

SGHA 2008/2004



AHS Service is our business

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Dear friends, partners & customers,

the common practice for any agreement within our industry is the IATA AHM 810 and the relevant annexes.

We are pleased to provide now the 2008 version as well as, for comparison, the 2004 edition for easy access and information.

Additionally you will find useful information on all our locations and contacts with quick reference to - and overview of - the services offered and available

Hoping this SGHA may help to discuss all matters arising out of our business partnerships and having a convenient instrument to finalise our current and future agreements in a professional way.

AHS Aviation Handling Services provides Passenger Handling & Operations at meanwhile 14 German airports. Together with joint partners we are able to extend the range of services to Full-Handling, including ramp and cargo, at several airports.

But our main focus in all areas is your business. It is our target to take care of your needs – providing every service item between "10-miles-out" and "airborne".

And service is our profession - we would like to be the partner on the ground - for passengers, crews and your representatives.

Hoping this extract of the IATAAirport Handling Manual will help to navigate through the whole contractual and service items and offering you the right way to negotiate contents and terms & conditions. From a request on short notice to start-up a long-term partnership – our contacts and this small brochure are your gate to ground services with AHS Aviation Handling Services.

Yours sincerely

Reinhardt Erdmann-Leutner Managing Director AHS Holding

	Passenger Services	Operations	Ramp Services	Cargo Services	Executive Handling	IATA Ticketing	Lounges	Integrated Services*	Special Services1
Berlin Schonefeld (SXF)	•	•	0	0	•	•	0	•	•
Berlin Tegel (TXL)	•	•	0	0	•	•	0	•	•
Bremen (BRE)	•	•	•	•	•	•	•	•	•
Cologne Bonn (CGN)	•	•	0	0	A	•	0	•	•
Dresden (DRS)	•	•	0	0	•	•	0	•	•
Dusseldorf (DUS)	•	•	•	•	A	•	•	•	•
Frankfurt (FRA)	•	•	0	0	A	•	0	•	•
Hamburg (HAM)	•	•	•	0	•	•	0	•	•
Hanover (HAJ)	•	•	•	•	•	•	0	•	•
Leipzig (LEJ)	•	•	0	0	•	•	•	•	•
Muenster/Osnabrueck (FMO)**	•	•	•	•	•	•	0	•	•
Munich (MUC)	•	•	0	0	•	•	0	•	•
Nuremberg (NUE)***	•	•	•	•	•	•	•	•	•
Stuttgart (STR)*	•	•	•	•	•	•	0	•	•

Services to be arranged on request

■ = Sales partner of AHS Group

Member of AHS-Group

- * S. Stuttgart Ground Services GmbH
- ** FMO Passenger Services GmbH
- *** AirPart GmbH

¹Special Services

Supervision • Aircraft Security • Terminal Management • EDP Check-In & Product Trainings • Central Load Control • DGR Training • Special Passenger Services • VIP Services • Travel Services • Airline Consulting • Internet Check-in

Integrated Services

TSA approved Profiling • API-, No Fly-, Watch list handling • Passenger screening /profiling • Document examination

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CONTACT

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IATA
STANDARD
GROUND HANDLING
AGREEMENT (SGHA)
2008

DISCLAIMER

To assist readers, we have provided cross-reference between the two versions of the Agreement.

These cross-references are made for your convenience and ease of use only, and do not constitute any obligations against of Aviation Handling Services.

IATA STANDARD GROUND HANDLING AGREEMENT (SGHA)

Between:

and:

The agreement consists of:

MAIN AGREEMENT, and, as required,

ANNEX A (description of services)

 $\textbf{ANNEX(ES)} \ \textbf{B} \ (\text{location}(s), \, \text{agreed services and charges})$

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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-tocomputer (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.

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

STATION MANAGEMENT means management of Carriers administrative and/or operational function(s) 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.

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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.

MAIN AGREEMENT

An Agreement made between: having its principal office at:

hereinafter referred to as 'the Carrier' or 'the Handling

Company' as the case may be, and:

having its principal office at:

hereinafter referred to as 'the Handling Company' or 'the Carrier', as the case may be,

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

WHEREBY THE PARTIES AGREE AS FOLLOWS:

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

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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

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 the 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 cooperation 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

17 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.
- 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 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.

5.10 In the provision of the Services, the Parties agree to

comply with any applicable data protection laws.

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.

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

- In consideration of the Handling Company providing the services, the Carrier agrees to pay to the Handling 6.1 In consideration of the Handling Company providing 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, 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.
- (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 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.

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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

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.

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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 the 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 does inform the other Party within thirty days of the change.

Signed the	
Signed the at	
for and on behalf ofby.	

ANNEX A - GROUND HANDLING SERVICES

to the Standard Ground Handling Agreement effective from:

between:

hereinafter referred to as the 'Carrier' or 'the Handling Company', as the case may be,

and:

hereinafter referred to as 'the Carrier' or 'the Handling Company', as the case may be.

This Annex A

is valid from: and replaces:

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4.1 4.2 4.3 4.4	4.1 Load Control 4.2 Communications 4.3 FLIGHT OPERATIONS - General 4.4 FLIGHT OPERATIONS - Flight Preparations at the Airport of Departure	 7.1 Passenger and Baggage Screening and Reconciliation 7.2 7.2 Cargo and Post Office Mail 7.3 7.3 Catering 7.4 7.4 Aircraft 7.5 7.5 Additional Security Services
4.5	4.5 FLIGHT OPERATIONS - Flight Preparations at a Point Different from the Airport of Departure 4.6 FLIGHT OPERATIONS - En-route Flight Assistance	SECTION 8 AIRCRAFT MAINTENANCE
4.6 4.7 4.8 4.9	4.6 FLIGHT OPERATIONS - En-route Flight Assistance 4.7 FLIGHT OPERATIONS - Post-flight Activities 4.8 FLIGHT OPERATIONS - En-route Re-dispatch 4.9 FLIGHT OPERATIONS - Crew Administration	8.1 Routine Services 6.6 8.2 Replenishing of oils and fluids 8.2 8.3 Non-routine Services 8.3 8.4 Material Handling 8.4 8.5 Parking and Hangar Space
	04	2004

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	SECT	ION 1 ESENTATION, ADMINISTRATION AND SUPERVISION	1.2.6	1.2.6	on behalf of the Carrier in voices, supply orders, handling charge notes, work orders. Effect payment, on behalf of the Carrier, including but
1.1	1.1	General			not limited to:
1.1.1	1.1.1	(a) provide			(a) airport, customs, police and other charges relating
		Or (b) erronge for			to the services performed. (b) cost for provisions of bond quarantee.
		(b) arrange for quarantee or bond to facilitate the Carrier's activi-			(c) out-of-pocket expenses, accommodation, transport.
		ties.			(c) out-oi-pocket expenses, accommodation, transport.
1.1.2	1.1.2	Liaise with local authorities.	1.3	1.3	Supervision and/or Co-ordination of Services Con-
1.1.3	1.1.3	Indicate that the Handling Company is acting as			tracted by the Carrier with Third Party(ies)
		handling agent for the Carrier.	1.3.1	1.3.1	(a) Supervise
1.1.4	1.1.4	Inform all interested Parties concerning movements of			(b) Co-ordinate
		the Carrier's aircraft.			services contracted by the Carrier with third
1.2	1.2	Administrative Functions	1.3.2	122	party(ies).
1.2.1	1.2.1	Establish and maintain local procedures.	1.5.2	1.3.2	Ensure that the third party(ies) is(are) are informed about operational data and Carrier's requirements in a
1.2.2		Take action on communications addressed to the			timely manner.
		Carrier.	1.3.3	1.3.3	Liaise with the Carrier's designated representative.
1.2.3	1.2.3	Prepare, forward, file and retain for a period specified	1.3.4	1.3.4	
4.1.3/		in the Annex B, messages/reports/statistics/documents			ment, Loads, documentation and services of the third
4.2.2/		and perform other administrative duties in the following	4.0.5	=	party(ies) to perform the services.
4.3.3/ 5.7.11/		areas.	1.3.5	1.3.5	
6.5.10		(a) station administration (b) passenger services	1.3.7	1.3.7	
0.5.10		(c) ramp services	1.3.7	1.3.7	Note irregularities and inform the Carrier.
		(d)load control	1.0.0	1.0.0	Note in equianties and inform the outrier.
		(e) flight operations	NEW	1.4	Station Management
		(f) cargo services	NEW	1.4.1	Provide representative on behalf of the Carrier to act
		(g) mail services			(a) exclusively.
		(h) support services	A I E VA /	4.40	(b) non-exclusively.
		(i) security (j) aircraft maintenance	NEW	1.4.2	The Handling Company is authorised to represent the Carrier's interest with regard to resolving governmental
		(k) other, as specified in Annex B			and local authorities matters.
1.2.4	1.2.4	Maintain the Carrier's manuals, circulars, and other	NEW	1.4.3	Attend local airport meetings on behalf of the Carrier.
		relevant operational documents connected with the			(a) report to the Carrier results/contents of the meet-
		performance of the services.			ings.
1.2.5	1.2.5	(a) Check			(b) Act, vote and commit on behalf of the Carrier.
		(b) Sign	NEW	1.4.4	
0001		(c) Forward	0001		(a) solicit
2004			2004		

		(b) negotiate			2. persons with reduced mobility (PRMs).
		(c) commit			3. VIPs.
		services on behalf of the Carrier, with expenditure/			transit without visa passengers (TWOVs).
		commitment limit to be specified in Annex B			deportees.
		1. airport lounges			special medical transport.
		baggage delivery services			7. others, as specified in Annex B.
		3. janitorial	2.1.4	2.1.4	Assist passengers when flights are interrupted,
		4. newspapers delivery			delayed or cancelled.
		5. laundry services	2.1.5	2.1.5	If applicable, arrange storage of baggage in the
		6. porters			Customs' bonded store (any fees to be paid by the
		7. other			passenger).
NEW	1.4.5	Negotiate and secure slot(s) and airport facilities, as	2.1.6	2.1.6	(a) Notify the Carrier of complaints and claims made by
		available, on behalf of the Carrier.			the Carrier's passengers.
NEW	1.4.6	Liaise with relevant local and Government authorities			(b) Process such claims.
		to ensure that all necessary permits and licenses are	2.1.7	2.1.7	Handle lost, found and damaged property matters.
		applied for, negotiated and secured in advance of each			(a) accept baggage irregularity reports
		seasonal/operational change.			(b) enter data into baggage tracing system
NEW	1.4.7	Perform and report (KPI - key performance indicators)			(c) maintain baggage tracing system files for period
		quality/performance measurements.			specified in Annex B
NEW	1.4.8	Handle the contents of Carrier's company mail			(d) make payments for incidental expenses
		pouches.			(e) arrange for delivery of delayed baggage to pas-
					sengers
	SECTI	ON 2			(f) handle communications with passengers
	PASSI	ENGER SERVICES	2.1.8	2.1.8	Report to the Carrier any irregularities discovered in
					passenger and baggage handling.
2.1	2.1	General	2.1.9	2.1.9	(a) Provide
2.1.1	2.1.1	Inform passengers and/or public about time of arrival			or
		and/or departure of Carrier's aircraft and surface			(b) Arrange for
		transport.			 check-in position(s),
2.1.2	2.1.2	Make arrangements for stopover, transfer and transit			service counter(s)/desk(s) for other purposes,
		passengers and their baggage and inform them about			lounge facilities,
		services available at the airport.			porter services,
2.1.3	2.1.3	When requested by the Carrier,			other services as specified in Annex B.
		(a) provide	2.1.10	2.1.10	Perform on behalf of the Carrier the following sales
		or			functions
		(b) arrange for			(a) reservations,
		special equipment, facilities and specially trained			(b) issuance of transportation documents,
		personnel, for assistance to			(c) e-ticketing,
		unaccompanied minors.			as specified in Annex B.
		•			
2004			2004		

