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Standard Ground Handling Agreement

Edition 2008
From landing to takeoff: we care!

more than just a job...

www.swissport.com
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Swissport International

Who is Swissport?
Swissport International is the world’s leading provider of ground services to the aviation sector, generated total operating revenue of CHF 1891 million (EUR 1266 million, USD 1583 million) in 2007. Having begun life in 1997 providing ground handling services at Zurich, Basel and Geneva airports, the Zurich-based company has since expanded to offer a wide range of aviation services at more than 180 stations in over 40 countries around the world with its workforce of around 30 000 employees. All kind of aviation related services and airport facilities are currently offered to more than 650 airline customers throughout the whole world. Swissport has been awarded “best global ground handling services company of the year” 8 times in a row mainly due to the high quality standard of the services provided. Swissport is owned by Ferrovial, a leading European infrastructure and service corporation based in Spain.

Services at a glance
– Aircraft line maintenance
– Aircraft servicing and cleaning
– Airport aviation security
– Cargo and mail (on-/off-airport) including warehousing and document handling
– Catering services
– De-icing
– Executive aviation handling and VIP services
– Flight operations and crew administration
– Fueling
– Irregularity operations support
– GSE maintenance
– Load control
– Lost and found facilities and systems
– Operation of airport lounges
– Passenger handling with check-in, gate, departure, arrival and transfer services
– Ramp services including baggage handling/sorting, GPU, push-back and others
– Representation and accommodation
– Surface transport of passengers and crews
– Station control with supervision and administration
– Ticketing


**Business policy and mission**

Swissport is recognized as the benchmark in terms of value for money, customer dedication, and cost management. The company has established a global reputation for being a valued business partner, not only because of its financial resources and modern ground support equipment, but also due to its intangible assets, particularly management expertise and a brand name that stands for superior quality.

One of the advantages of Swissport compared with its competitors is that its scale and financial backing gives it the ability to invest in value added services such as innovative IT applications or optimized processes. Within Swissport, huge investments are done to streamline the interface with airlines and save them costs. A small handler just can't match that. Latest example is the development and launch of the Web-Check-in platform that is allowing smaller and mid sized carriers to offer their own system in cooperation with Swissport's ground handling capabilities.

Outsourcing of certain tasks is another classical win-win situation for a successful collaboration between an Airline and the leading ground handling company. The targets and benefits are obvious: concentrating on fewer handlers and forming long-term relationships with each other leads to cost savings and other substantial synergies. Another advantage of single-source management is the simplification of service standards, quality control, contracting processes, invoicing and other administrative tasks. Swissport is convinced of this approach and more and more airlines are following the same strategy, since they appreciate the advantage of a major player like Swissport.

As airlines continue to focus on their core businesses, Swissport has had several opportunities to substantiate its ability to take over airline and/or cargo-related services and/or functions of various carriers, delivering higher performance at lower cost. Full service packages of this kind have a positive impact on the carrier’s balance sheet and income statement and are therefore a good reason to team up with a flexible market leader like Swissport.
Team up with the right partner – the Swissport World is on the move
And what about innovative new ideas and practical optimizations for daily business?
Some other important assets for the customers are:
- Great experience in ground handling
- Named “Best Global Ground Handling Services Company” of the Year eight times in a row (2001–2008) by the Institute of Transport Management (ITM)
- Quality Management System ISO 9001:2000, annually audited by SGS
- The leverage of a customer base of more than 650 aviation business partners
- Extensive training program for staff at all levels
- The biggest global network with a dedicated global key account management system
- Concrete one-stop-shopping and outsourcing concepts with a proved track record
- Special offers for integrated aviation security solutions provided by Checkport

Other major achievements
There is no other ground handling provider with such a remarkable track-record and growth path over the last 10 years. Huge companies have been carefully and successfully integrated (i.e. Dynair, CSC, Groundstar, and others). As the industry leader, Swissport has also repeatedly demonstrated its ability to innovative procedures and processes in the interest of added value, increased speed, and a reduction of complexity. Swissport has developed attractive ways to optimize the staff-management what finally will result in substantial cost savings and interesting synergy opportunities. Another speciality of Swissport are new collaboration models that are unique in the ground handling industry allowing the airlines to spin off their ground operations either selectively by stations, regions or globally. Furthermore Swissport is recognized as industry leader/pioneer for the so called new airport applications (e-Services) such as self-service-ticketing-kiosks, web-check-in, and very soon also mobile-check-in.
Where is Swissport heading to?
No doubt, Swissport will constantly adapt, align, evolve and refine its business operations with the clear goal not only to keep the Number 1 aviation service position but to further expand all kind of business lines, opportunities and areas. In particular, the following strategic growth plans are currently under way:

- Worldwide network extension
- More dominant cargo presence at key markets (major hubs)
- Push of complimentary activities (fueling, security, maintenance, executive jets)
- Strengthening of the dynamic and rapidly growing Low-cost-segment
- Permanent look at new IT applications and innovative product launches
- Making maximum use of standardisations and roll out of “best practices”

Overall, Swissport will anticipate all new upcoming trends and customer wishes in order to meet the many demands and challenges of the very dynamic aviation industry. Swissport wants to grow organically (as well as with meaningful acquisitions) above the industry average. At the same time the company is bound for attractive return on investments and a very strict cost control.

Stephan Beerli
Marketing Dynamics
Corporate Marketing & Communications
Swissport International

This information is current as at April 2008. You can always log on to www.swissport.com for the latest information up-date.
Swissport International …

… is the leading global airport and aviation service provider in terms of quality, reliability, customer dedication, growth, innovation and network coverage.

… offers a wide range of products at optimum value for money and achieves an attractive return on investment for all parties involved.

… is able to provide an «all-inclusive service package» as well as to manage new integrated collaboration models (outsourcing). Swissport delivers everything the aviation industry needs.

**Ground Handling**
- Passenger and Ramp Services
- Baggage Services
- Ticketing
- Lost and Found services
- Lounge Operations
- VIP treatments
- Gate and Check-in Services
- Irregularity handling
- Station control
- Load control
- Crew Administration
- Executive Aviation Handling

**Cargo Handling**
- Ramp and freight services
- Aircraft loading / unloading
- Warehousing
- Trucking
- Mail handling
- Export and import document handling
Aviation Speciality Services
– Aviation Security
– Fueling
– Aircraft Maintenance

Swissport Fueling Services
SFS (Swissport Fueling Services) provides into-plane fuel service as well as maintenance and operation of “big barrel” fuel systems. SFS fuels all types of aircraft with fixed hydrant carts, hydrant trucks, and fuel tenders.

Swissport Maintenance Services
Swissport Aircraft Line Maintenance: Swissport’s line maintenance organization operates at 21 airports in and at 4 locations outside the US.
GSE Maintenance and ULD: This unit operates at over 20 airports in 5 countries around the world. It manages and maintains a ground support equipment fleet of more than 5000 units worldwide.

Checkport, Aviation Security, has a workforce of some 600 employees who provide security services for more than 40 airlines in 12 countries. The facilities offered include travel document verification, access control, passenger screening, baggage reconciliation, aircraft guarding, cargo and baggage screening and various other aviation security activities.
www.checkport.info
The IATA Standard Ground Handling Agreement

This publication contains the 2008 version of the IATA Standard Ground Handling Agreement (SGHA) as published in the IATA Airport Handling Manual.

The SGHA is a dynamic document that reflects the evolution of the ground handling business over time. Now is the time to migrate to the 2008 version of the SGHA.

Industry experts who attend regular meetings of the Aviation Ground Services Agreements Working Group (AGSA WG) publish new versions of the SGHA every 5 years following detailed reviews. Membership of the AGSA WG is open to all IATA members and IATA Ground Handling Council members so for more information, please contact us at: ighc@iata.org

IATA provides training Workshops on the SGHA and the Service Level Agreement (SLA) regularly throughout the year. The 2008 list of workshops is:

> 15–17 May – Kuala Lumpur, Malaysia
> 17–19 June – Montreal, Canada
> 19–21 August – Panama, Panama
> 16–18 September – New Delhi, India
> 21–23 October – Buenos Aires, Argentina
> 4–6 November – Geneva, Switzerland

We are also very happy to provide tailor made, in-house workshops to suit an individual companies business requirements.

So whether you are a seasoned expert or an SGHA/SLA newcomer we believe these workshops have something for you.

For more workshop information please check out our website (http:www.iata.org/workshops/ighc) or if you want to discuss your individual companies business requirements please contact us at ighc@iata.org,

IATA Airport & Inflight Services Team
April 2008
Contracting Checklist

- Contract duration
- Exact schedules
- Currency and fluctuations
- Cancellation and delays
- Disbursement fee
- Lost and found procedures/cost
- IT environment with DCS/SITA/CUTE (cost)
- CPI
- Liability limits
- Multistational incentive deals (global, regional packages)
- Document checks and fines
- Warehouse facilities (ETC systems)
- Change of ownership
- Alliance impact
- SLA definitions
- Performance monitoring and measurement systems
- Number of AWBs
- Mode and form of payment (guarantees, deposits, interests)
- Tariff increases
- 3rd party charges
- Exclusivity or preferred partnership status
- Volume deviations
- Change of aircraft type or timing (Peak and Off-Peak)
- Self service devices (SSD)
- Incidents and damages
– Lounges
– Dedication or common (uniforms, badges, accessoires)
– Key contacts and communication flow
– Complaint management
– Back office facilities and administration
– Station management/supervision
– Training cost (new system applications and modifications)
– Stationary (boarding cards, labels, supply-chain, etc.)
– JAR-OPS compliance
– Flight concessions for staff (ID tickets)
– Emergency procedures
– ATO
– Safety and security measures
– Central load control
– Force majeur
– Termination clauses
– Price adjustments
– Branding with CD/Ci instructions (trademarks)
– Joint co-marketing activities
Aircraft Types & Liability

Swissport applies the liability guideline which corresponds with the industrial standards. This guideline is in accordance with the SGHA Main Agreement 8.5.

**Jets**

**USD 1,000,000**  
B747, B757, B767, B777, DC-10, MD11, A300, A310, A330, A340, A380

**USD 750,000**  
B717, B737 Series, MD80 Series, MD90 Series, A320 Series

**USD 500,000**  
BAE146 (AR8/AR100), Embraer 170, Embraer 190, all other western built airline jets not mentioned otherwise

**USD 250,000**  
Embraer 145, Canadair RJ

**USD 75,000**  
Cessna Citation, Fan Jet Falcon, Learjet 35/60, Dassault Falcon 20F

**USD 50,000**  
Embraer 120

1% of aircraft value, subject to a minimum of USD 50,000

**Business Jets**

**Turboprops**

**USD 100,000**  
Fokker 50, F27, FH-227, ATR42, ATR72, Saab SF340, Saab 2000, DHC7, DHC8, BAe ATP, Shorts SD330, Shorts SD360

**USD 50,000**  
Embraer Brasilia-Dornier Do-228, Kingair 350, Jetstream 41
USD 25,000
DHC 6, Piper PA 31T, Swearingen Metro, King Air
Cessna Conquest, Jetstream 31, Embraer Bandeirante

1% of aircraft value, minimum USD 5000
Light twin engined Propeller Aircraft

1% of aircraft value, minimum USD 2500
Light single engined Propeller Aircraft

Helicopters
5% of aircraft value, maximum USD 100,000
From landing to takeoff: we care!

more than just a job...

www.swissport.com
## Standard Ground Handling Agreement (SGHA), Version 2008

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STANDARD GROUND HANDLING AGREEMENT (SGHA)

between: _____________________________________________________

and: __________________________________________________________

The agreement consists of: ____________________________________

MAIN AGREEMENT, and, as required,

ANNEX A (description of services)

ANNEX(ES) B (location(s), agreed services and charges)

CONTENTS OF MAIN AGREEMENT

DEFINITIONS AND TERMINOLOGY

ARTICLE 1 PROVISION OF SERVICES

ARTICLE 2 FAIR PRACTICES

ARTICLE 3 SUBCONTRACTING OF SERVICES

ARTICLE 4 CARRIER’S REPRESENTATION

ARTICLE 5 STANDARD OF WORK

ARTICLE 6 REMUNERATION

ARTICLE 7 ACCOUNTING AND SETTLEMENT

ARTICLE 8 LIABILITY AND INDEMNITY

ARTICLE 9 ARBITRATION

ARTICLE 10 STAMP DUTIES, REGISTRATION FEES

ARTICLE 11 DURATION, MODIFICATION AND TERMINATION
Definitions and Terminology

For the sake of clarity, the following definitions and terminology apply to the SGHA:

AIRPORT TERMINAL means all buildings used for arrival and departure handling of aircraft.

ARRANGE (or MAKE ARRANGEMENTS FOR) implies that the Handling Company may request an outside agency to perform the service in question. The charge of the outside agency shall be paid by the Carrier. The Handling Company assumes no liability toward the Carrier for such arrangements.

AS MUTUALLY AGREED or BY MUTUAL AGREEMENT or BY THE CARRIER’S REQUEST, it is recommended that, whenever this terminology is used, such items be supported by specific documentation or reference.

CARGO includes the Carrier's service cargo and company mail.

THE CARRIER’S AIRCRAFT means any aircraft owned, leased, chartered, hired or operated or otherwise utilised by or on behalf of the Carrier and in respect of which the Carrier has either expressly or implicitly contracted, instructed or otherwise requested the Handling Company to perform or carry out any ground handling service(s).

DEPARTURE CONTROL SYSTEM (DCS) means an automated method of performing check-in, capacity and load control and dispatch of flights.

DIRECT LOSS means a loss arising naturally or directly from an occurrence and which excludes remote, indirect, consequential, or special losses or damages, such as loss of revenue or loss of profit.

ELECTRONIC DATA INTERCHANGE (EDI) means the computer-to-computer (application-to-application program processing) transmission of business data in a standard format.

LOADS means baggage, cargo, mail and any aircraft supplies including ballast.

OWNING CARRIER means a carrier who is the owner or lessee of a Unit Load Device.

PASSENGERS includes the Carrier's service and free passengers.
**PROVIDE** implies that the Handling Company itself assumes responsibility for the provision of the service in question.

**RECEIVING CARRIER** means a carrier who receives a Unit Load Device from a transferring carrier at a transfer point.

**SPECIAL SHIPMENTS** means, for example, perishables, live animals, valuables, vulnerable cargo, news material, dangerous goods etc.

**SPECIALIZED CARGO PRODUCTS** means, for example, express cargo, courier shipments, same day delivery.

**STATION MANAGEMENT** means management of Carriers administrative and/or operational functions within scope defined in the Annex B.

**SUPERVISION** means oversight of services performed by third parties, i.e. companies who have a separate Annex B (or similar contact with the carrier). The term Supervision shall not apply to the Handling Company self-management of own services or oversight of Handling Company’s subcontractors (as referenced to in Article 5 of the Main Agreement).

**TECHNICAL LANDING** is a landing for other than commercial reasons where no physical change of load occurs.

**TICKET** means either the document entitled “Passenger Ticket and Baggage Check” or any electronic ticket data held in the Carrier's data base.

**TRANSFERRING CARRIER** means a carrier who transfers a Unit Load Device to a receiving carrier at a transfer point.

**TRANSIT FLIGHT** is an aircraft making an intermediate landing for commercial reasons where a change of load occurs.

**TRUCK HANDLING** means loading and/or unloading a truck operating as a Truck Service.

**TRUCK SERVICE** means a service operated by truck on behalf of an airline carrying loads documented in accordance with the applicable IATA and/or ICAO rules, regulations and procedures. In the Main Agreement and in Annex A, the word “aircraft” will read “truck” and “flight” will read “truck service” when it concerns the handling of a truck as meant under the above definitions. In Section 5, Item 5.5.5 of Annex A, the word “vehicle” means a conveyance of any kind to be used within the ramp area for transport of cargo between warehouse and truck or between two trucks or between two warehouses.
TURNROUND FLIGHT is an aircraft terminating a flight and subsequently originating another flight following a complete change of load.

UNIT LOAD DEVICES (ULDs) means devices which interface directly with an aircraft restraint system and are registered by the IATA ULD Technical Board.
Standard Ground Handling Agreement 2008

Main Agreement

Article 1

Provision of Services

1.1 General
The services will be made available within the limits of possibilities of the Handling Company and in accordance with the applicable IATA and/or ICAO and/or other governing rules, regulations and procedures.

It is not considered necessary or possible to specify every detail of the services it being generally understood what such services comprise and the standards to be attained in their performance.

1.2 Documents for Ground Handling
Documents used for ground handling will be the Handling Company’s own documents, where applicable, provided these documents comply with standardised formats that may apply under IATA and/or ICAO and/or other governing rules, regulations and procedures.

1.3 Scheduled Flights
The Handling Company agrees to provide for the Carrier’s Aircraft for flights operating on an agreed schedule at the location(s) mentioned in the Annex(es) B, those services of Annex A as are listed in the Annex B for the respective locations. The Carrier, in turn, agrees to inform the Handling Company as soon as possible about any changes of schedule and/or frequencies and/or types of aircraft.

1.4 Extra Flights
The Handling Company will also provide the services to the Carrier’s Aircraft for flights in addition to the agreed schedule at the same locations, provided that reasonable prior notice is given and the provision of such additional services will not prejudice commitments already undertaken.
1.5 **Priority**
In case of multiple handling, priority shall, as far as possible, be given to aircraft operating on schedule.

*New*

1.6 **Emergency Assistance**
It is the responsibility of the Handling Company to participate in local emergency response plan(s) in order to provide support to the Carrier in event of an emergency including but not limited to, forced landings, accidents or acts of violence. Carrier will contact the Handling Company to establish the carrier’s needs in an emergency and provide the Handling Company its current emergency procedures. In the absence of Carrier instructions, in part or whole, the Handling Company shall follow its own emergency response plan(s).

In case of an emergency, the Handling Company shall without delay activate its local emergency plan(s) which includes the immediate notification to the Carrier and establish open-line communications with the Carrier. The Handling Company shall take all reasonable measures to assist passengers, crew and family members and to safeguard and protect baggage, cargo and mail carried in the aircraft from loss or damage in co-operation with the relevant local authorities. All documentation and information pertaining to the emergency is the property of the Carrier and shall be held confidential by the Handling Company, unless such documentation and information is specifically required by applicable law or by governmental or local authorities regulations. The Carrier shall reimburse the Handling Company for expenses and disbursements incurred in rendering such assistance.

1.7 **Additional Services**
As far as possible, the Handling Company will, upon request, provide to the Carrier any additional services. Such services may be governed by special conditions to be agreed between the Parties.
1.8 **Other Locations**

In case of occasional flights of the Carrier’s Aircraft at locations which are not designated in the present Agreement, where the Handling Company maintains a ground handling organisation, the Handling Company shall, on request, make every effort, subject to the means locally available, to furnish necessary services.

**Article 2**

*Fair Practises*

2.1 The Handling Company will take all practicable measures to ensure that sales information contained in the Carrier's flight documents is made available for the purposes of the Carrier only.

2.2 Neither Party to this Agreement shall disclose any information contained in Annex(es) B to outside parties without the prior consent of the other Party, unless such information is specifically required by applicable law or by governmental or authorities' regulations, in which case the other Party will be notified accordingly.

**Article 3**

*Subcontracting of Services*

3.1 The Handling Company is entitled to delegate any of the agreed services to subcontractors with the Carrier’s consent, which consent shall not be unreasonably withheld. It is understood that, in this case, the Handling Company shall nevertheless be responsible to the Carrier for the proper rendering of such services as if they had been performed by the Handling Company itself. Any subcontracting of services and the provider(s) thereof, will be recorded in the Annex(es) B.

3.2 The Carrier shall not appoint any other person, company or organisation to provide the services which the Handling Company has agreed to provide by virtue of this Agreement, except in such special
Article 4
Carrier's Representation

4.1 The Carrier may maintain at its own cost, its own representative(s) at the location(s) designated in the Annex(es) B. Such representative(s) and representative(s) of the Carrier's Head Office may inspect the services furnished to the Carrier by the Handling Company pursuant to this Agreement, advise and assist the Handling Company and render to the Carrier's clients such assistance as shall not interfere with the furnishing of services by the Handling Company.

4.2 The Carrier may, by prior written notice to the Handling Company and at its own cost, engage an organisation (hereinafter referred to as ‘the Supervisor’) to supervise the services of the Handling Company at the location(s) designated in Annex(es) B. Such notice shall contain a description of the services to be supervised.

The Supervisor shall have the same authority as defined above in Sub-Article 4.1 for the Carrier's own representative.

4.3 Such assistance, when performed by the Carrier's representative(s) and/or Supervisor(s) will be the sole responsibility of the Carrier, unless requested by the Handling Company.

Article 5
Standard of Work

5.1 The Handling Company shall carry out all technical and flight operations services as well as other services also having a safety aspect, for example, load control, loading of aircraft and handling of dangerous goods, in accordance with the Carrier's
instructions, receipt of which must be confirmed in writing to the Carrier by the Handling Company.

In the case of absence of instructions by the Carrier, the Handling Company shall follow its own standard practices and procedures provided they comply with the applicable IATA and/or ICAO and/or other governing rules, regulations and procedures.

5.2 The Handling Company will carry out all other services in accordance with the Carrier’s procedures and instructions, or as mutually agreed. In the case of absence of instructions by the Carrier, the Handling Company shall follow its own standard practices and procedures.

5.3 The Handling Company agrees to take all possible steps to ensure that, with regard to contracted services, the Carrier's Aircraft, crews, passengers and load receive treatment not less favourable than that given by the Handling Company to other Carriers or its own comparable operation at the same location.

5.4 The Handling Company agrees to ensure that authorisations of specialised personnel performing services for the Carrier are kept up-to-date. If at any time the Handling Company is unable to provide authorised personnel as requested by the Carrier, the Handling Company shall inform the Carrier immediately.

5.5 The Carrier shall supply the Handling Company with sufficient information and instructions to enable the Handling Company to perform its handling properly.

5.6 In the provision of the services as a whole, due regard shall be paid to safety, security, local and international regulations, applicable IATA and/or ICAO and/or other governing rules, regulations and procedures and the aforementioned request(s) of the Carrier in such a manner that delays and
damage to the Carrier’s Aircraft and load are avoided and the general public is given the best impression of air transport.

5.7 The Handling Company must report to the Carrier’s representative immediately all loss of or damage, threatened or actual, to aircraft and loads noticed in the course of the handling or which in any other way comes to the knowledge of the Handling Company.

5.8 The Parties shall reach mutual agreement on the quality standards for any services, not excluding those covered by Sub-Article 5.1 above. Such quality standards for a specific location may form part of the applicable Annex B. The Handling Company agrees to take all possible steps to ensure that, with regard to contracted services, the agreed upon quality standards will be met.

5.9 The Carrier may at its own cost, by prior written notice, audit the designated services in the applicable Annex(es) B. Such notice shall contain a description of the area(s) to be audited. The Handling Company shall cooperate with the Carrier and will undertake any corrective action(s) required.

New 5.10 In the provision of the Services, the Parties agree to comply with any applicable data protection laws.

New 5.11 The Handling Company will supervise and manage its own activities and/or those subcontracted as agreed/covered scope of services with Annex B.

New 5.12 The handling Company Shall be able to demonstrate a Safety management System in use following IATA AHM610 and/or ICAO, local and international regulations, or other governing rules.
Article 6
Remuneration

6.1 In consideration of the Handling Company providing the services, the Carrier agrees to pay to the Handling Company the charges set out in the respective Annex(es) B. The Carrier further agrees to pay the proper charges of the Handling Company and to discharge all additional expenditure incurred for providing the services referred to in Sub-Articles 1.4, 1.6, 1.7 and 1.8.

6.2 The charges set out in Annex(es) B do not include:
– any charges, fees or taxes imposed or levied by the Airport, Customs or other authorities against the Carrier or the Handling Company in connection with the provision of services herein by the Handling Company or in connection with the Carrier’s flights.
– expenses incurred in connection with stopover and transfer passengers and with the handling of passengers for interrupted, delayed or cancelled flights.

New Such charges, fees, taxes or other expenses as outlined above shall be borne ultimately by the Carrier;

Article 7
Accounting and Settlement

7.1 The Handling Company shall invoice the Carrier monthly with the charges arising from the provision of the handling services of Annex A as listed in Annex(es) B at the rates of charges set out in Annex(es) B.

