

dnata

Inflight catering | Airport food & beverage | Inflight retail



▾ We deliver the promises our customers make

At dnata, we keep the world in the air. From inflight catering to ground and cargo handling at over 135 airports, we provide the support and expertise airlines need.

When serving our airline customers, we're also serving their customers and leaving a lasting impression on their travel experience. That's why our mission is to deliver the promises our customers make. We understand how integral our performance is to our reputation and that of our customers.





OUR CATERING NUMBERS



Over **60**
global airports



Over **110**
customer airlines



More than **40**
cafés, restaurants,
bars and lounges



Over
500 chefs



39 million
meals prepared
and delivered
annually



More than
7,500
employees



WHY

WE'RE THE GLOBAL CATERER OF CHOICE

1 Unparalleled culinary capability

Our highly-experienced chefs have served in the world's leading hotels, restaurants, product manufacturers and other food and hospitality industries, including flight catering.

We recruit the best, international talent and invest in their ongoing development, through training and mentoring, and by providing opportunities to work across our global network. Our executive chefs inspire the next generation of leaders in our business, whilst ensuring we deliver product across every class that exceeds our customers' expectations.

2 Retail experts, in the air and on the ground

Maximising ancillary revenue onboard is a critical consideration for all airlines, as is providing onboard product that's aligned with the airline's brand. We pride ourselves on our end-to-end retail capability – from product development through to design, distribution, technology and crew training.

We have launched numerous buy onboard and duty free programmes for customers and continue to invest in this area, for the benefit of our customers.

3 A growing network, backed by investment

As our industry continues to evolve, we continue to invest. Now spanning more than 60 global locations, we continue to invest in growing our business through technology, new facilities and acquisitions. We're growing where our customers want us to.

Over the past couple years, we've expanded our operations across the USA, Canada, the UAE and the UK and continue to invest in new opportunities as we look to better serve our loyal customers and provide to new ones; we've opened a new 6,500 m², state-of-the-art unit in Dublin in order to service Aer Lingus, as well as new facilities in Luton and London City.

We plan to expand further within Rome, Italy, and to upgrade our operations with new, more sustainable equipment and a green vehicle fleet in the near future.

Most recently, we've made a significant expansion in our retail capabilities across Europe and built our first airport lounge and transit hotel in Sharjah, UAE.



