

Siemens keeps baggage flowing at Madrid Airport

- **New multi-year service contract signed with AENA (Aeropuertos Españoles y Navegación Aérea) for Madrid Airport**
- **Complete service package from a single source: operation and maintenance of baggage handling systems**
- **High availability thanks to intelligent maintenance with SmartTray**

Siemens Postal, Parcel & Airport Logistics (SPPAL) has received a renewed contract to reliably and efficiently operate and maintain the baggage handling systems at Adolfo Suárez Madrid-Barajas Airport in Spain. The multi-year extension of the comprehensive service contract means Siemens is responsible for the operation and maintenance – preventive and corrective – of the 135-kilometer-long baggage handling system covering all four terminals.

To allow the system to run smoothly around the clock and thus ensure customer satisfaction, SPPAL relies on highly qualified engineers, mechanics and electricians, and state-of-the-art technology. Through preventive maintenance measures, SPPAL not only increases the system's availability, it also extends its lifecycle. One example is SmartTray, which is used to automatically inspect the tray system. SmartTray's sensors detect potential weak points in the installation, which can then be rectified at an early stage to avoid unforeseen downtime. Thanks to the implementation of such technologies SPPAL is increasing transparency and driving digitalization in predictive maintenance forward.

With its over 50 million annual passengers, the airport in Madrid is Spain's largest and most important aviation hub and one of Europe's biggest passenger airports. It also

functions as the major European hub for flights to Latin America. Elsewhere in Spain, SPPAL performs operation and maintenance services at the airport Palma de Mallorca.

With a national subsidiary in Madrid, SPPAL is able to guarantee optimal customer service and expert project execution in Spain. The Spanish team forms part of SPPAL's global network of regional subsidiaries and branches. Aside from manufacturing products for the domestic market, it offers its customers a broad range of service and project management solutions.

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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

Siemens AG (Berlin and Munich) is a global technology powerhouse that has stood for engineering excellence, innovation, quality, reliability and internationality for more than 165 years. The company is active in more than 200 countries, focusing on the areas of electrification, automation and digitalization. One of the world's largest producers of energy-efficient, resource-saving technologies, Siemens is a leading supplier of efficient power generation and power transmission solutions and a pioneer in infrastructure solutions as well as automation, drive and software solutions for industry. The company is also a leading provider of medical imaging equipment – such as computed tomography and magnetic resonance imaging systems – and a leader in laboratory diagnostics as well as clinical IT. In fiscal 2016, which ended on September 30, 2016, Siemens generated revenue of €79.6 billion and net income of €5.6 billion. At the end of September 2016, the company had around 351,000 employees worldwide. Further information is available on the Internet at www.siemens.com.