7.2 Settlement shall be effected through the IATA Clearing House unless otherwise agreed in Annex(es) B.
Article 8

Liability and Indemnity

In this Article, all references to:

(a) “the Carrier” or “the Handling Company” shall include their employees, servants, agents and subcontractors;

(b) “ground support equipment” shall mean all equipment used in the performance of ground handling services included in Annex A, whether fixed or mobile, and

(c) “act or omission” shall include negligence.

8.1 Except as stated in Sub-Article 8.5, the Carrier shall not make any claim against the Handling Company and shall indemnify it (subject as hereinafter provided) against any legal liability for claims or suits, including costs and expenses incidental thereto, in respect of:

(a) delay, injury or death of persons carried or to be carried by the Carrier;

(b) injury or death of any employee of the Carrier;

(c) damage to or delay or loss of baggage, cargo or mail carried or to be carried by the Carrier, and

(d) damage to or loss of property owned or operated by, or on behalf of, the Carrier and any consequential loss or damage;

arising from an act or omission of the Handling Company in the performance of this Agreement unless done with intent to cause damage, death, delay, injury or loss or recklessly and with the knowledge that damage, death, delay, injury or loss would probably result.

PROVIDED THAT all claims or suits arising hereunder shall be dealt with by the Carrier; and

PROVIDED ALSO THAT the Handling Company shall notify the Carrier of any claims or suits without undue delay and shall furnish such assistance as the Carrier may reasonably require.
Provided also that where any of the services performed by the Handling Company hereunder relate to the carriage by the Carrier of passengers, baggage or cargo, then if the limitations of liability imposed by the Warsaw Convention and/or the Montreal Convention (1999) as applicable and as amended from time to time would have applied if any such act or omission had been committed by the Carrier but are held by a Court not to be applicable to such act or omission committed by the Handling Company in performing this Agreement then upon such decision of the Court the indemnity of the Carrier to the Handling Company hereunder shall be limited to an amount not exceeding the amount for which the Carrier would have been liable if it had committed such act or omission.

8.2 The Carrier shall not make any claim against the Handling Company in respect of damage, death, delay, injury or loss to third parties caused by the operation of the Carrier’s aircraft arising from an act or omission of the Handling Company in the performance of this Agreement unless done with intent to cause damage, death, delay, injury or loss or recklessly and with knowledge that damage, death, delay, injury or loss would probably result.

8.3 (a) notwithstanding the provisions of sub-article 8.1, in the case of claims arising out of surface transportation which is provided on behalf of the Carrier and is part of the operation of loading/embarking or unloading/discharging and/or is covered by the Carrier’s Contract of Carriage the indemnity shall not exceed the limits specified in the said Contract of Carriage. (b) in the case of claims arising out of surface transportation which is not provided on behalf of the Carrier and/or is not part of the operation of loading/embarking or unloading/discharging and/or is not covered by the Carrier’s Contract of Carriage the waiver and indemnity herein contained shall not apply.
8.4 The Handling Company shall not make any claim against the Carrier and shall indemnify it (subject as hereinafter provided) against any legal liability for claims or suits, including costs and expenses incidental thereto, in respect of:
(a) injury to or death of any employees of the Handling Company, its servants, agents or sub-contractors; and
(b) damage to or loss of property owned or operated by, or on behalf of, the Handling Company and any consequential loss or damage; arising from an act or omission of the Carrier in the performance of this Agreement unless done with intent to cause damage, death, delay, injury or loss or recklessly and with knowledge that damage, death, delay, injury or loss would probably result.

8.5 Notwithstanding Sub-Article 8.1(d), the Handling Company shall indemnify the Carrier against any physical loss of or damage to the Carrier’s Aircraft caused by the Handling Company’s negligent act or omission PROVIDED ALWAYS THAT the Handling Company’s liability shall be limited to any such loss of or damage to the Carrier’s Aircraft in an amount not exceeding the level of deductible under the Carrier’s Hull All Risk Policy which shall not, in any event, exceed USD 1,500,000 except that loss or damage in respect of any incident below USD 3,000 shall not be indemnified.

For the avoidance of doubt, save as expressly stated, this Sub-Article 8.5 does not affect or prejudice the generality of the provisions of Sub-Article 8.1 including the principle that the Carrier shall not make any claim against the Handling Company and shall indemnify it against any liability in respect of any and all consequential loss or damage howsoever arising.

New 8.6. Furthermore, notwithstanding Sub-Article 8.1(c), the Handling Company shall indemnify the Carrier against direct loss of or damage to the Carrier’s cargo (excluding Mail) caused by the negligent act
or omission by or on behalf of the Handling Company in the provision of the services and/or the supply of goods under this Agreement PROVIDED ALWAYS THAT the Handling Company’s liability shall be limited to 17 SDR per kilo or to the actual compensation paid out by the Carrier, whichever is less. In any event, the total amount of the claim shall not exceed USD 1,000,000, except that loss or damage in respect of any claim below USD500 shall not be indemnified. Any claim shall be submitted within the time limits of the Warsaw convention. For the avoidance of doubt, the liability of the Handling Company shall never exceed the liability of the Carrier."

**Article 9**  
*Arbitration*

9.1 In the event of any dispute or claim concerning the scope, meaning, construction or effect of this Agreement, the parties shall make all reasonable efforts to resolve disputes amongst themselves. Failing mutual resolution of the dispute, the parties may elect to resolve the dispute through arbitration (either by a single arbitrator or a panel of arbitrators). In the event that the parties fail to agree to an arbitration process, the dispute shall be settled in accordance with the laws of the state or jurisdiction set out in Annex(es)B, by the courts set out in Annex(es)B without regard to principles of conflict of laws.

**Article 10**  
*Stamp Duties, Registration Fees*

10.1 All stamp duties and registration fees in connection with this Agreement, which may be prescribed under the national law of either Party to this Agreement, are payable by that Party.
10.2 All stamp duties and registration fees in connection with this Agreement, which may be prescribed under the national law of the location(s), as mentioned in the Annex(es) B and not being a location situated in the country of either Party to this Agreement will be shared equally between the Parties.

Article 11

(Duration, Modification and Termination)

11.1 This Agreement shall be effective from the date specified in the respective Annex(es) B. It shall supersede any previous arrangements between the Parties governing the provision of services at locations for which there are valid Annex(es) B to this Agreement.

11.2 Modification of, or additions to this Agreement shall be recorded in Annex(es) B.

11.3 Any notice referred to under this Article 11 given by one Party under this Agreement shall be deemed properly given if sent by registered letter, or by other means where proof of receipt or acknowledgement is obtained, to the respective office of the other Party as recorded in the Annex(es) B. in case of a registered letter notice shall be considered to be served on the date of receipt.

11.4 This Main Agreement shall continue in force until terminated by either Party giving sixty days prior notice to the other Party.

11.5 Termination by either Party of all or any part of the services to be furnished at a specific location requires sixty days prior notice to the other Party. In the event of part termination of services, consideration shall be given to an adjustment of charges.
11.6 Any Annex(es) B to this Agreement exceeding a defined period of validity, shall continue in effect until terminated by either party providing sixty days prior notice to the other Party.

11.7 In the event of the Carrier’s or the Handling Company’s permit(s) or other authorisation(s) to conduct its air transportation services, or to furnish the services provided for in the Annex(es) B, wholly or in part, being revoked, cancelled, or suspended, that Party shall notify the other Party without delay and either Party may terminate the Agreement or the relevant Annex(es) B at the effective date of such revocation, cancellation or suspension by giving to the other Party notice thereof within twenty-four hours after such event.

11.8 Either Party may terminate this Agreement and its Annexes at any time if the other Party becomes insolvent, makes a general assignment for the benefit of creditors, or commits an act of bankruptcy or if a petition in bankruptcy or for its reorganisation or the readjustment of its indebtedness be filed by or against it, provided the petition is found justified by the appropriate authority, or if a receiver, trustee or liquidator of all or substantially all of its property be appointed or applied for.

11.9 Both Parties shall be exempt from obligation if prompt notification is given by either Party in respect of any failure to perform its obligations under this Agreement arising from any of the following causes;

– labour disputes involving complete or partial stoppage of work or delay in the performance of work;
– force majeure or any other cause beyond the control of either Party.

11.10 In the event of the Agreement or part thereof being terminated by notice or otherwise, such termination shall be without prejudice to the accrued rights and liabilities of either Party prior to termination.
11.11 The Handling Company shall have the right at any time to vary the charges set out in the Annex(es) B provided, however, that the Handling Company has given notice in writing to the Carrier not less than sixty days prior to the revised charges becoming effective. The notice shall specify the revised charges which the Handling Company proposes to introduce, together with the date on which they are to be brought into effect.

11.12 Notwithstanding Article 11.11, when changes occur in the schedule, and/or frequencies and/or types of aircraft, other than those set out in Annex(es) B, which affect the handling costs, either Party shall have the right to request an adjustment to the handling charges as from the date of the change provided that the Party concerned informs the other Party within thirty days of the change.
# Annex A – Ground Handling Services

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Section 1
Representation, Administration and Supervision

1.1 General
1.1.1 (a) provide or (b) arrange for guarantee or bond to facilitate the Carrier’s activities.
1.1.2 Liaise with local authorities.
1.1.3 Indicate that the Handling Company is acting as handling agent for the Carrier.
1.1.4 Inform all interested Parties concerning movements of the Carrier’s aircraft.

1.2 Administrative Functions
1.2.1 Establish and maintain local procedures.
1.2.2 Take action on communications addressed to the Carrier.
1.2.3 Prepare, forward, file and retain for a period specified in the Annex B, messages/reports/statistics/documents and perform other administrative duties in the following areas. (a) station administration (b) passenger services (c) ramp services (d) load control (e) flight operations (f) cargo services (g) mail services (h) support services (i) security (j) aircraft maintenance (k) other, as specified in Annex B
1.2.4 Maintain the Carrier’s manuals, circulars, and other relevant operational documents connected with the performance of the services.
1.2.5 (a) Check (b) Sign (c) Forward on behalf of the Carrier invoices, supply orders, handling charge notes, work orders
1.2.6 Effect payment, on behalf of the Carrier, including but not limited to: (a) airport, customs, police and other charges relating to the services performed. (b) cost for provisions of bond guarantee. (c) out-of-pocket expenses, accommodation, transport.
1.3 Supervision and/or Co-ordination of Services Contracted by the Carrier with Third Party(ies)

1.3.1 (a) Supervise
(b) Co-ordinate
services contracted by the Carrier with third party(ies)

1.3.2 Ensure that the third party(ies) is(are) are informed about operational data and Carrier’s requirements in a timely manner.

1.3.3 Liaise with the Carrier’s designated representative

1.3.4 Verify availability and preparedness of staff, equipment, Loads, documentation and services of the third party(ies) to perform the services.

1.3.5 Meet aircraft upon arrival and liaise with crew.

1.3.6 Decide on non-routine matters

1.3.7 Verify despatch of operational messages.

1.3.8 Note irregularities and inform the Carrier.

New

1.4 Station Management

1.4.1 Provide representative on behalf of the Carrier to act (a) exclusively (b) non-exclusively

1.4.2 The Handling Company is authorised to represent Carrier’s interest with regard to resolving governmental and local authorities matters

1.4.3 Attend local airport meetings on behalf of the Carrier
(a) report to the Carrier results/contents of the meetings
(b) Act, vote and commit on behalf of the Carrier

1.4.4 The handling company will be authorised to
(a) solicit
(b) negotiate
(c) commit
services on behalf of the Carrier, with expenditure/commitment limit to be specified in Annex B
(1) airport lounges
(2) baggage delivery services
(3) janitorial
(4) newspapers delivery
(5) laundry services
(6) porters
(7) other
1.4.5 Negotiate and secure slot(s) and airport facilities, as available, on behalf of the Carrier

1.4.6 Liaise with relevant local and Government authorities to ensure that all necessary permits and licenses are applied for, negotiated and secured in advance of each seasonal/operational change.

1.4.7 Perform and report (KPI – key performance indicators) quality/performance measurements

1.4.8 Handle the contents of Carrier’s company mail pouches
Section 2
Passenger Services

2.1 General

2.1.1 Inform passengers and/or public about time of arrival and/or departure of Carrier's aircraft and surface transport.

2.1.2 Make arrangements for stopover, transfer and transit passengers and their baggage and inform them about services available at the airport.

2.1.3 When requested by the Carrier,

(a) provide or
(b) arrange for special equipment, facilities and specially trained personnel, for assistance to
(1) unaccompanied minors.
(2) persons with reduced mobility (PRMs).
(3) VIPs.
(4) transit without visa passengers (TWOVs).
(5) deportees.
(6) special medical transport
(7) others, as specified in Annex B.

2.1.4 Assist passengers when flights are interrupted, delayed or cancelled.

2.1.5 If applicable, arrange storage of baggage in the Customs' bonded store (any fees to be paid by the passenger).

2.1.6 (a) Notify the Carrier of complaints and claims made by the Carrier's passengers.
(b) Process such claims

2.1.7 Handle lost, found and damaged property matters.
(a) accept baggage irregularity reports
(b) enter data into baggage tracing system
(c) maintain baggage tracing system files for period specified in Annex B
(d) make payments for incidental expenses
(e) arrange for delivery of delayed baggage to passengers
(f) handle communications with passengers

2.1.8 Report to the Carrier any irregularities discovered in passenger and baggage handling.
2.1.9 (a) Provide or (b) Arrange for
(1) check-in position(s),
(2) service counter(s)/desk(s) for other purposes,
(3) lounge facilities,
(4) porter services,
(5) other services as specified in Annex B

2.1.10 Perform on behalf of the Carrier the following sales functions
(a) reservations
(b) issuance of transportation documents
(c) e-ticketing
as specified in Annex B

2.2 Departure
2.2.1 Perform pre-flight editing
2.2.2 Check and ensure
(a) that tickets are valid for the flight(s) for which they are presented. The check shall not include the fare.
(b) that tickets presented are not blacklisted in the industry ticket service data base. Blacklisted documents shall not be honoured and immediately reported to the Carrier.

2.2.3 (a) Check travel documents for the flight(s) concerned. In the event that the Handling Company does not have access to information that verifies visa validities the Handling Company will not have liability. The Handling Company shall not be liable for immigration fines in the event of non-bona fide travel documents or other events which are outside of their control.
(b) Enter required passenger and/or travel document information into Carrier’s and/or government system.

2.2.4 (a) Weigh and/or measure checked and/or cabin baggage,
(b) Record baggage figures for
(1) initial flight.
(2) subsequent flight(s).
2.2.5 Excess baggage
(a) determine excess baggage
(b) issue excess baggage ticket
(c) collect excess baggage charges
(d) detach applicable excess baggage coupons

2.2.6 Tag checked and/or cabin baggage for
(a) initial flight.
(b) subsequent flight(s).

2.2.7 Effect conveyance of checked baggage to the baggage sorting area

2.2.8 Effect conveyance of oversized checked baggage to the baggage sorting area

2.2.9 Collect airport and/or any other service charges from departing passengers.

2.2.10 (a) Carry out the Carrier’s seat allocation or selection system
(b) Issue boarding pass(es)
(c) Detach applicable flight coupons for
(1) initial flight.
(2) subsequent flight(s).

2.2.11 Handle
(a) Denied Boarding process
(b) Denied Boarding Compensation

2.2.12 Direct passengers through controls to departure gate

2.2.13 At the gate perform
(a) check-in in accordance with item 2.2.3
(b) check baggage
(c) verification of travel documents
(d) upgrades and downgrades
(e) handling of stand-by list
(f) verification of cabin baggage
(g) manage the boarding process
(h) reconciliation of passenger numbers with aircraft documents prior to departure
(i) other gate functions as specified in Annex B

2.2.14 (a) collect
(b) reconcile
(c) handle and forward to Carrier transportation documents (flight coupons, or other flight related documents) uplifted from departing passengers
2.3 Arrival
2.3.1 (a) perform or (b) arrange for opening/closing aircraft passenger doors
2.3.2 Direct passengers from aircraft through controls.
2.3.3 (a) provide for or (b) arrange for
   (1) Transfer desk/connection services
   (2) Baggage recheck

2.4 Remote/Off Airport Services
2.4.1 Inform passengers/public about time of arrival/departure.
2.4.2 Handle departing passengers and baggage.
2.4.3 Carry out passenger and baggage handling as described in Sub-Sections 2.1, 2.2 and 2.3.
2.4.4 Direct departing passengers to connecting transport to the airport.
2.4.5 Handle passengers arriving from the airport.
2.4.6 Deliver baggage to passengers in accordance with local procedures.

2.5 Inter-modal Transportation by Rail, Road or Sea
2.5.1 Handle departing passengers and baggage
2.5.2 Carry out passenger and baggage handling as described in Sub-Sections 2.1, 2.2 and 2.3, where applicable, substituting “rail, road or sea transportation” for “aircraft”, and “flight(s)”, and “terminal” for “airport”.
2.5.3 Direct departing passengers to connecting transport.
2.5.4 Load baggage on connecting transport, as directed by the rail, road or sea transport operator.
2.5.5 Handle arriving passengers and baggage from the rail, road or sea transport operator.
2.5.6 Direct arriving passengers through controls to the Carrier’s flight departure services.
2.5.7 Offload baggage from connecting transport, as directed by the rail, road or sea transport operator and transfer it to the Carrier’s airport services.
Section 3
Ramp Services

3.1 Baggage Handling
3.1.1 Handle baggage in the baggage sorting area.
3.1.2 Prepare for delivery onto flights
   (a) bulk baggage
   (b) ULDs
3.1.3 Establish the number and/or weight of
   (a) bulk baggage
   (b) built - up ULDs
   and provide the load control unit with the informa-
   tion
3.1.4 Offload
   (a) bulk baggage
   (b) ULDs.
3.1.5 Prioritise baggage delivery to claim area.
3.1.6 Deliver to claim area
   (a) baggage
   (b) oversize baggage
3.1.7 Transfer baggage
   (a) Provide
   or
   (b) Arrange for
   (1) Sortation of transfer baggage.
   (2) Storage of transfer baggage prior to despatch
      (storage time limits to be specified in Annex B).
   (3) transport of transfer baggage to the sorting
      area of the receiving carrier.
3.1.8 Handle crew baggage.

3.2 Marshalling
3.2.1 (a) Provide
   or
   (b) Arrange for
   marshalling at arrival and/or departure.

3.3 Parking
3.3.1 (a) Provide
   (b) Position and/or remove
      wheelchocks.
3.3.2 Position and/or remove
(a) landing gear locks.
(b) engine blanking covers.
(c) pitot covers.
(d) surface control locks.
(e) tailstands and/or aircraft tethering.
(f) other items as specified in Annex B (e.g. safety cones)

3.3.3 (a) Provide
(b) Arrange for
(c) Operate
ground power unit

3.4 Cooling and Heating
3.4.1 (a) Provide
(b) Arrange for
(c) Operate
cooling unit.
3.4.2 (a) Provide
(b) Arrange for
(c) Operate
heating unit.

3.5 Ramp to Flight Deck Communication
3.5.1 Provide headsets.
3.5.2 Perform ramp to flight deck communication
(a) during tow-in and/or push-back.
(b) during engine starting.
(c) for other purposes.

3.6 Loading and Unloading
3.6.1 (a) Provide
(b) Arrange for
(c) Operate
(1) passenger steps.
(2) flight deck steps.
(3) loading bridges
3.6.2 (a) Provide
or
(b) Arrange for
(1) passenger
(2) crew
transport between aircraft and airport terminals.
3.6.3 (a) Provide or (b) Arrange for equipment for loading and/or unloading.

3.6.4 (a) Provide or (b) Arrange for delivery and pick-up of

New (1) Baggage New (2) Mobility devices at aircraft doors or other agreed points to be specified in Annex B

3.6.5 (a) Provide or (b) Arrange for assembly of and transport of

New (1) baggage (2) cargo (3) mail (4) documents New (5) company mail between agreed points on the airport

3.6.6 (a) Unload aircraft, returning lashing materials to the Carrier. (b) Load and secure Loads in the aircraft (c) Operate in-plane loading system.

3.6.7 Redistribute Loads in aircraft.

3.6.8 Open, close and secure aircraft hold doors. (a) aircraft lower deck (b) aircraft main deck

3.6.9 (a) Provide or (b) arrange for ballast

3.6.10 (a) Provide or (b) arrange for safeguarding of all Loads requiring special handling (e.g. valuables) during

(1) loading/unloading (2) transport between aircraft and designated point on the airport
3.7 Starting
3.7.1 (a) Provide or
(b) Arrange for
(c) Operate
air start unit.

3.8 Safety Measures
3.8.1 (a) Provide
or
(b) arrange for
fire-fighting and other protective equipment.

3.8.2 Perform safety/ground damage inspection
(a) immediately upon arrival
(b) immediately prior departure
(1) doors and panels
(2) Other inspection items as specified in Annex B
And communicate the results to flight crew or
Carrier’s representative

3.9 Moving of Aircraft
3.9.1 (a) Provide
or
(b) arrange for
tow-in and/or push-back tractor.

3.9.2 (a) Towbar to be provided by the Carrier.
(b) Towbar to be provided by the Handling Company
(c) Store and maintain towbar(s) provided by the
Carrier

3.9.3 (a) Tow in and/or push back aircraft.
(b) Tow aircraft between other agreed points.
(c) Provide authorised cockpit brake operator in
connection with towing.
(d) Provide wing-walker(s)

3.10 Exterior Cleaning
3.10.1 Perform cleaning in accordance with Carriers written instructions
(a) flight deck windows.
(b) cabin windows.
(c) aircraft integral steps
(d) slats and leading edges
(e) wings
(1) upper surface
(2) lower surface
(f) flaps (extended)
(1) upper surface
(2) lower surface
(g) ailerons
(1) upper surface
(2) lower surface
(h) engine nacelles and pylons
(i) fuselage
(1) upper surface
(2) lower surface
(j) horizontal stabiliser
(k) vertical stabiliser
(l) landing gear
(m) wheel well

3.11 Interior Cleaning

3.11.1 Clean flight deck, if specified, under the control of a person authorised by the Carrier
(a) empty ash trays.
(b) dispose of litter.
(c) clear waste from seat back stowage’s and racks.
(d) wipe crew tables.
(e) clean seats.
(f) mop floor.
(g) clean flight deck inside windows.

3.11.2 Clean passenger and crew compartments (other than flight deck)
(a) empty ash trays
(b) dispose of litter
(c) clear waste from overhead stowages
(d) wipe tables
(e) clean and tidy seats, seat belts, seat back pockets and passenger service units
(f) clean floors (carpets and surrounds)
(g) empty and clean refuse bins
(h) clean surfaces in pantries, galleys (sinks, working surfaces, ovens and surrounds) and toilets (wash basins, bowls, seats, mirrors and surrounds)
(i) remove, as necessary, any contamination caused by airsickness, spilled food or drink and offensive stains
(j) clean telephones, fax machines, LCD screens and other equipment
3.11.3 Clean cabin windows.
3.11.4 Clean
   (a) cargo compartments.
   (b) ULDs
3.11.5 Fold and stow blankets.
3.11.6 Make up berths.
3.11.7 Change
   (a) head rest covers.
   (b) pillow covers.
   Covers to be supplied by the Carrier.
3.11.8 Collect and/or distribute in
   (a) cabin
   (b) toilets
   items provided by the Carrier.
3.11.9 Disinfect and/or deodorize aircraft with
   (a) materials provided by Carrier
   (b) materials provided by Handling Company
3.11.10 (a) Remove
   (b) Destroy
   food and material left over from incoming flights.
3.11.11 (a) Provide
   or
   (b) Arrange for
   laundering of
   (1) cabin blankets
   (2) linen

3.12 Toilet Service
3.12.1 (a) Provide
   or
   (b) Arrange for
   toilet service

3.13 Water Service
3.13.1 (a) Provide
   or
   (b) Arrange for
   (1) Draining water tanks.
   (2) Replenish of water tanks with drinking water
   (3) Water quality tests
3.14 **Cabin Equipment**
3.14.1 Rearrange cabin by
   (a) removing
   (b) installing
   (c) repositioning
   cabin equipment, for example, seats and cabin divider(s).

