Swissport Tour: Ground Services Visit

This unique tour offers guests a behind the scenes look at ground services. Accompanied by an experienced tour guide, participants will follow the path that luggage takes, from the sorting system all the way to the aircraft.

At Arrival 2, the group will meet the tour guide. After passing through the security check, the tour stops at the luggage sorting system. Participants can witness the handling of luggage from all over the world. At an impressive speed and over 12 km of conveyor belt, the items are sorted automatically according to the barcode on the luggage tag and loaded into containers by Swissport employees. Our tour guides explain the luggage transportation process from the moment the items arrive in the sorting area all the way to the aircraft stand. The tour participants witness the weighing of the containers, the printing of the required documents and the preparation of the containers for further transportation.

The group moves on to visit the stands at the A-Gates and watches the teamwork of the loading staff, the transport drivers and the co-ordinators during the loading and unloading of a short haul aircraft. To ensure an efficient service, a range of ground support equipment such as conveyor belts or hydraulic ramps are used. The tour guide explains which safety aspects the Swissport employees must be aware of during handling and details the interaction between Swissport, the airline and other ground services. As soon as the aircraft is ready to depart, a pushback truck, driven by a Swissport driver, moves the aircraft from the stand, as the aircraft is not capable of driving backwards. There may be the possibility to witness this first hand.

To conclude the tour, participants walk through the Arrivals 1 and 2 luggage halls whilst the tour guide provides interesting details about the incoming luggage as well as the Swissport Lost & Found Service. After 1.5 hours, the tour ends at Arrivals 2.

Tour of Swissport Ground Services

The tour commences at Arrival 2 and visits the following areas:

- Luggage Sorting System (distribution, detailed sorting and storage)
- Luggage transport
- A-Gate stands
- Swissport Lost & Found
- Arrivals 1 & 2

Please note: due to time restrictions, the tour does not visit Dock E.