ABOUT US
DID YOU KNOW?

SWISSPORT HANDLED 172 AIRCRAFT TYPES WORLDWIDE IN 2017
FACTS & FIGURES

- **50** Countries
- **850** Customers
- **68,000** Employees
- **4.5 million** Flights handled*
- **300** Airports served
- **4.7 million** Cargo tons handled
- **134** Warehouses
- **265** Million passengers served**

* Movements, **Counting departures

As of August 2018
SERVICE OFFERINGS

Swissport provides customers with a full range of mission-critical airport ground services and air cargo handling.

Swissport colleagues can be found in passenger services such as check-in, gate management, security screening, lost and found and lounge services and in logistical roles such as baggage handling, ramp handling, de-icing, cargo handling, warehousing or fueling.

We deliver standardized, efficient and high-quality operations for our customers in 300 airports across the globe.

Airport Ground Services

In 2017 Swissport provided ground services at 191 airports worldwide. As the largest independent global ground services provider, Swissport also operates a large number of hubs for full-service carriers and low-cost carriers around the world.

Air Cargo Handling

Swissport Cargo Services is a world-leading cargo services provider with a global network and presence. In 2017, we handled 4.7 million cargo tons at our warehouses around the globe.
CORE VALUES

PEOPLE

We show respect towards our people and their values; we do not compromise on safety and work with enthusiasm and enjoyment.

PROFESSIONALISM

We are pioneers; working constantly on achieving sustainable results, we creatively explore new options and improved solutions.

PARTNERSHIP

Continually striving to exceed the expectations of our clients and our commitments, we deliver excellent service; in any place at any time.
SWISSPORT DIFFERENTIATORS

► One-Stop-Shop
Ability to provide a range of ground services activities from de-icing and fueling to airport lounges, with the ability to offer “one-stop-shop” services at a hub level. Our services are individually tailored to meet the specific needs of every customer.

► Swissport Formula
Unique standardized global services delivery model with a key account management team that ensures consistency to our customers across all locations.

► Global Footprint
Our global network allows us to optimize resource utilization across our operations helping to minimize costs and share and deploy our global knowledge and best practices across our vast international network.

► Customer Partnerships
Strong and responsive customer partnerships enabling us to move from providing single airport or network packages to integrated hub and base management services and ultimately to full outsourcing based on the needs and growth plans of the customer.

► Investment in People, Infrastructure and Equipment
Focus and continually investing in people, state-of-the-art facilities, IT systems and equipment to further enhance our global service delivery.

► Focus on Health & Safety
Swissport is determined to meet the ultimate goal of zero accidents, zero work-related injuries and illnesses. Our aim is to be the recognized global leader in health & safety in our sector.
SWISSPORT FORMULA

The Swissport Formula creates a sustainable competitive advantage and delivers stakeholder value.

1. Full range of mission critical services
2. Competitive cost base
3. Safe and industry-leading operations
4. Global consistency
5. Sustainable stakeholder relations
6. Pricing discipline and commercial governance

underpinned by

- Standardized operations & training
- Innovation leadership
- Global IT systems
Full range of mission critical services
We are committed to consistently deliver high-quality services and a positive experience to our clients and to their customers

Competitive cost base
Advanced tools to forecast demand and to plan our resources are vital to creating a competitive cost base

Safe and industry-leading operations
The Swissport Formula is a standardized set of tools, procedures and trainings enabling our employees to deliver high quality and safe operations

Global consistency
The Swissport Formula is an indispensable instrument for “the way we work” and a key contributor to a globally consistent performance

Sustainable stakeholder relations
Mutual trust and an open dialogue are crucial elements of any successful long-term client relationship

Pricing discipline and commercial governance
Our focus on value creation in our business decisions increases the stability of our network and ultimately benefits our clients as well
AWARDS & CERTIFICATIONS

RECENT AWARDS

AGO CERTIFICATES & IGOM RECOGNITION 2017
Awarded to Swissport at the IGHC in Bangkok, IATA

BEST TERMINAL OPERATOR (KIA) 2017
Awarded to Swissport at the National Trade Facilitation Awards

GROUND HANDLER OF THE YEAR 2016
Awarded to Swissport after the company won the inaugural prize in 2012

Awarded to Swissport for the third time in a row at the Air Cargo Africa 2015 Conference and Exhibition

ACSA BEST CARGO HANDLER OF THE YEAR 2014
Awarded to Swissport at ACSA’s Feather Awards 2014

ACW AIR CARGO HANDLING AGENT OF THE YEAR 2014
Awarded to Swissport for the sixth year in succession at the World Air Cargo Awards 2014

GROUND HANDLING AWARD 2013
Awarded to Swissport at the prestigious Cargo Airline of the Year Awards 2013
CERTIFICATIONS

CARGOiQ
Swissport has achieved certification as a fully compliant CARGOiQ company, a landmark certification recognizing Swissport’s active endeavours to fully comply with all agreed industry quality standards. Swissport is a member of the Board.

ISAGO
Swissport’s Corporate Headquarters as well as 14 stations of its global network have been awarded the IATA Safety Audit for Ground Operations, listed in the ISAGO registry.

IATA
Swissport is a Member of the Strategic Partnership Program from 2005.

ISO
Swissport is Management System ISO9001:2015 certified (by SGS).

CEIV
Swissport is Pharma certified in multiple countries.
GLOBAL PRESENCE

“We are where you are”

With global operations in over 300 airports in 50 countries, Swissport has a larger global footprint and offers a wider range of services than any of our competitors.

Our diversified customer base of 850 customers ranges from established multinational airlines to low-cost carriers, regional carriers, airports and freight forwarders.
As of August 2018

300 AIRPORTS GLOBALLY

EUROPE
81 AIRPORTS

MIDDLE EAST & AFRICA
56 AIRPORTS

ASIA-PACIFIC
40 AIRPORTS

300 AIRPORTS
GLOBALLY

As of August 2018
TIPS, TOOLS AND CLARIFICATIONS
DID YOU KNOW?

SWISSPORT’S TOTAL WAREHOUSE AREA GLOBALLY IS 415,000 M² EQUALLING 58 SOCCER FIELDS
2 TIPS, TOOLS AND CLARIFICATIONS

About IATA’s Standard Ground Handling Agreement 20
Standard IATA Delay Codes (AHM730) 21
Swissport-specific SGHA Clarifications 26
Aircraft Types and Liability 30
ABOUT IATA’S STANDARD GROUND HANDLING AGREEMENT

IATA has published the 2018 version of the Standard Ground Handling Agreement (SGHA) – the proven contractual framework that is used globally for over 25 years. The SGHA is a dynamic document that reflects the evolution of the ground handling business over time. Industry experts who attend regular meetings of the Aviation Ground Services Agreements Working Group (AGSA WG) publish new versions of the SGHA every 5 years following detailed reviews.