3.15 **Storage of Cabin Material**
3.15.1 (a) Provide
       or
       (b) Arrange for
       suitable storage space for the Carrier’s cabin mate-
       rial.
3.15.2 Take inventory.
3.15.3 (a) Provide
       or
       (b) Arrange for
       replenishment of stocks.

3.16 **Catering Ramp Handling**
3.16.1 Unload/load and stow catering supplies from/on
       aircraft.
3.16.2 Transfer catering supplies on aircraft.
3.16.3 Transport catering supplies between aircraft and
       agreed points.

3.17 **De-Icing/Anti-Icing Services and Snow/Ice Removal**
3.17.1 Remove snow from aircraft without using de-icing
       fluid.
       New
3.17.2 Perform “pre” de/anti-icing inspection and advise
       flight crew or Carrier representative of results.
3.17.3 (a) Provide
       or
       (b) Arrange for
       (1) anti-icing units.
       (2) de-icing units.
3.17.4 Provide de-icing/anti-icing fluids
3.17.5 Remove frost, ice and snow from aircraft using
       de-icing fluid. Fluids to receive purity and contam-
       ination inspection prior to use.
3.17.6 Apply anti-icing fluid to aircraft.
3.17.7 Supervise performance of de-icing/anti-icing operations.
3.17.8 Perform final inspection after de-icing/anti-icing operations and inform flight crew of results.
Section 4
Load Control, Communications and Flight Operations

4.1 Load Control
4.1.1 Convey and deliver flight documents between the aircraft and appropriate airport buildings.

4.1.2 (a) Prepare
(b) Sign
(c) Distribute
(d) Clear/process
(e) File
documents, including but not limited to, loading instructions, loadsheets, weight and balance charts, Captain’s load information and manifests where:

(1) Load Control is performed by the Handling Company
(2) Load Control is performed by the Carrier
(3) Load Control is performed by a third party

4.2 Communications
4.2.1 (a) Compile
(b) Receive, process and send all messages in connection with the services performed by the Handling Company, using the Carrier’s originator code or double signature procedure
(c) perform EDI (electronic data interchange) transactions
(d) Inform the Carrier’s representative of the contents of such messages.

4.2.2 (a) Provide
(b) Operate means of communication between the ground station and the Carrier’s aircraft.

4.3 Flight Operations – General
4.3.1 Inform the Carrier of any known project affecting the operational services and facilities made available to its aircraft in the areas of responsibility as specified in Annex B.
4.3.2 After consideration of the Carrier’s instructions, suggest the appropriate action to pilot-in-command in case of operational irregularities, taking into account the meteorological conditions, the ground services and facilities available, aircraft servicing, possibilities and the overall operational requirements.

4.4 Flight Operations – Flight Preparation at the Airport of Departure

4.4.1 (a) Provide or
(b) Arrange for meteorological documentation and aeronautical information for each flight.

4.4.2 Deliver documentation to the aircraft

4.4.3 Analyse the operational conditions and
(a) prepare
(b) request
(c) sign
(d) make available
the operational flight plan according to the instructions and data provided by the Carrier.

4.4.4 (a) Prepare
(b) Request
(c) Sign
(d) File
(e) Monitor
(1) the Air Traffic Services (“ATS”) Flight Plan.
(2) The Carrier’s slot time allocation with the appropriate ATS

4.4.5 Provide the crew with the required briefing.

4.4.6 (a) Prepare
(b) Sign
(c) Deliver
(1) the fuel order
(2) the fuel distribution form.

4.4.7 Hand out flight operation forms and obtain signature of the pilot-in-command, where applicable.

4.4.8 Provide ground handling party(ies) with the required weight and fuel data
4.5 Flight Operations – Flight Preparation at a Point Different from the Airport of Departure

4.5.1 Arrange for the provision of the meteorological documents and aeronautical information.

4.5.2 Analyse the operational conditions and
(a) prepare
(b) request
(c) sign
the flight plan.

4.5.3 Send to the Carrier or its representative at the airport of departure,
(a) the operational flight plan,
(b) the ATS Flight Plan,
(c) information for crew briefing,

4.6 Flight Operations – En-route Flight Assistance

4.6.1 Monitor movement of the flight
(a) within
(b) beyond VHF range and provide all possible assistance as necessary. Inform the Carrier of flight progress, any irregularities and actions taken.

4.7 Flight Operations – Post-flight Activities

4.7.1 Obtain a debriefing from incoming crews, distributing reports or completed forms to offices concerned, whether governmental or the Carrier’s.

4.8 Flight Operations – En-route Re-despatch

4.8.1 Analyse meteorological information and the operational flight conditions for re-despatch, calculate and plan according to the data provided by the aircraft en-route and inform the pilot-in-command about the results.
4.9 **Flight Operations – Crew Administration**

4.9.1 Distribute relevant crew schedule information provided by the Carrier to all parties concerned.

4.9.2 Arrange hotel accommodation for crew layover
   (a) scheduled
   (b) non-scheduled

4.9.3 (a) Provide
   or
   (b) Arrange for
crew transportation

4.9.4 Direct crews through airport facilities

4.9.5 Liaise with hotel(s) on crew call and pick-up timings.

4.9.6 (a) Prepare crew allowance forms.
   (b) Pay crew allowances.

4.9.7 Inform the designated Carrier representative of any crew indisposition or potential absence.
Section 5
Cargo and Mail Services

5.1 Cargo and Mail Handling – General

5.1.1 (a) Provide
or
(b) Arrange
warehouse handling and storage facilities for
(1) General Cargo
(2) Special Shipments
(3) Specialised Cargo Products
(4) Mail
(c) store cargo
(d) take appropriate action to prevent theft of, or
take appropriate action to prevent theft of, or
damage to cargo and/or mail

5.1.2 (a) Provide
or
(b) Arrange for
equipment for the handling of
(1) General Cargo
(2) Special Shipments
(3) Specialised Cargo Products
(4) Mail

5.1.3 (a) Provide
or
(b) Arrange for
handling services for:
(1) General Cargo
(2) Special shipments
(3) Specialised Cargo Products
(4) Mail
(5) Diplomatic Mail
(6) Diplomatic Cargo
(7) Company cargo/material

5.1.4 (a) Issue
(b) Obtain
Receipt upon delivery of cargo

5.1.5 Monitor cargo delivery

5.1.6 Take action to prevent theft or unauthorised use of,
or damage to the Carrier’s pallets, containers, nets,
straps, tie-down rings and other material in the
custody of the Handling Company. Notify the
Carrier immediately of any damage to or loss of
such items.
5.2 **Customs Control**

5.2.1 Prepare customs documentation for:
(a) Inbound cargo
(b) Outbound cargo
(c) Transfer cargo

5.2.2 Obtain Customs clearance for:
(a) Inbound cargo
(b) Outbound cargo
(c) Transfer cargo

5.2.3 Place Cargo under Customs control for:
(a) Inbound cargo
(b) Outbound cargo
(c) Transfer cargo

5.2.4 Present to Customs, cargo for physical examination.

5.3 **Irregularities Handling**

5.3.1 Take immediate action in respect of irregularities, damage or mishandling of dangerous goods and other special shipments.

5.3.2 Report to the Carrier any irregularities discovered in cargo handling

5.3.3 Handle lost, found and damaged cargo

5.3.4 (a) Notify the Carrier of complaints and claims
(b) Process claims.

5.3.5 Take action when consignee refuses acceptance and payment.

5.4 **Document Handling**

5.4.1 (a) Prepare air waybill
(b) Check all documents to ensure shipment may be carried. The check shall not include the rates charged.
(c) Obtain capacity/booking information for the Carrier’s flights.
(d) Split air waybill. Forward applicable copies of manifests and air waybills to the Carrier.
(e) Prepare cargo manifest(s)
(f) Provide the load control unit with Special Load Notification.
(g) When applicable return copy of air waybill to shipper, endorsed with flight details.
5.4.2 (a) Notify consignee or agent of arrival of shipments
(b) Make available cargo documents to consignee or agent.

5.4.3 (a) Provide
or
(b) Arrange for
(1) collection of “Charges Collect” as shown on the air waybill
(2) collection of other charges and fees as shown on the air waybill
(3) credit to consignees or agents

5.5 **Physical Handling Outbound/Inbound**

5.5.1 Accept cargo, ensuring that
(a) machine-readable cargo labels are affixed and processed
(b) manual labels are affixed and processed
(c) shipments are “ready for carriage”
(d) the weight and volume of the shipments are checked
(e) the regulations for the carriage of special cargo, particularly the IATA Dangerous Goods Regulations (DGR), IATA Live Animals Regulations (LAR), and others have been complied with.

5.5.2 Tally and assemble for dispatch cargo for the Carrier’s flights

5.5.3 Prepare
(a) Bulk cargo
(b) ULD’S
For delivery onto flights.

5.5.4 Establish the weight of
(a) Bulk cargo
(b) built-up ULD’S
and provide the load control unit with deadload weights.

5.5.5 (a) Offload bulk cargo from vehicles
(b) Check incoming cargo against air waybills and manifests.
(c) Break down ULD’S

5.5.6 Release cargo to the consignee or agent
5.6 Transfer/Transit Cargo
5.6.1 Identify transfer/transit cargo.
5.6.2 Prepare transfer manifests for cargo to be transported by another carrier.
5.6.3 (a) Provide
    or
(b) Arrange for transport to the receiving carrier’s warehouse under cover of Transfer Manifest
(1) on airport,
(2) off airport
5.6.4 Accept/prepare
(a) transfer cargo
(b) transit cargo
for onward carriage.

5.7 Post Office Mail
5.7.1 Check incoming mail against Post Office mail documents.
5.7.2 In case of missing documentation, issue substitutes
5.7.3 Deliver inbound mail to
(a) on airport postal facility
(b) off airport postal facility
    together with Post Office mail documents, against receipt from postal authorities.
5.7.4 Pickup outgoing mail from Postal Facility
(a) on airport
(b) off airport
5.7.5 Check outgoing mail from postal authorities against mail documents. Give receipt of acceptance of mail to postal authorities.
5.7.6 Handle and check transfer mail against accompanying mail documents.
5.7.7 Prepare
    or
Arrange for
(a) bulk mail
(b) ULD’S
    For delivery onto flights.
5.7.8 Establish the weight of
(a) Bulk mail
(b) built-up ULD’S
    and provide the load control unit with deadload weights.
5.7.9 Distribute incoming and/or outgoing post office mail documents
5.7.10 Handle lost, found and damaged mail and report all irregularities to the Carrier and postal authorities.
Section 6  
Support Services

6.1  Accommodation
6.1.1  Provide facilities for the Carrier’s representative(s).
   (a) office space
   (b) storage space
   (c) other facilities

6.2  Automation / Computer Systems
6.2.1  (a) Provide
       or
       (b) Arrange for
       and
       (c) Operate
       equipment to enable access to
       (1) Carrier’s system
       (2) Handling Company’s system
       (3) other system

6.2.2  Access the following functions in
       (a) Carrier’s system
       (b) Handling Company’s system
       (c) other system
       for
       (1) Training programmes.
       (2) Passenger reservations and sales
       (3) Passenger service
       (4) Baggage reconciliation.
       (5) Baggage tracing.
       (6) Operation, weight and balance and load control.
       (7) Cargo reservations and sales
       (8) Cargo handling
       (9) Maintenance
       (10) Other functions

New  6.2.3  Manage Automated Check-in device(s) and
       (a) Provide
       or
       (b) Arrange
       (1) Stock control
       (2) Stock replenishment
       (3) Hosting
       (4) Routine maintenance
       (5) Servicing and repair
       (6) Other, as specified in Annex B
6.3 **Unit Load Device (ULD) Control**

6.3.1 (a) Provide or (b) Arrange for storage space for ULDs

(1) passenger ULDs
(2) cargo ULDs

6.3.2 Take action to prevent damage, theft or unauthorised use of the Carrier’s ULDs in the custody of the Handling Company. Notify the Carrier immediately of any damage or loss.

6.3.3 (a) Take physical inventory of ULD stock and maintain records. (b) Compile and despatch ULD control messages

6.3.4 Prepare ULD exchange control documentation for all transfers of ULDs and obtain signature(s) of the transferring and receiving carrier(s) or approved third parties and distribute copies.

6.3.5 Handle lost, found and damaged ULDs and notify the Carrier of such irregularities.

6.4 **Fuel Farm (Depot)**

6.4.1 Liaise with fuel farm suppliers.

6.4.2 (a) Inspect the Carrier’s fuel farm product deliveries for contamination, prior to storage. Notify the Carrier of results.

(b) Inspect fuel farm storage and/or appliances. Notify the Carrier of results.

6.5 **Ramp Fuelling/Defuelling Operations**

6.5.1 Liaise with ramp fuel suppliers.

6.5.2 Inspect fuel vehicles and/or appliances for contamination. Perform water detection checks

6.5.3 Supervise fuelling/defuelling operations.

6.5.4 Prepare aircraft for fueling/defueling.

6.5.5 Drain water from aircraft fuel tanks.

6.5.6 (a) Provide or (b) Arrange for approved fuelling/defuelling equipment.

6.5.7 Fuel/defuel aircraft with quantities of products requested by the Carrier’s designated representative.
6.5.8 Check and verify the delivered fuel quantity
6.5.9 Deliver the completed fuel order to the Carrier’s designated representative.

6.6 Surface Transport
6.6.1 (a) Provide or (b) Arrange for the transport of (1) passengers (2) baggage (3) cargo and/or mail (4) empty ULDs (5) others between (a) airport and town terminal (b) airport and other agreed points (c) separate terminals at the same airport
6.6.2 Make all necessary arrangements for special transport within the limit of local possibilities.

6.7 Catering Services – Liaison and Administration
6.7.1 Liaise with the Carrier’s catering supplier.
6.7.2 Handle requisitions made by the Carrier’s authorised representative.
Section 7
Security

7.1 Passenger and Baggage Screening and Reconciliation

7.1.1 (a) Provide or (b) Arrange for
(1) matching of passengers against established profiles
(2) security questioning

7.1.2 (a) Provide or (b) Arrange for
(1) screening of checked baggage.
(2) screening of transfer baggage.
(3) screening of mishandled baggage.
(4) physical examination of checked, transfer and mishandled baggage
(5) identification of security cleared baggage.

7.1.3 (a) Provide or (b) Arrange for
(1) screening of passengers.
(2) screening of cabin/unchecked baggage.
(3) physical examination of passengers and cabin/unchecked baggage

7.1.4 (a) Provide or (b) Arrange for
(1) identification of passengers prior to boarding.
(2) reconciliation of boarded passengers with their baggage.
(3) positive baggage identification by passengers
(4) offloading of baggage for passengers who fail to board the aircraft.
7.2 Cargo and Post Office Mail
7.2.1 (a) provide or (b) arrange for
(1) control of access to the cargo facilities.
(2) screening of cargo and/or mail.
(3) physical examination of cargo.
(4) holding of cargo and/or mail for variable periods.
(5) secure storage of cargo and/or mail.
(6) decompression/pressure chamber

7.3 Catering
7.3.1 (a) Provide or (b) Arrange for
(1) control of access to the catering unit.
(2) security supervision during food preparation.
(3) security check of catering uplifts.
(4) sealing of food and/or bar trolleys/containers.
(5) physical examination of catering vehicles prior to loading.

7.4 Aircraft
7.4.1 (a) Provide or (b) Arrange for
(1) control of access to aircraft.
(2) designated areas.
7.4.2 (a) Provide or (b) Arrange for
(1) search of aircraft.
(2) guarding of aircraft.
(3) guarding of designated areas.
(4) security of baggage in the baggage make-up area.
(5) sealing of aircraft.
7.4.3 (a) Provide or (b) Arrange for security personnel (1) to safeguard all Loads during the transport between aircraft and designated locations (2) during offloading and loading of aircraft.

7.5 Additional Security Services
7.5.1 (a) Provide or (b) Arrange for additional security services
Section 8
Aircraft Maintenance

8.1 Routine Services
8.1.1 Maintain the Carrier’s technical manuals, handbooks, catalogues.
8.1.2 Perform line inspection in accordance with Carrier’s current instructions.
8.1.3 Enter in the aircraft log and sign for the performance of line inspection.
8.1.4 Enter remarks in aircraft log regarding defects observed during the inspection.
8.1.5 Provide personnel to assist the flight crew or ground staff in the performance of their tasks.

8.2 Replenishing of oils and fluids
8.2.1 Liaise with suppliers.
8.2.2 (a) Perform.
or
(b) Supervise replenishing operations.
8.2.3 (a) Provide
or
(b) Arrange for and
(c) Operate special replenishing equipment.
8.2.4 Wipe excess oil from engine nacelles.

New
8.3 Non-routine Services
8.3.1 Rectify defects entered in the aircraft log as reported by the crew or revealed during the inspection, to the extent requested by the Carrier. However, major repairs must be separately agreed upon between the Parties.
8.3.2 Enter in aircraft log and sign for the action taken.
8.3.3 Report technical irregularities and actions taken to the Carrier’s maintenance base.
8.3.4 (a) Provide
or
(b) Arrange for engineering facilities, tools and special equipment to the extent available.
8.3.5 Move aircraft under its own power.
8.4 Material Handling
8.4.1 (a) Obtain Customs clearance for
(b) Administer
the Carrier’s spare parts, power plant and/or equipment.
8.4.2 Provide periodic inspection of the Carrier’s spare
parts and/or spare power plant.
8.4.3 Provide suitable storage space for the Carrier’s
spare parts and/or equipment.
8.4.4 Provide suitable storage space for the Carrier’s
spare power plant.

New 8.5 Parking and Hangar Space
8.5.1 (a) Provide
or
(b) Arrange for
(1) parking space.
(2) hangar space.

Signed the ____________________ Signed the ________________
at ______________________________ at ______________________________
for and on behalf of _________ for and on behalf of ___________
by _____________________________ by _____________________________
STANDARD GROUND HANDLING AGREEMENT

ANNEX B – LOCATION(S), AGREED SERVICES AND CHARGES

To the Standard Ground Handling Agreement (SGHA) of January 2008

between: ________________________________________________________________

having its principal office at: ____________________________

and hereinafter referred to as “the Carrier”

and: _________________________________________________________________

having its principal office at: ____________________________

and hereinafter referred to as “the Handling Company”

the Carrier and/or the Handling Company may hereinafter be referred to as “the Party(ies)”

effective from: ________________________________________________

This Annex B for

the location(s): ________________________________________________

is valid from: ________________________________________________

and replaces: ________________________________________________
Paragraph 1. Handling Services and Charges

1.1 For a single ground handling consisting of the arrival and the subsequent departure at agreed timings of the same aircraft, the Handling Company shall provide the following services of Annex A at the following rates.

1.1.1 Section(s) _______ price _______ per (aircraft type, etc.).

1.1.2 Section(s) _______ price _______ per ___________________

The number of these clauses can be extended as far as necessary

1.2 Handling in case of technical landing for other than commercial purposes will be charged at _____% of the above rates, provided that a physical change of load is not involved.

1.3 Handling in case of return to ramp will not be charged extra, provided that a physical change of load is not involved.

1.4 Handling in case of return to ramp involving a physical change of load will be charged as for handling in case of technical landing in accordance with Sub-Paragraph 1.2 of this Annex.

Paragraph 2. Additional Services and Charges

2.1 All services not included in Paragraph 1 of this Annex will be charged for as follows:

Paragraph 3. Disbursements

3.1 Any disbursements made by the Handling Company on behalf of the Carrier will be reimbursed by the Carrier at cost price plus an accounting surcharge of _____%.

Paragraph 4. Limit of Liability

4.1 The limit of liability referred to in Sub-Article 8.5 of the Main Agreement shall be as follows:

<table>
<thead>
<tr>
<th>Aircraft Type</th>
<th>Limit (per incident)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Paragraph 5. Area of Responsibility
5.1 The area of responsibility as mentioned in Sub-Sections 4.3 and 4.6 of Annex A is _______________________

Paragraph 6. Transfer of Services
6.1 In accordance with Sub-Article 3.1 of the Main Agreement, the Handling Company subcontracts the services of Annex A Section(s) _______ to _______

The number of these clauses can be extended as far as necessary.

Paragraph 7. Settlement
7.1 Notwithstanding Sub-Article 7.2 of the Main Agreement, settlement of account shall be effected ____________________

Paragraph 8. Supervision and Administration
8.1 The services of Annex A, Section 2 Sub-Section 2.1, covered by Sub-Paragraph 1.1 of this Annex B, refer only to the following services of Annex A which are performed for the Carrier by other organisation(s) under cover of separate agreement(s):

Section (s) _______________________

Section (s) _______________________

New Paragraph 9. Duration, Modification and Termination
Any change to Article 11 of the Main Agreement, in particular to the duration of the Main Agreement, validity of rates or rights of termination shall be recorded below, notwithstanding the corresponding Sub-Articles of the Main Agreement. For example:

9.1 Duration
9.1.1 Notwithstanding Sub-Article 11.4 and 11.5 of the Main Agreement _______
9.1.2 Notwithstanding Sub-Article 11.11 of the Main Agreement the rates contained in Paragraph 1 shall be _______

9.2 Modification
9.2.1 Any modification to this Annex B shall be made by a written amendment signed by both Parties.
9.3 Termination

9.3.1 Notwithstanding Sub-Paragraph 9.1.1 of this Annex B, this Annex B may be terminated on the following terms......

The number of these clauses can be extended as far as necessary.

**Paragraph 10. Notification**

10.1 In accordance Sub-article 11.3 of the Main Agreement, any notice or communication to be given hereunder shall be addressed to the respective parties as follows:

To Carrier:

Carrier ______________________________________________________

Street _______________________________________________________

City, Country ________________________________________________

Telephone ___________________________________________________

Fax: _________________________________________________________

E-mail: _____________________________________________________

Attn: _______________________________________________________

To Handling Company:

The Handling Company _________________________________________

Street _______________________________________________________

City, Country ________________________________________________

Telephone ___________________________________________________

Fax: _________________________________________________________

E-mail: _____________________________________________________

Attn: _______________________________________________________

Paragraph 11. Governing Law

11.1 In accordance with Article 9 of the Main Agreement, this Annex B shall be governed by and interpreted in accordance with the laws of: ________.

11.2 In accordance with Article 9 of the Main Agreement, courts for the resolution of disputes shall be the Courts of: ________.

Signed the ____________________  Signed the ____________________

at __________________________  at __________________________

for and on behalf of _________  for and on behalf of _________

by ___________________________  by ___________________________
STANDARD GROUND HANDLING AGREEMENT – SIMPLIFIED PROCEDURE

ANNEX B – LOCATION(S), AGREED SERVICES AND CHARGES

To the Standard Ground Handling Agreement (SGHA) of January 2008

between: ________________________________________________________________

having its principal office at: _____________________________

and hereinafter referred to as “the Carrier”

and: ________________________________________________________________

having its principal office at: _____________________________

and hereinafter referred to as “the Handling Company”

effective from: _____________________________________________________

This Annex B for

the location(s): ________________________________________________

is valid from: ________________________________________________

and replaces: ________________________________________________

Preamble:

This Annex B is prepared in accordance with the simplified procedure whereby the Parties agree that the terms of the Main Agreement and Annex A of the SGHA of January 2008 as published by the International Air Transport Association shall apply to this Annex B as if such terms were repeated here in full. By signing this Annex B, the Parties confirm that they are familiar with the aforementioned Main Agreement and Annex A.


**Paragraph 1. Handling Services and Charges**

1.1 For a single ground handling consisting of the arrival and the subsequent departure at agreed timings of the same aircraft, the Handling Company shall provide the following services of Annex A at the following rates.

1.1.1 Section(s) ______ price ______ per (aircraft type, etc.).

1.1.2 Section(s) ______ price ______ per ________________

*The number of these clauses can be extended as far as necessary*

1.2 Handling in case of technical landing for other than commercial purposes will be charged at _____ % of the above rates, provided that a physical change of load is not involved.

1.3 Handling in case of return to ramp will not be charged extra, provided that a physical change of load is not involved.

1.4 Handling in case of return to ramp involving a physical change of load will be charged as for handling in case of technical landing in accordance with Sub-Paragraph 1.2 of this Annex.