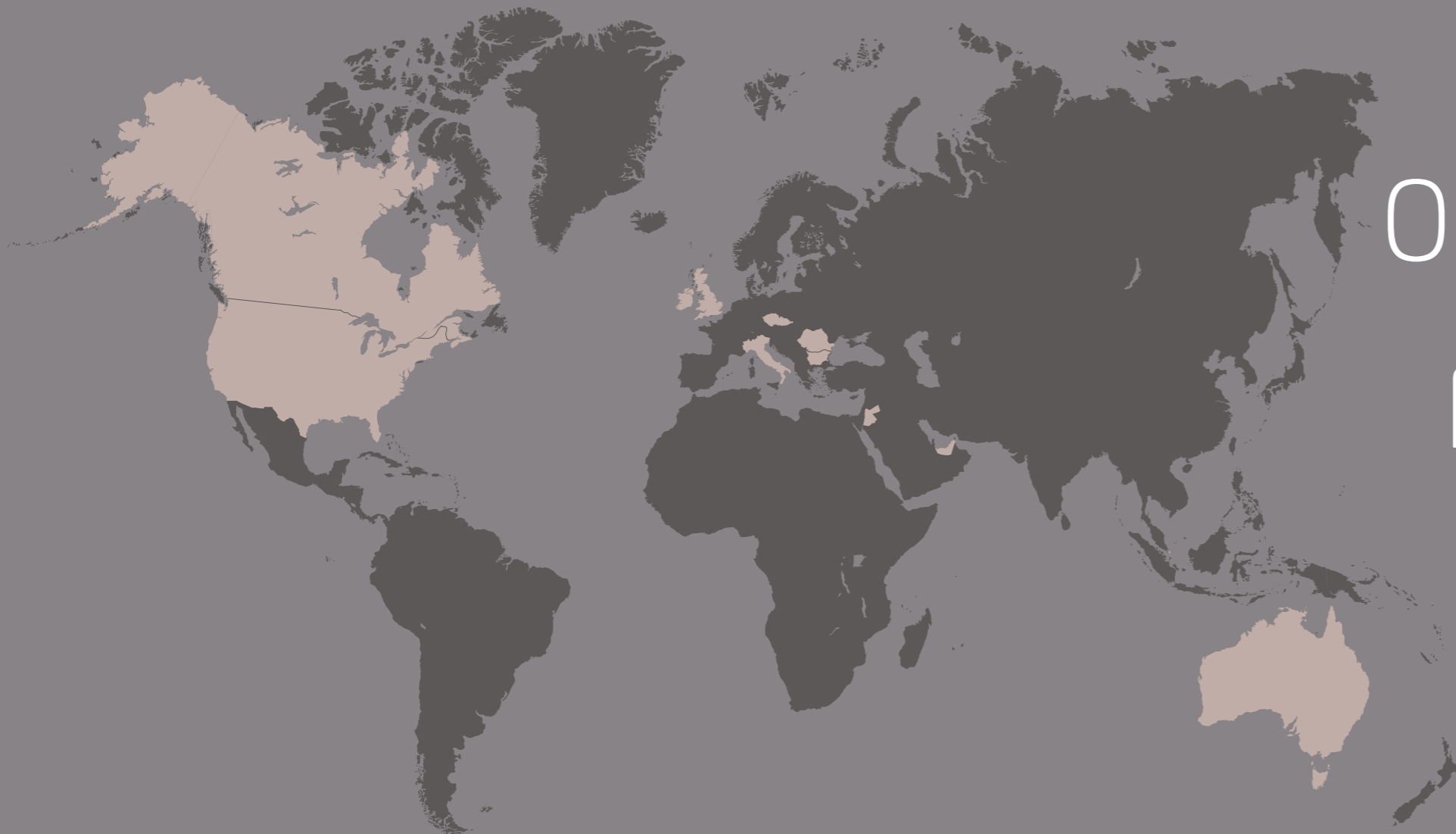


4 Complete air services capability

Founded in 1959 in Dubai, dnata has grown to a network covering more than 35 countries and employing more than 40,000 people. Our customers find great benefit in partnering with dnata across our suite of services – catering, cargo, ground handling and travel – to drive efficiencies for both them and us, their service partner.

5 Hospitality is at the heart of what we do

As well as serving passengers in the air, we also delight them on the ground – at over 40 café, restaurant and lounge locations around the world. With this experience comes a deep understanding of hospitality, franchise management and the creation of bespoke hospitality brands which resonate with customers both in the air and on the ground.



OUR GLOBAL FOODPRINT

UK

Belfast (BFS)
Birmingham (BHX)
Bristol (BRS)
Cardiff (CWL)
Doncaster (DSA)
Edinburgh (EDI)
East Midlands (EMA)
Glasgow (GLA)
Leeds Bradford (LBA)

Ireland

London City (LCY)
London Gatwick (LGW)
London Heathrow (LHR)
London Luton (LTN)
London Stansted (STN)
Manchester (MAN)
Newcastle (NCL)
Prestwick (PIK)

UAE

Dubai¹
Ras Al Khaima (RKT)
Sharjah (SHJ)

Australia

Adelaide (ADL)
Brisbane (BNE)
Cairns (CNS)
Canberra (CBR)
Coolangatta (OOL)
Darwin (DRW)
Melbourne (MEL)
Perth (PER)

Singapore

Changi (SIN)

Czech Republic

Prague (PRG)

USA

Atlanta¹
Boston (BOS)
Houston (IAH)
Los Angeles (LAX)
Melbourne (MLB)
Nashville (BNA)
Newark (EWR)²
New York (JFK)
Sanford (SFB)
San Francisco (SFO)

Canada

Vancouver (YVR)

Jordan

Amman (AMM)
Marka (ADJ)

Italy

Alghero (AHO)
Bari (BRI)
Bergamo (BGY)
Bologna (BLQ)
Brindisi (BDS)
Cagliari (CAG)
Catania (CTA)
Florence (FLR)
Genoa (GOA)
Lamezia Terme (SUF)
Milan Malpensa (MXP)
Naples (NAP)
Olbia (OLB)

Palermo (PMO)
Pisa (PSA)
Rome Fiumicino (FCO)
Turin (TRN)
Venice (VCE)
Verona (VRN)

Bulgaria

Sofia (SOF)

Romania

Bucharest (OTP)

¹ dnata catering office locations
² Off-airport production facility



OUR SERVICES

Inflight catering

Culinary excellence means more than quality. Across our network, we pride ourselves on the creativity of our skilled teams and their ability to deliver genuine, ethnic cuisine, across the globe.