The SGHA 2018 provides a standard baseline for contracting handling services to ensure safe & efficient operations. It provides additional insight into:

- Outsourcing services accurately
- Clear service descriptions to avoid misinterpretations, grey areas
- Minimizing the risk of conflicts between parties
- Avoiding cost differences for services

The SGHA 2018, 2013 and 2008 editions in this booklet are reproduced as published by IATA.
### STANDARD IATA DELAY CODES (AHM730)

#### Others
<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>00 – 05</td>
<td>Airline internal codes</td>
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<tr>
<td>06  (OA)</td>
<td>No gate/stand availability due to own airline activity</td>
</tr>
<tr>
<td>09  (SG)</td>
<td>Scheduled ground time less than declared minimum ground time</td>
</tr>
</tbody>
</table>

#### Passenger and Baggage
<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>11  (PD)</td>
<td>Late check-in, acceptance after deadline</td>
</tr>
<tr>
<td>12  (PL)</td>
<td>Late check-in, congestions in check-in area</td>
</tr>
<tr>
<td>13  (PE)</td>
<td>Check-in error, passenger and baggage</td>
</tr>
<tr>
<td>14  (PO)</td>
<td>Oversales, booking errors</td>
</tr>
<tr>
<td>15  (PH)</td>
<td>Boarding, discrepancies and paging, missing checked-in passenger</td>
</tr>
<tr>
<td>16  (PS)</td>
<td>Commercial publicity/passenger convenience, VIP, press, ground meals and missing personal items</td>
</tr>
<tr>
<td>17  (PC)</td>
<td>Catering order, late or incorrect order given to supplier</td>
</tr>
<tr>
<td>18  (PB)</td>
<td>Baggage processing, sorting etc.</td>
</tr>
<tr>
<td>19  (PW)</td>
<td>Reduced mobility, boarding/deboarding of passengers with reduced mobility</td>
</tr>
</tbody>
</table>

#### Cargo and Mail
<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>21  (CD)</td>
<td>Documentation, errors etc.</td>
</tr>
<tr>
<td>22  (CP)</td>
<td>Late positioning</td>
</tr>
<tr>
<td>23  (CC)</td>
<td>Late acceptance</td>
</tr>
<tr>
<td>24  (CI)</td>
<td>Inadequate packing</td>
</tr>
<tr>
<td>25  (CO)</td>
<td>Oversales, booking errors</td>
</tr>
<tr>
<td>26  (CU)</td>
<td>Late preparation in warehouse</td>
</tr>
<tr>
<td>27  (CE)</td>
<td>Documentation, packing etc. (Mail Only)</td>
</tr>
<tr>
<td>28  (CL)</td>
<td>Late positioning (Mail Only)</td>
</tr>
<tr>
<td>29  (CA)</td>
<td>Late acceptance (Mail Only)</td>
</tr>
</tbody>
</table>
Standard IATA Delay Codes (AHM730)

Aircraft and Ramp Handling

31 (GD) Aircraft documentation late/inaccurate, weight and balance, general declaration, pax manifest, etc.
32 (GL) Loading/unloading, bulky, special load, cabin load, lack of loading staff
33 (GE) Loading equipment, lack of or breakdown, e.g. container pallet loader, lack of staff
34 (GS) Servicing equipment, lack of or breakdown, lack of staff, e.g. steps
35 (GC) Aircraft cleaning
36 (GF) Fuelling/defuelling, fuel supplier
37 (GB) Catering, late delivery or loading
38 (GU) ULD, lack of or serviceability
39 (GT) Technical equipment, lack of or breakdown, lack of staff, e.g. pushback

Technical and Aircraft Equipment

41 (TD) Aircraft defects
42 (TM) Scheduled maintenance, late release
43 (TN) Non-scheduled maintenance, special checks and/or additional works beyond normal maintenance schedule
44 (TS) Spares and maintenance equipment, lack of or breakdown
45 (TA) Aog spares, to be carried to another station
46 (TC) Aircraft change, for technical reasons
47 (TL) Stand-by aircraft, lack of planned stand-by aircraft for technical reasons
48 (TV) Scheduled cabin configuration/version adjustments

Damage to Aircraft & EDP/Automated Equipment Failure

51 (DF) Damage during flight operations, bird or lightning strike, turbulence, heavy or overweight landing, collision during taxing
52 (DG) Damage during ground operations, collisions (other than during taxiing), loading/off-loading damage, contamination, towing, extreme weather conditions
55 (ED) Departure control
56 (EC) Cargo preparation/documentation
57 (EF) Flight plans
58 (EO) Other automated system
### Flight Operations and Crewing

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>61</td>
<td>(FP) Flight plan, late completion or change of, flight documentation</td>
</tr>
<tr>
<td>62</td>
<td>(FF) Operational requirements, fuel, load alteration</td>
</tr>
<tr>
<td>63</td>
<td>(FT) Late crew boarding or departure procedures, other than connection and standby (flight deck or entire crew)</td>
</tr>
<tr>
<td>64</td>
<td>(FS) Flight deck crew shortage, sickness, awaiting standby, flight time limitations, crew meals, valid visa, health documents, etc.</td>
</tr>
<tr>
<td>65</td>
<td>(FR) Flight deck crew special request, not within operational requirements</td>
</tr>
<tr>
<td>66</td>
<td>(FL) Late cabin crew boarding or departure procedures, other than connection and standby</td>
</tr>
<tr>
<td>67</td>
<td>(FC) Cabin crew shortage, sickness, awaiting standby, flight time limitations, crew meals, valid visa, health documents, etc.</td>
</tr>
<tr>
<td>68</td>
<td>(FA) Cabin crew error or special request, not within operational requirements</td>
</tr>
<tr>
<td>69</td>
<td>(FB) Captain request for security check, extraordinary</td>
</tr>
</tbody>
</table>

