

## Siemens wins new service contract at Dubai International

- **Siemens provides operation and maintenance (O&M) services for baggage and material handling systems**
- **Contract period of several years with an option for further extension**
- **Siemens and airport personnel form an integrated team**

Dubai Airports has contracted Siemens Postal, Parcel & Airport Logistics to provide operation and maintenance (O&M) services for its baggage and material handling systems at Dubai International. The contract includes Terminal 1, 2 and 3 as well as a recently established material handling system in the vicinity of the Dubai Flower Centre. The contract covers a period of several years with the option for a further extension.

“We are proud of the new order and the trust our customer places in us. Siemens and Dubai Airports count on a long business relationship as Siemens constructed and expanded the baggage and cargo handling systems across the entire airport”, said Michael Reichle, CEO of Siemens Postal, Parcel & Airport Logistics.

“Our focus on customer service and operational excellence played a crucial role in choosing a professional long-term service partner for our baggage and material handling systems”, said Chris Garton, Executive Vice President of Operations at Dubai Airports. “We trust this partnership with Siemens will continue to make a major contribution to our strategic goals.”

Jointly established key performance indicators are the basis of the O&M contract. A performance-based contract scheme ensures the highest service standards across the airport. It covers all facets of operational support, trouble-shooting, permanent improvement as well as preventive and predictive maintenance.

Siemens employs a dedicated and experienced local team on site which is highly familiar with the installed technology and secures immediate resources for all service aspects. Siemens personnel will work alongside the airport staff at multiple levels, forming an integrated operations and asset care team. The long-term contract has many advantages for Dubai Airports. For example, it allows for a strategic approach to process re-engineering, energy savings as well as cost and time efficiency.

Dubai International has taken over the number one position for international passenger traffic according to Airports Council International's (ACI) latest figures. The airport serves more than 100 passenger and cargo airlines flying to more than 280 destinations across six continents. Passenger numbers are projected to reach more 79 million by the end of 2015, and over 100 million by 2020.

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**Siemens Postal, Parcel & Airport Logistics GmbH** (SPPAL) headquartered in Constance, Germany, is a fully owned subsidiary of Siemens AG. SPPAL is a leading provider of innovative products and solutions in mail and parcel logistics and automation as well as in airport logistics with baggage and cargo handling. Software solutions and customer services along the whole product life cycle complete the portfolio. The company has an installed base in more than 60 countries worldwide. Major customers include renowned airports as well as postal and parcel service providers around the globe. Further information is available on the Internet at: [www.siemens.com/logistics](http://www.siemens.com/logistics)

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