



## STANDARD GROUND HANDLING AGREEMENT

### 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: ULTRA AVIATION SERVICES, INC.

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

This Annex A

is valid from:

and replaces:

## SECTION 1. REPRESENTATION, ADMINISTRATION AND SUPERVISION

### 1.1 General

#### 1.1.1

- (a) provide or
- (b) arrange for guarantee or bond to facilitate the Carrier's activities.

1.1.2 Liaise with local authorities.

1.1.3 Indicate that the Handling Company is acting as handling agent for the Carrier.

1.1.4 Inform all interested Parties concerning movements of the Carrier's aircraft.

### 1.2 Administrative Functions

1.2.1 Establish and maintain local procedures.

1.2.2 Take action on communications addressed to the Carrier.

1.2.3 Prepare, forward, file and retain for a period specified in the Annex B, messages/reports/statistics/documents and perform other administrative duties in the following areas.

- (a) station administration
- (b) passenger services
- (c) ramp services
- (d) load control



- (e) flight operations
- (f) cargo services
- (g) mail services
- (h) support services
- (i) security
- (j) aircraft maintenance
- (k) other, as specified in Annex B

**1.2.4** Maintain the Carrier's manuals, circulars, and other relevant operational documents connected with the performance of the services.

### **1.2.5**

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

**1.2.6** Effect payment, on behalf of the Carrier, including but not limited to:

- (a) airport, customs, police and other charges relating to the services performed.
- (b) cost for provisions of bond guarantee.
- (c) out-of-pocket expenses, accommodation, transport.

## **1.3 Supervision and/or Co-ordination of Services Contracted by the Carrier with Third Party(ies)**

### **1.3.1**

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

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

**1.3.3** Liaise with the Carrier's designated representative

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

**1.3.5** Meet aircraft upon arrival and liaise with crew.

**1.3.6** Decide on non-routine matters

**1.3.7** Verify dispatch of operational messages.

**1.3.8** Note irregularities and inform the Carrier.

## **1.4 Station Management**

**1.4.1** Provide representative on behalf of the Carrier to act

- (a) exclusively



(b) non-exclusively

1.4.2 The Handling Company is authorized to represent the Carrier's interest with regard to resolving governmental and local authorities matters

1.4.3 Attend local airport meetings on behalf of the Carrier

(a) report to the Carrier results/contents of the meetings

(b) Act, vote and commit on behalf of the Carrier

1.4.4 The Handling Company will be authorized to

(a) solicit

(b) negotiate

(c) commit services on behalf of the Carrier, with expenditure/commitment limit to be specified in Annex B

1. airport lounges
2. baggage delivery services
3. janitorial
4. newspapers delivery
5. laundry services
6. porters
7. other

1.4.5 Negotiate and secure slot(s) and airport facilities, as available, on behalf of the Carrier

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

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

1.4.8 Handle the contents of Carrier's company mail pouches

## **SECTION 2. PASSENGER SERVICES**

### **2.1 General**

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

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

2.1.3 When requested by the Carrier,

(a) provide or

(b) arrange for special equipment, facilities and specially trained personnel, for assistance to

1. unaccompanied minors.



2. persons with reduced mobility (PRMs)
3. VIPs.
4. transit without visa passengers (TWOVs).
5. deportees.
6. special medical transport
7. others, as specified in Annex B.

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

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

**2.1.6**

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

**2.1.7** Handle lost, found and damaged property matters.

- (a) accept baggage irregularity reports
- (b) enter data into baggage tracing system
- (c) maintain baggage tracing system files for period specified in Annex B
- (d) make payments for incidental expenses
- (e) arrange for delivery of delayed baggage to passengers
- (f) handle communications with passengers

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

**2.1.9**

- (a) Provide or
- (b) Arrange for
  1. check-in position(s),
  2. service counter(s)/desk(s) for other purposes,
  3. lounge facilities,
  4. porter services,
  5. other services as specified in Annex B

**2.1.10** Perform on behalf of the Carrier the following sales functions

- (a) reservations
- (b) issuance of transportation documents
- (c) e-ticketing as specified in Annex B

## **2.2 Departure**

**2.2.1** Perform pre-flight editing

**2.2.2** Check and ensure



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

**2.2.3**

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

**2.2.4**

- (a) Weigh and/or measure checked and/or cabin baggage,
- (b) Record baggage figures

for

1. initial flight.
2. subsequent flight(s).