### Weather

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>71</td>
<td>(WO) Departure station</td>
</tr>
<tr>
<td>72</td>
<td>(WT) Destination station</td>
</tr>
<tr>
<td>73</td>
<td>(WR) En route or alternate</td>
</tr>
<tr>
<td>75</td>
<td>(WI) De-icing of aircraft, removal of ice and/or snow, frost prevention excluding unserviceability of equipment</td>
</tr>
<tr>
<td>76</td>
<td>(WS) Removal of snow, ice, water and sand from airport</td>
</tr>
<tr>
<td>77</td>
<td>(WG) Ground handling impaired by adverse weather conditions</td>
</tr>
</tbody>
</table>
Air Traffic Flow Management Restrictions
81 (AT) ATFM due to ATC en route demand/capacity, standard demand/capacity problems
82 (AX) ATFM due to ATC Staff/equipment en route, reduced capacity caused by industrial action or staff shortage, equipment failure, military exercise or extraordinary demand due to capacity reduction in neighboring area
83 (AE) ATFM due to Restriction at destination airport, airport and/or runway closed due to obstruction, industrial action, staff shortage, political unrest, noise abatement, night curfew, special flights
84 (AW) ATFM due to Weather at destination

Airport and Governmental Authorities
85 (AS) Mandatory Security
86 (AG) Immigration, Customs, Health
87 (AF) Airport facilities, parking stands, ramp congestion, lighting, buildings, gate limitations, etc.
88 (AD) Restrictions at airport of destination, airport and/or runway closed due to obstruction, industrial action, staff shortage, political unrest, noise abatement, night curfew, special flights
89 (AM) Restrictions at airport of departure with or without ATFM restrictions, including Air Traffic Services, start-up and pushback, airport and/or runway closed due to obstruction or weather*, industrial action, staff shortage, political unrest, noise abatement, night curfew, special flights

* Restriction due to weather in case of ATFM regulation only, else refer to code 71 (WO)
Reactionary
91 (RL) Load connection, awaiting load from another flight
92 (RT) Through check-in error, passenger and baggage
93 (RA) Aircraft rotation, late arrival of aircraft from another flight or previous sector
94 (RS) Cabin crew rotation, awaiting cabin crew from another flight
95 (RC) Crew rotation, awaiting crew from another flight (flight deck or entire crew)
96 (RO) Operations control, re-routing, diversion, consolidation, aircraft change for reasons other than technical

Miscellaneous
97 (MI) Industrial action with own airline
98 (MO) Industrial action outside own airline, excluding ATS
99 (MX) Other reason, not matching any code above
<table>
<thead>
<tr>
<th>Clause</th>
<th>IATA Clause (2018)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Article 6.1</td>
<td>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, within the terms specified. 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.</td>
</tr>
<tr>
<td>Article 7.3</td>
<td>The Parties shall reach agreement on the payment terms at each location which shall form part of the applicable Annex(es) B. Should the Carrier fail to make payment or dispute the invoice(s), within the agreed terms, the Handling Company shall notify the Carrier fails to pay the amount due within the agreed rectification period, as specified in Annex(es) B, the Handling Company shall be entitled to issue 7 calendar days' notice of suspension of services to the Carrier. The Handling Company shall restore services to the Carrier within 24 hours of receipt of payment.</td>
</tr>
<tr>
<td>Article 8.4</td>
<td>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.</td>
</tr>
</tbody>
</table>
Swissport Clause

The handling charges are valid for a period of one (1) year from and including the effective date. Thereafter, the charges shall be subject to an annual increase as follows:

\[ 0.20 \times \text{CPI (Consumer Price Index)} + 0.80 \times \text{LCI (Labour Cost Increase)} = \% \text{ increase} \]

* If the result is a negative value, then value shall be zero (meaning no discount on the rate will be applied)

Settlement of account shall be made by electronic transfer (all payments made through the Society for Worldwide Interbank Financial Telecommunication (SWIFT) shall be on a SHA (shared) basis) to the Handling Company’s nominated account. The Handling Company will invoice the Carrier on a weekly basis. The invoices shall be paid and cleared within 15 calendar days from the date of invoicing.

Article 8 of the Main Agreement shall apply in full. Swissport applies the liability guideline which corresponds with the aviation insurance industry standards. Refer to page 30 for the detailed list.
# SWISSPORT-SPECIFIC SGHA CLARIFICATIONS

<table>
<thead>
<tr>
<th>Clause</th>
<th>IATA Clause (2018)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Article 11</td>
<td>Duration, Modification and Termination</td>
</tr>
</tbody>
</table>
Swissport Clause

The agreement may not be terminated, save for cause in full or in part at any Location(s) at any time giving sixty (60) days’ prior written notice in the following instances:

1. By either Party in the case of:
   (a) insolvency or material and sustained breach of obligations by the other Party such as the Carrier’s repeated failure to pay invoices for services provided
   (b) in the case of either Party discontinuing its schedule and/or services at the location(s) referred to in Annex B; in the event that either Party discontinues its schedule and/or services at only part of the Location(s) (e.g. in one airport terminal only) referred to in this Annex B the termination right of either Party under this clause shall be limited to these Location(s) or part of location(s)
   (c) a material reduction to flight schedules and/or frequencies and/or aircraft types and/or tonnages for which the parties are unable to agree an adjustment to the charges in sub-paragraph 1

2. By the Handling Company:
   in case the Handling Company’s business at the Location(s) referred to in Annex B is or is about to become unprofitable, for whatever reason, and, in the Handling Company’s reasonable view, cannot be remedied in a reasonable period of time

3. By the Carrier:
   in the event of the Handling Company’s material and sustained failure to perform the services according to the agreed standards and following the rectification and complaint process

4. In the event the Carrier terminates this agreement for cause pursuant to Sub-Paragraph 1(b) above the Carrier shall reimburse the Handling Company for any start-up costs and additional costs which the Handling Company had incurred. The maximum amount of reimbursement shall be reduced on every anniversary of agreement as outlined. Any additional costs incurred by the Handling Company which are directly linked to the Carrier, e.g. costs for special training requirements or handling equipment to meet the Carrier’s requirements shall be automatically added when they occur

There will be no charges for cancelled flights, provided the Carrier has given written notice at least forty eight (48) hours before published departure time.
AIRCRAFT TYPES AND LIABILITY

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

Jets

**USD 1,000,000**
B747, B757, B767, B777, B787, DC-10, MD11, A300, A310, A330, A340, A350, A380

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

**USD 500,000**
BAE146 (AR8/AR100), C150/C300, Embraer 170, Embraer 190, all other western built airline jets not mentioned otherwise

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

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

**USD 50,000**
Embraer 120

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

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

*USD 50,000*
Embraer Brasilia-Dornier Do-228, Kingair 350, Jetstream 41

*USD 25,000*
DHC 6, Piper PA 31T, Swearingen Metro, King Air Cessna Conquest, Jetstream 31, Embraer Bandeirante

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

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

Helicopters
5% of aircraft value, maximum USD 100,000
DID YOU KNOW?

