

BANGALORE AIRPORT TERMINAL SERVICES PVT. LTD. **(BATS)**



www.bats.co.in



Organization Formation - BATS

- ❖ *Bangalore Airport Terminal Services (BATS) came into existence in the year 2006.*
- ❖ *It is a Private Ltd. Company registered under the Indian Company's Act 1956.*
- ❖ *BATS is a BCAS approved Ground Handling Agent.*
- ❖ *Operations cover Cargo Handling, Warehouse Handling, Passenger Flight Handling (Terminal & Ramp)*



Mission Statement :

Bangalore Airport Terminal Services is a full service aviation organization that strives to provide the finest aviation services & creates value, for partners, customers and community at large, by providing the highest quality of product & services.



Vision Statement :

Bangalore Airport Terminal Services will continually improve, maintain and strengthen its place as India's leading Ground Handling Agency and one of the best in the world and this will be achieved through its highly motivated & trained employees, a corporate culture of quality and business ethics.

Core Values:

*Respect for the individual
Commitment to Quality & Ethics
Team Work
Innovation & Integrity
Sense of Responsibility & Accountability*



EXCELLENT ATTENTION TO TO DETAIL AT ALL TIMES



We pay attention to every detail

- *We adhere to strict standards for*
 - *Quality Services*
 - *Professionalism*
 - *Signage*
 - *Appearance*
- *We ensure that our Agents are fluent in English and the local language of the region.*
- *All staffs are familiar with the local area, customs and culture.*