2.2.1 Perform pre-flight editing. 2.2.1 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) that tickets presented are not blacklisted documents shall not be honoured and immediately reported to the Carrier. 2.2.1 (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. 2.2.11 Handle (a) Denied Boarding process. (b) Denied Boarding Compensation.
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. (b) Issue boarding pass(es). (c) Detach applicable flight coupons for 1. initial flight. 2. subsequent flight(s). Handle (a) Denied Boarding process. (b) Denied Boarding Compensation.
(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. (c) Detach applicable flight coupons for 1. initial flight. 2. subsequent flight(s). 2. subsequent flight(s). 4. Handle (a) Denied Boarding process. (b) Denied Boarding Compensation.
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. 1. initial flight. 2. subsequent flight(s). 4. 2.2.11 Handle (a) Denied Boarding process. (b) Denied Boarding Compensation.
(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. subsequent flight(s). 2.2.11 Handle (a) Denied Boarding process. (b) Denied Boarding Compensation.
industry ticket service data base. Blacklisted documents shall not be honoured and immediately reported to the Carrier. 2.2.11 Handle (a) Denied Boarding process. (b) Denied Boarding Compensation.
documents shall not be honoured and immediately (a) Denied Boarding process. reported to the Carrier. (b) Denied Boarding Compensation.
reported to the Carrier. (b) Denied Boarding Compensation.
2.2.4 (a) Check travel documents for the flight(s) concerned. 2.2.13 2.2.12 Direct passengers through controls to departure gate
. (1)
(-)
validities the Handling Company will not have (b) check baggage, (c) welf action of toward downwards
liability. The Handling Company shall not be liable (c) verification of travel documents,
for immigration fines in the event of non-bona fide (d) upgrades and downgrades, travel documents or other events which are outside (e) handling of stand-by list
(o) nationary of states by notify
(i) volitioation of oabiii baggage,
(b) Enter required passenger and/or travel document (g) manage the boarding process,
information into Carrier's and/or government (h) reconciliation of passenger numbers with aircraft
system. documents prior to departure,
2.2.5 2.2.4 (a) Weigh and/or measure checked and/or cabin (i) other gate functions as specified in Annex B.
baggage. NEW 2.2.14 (a) collect
(b) Record baggage figures (b) reconcile
for (c) handle and forward to Carrier transportation docu
1. initial flight. ments (flight coupons. or other flight related docu-
2. subsequent flight(s). ments) uplifted from departing passengers.
2.2.6 2.2.5 Excess baggage
(a) determine excess baggage. 2.3 2.3 Arrival
(b) issue excess baggage ticket. 2.3.1 (a) perform
(c) collect excess baggage charges.
(d) detach applicable excess baggage coupons. (b) arrange for
2.2.7 2.2.6 Tag checked and/or cabin baggage for opening/closing aircraft passenger doors.
(a) initial flight. 2.3.2 Direct passengers from aircraft through controls.
(b) subsequent flight(s). 2.3.3 (a) provide for
2.2.8 2.2.7 Effect conveyance of checked baggage to the baggage or
sorting area. (b) arrange for
2.2.9 2.2.8 Effect conveyance of oversized checked baggage to 1. Transfer desk/connection services,
the baggage sorting area. 2. Baggage recheck.
2.2.10 2.2.9 Collect airport and/or any other service charges from
departing passengers.
2004

0.4		B (1971)			431.7%
2.4	2.4	Remote/Off Airport Services			(b) built - up ULDs
2.4.1	2.4.1	Inform passengers/public about time of arrival/departure.			and provide the load control unit with the informa- tion.
2.4.2	2/12	Handle departing passengers and baggage.	3.1.4	311	Offload
2.4.3		Carry out passenger and baggage handling as de-	J. I. T	J. 1. -	(a) bulk baggage
2.7.0	2.4.0	scribed in Sub-Sections 2.1, 2.2 and 2.3.			(b) ULDs.
2.4.4	244	Direct departing passengers to connecting transport	3.1.5	315	Prioritise baggage delivery to claim area.
		to the airport.	3.1.6		Deliver to claim area
2.4.5	2.4.5	Handle passengers arriving from the airport.			(a) baggage.
2.4.6	2.4.6	Deliver baggage to passengers in accordance with			(b) oversize baggage.
		local procedures.	3.1.7	3.1.7	Transfer baggage
					(a) Provide
2.5	2.5	Inter-modal Transportation by Rail, Road or Sea			or
2.5.1		Handle departing passengers and baggage.			(b) Arrange for
2.5.2	2.5.2	Carry out passenger and baggage handling as			Sortation of transfer baggage.
		described in Sub-Sections 2.1, 2.2 and 2.3, where			2. Storage of transfer baggage prior to despatch (stor-
		applicable, substituting "rail, road or sea transportation"			age time limits to be specified in Annex B).
0.50	0.50	for "aircraft", and "flight(s)", and "terminal" for "airport".			3. transport of transfer baggage to the sorting area of
2.5.3	2.5.3	Direct departing passengers to connecting transport. Load baggage on connecting transport, as directed by	3.1.8	210	the receiving carrier. Handle crew baggage.
2.5.4	2.5.4	the rail, road or sea transport operator.	3.1.0	3.1.0	nandle crew baggage.
2.5.5	255	Handle arriving passengers and baggage from the rail,	3.2	3.2	Marshalling
2.0.0	2.0.0	road or sea transport operator.	3.2.1	3.2.1	(a) Provide
2.5.6	2.5.6	Direct arriving passengers through controls to the Car-			or
		rier's flight departure services.			(b) Arrange for
2.5.7	2.5.7	Offload baggage from connecting transport, as			marshalling at arrival and/or departure.
		directed by the rail, road or sea transport operator and			
		transfer it to the Carrier's airport services.	3.3	3.3	Parking
			3.3.1	3.3.1	(a) Provide
	SECT	ION 3			(b) Position and/or remove wheelchocks.
	RAMP	SERVICES	3.3.2	3.3.2	Position and/or remove
					(a) landing gear locks.
3.1	3.1	Baggage Handling			(b) engine blanking covers.(c) pitot covers.
3.1.1		Handle baggage in the baggage sorting area.			(d) surface control locks.
3.1.2	3.1.2	Prepare for delivery onto flights			(e) tailstands and/or aircraft tethering.
		(a) bulk baggage			(f) other items as specified in Annex B (e.g. safety
212	242	(b) ULDs.			cones).
3.1.3	3.1.3	Establish the number and/or weight of (a) bulk baggage	3.3.3	3.3.3	(a) Provide
		(a) nnik naggage			(b) Arrange for
2004			2004		

NEW		(c) Operate			(b) Arrange for
		ground power unit.			delivery and pick-up of
3.4	3.4	Cooling and Heating			Baggage Mobility devices
3.4.1	3.4.1	(a) Provide			at aircraft doors or other agreed points to be speci-
0.7.1	0.4.1	(b) Arrange for			fied in Annex B.
NEW		(c) Operate	3.6.5	3.6.5	(a) Provide
		cooling unit.			Or
3.4.2	3.4.2	0			(b) Arrange for
		(b) Arrange for			assembly and transport of
NEW		(c) Operate			1. baggage
		heating unit.			2. cargo
					3. mail
3.5	3.5	Ramp to Flight Deck Communication			4. documents
3.5.1	3.5.1				5. company mail
3.5.2	3.5.2				between agreed points on the airport.
		(a) during tow-in and/or push-back.	3.6.6	3.6.6	(a) Unload aircraft, returning lashing materials to the
		(b) during engine starting.			Carrier.
		(c) for other purposes.			(b) Load and secure Loads in the aircraft.
2.0	2.0	Leading and Unleading	0.07	0.07	(c) Operate in-plane loading system.
3.6 3.6.1	3.6 3.6.1	Loading and Unloading (a) Provide	3.6.7 3.6.8		Redistribute Loads in aircraft.
3.0.1	3.0.1	(b) Arrange for	3.0.0	3.0.0	Open, close and secure aircraft hold doors. (a) aircraft lower deck.
		(c) Operate			(b) aircraft main deck.
		1. passenger steps.	3.6.9	3.6.9	(a) Provide
		2. flight deck steps.	0.0.0	0.0.0	or
		3. loading bridges.			(b) arrange for
3.6.2	3.6.2	(a) Provide			ballast.
		or	3.6.10	3.6.10	(a) Provide
		(b) Arrange for			or
		1. passenger			(b) arrange for
		2. crew			safeguarding of all Loads requiring special handling
		transport between aircraft and airport terminals.			(e.g. valuables) during
3.6.3	3.6.3	(a) Provide			loading/unloading.
		or			transport between aircraft and designated point on
		(b) Arrange for			the airport.
0.0.4		equipment for loading and/or unloading.	0 =		
3.6.4	3.6.4	(a) Provide	3.7	3.7	Starting
		or	3.7.1	3.7.1	(a) Provide (b) Arrange for
2004			2004		(b) Allange 101
2004			2004		

		(c) Operate		upper surface
		air start unit.		lower surface
			NEW	(f) flaps (extended)
3.8	3.8	Safety Measures		upper surface
3.8.1	3.8.1	(a) Provide		lower surface
		or	NEW	(g) ailerons
		(b) arrange for		upper surface
		fire-fighting and other protective equipment.		lower surface
NEW	3.8.2	Perform safety/ground damage inspection	NEW	(h) engine nacelles and pylons
		(a) immediately upon arrival	NEW	(i) fuselage
		(b) immediately prior departure		upper surface
		1. doors and panels		lower surface
		2. Other inspection items as specified in Annex B and	NEW	(j) horizontal stabiliser
		communicate the results to flight crew or Carrier's	NEW	(k) vertical stabiliser
		representative.	NEW	(I) landing gear
			NEW	(m)wheel well
3.9	3.9	Moving of Aircraft		
3.9.1	3.9.1	(a) Provide	3.11	3.11 Interior Cleaning
		or	3.11.1	3.11.1 Clean flight deck, if specified, under the control of a
		(b) arrange for		person authorised by the Carrier
		tow-in and/or push-back tractor.		(a) empty ash trays.
3.9.2	3.9.2	(a) Towbar to be provided by the Carrier.		(b) dispose of litter.
		(b) Towbar to be provided by the Handling Company.		(c) clear waste from seat back stowage's and racks.
		(c) Store and maintain towbar(s) provided by the		(d) wipe crew tables.
		Carrier.		(e) clean seats.
3.9.3	3.9.3	(a) Tow in and/or push back aircraft.		(f) mop floor.
		(b) Tow aircraft between other agreed points.		(g) clean flight deck inside windows.
		(c) Provide authorised cockpit brake operator in con-	3.11.2	3.11.2 Clean passenger and crew compartments (other than
		nection with towing.		flight deck)
		(d) Provide wing-walker(s).		(a) empty ash trays.
				(b) dispose of litter.
3.10	3.10	· · · · · · · · · · · · · · · · · · ·		(c) clear waste from overhead stowages.
3.10.1	3.10.1	Perform cleaning in accordance with Carriers written		(d) wipe tables.
		instructions of		(e) clean and tidy seats, seat belts, seat back pockets
		(a) flight deck windows.		and passenger service units.
		(b) cabin windows.		(f) clean floors (carpets and surrounds).
		(c) aircraft integral steps		(g) empty and clean refuse bins.
NEW		(d) slats and leading edges		(h) clean surfaces in pantries, galleys (sinks, working
3.10.3		(e) wings		surfaces, ovens and surrounds) and toilets (wash
				basins, bowls, seats, mirrors and surrounds).
2004			2004	

		(i) remove, as necessary, any contamination caused	3.13	3.13	Water Service
		by airsickness, spilled food or drink and offensive	3.13.1	3.13.1	(a) Provide
		stains.			or
		(j) clean telephones, fax machines, LCD screens and			(b) Arrange for
		other equipment.	3.13.2		Draining water tanks.
3.11.3		Clean cabin windows.			Replenish of water tanks with drinking water.
3.11.4	3.11.4	Clean			Water quality tests.
		(a) cargo compartments.			
		(b) ULDs	3.14	3.14	Cabin Equipment
3.11.5		Fold and stow blankets.	3.14.1	3.14.1	Rearrange cabin by
3.11.6		Make up berths.			(a) removing
3.11.7	3.11.7	Change			(b) installing
		(a) head rest covers.			(c) repositioning
		(b) pillow covers.	NEW		cabin equipment, for example, seats and cabin
		Covers to be supplied by the Carrier.			divider(s).
3.11.8	3.11.8	Collect and/or distribute in			
		(a) cabin	3.15	3.15	Storage of Cabin Material
		(b) toilets	3.15.1	3.15.1	(a) Provide
		items provided by the Carrier.			or
3.11.9	3.11.9	Disinfect and/or deodorize aircraft with			(b) Arrange for
		(a) materials provided by Carrier.			suitable storage space for the Carrier's cabin
		(b) materials provided by Handling Company.			material.
3.11.10	3.11.10	(a) Remove	3.15.2		Take inventory.
		(b) Destroy	3.15.3	3.15.3	(a) Provide
		food and material left over from incoming flights.			or
3.11.11	3.11.11	(a) Provide			(b) Arrange for
		or			replenishment of stocks.
		(b) Arrange for	0.40		
		laundering of	3.16	3.16	Catering Ramp Handling
		1. cabin blankets.	3.16.1	3.16.1	Unload/load and stow catering supplies from/on
		2. linen.	0.40.0	0.40.0	aircraft.
0.40	3.12	Toilet Service	3.16.2		Transfer catering supplies on aircraft.
3.12			3.16.3	3.16.3	Transport catering supplies between aircraft and
3.12.1	3.12.1	(a) Provide			agreed points.
		Or (h) A	3.17	0.47	De leien/Anti leien Comiton and Committee Demonstr
3.12.2		(b) Arrange for	3.17.1	3.17	De-Icing/Anti-Icing Services and Snow/Ice Removal
3.12.2		Servicing (empty, clean, flush toilets and replenish fluids)	8.1.6		Remove snow from aircraft without using de-icing fluid.
		fluids).	0.1.0	3.17.2	Perform "pre" de/anti-icing inspection and advise flight
		2. trituator/disposal service.	2 17 2	2 17 2	crew or Carrier representative of results.
0004			3.17.2	3.17.3	(a) Provide
2004			2004		