**2.2.5 Excess baggage**

- (a) determine excess baggage
- (b) issue excess baggage ticket
- (c) collect excess baggage charges
- (d) detach applicable excess baggage coupons

**2.2.6 Tag checked and/or cabin baggage for**

- (a) initial flight.
- (b) subsequent flight(s).

**2.2.7 effect conveyance of checked baggage to the baggage sorting area**

**2.2.8 effect conveyance of oversized checked baggage to the baggage sorting area**

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

**2.2.10**

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

**2.2.11 Handle**

- (a) Denied Boarding process



**(b) Denied Boarding Compensation**

**2.2.12** Direct passengers through controls to departure gate

**2.2.13** At the gate perform

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

**2.2.14**

- (a)** collect
- (b)** reconcile
- (c)** handle and forward to Carrier transportation documents (flight coupons, or other flight related documents) uplifted from departing passengers

## **2.3 Arrival**

**2.3.1**

- (a)** perform or
- (b)** arrange for opening/closing aircraft passenger doors

**2.3.2** Direct passengers from aircraft through controls.

**2.3.3**

- (a)** provide for or
- (b)** arrange for
  - 1. Transfer desk/connection services
  - 2. Baggage recheck

## **2.4 Remote/Off Airport Services**

**2.4.1** Inform passengers/public about time of arrival/departure.

**2.4.2** Handle departing passengers and baggage.

**2.4.3** Carry out passenger and baggage handling as described in Sub-Sections 2.1, 2.2 and 2.3.

**2.4.4** Direct departing passengers to connecting transport to the airport.

**2.4.5** Handle passengers arriving from the airport.

**2.4.6** Deliver baggage to passengers in accordance with local procedures.



## **2.5 Inter-modal Transportation by rail, road or sea**

**2.5.1** Handle departing passengers and baggage

**2.5.2** Carry out passenger and baggage handling as described in Sub-Sections 2.1, 2.2 and 2.3, where applicable, substituting “rail, road or sea transportation” for “aircraft”, and “flight(s)”, and “terminal” for “airport”.

**2.5.3** Direct departing passengers to connecting transport.

**2.5.4** Load baggage on connecting transport, as directed by the rail, road or sea transport operator.

**2.5.5** Handle arriving passengers and baggage from the rail, road or sea transport operator.

**2.5.6** Direct arriving passengers through controls to the Carrier's flight departure services.

**2.5.7** Offload baggage from connecting transport, as directed by the rail, road or sea transport operator and transfer it to the Carrier's airport services.

## **SECTION 3. RAMP SERVICES**

### **3.1 Baggage Handling**

**3.1.1** Handle baggage in the baggage sorting area.

**3.1.2** Prepare for delivery onto flights

- (a) bulk baggage
- (b) ULDs

**3.1.3** Establish the number and/or weight of

- (a) bulk baggage
- (b) built — up ULDs and provide the load control unit with the information

**3.1.4** Offload

- (a) bulk baggage
- (b) ULDs.

**3.1.5** Prioritize baggage delivery to claim area.

**3.1.6** Deliver to claim area

- (a) baggage
- (b) oversize baggage

**3.1.7** Transfer baggage

- (a) Provide or
- (b) Arrange for
  1. Sortation of transfer baggage.
  2. Storage of transfer baggage prior to dispatch (storage time limits to be specified in Annex B).



3. transport of transfer baggage to the sorting area of the receiving carrier.

3.1.8 Handle crew baggage.

### **3.2 Marshalling**

#### **3.2.1**

- (a) Provide or
- (b) Arrange for marshalling at arrival and/or departure.

### **3.3 Parking**

#### **3.3.1**

- (a) Provide
- (b) Position and/or remove

wheel chocks.

#### **3.3.2 Position and/or remove**

- (a) landing gear locks.
- (b) engine blanking covers.
- (c) pitot covers.
- (d) surface control locks.
- (e) tailstands and/or aircraft tethering.
- (f) other items as specified in Annex B (e.g. safety cones)

#### **3.3.3**

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

### **3.4 Cooling and Heating**

#### **3.4.1**

- (a) Provide
- (b) Arrange for
- (c) Operate cooling unit.

