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August 2011

GROUND SUPPORT WORLDWIDE

2011-2012
Worldwide Directory

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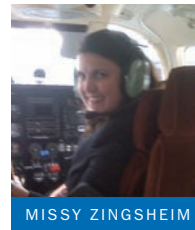
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Others may purchase subscriptions at these rates: US, 1-year \$35,
2-years \$65; Canada & Mexico, 1-year \$50, 2-year \$95; All other countries,
via airmail, 1-year \$75, 2-year \$145. Single copies, \$10.

Ground Support Worldwide (USP 015-386, ISSN 1934-2861 print,
ISSN 2150-4016 online) is published ten times annually in February,
March, April, May, June/July, August, September, October, November and
December/January. Periodicals postage paid at Fort Atkinson, WI and
additional mailing offices.

Change of address or subscription information: Toll Free – 877-382-9187,
Local – 847-559-7598, circ.groundsupportww@omeda.com

POSTMASTER: Please send address changes to Ground Support
Worldwide, Cygnus Business Media, P.O. Box 3257, Northbrook, IL
60065-9765. Printed in the U.S.A.

Canada Post PM 40063731. Return undeliverable Canadian addresses
to: Ground Support Worldwide, Station A, P.O. Box 54, Windsor, ON N9A 6J5.



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Another year, another directory. One of the most important items that you can have while doing business is a resource that you can easily access. Our 2011-2012 Worldwide Directory is a comprehensive listing of ground handlers and suppliers in the industry, providing you just that resource. We even take the directory one step further and duplicate all company information on our online Buyer's Guide, giving you not only a print directory, but an online directory that you can access anywhere via the internet.

In our Worldwide Directory we also include product/category listings in addition to the company listing making your search for a specific type of product or service as easy as possible. Also through our online Buyer's Guide you can request information directly from the company, making it easy to get any additional information that you need. ■

Michelle I. Z

AUGUST 2011

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Cleared For Takeoff

I've held on to a memo for the past 20 years because it clearly spells out what editors need to do to keep publishing a successful trade magazine.

Let me introduce myself by telling you about the greatest guy I never met. Charlie Horton founded two trade magazines, and I had the pleasure to work for both publications for 20 years.

I never met Charlie because he passed away six months before I walked through the door of his company. But I have kept a copy of a memo he wrote as he prepared to launch his second magazine. The memo's a bit torn-and-frayed and coffee-stained, but I keep it close since it clearly spells out what makes a successful business-to-business magazine and reminds editors of what they need to do to make it so.

Here's what Charlie wrote:

"Maybe something else counts – like knowledge of the industry; like constant involvement in its affairs; like continuing face-to-face encounters with thousands of its people; like an intense commitment to the progress and well-being of the industry. One hundred percent of our loyalty, 100 percent of our interest, 100 percent of our commitment is right here – and it does make a difference."

Charlie's philosophy has been my philosophy ever since. And while he wrote those words long before any of us learned how to spell "www," I know they apply just as much to what we do on the web.

The editors didn't just serve as reporters, but as the best ambassadors and – we were never ashamed to admit – cheerleaders for a dedicated group of hard-working professionals that earned their pay doing strenuous jobs that would leave most of us bewildered for instruction and panting for breath.

Now, he wasn't talking about the ground-handling industry; he was talking about the plumbing industry. Plumbers are underdogs – easily discounted and unrecognized until, of course, you need one. Not a single customer likes to pay the plumber's bill to fix the water heater, but just try going an hour without hot water.

I don't pretend to know a lot about my new readers just yet. I've certainly walked through airports in the United States, Europe, China and Japan. That might count for something. But my dad was an electrician at O'Hare Airport, and when my sister and I were kids, he'd take us out in his truck crisscrossing runways in front of taxiing aircraft. That might count for more.

I do know what I bring to the table is the experience to care about readers and make their interests my interests. So it was a relief to talk with George Prill, the original editor of this magazine, my first week on the job and hear more than a faint recognition in his voice as he described my new readers. "The forgotten guys." "Underappreciated." "Underrecognized." "Underserved." George also reminded me of Charlie's philosophy when he told me that I should consider myself primarily in the ground support business rather than the publishing business.

I'm not sure why I've ended up editing magazines for people who don't get the recognition they richly deserve. But I'm sure I'll fit right in as I learn to celebrate a new industry. ■




