

COMPANY *PROFILE*




enigma Aviation
Services

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ABOUT *US*

Enigma Aviation Services

Enigma Aviation Services is Egypt's leading provider of premium ground handling and business aviation support, purpose-built to serve private aircraft, business jets, charter operators, VIP travelers, corporate flight departments, and government missions.

We combine the technical rigor of world-class aviation operations with the discretion and care of white-glove service, managing every dimension of an aircraft's time on the ground from the moment a slot is requested to the moment wheels are up again. Our clients include aircraft owners, operators, charter companies, management firms, corporate flight departments, and government and diplomatic missions who expect the composure and precision of a trusted specialist.

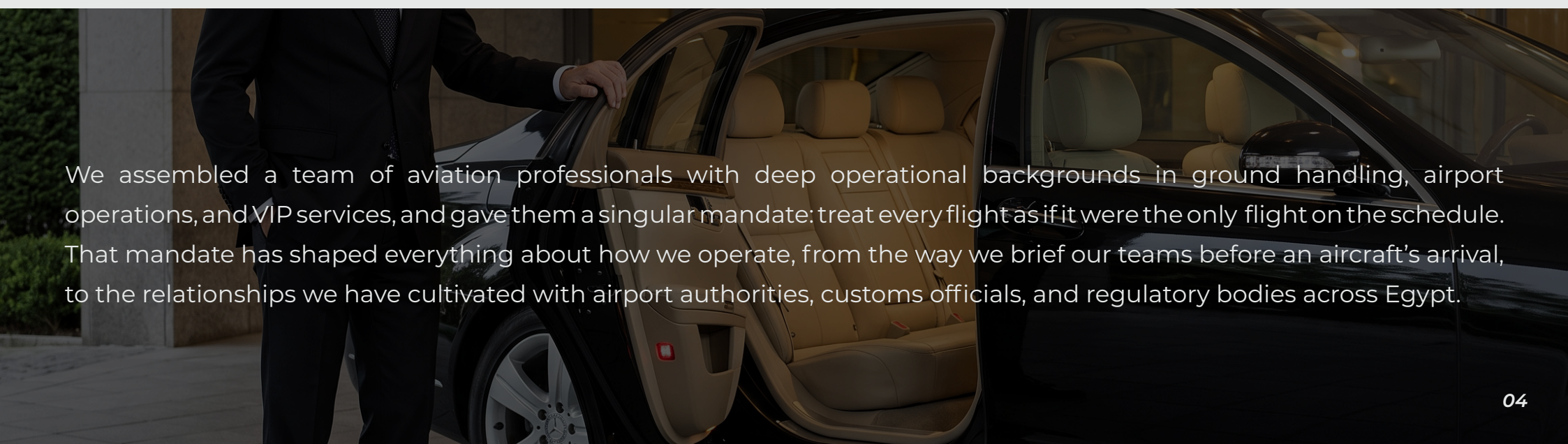
OUR STORY

Enigma Aviation Services

was founded by an experienced airline captain **Baher Aldamasy** with a distinguished background in aviation, pilot training, and aircraft operations.

His firsthand experience with ground handling services across Egypt revealed an opportunity to do things differently and better.

Enigma was created to bring a more efficient and distinctive approach to the market, bringing essential aviation and ground handling services together under one roof across Egyptian airports, so operators and passengers can rely on a single, trusted partner from arrival to departure.

A photograph of a man in a dark suit and tie standing next to a dark-colored luxury car. He is holding the open driver-side door, revealing the car's interior which has light-colored leather seats. The background is slightly blurred, showing what appears to be an airport or travel setting.

We assembled a team of aviation professionals with deep operational backgrounds in ground handling, airport operations, and VIP services, and gave them a singular mandate: treat every flight as if it were the only flight on the schedule. That mandate has shaped everything about how we operate, from the way we brief our teams before an aircraft's arrival, to the relationships we have cultivated with airport authorities, customs officials, and regulatory bodies across Egypt.

A private jet is parked on a tarmac at dusk. The aircraft's cabin door is open, and a man in a dark suit and tie stands next to it, looking towards the plane. The background shows a large hangar and the warm glow of the setting or rising sun.

