

National Office

a. 447 Kent St Sydney NSW 2000

t. 02 8114 6500

ABN 18 559 030 246



Mr Anthony Filacouridis
Chief Executive Officer
Swissport Australia

4 June 2026

By email: tony.filacouridis@swissport.com

Dear Mr Filacouridis,

TWU members across your ground handling operations in Australia are calling for real job security - a clear and growing demand Swissport can no longer ignore.

Across major and regional ports, TWU members are reporting the same unacceptable reality. Swissport employs the overwhelming majority of its ground handling workforce on part-time contracts, while those same workers are regularly rostered to work full-time hours over sustained periods. This is not incidental - it is a systemic business model that denies workers secure employment, strips them of fair overtime entitlements, and prevents them from planning their lives with any certainty.

Your own operations demonstrate a clear and ongoing need for full-time labour. Yet Swissport continues to rely on insecure part-time arrangements with no genuine or transparent pathway to full-time employment. This is not just unfair - it is a deliberate avoidance of secure work.

Swissport falls well below industry standards in multiple areas. On job security, the gap is stark. Across the aviation ground handling sector, the industry-standard baseline is a guaranteed minimum of 22+ hours per week for part-time workers, with overtime paid on hours worked in excess of contracted hours. Swissport comes nowhere near this standard, at a guarantee of just 15 hours per week. Your failure to provide meaningful minimum hours or fair overtime provisions has created a workforce that is overworked, under-secured, and fundamentally undervalued.

National Office

a. 447 Kent St Sydney NSW 2000

t. 02 8114 6500

ABN 18 559 030 246



In May 2026, this frustration translated into collective action. Hundreds of Swissport workers across the country formally endorsed resolutions at their airports demanding change. These resolutions call on Swissport to:

1. **Increase contracted hours** for workers who are regularly working hours equivalent to full-time employment.
2. **Establish a transparent and fair expression of interest process** for workers seeking conversion to full-time employment.
3. **Commit to secure, permanent full-time jobs** where work is regular, systematic and ongoing.

This groundswell of support culminated in the national action at Canberra Airport on 27 May 2026, where workers stood together to demand an end to insecure work in your operations.

The message could not be clearer: **Secure work is essential to safety, fairness, and dignity at work.**

Aviation safety depends on a stable, experienced, and properly supported workforce. Fatigue, turnover, and insecurity undermine not only workers' wellbeing, but operational standards across the industry.

TWU members are calling on Swissport to act - not deflect, delay, or deny.

We demand that Swissport immediately engage with its workforce and the TWU to implement the commitments outlined above. This means:

- Recognising the operational reality and converting long-term, regular hours into secure full-time jobs;
- Bringing part-time minimum hours up to industry standard;

Transport Workers' Union of Australia

National Office

a. 447 Kent St Sydney NSW 2000

t. 02 8114 6500

ABN 18 559 030 246



- Creating clear, accessible, and fair pathways to permanent full-time employment;

The TWU stands ready to engage constructively with Swissport to lift pay, conditions, and safety standards to industry level.

Yours sincerely,

Emily McMillan
National Assistant Secretary
Transport Workers' Union of Australia