Making 'nice' food is simple. Delivering dishes that invoke genuine emotion and leave a lasting impression is different.

To deliver for our customers and theirs, we have diverse talent in every market, and move our people around to meet our customers requirements. For example, in Australia, we have world-class Chinese chefs who deliver impeccable cuisine for every major Chinese carrier and Japanese chefs in London serving the best of Asian cuisine on board.

Whether Halal, Indian, Japanese or any other cuisine, our passion for creative and logistical distinction results in the successful delivery of over 110,000 meals every day.

Inflight retail

Market research and product development

Our experience allows us to guide our customers through the initial decisions of how to structure and introduce an inflight retail programme. This requires brand understanding, commercial insight and experience.

Introducing inflight retail as a value-add to airline customers requires that we provide them with smart communication technology solutions as well as a seamless consumer experience and brand-appropriate product. We have global relationships with product manufacturers and distributors, giving us the ability to secure the products consumers know and love at the most competitive rates.

Our En Route business specialises in inflight retail product - developing, designing, producing and distributing world-class treats. En Route's bespoke products often complement 'branded' product, allowing airlines to differentiate elements of their tailor-made offering while providing the brands consumers know.





Digital and I.T.

Effective digital and I.T. solutions are critical in taking customers from consideration to commitment. Partnering with leading global hardware and software partners, we provide flexible solutions from point-of-sale to onboard Wi-Fi, sales analytics and reporting tools.

We understand every customer has different platforms, requirements and internal capabilities. With that in mind, we can offer full-service digital solutions or integrate elements of our offer with yours.

Supply, storage and distribution

As a full-service air services provider, we understand supply and logistics better than any caterer.

Combined, our catering, cargo and ground handling network spans more than 135 global airport locations, backed by distribution expertise and relationships that can move product anywhere you need it, when you need it.

You can trust us to manage all supplier negotiations, relations and distribution.

Marketing support

The consumer purchase journey and behaviour is continually evolving as new communication channels, social platforms, and technology develop.

To keep up with the trends and ensure that we are able to respond to emerging consumer expectations, our communication and marketing team can partner with airlines to drive innovative marketing ideas that work. Whether in print, digital, social or other forms of media, we have the background and expertise to deliver.

Engaging your crew to sell

Driving sales onboard requires an engaged crew who believe in the products they're offering. Through training, incentive schemes, engagement plans and channels, and sales-specific internal communication, we can turn your crew into sales stars.





OUR INFLIGHT RETAIL SERVICES INCLUDE



Market research



Crew training and incentives



Supplier management



I.T. selection and management



Marketing and brand



Operations and last mile



Product development and selection



Reconciliation and reporting



Warehousing and distribution



Data and Sales Analytics

VIP Catering

We are a leader in VIP catering, with a team dedicated to driving consistency across our owned global network of catering facilities and acting as an agent for VIP clients seeking catering anywhere in the world. We can arrange and manage VIP requirements wherever our customers require that service.

Having established a strong VIP business in the USA and expanded our relationships from there, we are now the preferred partner for many FBOs and VIP charter and jet owners around the world.

We continue to innovate in this area of our business too, with technology solutions in particular taking front-seat.



AIRPORT F & B

We operate food and beverage outlets and lounges in Australia, UAE, USA, Jordan, Bulgaria and Romania, with ambition to expand that reach. With best-in-class culinary capability, quality control, and a safety-first ethos, we are a trusted partner both in-airport and out.

Our global network allows us to leverage established partnerships to create, operate and manage airport dining outlets.

We have relationships with global restaurant and café brands, such as illy, Brioche Dorée and Burger King, and have created many of our own brands too.

WHY PARTNER WITH US?

- ▼ Experience running more than 40 outlets across the globe
- ▼ An appetite to drive product innovation in our own and franchised outlets
- ▼ Global customer service training programme
- ▼ Supply chain stability and supplier relationships
- ▼ Global airport and airline relationships





WE HAVE
THE RIGHT CERTIFICATION



ISO 9001 – applied and certified



Halal compliant and certified



ISO 22000 – applied and certified



Certified HACCP system & compliant

GET IN TOUCH

David Loft
Chief Commercial Officer
dloft@dnata.com



[linkedin.com/company/dnata](https://www.linkedin.com/company/dnata)



Using paper from sustainably managed forests

All information in this brochure is accurate as of June 2022.
As a dynamic organisation, these details are subject to change.