2.1 Paragraph 2. Additional Services and Charges

All services not included in Paragraph 1 of this Annex will be charged for as follows:

**Paragraph 3. Disbursements**

3.1 Any disbursements made by the Handling Company on behalf of the Carrier will be reimbursed by the Carrier at cost price plus an accounting surcharge of _____ %.

**Paragraph 4. Limit of Liability**

4.1 The limit of liability referred to in Sub-Article 8.5 of the Main Agreement shall be as follows:

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<th>Aircraft Type</th>
<th>Limit ( per incident)</th>
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<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Paragraph 5. Area of Responsibility

5.1 The area of responsibility as mentioned in Sub-Sections 4.3 and 4.6 of Annex A is ________________________

Paragraph 6. Transfer of Services

6.1 In accordance with Sub-Article 3.1 of the Main Agreement, the Handling Company subcontracts the services of Annex A Section(s) ______ to _______

The number of these clauses can be extended as far as necessary.

Paragraph 7. Settlement

7.1 Notwithstanding Sub-Article 7.2 of the Main Agreement, settlement of account shall be effected ________________________

Paragraph 8. Supervision and Administration

8.1 The services of Annex A, Section 2 Sub-Section 2.1, covered by Sub-Paragraph 1.1 of this Annex B, refer only to the following services of Annex A which are performed for the Carrier by other organisation(s) under cover of separate agreement(s):

Section (s) ________________________

Section (s) ________________________

New Paragraph 9. Duration, Modification and Termination

Any change to Article 11 of the Main Agreement, in particular to the duration of the Main Agreement, validity of rates or rights of termination shall be recorded below, notwithstanding the corresponding Sub-Articles of the Main Agreement. For example:

9.1 Duration

9.1.1 Notwithstanding Sub-Article 11.4 and 11.5 of the Main Agreement ________________________

9.1.2 Notwithstanding Sub-Article 11.11 of the Main Agreement the rates contained in Paragraph 1 shall be ________________________

9.2 Modification

9.2.1 Any modification to this Annex B shall be made by a written amendment signed by both Parties.
9.3 Termination
9.3.1 Notwithstanding Sub-Paragraph 9.1.1 of this Annex B, this Annex B may be terminated on the following terms ____________________

The number of these clauses can be extended as far as necessary.

Paragraph 10. Notification
10.1 In accordance Sub-article 11.3 of the Main Agreement, any notice or communication to be given hereunder shall be addressed to the respective parties as follows:

To Carrier:
Carrier ________________________________
Street ________________________________
City, Country __________________________
Telephone ______________________________
Fax: _________________________________
E-mail: ______________________________
Attn: ________________________________

To Handling Company:
The Handling Company __________________________
Street ________________________________
City, Country __________________________
Telephone ______________________________
Fax: _________________________________
E-mail: ______________________________
Attn: ________________________________
**Paragraph 11. Governing Law**

11.1 In accordance with Article 9 of the Main Agreement, this Annex B shall be governed by and interpreted in accordance with the laws of: ________.

In accordance with Article 9 of the Main Agreement, courts for the resolution of disputes shall be the Courts of: ________.

Signed the ____________________  Signed the ____________________
at ______________________________  at ______________________________
for and on behalf of ___________  for and on behalf of ___________
by _____________________________  by _____________________________
STANDARD GROUND HANDLING AGREEMENT – ANNEX B – SIMPLIFIED PROCEDURE FOR LINE MAINTENANCE

ANNEX B – LOCATION(S), AGREED SERVICES AND CHARGES

On request of members contracting Line Maintenance services, the AGSA working group has developed an Example Annex B- Simplified Procedure for Line Maintenance for inclusion in the 2008 revision of the IATA Standard Ground Handling Agreement. The recommended changes are shown below.

To the Standard Ground Handling Agreement (SGHA) of January 2008

between: __________________________________________________________

having its principal office at: ________________________________

and hereinafter referred to as “the Carrier”

and: __________________________________________________________

having its principal office at: ________________________________

and hereinafter referred to as “the Handling Company”

holding EASA Part 145 or FAR 145 approval no____________

or any other National Airworthiness Authority as the case may be

the Carrier and/or the Handling Company may hereinafter be referred to as “the Party(ies)”

effective from: ________________________________________________

This Annex B

for the location(s): ________________________________________________

is valid from: ________________________________________________

and replaces: ________________________________________________
Preamble:
This Annex B is prepared in accordance with the simplified procedure whereby the Parties agree that the terms of the Main Agreement and Annex A of the SGHA of January 2008 as published by the International Air Transport Association shall apply to this Annex B as if such terms were repeated here in full. By signing this Annex B, the Parties confirm that they are familiar with the aforementioned Main Agreement and Annex A.

Paragraph 1. Scope of Work
1.1 For a single ground handling consisting of the arrival and the subsequent departure at agreed timings of the same aircraft, the Handling Company shall provide the following services of Annex A at the following rates.

1.1.1 Section(s) _______ price _______ per (aircraft type, etc.).

1.1.2 Section(s) _______ price _______ per __________________

*The number of these clauses can be extended as far as necessary*

1.2 No extra charge will be made for providing the services at night or on legal holidays.

1.3 Aircraft registration number(s), to Aircraft Type(s) stated in Paragraph 1 of this Annex, which are part of this Agreement, are stated in _______. Mentioned Manual/List is placed in hands of the Handling Company.

Paragraph 2. Additional Charges
2.1 All services not included in Paragraph 1 of this Annex will be charged according to local standard price list. It is recommended to define local as the location and a copy of the local price list attached to the annex as an annex in Annex B.

Paragraph 3. Disbursements
3.1 Any Disbursements made by the Handling Company on behalf of the Carrier will be reimbursed by the Carrier at cost price plus an accounting surcharge of ____%.
 Paragraph 4. Transfer of Services

4.1 In accordance with Sub-Article 3.1 of the Main Agreement, the Handling Company subcontracts the services of Annex A Service to Company using approval certificate no.


5.1 The limit of liability referred to in Sub-Article 8.5 of the Main Agreement shall be as follows:

<table>
<thead>
<tr>
<th>Aircraft</th>
<th>Limit (per incident)</th>
<th>Currency</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

 Paragraph 6. Settlement

6.1 Notwithstanding Sub-Article 7.2 of the main Agreement, settlement of account shall be effected monthly with copy to following address:


 Paragraph 7. Duration, Modification and Termination

Any change to Article 11 of the Main Agreement, in particular to the duration of the Main Agreement, validity of rates or rights of termination shall be recorded below, notwithstanding the corresponding Sub-Articles of the Main Agreement. For example:

7.1 Duration

7.1.1 Notwithstanding Sub-Article 11.4 and 11.5 of the Main Agreement

7.1.2 Notwithstanding Sub-Article 11.11 of the Main Agreement the rates contained in Paragraph 1 shall be
7.2 Modification
7.2.1 Any modification to this Annex B shall be made by a written amendment signed by both Parties.

7.3 Termination
7.3.1 Notwithstanding Sub-Paragraph 7.1.1 of this Annex B, this Annex B may be terminated on the following terms ____________________________

*The number of these clauses can be extended as far as necessary.*

**Paragraph 8. Aircraft Maintenance Services**

8.1 “Notwithstanding the second sentence of Sub-Article 5.1. of the Main Agreement insofar as it refers to Services of Section 8 of Annex A. In the absence of Technical instructions from the Carrier, the Handling Company shall promptly seek Technical Instructions from the Carrier but shall take no action pending receipt of such Technical Instructions. The Handling Company will not be held responsible for any flight delay resulting from lack of Technical Instructions from the Carrier“.

8.2 It is the Carrier’s responsibility to ensure that the conditions of this agreement are acceptable to its appropriate authorities.

8.3 It is understood that the signature of the Handling Companies ground engineer in the technical log of the Carrier’s aircraft only certifies the correct performance of routine checks and rectification of flight and/or ground discrepancies related to the checks performed. The Handling Company assumes no responsibility for the Airworthiness of the Carrier’s aircraft.

8.4 The Handling Company is using _______ approval certificate no. EASA.145 _______ or FAR 145 _______ as the case must be.
Paragraph 9. Airworthiness Data

9.1 The airworthiness data supplied by the Carrier deemed necessary to fulfill the Handling Companies responsibility at agreed aircraft type(s) are stated in the documentation stated below. Mentioned documentation is placed in hand of the Handling Company at location(s) in question. Aircraft Airworthiness data

<table>
<thead>
<tr>
<th>Aircraft</th>
<th>Airworthiness data</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

9.2 It is the responsibility of the Carrier to ensure that the latest and valid revisions of technical documentation and/or check sheets are available to the Handling Company in order to fulfill the technical services agreed in the contract at the location(s) concerned.

Paragraph 10. Spare and Pool Parts Administration

10.1 The Handling Company is responsible for checking that all spare parts or pool parts, which are to be fitted on the Carriers aircraft, at location in question, are in compliance with the applicable EASA Part 145 or FAR 145 requirements. This requires the Handling Company to ensure that all parts are in satisfactory condition and provided with appropriate documentation. Accordingly, the Handling Company reserves the right to reject a part provided by the Carrier or its pool partner, if compliance with the above cannot be assured.

10.2 It is the Carriers responsibility to specify which spare parts/pool parts, the Handling Company shall administer and store. Subject parts are described in __________________________ which are placed at location(s) in question.
Paragraph 11. Auditing
11.1 The Carrier or its competent authority may, by prior written notice to the Handling Company at its own cost, engage the Handling Company for the purpose of auditing at the location(s) designated in Annex(es) B. Such notice shall contain a description of area(s) to be audited. The total cost of the audit performed by the Carrier or its competent authority shall be born ultimately by the Carrier.

Paragraph 12. Governing Law
12.1 In accordance with Article 9 of the Main Agreement, this Annex B shall be governed by and interpreted in accordance with the laws of: ___________________________.

12.2 In accordance with Article 9 of the Main Agreement, courts for the resolution of disputes shall be the Courts of: ___________________________.

Paragraph 13. Notification
13.1 In accordance Sub-article 11.3 of the Main Agreement, any notice or communication to be given hereunder shall be addressed to the respective parties as follows:

To Carrier:

Carrier ____________________________________________

Street _____________________________________________

City, Country _______________________________________

Telephone _________________________________________

Fax: _______________________________________________

E-mail: ____________________________________________

Attn: _____________________________________________
To Handling Company:

The Handling Company ________________________________

Street ________________________________

City, Country ________________________________

Telephone ________________________________

Fax: ________________________________

E-mail: ________________________________

Attn: ________________________________

Signed the _______________ at _______________

for and on behalf of _________ by _______________

Signed the _______________ at _______________

for and on behalf of _________ by _______________
From landing to takeoff: we care!

more than just a job...
Definitions and Terminology

For the sake of clarity, the following definitions and terminology apply to the SGHA:

**AIRPORT TERMINAL** means all buildings used for arrival and departure handling of aircraft.

**ARRANGE (or MAKE ARRANGEMENTS FOR)** implies that the Handling Company may request an outside agency to perform the service in question. The charge of the outside agency shall be paid by the Carrier. The Handling Company assumes no liability toward the Carrier for such arrangements.

**AS MUTUALLY AGREED or BY MUTUAL AGREEMENT or BY THE CARRIER’S REQUEST**, it is recommended that, whenever this terminology is used, such items be supported by specific documentation or reference.

**CARGO** includes the Carrier’s service cargo and company mail.

**THE CARRIER’S AIRCRAFT** means any aircraft owned, leased, chartered, hired or operated or otherwise utilised by or on behalf of the Carrier and in respect of which the Carrier has either expressly or implicitly contracted, instructed or otherwise requested the Handling Company to perform or carry out any ground handling service(s).

**DEPARTURE CONTROL SYSTEM (DCS)** means an automated method of performing check-in, capacity and load control and dispatch of flights.

**DIRECT LOSS** means a loss arising naturally or directly from an occurrence and which excludes remote, indirect, consequential, or special losses or damages, such as loss of revenue or loss of profit.

**ELECTRONIC DATA INTERCHANGE (EDI)** means the computer-to-computer (application-to-application program processing) transmission of business data in a standard format.

**LOADS** means baggage, cargo, mail and any aircraft supplies including ballast.

**OWNING CARRIER** means a carrier who is the owner or lessee of a Unit Load Device.

**PASSENGERS** includes the Carrier’s service and free passengers.
**PROVIDE** implies that the Handling Company itself assumes responsibility for the provision of the service in question. **RECEIVING CARRIER** means a carrier who receives a Unit Load Device from a transferring carrier at a transfer point. **SPECIAL SHIPMENTS** means, for example, perishables, live animals, valuables, vulnerable cargo, news material, dangerous goods etc. **SPECIALIZED CARGO PRODUCTS** means, for example, express cargo, courier shipments, same day delivery. **TECHNICAL LANDING** is a landing for other than commercial reasons where no physical change of load occurs. **TICKET** means either the document entitled “Passenger Ticket and Baggage Check” or any electronic ticket data held in the Carrier’s data base. **TRANSFERRING CARRIER** means a carrier who transfers a Unit Load Device to a receiving carrier at a transfer point. **TRANSIT FLIGHT** is an aircraft making an intermediate landing for commercial reasons where a change of load occurs. **TRUCK HANDLING** means loading and/or unloading a truck operating as a Truck Service. **TRUCK SERVICE** means a service operated by truck on behalf of an airline carrying loads documented in accordance with the applicable IATA and/or ICAO rules, regulations and procedures. In the Main Agreement and in Annex A, the word “aircraft” will read “truck” and “flight” will read “truck service” when it concerns the handling of a truck as meant under the above definitions. In Section 5, Item 5.3.1(a) of Annex A, the word “vehicle” means a conveyance of any kind to be used within the ramp area for transport of cargo between warehouse and truck or between two trucks or between two warehouses. **TURNROUND FLIGHT** is an aircraft terminating a flight and subsequently originating another flight following a complete change of load. **UNIT LOAD DEVICES (ULDs)** means devices which interface directly with an aircraft restraint system and are registered by the IATA ULD Technical Board.
1.1 General

The services will be made available within the limits of possibilities of the Handling Company and in accordance with the applicable IATA and/or ICAO and/or other governing rules, regulations and procedures.

It is not considered necessary or possible to specify every detail of the services it being generally understood what such services comprise and the standards to be attained in their performance.

1.2 Documents for Ground Handling

Documents used for ground handling will be the Handling Company’s own documents, where applicable, provided these documents comply with standardised formats that may apply under IATA and/or ICAO and/or other governing rules, regulations and procedures.

1.3 Scheduled Flights

The Handling Company agrees to provide for the Carrier’s Aircraft for flights operating on an agreed schedule at the location(s) mentioned in the Annex(es) B, those services of Annex A as are listed in the Annex B for the respective locations. The Carrier, in turn, agrees to inform the Handling Company as soon as possible about any changes of schedule and/or frequencies and/or types of aircraft.

1.4 Extra Flights

The Handling Company will also provide the services to the Carrier’s Aircraft for flights in addition to the agreed schedule at the same locations, provided that reasonable prior notice is given and the provision of such additional services will not prejudice commitments already undertaken.

1.5 Priority

In case of multiple handling, priority shall, as far as possible, be given to aircraft operating on schedule.
1.6 Emergency Assistance
In case of emergency, including but not limited to, forced landings, accidents or acts of violence, the Handling Company shall without delay and without waiting for instructions from the Carrier take all reasonable and possible measures to assist passengers and crew and to safeguard and protect from loss or damage baggage, cargo and mail carried in the aircraft.
The Carrier shall reimburse the Handling Company at cost for any extra expenses incurred in rendering such assistance.

1.7 Additional Services
As far as possible, the Handling Company will, upon request, provide to the Carrier any additional services. Such services may be governed by special conditions to be agreed between the Parties.

1.8 Other Locations
In case of occasional flights of the Carrier’s Aircraft at locations which are not designated in the present Agreement, where the Handling Company maintains a ground handling organisation, the Handling Company shall, on request, make every effort, subject to the means locally available, to furnish necessary services.

Article 2
Fair Practises

2.1 The Handling Company will take all practicable measures to ensure that sales information contained in the Carrier’s flight documents is made available for the purposes of the Carrier only.

2.2 Neither Party to this Agreement shall disclose any information contained in Annex(es) B to outside parties without the prior consent of the other Party, unless such information is specifically required by applicable law or by governmental or authorities' regulations, in which case the other Party will be notified accordingly.
Article 3  
**Subcontracting of Services**

3.1 The Handling Company is entitled to delegate any of the agreed services to subcontractors with the Carrier’s consent, which consent shall not be unreasonably withheld. It is understood that, in this case, the Handling Company shall nevertheless be responsible to the Carrier for the proper rendering of such services as if they had been performed by the Handling Company itself. Any subcontracting of services and the provider(s) thereof, will be recorded in the Annex(es) B.

3.2 The Carrier shall not appoint any other person, company or organisation to provide the services which the Handling Company has agreed to provide by virtue of this Agreement, except in such special cases as shall be mutually agreed between the Parties.

Article 4  
**Carrier's Representation**

4.1 The Carrier may maintain at its own cost, its own representative(s) at the location(s) designated in the Annex(es) B. Such representative(s) and representative(s) of the Carrier’s Head Office may inspect the services furnished to the Carrier by the Handling Company pursuant to this Agreement, advise and assist the Handling Company and render to the Carrier’s clients such assistance as shall not interfere with the furnishing of services by the Handling Company.

4.2 The Carrier may, by prior written notice to the Handling Company and at its own cost, engage an organisation (hereinafter referred to as ‘the Supervisor’) to supervise the services of the Handling Company at the location(s) designated in Annex(es) B. Such notice shall contain a description of the services to be supervised.
The Supervisor shall have the same authority as defined above in Sub-Article 4.1 for the Carrier's own representative.

4.3 4.3 Such assistance, when performed by the Carrier's representative(s) and/or Supervisor(s) will be the sole responsibility of the Carrier, unless requested by the Handling Company.

**Article 5**

*Standard of Work*

5.1 5.1 The Handling Company shall carry out all technical and flight operations services as well as other services also having a safety aspect, for example, load control, loading of aircraft and handling of dangerous goods, in accordance with the Carrier's instructions, receipt of which must be confirmed in writing to the Carrier by the Handling Company.

In the case of absence of instructions by the Carrier, the Handling Company shall follow its own standard practices and procedures provided they comply with the applicable IATA and/or ICAO and/or other governing rules, regulations and procedures.

5.2 5.2 New The Handling Company will carry out all other services in accordance with the Carrier's procedures and instructions, or as mutually agreed. In the case of absence of instructions by the Carrier, the Handling Company shall follow its own standard practices and procedures.

5.3 5.3 The Handling Company agrees to take all possible steps to ensure that, with regard to contracted services, the Carrier's Aircraft, crews, passengers and load receive treatment not less favourable than that given by the Handling Company to other Carriers or its own comparable operation at the same location.
5.4 The Handling Company agrees to ensure that authorisations of specialised personnel performing services for the Carrier are kept up-to-date. If at any time the Handling Company is unable to provide authorised personnel as requested by the Carrier, the Handling Company shall inform the Carrier immediately.

5.5 The Carrier shall supply the Handling Company with sufficient information and instructions to enable the Handling Company to perform its handling properly.

5.6 In the provision of the services as a whole, due regard shall be paid to safety, security, local and international regulations, applicable IATA and/or ICAO and/or other governing rules, regulations and procedures and the aforementioned request(s) of the Carrier in such a manner that delays and damage to the Carrier’s Aircraft and load are avoided and the general public is given the best impression of air transport.

5.7 The Handling Company must report to the Carrier’s representative immediately all loss of or damage, threatened or actual, to aircraft and loads noticed in the course of the handling or which in any other way comes to the knowledge of the Handling Company.

5.8 The Parties shall reach mutual agreement on the quality standards for any services, not excluding those covered by Sub-Article 5.1 above. Such quality standards for a specific location may form part of the applicable Annex B. The Handling Company agrees to take all possible steps to ensure that, with regard to contracted services, the agreed upon quality standards will be met.

5.9 The Carrier may at its own cost, by prior written notice, audit the designated services in the applicable Annex(es) B. Such notice shall contain a description of the area(s) to be audited. The Handling Company shall cooperate with the Carrier and will undertake any corrective action(s) required.
**Article 6**  
*Remuneration*

6.1 In consideration of the Handling Company providing the services, the Carrier agrees to pay to the Handling Company the charges set out in the respective Annex(es) B. The Carrier further agrees to pay the proper charges of the Handling Company and to discharge all additional expenditure incurred for providing the services referred to in Sub-Articles 1.4, 1.6, 1.7 and 1.8.

6.2 The charges set out in Annex(es) B do not include:
- any charges, fees or taxes imposed or levied by the Airport, Customs or other authorities against the Carrier or the Handling Company in connection with the provision of services herein by the Handling Company or in connection with the Carrier’s flights.
- expenses incurred in connection with stopover and transfer passengers and with the handling of passengers for interrupted, delayed or cancelled flights.

Such charges, fees, taxes or other expenses as outlined above shall be borne ultimately by the Carrier;

**Article 7**  
*Accounting and Settlement*

7.1 The Handling Company shall invoice the Carrier monthly with the charges arising from the provision of the handling services of Annex A as listed in Annex(es) B at the rates of charges set out in Annex(es) B.

7.2 Settlement shall be effected through the IATA Clearing House unless otherwise agreed in Annex(es) B.
Article 8
Liability and Indemnity

In this Article, all references to:
(a) “the Carrier” or “the Handling Company” shall include their employees, servants, agents and subcontractors;
(b) “ground support equipment” shall mean all equipment used in the performance of ground handling services included in Annex A, whether fixed or mobile, and
(c) “act or omission” shall include negligence.

8.1 Except as stated in Sub-Article 8.5, the Carrier shall not make any claim against the Handling Company and shall indemnify it (subject as hereinafter provided) against any legal liability for claims or suits, including costs and expenses incidental thereto, in respect of:
(a) delay, injury or death of persons carried or to be carried by the Carrier;
(b) injury or death of any employee of the Carrier;
(c) damage to or delay or loss of baggage, cargo or mail carried or to be carried by the Carrier, and
(d) damage to or loss of property owned or operated by, or on behalf of, the Carrier and any consequential loss or damage;

arising from an act or omission of the Handling Company in the performance of this Agreement unless done with intent to cause damage, death, delay, injury or loss or recklessly and with the knowledge that damage, death, delay, injury or loss would probably result.

PROVIDED THAT all claims or suits arising hereunder shall be dealt with by the Carrier; and

PROVIDED ALSO THAT the Handling Company shall notify the Carrier of any claims or suits without undue delay and shall furnish such assistance as the Carrier may reasonably require.
PROVIDED ALSO THAT where any of the services performed by the Handling Company hereunder relate to the carriage by the Carrier of passengers, baggage or cargo direct to or from a place in the United States of America then if the limitations of liability imposed by Article 22 of the Warsaw Convention would have applied if any such act or omission had been committed by the Carrier but are held by a Court not to be applicable to such act or omission committed by the Handling Company in performing this Agreement then upon such decision of the Court the indemnity of the Carrier to the Handling Company hereunder shall be limited to an amount not exceeding the amount for which the Carrier would have been liable if it had committed such act or omission.

8.2 The Carrier shall not make any claim against the Handling Company in respect of damage, death, delay, injury or loss to third parties caused by the operation of the Carrier’s aircraft arising from an act or omission of the Handling Company in the performance of this Agreement unless done with intent to cause damage, death, delay, injury or loss or recklessly and with knowledge that damage, death, delay, injury or loss would probably result.

8.3 (a) notwithstanding the provisions of Sub-Article 8.1, in the case of claims arising out of surface transportation which is provided on behalf of the Carrier and is part of the operation of loading/embarking or unloading/disembarking and/or is covered by the Carrier’s Contract of Carriage the indemnity shall not exceed the limits specified in the said Contract of Carriage.

(b) in the case of claims arising out of surface transportation which is not provided on behalf of the Carrier and/or is not part of the operation of loading/embarking or unloading/disembarking and/or is not covered by the Carrier’s Contract of Carriage the waiver and indemnity herein contained shall not apply.
The Handling Company shall not make any claim against the Carrier and shall indemnify it (subject as hereinafter provided) against any legal liability for claims or suits, including costs and expenses incidental thereto, in respect of:

(a) injury to or death of any employees of the Handling Company, its servants, agents or sub-contractors; and

(b) damage to or loss of property owned or operated by, or on behalf of, the Handling Company and any consequential loss or damage; arising from an act or omission of the Carrier in the performance of this Agreement unless done with intent to cause damage, death, delay, injury or loss or recklessly and with knowledge that damage, death, delay, injury or loss would probably result.