SWISSPORT SERVED OVER 250 MILLION PASSENGERS GLOBALLY IN 2017 – ABOUT 8 PASSENGERS PER SECOND
# STANDARD GROUND HANDLING AGREEMENT 2018

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
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</thead>
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<td>Definitions and Terminology</td>
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<tr>
<td>Main Agreement</td>
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</tr>
<tr>
<td>Annex A – Ground Handling Services</td>
<td>58</td>
</tr>
<tr>
<td>Annex BX.X – Location(s), Agreed Services and Charges</td>
<td>94</td>
</tr>
<tr>
<td>Annex BX.X – Simplified Procedure – Location(s), Agreed Services and Charges</td>
<td>101</td>
</tr>
</tbody>
</table>
STANDARD GROUND HANDLING AGREEMENT 2018

LEGEND
REV Revision in existing clause
NEW Addition of a new clause
SP Swissport-specific clarification or deviation

STANDARD GROUND HANDLING AGREEMENT (SGHA)

between:
and:
The agreement consists of:

Main Agreement, and, as required,
Annex A (description of services)
Annex(es) BX.X (location(s), agreed services and charges)

MAIN AGREEMENT
Table of Contents

Definitions and Terminology
Article 1 Provision of Services
Article 2 Fair Practices
Article 3 Subcontracting of Services
Article 4 Carrier’s Representation
Article 5 Standard of Work
Article 6 Remuneration
Article 7 Accounting and Payment
Article 8 Liability and Indemnity
Article 9 Arbitration
Article 10 Stamp Duties, Registration Fees
Article 11 Duration, Modification and Termination
Article 12 Authorization to Contract
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 will request an outside agency to perform the service required. The charge of the outside agency shall be paid by the Carrier. The Handling Company assumes no liability toward the Carrier for such arrangements.

CARGO means revenue cargo, and non-revenue cargo such as service cargo and company materials.

CARRIER’S REPRESENTATIVE means the individual or organization authorized by the Carrier to act on the Carrier’s behalf in matters concerning Article 4.

CO-ORDINATE means to collect and communicate operational information to the respective parties at the direction of the Carrier, or the Carrier’s Representative, as required to perform the services as contracted by the Carrier with Third Parties in the respective Annex(es) B.

CARRIER’S AIRCRAFT means any aircraft owned, leased, chartered, hired or operated or otherwise utilized 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 control, load control and dispatch of flights.

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

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

ICAO means International Civil Aviation Organization.
IATA means International Air Transport Association.
LIAISE means to communicate and maintain contact.
LOAD means any item carried in an aircraft other than is included in the basic operating weight.
LOADS means baggage, cargo, mail and any aircraft supplies including ballast.
PASSENGER(S) means any person(s) both revenue and non-revenue, except members of the crew, carried or to be carried in an aircraft with the consent of the Carrier.
PROVIDE implies that the Handling Company itself assumes responsibility for the provision of the service required.
RECEIVING CARRIER means a carrier who receives Loads from a transferring carrier at a transfer point.
SPECIAL SHIPMENTS includes, but not limited to, perishables, live animals, valuables, vulnerable cargo, news material and dangerous goods.
SPECIALIZED CARGO PRODUCTS includes but not limited to, express cargo, courier shipments and same day delivery.
STATION MANAGEMENT means management of Carrier’s administrative and/or operational functions(s) within the scope defined in the Annex B.
SUPERVISION means to oversee and direct the performance of the Services contracted by the Carrier with third parties, i.e. companies who have a separate Annex B (or similar contract with the Carrier). The term Supervision shall not apply to the Handling Company self-management of its own services or overseeing of the Handling Company’s subcontractors.
TECHNICAL LANDING is a landing for other than commercial reasons where no physical change of Loads, Passenger and/or crew occurs.
TICKET means either the document entitled “Passenger Ticket and Baggage Check” or the Electronic Ticket, in each case issued by or on behalf of Carrier, and including Conditions of Contract, notices and the coupons contained in it. The itinerary/receipt is a document or documents which forms part of the electronic tickets and contains the information and notices required.
TRANSIT FLIGHT is an aircraft making a landing for commercial reasons where a partial change of Loads, Passenger and/or crew occurs. It should be noted that a change in the flight number of the same aircraft does not change the status of the flight.
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.

TURNROUND FLIGHT is an aircraft terminating a flight and subsequently originating another flight following a complete change of Loads, Passenger and/or crew.

UNIT LOAD DEVICES (ULDS) is either an aircraft pallet and pallet net combination, or an aircraft container. The purpose of the unit is to enable individual pieces of cargo, baggage or mail to be assembled into a standard-sized unit to facilitate rapid loading onto and offloading from aircraft having compatible handling and restraint systems which interface directly with the unit.
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 Carrier and the Handling Company agree to give the highest importance to the compliance to all applicable laws and regulations governing their activities and expects its agents and contractors to do the same.

Of particular concern are laws related to anti-bribery, anti-trust, data protection and labor relations (including but not limited to the prohibition of child labor).

The Handling Company shall comply with, at all times, within the limits of its capabilities and shall deploy best efforts to make sure its employees and sub-agents comply with:

- all laws and regulations applicable in its country of establishment and all other countries in which Services are provided under this Agreement
- applicable IATA and/or ICAO and/or other governing rules, regulation and procedures
all international treaties and regulations that apply in general to commerce and in particular to the operation of aircraft, transportation of passengers and air freight or mail

The Carrier and the Handling Company shall ensure that their respective personnel assigned to the performance of this agreement are aware of all relevant legislation applicable to commerce in general, aircraft operation, passenger transport and air freight.

Further, the Carrier and the Handling Company shall ensure that all their respective employees assigned to the performance of this Agreement where applicable, shall be aware of the essentials of:

• competition and antitrust regulations in its country of residence, establishment as well as such regulations with extraterritorial application
• the rules governing bribery, kick-backs, secret commissions and payments to government officials in its country of residence, establishment as well as such regulations with extraterritorial application
• any other applicable law or regulation, whose breach or violation by a Party or its employees could cause damage to the other Party or its employees

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 shall be the Handling Company’s own documents, where applicable, provided these documents comply with standardized 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) stated 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. This should be done based on the IATA Standard Schedule Information Manual (SSIM).

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**

The Handling Company shall, as far as possible, give priority 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.