3.17.3 3.17.4 3.17.5 3.17.6	3.17.4 3.17.5 3.17.6 3.17.6	or (b) Arrange for 1. anti-icing units. 2. de-icing units. Provide de-icing/anti-icing fluids. Remove frost, ice and snow from aircraft using de-icing fluid. Fluids to receive purity and contamination inspection prior to use. Apply anti-icing fluid to aircraft. Supervise performance of de-icing/anti-icing operations.	4.2.2	4.2.2	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. (a) Provide (b) Operate means of communication between the ground station and the Carrier's aircraft.
3.17.7		Perform final inspection after de-icing/anti-icing opera-			tion and the Camer's ancialt.
		tions and inform flight crew of results.	4.3 4.3.1	4.3 4.3.1	FLIGHT OPERATIONS - General Inform the Carrier of any known project affecting the
		CONTROL, COMMUNICATIONS AND FLIGHT			operational services and facilities made available to its aircraft in the areas of responsibility as specified in Annex B.
	OPERA	TIONS	4.3.2	4.3.2	After consideration of the Carrier's instructions, sug-
4.1	4.1	Load Control			gest the appropriate action to pilot-in-command in case
4.1.1		Convey and deliver flight documents between the			of operational irregularities, taking into account the meteorological conditions, the ground services and
4.1.2		aircraft and appropriate airport buildings. (a) Prepare			facilities available, aircraft servicing, possibilities and
		(b) Sign			the overall operational requirements.
		(c) Distribute (d) Clear/process	4.4	4.4	FLIGHT OPERATIONS - Flight Preparation at the
		(e) File			Airport of Departure
		documents, including but not limited to, loading	4.4.1	4.4.1	(a) Provide or
		instructions, loadsheets, weight and balance charts, Captain's load information and manifests where:			(b) Arrange for
		Load Control is performed by the Handling			meteorological documentation and aeronautical information for each flight.
		Company. 2. Load Control is performed by the Carrier.	4.4.2	4.4.2	Deliver documentation to the aircraft.
		Load Control is performed by a third party.	4.4.3	4.4.3	Analyse the operational conditions and
4.2	4.2	Communications			(a) prepare (b) request
4.2.1		(a) Compile			(c) sign
		(b) Receive, process and send			(d) make available the operational flight plan according to the instruc- tions and data provided by the Carrier.
			4.4.4	4.4.4	(a) Prepare
2004			2004		

4.4.5 4.4.6	4.4.5 4.4.6	(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. Provide the crew with the required briefing. (a) Prepare (b) Sign (c) Deliver 1. the fuel order. 2. the fuel distribution form.	4.7 4.7.1 4.8 4.8.1 4.9 4.9.1	4.7 4.7.1 4.8 4.8.1 4.9 4.9.1	FLIGHT OPERATIONS - Post-flight Activities Obtain a debriefing from incoming crews, distributing reports or completed forms to offices concerned, whether governmental or the Carrier's. FLIGHT OPERATIONS - En-route Re-despatch 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. FLIGHT OPERATIONS - Crew Administration Distribute relevant crew schedule information provided
4.4.7	4.4.7	Hand out flight operation forms and obtain signature of			by the Carrier to all parties concerned.
4.4.8	4.4.8	the pilot-in-command, where applicable. Provide ground handling party(ies) with the required weight and fuel data.	4.9.2		Arrange hotel accommodation for crew layover (a) scheduled (b) non-scheduled.
4.5	4.5	FLIGHT OPERATIONS - Flight Preparation at a	4.9.3	4.9.3	(a) Provide
4.5	4.5	Point Different from the Airport of Departure			or (b) Arrange for
4.5.1	4.5.1	Arrange for the provision of the meteorological docu-			crew transportation.
4.5.0	4.5.0	ments and aeronautical information.	4.9.4	4.9.4	
4.5.2	4.5.2	Analyse the operational conditions and	4.9.5 4.9.6	4.9.5	Liaise with hotel(s) on crew call and pick-up timings. (a) Prepare crew allowance forms.
		(a) prepare (b) request	4.9.0	4.9.0	(b) Pay crew allowances.
		(c) sign	4.9.7	4.9.7	() 3
		the flight plan.	1.0.7	1.0.7	crew indisposition or potential absence.
4.5.3	4.5.3	Send to the Carrier or its representative at the airport			
		of departure,		SECT	ION 5
		(a) the operational flight plan,		CARG	O AND MAIL SERVICES
		(b) the ATS Flight Plan,			
		(c) information for crew briefing.	5.1	5.1	Cargo and Mail Handling - General
4.6	4.6	FLIGHT OPERATIONS - En-route Flight Assistance	5.1.1	5.1.1	(a) Provide
4.6.1	4.6.1	Monitor movement of the flight			or (b) Arrange
		(a) within			warehouse handling and storage facilities for
		(b) beyond			General Cargo.
		VHF range and provide all possible assistance as			Special Shipments.
		necessary. Inform the Carrier of flight progress, any			3. Specialised Cargo Products.
2004		irregularities and actions taken.	2004		
2004			2004		

4. Mail. (c) Store cargo. (d) Take appropriate action to prevent theft of, or damage to cargo and/or mail. 5.1.2 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 (c) Transfer cargo (b) Outbound cargo (c) Transfer cargo						
(d) Take appropriate action to prevent theft of, or damage to cargo and/or mail. 5.1.2 5.1.2 (a) Provide			4. Mail.			(a) Inbound cargo
3 age 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 equipment for the handling of 1. General Cargo (c) Transfer cargo			(c) Store cargo.			(b) Outbound cargo
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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 handling services for: 1. General Cargo. 2. Special Shipments. 5.3 (b) Arrange for special shipments. 5.3 (c) Arrange for handling services for: 1. General Cargo. 2. Special shipments. 3. Specialised Cargo Products. 4. Mail. 5.1.3 (a) Provide or Sala Sala Sala Sala Sala Sala Sala Sal			age to cargo and/or mail.	5.2.3	5.2.3	Place Cargo under Customs control for:
(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. 5.3.2 (5.3.2 Expecial Shipments.) 5.3.3 (a) Notify the Carrier any irregularities discovered in cargo handling. 5.3.4 (a) Notify the Carrier any irregularities and claims. (b) Process claims. 3. Specialised Cargo Products. 4. Mail. 5. Diplomatic Mail. 5. 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, (d) Split air waybill. Forward applicable copies of	5.1.2	5.1.2	(a) Provide			(a) Inbound cargo
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. 5.3.2 (a) Provide or (b) Arrange for handling services for: 5.3.4 (a) Specialised Cargo Products. 5.3.5 (a) Provide or (b) Arrange for handling services for: 5.3.6 (a) Provide 5.3.7 (a) Provide or (b) Arrange for handling services for: 5.3.8 (a) Provide 0. Special shipments. 0. Specialised Cargo. 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, 5.2.4 Present to Customs, cargo for physical examination. Fregularities 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. 4. Handle lost, found and damaged cargo. (a) Notify the Carrier of complaints and claims. (b) Process claims. 5.3.5 Take action when consignee refuses acceptance and payment. 5.4.1 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			or			(b) Outbound cargo
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. Special shipments. 5.3.2 (a) Provide or (b) Arrange for handling services for: 5.3.3 (a) Provide 0. Special shipments. 5.3.4 (a) Provide or 1. General Cargo. 5.3.5 (a) Provide 0. Special shipments. 5.3.6 (a) Provide 0. Special shipments. 5.3.7 (a) Provide 0. Special shipments. 5.3.8 (a) Provide 0. Special shipments. 5.3.9 (a) Notify the Carrier of complaints and claims. (b) Process claims. 5.3.5 (a) Notify the Carrier of complaints and claims. (b) Process claims. 5.3.5 (a) Procument Handling 5.3.6 (a) Provide 0. Special shipments. 5.3.7 (a) Notify the Carrier of complaints and claims. (b) Process claims. 5.3.9 (a) Notify the Carrier of complaints and claims. (b) Process claims. 5.3.5 (b) Process claims. 5.3.6 (b) Process claims. 5.3.7 (a) Process claims. 5.3.8 (b) Process claims. 5.3.9 (a) Prograe air waybill. (b) Check all documents to ensure shipment may be carried. The check shall not include the rates charged. (c) Obtain appacity/booking information for the Carrier's flights. (d) Split air waybill. Forward applicable copies of			(b) Arrange for			(c) Transfer cargo
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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 (b) Company cargo delivery. 5.1.6 (b) Check all documents to ensure shipment may be carried. 5. A mail to cargo delivery. 5. A mail to cargo delivery. 5. A manual to prevent theft or unauthorised use of, or damage to the Carrier's pallets, containers, nets, 5. A mail to cargo delivery of cargo and other special shipments and other special shipments and claims. 5. A mail to cargo delivery of cargo. 5. A mail to cargo delivery of cargo delivery of cargo. 5. A mail to cargo del			1. General Cargo.			
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 5.1.5 S.1.5 Issue (b) Obtain Receipt upon delivery of cargo. 5.1.6 5.1.6 Take action to prevent theft or unauthorised use of, or damage to the Carrier's place in cargo and other special shipments. 5. Sa.2 Report to the Carrier any irregularities discovered in cargo handling. 5.3.2 Special shipments. 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 5.4 Document Handling (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			2. Special Shipments.	5.3	5.3	Irregularities Handling
5.1.3 (a) Provide or			3. Specialised Cargo Products.	5.3.1	5.3.1	Take immediate action in respect of irregularities,
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 5.1.4 5.1.5 5.1.5 5.1.5 5.1.6 5.1.6 5.1.6 5.1.6 5.1.6 5.1.6 5.1.6 5.1.6 5.1.6 5.1.7 (b) Arrange for cargo handling. Handle lost, found and damaged cargo. (a) Notify the Carrier of complaints and claims. (b) Process claims. 5.3.5 5.3.5 5.3.5 Take action when consignee refuses acceptance and payment. 5.4 5.4 5.4 5.4 5.4 5.4 5.4 5.4 5.4 6 5.1.6 5.1.6 5.1.6 5.1.6 5.1.6 5.1.6 5.1.6 5.1.6 5.1.7 Take action to prevent theft or unauthorised use of, or damage to the Carrier's pallets, containers, nets, 5.3.2 5.3.2 Report to the Carrier any irregularities discovered in cargo handling. 5.3.3 5.3.3 5.3.4 (a) Notify the Carrier of complaints and claims. (b) Process claims. 5.3.5 5.3.5 Take action when consignee refuses acceptance and payment. 5.4 5.4 5.4 5.4 5.4 Ca) 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			4. Mail.			damage or mishandling of dangerous goods and other
(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 5.1.4 5.1.5 5.1.5 5.1.5 5.1.6 5.1.6 5.1.6 5.1.6 5.1.6 Cibi Arrange for handling. 5.3.3 5.3.3 5.3.3 5.3.4 5.3.4 5.3.4 5.3.4 5.3.4 5.3.4 5.3.5 5.3.5 Take action when consignee refuses acceptance and payment. 5.4.1 5.4.1 5.4.1 5.4.1 5.4.1 5.4.1 5.4.1 5.4.1 6. Diplomatic Cargo. 7. Company cargo/material. 5.4.1 5.4.1 5.1.4 6. Diplomatic Cargo. 7. Company cargo/material. 5.4.1 5.4.1 6. Diplomatic Cargo. 7. Company cargo/material. 5.4.1 6. Diplomatic Cargo. 7. Company cargo/material. 5.4.1 6. Obtain cargo delivery of cargo. 6. Obtain capacity/booking information for the Carrier's flights. 6. Diplomatic Mail. 6. Diplomatic Cargo. 7. Company cargo/material. 8. Company cargo	5.1.3	5.1.3	(a) Provide			
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 5.1.4 5.1.5 5.1.5 5.1.5 5.1.5 5.1.6 5.1.6 5.1.6 5.1.6 5.1.6 5.1.6 5.1.6 5.1.6 5.1.6 5.1.7 6.1 6.1 6.1 6.1 6.1 6.1 6.1 6.1 6.1 6.1			or	5.3.2	5.3.2	Report to the Carrier any irregularities discovered in
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 S1.4 (a) Issue (b) Check all documents to ensure shipment may be carried. The check shall not include the rates charged. 5.1.5 S1.5 S1.6 S1.6 S1.6 S1.6 Take action when consignee refuses acceptance and payment. 5.3.4 S1.4 (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 (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			(b) Arrange for			
2. Special shipments. 3. Specialised Cargo Products. 4. Mail. 5. Diplomatic Mail. 6. Diplomatic Cargo. 7. Company cargo/material. 5.1.4 5.1.4 (a) Issue (b) Obtain Receipt upon delivery of cargo. 5.1.5 5.1.5 S.1.6 S.1.6 S.1.6 S.1.6 Take action when consignee refuses acceptance and payment. 5.3.5 Take action when consignee refuses acceptance and payment. 5.4.1 S.2.4 Document Handling (a) Prepare air waybill. (b) Check all documents to ensure shipment may be carried. The check shall not include the rates charged. 5.1.6 S.1.6 Take action to prevent theft or unauthorised use of, or damage to the Carrier's pallets, containers, nets, (d) Split air waybill. Forward applicable copies of			handling services for:	5.3.3	5.3.3	Handle lost, found and damaged cargo.
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 S.1.5 S.1.6 S			1. General Cargo.	5.3.4	5.3.4	(a) Notify the Carrier of complaints and claims.
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 5.1.5 S.1.6 5.			2. Special shipments.			(b) Process claims.
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 5.1.6 5.1.6 5.1.6 5.1.6 5.1.6 5.1.6 7.1			Specialised Cargo Products.	5.3.5	5.3.5	Take action when consignee refuses acceptance and
6. Diplomatic Cargo. 7. Company cargo/material. 5.1.4 [5.1.4 (a) Issue (b) Obtain Receipt upon delivery of cargo. 5.1.5 [5.1.6 [5.1.6 [5.1.6 [5.1.6]]] 5.1.6 [5.1.6 [5.1.6 [5.1.6]]] 6. Diplomatic Cargo. 5.4 [5.4 [5.4.1 [5.4.1]] 5.4.1 [5.4.1 [5.4.1]] 5.4.1 [5.4.1 [6] 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						payment.
7. Company cargo/material. 5.1.4 (a) Issue (b) Obtain Receipt upon delivery of cargo. 5.1.5 (b) Check all documents to ensure shipment may be carried. The check shall not include the rates charged. 5.1.6 (c) Obtain cargo delivery. 5.1.6 (d) Split air waybill. Forward applicable copies of			5. Diplomatic Mail.			
5.1.4 (a) Issue (b) Obtain be carried. The check shall not include the rates charged. 5.1.5 S.1.6 S.1.6 Take action to prevent theft or unauthorised use of, or damage to the Carrier's pallets, containers, nets, (d) Split air waybill. Forward applicable copies of						
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5.1.5 Monitor cargo delivery. 5.1.6 Solution cargo delivery. 6 Solution cargo delivery. 6 Solution cargo delivery. 7 Solution cargo delivery. 7 Solution cargo delivery. 8 Solution cargo delivery. 9 Solut						
5.1.6 Take action to prevent theft or unauthorised use of, or damage to the Carrier's pallets, containers, nets, (d) Split air waybill. Forward applicable copies of						9
or damage to the Carrier's pallets, containers, nets, (d) Split air waybill. Forward applicable copies of						
	5.1.6	5.1.6				
			straps, tie-down rings and other material in the custody			manifests and air waybills to the Carrier.
of the Handling Company. Notify the Carrier immedi-						
ately of any damage to or loss of such items. (f) Provide the load control unit with Special Load			ately of any damage to or loss of such items.			
Notification.						
5.2 Customs Control (g) When applicable return copy of air waybill to ship-						
5.2.1 Frepare customs documentation for: 5.2.1 Prepare customs documentation for: 5.2.1 per, endorsed with flight details. 5.4.2 (a) Notify consignee or agent of arrival of shipments.	5.2.1	5.2.1	· ·	E 4 2	E 4 0	
(a) inbound cargo				5.4.2	5.4.2	
(b) Outbound cargo						()
(c) Transfer cargo agent. 5.2.3 Obtain Customs clearance for: 5.4.3 5.4.3 (a) Provide				5.4.2	512	
5.2.2 Obtain Customs clearance for: 5.4.3 S.4.3 (a) Provide Or	5.2.2	5.2.2	Obtain Customs clearance for:	0.4.3	3.4.3	()
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			(b) Arrange for	5.6.3	5.6.3	(a) Provide
			 collection of "Charges Collect" as shown on the air 			or
			waybill.			(b) Arrange for
			collection of other charges and fees as shown on			transport to the receiving carrier's warehouse under
			the air waybill.			cover of Transfer Manifest
			3. credit to consignees or agents.			1. on airport.
			District the office of the settleter of	F 0 4	5 O 4	2. off airport.
5.5 5.5		5.5	Physical Handling Outbound/Inbound	5.6.4	5.6.4	Accept/prepare
5.5).	5.5.1	Accept cargo, ensuring that (a) machine-readable cargo labels are affixed and			(a) transfer cargo (b) transit cargo
			processed.			for onward carriage.
			(b) manual labels are affixed and processed.			ioi onward carriage.
			(c) shipments are "ready for carriage".	5.7	5.7	Post Office Mail
			(d) the weight and volume of the shipments are	5.7.1	5.7.1	Check incoming mail against Post Office mail docu-
			checked.			ments.
			(e) the regulations for the carriage of special cargo,	5.7.2	5.7.2	In case of missing documentation, issue substitutes.
			particularly the IATA Dangerous Goods Regulations	5.7.3	5.7.3	Deliver inbound mail to
			(DGR), IATA Live Animals Regulations (LAR), and			(a) on airport postal facility
			others have been complied with.			(b) off airport postal facility together with Post Office
5.5	5.2	5.5.2				mail documents, against receipt from postal authori-
			flights.			ties.
5.5	0.3	5.5.3		5.7.4	5.7.4	
			(a) Bulk cargo (b) ULD'S			(a) on airport. (b) off airport.
			For delivery onto flights.	5.7.5	575	Check outgoing mail from postal authorities against
5.5	. 1	5.5.4	, ,	0.7.0	5.7.5	mail documents. Give receipt of acceptance of mail to
0.0	,. . -	J.J. T	(a) Bulk cargo			postal authorities.
			(b) built-up ULD'S and provide the load control unit with	5.7.6	5.7.6	Handle and check transfer mail against accompanying
			deadload weights.			mail documents.
5.5	5.5	5.5.5	Offload bulk cargo from vehicles.	5.7.7	5.7.7	(a) Prepare
			2. Check incoming cargo against air waybills and			or
			manifests.			(b) Arrange for
			Break down ULD'S.			bulk mail
5.5	5.6	5.5.6	Release cargo to the consignee or agent.			2. ULD'S
		- 0	To a facility of Occasion	F 7 0		For delivery onto flights.
5.6		5.6	Transfer/Transit Cargo	5.7.8	5.7.8	Establish the weight of
5.6 5.6		5.6.1 5.6.2	Identify transfer/transit cargo. Prepare transfer manifests for cargo to be transported			(a) Bulk mail
5.0		3.0.2	by another carrier.			(b) built-up ULD'S and provide the load control unit with deadload
			by another earner.			weights.
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5.7.9	5.7.9 Distribute incoming and/or outgoing post office mail documents.	2.2.2	6.2.3	Manage Automated Check-in device(s) and (a) Provide
5.7.10	5.7.10 Handle lost, found and damaged mail and report all			OF
0.7.10	irregularities to the Carrier and postal authorities.			(b) Arrange
				1. Stock control.
	SECTION 6			2. Stock replenishment.
	SUPPORT SERVICES			3. Hosting.
				Routine maintenance.
6.1	6.1 Accommodation			5. Servicing and repair.
6.1.1	6.1.1 Provide facilities for the Carrier's representative(s).			Other, as specified in Annex B.
	(a) office space.	6.3	6.3	Unit Load Device (ULD) Control
	(b) storage space.	6.3.1	6.3.1	(a) Provide
	(c) other facilities.	0.0.1	0.0.1	or
6.2	6.2 Automation/Computer Systems			(1) Arrange for
6.2.1	6.2.1 (a) Provide			storage space for ULDs
0.2.1	or			1. passenger ULDs.
	(b) Arrange for			2. cargo ULDs.
	and	6.3.2	6.3.2	
	(c) Operate			use of the Carrier's ULDs in the custody of the Han-
	equipment to enable access to			dling Company. Notify the Carrier immediately of any damage or loss.
	1. Carrier's system.	6.3.3	6.3.3	(a) Take physical inventory of ULD stock and maintain
	Handling Company's system.	0.0.0	0.0.0	records.
6.2.2	3. other system. 6.2.2 Access the following functions in			(b) Compile and despatch ULD control messages.
0.2.2	(a) Carrier's system	6.3.4	6.3.4	
	(b) Handling Company's system			all transfers of ULDs and obtain signature(s) of the
	(c) other system			transferring and receiving carrier(s) or approved third
	for			parties and distribute copies.
	Training programmes.	6.3.5	6.3.5	Handle lost, found and damaged ULDs and notify the
	Passenger reservations and sales.			Carrier of such irregularities.
	Passenger service.	6.4	6.4	Fuel Farm (Depot)
	Baggage reconciliation.	6.4.1	6.4.1	
	 Baggage tracing. Operation, weight and balance and load control. 	6.4.2		(a) Inspect the Carrier's fuel farm product deliveries for
	7. Cargo reservations and sales.			contamination, prior to storage. Notify the Carrier
	8. Cargo handling.			of results.
	9. Maintenance.			(b) Inspect fuel farm storage and/or appliances. Notify
	10. Other functions.			the Carrier of results.
000				
2004		2004		