Notwithstanding Sub-Article 8.1(d), the Handling Company shall indemnify the Carrier against any physical loss of or damage to the Carrier’s Aircraft caused by the Handling Company’s negligent act or omission PROVIDED ALWAYS THAT the Handling Company’s liability shall be limited to any such loss of or damage to the Carrier’s Aircraft in an amount not exceeding the level of deductible under the Carrier’s Hull All Risk Policy which shall not, in any event, exceed USD 1,500,000 except that loss or damage in respect of any incident below USD 3,000 shall not be indemnified.

For the avoidance of doubt, save as expressly stated, this Sub-Article 8.5 does not affect or prejudice the generality of the provisions of Sub-Article 8.1 including the principle that the Carrier shall not make any claim against the Handling Company and shall indemnify it against any liability in respect of any and all consequential loss or damage howsoever arising.
Article 9
Arbitration

In the event of any dispute or claim concerning the scope, meaning, construction or effect of this Agreement, the parties shall make all reasonable efforts to resolve disputes amongst themselves. Failing mutual resolution of the dispute, the parties may elect to resolve the dispute through arbitration (either by a single arbitrator or a panel of arbitrators). In the event that the parties fail to agree to an arbitration process, the dispute shall be settled in accordance with the laws of the state or jurisdiction set out in Annex(es) B, by the courts set out in Annex(es) B without regard to principles of conflict of laws.

Article 10
Stamp Duties, Registration Fees

10.1 All stamp duties and registration fees in connection with this Agreement, which may be prescribed under the national law of either Party to this Agreement, are payable by that Party.

10.2 All stamp duties and registration fees in connection with this Agreement, which may be prescribed under the national law of the location(s), as mentioned in the Annex(es) B and not being a location situated in the country of either Party to this Agreement will be shared equally between the Parties.

Article 11
Duration, Modification and Termination

11.1 This Agreement shall be effective from the date specified in the respective Annex(es) B. It shall supersede any previous arrangements between the Parties governing the provision of services at locations for which there are valid Annex(es) B to this Agreement.
11.2 Modification of, or additions to this Agreement shall be recorded in Annex(es) B.

11.3 Any notice referred to under this Article 11 given by one Party under this Agreement shall be deemed properly given if sent by registered letter, or by other means where proof of receipt or acknowledgement is obtained, to the respective office of the other Party as recorded in the Annex(es) B. in case of a registered letter notice shall be considered to be served on the date of receipt .

11.4 This Main Agreement shall continue in force until terminated by either Party giving sixty days prior notice to the other Party.

11.5 Termination by either Party of all or any part of the services to be furnished at a specific location requires sixty days prior notice to the other Party. In the event of part termination of services, consideration shall be given to an adjustment of charges.

11.6 Any Annex(es) B to this Agreement exceeding a defined period of validity, shall continue in effect until terminated by either party providing sixty days prior notice to the other Party.

11.7 In the event of the Carrier’s or the Handling Company’s permit(s) or other authorisation(s) to conduct its air transportation services, or to furnish the services provided for in the Annex(es) B, wholly or in part, being revoked, cancelled, or suspended, that Party shall notify the other Party without delay and either Party may terminate the Agreement or the relevant Annex(es) B at the effective date of such revocation, cancellation or suspension by giving to the other Party notice thereof within twenty-four hours after such event.

11.8 Either Party may terminate this Agreement and its Annexes at any time if the other Party becomes insolvent, makes a general assignment for the benefit of creditors, or commits an act of bankruptcy or if a petition in bankruptcy or for its reorganisation
or the readjustment of its indebtedness be filed by or against it, provided the petition is found justified by the appropriate authority, or if a receiver, trustee or liquidator of all or substantially all of its property be appointed or applied for.

11.8 11.9 Both Parties shall be exempt from obligation if prompt notification is given by either Party in respect of any failure to perform its obligations under this Agreement arising from any of the following causes;
– labour disputes involving complete or partial stoppage of work or delay in the performance of work;
– force majeure or any other cause beyond the control of either Party.

11.9 11.10 In the event of the Agreement or part thereof being terminated by notice or otherwise, such termination shall be without prejudice to the accrued rights and liabilities of either Party prior to termination.

11.10 11.11 The Handling Company shall have the right at any time to vary the charges set out in the Annex(es) B provided, however, that the Handling Company has given notice in writing to the Carrier not less than sixty days prior to the revised charges becoming effective. The notice shall specify the revised charges which the Handling Company proposes to introduce, together with the date on which they are to be brought into effect.

11.12 Notwithstanding Article 11.11, when changes occur in the schedule, and/or frequencies and/or types of aircraft, other than those set out in Annex(es) B, which affect the handling costs, either Party shall have the right to request an adjustment to the handling charges as from the date of the change provided that the Party concerned informs the other Party within thirty days of the change.
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13.2.2 1.2.2 Take action on communications addressed to the Carrier.

13.2.3 1.2.3 Prepare, forward and file reports/statistics/documents and perform other administrative duties.

13.2.4 1.2.4 Maintain the Carrier’s manuals, circulars, etc., connected with the performance of the services.

13.2.5 1.2.5 (a) Check (b) Sign (c) Forward on behalf of the Carrier invoices, supply orders, handling charge notes, work orders

1.1.5 1.2.6 Effect payment, on behalf of the Carrier, including but not limited to: (a) airport, customs, police and other charges relating to the services performed. (b) cost for provisions of bond guarantee. (c) out-of-pocket expenses, accommodation, transport, etc.

13.1 1.3 Supervision and/or Co-ordination of Services Contracted by the Carrier with Third Party(ies)
13.1.10 1.3.1 (a) Supervise (b) Co-ordinate services contracted by the Carrier with third party(ies)
| 13.1.3 | 1.3.2 | Ensure that the third party(ies) is(are) are informed about operational data and Carrier’s requirements in a timely manner. |
| 13.1.2 | 1.3.3 | Liaise with the Carrier’s designated representative |
| 13.1.4 | 1.3.4 | Verify availability and preparedness of staff, equipment, Loads, documentation and services of the third party(ies) to perform the services. |
| 13.1.8 | 1.3.5 | Meet aircraft upon arrival and liaise with crew. |
| 13.1.11 | 1.3.6 | Decide on non-routine matters |
| 13.1.9/13.1.13 | 1.3.7 | Verify despatch of operational messages. |
| 13.1.9/13.1.13 | 1.3.8 | Note irregularities and inform the Carrier. |
Section 2
Passenger Services

4.1 2.1 General
4.1.1 2.1.1 Inform passengers and/or public about time of arrival and/or departure of Carrier's aircraft and surface transport.
4.1.2 2.1.2 Make arrangements for stopover, transfer and transit passengers and their baggage and inform them about services available at the airport.
4.1.3 2.1.3 When requested by the Carrier,
4.2.11 (a) provide or (b) arrange for special equipment, facilities and specially trained personnel, for assistance to (1) unaccompanied minors. (2) disabled passengers. (3) VIPs. (4) transit without visa passengers (TWOVs). (5) deportees. (6) special medical transport (7) others, as specified in Annex B.
4.1.4 2.1.4 Assist passengers when flights are interrupted, delayed or cancelled.
4.1.5 2.1.5 If applicable, arrange storage of baggage in the Customs' bonded store (any fees to be paid by the passenger).
4.1.6 2.1.6 (a) Notify the Carrier of complaints and claims made by the Carrier's passengers. (b) Process such claims
4.1.7 2.1.7 Handle lost, found and damaged property matters. (a) accept baggage irregularity reports (b) enter data into baggage tracing system (c) maintain baggage tracing system files for period specified in Annex B (d) make payments for incidental expenses (e) arrange for delivery of delayed baggage to passengers (f) handle communications with passengers
4.1.8 2.1.8 Report to the Carrier any irregularities discovered in passenger and baggage handling.
4.1.9 2.1.9 (a) Provide
or
(b) Arrange for
(1) check-in position(s),
(2) service counter(s)/desk(s) for other purposes,
(3) lounge facilities,
(4) porter services,
(5) other services as specified in Annex B

2.1.10 Perform on behalf of the Carrier the following sales
functions
(a) reservations
(b) issuance of transportation documents
(c) e-ticketing
as specified in Annex B

4.2 2.2 Departure

4.2.12 2.2.2 Manage Automated Check-in device(s) and
(1) Provide
or
(2) Arrange for
(a) Stock control
(b) Stock replenishment
(c) Hosting
(d) Routine maintenance
(e) Servicing and repair
(f) Other, as specified in Annex B

4.2.1 2.2.3 Check and ensure
(a) that tickets are valid for the flight(s) for which
they are presented. The check shall not include
the fare.
(b) check that tickets presented are not blacklisted
in the industry ticket service data base. Black-
listed documents shall not be honoured and
immediately reported to the Carrier.

4.2.2 2.2.4 (a) Check travel documents (passports, visas, vac-
cination and other certificates) for the flight(s)
concerned, but without the Handling Company
having any liability.
(b) Enter required passenger and/or travel docu-
ment information into Carrier’s and/or govern-
ment system.
<table>
<thead>
<tr>
<th>Section</th>
<th>Subsection</th>
<th>Description</th>
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<tr>
<td>4.2.3</td>
<td>2.2.5</td>
<td>(a) Weigh and/or measure checked and/or cabin baggage,</td>
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<td>(b) Record baggage figures for</td>
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<td>(2) subsequent flight(s).</td>
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<td>2.2.6</td>
<td>Excess baggage</td>
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<td>(a) determine excess baggage</td>
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<td>(b) issue excess baggage ticket</td>
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<td>(c) collect excess baggage charges</td>
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<td>(d) detach applicable excess baggage coupons</td>
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<td>2.2.7</td>
<td>Tag checked and/or cabin baggage for</td>
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<td>(b) subsequent flight(s).</td>
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<td>4.2.8</td>
<td>2.2.8</td>
<td>Effect conveyance of checked baggage to the baggage sorting area</td>
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<td>4.2.9</td>
<td>2.2.9</td>
<td>Effect conveyance of oversized checked baggage to the baggage sorting area</td>
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<tr>
<td>4.2.10</td>
<td>2.2.10</td>
<td>Collect airport and/or any other service charges from departing passengers.</td>
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<td>4.2.11</td>
<td>2.2.11</td>
<td>(a) Carry out the Carrier’s seat allocation or selection system</td>
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<td>(b) Issue boarding pass(es)</td>
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<td>(c) Detach applicable flight coupons for</td>
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<td>(2) subsequent flight(s).</td>
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<td>4.2.12</td>
<td>2.2.12</td>
<td>Handle</td>
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<td>(a) Denied Boarding process</td>
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<td></td>
<td></td>
<td>(b) Denied Boarding Compensation</td>
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<td>4.2.13</td>
<td>2.2.13</td>
<td>Direct passengers through controls to departure gate</td>
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<td>4.2.14</td>
<td>2.2.14</td>
<td>At the gate perform</td>
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<td>(a) check-in</td>
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<td>(b) check baggage</td>
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<td></td>
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<td>(c) verification of travel documents</td>
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<td>(d) upgrades and downgrades</td>
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<td>(e) handling of stand-by list</td>
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<td>(f) verification of cabin baggage</td>
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<td>(g) manage the boarding process</td>
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<td></td>
<td></td>
<td>(h) reconciliation of passenger numbers with aircraft documents prior to departure</td>
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<tr>
<td></td>
<td></td>
<td>(i) other gate functions as specified in Annex B</td>
</tr>
</tbody>
</table>
4.3 2.3 Arrival
2.3.1 (a) perform
or
(b) arrange for
opening/closing aircraft passenger doors

4.3.1 2.3.2 Direct passengers from aircraft through controls.
2.3.3 (a) provide for
or
(b) arrange for
(1) Transfer desk/connection services
(2) Baggage recheck

4.5 2.4 Remote/Off Airport Services
4.5.1 2.4.1 Inform passengers/public about time of arrival/departure.
4.5.2 2.4.2 Handle departing passengers and baggage.
4.5.3 2.4.3 Carry out passenger and baggage handling as described in Sub-Sections 2.1, 2.2 and 2.3.
4.5.4 2.4.4 Direct departing passengers to connecting transport to the airport.
4.5.5 2.4.5 Handle passengers arriving from the airport.
4.5.6 2.4.6 Deliver baggage to passengers in accordance with local procedures.

4.6 2.5 Inter-modal Transportation by Rail, Road or Sea
4.6.1 2.5.1 Handle departing passengers and baggage
4.6.2 2.5.2 Carry out passenger and baggage handling as described in Sub-Sections 2.1, 2.2 and 2.3, where applicable, substituting “rail, road or sea transportation” for “aircraft”, and “flight(s)”, and “terminal” for “airport”.
4.6.3 2.5.3 Direct departing passengers to connecting transport.
4.6.4 2.5.4 Load baggage on connecting transport, as directed by the rail, road or sea transport operator.
4.6.5 2.5.5 Handle arriving passengers and baggage from the rail, road or sea transport operator.
4.6.7 2.5.6 Direct arriving passengers through controls to the Carrier’s flight departure services.
4.6.8 2.5.7 Offload baggage from connecting transport, as directed by the rail, road or sea transport operator and transfer it to the Carrier’s airport services.
Section 3
Ramp Services

4.4 3.1 Baggage Handling
4.4.1 3.1.1 Handle baggage in the baggage sorting area.
4.4.2 3.1.2 Prepare for delivery onto flights
(a) bulk baggage
(b) ULDs
4.4.3 3.1.3 Establish the number and/or weight of
(a) bulk baggage
(b) built-up ULDs
and provide the load control unit with the information
4.4.4 3.1.4 Offload
(a) bulk baggage
(b) ULDs.
4.4.5 3.1.5 Prioritise baggage delivery to claim area.
4.4.6 3.1.6 Deliver to claim area
(a) baggage
(b) oversize baggage
4.4.7 3.1.7 Transfer baggage
(a) Provide
or
(b) Arrange for
(1) Sortation of transfer baggage.
(2) Storage of transfer baggage prior to despatch (storage time limits to be specified in Annex B).
(3) transport of transfer baggage to the sorting area of the receiving carrier.
4.4.8 3.1.8 Handle crew baggage.

6.1 3.2 Marshalling
6.1.1 3.2.1 (a) Provide
or
(b) Arrange for marshalling at arrival and/or departure.

6.2 3.3 Parking
6.2.1 3.3.1 (a) Provide
(b) Position and/or remove wheelchocks.
6.2.2 3.3.2 Position and/or remove
(a) landing gear locks.
(b) engine blanking covers.
(c) pitot covers.
6.2.3 3.3.3 (a) Provide or (b) Arrange for ground power

7.5 3.4 **Cooling and Heating**
7.5.1 3.4.1 (a) Provide or (b) Arrange for cooling unit.
7.5.2 3.4.2 (a) Provide or (b) Arrange for heating unit.

6.3 3.5 **Ramp to Flight Deck Communication**
6.3.1 3.5.1 Provide headsets.
6.3.2 3.5.2 Perform ramp to flight deck communication (a) during tow-in and/or push-back. (b) during engine starting. (c) for other purposes.

6.4 3.6 **Loading and Unloading**
6.4.1 3.6.1 (a) Provide or (b) Arrange for (1) passenger steps. (2) flight deck steps. (3) suitable loading bridges
6.4.2 3.6.2 (a) Provide or (b) Arrange for (1) passenger (2) crew transport between aircraft and airport terminals.
6.4.3 3.6.3 (a) Provide or (b) Arrange for equipment for loading and/or unloading.

(d) surface control locks.
(e) tailstands and/or aircraft tethering.
(f) other items as specified in Annex B (e.g. safety cones)
3.6.4 (a) Provide
or
(b) Arrange for
equipment and personnel to perform baggage
delivery and pick-up at aircraft.

6.4.4 6.4.5 3.6.5 (a) Provide
or
(b) Arrange for
equipment for transport and assembly of
(1) baggage
(2) cargo
(3) mail
(4) documents
between agreed points on the airport

6.4.6 3.6.6 (a) Unload aircraft, returning lashing materials to
the Carrier.
(b) Load and secure Loads in the aircraft
(c) Operate in-plane loading system.

6.4.7 3.6.7 Redistribute Loads in aircraft.

6.4.8 3.6.8 Open, close and secure aircraft hold doors.
(a) aircraft lower deck
(b) aircraft main deck

6.4.9 3.6.9 (a) Provide
or
(b) arrange for
ballast

6.4.10 3.6.10 (a) Provide
or
(b) arrange for
safeguarding of all Loads requiring special
handling (e.g. valuables) during
(1) loading/unloading
(2) transport between aircraft and designated
point on the airport

6.5 3.7 **Starting**
6.5.1 3.7.1 (a) Provide
or
(b) arrange for
air start unit.
3.8 Safety Measures

3.8.1 (a) Provide or (b) arrange for fire-fighting and other protective equipment.

3.9 Moving of Aircraft

3.9.1 (a) Provide or (b) arrange for tow-in and/or push-back tractor.

3.9.2 (a) Towbar to be provided by the Carrier. (b) Towbar to be provided by the Handling Company. (c) Store and maintain towbar(s) provided by the Carrier.

3.9.3 (a) Tow in and/or push back aircraft. (b) Tow aircraft between other agreed points. (c) Provide authorised cockpit brake operator in connection with towing. (d) Provide wing-walker(s).

3.10 Exterior Cleaning

3.10.1 Perform cleaning of (a) flight deck windows. (b) cabin windows. (c) aircraft integral steps

3.10.2 Wipe excess oil from engine nacelles and landing gear.

3.10.3 Clean wings, engine nacelles and landing gear.

3.11 Interior Cleaning

3.11.1 Clean flight deck, if specified, under the control of a person authorised by the Carrier (a) empty ash trays. (b) dispose of litter. (c) clear waste from seat back stowage’s and racks. (d) wipe crew tables. (e) clean seats. (f) mop floor. (g) clean flight deck inside windows.

3.11.2 Clean passenger and crew compartments (other than flight deck) (a) empty ash trays (b) dispose of litter (c) clear waste from overhead stowages
(d) wipe tables  
(e) clean and tidy seats, seat belts, seat back pockets and passenger service units  
(f) clean floors (carpets and surrounds)  
(g) empty and clean refuse bins  
(h) clean surfaces in pantries, galleys (sinks, working surfaces, ovens and surrounds) and toilets (wash basins, bowls, seats, mirrors and surrounds)  
(i) remove, as necessary, any contamination caused by airsickness, spilled food or drink and offensive stains  
(j) clean telephones, fax machines, LCD screens and other equipment

7.2.3 

7.2.6 3.11.3 Clean cabin windows.  
7.2.5 3.11.4 Clean  
7.2.7  
(a) cargo compartments.  
(b) ULDs  
7.2.8 3.11.5 Fold and stow blankets.  
7.2.9 3.11.6 Make up berths.  
7.2.10 3.11.7 Change  
(a) head rest covers.  
(b) pillow covers.  
Covers to be supplied by the Carrier.  
7.2.11 3.11.8 Collect and/or distribute in  
7.2.12 3.11.9 Disinfect and/or deodorize aircraft with  
(a) materials provided by Carrier  
(b) materials provided by Handling Company  
7.2.13 3.11.10 (a) Remove  
(b) Destroy  
food and material left over from incoming flights.  
7.2.14 3.11.11 (a) Provide  
or  
(b) Arrange for laundering of  
(1) cabin blankets  
(2) linen
7.3 3.12 Toilet Service
7.3.1 3.12.1 (a) Provide or (b) Arrange for toilet service
3.12.2 (a) Empty, clean, flush toilets and replenish fluids. (b) Provide the trituator/disposal service

7.4 3.13 Water Service
7.4.1 3.13.1 (a) Provide or (b) Arrange for water service
7.4.2 3.13.2 (a) Drain water tanks. (b) Replenish water tanks with drinking water.

7.7 3.14 Cabin Equipment
7.7.1 3.14.1 Rearrange cabin by (a) removing (b) installing (c) repositioning cabin equipment, for example, seats and cabin divider(s).

7.8 3.15 Storage of Cabin Material
7.8.1 3.15.1 (a) Provide or (b) Arrange for suitable storage space for the Carrier’s cabin material.
7.8.2 3.15.2 Take inventory.
7.8.3 3.15.3 (a) Provide or (b) Arrange for replenishment of stocks.

12.2 3.16 Catering Ramp Handling
12.2.1 3.16.1 Unload/load and stow catering supplies from/on aircraft.
12.2.2 3.16.2 Transfer catering supplies on aircraft.
12.2.3 3.16.3 Transport catering supplies between aircraft and agreed points.
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7.6 3.17 De-Icing/Anti-Icing Services and Snow/Ice Removal

7.6.1 3.17.1 Remove snow from aircraft without using de-icing fluid.

7.6.2 3.17.2 (a) Provide or
   (b) Arrange for
   (1) anti-icing units.
   (2) de-icing units.

7.6.3 3.17.3 Provide de-icing/anti-icing fluids

7.6.4 3.17.4 Remove frost, ice and snow from aircraft using de-icing fluid. Fluids to receive purity and contamination inspection prior to use.

7.6.5 3.17.5 Apply anti-icing fluid to aircraft.

7.6.6 3.17.6 Supervise performance of de-icing/anti-icing operations.

7.6.7 3.17.7 Perform final inspection after de-icing/anti-icing operations and inform flight crew of results.
Section 4  
Load Control, Communications and Flight Operations

2.1 Load Control

2.1.1 Convey and deliver flight documents between the aircraft and appropriate airport buildings.

2.1.2 (a) Prepare  
(b) Sign  
(c) Distribute  
(d) Clear/process  
(e) File  
documents, including but not limited to, loading instructions, loadsheets, weight and balance charts, Captain’s load information and manifests where:  
(1) Load Control is performed by the Handling Company  
(2) Load Control is performed by the Carrier  
(3) Load Control is performed by a third party

2.1.3 (a) Compile  
(b) Analyse  
(c) Send  
(d) Maintain statistics and reports.

2.2 Communications

2.2.1 (a) Compile  
(b) Receive, process and send  
all messages in connection with the services performed by the Handling Company, using the Carrier’s originator code or double signature procedure  
(c) perform EDI (electronic data interchange) transactions  
(d) Inform the Carrier’s representative of the contents of such messages.

2.2.2 Maintain a message file containing all above mentioned messages pertaining to each flight for a minimum of 90 ninety days.

2.2.3 (a) Provide  
(b) Operate  
means of communication between the ground station and the Carrier’s aircraft.
Flight Operations – General

10.1.1 4.3.1 Inform the Carrier of any known project affecting the operational services and facilities made available to its aircraft in the areas of responsibility as specified in Annex B.

10.1.3 4.3.2 After consideration of the Carrier’s instructions, suggest the appropriate action to pilot-in-command in case of operational irregularities, taking into account the meteorological conditions, the ground services and facilities available, aircraft servicing, possibilities and the overall operational requirements.

10.1.4 4.3.3 Maintain a trip file by collecting all documents specified by the Carrier, all messages received or originated in connection with each flight and dispose of this file as instructed by the Carrier.

Flight Operations – Flight Preparation at the Airport of Departure

10.2.1 4.4.1 (a) Provide or
(b) Arrange for meteorological documentation and aeronautical information for each flight.

10.2.2 4.4.2 Deliver documentation to the aircraft

10.2.3 4.4.3 Analyse the operational conditions and
(a) prepare
(b) request
(c) sign
(d) make available the operational flight plan according to the instructions and data provided by the Carrier.

10.2.3 4.4.4 (a) Prepare
(b) Request
(c) Sign
(d) File
(e) Monitor (1) the Air Traffic Services (“ATS”) Flight Plan.
(2) The Carrier’s slot time allocation with the appropriate ATS

10.2.4 4.4.5 Provide the crew with the required briefing.
10.2.5 4.4.6 (a) Prepare  
(b) Sign  
(c) Deliver  
  (1) the fuel order  
  (2) the fuel distribution form.

10.2.6 4.4.7 Hand out flight operation forms and obtain signature of the pilot-in-command, where applicable.