***We believe that....
Two Heads are always
better than one***

*Contribute creative ideas to improve
current processes and to lead the
market.*



***We are convinced that...
Team Work Pays***

***Communication, cooperation and
collective effort towards shared goals***



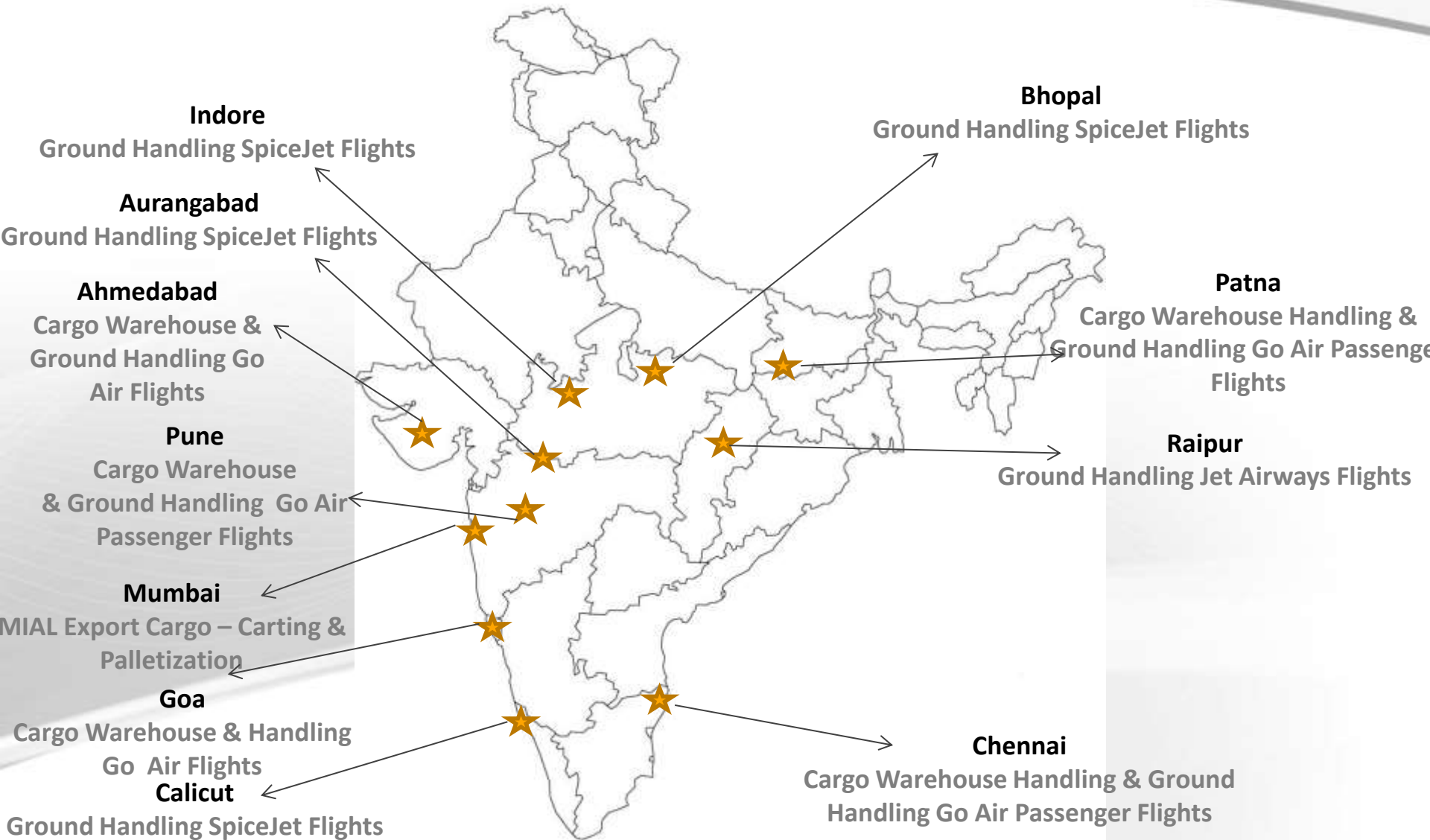
Flight Handling

Description	2011 Flight Handling	2012 Flight Handling	2013 Flight Handling
Number of Passenger Handled	4,92,996	5,66,945	6,51,987
% Split Domestic / International	100 % Domestic	100% Domestic	100% Domestic
% Airline	Go Air/Spice Jet	Go Air/Spice Jet	Go Air/Spice Jet

During this Year we will be handling 5000 Aircrafts Movements



List of BATS Stations - INDIA



Cargo – Warehouse Handling – Scope of services

- Warehouse Handling. (Inbound & Outbound Cargo).
- Assisting offload at Truck Dock.
- Checking Physical Condition of the shipment;
Verify Gross Weight & Dimensions, Checking Labels.
- Ensuring that all cargo is screened through the X-Ray Machines.
- Performing ULD Build-up, Tagging of ULD's, Informing Airline L&T Staff, Organize LMC, Coordinate Offloaded Cargo.
- Receiving inbound pallets, containers & trolleys.
- Performing Break Down of ULD's, Tally & confirm receipts, Monitor & Record damages if any, Coordinate Discrepancy.
- Loading Assistance at Delivery Truck Door.



Terminal Handling- Scope of services

- Kerbside Assistance to Passengers.
- Display airline sign boards at designated check-in counters.
- Coordinate with AAI/Airport Operator for electronic display of arrival, check-in, security check, CIQ, and boarding announcements.
- Meet & Greet, assistance to Sr. Citizens, physically challenged and Unaccompanied Minors.
- Verify baggage weight, attach baggage tag & collect excess baggage charges.
- Perform baggage strapping services.
- MHB follow up, release & delivery.
- Prepare passenger manifest, GD & tally flight coupon.
- Assistance while offloading of check-in baggage during discrepancy.



Ramp Operations – Scope of services

- Ground Support to the aircraft by providing the following:-
 - Marshalling / Chocks ON/OFF.
 - Positioning of Step Ladder, BFL, Tow Bar, Toilet & Water Cart.
 - Towing of baggage from BMA to A/c.
 - Providing Passenger Coaches.
- Flight Handling :-
 - MET & AAI/Airport Operator Formalities.
 - Flight Plan
 - Fuelling Coordination.
- Liaison .
- Representation.
- Maintenance.



Domestic

FLY SMART



JET AIRWAYS



International Airlines handled for MIAL - Cargo



CATHAY PACIFIC

virgin atlantic



العربية للطيران
airarabia.com



HUMAN RESOURCES

Welcome to BATS! - a world with limitless opportunities for those who believe in themselves.

We invite quality people - with aspiration and capability to touch the lives of millions of Indians - to join our team. New horizons beckon, and our constant and rapid expansion means that we are always embarking on new ventures and adventures. Here is an opportunity for you to be a part of this phenomenal growth!

Mission: To recruit, retain and develop a highly competent, diverse workforce that supports the mission, vision and values of BATS. To make BATS the most desired workplace. We will strive to weave in the core BATS values namely Quality, Ethics, Respect, Teamwork, Innovation & Accountability in all our activities and HR processes.

Vision: To make BATS “THE MOST DESIRED WORKPLACE” for the highly talented and qualified workforce.



Bangalore Airport Terminal Services Pvt Ltd (BATS)

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