6.5	6.5	Ramp Fueling/Defueling Operations		SECT	ION 7
6.5.1	6.5.1	Liaise with ramp fuel suppliers.		SECU	RITY
6.5.2	6.5.2				
	0.0.2	tion. Perform water detection checks.	7.1	7.1	Passenger and Baggage Screening
6.5.3	6.5.3	Supervise fuelling/defuelling operations.			and Reconciliation
6.5.4	6.5.4		7.1.1	7.1.1	(a) Provide
6.5.5	6.5.5	1 0 0	7.1.1	/	or
6.5.6	6.5.6	(a) Provide			(b) Arrange for
0.5.0	0.5.0	Or			matching of passengers against established
		(b) Arrange for			profiles.
0.5.7	0.5.7	approved fueling/defueling equipment.	740	740	2. security questioning.
6.5.7	6.5.7		7.1.2	7.1.2	(a) Provide
0.50	0 = 0	quested by the Carrier's designated representative.			or
6.5.8	6.5.8	Check and verify the delivered fuel quantity.			(b) Arrange for
6.5.9	6.5.9	Deliver the completed fuel order to the Carrier's desig-			 screening of checked baggage.
		nated representative.			screening of transfer baggage.
					screening of mishandled baggage.
6.7	6.6	Surface Transport			physical examination of checked, transfer and
6.7.1	6.6.1	(a) Provide			mishandled baggage.
		or			identification of security cleared baggage.
		(b) Arrange for	7.1.3	7.1.3	(a) Provide
		the transport of			Or
		1. passengers.			(b) Arrange for
		2. baggage.			screening of passengers.
		3. cargo and/or mail.			screening of cabin/unchecked baggage.
		4. empty ULDs.			3. physical examination of passengers and cabin/un-
		5. others between			checked baggage.
		(a) airport and town terminal.	7.1.4	7.1.4	(a) Provide
		(b) airport and other agreed points.			or
		(c) separate terminals at the same airport.			(b) Arrange for
6.7.2	6.6.2	Make all necessary arrangements for special transport			identification of passengers prior to boarding.
0.7.2	0.0.2	within the limit of local possibilities.			reconciliation of boarded passengers with their
		William the mint of local possibilities.			baggage.
6.8	6.7	Catering Services — Liaison and Administration			 positive baggage identification by passengers.
6.8.1	6.7.1	Liaise with the Carrier's catering supplier.			offloading of baggage for passengers who fail to
6.8.2	6.7.1				board the aircraft.
0.0.2	0.7.2				board the ancialt.
		representative.	7.0	7.0	Course and Book Office Mail
			7.2	7.2	Cargo and Post Office Mail
			7.2.1	7.2.1	(a) provide
					or
2004			2004		

		 (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. 	7.5 7.5.1	7.5 7.5.1	during offloading and loading of aircraft. Additional Security Services (a) Provide or (b) Arrange for additional security services.
7.3 7.3.1	7.3 7.3.1	Catering 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.	8.1 8.1.1 8.1.2 8.1.3	8.1 8.1.1 8.1.2 8.1.3	RAFT MAINTENANCE Routine Services Maintain the Carriers technical manuals, handbooks, catalogues, etc Perform line inspection in accordance with Carrier's current instructions. Enter in the aircraft log and sign for the performance of line inspection.
7.4 7.4.1	7.4 7.4.1	Aircraft (a) Provide or (b) Arrange for control of access to	8.1.4 8.1.5 6.6	8.1.4 8.1.5	served during the inspection.
7.4.2	7.4.2	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.	6.6.1 6.6.2 6.6.3	8.2.1 8.2.2 8.2.3	(a) Perform or (b) Supervise replenishing operations. (a) Provide or (b) Arrange for and
7.4.3	7.4.3	5. sealing of aircraft. (a) Provide or (b) Arrange for security personnel 1. to safeguard all Loads during the transport between aircraft and designated locations.	3.10.2 2004	8.2.4	(c) Operate special replenishing equipment. Wipe excess oil from engine nacelles.

8.2 8.2.1	8.3 8.3.1	Non-routine Services 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.
8.2.2 8.2.3	8.3.2 8.3.3	Enter in aircraft log and sign for the action taken. Report technical irregularities and actions taken to the Carrier's maintenance base.
8.2.4	8.3.4	(a) Provide or (b) Arrange for engineering facilities, tools and special equipment to the extent available.
8.2.5	8.3.5	Move aircraft under its own power.
8.3 8.3.1	8.4 8.4.1	Material Handling (a) Obtain Customs clearance for (b) Administer the Carrier's spare parts, power plant and/or equipment.
8.3.2	8.4.2	Provide periodic inspection of the Carriers spare parts and/or spare power plant(s).
8.3.3	8.4.3	Provide suitable storage space for the Carriers spare parts and/or equipment.
8.3.4	8.4.4	Provide suitable storage space for the Carriers spare power plant(s).
8.4 8.4.1	8.5 8.5.1	Parking and Hangar Space (a) Provide or (b) Arrange for 1. parking space. 2. hangar space.
2004		

IATA STANDARD GROUND HANDLING AGREEMENT 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.