OUR *VISION*

To be recognized as the definitive ground handling and business aviation support provider in Egypt and the wider region: the partner that international operators, aircraft owners, and government missions choose first, and trust every time.

OUR *MISSION*

To deliver flawless, discreet, and responsive ground handling and aviation support services that empower our clients to move with confidence: anticipating their needs, safeguarding their time, and upholding the highest international standards of safety, compliance, and service at every touchpoint.

Honesty

We communicate transparently with our clients, partners, and regulatory authorities, ensuring that every commitment we make is one we keep.

Sincerity

We approach every relationship with clients, crews, and airport authorities with genuine care, treating each mission as a reflection of our own reputation.

Hard Work

We hold ourselves to a standard of relentless preparation and follow-through, because reliable ground handling is built on effort that goes unseen but never unnoticed.

A large, dark image showing the silhouettes of three men in business suits shaking hands on an airfield. In the background, a private jet is parked, and the sky is a mix of orange and grey, suggesting sunset or sunrise. The text "CORE VALUES" is overlaid in large, white, bold letters on the left side of the image.

CORE VALUES

OUR CERTIFICATION

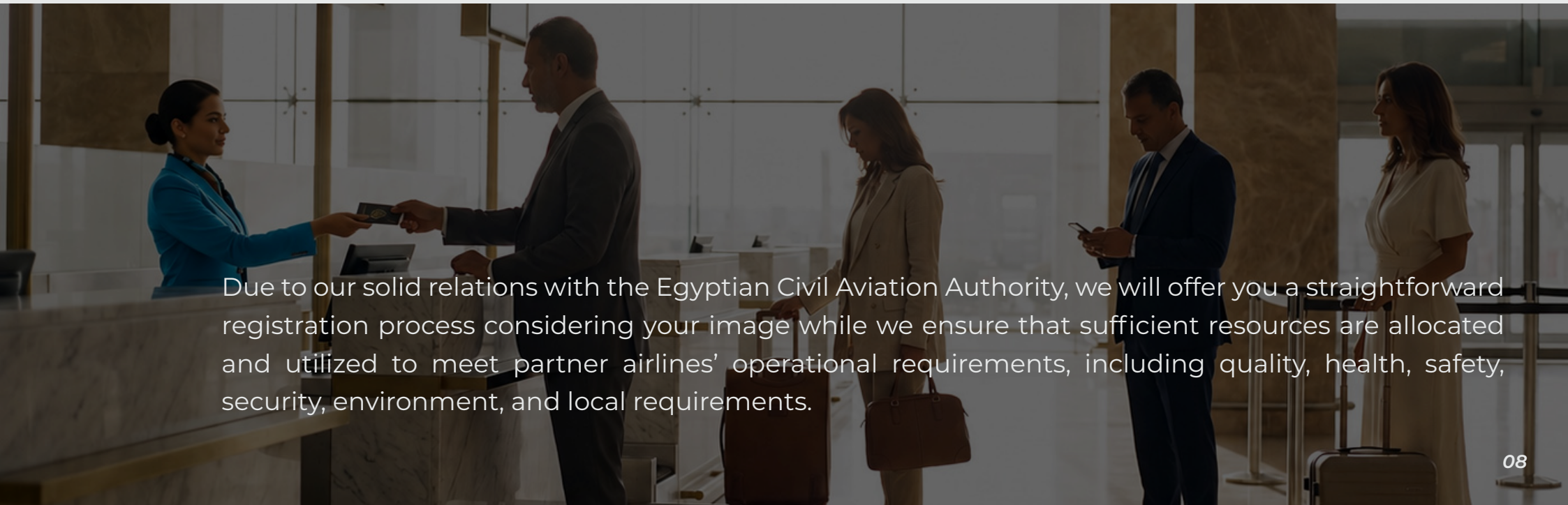




OUR *SERVICES*

Representation & Station Management

Enigma Aviation acts as an active, reliable liaison between aircraft operator/airline and local authorities in order to cover all administrative and operational aspects.



Due to our solid relations with the Egyptian Civil Aviation Authority, we will offer you a straightforward registration process considering your image while we ensure that sufficient resources are allocated and utilized to meet partner airlines' operational requirements, including quality, health, safety, security, environment, and local requirements.