#### **3.4.2**

- (a) Provide
- (b) Arrange for
- (c) Operate heating unit.

### **3.5 Ramp to Flight Deck Communication**

3.5.1 Provide headsets.

3.5.2 Perform ramp to flight deck communication



- (a) during tow-in and/or push-back.
- (b) during engine starting.
- (c) for other purposes.

### **3.6 Loading and Unloading**

#### **3.6.1**

- (a) Provide
  - (b) Arrange for
  - (c) Operate
1. passenger steps.
  2. flight deck steps.
  3. loading bridges

#### **3.6.2**

- (a) Provide or
  - (b) Arrange for
1. passenger
  2. crew transport between aircraft and airport terminals.

#### **3.6.3**

- (a) Provide or
- (b) Arrange for equipment for loading and/or unloading.

#### **3.6.4**

- (a) Provide or
  - (b) Arrange for delivery and pick-up of
1. Baggage
  2. Mobility devices at aircraft doors or other agreed points to be specified in Annex B

#### **3.6.5**

- (a) Provide or
  - (b) Arrange for assembly and transport of
1. baggage
  2. cargo
  3. mail
  4. documents
  5. company mail between agreed points on the airport

#### **3.6.6**

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



**3.6.7** Redistribute Loads in aircraft.

**3.6.8** Open, close and secure aircraft hold doors.

- (a) aircraft lower deck
- (b) aircraft main deck

**3.6.9**

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

**3.6.10**

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

### **3.7 Starting**

**3.7.1**

- (a) Provide
- (b) Arrange for
- (c) Operate air start unit.

### **3.8 Safety Measures**

**3.8.1**

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

**3.8.2** Perform safety/ground damage inspection

- (a) immediately upon arrival
- (b) immediately prior departure
  1. doors and panels
  2. Other inspection items as specified in Annex B and communicate the results to flight crew or Carrier's representative

### **3.9 Moving of Aircraft**

**3.9.1**

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

**3.9.2**

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



### 3.9.3

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

## 3.10 Exterior Cleaning

3.10.1 Perform cleaning in accordance with Carriers written instructions of

- (a) flight deck windows.
- (b) cabin windows.
- (c) aircraft integral steps
- (d) slats and leading edges
- (e) wings
  - 1. upper surface
  - 2. lower surface
- (f) flaps (extended)
  - 1. upper surface
  - 2. lower surface
- (g) ailerons
  - 1. upper surface
  - 2. lower surface
- (h) engine nacelles and pylons
- (i) fuselage
  - 1. upper surface
  - 2. lower surface
- (j) horizontal stabilizer
- (k) vertical stabilizer
- (l) landing gear
- (m) wheel well

## 3.11 Interior Cleaning

3.11.1 Clean flight deck, if specified, under the control of a person authorized by the Carrier

- (a) empty ash trays.
- (b) dispose of litter.
- (c) clear waste from seat back stowage's and racks.
- (d) wipe crew tables.
- (e) clean seats.
- (f) mop floor.
- (g) clean flight deck inside windows.



**3.11.2 Clean passenger and crew compartments (other than flight deck)**

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

**3.11.3 Clean cabin windows.**

**3.11.4 Clean**

- (a) cargo compartments.
- (b) ULDs

**3.11.5 Fold and stow blankets.**

**3.11.6 Make up berths.**

**3.11.7 Change**

- (a) head rest covers.
- (b) pillow covers. Covers to be supplied by the Carrier.

**3.11.8 Collect and/or distribute in**

- (a) cabin
- (b) toilets items provided by the Carrier.

**3.11.9 Disinfect and/or deodorize aircraft with**

- (a) materials provided by Carrier
- (b) materials provided by Handling Company

**3.11.10**

- (a) Remove
- (b) Destroy food and material left over from incoming flights.

**3.11.11**

- (a) Provide or
- (b) Arrange for laundering of
  1. cabin blankets
  2. linen



### **3.12 Toilet Service**

#### **3.12.1**

- (a) Provide or
- (b) Arrange for
  - 1. Servicing (empty, clean, flush toilets and replenish fluids).
  - 2. Trituator/disposal service

### **3.13 Water Service**

#### **3.13.1**

- (a) Provide or
- (b) Arrange for
  - 1. Draining water tanks.
  - 2. Replenish of water tanks with drinking water.
  - 3. Water quality tests

### **3.14 Cabin Equipment**

#### **3.14.1 Rearrange cabin by**

- (a) removing
- (b) installing
- (c) repositioning
- (d) equipment, for example, seats and cabin divider(s).