2004

HANDLING SERVICES AND CHARGES

1.1	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	1.1.1 Section(s) price per (aircraft type, etc.).
4 4 0	1.1.0 Casting(a)

1.1.2 Section(s)...... priceper..... 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.		PARAGRAPH 6. TRANSFER OF SERVICES
1.3	1.3 Handling in case of return to ramp will not be charged extra, provided that a physical change of load is not involved.	6.1	In accordance with Sub-Article 3.1 of the Main Agreement, the Handling Company subcontracts the services of Annex A
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.		Section(s)toto
	PARAGRAPH 2. ADDITIONAL SERVICES AND CHARGES		PARAGRAPH 7. SETTLEMENT
2.1	2.1 All services not included in Paragraph 1 of this Annex will be charged for as follows:	7.1	7.1 Notwithstanding Sub-Article 7.2 of the Main Agreement settlement of account shall be effected
	PARAGRAPH 3. DISBURSEMENTS		PARAGRAPH 8. SUPERVISION AND ADMINISTRATION
3.1	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 %.	8.1	8.1 The services of Annex A, Section 1, Sub-Section 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):
	PARAGRAPH 4. LIMIT OF LIABILITY		Section (s)
4.1	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)	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 right of termination shall be recorded below, notwithstanding the corresponding Sub-Articles of the Main Agreement.
	PARAGRAPH 5. AREA OF RESPONSIBILITY		For example:
5.1	5.1 The area of responsibility as mentioned in Sub-Sections 4.3 and 4.6 of Annex A is	NEW NEW	9.1 Duration 9.1.1 Notwithstanding Sub-Article 11.4 and 11.5 of the Main Agreement
2004		2004	

NEW	9.1.2 Notwithstanding Sub-Article 11.11 of the Main Agreement the rates contained in Paragraph 1 shall be
NEW	9.2 Modification
NEW	9.2.1 Any modification to this Annex B shall be made by a written amendment signed by both Parties.
NEW	9.3 Termination
NEW	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
9.1	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 Corrier
	To Carrier:
	Carrier
	Carrier Street
	Carrier Street City, Country
	Carrier Street City, Country Telephone
	Carrier Street City, Country Telephone Fax:
	Carrier Street City, Country Telephone Fax: E-mail:
	Carrier Street City, Country Telephone Fax:
	Carrier Street City, Country Telephone Fax: E-mail: Attn: To Handling Company:
	Carrier Street City, Country Telephone Fax: E-mail: Attn: To Handling Company: The Handling Company
	Carrier Street City, Country Telephone Fax: E-mail: Attn: To Handling Company: The Handling Company Street
	Carrier Street City, Country Telephone Fax: E-mail: Attn: To Handling Company: The Handling Company Street City, Country
	Carrier Street City, Country Telephone Fax: E-mail: Attn: To Handling Company: The Handling Company Street City, Country Telephone
	Carrier Street City, Country Telephone Fax: E-mail: Attn: To Handling Company: The Handling Company Street City, Country Telephone Fax:
	Carrier Street City, Country Telephone Fax: E-mail: Attn: To Handling Company: The Handling Company Street City, Country Telephone

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 at.
for and on behalf of
by
Signed theat
for and on behalf of by

IATA STANDARD GROUND HANDLING AGREEMENT STANDARD GROUND HANDLING AGREEMENT SIMPLIFIED PROCEDURE

Annex B — Location(s), Agreed Services and Charges

to the Standard Ground Handling Agreement (SGHA) of January 2008 hetween: having its principal office at: and hereinafter referred to as 'the Carrier' 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:

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).....priceper...

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 (a) of the Main Agreement shall be as follows:

4.1

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	Aircraft Type Limit (per incident)		PARAGRAPH 9. DURATION, MODIFICATION AND TERMINATION	
	PARAGRAPH 5. AREA OF RESPONSIBILITY		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:	
5.1	5.1 The area of responsibility as mentioned in Sub-Sections 4.3 and 4.6 of Annex A is	NEW NEW	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	
6.1	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	NEW NEW NEW	the rates contained in Paragraph 1 shall be	
	PARAGRAPH 7. SETTLEMENT		terms The number of these clauses can be extended as far as necessary.	
7.1	7.1 Notwithstanding Sub-Article 7.2 of the Main Agreement, settlement of account shall be effected		PARAGRAPH 10. NOTIFICATION	
8.1	PARAGRAPH 8. SUPERVISION AND ADMINISTRATION 8.1 The services of Annex A, Section 1, Sub-Section 1.3 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	9.	 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 	
2004	cover of separate agreement(s): Section (s) Section (s)	2004	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

NIETA/

NEW

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

Signed theat	 	
for and on behalf of by	 	
•		
Signed the	 	

for and on behalf ofby.....

IATA
STANDARD
GROUND HANDLING
AGREEMENT (SGHA

IATA STANDARD GROUND HANDLING AGREEMENT (SGHA)

Between:

ARTICLE 1

and:

The agreement consists of:

MAIN AGREEMENT, and, as required.

ANNEX A (description of services)

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

PROVISION OF SERVICES

CONTENTS OF MAIN AGREEMENT

DEFINITIONS AND TERMINOLOGY

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-tocomputer (application-to-application program processing) transmission of business data in a standard format

LOADS means baggage, cargo, mail and any aircraft supplies including hallast

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.

SPECIALISED 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 hase

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.

MAIN AGREEMENT

An Agreement made between:

having its principal office at:

hereinafter referred to as the 'Carrier' or the 'Handling Company', as the case may be.

and:

having its principal office at:

hereinafter referred to as .the Handling Company' or .the

Carrier', as the case may be.

Ithe Carrier and/or the Handling Company may hereinafter be referred to as "the Party(ies)"]

WHEREBY THE PARTIES AGREE AS FOLLOWS:

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 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 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

- 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

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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 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.
 - 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

5.4

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.

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- 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

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.

above shall be borne ultimately by the Carrier.

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

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(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 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:
 - (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

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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 Arhitration

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 the case of a registered letter notice shall be considered to be served on the date of receipt.
- 11.4 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 does inform the other Party within thirty days of the change.

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oy		 	
Signed the			
at			
for and on behalf of	f	 	

ANNEX A - GROUND HANDLING SERVICES

to the Standard Ground Handling Agreement effective from:

between:

hereinafter referred to as the 'Carrier' or 'the Handling

Company', as the case may be,

and:

hereinafter referred to as 'the Carrier' or 'the Handling Company', as the case may be.

This Annex A

is valid from:

and replaces:

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	SECTION 6	1.1.0	1.1.0	handling agent for the Carrier.
6.1	SUPPORT SERVICES 6.1 Accommodation	1.1.4	1.1.4	Inform all interested Parties concerning movements of the Carrier's aircraft.
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	,	1.2.4	1.2.4	Maintain the Carrier's manuals, circulars, etc.,
	SECTION 7 SECURITY	1.2.5	1.2.5	connected with the performance of the services. (a) Check
7.1 7.2 7.3 7.4 7.5	7.1 Passenger and Baggage Screening and Reconciliation 7.2 Cargo and Post Office Mail 7.3 Catering 7.4 Aircraft Security 7.5 Additional Security Services SECTION 8 AIRCRAFT MAINTENANCE	1.2.6	1.2.6	(b) Sign (c) Forward on behalf of the Carrier invoices, supply orders, handling charge notes, work orders 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.
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		1.3.1	1.3.1	(a) Supervise
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		(b) Co-ordinate	2.1.4	2.1.4	
		services contracted by the Carrier with third			delayed or cancelled.
		party(ies)	2.1.5	2.1.5	If applicable, arrange storage of baggage in the
1.3.2	1.3.2				Customs' bonded store (any fees to be paid by the
		about operational data and Carrier's requirements in a			passenger).
		timely manner.	2.1.6	2.1.6	(a) Notify the Carrier of complaints and claims made
1.3.3	1.3.3				by the Carrier's passengers.
1.3.4	1.3.4	. , ,	0.4 =		(b) Process such claims.
		equipment, Loads, documentation and services of the	2.1.7	2.1.7	Handle lost, found and damaged property matters.
		third party(ies) to perform the services.			(a) accept baggage irregularity reports
1.3.5	1.3.5	and the state of t			(b) enter data into baggage tracing system
1.3.6	1.3.6				(c) maintain baggage tracing system files for period
1.3.7	1.3.7	. ,			specified in Annex B
1.3.8	1.3.8	Note irregularities and inform the Carrier.			(d) make payments for incidental expenses
					(e) arrange for delivery of delayed baggage to
					passengers
	SECT	ION 2	2.1.8	2.1.8	(f) handle communications with passengers Report to the Carrier any irregularities discovered in
	PASS	ENGER SERVICES	2.1.0	2.1.0	passenger and baggage handling.
			2.1.9	2.1.9	(a) Provide
2.1	2.1	General	2.1.9	2.1.9	or
2.1.1	2.1.1	Inform passengers and / or public about time of arrival			(b) Arrange for
		and / or departure of Carrier's aircraft and surface			(1) check-in position(s),
		transport.			(2) service counter(s) / desk(s) for other purposes,
2.1.2	2.1.2	Make arrangements for stopover, transfer and transit			(3) lounge facilities,
		passengers and their baggage and inform them about			(4) porter services,
		services available at the airport.			(5) other services as specified in Annex B
2.1.3	2.1.3		2.1.10	2 1 10	Perform on behalf of the Carrier the following sales
		(a) provide	2.1.10	2.1.10	functions
		or			(a) reservations
		(b) arrange for			(b) issuance of transportation documents
		special equipment, facilities and specially trained			(c) e-ticketing as specified in Annex B
		personnel, for assistance to			(-)
		(1) unaccompanied minors.	2.2	2.2	Departure
		(2) disabled passengers.	2.2.1	2.2.1	Perform pre-flight editing
		(3) VIPs.	6.2.3	2.2.2	Manage Automated Check-in device(s) and
		(4) transit without visa passengers (TWOVs).			1. provide
		(5) deportees.			or
		(6) special medical transport			2. arrange for
		(7) others, as specified in Annex B.	1.		(a) stock control
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2.		(b) stock replenishment	2.2.10	2.2.11	(a) Carry out the Carrier's seat allocation or selection
3.		(c) hosting			system
4.		(d) routine maintenance			(b) Issue boarding pass(es)
5.		(e) servicing and repair			(c) Detach applicable flight coupons
6.		(f) other, as specified in Annex B			for
2.2.2	2.2.3	Check and ensure			(1) initial flight.
		(a) that tickets are valid for the flight(s) for which they			(2) subsequent flight(s).
		are presented. The check shall not include the fare.	2.2.11	2.2.12	Handle
		(b) that tickets presented are not blacklisted in the			(a) denied Boarding process
		industry ticket service data base. Blacklisted			(b) denied Boarding Compensation
		documents shall not be honoured and immediately	2.2.12	2.2.13	Direct passengers through controls to departure gate
		reported to the Carrier.	2.2.13	2.2.14	At the gate perform
2.2.3	2.2.4	(a) Check travel documents (passports, visas,			(a) check-in
		vaccination and other certificates) for the flight(s)			(b) check baggage
		concerned, but without the Handling Company			(c) verification of travel documents
		having any liability.			(d) upgrades and downgrades
		(b) Enter required passenger and/or travel document			(e) handling of stand-by list
		information into Carrier's and/or government			(f) verification of cabin baggage
		system.			(g) manage the boarding process
2.2.4	2.2.5	(a) Weigh and/or measure checked and/or cabin			(h) reconciliation of passenger numbers with aircraft
4.4.1	2.2.0	baggage,			documents prior to departure
		(b) Record baggage figures			(i) other gate functions as specified in Annex B
		for			(i) other gate fariotione de opcomed in Amiex B
		(1) initial flight.	2.3	2.3	Arrival
		(2) subsequent flight(s).	2.3.1	2.3.1	(a) Perform
2.2.5	2.2.6	Excess baggage	2.0.1	2.0.1	Or
2.2.0	2.2.0	(a) determine excess baggage			(b) Arrange for
		(b) issue excess baggage ticket			opening / closing aircraft passenger doors
		(c) collect excess baggage charges	2.3.2	2.3.2	Direct passengers from aircraft through controls.
		(d) detach applicable excess baggage coupons	2.3.3	2.3.2	(a) Provide for
2.2.6	2.2.7	Tag checked and/or cabin baggage for	2.0.0	2.5.5	Or
2.2.0	2.2.1	(a) initial flight.			(b) Arrange for
		(b) subsequent flight(s).			(1) transfer desk / connection services
2.2.7	2.2.8	Effect conveyance of checked baggage to the baggage			()
2.2.1	2.2.0	sorting area			(2) baggage recheck
2.2.8	2.2.9	Effect conveyance of oversized checked baggage to	2.4	2.4	Remote / Off Airport Services
2.2.0	2.2.3	the baggage sorting area	2.4.1	2.4.1	Inform passengers/public about time of arrival/
2.2.9	2 2 10	Collect airport and /or any other service charges from	∠.4.1	4.4.1	departure.
2.2.9	2.2.10	departing passengers.	2.4.2	212	Handle departing passengers and baggage.
		uepaiting passengers.	2.4.2	2.4.2	manule departing passengers and baggage.
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2.4.3	2.4.3	Carry out passenger and baggage handling as described in Sub-Sections 2.1. 2.2 and 2.3.			(a) bulk baggage (b) ULDs.
2.4.4	2.4.4	, , , , , , , , , , , , , , , , , , , ,	3.1.5	215	Prioritise baggage delivery to claim area.
2.4.4	2.4.4	to the airport.	3.1.6	3.1.6	
2.4.5	2.4.5		3.1.0	3.1.0	(a) baggage
2.4.5	2.4.5	Handle passengers arriving from the airport.			() 00 0
2.4.0	2.4.0	Deliver baggage to passengers in accordance with	3.1.7	217	(b) oversize baggage Transfer baggage
		local procedures.	3.1.7	3.1.7	(a) Provide
2.5	2.5	Inter-modal Transportation by Rail, Road or Sea			Or
2.5.1	2.5.1	Handle departing passengers and baggage			(b) Arrange for
2.5.1	2.5.1	Carry out passenger and baggage handling as			(1) sortation of transfer baggage.
2.5.2	2.5.2	described in Sub-Sections 2.1, 2.2 and 2.3, where			(2) storage of transfer baggage prior to dispatch
		applicable, substituting "rail, road or sea transportation"			(storage time limits to be specified in Annex B).
		for "aircraft", and "flight(s)", and "terminal" for "airport".			(3) transport of transfer baggage to the sorting area or
2.5.3	2.5.3	Direct departing passengers to connecting transport.			the receiving carrier.
2.5.4	2.5.4		3.1.8	3.1.8	Handle crew baggage.
2.0.7	2.0.7	the rail, road or sea transport operator.	0.1.0	3.1.0	Handle crew baggage.
2.5.5	255	Handle arriving passengers and baggage from the rail,	3.2	3.2	Marshalling
2.0.0	2.0.0	road or sea transport operator.	3.2.1	3.2.1	(a) Provide
2.5.6	2.5.6		0.2	0.2	or
2.0.0	2.0.0	Carrier's flight departure services.			(b) Arrange for
2.5.7	2.5.7	Offload baggage from connecting transport, as			marshalling at arrival and/or departure.
		directed by the rail, road or sea transport operator and			maiorialing at arrival array or departure.
		transfer it to the Carrier's airport services.	3.3	3.3	Parking
			3.3.1	3.3.1	(a) Provide
	SECT	ION 2			(b) Position and/or remove
		SERVICES			wheelchocks.
	KAWIF	SERVICES	3.3.2	3.3.2	Position and/or remove
3.1	3.1	Baggage Handling			(a) landing gear locks.
3.1.1	3.1.1	Handle baggage in the baggage sorting area.			(b) engine blanking covers.
3.1.2	3.1.2	Prepare for delivery onto flights			(c) pitot covers.
0.1.2	0.1.2	(a) bulk baggage			(d) surface control locks.
		(b) ULDs			(e) tailstands and/or aircraft tethering.
3.1.3	3.1.3				(f) other items as specified in Annex B (e.g. safety
0.1.0	0.1.0	(a) bulk baggage			cones)
		(b) built - up ULDs	3.3.3	3.3.3	(a) Provide
		and provide the load control unit with the			or
		information.			(b) Arrange for
3.1.4	3.1.4	Offload			ground power
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3.4	3.4	Cooling and Heating			or
3.4.1	3.4.1	(a) Provide			(b) Arrange for
		or			equipment for transport and assembly of
		(b) Arrange for			(1) baggage
0.4.0	0.40	cooling unit.			(2) cargo
3.4.2	3.4.2	(a) Provide			(3) mail
		or (I) A			(4) documents
		(b) Arrange for	3.6.6	266	between agreed points on the airport
		heating unit.	3.0.0	3.6.6	 (a) Unload aircraft, returning lashing materials to the Carrier.
3.5	3.5	Ramp to Flight Deck Communication			(b) Load and secure Loads in the aircraft
3.5.1	3.5.1	Provide headsets.			(c) Operate in-plane loading system.
3.5.2	3.5.2	Perform ramp to flight deck communication	3.6.7	3.6.7	Redistribute Loads in aircraft.
		(a) during tow-in and/or push-back.	3.6.8	3.6.8	Open, close and secure aircraft hold doors.
		(b) during engine starting.			(a) aircraft lower deck
		(c) for other purposes.			(b) aircraft main deck
			3.6.9	3.6.9	(a) Provide
3.6	3.6	Loading and Unloading			or
3.6.1	3.6.1	(a) Provide			(b) Arrange for
		Or			ballast.
		(b) Arrange for	3.6.10	3.6.10	(a) Provide
		(1) passenger steps.			or
		(2) flight deck steps.			(b) Arrange for
0.00		(3) suitable loading bridges			safeguarding of all Loads requiring special handling
3.6.2	3.6.2	(a) Provide			(e.g. valuables) during
		Or (b) Assessed for			(1) loading / unloading
		(b) Arrange for			(2) transport between aircraft and designated point on
		(1) passenger			the airport
		(2) crew transport between aircraft and airport terminals.	3.7	3.7	Starting
3.6.3	3.6.3	(a) Provide	3.7.1	3.7.1	(a) Provide
5.0.5	3.0.3	Or	3.7.1	3.7.1	or
		(b) Arrange for			(b) Arrange for
		equipment for loading and/or unloading.			air start unit.
3.6.4	3.6.4	(a) Provide			an otalic arm.
		or	3.8	3.8	Safety Measures
		(b) Arrange for	3.8.1	3.8.1	(a) Provide
		equipment and personnel to perform baggage		` `	or
		delivery and pick-up at aircraft.			(b) Arrange for
3.6.5	3.6.5	(a) Provide			fire-fighting and other protective equipment.
2008			2008		