PASSENGER *SERVICES*

At **Enigma**, we understand that all services performed reflect the client's image. **Enigma** handles everything from passenger assistance to the most delicate VIP requirements with professionalism and care.

Our dedicated staff is always available to assist passengers and crew with the following services:

- Check-in
- Ancillary Encashment
- Airport Lounges
- Gate Activities
- Airport Ticketing
- Meet and Greet (Fast Track)
- Supervision services
- VIP Handling Services
- Arrival Services
- Lost and Found
- PRMs, UMs Assistance
- Customs and Immigration



RAMP *SERVICES*

Full ramp-side coordination including aircraft marshalling, chocking, ground power unit provision, water and lavatory services, and safe management of ramp activity around the aircraft, delivered by trained personnel who understand the unique demands of business jet operations.

Enigma Aviation team is highly competent in meeting the aircraft on ground and coordinating the flight, arranging the necessary equipment and supervising ramp handling, controlling aircraft access and securing aircraft holds, loading/unloading luggage and monitoring belly/galley change, all meanwhile strictly following the necessary safety measures.

- Ground Services Equipment (GSE)

- Baggage Handling

- Ramp Transport

- Aircraft Cleaning

- Dedicated Turnaround Coordinator (TRC)

- Liaise with Third Parties

- Catering Handling

- Load Control



CREW **ASSISTANCE**

• Meet & Assist

• Hotel Arrangements

• Visa

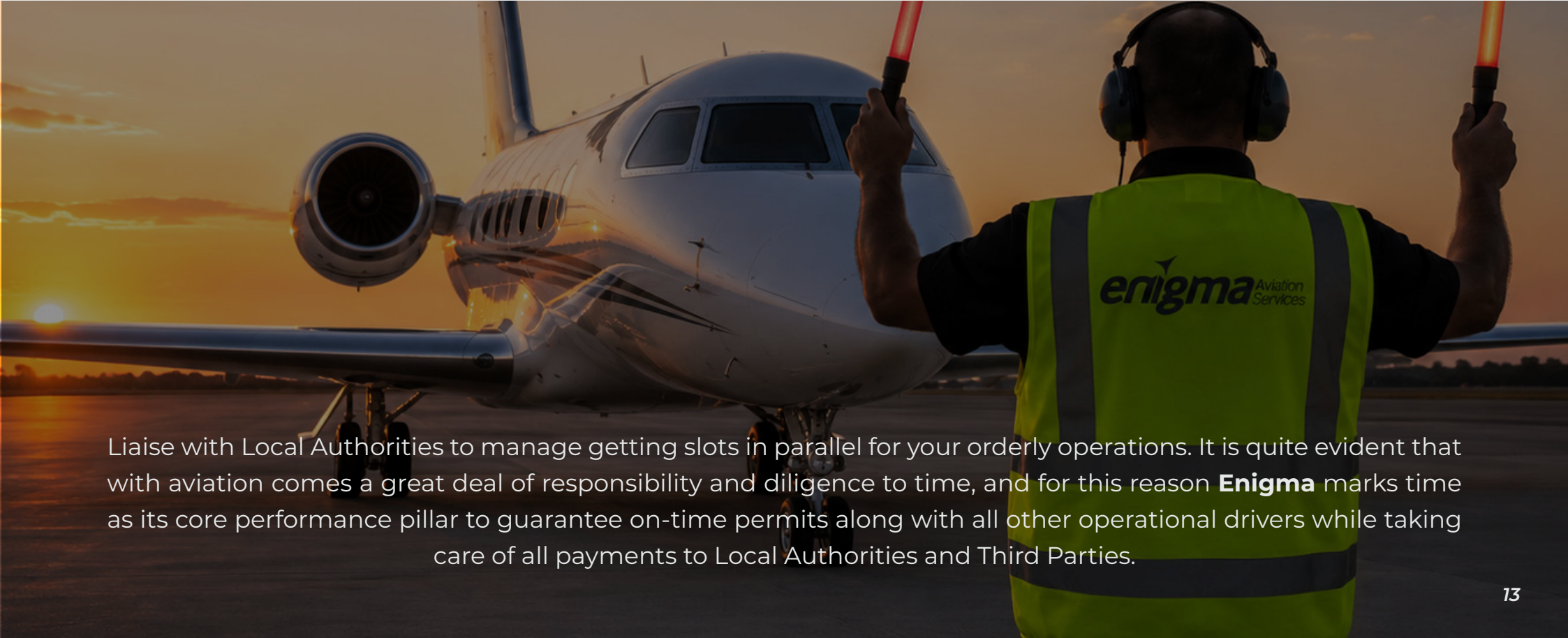
• Transfers

• Ticketing

Traffic Rights and Slot Coordination

Enigma Aviation traffic rights department liaises with ECAA 24/7, providing partners and clients with timely updated permits and slot clearances.