### **3.15 Storage of Cabin Material**

#### **3.15.1**

- (a) Provide or
- (b) Arrange for suitable storage space for the Carrier's cabin 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.**

#### **3.16.2 Transfer catering supplies on aircraft.**

#### **3.16.3 Transport catering supplies between aircraft and agreed points.**

### **3.17 De-Icing/Anti-Icing Services and Snow/Ice Removal**

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



**3.17.2** Perform “pre” de/anti-icing inspection and advise flight crew or Carrier representative of results.

**3.17.3**

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

**3.17.4** Provide de-icing/anti-icing fluids

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

**3.17.6** Apply anti-icing fluid to aircraft.

**3.17.7** Supervise performance of de-icing/anti-icing operations.

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

## **SECTION 4. LOAD CONTROL, COMMUNICATIONS AND FLIGHT OPERATIONS**

### **4.1 Load Control**

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

**4.1.2**

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

### **4.2 Communications**

**4.2.1**

- (a) Compile
- (b) Receive, process and send all messages in connection with the services performed by the Handling Company, using the Carrier's originator code or double signature procedure



- (c) perform EDI (electronic data interchange) transactions
- (d) Inform the Carrier's representative of the contents of such messages.

**4.2.2**

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

**4.3 FLIGHT OPERATIONS — General**

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

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

**4.4 FLIGHT OPERATIONS — Flight Preparation at the Airport of Departure**

**4.4.1**

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

**4.4.2** Deliver documentation to the aircraft

**4.4.3** Analyze the operational conditions and

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

**4.4.4**

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

**4.4.5** Provide the crew with the required briefing.

**4.4.6**



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

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

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

## **4.5 FLIGHT OPERATIONS — Flight Preparation at a Point Different from the Airport of Departure**

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

**4.5.2** Analyze the operational conditions and

- (a) prepare
- (b) request
- (c) sign the flight plan.

**4.5.3** Send to the Carrier or its representative at the airport of departure,

- (a) the operational flight plan,
- (b) the ATS Flight Plan,
- (c) information for crew briefing,

## **4.6 FLIGHT OPERATIONS — En-route Flight Assistance**

**4.6.1** Monitor movement of the flight

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

## **4.7 FLIGHT OPERATIONS — Post-flight Activities**

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

## **4.8 FLIGHT OPERATIONS — En-route Re-dispatch**

**4.8.1** Analyze meteorological information and the operational flight conditions for re-dispatch, calculate and plan according to the data provided by the aircraft en-route and inform the pilot-in-command about the results.



## **4.9 FLIGHT OPERATIONS — Crew Administration**

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

**4.9.2** Arrange hotel accommodation for crew layover

- (a) scheduled
- (b) non-scheduled

**4.9.3**

- (a) Provide or
- (b) Arrange for crew transportation,

**4.9.4** Direct crews through airport facilities

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

**4.9.6**

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

**4.9.7** Inform the designated Carrier representative of any crew indisposition or potential absence.

## **SECTION 5. CARGO AND MAIL SERVICES**

### **5.1 Cargo and Mail Handling — General**

**5.1.1**

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

**5.1.2**

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

**5.1.3**



- (a) Provide or
- (b) Arrange for handling services for:
  - 1. General Cargo
  - 2. Special shipments
  - 3. Specialized 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 unauthorized use of, or damage to the Carrier's pallets, containers, nets, straps, tie-down rings and other material in the custody of the Handling Company. Notify the Carrier immediately of any damage to or loss of such items.

## 5.2 Customs Control

#### 5.2.1 Prepare customs documentation for:

- (a) Inbound cargo
- (b) Outbound cargo
- (c) Transfer cargo

#### 5.2.2 Obtain Customs clearance for:

- (a) Inbound cargo
- (b) Outbound cargo
- (c) Transfer cargo

#### 5.2.3 Place Cargo under Customs control for:

- (a) Inbound cargo
- (b) Outbound cargo
- (c) Transfer cargo

#### 5.2.4 Present to Customs, cargo for physical examination.

## 5.3 Irregularities Handling

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

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

**5.3.3** Handle lost, found and damaged cargo



**5.3.4**

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

**5.3.5** Take action when consignee refuses acceptance and payment.

**5.4 Document Handling**

**5.4.1**

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

**5.4.2**

- (a) Notify consignee or agent of arrival of shipments
- (b) Make available cargo documents to consignee or agent.