2.0	2.0	Marrian of Aircraft			/a\ alaaa aad kidu aaada aad balka aad baal aadada
3.9 3.9.1	3.9 3.9.1	Moving of Aircraft (a) Provide			(e) clean and tidy seats, seat belts, seat back pockets and passenger service units
5.9.1	3.9.1				(f) clean floors (carpets and surrounds)
		Or (b) Arrange for			
		(b) Arrange for			(g) empty and clean refuse bins
200	200	tow-in and/or push-back tractor.			(h) clean surfaces in pantries, galleys (sinks, working
3.9.2	3.9.2	(a) Towbar to be provided by the Carrier.			surfaces, ovens and surrounds) and toilets (wash
		(b) Towbar to be provided by the Handling Company			basins, bowls, seats, mirrors and surrounds)
		(c) Store and maintain towbar(s) provided by the			(i) remove, as necessary, any contamination caused
3.9.3	202	Carrier (a) Tow in and/or push back aircraft.			by airsickness, spilled food or drink and offensive
5.9.5	3.9.3				stains
		(b) Tow aircraft between other agreed points.			(j) clean telephones, fax machines, LCD screens and
		(c) Provide authorised cockpit brake operator in	3.11.3	2 11 2	other equipment Clean cabin windows.
		connection with towing. (d) Provide wing-walker(s)	3.11.3	3.11.4	
		(d) Provide wing-warker(s)	3.11.4	3.11.4	(a) cargo compartments.
3.10	3.10	Exterior Cleaning			(b) ULDs
3.10.1		Perform cleaning of	3.11.5	2 11 5	Fold and stow blankets.
0.10.1	5.10.1	(a) flight deck windows.	3.11.6		Make up berths.
		(b) cabin windows.	3.11.7		Change
		(c) aircraft integral steps	0.11.7	0.11.7	(a) head rest covers.
8.2.3	3 10 2	Wipe excess oil from engine nacelles and landing gear.			(b) pillow covers.
3.10.1		Clean wings, engine nacelles and landing gear.			Covers to be supplied by the Carrier.
0	0	oloan milgo, oligino haconoc ana lananig goan	3.11.8	3 11 8	Collect and/or distribute in
3.11	3.11	Interior Cleaning		0	(a) cabin
3.11.1		Clean flight deck, if specified, under the control of a			(b) toilets
		person authorised by the Carrier			items provided by the Carrier.
		(a) empty ash trays.	3.11.9	3.11.9	Disinfect and/or deodorize aircraft with
		(b) dispose of litter.			(a) materials provided by Carrier
		(c) clear waste from seat back stowage's and racks.			(b) materials provided by Handling Company
		(d) wipe crew tables.	3.11.10	3.11.10	(a) Remove
		(e) clean seats.			(b) Destroy
		(f) mop floor.			food and material left over from incoming flights.
		(g) clean flight deck inside windows.	3.11.11	3.11.11	(a) Provide
3.11.2	3.11.2	Clean passenger and crew compartments (other than			or
		flight deck)			(b) Arrange for
		(a) empty ash trays			laundering of
		(b) dispose of litter			(1) cabin blankets
		(c) clear waste from overhead stowages			(2) linen
		(d) wipe tables			
2008			2008		

3.12 3.12.1	3.12 Toilet Service 3.12.1 (a) Provide	3.16.3	3.16.3 Transport catering supplies between aircraft and agreed points.	
	or (b) Arrange for	3.17	3.17 De-Icing/Anti-Icing Services and Snow/Ice Remove	ıal
	toilet service	3.17.1	3.17.1 Remove snow from aircraft without using de-icing flui	
3.12.1	3.12.2 (a) Empty, clean, flush toilets and replenish fluids.	3.17.3	3.17.2 (a) Provide	.u.
0.12.1	(b) Provide the trituator / disposal service	0.17.0	or	
	(b) 1 Tovide the tituator 7 disposar service		(b) Arrange for	
3.13	3.13 Water Service		(1) anti-icing units.	
3.13.1	3.13.1 (a) Provide		(2) de-icing units.	
00	or	3.17.4	3.17.3 Provide de-icing/anti-icing fluids	
	(b) Arrange for	3.17.5	3.17.4 Remove frost, ice and snow from aircraft using de-	
	water service	0	icing fluid. Fluids to receive purity and contamination	
3.13.1	3.13.2 (a) Drain water tanks.		inspection	
	(b) Replenish water tanks with drinking water.		prior to use.	
	(1) 10 11 11 11 1	3.17.6	3.17.5 Apply anti-icing fluid to aircraft.	
3.14	3.14 Cabin Equipment	3.17.7	3.17.6 Supervise performance of de-icing/anti-icing	
3.14.1	3.14.1 Rearrange cabin by		operations.	
	(a) removing	3.17.8	3.17.7 Perform final inspection after de-icing/anti-icing	
	(b) installing		operations and inform flight crew of results.	
	(c) repositioning			
	cabin equipment, for example, seats and cabin		SECTION 4	
	cabin equipment, for example, seats and cabin divider(s).		SECTION 4 LOAD CONTROL, COMMUNICATIONS AND FLIGHT	
	divider(s).			
3.15	divider(s). 3.15 Storage of Cabin Material		LOAD CONTROL, COMMUNICATIONS AND FLIGHT	
3.15 3.15.1	divider(s). 3.15 Storage of Cabin Material 3.15.1 (a) Provide	4.1	LOAD CONTROL, COMMUNICATIONS AND FLIGHT	
	divider(s). 3.15 Storage of Cabin Material 3.15.1 (a) Provide or	4.1 4.1.1	LOAD CONTROL, COMMUNICATIONS AND FLIGHT OPERATIONS	
	divider(s). 3.15 Storage of Cabin Material 3.15.1 (a) Provide or (b) Arrange for	4.1.1	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.	
	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		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	
3.15.1	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 material.	4.1.1	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	
3.15.1	divider(s). 3.15 Storage of Cabin Material 3.15.1 (a) Provide	4.1.1	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	
3.15.1	divider(s). 3.15 Storage of Cabin Material 3.15.1 (a) Provide	4.1.1	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	
3.15.1	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 material. 3.15.2 Take inventory. 3.15.3 (a) Provide or	4.1.1	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 the control of the	ng
3.15.1	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 material. 3.15.2 Take inventory. 3.15.3 (a) Provide or (b) Arrange for	4.1.1	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, loadi instructions, loadsheets, weight and balance	ng
3.15.1	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 material. 3.15.2 Take inventory. 3.15.3 (a) Provide or	4.1.1	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, loadi instructions, loadsheets, weight and balance charts, Captain's load information and manifests	ng
3.15.1 3.15.2 3.15.3	divider(s). 3.15 Storage of Cabin Material 3.15.1 (a) Provide	4.1.1	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, loadi instructions, loadsheets, weight and balance charts, Captain's load information and manifests where:	ng
3.15.1 3.15.2 3.15.3	divider(s). 3.15 Storage of Cabin Material 3.15.1 (a) Provide	4.1.1	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, loadi instructions, loadsheets, weight and balance charts, Captain's load information and manifests where: (1) Load Control is performed by the Handling	ng
3.15.1 3.15.2 3.15.3	divider(s). 3.15 Storage of Cabin Material 3.15.1 (a) Provide	4.1.1	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, loadi instructions, loadsheets, weight and balance charts, Captain's load information and manifests where: (1) Load Control is performed by the Handling Company	ng
3.15.1 3.15.2 3.15.3	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 material. 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.	4.1.1	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, loadi instructions, loadsheets, weight and balance charts, Captain's load information and manifests where: (1) Load Control is performed by the Handling	ng
3.15.1 3.15.2 3.15.3 3.16 3.16.1	divider(s). 3.15 Storage of Cabin Material 3.15.1 (a) Provide	4.1.1	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, loadi instructions, loadsheets, weight and balance charts, Captain's load information and manifests where: (1) Load Control is performed by the Handling Company	ng