STEVE SMITH

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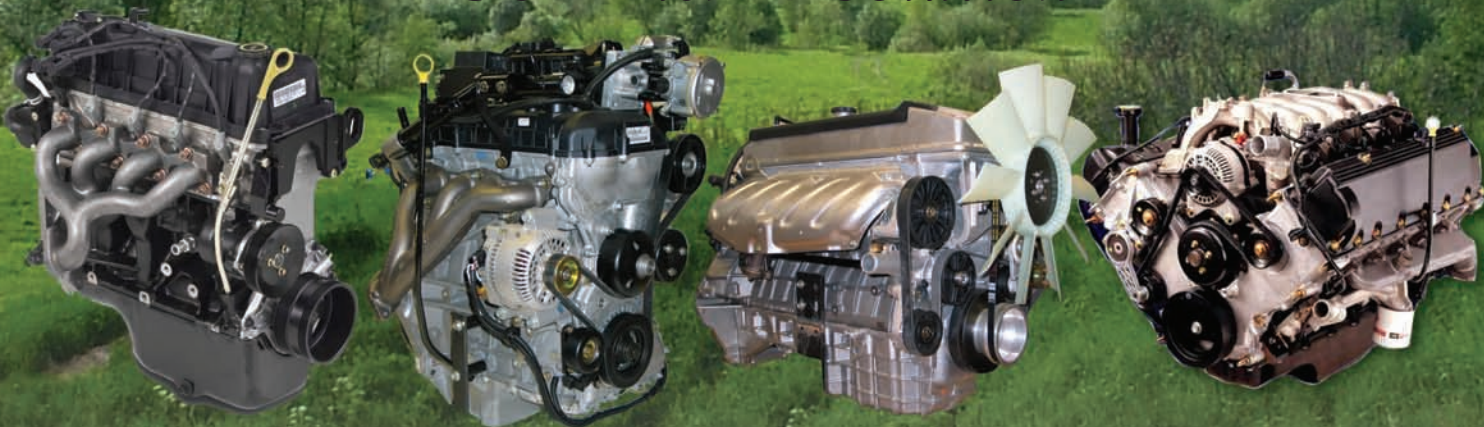
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18th International Exhibition for Airport Equipment, Technology, Design & Services

A collage of images related to the Inter Airport Europe exhibition. The top left shows a group of people in business attire. The top right shows a yellow airport vehicle with a crane. The middle left shows a red and white airport vehicle. The middle right shows a yellow and red airport vehicle. The bottom left shows a yellow airport vehicle. The bottom right shows a man in a blue shirt. The right side of the collage features the 'inter airport europe' logo, which includes a stylized 'X' in red and blue, and the text 'The world's premier airport exhibition' below it. Above the logo is a departure board with the following text: 'Departures', 'über', 'via', 'planm.', 'erw.', 'sched.', 'exp.', '14:35', '14:35'.

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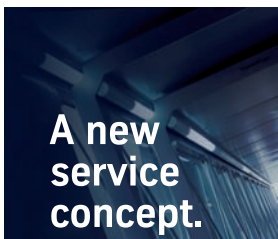
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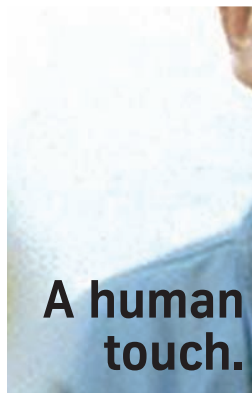
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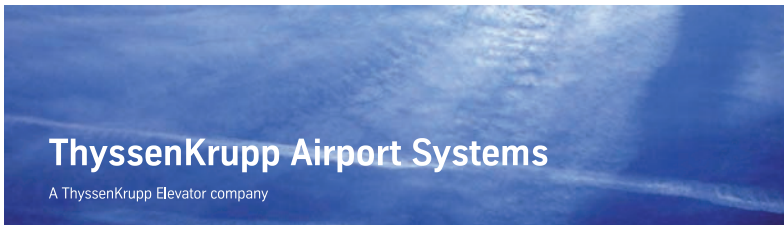
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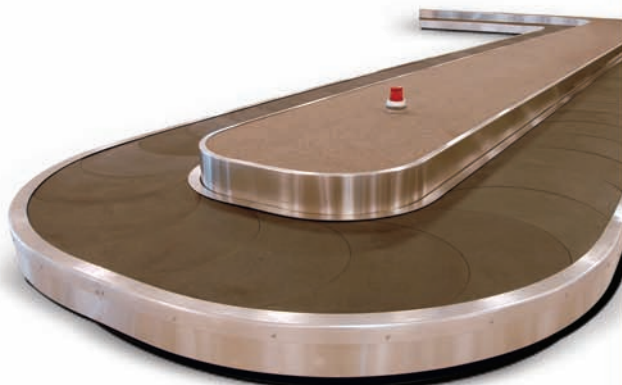


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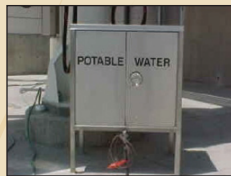
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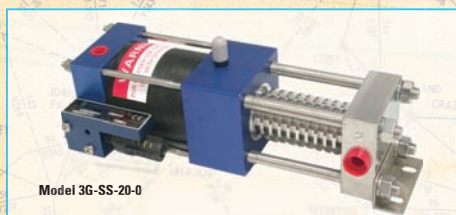
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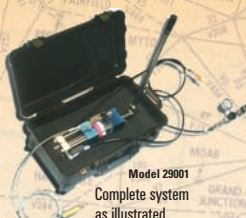
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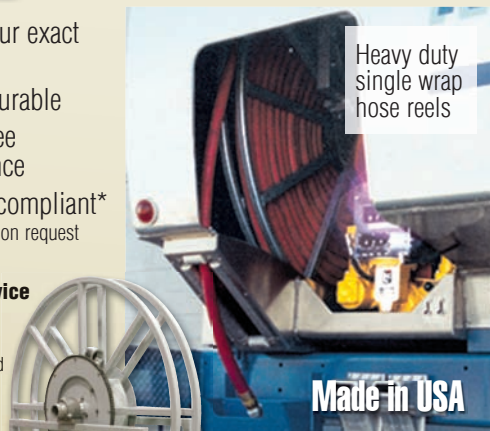
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Website: www.wingselectrosales.com

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