1.7 Additional Services
As far as possible, the Handling Company will, upon request, provide to the Carrier additional services not set forth in the present Agreement. 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 organization, the Handling Company shall, on request, make every effort, subject to the means locally available, to provide necessary services.

Article 2
Fair Practices

2.1 The Handling Company shall use its best efforts to protect the Carrier’s confidential information and make it 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.

**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 prior written consent. It is understood that, in this case, the Handling Company shall 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, shall be recorded in the Annex(es) B.

3.2 The Carrier shall not appoint any other person, company or organization 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 agreed between the Parties.

3.3 The Carrier shall not perform self-handling on the services which the Handling Company has agreed to provide by virtue of this Agreement, except in such special cases as shall be 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 provided 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 provision 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 organization (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 Carrier shall supply the Handling Company with sufficient information and instructions to enable the Handling Company to perform its handling properly.

5.2 The Handling Company shall carry out all technical and flight operations services as well as other services 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 or by electronic confirmation to the Carrier by the Handling Company.

NEW 5.3 In the case of absence of instructions by the Carrier, the Handling Company shall apply its own standard practices and procedures provided they follow the applicable IATA industry developed standards, which may include but not limited to:

(a) IATA Resolutions
   Dangerous Goods Resolutions (DGR),
   CSC Resolution 618
   Live Animal Regulations (LAR),
   CSC Resolution 620
Perishable Cargo Regulations (PCR),
CSC Resolution 622
Temperature Control Regulations (TCR),
CSC Resolution 624
Passenger Services Conference Resolution Manual (PSCRM)

(b) IATA Recommended Practices or other IATA Standards
Framework for a postal agreement,
CSC Recommended Practice 1677
ULD Regulations (ULDR), CSC RP 1681
IATA Airport Handling Manual (AHM),
PSC RP 1690a
IATA Ground Operational Manual (IGOM)
PSC RP1690b
ISAGO Standard Manual (GOSM)
IATA Fuel Quality Pool Control of Fuel Quality &
Fueling Safety Standards
IATA Guidance Material on Standard Into-Plane
Fueling Procedures
IATA Cargo Handling Manual (ICHM)

and/or ICAO and/or other governing rules, regulations
and procedures.

5.4 The Handling Company agrees to ensure that the
authorisation of specialised personnel performing ser-
vices for the Carrier is valid and current. 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 Handling Company agrees to take all possible
steps to ensure that, with regard to contracted services,
the Carrier’s Aircraft, crews, Passengers and Loads
receive treatment not less favorable than that given by the Handling Company to other carriers or its own comparable operation at the same location.

**NEW**

5.6 The Handling Company shall ensure that a training program is established for all personnel to perform ground operations functions safely. As a minimum the Training Program shall include applicable governing rules and regulations. Industry Standards and Practices as listed in Sub-Article 5.3 should be taken in account for reference. The Handling Company agrees to ensure that the authorization of specialized personnel performing services for the Carrier is valid and current. If at any time the Handling Company is unable to provide authorized personnel as requested by the Carrier, the Handling Company shall inform the Carrier immediately.

5.7 The Handler must report to the Carrier’s Representative immediately all loss, damage or security incidents, threatened or actual, to the Carrier’s Aircraft, Crew, Passengers and Loads noticed in the course of the handling or which in any other way comes to the knowledge of the Handler.

**REV**

5.8 The Parties shall agree on the quality standards for services provided. 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 or a regulatory authority governing the Carrier’s operations may, at its own cost, and with reasonable prior 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.
If the Carrier participates in any of the IATA audit pools, the Handling Company shall accept an audit undertaken by another carrier if done under the umbrella of the pool and for the benefit of the entire pool. The auditing company or auditing person shall be agreed by the Carrier and the Handling Company.

5.10 The Handling Company shall manage and perform oversight of its own activities and/or those subcontracted as agreed within the scope of services specified in Annex(es) B.

5.11 The Handling Company shall be able to demonstrate a Safety Management System in use in accordance with IATA AHM 610 and/or ICAO Annex 19, local and international regulations, or other governing rules.

5.12 The Handling Company shall promote awareness and strive to achieve best practices in Environmental and Social Responsibility.

NEW 5.13 The Handling Company should ensure that all ground service equipment complies with the AIRCRAFT DAMAGE PREVENTION REQUIREMENTS Aircraft Damage recommendations as detailed in Chapter 9 of the AHM.

NEW 5.14 The Handling Company shall ensure that all ground service equipment is maintained in accordance with the manufacturers’ requirements or to a higher standard.

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, within the terms specified. 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 Payment

7.1 The Handling Company shall invoice the Carrier monthly using the IS-XML file format described in AHM 070, unless otherwise agreed in Annex(es) B, 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 Payment shall be effected through the IATA Clearing House unless otherwise agreed in Annex(es) B.

7.3 The Parties shall reach agreement on the payment terms at each location which shall form part of the applicable Annex(es)B. Should the Carrier fail to make payment or dispute the invoice(s), within the agreed terms, the Handling Company shall notify the Carrier in writing of the failure to pay. In the event that the Carrier fails to pay the amount due within the agreed rectification period, as specified in Annex(es) B, the Handling Company shall be entitled to issue 7 calendar days’ notice of suspension of services to the Carrier. The Handling Company shall restore services to the Carrier within 24 hours of receipt of payment.
7.4 If the Carrier 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 reorganization, 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, the Carrier has to provide prepayment or cash payment with immediate effect to the Handling Company.

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) “act or omission” shall include negligence.

8.1 Except as stated in Sub-Articles 8.5 and 8.6, the Carrier shall not make any claim against the Handling Company and shall indemnify it (subject as hereinafter provided) against any legal liability for claims or suits, including costs and expenses incidental thereto, in respect of:
(a) delay, injury or death of persons carried or to be carried by the Carrier;
(b) injury or death of any employee of the Carrier;
(c) damage to or delay or loss of baggage, cargo or mail carried or to be carried by the Carrier, and
(d) damage to or loss of property owned or operated by, or on behalf of, the Carrier and any consequential loss or damage;
arising from an act or omission of the Handling Company in the performance of this Agreement unless done with intent to cause damage, death, delay, injury or loss or recklessly and with the knowledge that damage, death, delay, injury or loss would probably result.

PROVIDED THAT all claims or suits arising hereunder shall be dealt with by the Carrier; and
PROVIDED ALSO THAT the Handling Company shall notify the Carrier of any claims or suits without undue delay and shall furnish such assistance as the Carrier may reasonably require.