4.1.3	4.1.3	(3) Load Control is performed by a third party (a) Compile (b) Analyse (c) Send (d) Maintain	4.3.3	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.
		statistics and reports.	4.4	4.4	FLIGHT OPERATIONS - Flight Preparation at the Airport of Departure
4.2 4.2.1	4.2 4.2.1	Communications (a) Compile (b) Receive, process and send all messages in connection with the services performed by the	4.4.1	4.4.1	(a) Provide or (b) Arrange for meteorological documentation and aeronautical
		Handling Company, using the Carrier's originator			information for each flight.
		code or double signature procedure	4.4.2	4.4.2	
		(c) Perform EDI (electronic data interchange)	4.4.3	4.4.3	Analyse the operational conditions and
		transactions			(a) prepare
		(d) Inform the Carrier's representative of the contents of such messages.			(b) request (c) sign
4.2.2	4.2.2	•			(d) make available
7.2.2	7.2.2	mentioned messages pertaining to each flight for a			the operational flight plan according to the
		minimum of 90 ninety days.			instructions and data provided by the Carrier.
4.2.3	4.2.3		4.4.4	4.4.4	(a) Prepare
		(b) Operate			(b) Request
		means of communication between the ground station and the Carrier's aircraft.			(c) Sign
		station and the Carrier's aircraft.			(d) File (e) Monitor
4.3	4.3	FLIGHT OPERATIONS - General			(1) the Air Traffic Services ("ATS") Flight Plan.
4.3.1	4.3.1				(2) the Carrier's slot time allocation with the
		operational services and facilities made available to			appropriate ATS
		its aircraft in the areas of responsibility as specified in	4.4.5	4.4.5	Provide the crew with the required briefing.
		Annex B.	4.4.6	4.4.6	(a) Prepare
4.3.2	4.3.2				(b) Sign
		suggest the appropriate action to pilot-in-command in case			(c) Deliver (1) the fuel order
		of operational irregularities, taking into account the			(2) the fuel distribution form.
		meteorological conditions, the ground services and	4.4.7	4.4.7	Hand out flight operation forms and obtain signature of
		facilities available, aircraft servicing, possibilities and			the pilot-in-command, where applicable.
		the overall operational requirements.	4.4.8	4.4.8	Provide ground handling party(ies) with the required
					weight and fuel data
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4.5					
4.5	4.5	FLIGHT OPERATIONS - Flight Preparation at a			Or (I.) A server for
4.5.4	4.5.4	Point Different from the Airport of Departure			(b) Arrange for
4.5.1	4.5.1	Arrange for the provision of the meteorological			crew transportation,
		documents and aeronautical information.	4.9.4	4.9.4	
4.5.2	4.5.2	Analyse the operational conditions and	4.9.5	4.9.5	
		(a) prepare	4.9.6	4.9.6	(-)
		(b) request			(b) Pay crew allowances.
		(c) sign	4.9.7	4.9.7	Inform the designated Carrier representative of any
		the flight plan.			crew indisposition or potential absence.
4.5.3	4.5.3	Send to the Carrier or its representative at the airport			
		of departure,		SECT	ON 5
		(a) the operational flight plan,		CARG	O AND MAIL SERVICES
		(b) the ATS Flight Plan,			
		(c) information for crew briefing,	5.1	5.1	Cargo and Mail Handling - General
			5.1.1	5.1.1	(a) Provide
	4.6	FLIGHT OPERATIONS - En-route Flight Assistance			or
4.6.1	4.6.1	Monitor movement of the flight			(b) Arrange
		(a) within			warehouse handling and storage facilities for
		(b) beyond			(1) General Cargo
		VHF range and provide all possible assistance as			(2) Special Shipments
		necessary. Inform the Carrier of flight progress, any			(3) Specialised Cargo Products
		irregularities and actions taken.			(4) Mail
					(c) Store cargo
	4.7	FLIGHT OPERATIONS - Post-flight Activities			(d) Take appropriate action to prevent theft of, or
4.7.1	4.7.1	Obtain a debriefing from incoming crews, distributing			damage to cargo and/or mail
		reports or completed forms to offices concerned,	5.1.2	5.1.2	(a) Provide
		whether governmental or the Carrier's.			or
					(b) Arrange for
	4.8	FLIGHT OPERATIONS - En-route Re-dispatch			equipment for the handling of
4.8.1	4.8.1	Analyse meteorological information and the operational			(1) General Cargo
		flight conditions for re-despatch, calculate and plan			(2) Special Shipments
		according to the data provided by the aircraft en-route			(3) Specialised Cargo Products
		and inform the pilot-in-command about the results.			(4) Mail
	4.9	FLIGHT OPERATIONS - Crew Administration	5.1.3	5.1.3	(a) Provide
4.9.1	4.9.1	Distribute relevant crew schedule information provided			or
		by the Carrier to all parties concerned.			(b) Arrange for
4.9.2	4.9.2	Arrange hotel accommodation for crew layover			handling services for:
		(a) scheduled			(1) General Cargo
		(b) non-scheduled			(2) Special shipments
4.9.3	4.9.3	(a) Provide			() - E
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		(2) Considered Corne Deadurts	F 4		December Headline
		(3) Specialised Cargo Products	5.4	5.4	Document Handling
		(4) Mail	5.4.1	5.4.1	(a) Prepare air waybill
		(5) Diplomatic Mail			(b) Check all documents to ensure shipment may
		(6) Diplomatic Cargo			be carried. The check shall not include the rates
		(7) Company Mail			charged.
5.1.4	5.1.4	(a) Issue			(c) Obtain capacity/booking information for the
		(b) Obtain			Carrier's flights.
		Receipt upon delivery of cargo			(d) Split air waybill. Forward applicable copies of
5.1.5	5.1.5	Monitor cargo delivery			manifests and air waybills to the Carrier.
5.1.6	5.1.6	Take action to prevent theft or unauthorised use			(e) Prepare cargo manifest(s)
		of, or damage to the Carrier's pallets, containers,			(f) Provide the load control unit with Special Load
		nets, straps, tie-down rings and other material in the			Notification.
		custody of the Handling Company. Notify the Carrier			(g) When applicable return copy of air waybill to
		immediately of any damage to or loss of such items.			shipper, endorsed with flight details.
			5.4.2	5.4.2	(-)
5.2	5.2	Customs Control			(b) Make available cargo documents to consignee or
5.2.1	5.2.1	Prepare Customs documentation for:			agent.
		(a) Inbound cargo	5.4.3	5.4.3	(a) Provide
		(b) Outbound cargo			or
		(c) Transfer cargo			(b) Arrange for
5.2.2	5.2.2	Obtain Customs clearance for:			(1) collection of "Charges Collect" as shown on the
		(a) Inbound cargo			air waybill
		(b) Outbound cargo			(2) collection of other charges and fees as shown on
		(c) Transfer cargo			the air waybill
5.2.3	5.2.3	Place cargo under Customs control for:			(3) credit to consignees or agents
		(a) Inbound cargo			
		(b) Outbound cargo	5.5	5.5	Physical Handling Outbound / Inbound
		(c) Transfer cargo	5.5.1	5.5.1	Accept cargo, ensuring that
5.2.4		Present to Customs, cargo for physical examination.			(a) machine-readable cargo labels are affixed and
5.3	5.3	Irregularities Handling			processed
5.3.1	5.3.1	Take immediate action in respect of irregularities,			(b) manual labels are affixed and processed
		damage or mishandling of dangerous goods and other			(c) shipments are "ready for carriage"
		special shipments.			(d) the weight and volume of the shipments are
5.3.2	5.3.2	Report to the Carrier any irregularities discovered in			checked
		cargo handling			(e) the regulations for the carriage of special cargo,
5.3.3	5.3.3	Handle lost, found and damaged cargo			particularly the IATA Dangerous Goods Regulations
5.3.4	5.3.4	(a) Notify the Carrier of complaints and claims			(DGR), IATA Live Animals Regulations (LAR), and
		(b) Process claims.			others have been complied with.
5.3.5	5.3.5	ů i	5.5.2	5.5.2	Tally and assemble for dispatch cargo for the Carrier's
		payment.			flights
2008			2008		

5.5.3	5.5.3	Prepare	5.7.4	5.7.4	Pickup outgoing mail from Postal Facility
5.5.5	5.5.5	(a) bulk cargo	J.7.4	3.7.4	(a) on airport
		(b) ULD'S			(b) off airport
		for delivery onto flights.	5.7.5	5.7.5	Check outgoing mail from postal authorities against
5.5.4	5.5.4	Establish the weight of	0.7.0	00	mail documents. Give receipt of acceptance of mail
0.0.1	0.0.1	(a) bulk cargo			to postal authorities.
		(b) built-up ULD'S	5.7.6	5.7.6	Handle and check transfer mail against accompanying
		and provide the load control unit with deadload			mail documents.
		weights.	5.7.7	5.7.7	(a) Prepare
5.5.5	5.5.5	(a) Offload bulk cargo from vehicles			or
		(b) Check incoming cargo against air waybills and			(b) Arrange for
		manifests.			(1) bulk mail
		(c) Break down ULD'S			(2) ULD'S
5.5.6	5.5.6	Release cargo to the consignee or agent			for delivery onto flights.
			5.7.8	5.7.8	Establish the weight of
5.6	5.6	Transfer / Transit Cargo			(a) Bulk mail
5.6.1	5.6.1	Identify transfer/transit cargo.			(b) built-up ULD'S
5.6.2	5.6.2	Prepare transfer manifests for cargo to be transported			and provide the load control unit with deadload
F C O	F 0 0	by another carrier.	5.7.9	F 7 0	weights.
5.6.3	5.6.3	(a) Provide	5.7.9	5.7.9	Distribute incoming and/or outgoing post office mail documents
		or (b) Arrange for	5.7.10	5 7 10	Handle lost, found and damaged mail and report all
		transport to the receiving carrier's warehouse	5.7.10	3.7.10	irregularities to the Carrier and postal authorities.
		under cover of Transfer Manifest	5.7.11	5 7 11	Maintain a file on all mail including irregularities for a
		(1) on airport,	0.7.11	0.7.11	period of time to be specified in Annex B
		(2) off airport			period of time to be opening in a time.
5.6.4	5.6.4			SECTION	ON 6
		(a) transfer cargo			ORT SERVICES
		(b) transit cargo		00110	on delivided
		for onward carriage.	6.1	6.1	Accommodation
			6.1.1	6.1.1	Provide facilities for the Carrier's representative(s).
5.7	5.7	Post Office Mail			(a) office space
5.7.1	5.7.1	Check incoming mail against Post Office mail			(b) storage space
		documents.			(c) other facilities
5.7.2	5.7.2	3 · · · · · · · · · · · · · · · · · · ·	6.2	6.2	Automation / Computer Systems
5.7.3	5.7.3	Deliver inbound mail to	6.2.1	6.2.1	(a) Provide
		(a) on airport postal facility			or
		(b) off airport postal facility together with Post Office mail documents, against			(b) Arrange for
		receipt from postal authorities.			and
2008		receipt from postal authorities.	2008		
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		(c) operate	6.3.5	6.3.5	Handle lost, found and damaged ULDs and notify the
		equipment to enable access to			Carrier of such irregularities.
		(1) Carrier's system			
		(2) Handling Company's system	6.4	6.4	Fuel Farm (Depot)
		(3) other system	6.4.1	6.4.1	Liaise with fuel farm suppliers.
6.2.2	6.2.2	Access the following functions in	6.4.2	6.4.2	(a) Inspect the Carrier's fuel farm product deliveries for
		(a) Carrier's system			contamination, prior to storage. Notify the Carrier
		(b) Handling Company's system			of results.
		(c) other system			(b) Inspect fuel farm storage and/or appliances. Notify
		for			the Carrier of results.
		(1) training programmes	0.5		
		(2) passenger reservations and sales	6.5	6.5	Ramp Fuelling / Defuelling Operations
		(3) passenger service	6.5.1	6.5.1	Liaise with ramp fuel suppliers.
		(4) baggage reconciliation	6.5.2	6.5.2	Inspect fuel vehicles and/or appliances for contamination.
		(5) baggage tracing	6.5.3	6.5.3	
		(6) operation, weight and balance and load control	6.5.4		Supervise fuelling/defuelling operations.
		(7) cargo reservations and sales (8) cargo handling	6.5.5	6.5.4 6.5.5	1 0 0
		(9) maintenance	0.5.5	0.5.5	detection checks.
		(10) other functions	6.5.6	6.5.6	(a) Provide
		(10) other functions	0.5.0	0.5.0	Or
6.3	6.3	Unit Load Device (ULD) Control			(b) Arrange for
6.3.1	6.3.1	(a) Provide			approved fuelling/defuelling equipment.
0.0.1	0.0.1	Of	6.5.7	657	Fuel/defuel aircraft with quantities of products
		(b) Arrange for	0.0.7	0.0	requested by the Carrier's designated representative
		storage space for ULDs	6.5.8	6.5.8	Check and verify the delivered fuel quantity
		(1) passenger ULDs	6.5.9	6.5.9	, , , , , , , , , , , , , , , , , , , ,
		(2) cargo ULDs			designated representative.
6.3.2	6.3.2	Take action to prevent damage, theft or unauthorised	6.5.10	6.5.10	Maintain records of all fuelling/defuelling operations
		use of the Carrier's ULDs in the custody of the			
		Handling Company. Notify the Carrier immediately of	8.2	6.6	Replenishing of Oils and Fluids
		any damage or loss.	8.2.1	6.6.1	Liaise with suppliers.
6.3.3	6.3.3	 (a) Take physical inventory of ULD stock and maintain records. 	8.2.3	6.6.2	(a) Perform or
		(b) Compile and despatch ULD control messages			(b) Supervise
6.3.4	6.3.4	Prepare ULD exchange control documentation for			replenishing operations
		all transfers of ULDs and obtain signature(s) of the	8.2.3	6.6.3	(a) Provide
		transferring and receiving carrier(s) or approved third			or
		parties and distribute copies.			(b) Arrange for
		•			and
2008			2008		