10.2.7 4.4.8 Provide ground handling party(ies) with the required weight and fuel data

10.3 4.5 Flight Operations – Flight Preparation at a Point Different from the Airport of Departure

10.3.1 4.5.1 Arrange for the provision of the meteorological documents and aeronautical information.

10.3.2 4.5.2 Analyse the operational conditions and  
(a) prepare  
(b) request  
(c) sign  
the flight plan.

10.3.3 4.5.3 Send to the Carrier or its representative at the airport of departure,  
(a) the operational flight plan,  
(b) the ATS Flight Plan,  
(c) information for crew briefing,

10.4 4.6 Flight Operations – En-route Flight Assistance

10.4.1 4.6.1 Monitor movement of the flight  
10.4.4 4.6.4 (a) within  
10.4.8 4.6.8 (b) beyond  
VHF range and provide all possible assistance as necessary. Inform the Carrier of flight progress, any irregularities and actions taken.

10.5 4.7 Flight Operations – Post-flight Activities

10.5.1 4.7.1 Obtain a debriefing from incoming crews, distributing reports or completed forms to offices concerned, whether governmental or the Carrier's.

10.6 4.8 Flight Operations – En-route Re-despatch

10.6.1 4.8.1 Analyse meteorological information and the operational flight conditions for re-despatch, calculate and plan according to the data provided by the aircraft en-route and inform the pilot-in-command about the results.
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<th>4.9</th>
<th><strong>Flight Operations – Crew Administration</strong></th>
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<td>10.7.1</td>
<td>4.9.1</td>
<td>Distribute relevant crew schedule information provided by the Carrier to all parties concerned.</td>
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<td>10.7.2</td>
<td>4.9.2</td>
<td>Arrange hotel accommodation for crew layover (a) scheduled (b) non-scheduled</td>
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<td>10.7.3</td>
<td>4.9.3</td>
<td>(a) Provide or (b) Arrange for crew transportation</td>
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<td>10.7.4</td>
<td>4.9.4</td>
<td>Direct crews through airport facilities</td>
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<td>10.7.5</td>
<td>4.9.5</td>
<td>Liaise with hotel(s) on crew call and pick-up timings.</td>
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<td>10.7.6</td>
<td>4.9.6</td>
<td>(a) Prepare crew allowance forms. (b) Pay crew allowances.</td>
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<td>10.7.7</td>
<td>4.9.7</td>
<td>Inform the designated Carrier representative of any crew indisposition or potential absence.</td>
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Section 5
Cargo and Mail Services

5.1 Cargo and Mail Handling – General

5.1.1 (a) Provide
or
(b) Arrange
warehouse handling and storage facilities for
(1) General Cargo
(2) Special Shipments
(3) Specialised Cargo Products
(4) Mail
(c) store cargo
(d) take appropriate action to prevent theft of, or
damage to cargo and/or mail

5.1.2 (a) Provide
or
(b) Arrange for
equipment for the handling of
(1) General Cargo
(2) Special Shipments
(3) Specialised Cargo Products
(4) Mail

5.1.3 (a) Provide
or
(b) Arrange for
handling services for:
(1) General Cargo
(2) Special shipments
(3) Specialised Cargo Products
(4) Mail
(5) Diplomatic Mail
(6) Diplomatic Cargo
(7) Company Mail

5.1.4 (a) Issue
(b) Obtain
Receipt upon delivery of cargo

5.1.5 Take action to prevent theft or unauthorised use of,
or damage to the Carrier’s pallets, containers, nets,
straps, tie-down rings and other material in the
custody of the Handling Company. Notify the
Carrier immediately of any damage to or loss of
such items.
5.2 Customs Control

5.2.1 Prepare customs documentation for:
(a) Inbound cargo
(b) Outbound cargo
(c) Transfer cargo

5.2.2 Obtain Customs clearance for:
(a) Inbound cargo
(b) Outbound cargo
(c) Transfer cargo

5.2.3 Place Cargo under Customs control for:
(a) Inbound cargo
(b) Outbound cargo
(c) Transfer cargo

5.2.4 Present to Customs, cargo for physical examination.

5.3 Irregularities Handling

5.3.1 Take immediate action in respect of irregularities, damage or mishandling of dangerous goods and other special shipments.

5.3.2 Report to the Carrier any irregularities discovered in cargo handling

5.3.3 Handle lost, found and damaged cargo

5.3.4 (a) Notify the Carrier of complaints and claims
(b) Process claims.

5.3.5 Take action when consignee refuses acceptance and payment.

5.4 Document Handling

5.4.1 (a) Prepare air waybill
(b) Check all documents to ensure shipment may be carried. The check shall not include the rates charged.
(c) Obtain capacity/booking information for the Carrier’s flights.
(d) Split air waybill. Forward applicable copies of manifests and air waybills to the Carrier.
(e) Prepare cargo manifest(s)
(f) Provide the load control unit with Special Load Notification.
(g) When applicable return copy of air waybill to shipper, endorsed with flight details.
5.3.3 5.4.2 (a) Notify consignee or agent of arrival of shipments
(b) Make available cargo documents to consignee or agent.

5.3.4 5.4.3 (a) Provide or
(b) Arrange for
(1) collection of “Charges Collect” as shown on the air waybill
(2) collection of other charges and fees as shown on the air waybill
(3) credit to consignees or agents

5.2 5.5 Physical Handling Outbound/Inbound
5.2.1 5.5.1 Accept cargo, ensuring that
5.3 (a) machine-readable cargo labels are affixed and processed
(b) manual labels are affixed and processed
(c) shipments are “ready for carriage”
(d) the weight and volume of the shipments are checked
(e) the regulations for the carriage of special cargo, particularly the IATA Dangerous Goods Regulations (DGR), IATA Live Animals Regulations (LAR), and others have been complied with.

5.2.2 5.5.2 Tally and assemble for dispatch cargo for the Carrier’s flights
5.2.3 5.5.3 Prepare
(a) Bulk cargo
(b) ULD’S
For delivery onto flights.

5.2.4 5.5.4 Establish the weight of
(a) Bulk cargo
(b) built-up ULD’S and provide the load control unit with deadload weights.

5.3.1 5.5.5 (a) Offload bulk cargo from vehicles
(b) Check incoming cargo against air waybills and manifests.
(c) Break down ULD’S

5.3.2 5.5.6 Release cargo to the consignee or agent
5.4 5.6 Transfer / Transit Cargo
5.4.1 5.6.1 Identify transfer/transit cargo.
5.4.2 5.6.2 Prepare transfer manifests for cargo to be transported by another carrier.
5.4.3 5.6.3 (a) Provide or
(b) Arrange for transport to the receiving carrier’s warehouse under cover of Transfer Manifest (1) on airport, (2) off airport
5.4.4 5.6.4 Accept/prepare (a) transfer cargo (b) transit cargo for onward carriage.

5.5 5.7 Post Office Mail
5.5.2 5.7.1 Check incoming mail against Post Office mail documents.
5.5.2 5.7.2 In case of missing documentation, issue substitutes
5.5.3 5.7.3 Deliver inbound mail to (a) on airport postal facility (b) off airport postal facility together with Post Office mail documents, against receipt from postal authorities.
5.7.4 Pickup outgoing mail from Postal Facility (a) on airport (b) off airport
5.5.4 5.7.5 Check outgoing mail from postal authorities against mail documents. Give receipt of acceptance of mail to postal authorities.
5.5.5 5.7.6 Handle and check transfer mail against accompanying mail documents.
5.7.7 Prepare or Arrange for (a) bulk mail (b) ULD’S For delivery onto flights.
Establish the weight of
(a) Bulk mail
(b) built-up ULD’S
and provide the load control unit with deadload weights.

Distribute incoming and/or outgoing post office mail documents.

Handle lost, found and damaged mail and report all irregularities to the Carrier and postal authorities.

Maintain a file on all mail including irregularities for a period of time to be specified in Annex B.
Section 6  
Support Services

6.1  Accommodation

1.1.6  Provide facilities for the Carrier’s representative(s).

(a) office space
(b) storage space
(c) other facilities

2.3  Automation / Computer Systems

2.3.1  (a) Provide
(b) Arrange for
(c) Operate

equipment to enable access to

(1) Carrier’s system
(2) Handling Company’s system
(3) other system

2.3.2  Access the following functions in

(a) Carrier’s system
(b) Handling Company’s system
(c) other system

for

(1) Training programmes.
(2) Passenger reservations and sales
(3) Passenger service
(4) Baggage reconciliation.
(5) Baggage tracing.
(6) Operation, weight and balance and load control.
(7) Cargo reservations and sales
(8) Cargo handling
(9) Maintenance
(10) Other functions

3.1/3.2  Unit Load Device (ULD) Control

3.1.1  (a) Provide
(b) Arrange for

storage space for ULDs

(1) passenger ULDs
(2) cargo ULDs
3.1.3 6.3.2 Take action to prevent damage, theft or unauthorised use of the Carrier's ULDs in the custody of the Handling Company. Notify the Carrier immediately of any damage or loss.

3.2.1 6.3.3 (a) Take physical inventory of ULD stock and maintain records.
(b) Compile and despatch ULD control messages

3.2.2 6.3.4 Prepare ULD exchange control documentation for all transfers of ULDs and obtain signature(s) of the transferring and receiving carrier(s) or approved third parties and distribute copies.

3.2.3 6.3.5 Handle lost, found and damaged ULDs and notify the Carrier of such irregularities.

6.4 Fuel Farm (Depot)
6.4.1 Liaise with fuel farm suppliers.

8.1.3 6.4.2 (a) Inspect the Carrier’s fuel farm product deliveries for contamination, prior to storage. Notify the Carrier of results.
(b) Inspect fuel farm storage and/or appliances. Notify the Carrier of results.

8.1 6.5 Ramp Fuelling/Defuelling Operations
8.1.1 6.5.1 Liaise with ramp fuel suppliers.
8.1.2 6.5.2 Inspect fuel vehicles and/or appliances for contamination.
8.1.4 6.5.3 Supervise fuelling/defuelling operations.
8.1.5 6.5.4 Prepare aircraft for fueling/defueling.
8.1.6 6.5.5 Drain water from aircraft fuel tanks. Perform water detection checks.
8.1.8 6.5.6 (a) Provide or
(b) Arrange for approved fuelling/defuelling equipment.
8.1.10 6.5.7 Fuel/defuel aircraft with quantities of products requested by the Carrier’s designated representative
8.1.7 6.5.8 Check and verify the delivered fuel quantity
8.1.11 6.5.9 Deliver the completed fuel order to the Carrier’s designated representative.
8.1.12 6.5.10 Maintain records of all fuelling/defuelling operations
8.2 6.6 Replenishing of Oils and Fluids

8.2.1 6.6.1 Liaise with suppliers.

8.2.2 6.6.2 (a) Perform. 
or 
(b) supervise 
replenishing operations 

8.2.3 6.6.3 (a) Provide 
or 
(b) Arrange for 
and 
(c) Operate 
special replenishing equipment.

11.1 6.7 Surface Transport

11.1.1 6.7.1 (a) Provide 
or 
(b) Arrange for 
the transport of 
(1) passengers 
(2) baggage 
(3) cargo and/or mail 
(4) empty ULDs 
(5) others 
between 
(a) airport and town terminal 
(b) airport and other agreed points 
(c) separate terminals at the same airport 

11.2.1 6.7.2 Make all necessary arrangements for special transport within the limit of local possibilities.

12.1 6.8 Catering Services – Liaison and Administration

12.1.1 6.8.1 Liaise with the Carrier’s catering supplier.

12.1.2 6.8.2 Handle requisitions made by the Carrier’s authorised representative.
Section 7
Security

14.1 7.1 Passenger and Baggage Screening and Reconciliation
14.1.1 7.1.1 (a) Provide or (b) Arrange for (1) matching of passengers against established profiles (2) security questioning
14.1.2 7.1.2 (a) Provide or (b) Arrange for (1) screening of checked baggage. (2) screening of transfer baggage. (3) screening of mishandled baggage. (4) physical examination of checked, transfer and mishandled baggage (5) identification of security cleared baggage.
14.1.3 7.1.3 (a) Provide or (b) Arrange for (1) screening of passengers. (2) screening of cabin/unchecked baggage. (3) physical examination of passengers and cabin/unchecked baggage
14.1.4 7.1.4 (a) Provide or (b) Arrange for (1) identification of passengers prior to boarding. (2) reconciliation of boarded passengers with their baggage. (3) positive baggage identification by passengers (4) offloading of baggage for passengers who fail to board the aircraft.

14.2 7.2 Cargo and Post Office Mail
14.2.1 7.2.1 (a) provide or (b) arrange for (1) control of access to the cargo facilities. (2) screening of cargo and/or mail. (3) physical examination of cargo.
(4) holding of cargo and/or mail for variable periods.
(5) secure storage of cargo and/or mail.
(6) decompression/pressure chamber

14.3  7.3  Catering
14.3.1  7.3.1  (a) Provide or
(b) Arrange for
(1) control of access to the catering unit.
(2) security supervision during food preparation.
(3) security check of catering uplifts.
(4) sealing of food and/or bar trolleys/containers.
(5) physical examination of catering vehicles prior to loading.

14.4  7.4  Aircraft
14.4.1  7.4.1  (a) Provide or
(b) Arrange for control of access to
(1) aircraft.
(2) designated areas.
14.4.2  7.4.2  (a) Provide or
(b) Arrange for
(1) search of aircraft.
(2) guarding of aircraft.
(3) guarding of designated areas.
(4) security of baggage in the baggage make-up area.
(5) sealing of aircraft.
14.4.3  7.4.3  (a) Provide or
(b) Arrange for security personnel
(1) to safeguard all Loads during the transport between aircraft and designated locations
(2) during offloading and loading of aircraft.

14.5  7.5  Additional Security Services
14.5.1  7.5.1  (a) Provide or
(b) Arrange for additional security services
Section 8
Aircraft Maintenance

9.1 8.1 Routine Services
9.1.1 8.1.1 Maintain the Carrier’s technical manuals, handbooks, catalogues, etc.
9.2.4 8.1.2 Perform line inspection
9.1.2 8.1.3 Enter in the aircraft log and sign for the performance of line inspection
9.1.3 8.1.4 Enter remarks in aircraft log regarding defects observed during the inspection.
9.1.5 8.1.5 Sign Air Worthiness Release (AWR)
9.1.4 8.1.6 Perform
(a) pre-departure inspection
(b) ice-check immediately before aircraft departure.
9.1.5 8.1.7 Provide personnel to assist the flight crew or ground staff in the performance of the inspection.

9.2 8.2 Non-routine Services
9.2.1 8.2.1 Rectify defects entered in the aircraft log as reported by the crew or revealed during the inspection, to the extent requested by the Carrier. However, major repairs must be separately agreed upon between the Parties.
9.2.2 8.2.2 Enter in aircraft log and sign for the action taken.
9.2.3 8.2.3 Report technical irregularities and actions taken to the Carrier’s maintenance base.
9.2.5 8.2.4 (a) Provide or
(b) Arrange for engineering facilities, tools and special equipment to the extent available.
9.2.6 8.2.5 Move aircraft under its own power

9.3 8.3 Material Handling
9.3.1 8.3.1 (a) Obtain Customs clearance for
(b) Administer the Carrier’s spare parts, power plant and/or equipment.
9.3.2 8.3.2 Provide periodic inspection of the Carrier’s spare parts and/or spare power plant.
9.3.3 8.3.3 Provide suitable storage space for the Carrier’s spare parts and/or equipment.
STANDARD GROUND HANDLING AGREEMENT – SIMPLIFIED PROCEDURE

ANNEX B – LOCATION(S), AGREED SERVICES AND CHARGES

To the Standard Ground Handling Agreement (SGHA) of January 2004

between: ________________________________________________________________

having its principal office at: _________________________________

and hereinafter referred to as “the Carrier”

and: ________________________________________________________________

having its principal office at: _________________________________

and hereinafter referred to as “the Handling Company”

effective from: ______________________________________________________

This Annex B for

the location(s): _______________________________________________________

is valid from: _______________________________________________________

and replaces: _______________________________________________________

Preamble:

This Annex B is prepared in accordance with the simplified procedure whereby the Parties agree that the terms of the Main Agreement and Annex A of the SGHA of January 2004 as published by the International Air Transport Association shall apply as if such terms were repeated here in full. By signing this Annex B, the Parties confirm that they are familiar with the aforementioned Main Agreement and Annex A.
Paragraph 1. Handling Services and Charges

1.1 For a single ground handling consisting of the arrival and the subsequent departure at agreed timings of the same aircraft, the Handling Company shall provide the following services of Annex A at the following rates.

1.1.1 Section(s) _______ price ________ per (aircraft type, etc.).

1.1.2 Section(s) _______ price ________ per __________________

The number of these clauses can be extended as far as necessary

1.2 Handling in case of technical landing for other than commercial purposes will be charged at _____ % of the above rates, provided that a physical change of load is not involved.

1.3 Handling in case of return to ramp will not be charged extra, provided that a physical change of load is not involved.

1.4 Handling in case of return to ramp involving a physical change of load will be charged as for handling in case of technical landing in accordance with Sub-Paragraph 1.2 of this Annex.

2.1 Paragraph 2. Additional Services and Charges
All services not included in Paragraph 1 of this Annex will be charged for as follows:

Paragraph 3. Disbursements
3.1 Any disbursements made by the Handling Company on behalf of the Carrier will be reimbursed by the Carrier at cost price plus an accounting surcharge of _____ %.

Paragraph 4. Limit of Liability
4.1 The limit of liability referred to in Sub-Article 8.5 of the Main Agreement shall be as follows:

Aircraft Type | Limit ( per incident)
---------------|---------------------

____________________ | ____________________
____________________ | ____________________
**Paragraph 5. Area of Responsibility**

5.1 The area of responsibility as mentioned in Sub-Sections 4.3 and 4.6 of Annex A is ________________

**Paragraph 6. Transfer of Services**

6.1 In accordance with Sub-Article 3.1 of the Main Agreement, the Handling Company subcontracts the services of Annex A Section(s) _______ to _______

_The number of these clauses can be extended as far as necessary._

**Paragraph 7. Settlement**

7.1 Notwithstanding Sub-Article 7.2 of the Main Agreement, settlement of account shall be effected ________________

**Paragraph 8. Supervision and Administration**

8.1 The services of Annex A, Section 2 Sub-Section 2.1, covered by Sub-Paragraph 1.1 of this Annex B, refer only to the following services of Annex A which are performed for the Carrier by other organisation(s) under cover of separate agreement(s):

Section (s) __________________________

Section (s) __________________________

**Paragraph 9. Notification**

9.1 In accordance Sub-article 11.3 of the Main Agreement, any notice or communication to be given hereunder shall be addressed to the respective parties as follows:

To Carrier:

Carrier ________________________________

Street ________________________________

City, Country __________________________

Telephone ____________________________

Fax: _________________________________
Paragraph 10. Governing Law

10.1 Governing law and courts as per Article 9.1 of the Main Agreement

Governing Law

This agreement shall be governed by and interpreted in accordance with the laws of _______.

Courts for the resolution of disputes:

The Courts of _______.

Signed the ________________ Signed the ________________
at __________________________ at __________________________
for and on behalf of ______ for and on behalf of ______
by __________________________ by __________________________
From landing to takeoff: we care!

more than

just

a job...

www.swissport.com

Main Agreement 140

Annex A – Ground Handling Services 153
Standard Ground Handling Agreement 1998

Main Agreement

Article 1

Provision of Services

1.1 General

The services will be made available within the limits of possibilities of the Handling Company and in accordance with the applicable IATA and/or ICAO and/or other governing rules, regulations and procedures.

It is not considered necessary or possible to specify every detail of the services it being generally understood what such services comprise and the standards to be attained in their performance.

1.2 Documents for Ground Handling

Documents used for ground handling will be the Handling Company’s own documents, where applicable, provided these documents comply with standardised formats that may apply under IATA and/or ICAO and/or other governing rules, regulations and procedures.

1.3 Scheduled Flights

The Handling Company agrees to provide for the Carrier’s Aircraft for flights operating on an agreed schedule at the location(s) mentioned in the Annex(es) B, those services of Annex A as are listed in the Annex B for the respective locations. The Carrier, in turn, agrees to inform the Handling Company as soon as possible about any changes of schedule and/or frequencies and/or types of aircraft.

1.4 Extra Flights

The Handling Company will also provide the services to the Carrier’s Aircraft for flights in addition to the agreed schedule at the same locations, provided that reasonable prior notice is given and the
provision of such additional services will not prejudice commitments already undertaken.

1.5 Priority
In case of multiple handling, priority shall, as far as possible, be given to aircraft operating on schedule.

1.6 Emergency Assistance
In case of emergency, including but not limited to, forced landings, accidents or acts of violence, the Handling Company shall without delay and without waiting for instructions from the Carrier take all reasonable and possible measures to assist passengers and crew and to safeguard and protect from loss or damage baggage, cargo and mail carried in the aircraft.

The Carrier shall reimburse the Handling Company at cost for any extra expenses incurred in rendering such assistance.

1.7 Additional Services
As far as possible, the Handling Company will, upon request, provide to the Carrier any additional services. Such services may be governed by special conditions to be agreed between the Parties.

1.8 Other Locations
In case of occasional flights of the Carrier’s Aircraft at locations which are not designated in the present Agreement, where the Handling Company maintains a ground handling organisation, the Handling Company shall, on request, make every effort, subject to the means locally available, to furnish necessary services.

Article 2
Fair Practices

2.1 The Handling Company will take all practicable measures to ensure that sales information contained in the Carrier’s flight documents is made available for the purposes of the Carrier only.

Neither Party to this Agreement shall disclose any information contained in Annex(es) B to outside parties without the prior consent of the other Party, unless such information is specifically required by applicable law or by governmental or authorities’ regulations, in which case the other Party will be notified accordingly.

**Article 3**
**Subcontracting of Services**

3.1 The Handling Company is entitled to delegate any of the agreed services to subcontractors with the Carrier’s consent, which consent shall not be unreasonably withheld. It is understood that, in this case, the Handling Company shall nevertheless be responsible to the Carrier for the proper rendering of such services as if they had been performed by the Handling Company itself. Any subcontracting of services will be recorded in the Annex(es) B concerned.

3.2 The Carrier shall not appoint any other person, company or organisation to provide the services which the Handling Company has agreed to provide by virtue of this Agreement, except in such special cases as shall be mutually agreed between the Parties.

**Article 4**
**Carrier’s Representation**

4.1 The Carrier may maintain at its own cost, its own representative(s) at the location(s) designated in the Annex(es) B. Such representative(s) and representative(s) of the Carrier’s Head Office may inspect the services furnished to the Carrier by the Handling Company pursuant to this Agreement, advise and assist the Handling Company and render to the Carrier’s clients such assistance as shall not interfere with the furnishing of services by the Handling Company.
4.2 The Carrier may, by prior written notice to the Handling Company and at its own cost, engage an organisation (hereinafter referred to as ‘the Supervisor’) to supervise the services of the Handling Company at the location(s) designated in Annex(es) B. Such notice shall contain a description of the services to be supervised.

The Supervisor shall have the same authority as defined above in Sub-Article 4.1 for the Carrier’s own representative.

4.3 Such assistance, when performed by the Carrier’s representative(s) and/or Supervisor(s) will be the sole responsibility of the Carrier, unless requested by the Handling Company.

**Article 5**

*Standard of Work*

5.1 The Handling Company shall carry out all technical and flight operations services in accordance with the Carrier’s instructions, receipt of which must be confirmed in writing to the Carrier by the Handling Company.

In the case of absence of instructions by the Carrier, the Handling Company shall follow its own standard practices and procedures.

Other services also having a safety aspect, for example, load control, loading of aircraft and handling of dangerous goods, shall be carried out in accordance with applicable IATA and/or ICAO and/or other governing rules, regulations and procedures.

5.2 All other services shall be provided in accordance with standard practices and procedures usually followed by the Handling Company and in accordance with world-wide industry standards. The Handling Company will comply with reasonable requests of the Carrier as long as these do not conflict with the applicable orders and regulations of the appropriate authorities.
5.3 The Handling Company agrees to take all possible steps to ensure that, with regard to contracted services, the Carrier’s Aircraft, crews, passengers and load receive treatment not less favourable than that given by the Handling Company to other Carriers or its own comparable operation at the same location.

