About Groundforce

Groundforce is the commercial brand of Globalia Handling Division, that has become a leading ground handling services provider to the sector since its establishment in 2003.

Groundforce provides ground support and cargo services for the Group’s airline and third parties, and represents nowadays one of the most important independent handling operators based in Spain.

CEO: Carmen López
Commercial & Cargo Director: Thomas Peake
Founded: 2003
Location: Spain / Morocco

Key Figures 2012:

- 300,000 operations handled
- 30 Million passengers handled
- 200,000 tons of cargo handled
- Over 200 companies handled
Groundforce belongs to Globalia Corporation, Spain’s leading tourist group, with an annual turnover of more than 4000 million euros and 12,000 employees.
Handling network & services

Groundforce represents nowadays the second biggest handling operator in terms of volume in Spain.

Following the licences awarded at the end of 2006, it has presence in 7 important airports.

In Morocco, Groundforce provides full handling services at the airport of CASABLANCA, with a renewed handling licence in 2012.

Main services

- Passenger services
- Ramp services
- Flight operations and crew
- Ticketing
- Airport security
- Airport representation
- Vip lounge
- Load control
- Aircraft cleaning
- Ground transportation
- Administration
- Facility Management
- Training
- Consulting and technical support
- Special flights assistance
- GSE Maintenance

[Corporate Brochure]
Cargo network & services

With the acquisition of 100% stake in Calderon Cargo during 2006, Groundforce provides cargo services at 14 Spanish airports.

Being the leading spanish Cargo Company, Groundforce offers an extensive warehouse network and a high qualified professional team.

Main services

- Cargo Security Control
- Consolidation / De-consolidation of ULD’s
- Live animals, dangerous, perishable and special cargo
- We offer Document Handling services, import / export and transfer of goods to CUSTOMS
Ground Support Equipment

Groundforce counts with the most updated Ground Support Equipment acquired amongst the leading manufacturers, experts in this type of machinery and with a reputation in the industry (JBT, Contrac-Cobus, Trepel, Schopf, Mulag, TLD, TCR…). This contributes to provide reliability to our customers.

All our fleet of GSE is subject to a rigorous preventative maintenance plan.
Human Resources & Training

Our main asset is our people. Over 3,800 qualified and competent personnel works for Groundforce.

Our HR policy is to allocate tasks according to the skills and competences of each collaborator, actively promoting continuing training and professional development as the best strategy to retain talent.

We are fully committed with our human team, and fulfill the requirements of the Union Agreements that rule the industry in Spain.

Training

All the professional training within the Group forms part of the initial experience with Globalia Handling and Air Europa, having a team of capable and experienced professionals, both internally and externally.

- There are trainers in all Groundforce stations.
- Groundforce has trained the personnel of the different Spanish Handling companies.
Our values

COMMITMENT TO QUALITY AND SAFETY

The primary objective of Groundforce is to conduct high quality, environmentally and operationally safe services. We hold ISO 9001 and ISO 14001 certifications and we are members of the IATA Ground Handling Council (IGHC).

ENVIRONMENT COMMITMENT TO OUR CLIENTS

We are decisively client oriented, satisfying his needs and expectations and applying Integrated Management Systems. When managing operations, we act on behalf of our clients.

We comply with corporate policies, our client’s requirements and applicable law.

COMMITMENT TO THE IMPROVEMENT

We believe in continually working to improve our services by planning the goals, managing incidences dynamically and implementing efficient action plans.

We measure: Quality of the service and operational security through indicators, and we share information seamlessly with our clients.

COMMITMENT TO THE HANDLING SECTOR

We are members of the IATA Ground Handling Council and we have recently joint Aviance, the first ever alliance of airport services providers in the world.

These partnerships allow Groundforce to establish links with other handling agents and to exploit the always positive synergies born of the collaboration of companies within the same industry.