Enigma Aviation arranges overflying approval and landing permission for various flights, such as: Commercial Flights, Governmental Diplomatic flights, Cargo Flights, Executive Flights, Military Flights and Ambulance Flights.

A ground crew member, seen from behind, is wearing a high-visibility yellow-green vest with the "enigma Aviation Services" logo. He is holding two red light wands, one in each hand, and wearing a headset. In the background, a large commercial airplane is parked on a runway or taxiway. The scene is set during sunset or sunrise, with a warm orange glow in the sky and on the aircraft's fuselage.

Liaise with Local Authorities to manage getting slots in parallel for your orderly operations. It is quite evident that with aviation comes a great deal of responsibility and diligence to time, and for this reason **Enigma** marks time as its core performance pillar to guarantee on-time permits along with all other operational drivers while taking care of all payments to Local Authorities and Third Parties.



VIP LOUNGE

VIP **SERVICES**

A bespoke suite of services designed for principals, dignitaries, and high-profile travelers, encompassing

- Private terminal access (VIP Lounge arrangement)
- Concierge Services
- Expedited immigration and customs handling
- Dedicated escort (Meet & Assist)
- Limousine Service
- Meticulous attention to privacy and comfort throughout time on the ground

CATERING *SERVICES*

Arrangement of in-flight catering according to operator/passenger preferences. To tempt and satisfy delicate palates, **Enigma Aviation** contracts superior suppliers.

When supplying in-flight catering, **Enigma** pays careful attention not only to the quality of food and hygiene but also the delicacy of dishes, comfort, and presentation.

- Punctual On-Time Delivery
- Economy and Low-Cost Meals
- Catering Equipment and Storage Facility
- Sale On-Board Stock
- Business Class Meals
- Crew Meals



FUEL **ARRANGEMENTS**

Coordination of fuel uplift with reliable suppliers
at competitive terms at all Egypt Airports

• Jet-A1 Fuel

• Av Gas

AVIATION **SECURITY**

Enigma Aviation provides security services at all Egyptian airports by certified Security Agents who are highly trained in both security and risk assessments, providing complete solutions

- Passenger Profiling and Travel Document Check
- Screening Supervision and Control
- Random Check of Hand Baggage
- Baggage Guarding and Escorting to Aircraft
- Catering Check and Guarding to Aircraft
- Cargo Safeguarding and Escort to Warehouse
- Aircraft Access Control
- Baggage Security and Safeguarding of Baggage at Sorting Area, Baggage Containers Sealing
- Safeguarding at the Baggage Sorting Area within Check-in Time
- Escorting from Sorting Area to the Aircraft and Vice Versa



CONCIERGE ***SERVICES***

A dedicated concierge function catering to the personal requirements of passengers and crew, from dining reservations to local arrangements, delivered with the discretion and attentiveness of a luxury service provider.

A man in a dark suit and tie is looking down at a tablet device he is holding. He is standing in a modern office or lounge area with large windows in the background showing an airport tarmac and a control tower.

24/7 **OPERATIONAL SUPPORT**

A dedicated operational control function that monitors flights, manages real-time updates, and provides flight departments and operators with a single, dependable point of contact for all ground-related matters in Egypt.

WEATHER **BRIEFINGS**

Timely provision of weather information and briefings relevant to the flight, supporting flight crews and operators in making informed operational decisions.

