CHAIRMAN’S INTRODUCTION

New era of growth

It is my pleasure to introduce our Annual Review & Sustainability Report for 2022. As the world leader in aviation services, we have a responsibility to generate sustainable growth and help shape a successful future for all our stakeholders.

Aviation connects people, businesses and ideas across continents and cultures. This was brought into sharp focus over the last three years as we experienced one of the sharpest declines in aviation history, and equally, a rapid recovery. The industry is emerging with a heightened sense of responsibility, including delivering on its net-zero ambitions. Growth will always be important, but it must be both responsible and sustainable.

Menzies is the world leader in aviation services, and we are unwavering in our commitment to retain this position. Over the past year we have expanded our global footprint, nurtured customer relationships, and put sustainability at the heart of everything we do. Supporting this success is our people, which is why we are focused on attracting, retaining and developing the industry’s best talent.

We now have a team of 40,000 highly trained people and we are working hard to harness their passion and ensure everyone can reach their full potential whether that be on the ramp, in a cargo warehouse or providing essential back-office support. There is a seen and unseen team behind every aircraft turn and we want to ensure their value is recognised.

Combining Menzies with National Aviation Services under the ownership of Agility reshaped the aviation services industry, and marked a new era of accelerated growth for our business. We added three new countries in 2022, a further three so far in 2023, numerous new airports, and countless new clients around the world. With solid foundations in place, we remain resolute in delivering our refreshed business strategy that will ensure Menzies will go from strength to strength in the years ahead.

Yes, we want to continue the momentum so we can offer a greater range of services to customers at more locations, but we also want to invest in technology, innovate to make aviation more sustainable and efficient and have the strongest team to deliver the safest and most consistent services to our airline and airport partners.

We want to support our customers’ growth ambitions and collaborate on their sustainability journeys. Aviation is constantly evolving, and as such, so will we.

As the industry leader, we have an incredible opportunity to reshape our industry for the better and create a fair and sustainable future. All the best for the year ahead.

Hassan El-Houry
Chairman

Our journey

- 1833 Founded in Edinburgh, Scotland as a bookseller
- 1962 Listed on the London Stock Exchange
- 1965 Business grows to 90 wholesale warehouses, 350 railway bookstalls and 161 retail shops
- 1989 Acquires an airline cargo services business, laying the groundwork for the Menzies we see today
- 1993 Air Menzies International established
- 1998 Divests retail division, including 220 bookstores and 220 children’s toy and games shops
- 2000 Becomes international cargo courier with acquisition of the Ogden Group that opens the door to ground handling
- 2006 Cargo and ground handling services start in Australia and America
- 2017 Becomes largest independent into-plane fuelling and fuel farm management provider
- 2018 Menzies Distribution is sold to become a pure-play aviation business
- 2022 Menzies is combined with National Aviation Services to create a network of more than 250 airports