PROVIDED ALSO THAT where any of the services performed by the Handling Company hereunder relate to the carriage by the Carrier of passengers, baggage or cargo, then if the limitations of liability imposed by the Warsaw Convention and/or the Montreal Convention (1999) as applicable and as amended from time to time would have applied if any such act or omission had been committed by the Carrier but are held by a Court not to be applicable to such act or omission committed by the Handling Company in performing this Agreement then upon such decision of the Court the indemnity of the Carrier to the Handling Company hereunder shall be limited to an amount not exceeding the amount for which the Carrier would have been liable if it had committed such act or omission.

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

8.3 (a) Notwithstanding the provisions of Sub-Article 8.1, in the case of claims arising out of surface transportation which is provided on behalf of the Carrier and is part of the operation of loading/embarking or unloading/discharging and/or is covered by the Carrier’s Contract of Carriage the indemnity shall not exceed the limits specified in the said Contract of Carriage.
(b) In the case of claims arising out of surface transport-
ation which is not provided on behalf of the Carrier
and/or is not part of the operation of loading/em-
barking 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 herein-
after 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; 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 reck-
lessly and with knowledge that damage, death, delay,
injury or loss would probably result.

8.5 Notwithstanding Sub-Article 8.1(d), the Handling Com-
pany 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 conse-
quential loss or damage howsoever arising.
8.6 Furthermore, notwithstanding Sub-Article 8.1.(c), the Handling Company shall indemnify the Carrier against direct loss of or damage to cargo carried or to be carried by the Carrier (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 as set out in article 22.3 of the Montreal Convention 1999 or any amendment to that Convention in force at the time of the loss or damage or to the actual compensation paid out by the Carrier, whichever is less. In any event, the total amount of the Handling Company’s liability under this Sub-Article 8.6 shall not exceed USD 1,000,000, except that loss or damage in respect of any claim below USD 500 shall not be indemnified. Carrier shall promptly notify the Handling Company of any claim for indemnity under this Sub-Article 8.6 following actual knowledge of such indemnity claim, provided however that the failure to give such notice shall not relieve the Handling Company of its obligations hereunder except to the extent that Handling Company is materially prejudiced by such failure. Any such claim for indemnity shall be submitted within two (2) years of the expiration of the time limit set out in Article 31.2 of the Montreal Convention 1999. For the avoidance of doubt, the liability of the Handling Company shall never exceed the liability of the Carrier.

Article 9

Arbitration

9.1 In the event of any dispute or claim concerning the scope, meaning, construction or effect of this Agreement, the parties shall make all reasonable efforts to resolve disputes amongst themselves. Failing mutual resolution of the dispute, the parties may elect to resolve the dispute through arbitration (either by a single arbitrator or a panel of arbitrators). In the event that the parties fail to agree to an arbitration process, the dispute shall be settled in accordance with the laws of the state or jurisdiction set out in Annex(es) B, by the courts set out in Annex(es) B without regard to principles of conflict of laws.
Article 10
Stamp Duties, Registration Fees

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

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

Article 11
Duration, Modification and Termination

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

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

11.3 Any notice referred to under this Article 11 given by one Party under this Agreement shall be deemed properly given if sent by registered letter, or by other means where proof of receipt or acknowledgement is obtained, to the respective office of the other Party as recorded in the Annex(es) B. In 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 any Annex(es) B to this Agreement of all or any part of the services provided 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 either Parties permit(s) or other authorization(s) to operate in the agreed location(s), wholly or in part, being revoked, cancelled, or suspended, that Party shall notify the other Party without delay. Thereafter 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 within twenty-four hours after such event.

11.8 Either Party may terminate this Agreement and its Annexes at any time with immediate effect 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 reorganization 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 first thirty days being a consultation period. 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 Sub-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 informs the other Party within thirty days of the change.

11.13 Notwithstanding Sub-Article 11.11, when changes occur in the mandatory minimum wage enforced by the state or local government, 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 informs the other Party without delay.
Article 12
Authorization to Contract

Each party warrants that it has the right to enter into this Agreement and that execution of this Agreement has been signed by authorized representative(s) of each party.

Signed the _______________ at _______________
for and on behalf of ______ by _______________

Signed the _______________ at _______________
for and on behalf of ______ by _______________
ANNEX A – GROUND HANDLING SERVICES

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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 Handling Company” or “the Carrier”, as the case may be.

This Annex A is valid from ____________________________

and replaces ____________________________
Section 1
Management Functions

1.1 Representation
1.1.1 (a) Provide (b) Arrange for 1. guarantee 2. 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 schedules 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 operational documents connected with the performance of the services.
1.2.5 (a) Check (b) Sign (c) Forward on behalf of the Carrier items including, but not limited to, 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) out-of-pocket expenses, accommodation, transport.

1.3 Supervision and/or Co-ordination
1.3.1 (a) Supervise
(b) Co-ordinate services contracted by the Carrier with third party(ies).
1.3.2 Provide Turnaround coordinator (TRC).
1.3.3 Ensure that the third party(ies) is(are) informed about operational data and Carrier’s requirements in a timely manner.
1.3.4 Liaise with the Carrier’s designated representative.
1.3.5 Verify availability and preparedness of personnel, equipment, Loads, documentation of third party(ies).
1.3.6 Meet aircraft upon arrival and liaise with crew.
1.3.7 Decide on non-routine matters.
1.3.8 Verify dispatch of operational messages.
1.3.9 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 the expenditure/commitment limit to be specified in Annex B, at the following locations:
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 (a) Prepare
(b) Request
(c) Obtain
the Carrier’s
1. landing;
2. overflying;
3. other, as specified in Annex B
permission, at the Airport location(s), as defined in Annex B for
(i) seasonal/scheduled flights;
(ii) AD HOC flights

1.4.7 Perform and report quality/performance measurements.

1.4.8 Handle the contents of Carrier’s company mail pouches.

1.4.9 Provide a Complaints Resolution Officer (CRO), authorized to act on behalf of the Carrier.
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, 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
   (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. other, as specified in Annex B

2.1.4 (a) Provide
   (b) Arrange for
   passenger assistance when flights are interrupted, delayed or cancelled. Such assistance shall include:
   1. meal vouchers
   2. rebooking
   3. transportation
   4. hotel accommodation
   5. personnel

2.1.5 Arrange storage of baggage in the bonded store.

2.1.6 (a) Notify the Carrier of complaints and claims made by the Carrier’s passengers.
   (b) Process such claims, as specified in Annex B.

