduling, SP-EXPERT provides the required reference data online and at the press of a button. History and forecasting enable you to keep track of all the data captured throughout the entire schedule period. Create the basis for future-oriented entrepreneurial activities!

Additional Solutions for Airports, Airlines and Ground Services



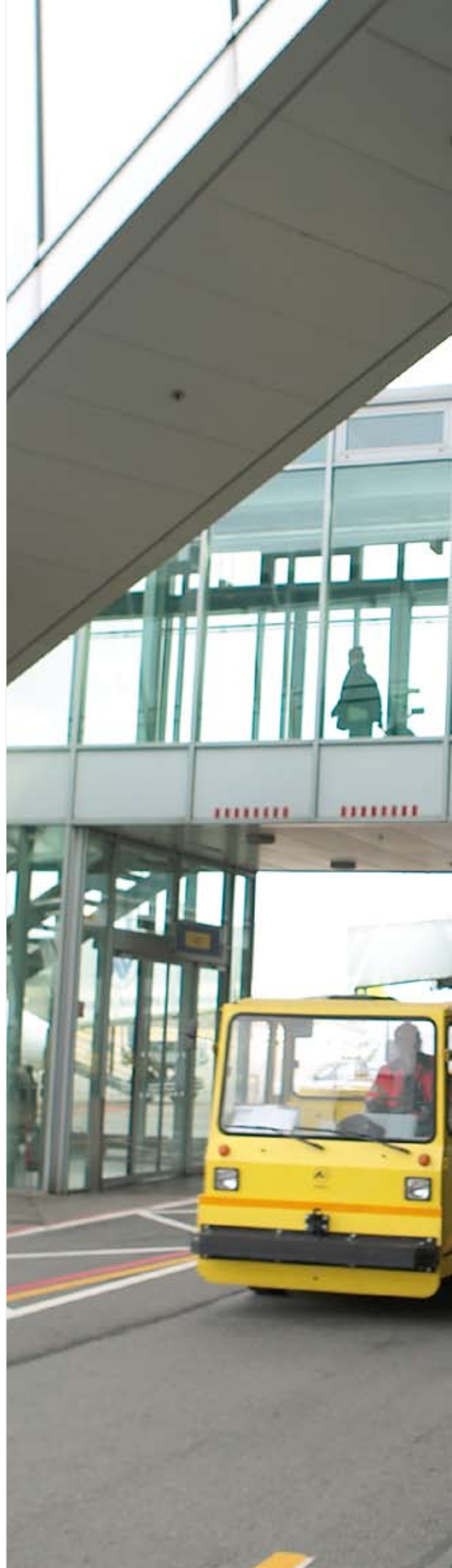
Online Time Management and Access Control

Security plays a fundamental role on airports - especially in view of the present security situation. Highly sensitive areas such as rooms, passage ways and gates must be protected against unauthorized access. Visitors, staying in these areas, must be controlled as regards both time and place. The solution provided by Interflex not only allows the assignment of fixed access profiles, but the creation of access profiles in dependence on shift scheduling. The connection of time management and access control enables the scheduler to allow or deny access to specific areas when assigning the employee to a shift. Security actually begins in the planning stage.



Access Control and CCTV-Based Surveillance Systems

By means of digital video recording (DVR), persons can be identified and events such as the breakdown of a terminal, movements, or the emission of smoke - can be reproduced reliably. Where appropriate, a visual and audible alarm can be activated. Automatic actions, e.g. notifying the plant's fire department or activating cameras, are some of the tasks that are to be executed by a state-of-the-art access and alarm monitoring system. Access control, video surveillance, intrusion and fire detection systems or building control systems: With Interflex solutions you can bundle, operate, control and monitor all of these security components from a central location.



Partnership for More Productivity

Interflex

The Interflex Datensysteme GmbH & Co. KG is a business unit of the Ingersoll Rand Company Limited, whose over 40,000 employees achieve more than 10 billion euros in revenue. Interflex offers complete solutions for personnel scheduling, time management and security systems including biometrics. With more than 14,000 system installations managing over 4.5 million employees, Interflex is the market leader in Europe. In close cooperation with the Inform GmbH, who has been our partner for over 10 years now, Interflex is working on intelligent solutions for the optimization of strategic and workflow processes for the air traffic including airports, airlines or ground service providers.

Inform

The Inform GmbH, a leading consulting and engineering service provider, has specialized in software systems for the optimization of business processes on the basis of state-of-the-art technologies for optimization and decision support. Inform has more than 15 years of experience in aviation industry. Over 250 employees provide advice and support to customers on more than 130 airports in the world.

Interflex and **Inform** jointly offer Ground-Star, a complete solution, optimizing everything related to personnel scheduling – from flight schedule management to real-time management on the airfield or in the terminals. Challenge us! We increase your productivity!

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