**5.4.3**

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

**5.5 Physical Handling Outbound/Inbound**

**5.5.1** Accept cargo, ensuring that

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

**5.5.2** Tally and assemble for dispatch cargo for the Carrier's flights

**5.5.3** Prepare

- (a) Bulk cargo



(b) ULD'S For delivery onto flights.

**5.5.4** Establish the weight of

- (a) Bulk cargo
- (b) built-up ULD'S

and provide the load control unit with deadload weights.

**5.5.5**

1. Offload bulk cargo from vehicles
2. Check incoming cargo against air waybills and manifests.
3. Break down ULD'S

**5.5.6** Release cargo to the consignee or agent

**5.6 Transfer/Transit Cargo**

**5.6.1** Identify transfer/transit cargo.

**5.6.2** Prepare transfer manifests for cargo to be transported by another carrier.

**5.6.3**

- (a) Provide or
- (b) Arrange for transport to the receiving carrier's warehouse under cover of Transfer Manifest
  1. on airport,
  2. off airport

**5.6.4** Accept/prepare

- (a) transfer cargo
- (b) transit cargo for onward carriage.

**5.7 Post Office Mail**

**5.7.1** Check incoming mail against Post Office mail documents.

**5.7.2** In case of missing documentation, issue substitutes

**5.7.3** Deliver inbound mail to

- (a) on airport postal facility
- (b) off airport postal facility

together with Post Office mail documents, against receipt from postal authorities.

**5.7.4** Pickup outgoing mail from Postal Facility

- (a) on airport
- (b) off airport

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

**5.7.6** Handle and check transfer mail against accompanying mail documents.



**5.7.7**

- (a) Prepare or
- (b) Arrange for
  - 1. bulk mail
  - 2. ULD'S For delivery onto flights.

**5.7.8** Establish the weight of

- (a) Bulk mail
- (b) built-up ULD'S

and provide the load control unit with deadload weights.

**5.7.9** Distribute incoming and/or outgoing post office mail documents

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

**SECTION 6. SUPPORT SERVICES**

**6.1 Accommodation**

**6.1.1** Provide facilities for the Carrier's representative(s).

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

**6.2 Automation/Computer Systems**

**6.2.1**

- (a) Provide or
- (b) Arrange for and
- (c) Operate equipment to enable access to
  - 1. Carrier's system
  - 2. Handling Company's system
  - 3. other system

**6.2.2** Access the following functions in

- (a) Carrier's system
- (b) Handling Company's system
- (c) other system for
  - 1. Training programs.
  - 2. Passenger reservations and sales
  - 3. Passenger service
  - 4. Baggage reconciliation.
  - 5. Baggage tracing.



6. Operation, weight and balance and load control.
7. Cargo reservations and sales
8. Cargo handling
9. Maintenance
10. Other functions

**6.2.3 Manage Automated Check-in device(s) and**

- (a) Provide or
- (b) Arrange
  1. Stock control
  2. Stock replenishment
  3. Hosting
  4. Routine maintenance
  5. Servicing and repair
  6. Other, as specified in Annex B

**6.3 Unit Load Device (ULD) Control**

**6.3.1**

- (a) Provide or
- (b) Arrange for storage space for ULDs
  1. passenger ULDs
  2. cargo ULDs

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

**6.3.3**

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

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

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

**6.4 Fuel Farm (Depot)**

**6.4.1** Liaise with fuel farm suppliers.

**6.4.2**

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



## **6.5 Ramp Fuelling/Defuelling Operations**

**6.5.1** Liaise with ramp fuel suppliers.

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

**6.5.3** Supervise fuelling/defuelling operations.

**6.5.4** Prepare aircraft for fueling/defueling.

**6.5.5** Drain water from aircraft fuel tanks.

**6.5.6**

(a) Provide or

(b) Arrange for approved fuelling/defuelling equipment.