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

2.1.8 (a) Provide
   (b) Arrange for
   1. check-in counter(s)
   2. service counter(s)
   3. transfer counter(s)
   4. lounge facilities
5. set up of Carrier specific items, such as but not limited to carpets, mobile signage, queuing control stanchions
6. other facilities, as specified in Annex B

2.1.9 Perform the following ticketing/sales functions:
(a) reservations
(b) issuance of transportation documents
(c) ancillary services
(d) e-ticketing
(e) other, as specified in Annex B

2.2 Departure
2.2.1 Perform pre-flight editing.
2.2.2 Check and ensure that tickets are valid for the flight(s). (The check shall not include the fare). At the following locations:
(a) check-in area
(b) lounge
(c) transfer counter
(d) gate
(e) off-airport
(f) other, as specified in Annex B

2.2.3 (a) Check travel documents for the flight(s) concerned within the booking. Handling Company shall be liable for Immigration fines in the following cases:
1. Expired Passports/Visas or Passports/Visas without the minimum required validity at the day of entry
2. Non-Existence of Visa/Necessary Travel Document required by destination or transit station(s). (Excluding passports damaged or missing at point of transit or entry).

In the event that the Handling Company does not have access to information that verifies visa validities and entry conditions for the passenger’s final destination and transit point(s), 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. In the event an immigration fine is announced or raised against the Carrier, the Carrier will make available to the Handling Company all supporting documents to investigate the matter.
(b) Enter passenger and/or travel document information into Carrier’s and/or government system at the following locations:
1. check-in area
2. lounge
3. transfer counter
4. gate
5. off airport
6. other, as specified in Annex B

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)
at the following locations:
(i) check-in area
(ii) lounge
(iii) transfer counter
(iv) gate
(v) off-airport
(vi) other, as specified in Annex B

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 at the following locations:
1. check-in area
2. lounge
3. transfer counter
4. gate
5. off-airport
6. other, as specified in Annex B

2.2.6 Tag
(a) checked baggage
(b) cabin baggage
for
1. initial flight
2. subsequent flight(s)
at the following locations:
(i) check-in area
(ii) lounge
(iii) transfer counter
(iv) gate
(v) off-airport
(vi) other, as specified in Annex B

2.2.7 Effect conveyance of checked baggage to the baggage sorting area at the following locations:
(a) check-in area
(b) lounge
(c) transfer counter
(d) gate
(e) other, as specified in Annex B

2.2.8 Effect conveyance of Out of Gauge (OOG) checked baggage to the baggage sorting area at the following locations:
(a) check-in area
(b) lounge
(c) transfer counter
(d) gate
(e) other, as specified in Annex B

2.2.9 Collect airport and/or any other service charges from departing passengers at the following locations:
(a) check-in area
(b) lounge
(c) transfer counter
(d) gate
(e) other, as specified in Annex B

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)
   at the following locations:
   (i) check-in area
   (ii) lounge
   (iii) transfer counter
   (iv) gate
   (v) off airport
   (vi) other, as specified in Annex B
2.2.11 Handle
   (a) Denied Boarding process
   (b) Denied Boarding Compensation
   at the following locations:
   1. check-in area
   2. lounge
   3. transfer counter
   4. gate
   5. other, as specified in Annex B

2.2.12 Direct passengers
   (a) through controls to departure gate
   (b) to connecting transport to the airport, in case of off airport services.

2.2.13 Handle upgrade/downgrade functions
   at the following locations:
   (a) check-in area
   (b) lounge
   (c) transfer counter
   (d) gate
   (e) other, as specified in Annex B

2.2.14 Handle standby list at the following locations:
   (a) check-in area
   (b) lounge
   (c) transfer counter
   (d) gate
   (e) other, as specified in Annex B

2.2.15 At the gate perform
   (a) verification of cabin baggage
   (b) boarding process
   (c) reconciliation of passenger numbers with aircraft documents prior to departure
   (d) other gate functions, as specified in Annex B

2.2.16 (a) Collect
   (b) Reconcile
   (c) Handle and forward to Carrier transportation documents (flight coupons, or other flight related documents) uplifted from departing passengers.

2.2.17 Perform post-flight editing.
2.3 Arrival

2.3.1 (a) Perform
(b) Arrange for opening/closing aircraft passenger doors.

2.3.2 Direct passengers
(a) from aircraft through controls
(b) arriving from the airport, in case of off airport services.

2.3.3 (a) Provide
(b) Arrange for
1. transfer counter
2. connection services
3. baggage recheck

2.3.4 Handle lost, found and damaged property matters.
(a) Provide
(b) Arrange for
1. acceptance of baggage irregularity reports
2. entering of data into baggage tracing system
3. maintaining and monitoring baggage tracing system files for period specified in Annex B
4. making payments for incidental expenses
5. delivery of delayed baggage to passengers
6. handling of communications with passengers
7. repair or replacement of damaged baggage
8. handling of baggage in between locations as specified in Annex B

2.4 Inter-modal Transportation by Rail, Road or Sea

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

2.4.2 Direct departing passengers to connecting transport.

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

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

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

2.4.6 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
   (a) baggage sorting area
   (b) other location(s), as specified in Annex B.

NEW 3.1.2 Segregate baggage as specified in Annex B.

NEW 3.1.3 Priority Baggage
   (a) Provide
   (b) Arrange for
   1. Sortation of priority baggage.
   2. Load priority baggage in accordance with Carrier’s instructions.
   3. Prioritise delivery of priority baggage to claim area.

3.1.4 Prepare for delivery onto flights
   (a) bulk baggage
   (b) ULDs
   (c) baggage accepted at a location as specified in Annex B

3.1.5 Establish the number and/or weight of
   (a) bulk baggage
   (b) built – up ULDs
and provide the load control unit with the information.

3.1.6 Offload
   (a) bulk baggage
   (b) ULDs

3.1.7 Deliver to claim area
   (a) baggage
   (b) Out of Gauge (OGG)

3.1.8 Transfer baggage
   (a) Provide
   (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.

3.1.9 Handle crew baggage.

NEW 3.1.10 Baggage Tracking
   (a) Provide
   (b) Arrange for
   (c) Operate
system to provide:
1. Evidence of acquisition;
2. Evidence of delivery;
3. Inventory of bags, upon departure of flight;
4. Data exchange (e.g. with other airlines).

3.2 Marshalling
3.2.1 (a) Provide
(b) Arrange for
marshalling at arrival and/or departure.
3.2.2 Operate automated guidance systems.