(c) operate special replenishing equipment. 6.6 6.7 Surface Transport 6.6.1 (a) Provide or (b) Arrange for (c) baggage (c) b	n/ sir
6.7.1 board the aircraft. 6.8.2 Liaise with the Carrier's catering supplier. 6.8.2 Handle requisitions made by the Carrier's authorised representative. 7.2 Tago and Post Office Mail 7.2.1 (a) Provide	
SECTION 7 or	
SECURITY (b) Arrange for (1) control of access to the cargo facilities.	
7.1 Passenger and Baggage Screening and (2) screening of cargo and/or mail.	
Reconciliation (3) physical examination of cargo.	ما م
7.1.1 (a) Provide (4) holding of cargo and/or mail for variable period (5) secure storage of cargo and/or mail.	as.
(b) Arrange for (1) matching of passengers against established profiles (2) security questioning (2) r.1.2 (a) Provide or (b) Arrange for (6) decompression / pressure chamber 7.3 7.3 Catering 7.3.1 (a) Provide or (b) Arrange for (b) Arrange for (c) excitation of cases to the exteriors unit	
(b) Arrange for (1) control of access to the catering unit. (2) security supervision during food preparation.	
2008	

		(3) security check of catering uplifts.	8.1.1	8.1.1	Maintain the Carrier's technical manuals, handbooks,
		(4) sealing of food and/or bar trolleys/containers.			catalogues, etc.
		(5) physical examination of catering vehicles prior to	8.1.2		Perform line inspection
		loading.	8.1.3	8.1.3	Enter in the aircraft log and sign for the performance of line inspection
7.4	7.4	Aircraft	8.1.4	8.1.4	Enter remarks in aircraft log regarding defects
7.4.1	7.4.1	(a) Provide			observed during the inspection.
		or	8.1.5	8.1.5	Sign Air Worthiness Release (AWR)
		(b) Arrange for		8.1.6	Perform
		control of access to			(a) pre-departure inspection
		(1) aircraft.			(b) ice-check
		(2) designated areas.			immediately before aircraft departure.
7.4.2	7.4.2	(a) Provide		8.1.7	Provide personnel to assist the flight crew or ground
		or			staff in the performance of the inspection.
		(b) Arrange for			·
		(1) search of aircraft.	8.3	8.2	Non-routine Services
		(2) guarding of aircraft.	8.3.1	8.2.1	Rectify defects entered in the aircraft log as reported
		(3) guarding of designated areas.			by the crew or revealed during the inspection,
		(4) security of baggage in the baggage make-up area.			to the extent requested by the Carrier.
		(5) sealing of aircraft.			However, major repairs must be separately agreed
7.4.3	7.4.3	(a) Provide			upon between the Parties.
		or	8.3.2	8.2.2	Enter in aircraft log and sign for the action taken.
		(b) Arrange for	8.2.3	8.2.3	Report technical irregularities and actions taken to the
		security personnel			Carrier's maintenance base.
		(1) to safeguard all Loads during the transport between	8.3.4	8.2.4	(a) Provide
		aircraft and designated locations			or
		(2) during offloading and loading of aircraft.			(b) Arrange for
					engineering facilities, tools and special equipment
7.5	7.5	Additional Security Services			to the extent available.
7.5.1	7.5.1	(a) Provide	8.3.5	8.2.5	Move aircraft under its own power
		or			
		(b) Arrange for	8.4	8.3	Material Handling
		additional security services	8.4.1	8.3.1	(a) Obtain Customs clearance for
		•			(b) Administer
	SECT	TION 8			the Carrier's spare parts, power plant and/or
		RAFT MAINTENANCE			equipment.
	AINO	INDITION I ENGINE	8.4.2	8.3.2	Provide periodic inspection of the Carrier's spare parts
8.1	8.1	Routine Services			and/or spare power plant.
0.1	0.1	LOUGHE OF VICES	8.4.3	8.3.3	Provide suitable storage space for the Carrier's spare
					parts and/or equipment.
2008			2008		

8.4.4	8.3.4	Provide suitable storage space for the Carrier's spare power plant.
8.5 8.5.1	8.4 8.4.1	Parking and Hangar Space (a) Provide or (b) Arrange for (1) parking space. (2) hangar space.
	at for and by Signed at	d thed thed thed on behalf ofd thed on behalf ofd

Annex B - Location(s), **Agreed Services and Charges**

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

petween:
naving its principal office at:
and hereinafter referred to as 'the Carrier'
and:
naving its principal office at:
and hereinafter referred to as 'the Handling Company'
effective from:
This Annex B for the location(s):
s valid from: and replaces:

PARAGRAPH 1. HANDLING SERVICES AND CHARGES

2008

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.

1.1.1 Section(s) price per (aircraft type, etc.). 1.1.2 Section(s)..... priceper....

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 14 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 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: 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 In accordance with Sub-Article 3.1 of the Main Agreement. 6 1 the Handling Company subcontracts the services of Annex A Section(s) to The number of these clauses can be extended as far as necessarv. PARAGRAPH 7. SETTLEMENT 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 1, Sub-Section 1,3 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 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 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	

2008

GHA 2004

ANNEX B - LOCATION(S), AGREED SERVICES AND CHARGES (SIMPLIFIED PROCEDURE)

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.

2008

1.1.1	1.1.1 Section(s) price per (aircraft type, etc.). 1.1.2 Section(s) price
1.2	necessary 1.2 Handling in case of technical landing for other than
1.2	commercial purposes will be charged at% of the above rates, provided that a physical change of load is not
1.3	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	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	2.1 All services not included in Paragraph 1 of this Annex will be charged for as follows:
	PARAGRAPH 3. DISBURSEMENTS
3.1	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	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	Carrier Street
	THE TOTAL OF THE OFFICE	City, Country
5.1	5.1 The area of responsibility as mentioned in Sub-Sections	Telephone
	4.3 and 4.6 of Annex A is	Fax:
		E-mail:
	PARAGRAPH 6.	Attn:
	TRANSFER OF SERVICES	
		To Handling Company:
6.1	6.1 In accordance with Sub-Article 3.1 of the Main Agreement,	The Handling Company
	the Handling Company subcontracts the services of Annex	Street
	A Section(s) to	City, Country
	The number of these clauses can be extended as far as	Telephone Fax:
	necessary.	E-mail:
		Attn:
	PARAGRAPH 7.	Auli.
	SETTLEMENT	PARAGRAPH 10.
		GOVERNING LAW
7.1	7.1 Notwithstanding Sub-Article 7.2 of the Main Agreement,	COVERTIVINO EAV
	settlement of account shall be effected	10.1 Governing law and courts as per Article 9.1 of the Main
		Agreement
	PARAGRAPH 8.	Governing Law.
	SUPERVISION AND ADMINISTRATION	This agreement shall be governed by and interpreted in
		accordance with the laws of:
8.1	8.1 The services of Annex A, Section 2, Sub-Section 2.1,	Courts for the resolution of disputes:
	covered by Sub-Paragraph 1.1 of this Annex B, refer	The Courts of:
	only to the following services of Annex A which are	
	performed for the Carrier by other organisation(s) under	
	cover of separate agreement(s):	Signed the
	Section (s)	at
	Section (s)	for and on behalf of
		by
	PARAGRAPH 9.	
	NOTIFICATION	Signed the
40.4		at
10.1	9.1 In accordance Sub-article 11.3 of the Main Agreement,	for and on behalf of
	any notice or communication to be given hereunder shall	by
	be addressed to the respective parties as follows: To Carrier:	
2008	TO Garrier.	2008
2008		2000

Calendar 2009

Janua	ry				Febru	ary						March						
Mon	5	12 1	9 26		Mon		2	9	16	23		Mon		2	9	16	23	30
Tue	6	13 2	20 27		Tue		3	10	17	24		Tue		3	10	17	24	3
Wed	7	14 2	21 28		Wed		4	11	18	25		Wed		4	11	18	25	
Thur	1 8	15 2	2 29		Thur		5	12	19	26		Thur		5	12	19	26	
Fri	2 9	16 2	23 30		Fri		6	13	20	27		Fri		6	13	20	27	
Sat	3 10	17 2	24 31		Sat		7	14	21	28		Sat		7	14	21	28	
Sun	4 11	18 2	25		Sun	1	8	15	22			Sun	1	8	15	22	29	
April					May							June						
Mon	6	13 2	20 27		Mon		4	11	18	25		Mon	1	8	15	22	29	
Tue	7	14 2	21 28		Tue		5	12	19	26		Tue	2	9	16	23	30	
Wed	1 8	15 2	2 29		Wed		6	13	20	27		Wed	3	10	17	24		
Thur	2 9	16 2	23 30		Thur		7	14	21	28		Thur	4	11	18	25		
Fri	3 10	17 2	24		Fri	1	8	15	22	29		Fri	5	12	19	26		
Sat	4 11	18 2	25		Sat	2	9	16	23	30		Sat	6	13	20	27		
Sun	5 12	19 2	26		Sun	3	10	17	24	31		Sun	7	14	21	28		
July					August							September						
Mon	6	13 2	20 27		Mon		3	10	17	24	31	Mon		7	14	21	28	
Tue	7	14 2	21 28		Tue		4	11	18	25		Tue	1	8	15	22	29	
Wed	1 8	15 2	22 29		Wed		5	12	19	26		Wed	2	9	16	23	30	
Thur	2 9	16 2	23 30		Thur		6	13	20	27		Thur	3	10	17	24		
Fri	3 10	17 2	24 31		Fri		7	14	21	28		Fri	4	11	18	25		
Sat	4 11	18 2	25		Sat	1	8	15	22	29		Sat	5	12	19	26		
Sun	5 12	19 2	26		Sun	2	9	16	23	30		Sun	6	13	20	27		
October					Nover	nbe	r					Decem	ıbe	r				
Mon	5	12 1	9 26		Mon		2	9	16	23	30	Mon		7	14	21	28	
Tue	6	13 2	20 27		Tue		3	10	17	24		Tue	1	8	15	22	29	
Wed	7	14 2	21 28		Wed		4	11	18	25		Wed	2	9	16	23	30	
Thur	1 8	15 2	2 29		Thur		5	12	19	26		Thur	3	10	17	24	31	
Fri	2 9	16 2	23 30		Fri		6	13	20	27		Fri	4	11	18	25		
Sat	3 10	17 2	24 31		Sat		7	14	21	28		Sat	5	12	19	26		
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Calendar 2010

Janua	ry					Februa	ary						March						
Mon		4	11	18	25	Mon	1	8	15	22			Mon	1	8	15	22	29	
Tue		5	12	19	26	Tue	2	9	16	23			Tue	2	9	16	23	30	
Wed		6	13	20	27	Wed	3	10	17	24			Wed	3	10	17	24	31	
Thur		7	14	21	28	Thur	4	11	18	25			Thur	4	11	18	25		
Fri	1	8	15	22	29	Fri	5	12	19	26			Fri	5	12	19	26		
Sat	2	9	16	23	30	Sat	6	13	20	27			Sat	6	13	20	27		
Sun	3	10	17	24	31	Sun	7	14	21	28			Sun	7	14	21	28		
April						May							June						
Mon				19		Mon		3			24	31	Mon				21		
Tue				20		Tue		4		18			Tue	1			22		
Wed				21		Wed			12				Wed	2			23	30	
Thur	1			22		Thur			13				Thur	3		17			
Fri	2			23	30	Fri			14				Fri	4		18			
Sat	_		17			Sat	1		15				Sat			19			
Sun	4	11	18	25		Sun	2	9	16	23	30		Sun	6	13	20	27		
July						August	t						Septer	nb					
Mon		5	12	19	26	Mon		2	-		23		Mon		6	13	20	27	
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Wed				21		Wed		4		18			Wed	1			22		
Thur	1			22		Thur			12				Thur	2			23	30	
Fri	2			23		Fri			13				Fri			17			
Sat				24	31	Sat			14				Sat			18			
Sun	4	11	18	25		Sun	1	8	15	22	29		Sun	5	12	19	26		
Octob	er					Novem	nbe	er					Decem	nbe	r				
Mon		4	11	18	25	Mon	1	8	15	22	29		Mon		6	13	20	27	
Tue		5	12	19	26	Tue	2	9	16	23	30		Tue		7	14	21	28	
Wed		6	13	20	27	Wed	3	10	17	24			Wed	1	8	15	22	29	
Thur				21		Thur		11					Thur	2			23		
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Sun	3	10	17	24	31	Sun	7	14	21	28			Sun	5	12	19	26		

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Calendar 2011

Januar	ry						Februa	ary						March					
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Wed		5	12	19	26		Wed	2	9	16	23			Wed	2	9	16	23	30
Thur		6	13	20	27		Thur	3	10	17	24			Thur	3	10	17	24	31
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Sat	1	8	15	22	29		Sat	5	12	19	26			Sat	5	12	19	26	
Sun	2	9	16	23	30		Sun	6	13	20	27			Sun	6	13	20	27	
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Wed		6	13	20	27		Wed	3	10	17	24	31		Wed		7	14	21	28
Thur		7	14	21	28		Thur	4	11	18	25			Thur	1	8	15	22	29
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Sun	2		16				Sun		13					Sun	4		18		

Calendar 2012

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