**6.5.7** Fuel/defuel aircraft with quantities of products requested by the Carrier's designated representative

**6.5.8** Check and verify the delivered fuel quantity

**6.5.9** Deliver the completed fuel order to the Carrier's designated representative.

## **6.6 Surface Transport**

**6.6.1**

(a) Provide or

(b) Arrange for the transport of

1. passengers

2. baggage

3. cargo and/or mail

4. empty ULDs

5. others between

(a) airport and town terminal

(b) airport and other agreed points

(c) separate terminals at the same airport

**6.6.2** Make all necessary arrangements for special transport within the limit of local possibilities.

## **6.7 Catering Services — Liaison and Administration**

**6.7.1** Liaise with the Carrier's catering supplier.

**6.7.2** Handle requisitions made by the Carrier's authorized representative.



## **SECTION 7. SECURITY**

### **7.1 Passenger and Baggage Screening and Reconciliation**

#### **7.1.1**

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

#### **7.1.2**

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

#### **7.1.3**

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

#### **7.1.4**

- (a) Provide or
- (b) Arrange for
  - 1. identification of passengers prior to boarding.
  - 2. reconciliation of boarded passengers with their baggage.
  - 3. positive baggage identification by passengers
  - 4. offloading of baggage for passengers who fail to board the aircraft.

### **7.2 Cargo and Post Office Mail**

#### **7.2.1**

- (a) provide or
- (b) arrange for
  - 1. control of access to the cargo facilities.
  - 2. screening of cargo and/or mail.
  - 3. physical examination of cargo.
  - 4. holding of cargo and/or mail for variable periods.



5. secure storage of cargo and/or mail.
6. decompression/pressure chamber

### **7.3 Catering**

#### **7.3.1**

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

### **7.4 Aircraft**

#### **7.4.1**

- (a) Provide or
- (b) Arrange for control of access to
  1. aircraft.
  2. designated areas.

#### **7.4.2**

- (a) Provide or
- (b) Arrange for
  1. search of aircraft.
  2. guarding of aircraft.
  3. guarding of designated areas.
  4. security of baggage in the baggage make-up area.
  5. sealing of aircraft.

#### **7.4.3**

- (a) Provide or
- (b) Arrange for security personnel
  1. to safeguard all Loads during the transport between aircraft and designated locations
  2. during offloading and loading of aircraft.

### **7.5 Additional Security Services**

#### **7.5.1**

- (a) Provide or
- (b) Arrange for additional security services



## **SECTION 8. AIRCRAFT MAINTENANCE**

### **8.1 Routine Services**

**8.1.1** Maintain the Carrier's technical manuals, handbooks, catalogues, etc.

**8.1.2** Perform line inspection in accordance with Carrier's current instructions

**8.1.3** Enter in the aircraft log and sign for the performance of line inspection

**8.1.4** Enter remarks in aircraft log regarding defects observed during the inspection.

**8.1.5** Provide personnel to assist the flight crew or ground staff in the performance of their tasks.

### **8.2 Replenishing of oils and fluids**

**8.2.1** Liaise with suppliers.

**8.2.2**

(a) Perform. or

(b) Supervise replenishing operations

**8.2.3**

(a) Provide or

(b) Arrange for and

(c) Operate special replenishing equipment.

**8.2.4** Wipe excess oil from engine nacelles

### **8.3 Non-routine Services**

**8.3.1** Rectify defects entered in the aircraft log as reported by the crew or revealed during the inspection, to the extent requested by the Carrier. However, major repairs must be separately agreed upon between the Parties.

**8.3.2** Enter in aircraft log and sign for the action taken.

**8.3.3** Report technical irregularities and actions taken to the Carrier's maintenance base.

**8.3.4**

(a) Provide or

(b) Arrange for engineering facilities, tools and special equipment to the extent available.

**8.3.5** Move aircraft under its own power



## **8.4 Material Handling**

### **8.4.1**

- (a) Obtain Customs clearance for
- (b) Administer the Carrier's spare parts, power plant and/or equipment.

**8.4.2** Provide periodic inspection of the Carrier's spare parts and/or spare power plant(s).

**8.4.3** Provide suitable storage space for the Carrier's spare parts and/or equipment.

**8.4.4** Provide suitable storage space for the Carrier's spare power plant(s).

## **8.5 Parking and Hangar Space**

### **8.5.1**

- (a) Provide or
- (b) Arrange for
  - 1. parking space.
  - 2. hangar space.