5.4 The Handling Company agrees to ensure that authorisations of specialised personnel performing services for the Carrier are kept up-to-date. If at any time the Handling Company is unable to provide authorised personnel as requested by the Carrier, the Handling Company shall inform the Carrier immediately.

5.5 The Carrier shall supply the Handling Company with sufficient information and instructions to enable the Handling Company to perform its handling properly.

5.6 In the provision of the services as a whole, due regard shall be paid to safety, security, local and international regulations, applicable IATA and/or ICAO and/or other governing rules, regulations and procedures and the aforementioned request(s) of the Carrier in such a manner that delays and damage to the Carrier’s Aircraft and load are avoided and the general public is given the best impression of air transport.

5.7 The Handling Company must report to the Carrier’s representative immediately all loss of or damage, threatened or actual, to aircraft and loads noticed in the course of the handling or which in any other way comes to the knowledge of the Handling Company.

5.8 The Parties shall reach mutual agreement on the quality standards for any services, not excluding those covered by Sub-Article 5.1 above. Such quality standards for a specific location may form part of the applicable Annex B. The Handling Company agrees to take all possible steps to ensure that, with regard to contracted services, the agreed upon quality standards will be met.
Article 6  
Remuneration

6.1 In consideration of the Handling Company providing the services, the Carrier agrees to pay to the Handling Company the charges set out in the respective Annex(es) B. The Carrier further agrees to pay the proper charges of the Handling Company and to discharge all additional expenditure incurred for providing the services referred to in Sub-Articles 1.4, 1.6, 1.7 and 1.8.

6.2 The charges set out in Annex(es) B do not include:
– any charges, fees or taxes imposed or levied by the Airport, Customs or other authorities against the Carrier or the Handling Company in connection with the provision of services herein by the Handling Company or in connection with the Carrier’s flights.
– expenses incurred in connection with stopover and transfer passengers and with the handling of passengers for interrupted, delayed or cancelled flights.

Article 7  
Accounting and Settlement

7.1 The Handling Company shall invoice the Carrier monthly with the charges arising from the provision of the handling services of Annex A as listed in Annex(es) B at the rates of charges set out in Annex(es) B.

7.2 Settlement shall be effected through the IATA Clearing House unless otherwise agreed in Annex(es) B.
Article 8

Liability and Indemnity

In this Article, all references to:

(a) “the Carrier” or “the Handling Company” shall include their employees, servants, agents and subcontractors;

(b) “ground support equipment” shall mean all equipment used in the performance of ground handling services included in Annex A, whether fixed or mobile, and

(c) “act or omission” shall include negligence.

8.1 Except as stated in Sub-Article 8.5, the Carrier shall not make any claim against the Handling Company and shall indemnify it (subject as hereinafter provided) against any legal liability for claims or suits, including costs and expenses incidental thereto, in respect of:

(a) delay, injury or death of persons carried or to be carried by the Carrier;
(b) injury or death of any employee of the Carrier;
(c) damage to or delay or loss of baggage, cargo or mail carried or to be carried by the Carrier, and
(d) damage to or loss of property owned or operated by, or on behalf of, the Carrier and any consequential loss or damage; arising from an act or omission of the Handling Company in the performance of this Agreement unless done with intent to cause damage, death, delay, injury or loss or recklessly and with the knowledge that damage, death, delay, injury or loss would probably result.

PROVIDED THAT all claims or suits arising hereunder shall be dealt with by the Carrier; and

PROVIDED ALSO THAT the Handling Company shall notify the Carrier of any claims or suits without undue delay and shall furnish such assistance as the Carrier may reasonably require.
Provided also that where any of the services performed by the Handling Company hereunder relate to the carriage by the Carrier of passengers, baggage or cargo direct to or from a place in the United States of America then if the limitations of liability imposed by Article 22 of the Warsaw Convention would have applied if any such act or omission had been committed by the Carrier but are held by a Court not to be applicable to such act or omission committed by the Handling Company in performing this Agreement then upon such decision of the Court the indemnity of the Carrier to the Handling Company hereunder shall be limited to an amount not exceeding the amount for which the Carrier would have been liable if it had committed such act or omission.

8.2 The Carrier shall not make any claim against the Handling Company in respect of damage, death, delay, injury or loss to third parties caused by the operation of the Carrier’s aircraft arising from an act or omission of the Handling Company in the performance of this Agreement unless done with intent to cause damage, death, delay, injury or loss or recklessly and with knowledge that damage, death, delay, injury or loss would probably result.

8.3 (a) Notwithstanding the provisions of Sub-Article 8.1, in the case of claims arising out of surface transportation which is provided on behalf of the Carrier and is part of the operation of loading/embarking or unloading/disembarking and/or is covered by the Carrier’s Contract of Carriage the indemnity shall not exceed the limits specified in the said Contract of Carriage. (b) In the case of claims arising out of surface transportation which is not provided on behalf of the Carrier and/or is not part of the operation of loading/embarking or unloading/disembarking and/or is not covered by the Carrier’s Contract of Carriage the waiver and indemnity herein contained shall not apply.
8.4 The Handling Company shall not make any claim against the Carrier and shall indemnify it (subject as hereinafter provided) against any legal liability for claims or suits, including costs and expenses incidental thereto, in respect of:

(a) injury to or death of any employees of the Handling Company, its servants, agents or subcontractors; and
(b) damage to or loss of property owned or operated by, or on behalf of, the Handling Company and any consequential loss or damage;

arising from an act or omission of the Carrier in the performance of this Agreement unless done with intent to cause damage, death, delay, injury or loss or recklessly and with knowledge that damage, death, delay, injury or loss would probably result.

8.5 Notwithstanding Sub-Article 8.1(d), the Handling Company shall indemnify the Carrier against any physical loss of or damage to the Carrier’s Aircraft caused by the Handling Company’s negligent operation of ground support equipment PROVIDED ALWAYS THAT the Handling Company’s liability shall be limited to any such loss of or damage to the Carrier’s Aircraft not exceeding the limits stated in Annex(es) B which shall not, in any event, exceed USD 1,500,000 except that loss or damage in respect of any incident below USD 3,000 shall not be indemnified.

For the avoidance of doubt, save as expressly stated, this Sub-Article 8.5 does not affect or prejudice the generality of the provisions of Sub-Article 8.1 including the principle that the Carrier shall not make any claim against the Handling Company and shall indemnify it against any liability in respect of any and all consequential loss or damage howsoever arising.
Article 9
Arbitration

9.1 Any dispute or claim concerning the scope, meaning, construction or effect of this Agreement or arising therefrom shall be referred to and finally settled by arbitration in accordance with the procedures set forth below and, if necessary, judgement on the award rendered may be entered in any Court having jurisdiction thereof:

(1) If the Parties agree to the appointment of a single arbitrator the arbitral tribunal shall consist of him alone. The arbitrator may be appointed either directly by the Parties or, at their request, by the IATA Director General.

(2) If they do not so agree to the appointment of a single arbitrator, the arbitral tribunal shall consist of three arbitrators appointed as follows:
(a) If only two Parties are involved in the dispute each Party shall appoint one of the three arbitrators. Should either Party fail to appoint his arbitrator such appointment shall be made by the IATA Director General;
(b) if more than two parties are involved in the dispute they shall jointly agree on the appointment of two of the arbitrators. Failing unanimous agreement thereon, such appointment shall be made by the IATA Director General;
(c) the two arbitrators appointed in the manner provided above shall appoint the third arbitrator, who shall act as chairman. Should they fail to agree on the appointment of the third arbitrator, such appointment shall be made by the IATA Director General.

(3) The IATA Director General may, at the request of any Party concerned, fix any time limit he finds appropriate within which the Parties or the arbitrators appointed by the Parties, shall constitute the arbitral tribunal. Upon expiration of this time limit, the IATA Director General shall take the action prescribed in the preceding paragraph to constitute the tribunal.
(4) When the arbitral tribunal consists of three arbitrators, its decision shall be given by a majority vote.

(5) The arbitral tribunal shall settle its own procedure and if necessary shall decide the law to be applied. The award shall include a direction concerning allocation of costs and expenses of and incidental to the arbitration (including arbitrator fees).

(6) The award shall be final and conclusively binding upon the Parties.

**Article 10**  
*Stamp Duties, Registration Fees*

10.1 All stamp duties and registration fees in connection with this Agreement, which may be prescribed under the national law of either Party to this Agreement, are payable by that Party.

10.2 All stamp duties and registration fees in connection with this Agreement, which may be prescribed under the national law of the location(s), as mentioned in the Annex(es) B and not being a location situated in the country of either Party to this Agreement will be shared equally between the Parties.

**Article 11**  
*Duration, Modification and Termination*

11.1 This Agreement shall be effective from … . It shall supersede any previous arrangements between the Parties governing the provision of services at locations for which there are valid Annex(es) B to this Agreement.

11.2 Modification of, or additions to this Agreement shall be recorded in Annex(es) B.
11.3 Any notice referred to under this Article 11 given by one Party under this Agreement shall be deemed properly given if sent by registered letter to the respective Head Office of the other Party.

11.4 This Main Agreement shall continue in force until terminated by either Party giving sixty days prior notice to the other Party.

11.5 Termination by either Party of all or any part of the services to be furnished at a specific location requires sixty days prior notice to the other Party. In the event of part termination of services, consideration shall be given to an adjustment of charges.

11.6 In the event of the Carrier’s or the Handling Company’s permit(s) or other authorisation(s) to conduct its air transportation services, or to furnish the services provided for in the Annex(es) B, wholly or in part, being revoked, cancelled, or suspended, that Party shall notify the other Party without delay and either Party may terminate the Agreement or the relevant Annex(es) B at the effective date of such revocation, cancellation or suspension by giving to the other Party notice thereof within twenty-four hours after such event.

11.7 Either Party may terminate this Agreement and its Annexes at any time if the other Party becomes insolvent, makes a general assignment for the benefit of creditors, or commits an act of bankruptcy or if a petition in bankruptcy or for its reorganisation or the readjustment of its indebtedness be filed by or against it, provided the petition is found justified by the appropriate authority, or if a receiver, trustee or liquidator of all or substantially all of its property be appointed or applied for.
Both Parties shall be exempt from obligation if prompt notification is given by either Party in respect of any failure to perform its obligations under this Agreement arising from any of the following causes;

– labour disputes involving complete or partial stoppage of work or delay in the performance of work;
– force majeure or any other cause beyond the control of either Party.

In the event of the Agreement or part thereof being terminated by notice or otherwise, such termination shall be without prejudice to the accrued rights and liabilities of either Party prior to termination.

The Handling Company shall have the right at any time to vary the charges set out in the Annex(es) B provided, however, that the Handling Company has given notice in writing to the Carrier not less than thirty days prior to the revised charges becoming effective. The notice shall specify the revised charges which the Handling Company proposes to introduce, together with the date on which they are to be brought into effect.

Notwithstanding the foregoing, when schedule changes as mentioned in Sub-Article 1.3 affect the handling costs, the Handling Company shall have the right to adjust the charges as from the date of the schedule change provided that the Handling Company does so within thirty days of the schedule change.
Standard Ground Handling Agreement 1998

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Section 1
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1.1 General
1.1.1 If required, arrange guarantee or bond to facilitate the Carrier’s activities.
1.1.2 Liaise with local authorities.
1.1.3 Indicate that the Handling Company is acting as handling agent for the Carrier.
1.1.4 Inform all interested Parties concerning movements of the Carrier’s aircraft.
1.1.5 As mutually agreed, effect payment, on behalf of the Carrier, including but not limited to:
   a) airport, customs, police and other charges relating to the services performed.
   b) cost for provisions of bond guarantee.
   c) out-of-pocket expenses, accommodation, transport, etc..
1.1.6 Provide office space for the Carrier’s representative(s).

Section 2
Load Control & Communications and Departure Control System

4.1 Load Control
4.1.1 Convey and deliver flight documents between the aircraft and appropriate airport buildings.
4.1.2 a) Prepare
     b) Sign
     c) Distribute
     d) Clear
     e) File
     as appropriate, documents, including but not limited to, loading instructions, loadsheets, balance charts, Captain’s load information and manifests, in accordance with local or international regulations or as reasonably required by the Carrier.
4.1.3 a) Compile
     b) Dispatch
     statistics, returns and reports, as mutually agreed.
4.2 2.2 Communications
4.2.1 2.2.1 a) Compile
b) Dispatch and receive
all messages in connection with the services performed by the Handling Company, using the Carrier’s originator code or double signature procedure, as applicable. Inform the Carrier’s representative of the contents of such messages. Charges of transmitting messages may be recharged to the Carrier.

4.2.2 2.2.2 Maintain a message file containing all above mentioned messages pertaining to each flight for ninety days.

4.2.3 2.2.3 a) Provide
b) Operate
suitable means of communication between the ground station and the Carrier’s aircraft.

6.2 2.3 Departure Control System (DCS)
6.2.1 2.3.1 a) Provide
b) Operate
equipment and facilities to allow the Handling Company access to the Carrier’s DCS, as mutually agreed.

6.2.2 2.3.2 Access the following facilities in the Carrier’s DCS:
a) Training programme.
b) Check-in.
c) Boarding Control
d) Baggage reconciliation.
e) Baggage tracing
f) Load Control
g) Other services, as mutually agreed.

Section 3
Unit Load Device Control

6.3 3.1 Handling
6.3.1 3.1.1 a) Provide
or
b) Arrange for
suitable storage space for ULD’s, as mutually agreed.
3.1.2 Apply correct storage and handling techniques in accordance with the Carrier's requirements.

6.3.2 3.1.3 Take appropriate action to prevent theft or unauthorised use of, or damage to the Carrier’s ULD’s in the custody of the Handling Company. Notify the Carrier immediately of any damage to or loss of such items.

3.2 Administration

6.3.3 3.2.1 a) Take physical inventory of ULD stock and maintain a stock record.
   b) Compile and dispatch ULD Control Messages (UCM), according to UCM procedure.
   c) Compile and dispatch Stock Check Messages (SCM), as mutually agreed.

6.3.4 3.2.2 Prepare ULD exchange control (LUC) for all transfers of ULD’s and obtain signature(s) of the transferring and receiving carrier(s) or approved third parties and distribute copies according to the Carrier’s instructions.

6.3.5 3.2.3 Handle lost, found and damaged ULD matters and notify the Carrier of such irregularities.

Section 4

Passengers and Baggage

2.1 4.1 General

2.1.1 4.1.1 Inform passengers and/or public about time of arrival and/or departure of Carrier’s aircraft and surface transport.

2.1.2 4.1.2 Make arrangements for stopover, transfer and transit passengers and their baggage and inform them about services available at the airport.

2.1.3 4.1.3 When requested by the Carrier:
   a) Provide
   or
   b) Arrange for special equipment, facilities and specially trained personnel, as available, for assistance to
   1) Unaccompanied minors.
   2) Disabled passengers.
   3) VIP’s.
   4) Transit without visa passengers (TWOV’s).
5) Deportees.
6) Others, as specified.
Additional costs may be recharged to the Carrier.

2.1.4 4.1.4 Take care of passengers when flights are inter-
rupted, delayed or cancelled, according to instruc-
tions given by the Carrier. If instructions do not
exist, deal with such cases according to the prac-
tice of the Handling Company.

2.1.5 4.1.5 If applicable, arrange storage of baggage in the
Custom’s bonded store if required (any fees to be
paid by the passenger).

2.1.6 4.1.6 Notify the Carrier of complaints and claims made
by the Carrier’s clients and process such claims, as
mutually agreed.

2.1.7 4.1.7 Handle lost, found and damaged property matters,
as mutually agreed.

2.1.8 4.1.8 Report to the Carrier any irregularities discovered
in passenger and baggage handling.

2.1.9 4.1.9 a) Provide
or
b) Arrange for
1) Check-in position(s).
2) Service counter(s)/desk(s) for other purposes.
3) Lounge facilities,
as specified in Annex(es) B.

2.1.9 4.1.10 a) Provide
or
b) Arrange for
personnel and/or facilities for porter service.

2.2 4.2 Departure

2.2.3 4.2.1 Check and ensure:

a) That tickets are valid for the flight(s) for which
they are presented. The check shall not include
the fare.

b) When requested, check that tickets presented
are not blacklisted in the industry ticket service
data base. Blacklisted documents shall not be
honored and immediately reported to the
Carrier, as mutually agreed.

2.2.4 4.2.2 By mutual agreement, check travel documents
(passports, visas, vaccination and other certificates)
for the flight(s) concerned, but without the
Handling Company having any liability.
4.2.3 a) Weigh and/or measure (as applicable), and tag checked and unchecked baggage.
b) Effect the conveyance of checked baggage from the baggage check-in position to the baggage sorting area.

Additional costs for baggage requiring special handling may be recharged to the Carrier.

4.2.4 a) Enter baggage figures on passengers’ ticket(s) and detach applicable flight coupon(s).
b) Enter baggage figures for ticketless passengers, as mutually agreed for
   1) Initial flight.
   2) Subsequent flight(s).

4.2.5 By mutual agreement, make out excess baggage ticket(s), collect excess baggage charge(s) and detach applicable excess baggage coupon(s).

4.2.6 As mutually agreed, collect airport and/or any other service charges from departing passengers accounting therefor to the appropriate authorities.

4.2.7 a) Carry out the Carrier’s seat allocation or selection system.
   b) Issue boarding pass(es).
   for
   1) Initial flight.
   2) Subsequent flight(s).

4.2.8 Direct passengers through controls to the aircraft.

4.2.9 Carry out head check of passengers upon embarkation. (Count to be compared with aircraft documentation).

4.2.10 Handle Denied Boarding Compensation cases, as agreed with the Carrier.

4.2.11 Provide facility for accepting and processing of unaccompanied baggage.

4.2.12 a) Provide
   b) Manage
   c) Maintain automated check-in device(s), as mutually agreed.
   Additional costs may be recharged to the Carrier.
2.3 4.3 Arrival
2.3.2 4.3.1 Direct passengers from aircraft through controls to the terminal landside area.
3.1.6 4.3.2 Deliver baggage in accordance with the local procedure.

3.1 4.4 Baggage Handling
3.1.1 4.4.1 Handle baggage in the baggage sorting area.
3.1.2 4.4.2 Prepare for delivery onto flights:
\hspace{1em} a) Bulky baggage
\hspace{1em} b) ULD’s
according to the Carrier’s instructions.
3.1.3 4.4.3 Establish the weight of built-up ULD’s.
3.1.4 4.4.4 a) Offload bulk baggage from vehicles.
\hspace{1em} b) Break down and/or empty LD’s.
\hspace{1em} c) Check incoming baggage for transfer connections.
3.1.7 4.4.5 a) Sort transfer baggage.
\hspace{1em} b) Store transfer baggage for a period to be mutually agreed prior to dispatch.
3.1.7 4.4.6 a) Provide
\hspace{1em} or
\hspace{1em} b) Arrange for
transport of transfer baggage to the sorting area of the receiving carrier.
3.1.8 4.4.7 Handle crew baggage, as mutually agreed.

2.4 4.5 Remote/Off Airport Services
2.4.1 4.5.1 Inform passengers/public about time of arrival/departure.
2.4.2 4.5.2 Receive departing passengers and baggage.
2.4.3 4.5.3 Carry out passenger and baggage handling as described in Sub-Sections 4.1 and 4.2 where applicable.
2.4.4 4.5.4 Direct departing passengers to connecting transport to the airport.
2.4.5 4.5.5 Receive passenger arriving from the airport.
2.4.6 4.5.6 Deliver baggage to passengers in accordance with local procedures.

2.5 4.6 Intermodal Transportation
Departure by rail, road or sea
2.5.1 4.6.1 Receive departing passengers and baggage from the Carrier.
Carry out passenger and baggage handling as described in Sub-Sections 4.1 and 4.2, where applicable, substituting “rail, road or sea transportation” for “aircraft”, and “flight(s)”, and “terminal” for “airport”, as applicable.

Direct departing passengers to connecting transport.

If applicable, load baggage on connecting transport, as directed by the rail, road or sea transporter.

Receive arriving passengers and baggage from the rail, road or sea transporter.

Carry out passenger and baggage handling as described in Sub-Sections 4.1 and 4.3, where applicable, substituting “rail, road and sea transportation” for “aircraft” and “flight(s)”, and “terminal” for “airport”, as applicable.

Direct arriving passengers through controls to the Carrier’s flight departure services.

If applicable, offload baggage from connecting transport, as directed by the rail, road or sea transporter and transfer it to the Carrier’s airport services.

Section 5
Cargo and Post Office Mail

Cargo Handling – General
Facilities and Equipment

a) Provide
b) Arrange
suitable warehouse and handling facilities for:
1) General cargo.
2) Special shipments.
3) Specialised cargo products.
c) Store cargo for a period to be mutually agreed.

a) Provide
b) Arrange
suitable equipment for the handling of:
1) General cargo.
2) Special shipments.
3) Specialised cargo products.
as mutually agreed.
5.1.3 Provide a) Arrange handling services for:
   1) General cargo.
   2) Special shipments.
   3) Specialised cargo products.
as mutually agreed.

Document Handling

5.1.4 Issue a) Obtain receipt upon delivery of cargo.

5.1.5 Receive, process and send all or any messages as required by the Carrier and as mutually agreed.

Customs Control

5.2.3 Place cargo under Customs control, if required, and clear discrepancies in accordance with local regulations.

5.2.4 Present to Customs, as required, cargo for physical examination.

Irregularities Handling

5.3.1 Take immediate action in accordance with the Carrier’s and/or local authorities’ instructions in respect of irregularities, damage or mishandling of dangerous goods and other special shipments.

5.3.2 Report to the Carrier any irregularities discovered in cargo handling.

5.3.3 Handle lost, found and damaged cargo matters, as mutually agreed.

5.3.4 a) Notify the Carrier of complaints and claims, giving supporting data.
     b) Process such claims, as mutually agreed.

Miscellaneous

5.1.6 Take appropriate action to prevent theft or unauthorised use of, or damage to, the Carrier’s pallets, containers, nets, straps, tie-down rings and other material in the custody of the Handling Company. Notify the Carrier immediately of any damage to or loss of such items.
5.3 5.1.13 Handle, as mutually agreed:
   a) Diplomatic cargo.
   b) Diplomatic mail.
   c) Company mail.

5.5 5.2 Outbound(Export) Cargo

Physical Handling

5.5.1 5.2.1 Accept cargo in accordance with the Carrier’s instructions, ensuring that:
   a) Machine-readable cargo labels are affixed and processed, where applicable.
   b) Shipments are “ready for carriage”.
   c) The weight and volume of the shipments are checked.
   d) The regulations for the carriage of special cargo, particularly the IATA Dangerous Goods Regulations (DGR), IATA Live Animals Regulations (LAR), and others have been adhered to.

5.5.2 5.2.2 Tally and assemble for dispatch cargo for the Carrier’s flights.

5.5.3 5.2.3 Prepare:
   a) Bulk cargo.
   b) ULD’s for delivery onto flights.

5.5.4 5.2.4 Establish the weight of:
   a) Bulk load.
   b) Built-up ULD’s and provide the load control unit with deadload weights.

Document Handling

5.4.1 5.2.5 a) Check all documents to ensure shipment may be carried in accordance with the Carrier’s requirements. The check shall not include the rates charged.
   b) Obtain capacity/booking information for the Carrier’s flight.
   c) Split airwaybill sets. Forward applicable copies of manifests and airwaybills, as mutually agreed.
   d) Prepare cargo manifests.
   e) Provide the load control unit with Special Load Notification, as required.
f) Where applicable, return copy of airwaybill to shipper, endorsed with flight details.

**Customs Control**

5.2.2 5.2.6 Obtain Customs export clearance.

5.2.1 5.2.7 Prepare Customs documentation, for example, for cross-border truck services, as mutually agreed.

5.5 5.3 Inbound (Import) Cargo

**Physical Handling**

5.5.5 5.3.1 a) Offload bulk cargo from vehicles, when applicable.

b) Break down and/or empty ULD’s.

c) Check incoming cargo against airwaybills and manifests.

5.5.6 5.3.2 Release cargo to the consignee or agent upon proper release by Customs and other government agencies, as required.