AIRPORT OPERATIONS

FLIGHT	STATUS
EK 924	ON TIME
BA 217	ON TIME
AF 663	ON TIME
LH 591	ON TIME
MS 640	ON TIME
TK 689	ON TIME
QR 1302	ON TIME
UA 101	ON TIME

AIRPORT METRICS

ON TIME PERFORMANCE

AVERAGE DELAY

CANCELED FLIGHTS

ACTIVE ALERTS

SERVICE LOCATION

Enigma Aviation Services operates across Egypt's principal international and regional airports, providing consistent, high-standard ground handling coverage nationwide:

Cairo

International Airport
(CAI/HECA)

Alexandria

International Airport
(ALY)

Hurghada

International Airport
(HRG/HEGN)

Aswan

International Airport
(ASW/HESN)

Luxor

International Airport
(LXR/HELX)

Mersa Matruh

Airport
(MUH/HEMM)

El Alamein

Airport
(DBB/HEAL)

Sharm El Sheikh

International Airport
(SSH/HESH)

Capital

International Airport
(CCE/HECP)

Marsa Alam

International Airport
(RMF/HEMA)

Assiut

Airport
(ATZ/HEAT)

Sphinx

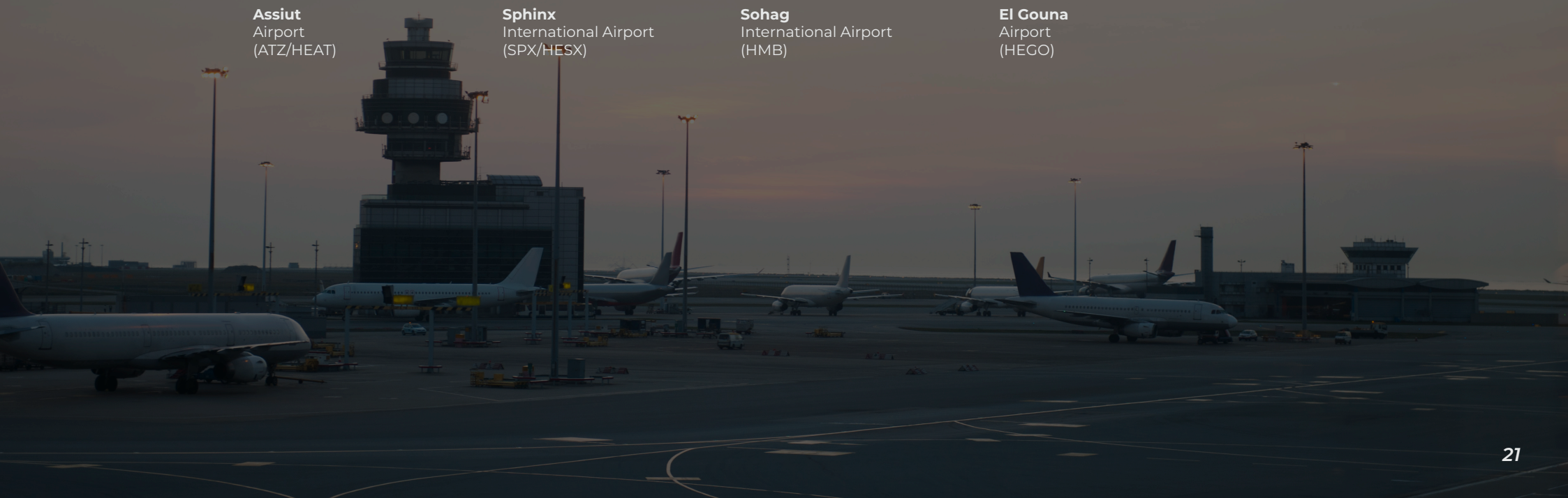
International Airport
(SPX/HESX)