**Document Handling**

5.4.2 5.3.3 a) Notify consignee or agent of arrival of shipment, in accordance with applicable instructions.

b) Make available cargo documents to consignee or agent.

5.4.3 5.3.4 a) Provide or

b) Arrange for facilities for collection of “Charges Collect” as shown on the airwaybills and extend credit to consignees or agents, as mutually agreed.

**Irregularities Handling**

5.3.5 5.3.5 Take action in accordance with applicable instructions when consignee refuses acceptance or payment.

5.6 5.4 Transfer/Transit Cargo

5.6.1 5.4.1 Identify transfer/transit cargo.

5.6.2 5.4.2 Prepare transfer manifests for cargo to be transported by another carrier.
5.6.3 5.4.3 a) Provide or b) Arrange for transport to the receiving carrier’s warehouse on or in the close proximity of the airport of arrival, or transfer cargo under cover of Transfer Manifest.

5.6.4 5.4.4 Accept/prepare a) Transfer cargo. b) Transit cargo for onward carriage.

5.7 5.5 Post Office Mail Physical Handling

5.1.2 5.5.1 a) Provide or b) Arrange for essential equipment, storage and handling facilities.

5.7.1/5.7.2 5.5.2 Check incoming mail against Post Office mail documents. Issue substitute documents, if necessary.

5.7.3 5.5.3 Deliver mail, together with Post Office mail documents, against receipt to postal authorities.

5.7.5 5.5.4 Check outgoing mail from postal authorities against mail documents. Give receipt of acceptance of mail to postal authorities.

5.7.6 5.5.5 Handle and check transfer mail against accompanying mail documents. Issue substitute documents, if necessary.

Document Handling

5.7.9 5.5.6 Distribute incoming/outgoing Post Office mail documents.

Irregularities Handling

5.7.10 5.5.7 Handle lost, found and damaged mail matters and report all irregularities to the Carrier and postal authorities in accordance with local practices.

5.7.11 5.5.8 Maintain a file on all mail matters including irregularities for a period to be mutually agreed.
Section 6
Ramp

3.2 6.1 Marshalling
3.2.1 6.1.1 a) Provide or b) Arrange for marshalling at arrival and/or departure.

3.3 6.2 Parking
3.3.1 6.2.1 a) Provide or b) Position and/or remove wheelchocks.
3.3.2 6.2.2 Position and/or remove a) Landing gear locks. b) Engine blanking covers. c) Pitot covers. d) Surface control locks. e) Tailstands and/or aircraft tethering.
3.3.3 6.2.3 a) Provide. b) Position and remove. c) Operate suitable ground power unit for supply of necessary electrical power. Any time limit to be specified in Annex(es) B.

3.5 6.3 Ramp to Flight Deck Communication
3.5.1 6.3.1 Provide headsets.
3.5.2 6.3.2 Perform ramp to flight deck communication: a) During tow-in and/or push-back. b) During engine starting. c) For other purposes.

3.6 6.4 Loading/Embarking and Unloading/Disembarking
3.6.1 6.4.1 For a period to be mutually agreed: a) Provide. b) Position and remove. 1) Suitable passenger steps. 2) Suitable loading bridges. 3) Flight deck steps.
Provide:

a) Passenger.
b) Crew transport between aircraft and airport terminals.

a) Provide.
b) Operate suitable equipment for loading and/or unloading.

a) Provide.
b) Operate suitable equipment for transport of Loads between agreed points on the airport, as required. (Equipment to be released and/or made available, as mutually agreed).

Assemble/deliver/receive Loads.

a) Unload Loads from aircraft, returning lashing materials to the Carrier.
b) Load, stow and secure Loads in the aircraft in accordance with the Carrier’s instructions and procedures. (Cost for lashing materials may be recharged to the Carrier).
c) Operate in-plane loading system in accordance with the Carrier’s instructions.

Load, stow and secure perishables, live animals, valuables, news films, dangerous goods and other special shipments in accordance with the Carrier’s instructions.

Redistribute Loads in aircraft according to the Carrier’s instructions.

a) Open and secure aircraft hold doors.
b) Secure and lock aircraft hold doors when loading is complete.

Refill the Carrier’s ballast bags with ballast approved by the Carrier.

Provide filled ballast bags.

Arrange for safeguarding of all Loads with special attention to valuables and vulnerable cargo during loading/unloading and during transport between aircraft and airport terminal(s).

Starting

a) Provide.
b) Position and remove.
c) Operate appropriate unit(s) for engine starting.
Safety Measures

3.8.1 6.6.1 a) Provide.
b) Position and remove.
c) Operate suitable fire-fighting and other protective equipment.

Moving of Aircraft

3.9.1 6.7.1 a) Provide.
b) Position and remove suitable tow-in and/or push-back equipment. (Towbar to be provided by the Carrier unless otherwise agreed).
c) Tow in and/or push back aircraft according to the Carrier’s instructions.
d) Tow aircraft between other agreed points according to the Carrier’s instructions.
e) Provide authorised cockpit brake operator in connection with towing.

Section 7
Aircraft Servicing

3.10.1 7.1.1 Perform cleaning of:
a) Flight deck windows.
b) Cabin windows.

3.10.1 7.1.2 Perform reasonable cleaning of aircraft integral steps.

3.10.2 7.1.3 Wipe excess oil from engine nacelles and landing gear.

3.10.3 7.1.4 Clean wings, controls, engine nacelles and landing gear.

3.11 7.2 Interior Cleaning

3.11.1 7.2.1 Clean and tidy flight deck according to the Carrier’s instructions and, if specified, under the control of a person authorised by the Carrier, by:
a) Emptying ash trays.
b) Disposing of litter.
c) Clearing waste from seat back stowages and racks.
d) Wiping crew tables.
e) Cleaning and tidying seats.
f) Mopping floor.
g) Cleaning flight deck windows on inside, as requested.

3.11.2  7.2.2 As appropriate:
   a) Emptying ash trays.
   b) Dispose of litter.
   c) Clear waste from seat back and overhead stowages.
   d) Wipe tables.
   e) Clean and tidy seats and passenger service units.
   f) Clean floors (carpets and surrounds).
   g) Wipe surfaces in pantries, galleys (sink and working surfaces) and toilets (wash basins, bowls, seats, mirror and surrounds).
   h) Remove, as necessary, any contamination caused by airsickness, spilled food or drink and offensive stains.
   i) Clean telephones, fax machines, LCD screens and any other equipment according to the Carrier’s instructions.

   in:
   1) Crew compartments (other than flight deck).
   2) Lounges.
   3) Bars, pantries, galleys.
   4) Passenger cabins.
   5) Toilets.
   6) Cloakrooms
   7) Vestibules.

7.2.3 As appropriate:

3.11.2(g)
   a) Empty.
3.11.2(g)
   b) Clean
   c) Clean and tidy pantry/galley fixtures.

3.11.2  7.2.4 Clean floors and floors covers extensively.

3.11.4  7.2.5 Clean cabin fixtures and fittings.

3.11.3  7.2.6 Clean cabin windowx.

3.11.4  7.2.7 Clean:
   a) Cargo holds.
   b) Cargo cabins.
   c) ULD’s.

3.11.5/3.11.6  7.2.8 Fold and stow blankets.

7.2.9 Make up berths.
3.11.7 7.2.10 Change:
   a) Head rest covers,
   b) Pillow covers.
   Covers to be supplied by the Carrier.

3.11.8 7.2.11 Distribute in:
   a) Cabin.
   b) Toilets
   items provided by the Carrier.

3.11.9 7.2.12 Disinfect and/or deodorize aircraft (material may be supplied by the Carrier).

3.11.10 7.2.13 a) Remove.
   b) Destroy
   food and material left over from incoming flights in accordance with local regulations and/or the Carrier’s instructions.

3.11.11 7.2.14 a) Provide.
   b) Arrange
   for cleaning and/or laundering of cabin blankets and linen.

3.12 7.3 Toilet Service
3.12.1 7.3.1 a) Provide.
   b) Position and remove toilet servicing unit.

3.12.2  c) Empty, clean, flush toilets and replenish fluids in accordance with the Carrier’s instructions.

3.13 7.4 Water Service
3.13.1 7.4.1 a) Provide.
   b) Position and remove water servicing unit.

3.13.2  c) Replenish water tanks with drinking water, the standard of which is to meet the Carrier’s requirements.

3.13.2 7.4.2 Drain water tanks, according to the Carrier’s instructions and local regulations.

3.4 7.5 Cooling and Heating
3.4.1 7.5.1 a) Provide.
   b) Position and remove.
   c) Operate
   cooling unit. Any time limit to be specified in Annex(es) B.
3.4.2 7.5.2 a) Provide.  
   b) Position and remove.  
   c) Operate  
   heating unit. Any time limit to be specified in  
   Annex(es) B.

3.17 7.6 **De-Icing/Anti-Icing Services and Snow/Ice  
   Removal According to the Carrier’s Instructions**

3.17.1 7.6.1 Remove snow from aircraft without using de-icing  
   fluid.

3.17.2 7.6.2 a) Provide.  
   b) Position and remove.  
   c) Operate.  
   1) Anti-icing units.  
   2) De-icing units.

3.17.3 7.6.3 Provide de-icing/anti-icing fluids meeting the  
   Carrier’s specifications.

3.17.4 7.6.4 Remove frost, ice and snow from aircraft using  
   de-icing fluid. Fluids to receive purity and contam-  
   ination inspection prior to use.

3.17.5 7.6.5 Apply anti-icing fluid to aircraft.

3.17.6 7.6.6 Supervise performance of de-icing/anti-icing  
   operations.

3.17.7 7.6.7 Perform final inspection after de-icing/anti-icing  
   operations and inform flight crew of results.

3.14 7.7 **Cabin Equipment and Inflight Entertainment  
   Material**

3.14.1 7.7.1 Rearrange cabin by:  
   a) Removing.  
   b) Installing  
   cabin equipment, for example, seats and cabin  
   divider.

3.11.8 7.7.2 Collect and/or distribute:  
   a) Airline magazines.  
   b) Newspapers/magazines.  
   c) Menus.  
   d) Headphones.  
   e) Others  
   according to the Carrier’s instructions.

3.15 7.8 **Storage of Cabin Material**

3.15.1 7.8.1 Provide suitable storage space for the Carrier’s  
   cabin material, as mutually agreed.
3.15.2 7.8.2 Take periodic inventory.
3.15.3 7.8.3 a) Provide.
    or
    b) Arrange for replenishment of stocks.

Section 8
Fuel and Oil

6.5 8.1 Fuelling and/or Defuelling
6.5.1 8.1.1 Liaise with fuel suppliers.
6.5.2 8.1.2 a) Inspect the Carrier’s fuel product deliveries for contamination, prior to storage, in accordance with the Carrier’s instructions. Notify the Carrier of results.
    b) Inspect fuel vehicles and/or appliances for contaminations. Notify the Carrier of results.
6.4.2 8.1.3 If applicable, supervise the placement of the Carrier’s product into storage at:
    a) The Handling Company’s facility.
    b) A storage facility designated by the Carrier.
6.5.3 8.1.4 Supervise fuelling/defuelling operations.
6.5.4 8.1.5 Prepare aircraft for fuelling/defuelling.
6.5.5 8.1.6 Drain water from aircraft fuel tanks.
6.5.8 8.1.7 Receive the Carrier’s product from storage in quantities requested.
6.5.6 8.1.8 a) Provide.
    b) Position, remove and operate approved fuelling/defuelling equipment.
6.5.7 8.1.9 Fuel/defuel aircraft with quantities of products requested by the Carrier’s designated representative.
6.5.7 8.1.10 Check and verify the delivered fuel quantity.
6.5.9 8.1.11 Deliver the completed fuel order(s) to the Carrier’s designated representative.
6.5.10 8.1.12 Maintain a record of all fuelling/defuelling operations and provide the Carrier with an inventory and usage summary in accordance with the Carrier’s instructions.

6.6 8.2 Replenishing of Oils and Fluids
6.6.1 8.2.1 Liaise with suppliers.
6.6.2 8.2.2 Perform or supervise replenishing operations.
Section 9
Aircraft Maintenance

9.1 Routine Services
9.1.1 Perform line inspection in accordance with the Carrier’s current instructions.
9.1.2 Enter in aircraft log and sign for performance of line inspection.
9.1.3 Enter remarks in aircraft log regarding defects observed during the inspection.
9.1.4 a) Perform pre-departure inspection immediately before aircraft departure according to the Carrier’s instructions.
b) Perform ice-check immediately before aircraft departure according to the Carrier’s instructions.
9.1.5 Provide skilled personnel to assist the flight crew or ground staff in the performance of the inspections.

9.2 Non-routine Services
9.2.1 Rectify defects entered in the aircraft log as reported by the crew or revealed during the inspection, to the extent requested by the Carrier. However, major repairs must be separately agreed upon between the Parties.
9.2.2 Enter in aircraft log and sign for the action taken.
9.2.3 Report technical irregularities and actions taken to the Carrier’s maintenance base in accordance with the Carrier’s instructions.
9.2.4 Maintain the Carrier’s technical manuals, handbooks, catalogues, etc.
9.2.5 Provide engineering facilities, tools and special equipment to the extent available.
9.2.6 Move aircraft under its own power in accordance with the Carrier’s instructions.
Material Handling

8.3.1 9.3.1 a) Obtain Customs clearance for.
b) Administer the Carrier’s spare parts, power plants and/or equipment.

8.3.2 9.3.2 Provide periodic inspection of the Carrier’s spare parts and/or spare power plants.

8.3.3 9.3.3 Provide suitable storage space for the Carrier’s spare parts and/or special equipment.

8.3.4 9.3.4 Provide suitable storage space for the Carrier’s spare power plant.

Parking and Hangar Space

8.4.1 9.4.1 a) Provide.
or b) Arrange for suitable parking space.

8.4.2 9.4.2 a) Provide.
or b) Arrange for suitable hangar place.

Section 10
Flight Operations and Crew Administration

4.3 10.1 General

4.3.1 10.1.1 Inform the Carrier of any known project affecting the operational services and facilities made available to its aircraft in the areas of responsibility specified in Annex(es) B.

1.2.4 10.1.2 Keep up-to-date all necessary manuals and instructions that the Carrier must provide and ensure that all prescribed forms are available.

4.3.2 10.1.3 After consideration of the Carrier’s instruction, suggest the appropriate action to pilot-in-command in case of operational irregularities, taking into account the meteorological conditions, the ground services and facilities available, aircraft servicing possibilities and the overall operational requirements.
4.3.3 10.1.4 Maintain a trip file by collecting all documents specified by the Carrier, all messages received or originated in connection with each flight and dispose of this file as instructed by the Carrier.

4.4 10.2 **Flight Preparation at the Airport of Departure**

4.4.1 10.2.1 a) Arrange for.

4.4.2 b) Deliver to the aircraft meteorological documentation and aeronautical information for each flight.

4.4.3 10.2.2 Analyse the operational conditions and:
   a) Prepare.
   b) Request.
   c) Sign.
   d) Make available the operational flight plan according to the instructions and data provided by the Carrier.

4.4.4 10.2.3 a) Prepare.
   b) Request.
   c) Sign.
   d) File the Air Traffic Services (ATS) Flight Plan.

4.4.5 10.2.4 Furnish the crew with an adequate briefing.

4.4.6 10.2.5 a) Prepare.
   b) Sign the fueling order.

4.4.7 10.2.6 Hand out flight operation forms as specified by the Carrier and obtain signature of the pilot-in-command, where applicable.

4.4.8 10.2.7 Supply the appropriate local ground handling unit with the required weight and fuel data.

4.4.4 10.2.8 a) Obtain.
   b) Monitor.
   c) Manage the Carrier’s slot time allocation with the appropriate ATS.
4.5 10.3 Flight Preparation at a Point Different from the Airport of Departure

4.5.1 10.3.1 Arrange for the provision of the meteorological documents and aeronautical information.

4.5.2 10.3.2 Analyse the operations conditions and:
   a) Prepare.
   b) Request.
   c) Sign
   the operational flight plan according to the instructions and data provided by the Carrier.

4.5.3 10.3.3 Send to the Carrier or its representative at the airport of departure:
   a) The operational flight plan.
   b) The ATS Flight Plan.
   c) Information for crew briefing
      as instructed by the Carrier and/or as specified in the Annex(es) B.

4.6 10.4 In-flight Assistance

4.6.1 10.4.1 Follow up the progress of the flight against flight movement messages, flight plan messages and position reports received.

1.1.4 10.4.2 Provide information on flight progress to the Carrier’s ground handling representative.

10.4.3 Assist the flight as requested and/or deemed necessary to facilitate its safe and efficient conduct in accordance with the flight plan.

4.6.1 10.4.4 Monitor movement of the flight within VHF range and provide assistance, as necessary.

10.4.5 Take immediate and appropriate action in case of in-flight irregularity, according to the Carrier’s instructions (written or verbal).

10.4.6 Log and notify as specified by the Carrier any incident of an operational nature (delays, diversions, engine trouble, etc...).

10.4.7 Perform in-flight assistance, including re-dispatch until adjacent area is able to accept responsibility if, for reasons of communications failure, weather phenomena, safety of aircraft or emergency, it is undesirable to transfer these services to the next area before the area boundary is crossed.

4.6.1 10.4.8 Provide assistance to the flight, as required, beyond VHF range.
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4.7 10.5 Post-flight Activities
4.7.1 10.5.1 Obtain a debriefing from incoming crews, distributing reports or completed forms to offices concerned, whether governmental or the Carrier’s.

4.8 10.6 In-flight Re-dispatch
4.8.1 10.6.1 Analyse meteorological information and the operational flight conditions for re-dispatch, calculating and planning it according to the data provided by the aircraft in flight and informing the pilot-in-command about the results thus obtained.

4.9 10.7 Crew Administration
4.9.1 10.7.1 Distribute relevant crew schedule information provided by the Carrier to all parties concerned.
4.9.2 10.7.2 Arrange hotel accommodation for:
   a) Scheduled.
   b) Non-scheduled
crew lay-over, as specified by the Carrier.
4.9.3 10.7.3 a) Provide.
   or
   b) Arrange for crew transportation, as specified by the Carrier.
4.9.4 10.7.4 Direct crews through airport facilities and brief them, as required.
4.9.5 10.7.5 Liaise with hotel(s) on crew call and pick-up timings.
4.9.6 10.7.6 a) Prepare crew allowance forms, as specified by the Carrier.
   b) Pay crew allowance, as specified by the Carrier.
4.9.7 10.7.7 Inform the Carrier of any crew indisposition or potential absence.
4.9.7 10.7.8 Take necessary action, as specified by the Carrier.

Section 11 Surface Transport

6.7 11.1 General
6.7.1 11.1.1 Make all necessary arrangements for the transport of:
   a) Passengers.
   b) Baggage.
   c) cargo and/or mail
between:
1) Airport and town terminal.
2) Airport and other agreed points.
3) Separate terminals at the same airport.

11.2 Special Transport

6.7.2 11.2.1 Make all necessary arrangements for special transport within the limit of local possibilities.

Section 12 Catering Services

6.8 12.1 Liaison and Administration
6.8.1 12.1.1 Liaise with the Carrier’s catering supplier.
6.8.2 12.1.2 Handle requisitions made by the Carrier’s authorised representative.

3.16 12.2 Catering Ramp Handling
3.16.1 12.2.1 Unload/load and stow catering loads from/on aircraft.
3.16.2 12.2.2 Transfer catering loads on aircraft.
3.16.3 12.2.3 Transfer catering loads between aircraft and agreed points.

Section 13 Supervision & Administration

1.3 13.1 Supervisory Functions of Services Provided by Others (pre-flight, on-flight and post-flight)
13.1.1 Attend at the airport as necessary to supervise and coordinate the ground handling services contracted by the Carrier with third party(ies).
13.1.2 Cooperate with the Carrier’s designated representative, as required.
13.1.3 Ensure that the Handling Company(ies) is(are) timely informed about operational data, including alterations.
13.1.4 Check availability and preparedness of staff, equipment, supplies and services of the Handling Company(ies) to perform the ground handling services.
13.1.5 Check preparation for documentation.
13.1.6 Ensure that prompt notification of the Carrier’s requirements is given to all interested parties.
13.1.7 Check that all loads including necessary documents will be ready in time to be loaded on the flight.
1.3.5 13.1.8 Meet the aircraft upon arrival and contact crew.
1.3.8 13.1.9 Receive briefing from crew and give information about irregularities, changes in schedule or other matters.
1.3.1 13.1.10 Supervise and coordinate the ground handling services, deciding non-routine matters, as required.
1.3.7 13.1.11 Check dispatch of operational messages.
13.1.12 Check tracing of baggage, cargo, mail and lost and found articles. Follow up, if necessary.
1.3.8 13.1.13 Note irregularities in station log and inform the Carrier’s designated representative in accordance with the relevant directives.

1.2 13.2 Administrative Functions
1.2.1 13.2.1 Establish and maintain local procedures in accordance with the Carrier’s requirements
1.2.2 13.2.2 As required, take action on all communications addressed to the Carrier.
1.2.3 13.2.3 Prepare, forward and file reports/statistics/documents and perform any other administrative duty that may be required by the Carrier or local conditions.
1.2.4 13.2.4 Maintain the Carrier’s manuals, circulars, etc., connected with the performance of the services.
1.2.5 13.2.5 Check and sign on behalf of the Carrier invoices, supply orders, handling charge notes, work orders, etc., as agreed with the carrier.
Section 14
Security

7.1 14.1 Passenger and Baggage Screening and Reconciliation

7.1.1 14.1.1 a) Provide or b) Arrange for
1) Matching of passengers against established profiles.
2) Security questioning, as required.

7.1.2 14.1.2 a) Provide or b) Arrange for
1) Screening of checked baggage.
2) Screening of transfer baggage.
3) Screening of mishandled baggage.
4) Physical examination of checked, transfer and mishandled baggage, as required.
5) Identification of security cleared baggage.

7.1.3 14.1.3 a) Provide or b) Arrange for
1) Screening of passengers.
2) Screening of unchecked baggage.
3) Physical examination of passengers and unchecked baggage, as required.

7.1.4 14.1.4 a) Provide or b) Arrange for
1) Identification of passengers prior to boarding.
2) Reconciliation of boarded passengers with their baggage.
3) Passengers to identify their own baggage, as required.
4) Offloading of baggage of passengers who fail to board the aircraft.

7.2 14.2 Cargo and Post Office Mail

7.2.1 14.2.1 As specified by the Carrier, a) Provide or b) Arrange for
1) Screening of cargo and/or mail.
2) Physical examination of cargo, as required.
3) Holding of cargo and/or mail for variable periods.
4) Secure storage of cargo and/or mail.

7.3 14.3 Catering
7.3.1 14.3.1 a) Provide or
b) Arrange for
1) Control of access to the catering unit.
2) Proper identification and authorisation of staff.
3) Security supervision during food preparation.
4) Security check of catering uplifts.
5) Sealing of food and/or bar trolleys/containers.
6) Physical examination of catering vehicles prior to loading.

7.4 14.4 Aircraft Security
7.4.1 14.4.1 a) Provide or
b) Arrange for control access to
1) Aircraft.
2) Designated areas

7.4.2 14.4.2 a) Provide or
b) Arrange for
1) Search of aircraft.
2) Guarding of aircraft.
3) Guarding of designated areas.
4) Security of baggage in the baggage make-up area.
5) Sealing of aircraft.

7.4.3 14.4.3 a) Provide or
b) Arrange for security personnel
1) To safeguard all loads during the transport between aircraft and designated locations.
2) During offloading and loading of aircraft.
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7.5 14.5 Additional Security Services
7.5.1 14.5.1 a) Provide or
b) Arrange for additional security services, as requested by the Carrier.
Professional ground handling is not a matter of chance.

When it comes to ground handling, we hold all the right cards.

For eight consecutive years, the ITM has honored Swissport with its top award for excellence in airport services. It commends our flexibility, innovative spirit, single-source partnership philosophy, and uncompromising dedication to each customer’s individual requirements. We owe this distinction to your ratings. It proves that our quest for constant improvement, our strong roots in ground handling, and the energy we invest in delivering quality services are bearing fruit. On behalf of 30,000 committed women and men who look after your needs at 187 airports around the world, we thank you for your invaluable support and your continued loyalty to Swissport. It is a privilege to serve you.