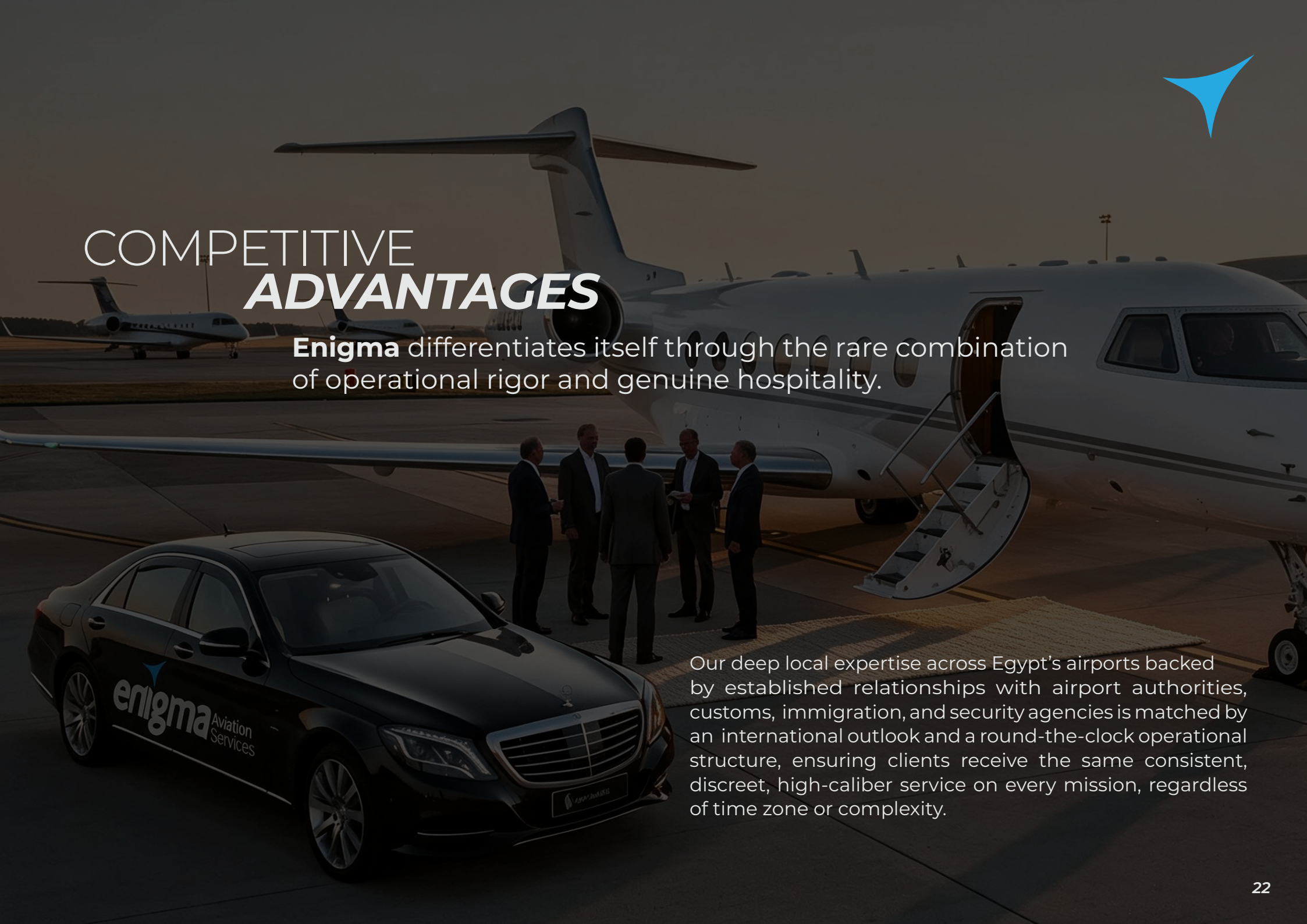
Sohag

International Airport
(HMB)

El Gouna

Airport
(HEGO)





COMPETITIVE **ADVANTAGES**

Enigma differentiates itself through the rare combination of operational rigor and genuine hospitality.

Our deep local expertise across Egypt's airports backed by established relationships with airport authorities, customs, immigration, and security agencies is matched by an international outlook and a round-the-clock operational structure, ensuring clients receive the same consistent, discreet, high-caliber service on every mission, regardless of time zone or complexity.

OUR **COMMITMENT**

At **Enigma Aviation Services**, we understand that every aircraft we handle carries more than passengers and cargo; it carries schedules that matter, missions that matter, and people who have placed their trust in us to get every detail right.

We commit to upholding the highest standards of safety, precision, and discretion in every operation we undertake, today and as we continue to grow. We commit to being the partner our clients can call on at any hour, in any circumstance, and receive the same composed, capable response.

And we commit to representing Egypt's aviation sector on the international stage with the professionalism, sophistication, and reliability our clients deserve.

This is the standard we have built **Enigma Aviation Services** upon, and the standard we will never compromise.

Precision on the Ground
Excellence in the Air




enigma Aviation
Services

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