3.3 Parking
3.3.1 (a) Provide
(b) Position and/or remove
wheelchocks.
3.3.2 (a) Provide
(b) Position and/or remove
1. landing gear locks
2. engine blanking covers
3. pitot covers
4. surface control locks
5. tailstands and/or aircraft tethering
6. safety cones
7. other items, as specified in Annex B

3.4 Ancillary Items
3.4.1 (a) Provide
(b) Arrange for
(c) Operate
1. ground power unit
2. fixed ground power
3. cooling unit
4. heating unit
5. air start unit

3.5 Ramp to Flight Deck Communication
3.5.1 Provide headsets.
3.5.2 Perform ramp to flight deck communication
(a) during push-back
(b) during tow-in
(c) during engine starting
(d) 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  
(b) Arrange for  
1. passenger  
2. crew  
   transport between aircraft and airport terminal(s).  

3.6.3  (a) Provide  
(b) Arrange for  
(c) Operate  
equipment for loading and/or unloading.  

3.6.4  (a) Provide  
(b) Arrange for  
delivery and pick-up of  
1. baggage  
2. mobility devices  
at aircraft doors or other agreed points.  

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

3.6.6  (a) Unload aircraft, returning lashing materials to the Carrier.  
(b) Segregate Loads at the aircraft.  
(c) Load and secure Loads in the aircraft.  
(d) Redistribute Loads in aircraft.  
(e) Operate in-plane loading system.  
(f) Report final load distribution to the Load Control unit.  

3.6.7  Open, close and secure aircraft hold doors:  
(a) aircraft lower deck  
(b) aircraft main deck  

NEW
3.6.8 (a) Provide
(b) Arrange for ballast.

3.6.9 (a) Provide
(b) Arrange for safeguarding of all Loads requiring special handling during
   1. loading/unloading
   2. transport between aircraft and designated point on the airport.

3.7 Safety Measures

3.7.1 (a) Provide
1. portable fire extinguisher on motorized/self-propelled ramp equipment
2. ramp fire extinguisher
(b) Arrange for
1. attendance of airport fire services at aircraft
2. ramp fire extinguisher

3.7.2 Perform visual external safety/ground damage inspection of
(a) doors and panels and immediate surroundings
(b) other inspection items, as specified in Annex B
   1. immediately upon arrival
   2. immediately prior departure
   and communicate the results to flight crew or Carrier’s representative.

3.7.3 Check that all doors and access panels are properly closed and locked.

3.8 Moving of Aircraft

3.8.1 (a) Provide
(b) Arrange for
1. tow-in and/or push-back of aircraft
2. towing of aircraft between other points
3. cockpit brake operator in connection with towing
4. wing-walker(s)

3.8.2 (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.

3.8.3 (a) Provide
(b) Install
(c) Remove aircraft steering bypass pin.
3.9 Exterior Cleaning
3.9.1 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 stabiliser
(k) vertical stabiliser
(l) landing gear
(m) wheel well

3.10 Interior Cleaning
3.10.1 Clean
(a) flight deck, if specified, under the control of a person authorized by the Carrier
(b) passenger and crew compartments (other than flight deck)
   1. empty ash trays
   2. dispose of litter
   3. clear waste from overhead stowage
   4. wipe tables
   5. seats, seat back pockets and passenger service units
   6. floors
   7. empty refuse bins
   8. surfaces in pantries, galleys (sinks, working surfaces, ovens and surrounds) and toilets (wash basins, bowls, seats, mirrors and surrounds)
9. remove, as necessary, any contamination caused by airsickness, spilled food or drink and offensive stains
10. telephones, screens and other equipment
11. inside windows.

3.10.2 Remove and dispose of
(a) litter/waste
(b) food and food-related material (galley waste).

3.10.3 Perform cabin dressing
(a) blankets/duvets (fold/place in designated locations)
(b) arrange seat belts
(c) make up berths including crew
(d) replace head rests
(e) replace pillow covers
(f) restock toilet items
(g) replace/restock seat back pocket items
(h) other cabin items, as specified in Annex B.

1. Materials provided by the Carrier.
2. Materials provided by the Handling Company.

3.10.4 (a) Disinfect
(b) Deodorize aircraft with
1. materials provided by Carrier
2. materials provided by Handling Company.

3.10.5 (a) Provide
(b) Arrange for laundering of
1. cabin items (blankets/duvets/pillow cases)
2. linen.

3.10.6 Clean
(a) cargo compartments
(b) ULDs.

3.11 Toilet Service
3.11.1 (a) Provide
(b) Arrange for
1. servicing (empty, clean, flush and replenish fluids)
2. trituruator/disposal service.
3.12 Water Service
3.12.1 (a) Provide
   (b) Arrange for
      1. draining tanks
      2. replenish tanks (water standard as specified in Annex B)
      3. water quality tests.

3.13 Cabin Equipment
3.13.1 Rearrange cabin by
      (a) removing
      (b) installing
      (c) repositioning
      cabin equipment, for example, seats and cabin divider(s).

3.14 Storage of Cabin Material
3.14.1 (a) Provide
      (b) Arrange for
      storage space for the Carrier’s cabin material.
3.14.2 Take inventory.
3.14.3 (a) Provide
      (b) Arrange for
      replenishment of stocks.

3.15 Catering Ramp Handling
3.15.1 Unload/load and stow catering supplies from/on aircraft.
3.15.2 Transfer catering supplies on aircraft.
      (a) between lower holds and galleys and vice versa
      (b) between galleys.
3.15.3 Transport catering supplies between aircraft and
designated points.

3.16 De-Icing/Anti-Icing Services and Snow/Ice Removal
   REV 3.16.1 Remove contamination such as snow, slush, ice, frost,
         rime or similar from aircraft without using de-icing/
         anti-icing fluid.
   REV 3.16.2 Perform “Contamination Check” and inform flight crew
         or Carrier’s representative of results.
   REV 3.16.3 If required, perform aircraft type specific checks (e.g.
         clear ice check, clean wing check, etc.).
3.16.4 (a) Provide
(b) Arrange for anti-icing/de-icing equipment.

3.16.5 Provide de-icing/anti-icing fluids.

3.16.6 Remove contamination from aircraft using de-icing fluid. The de-icing fluid to receive concentration and appearance inspection prior to use.

3.16.7 Apply anti-icing fluid to aircraft. The anti-icing fluid to receive concentration and appearance inspection prior to use.

3.16.8 Supervise performance of de-icing/anti-icing operations.

3.16.9 Perform the post de-icing/anti-icing check, any aircraft type specific checks, if required, and submit the anti-icing code to the flight crew.

3.16.10 Complete documentation as agreed.
**Section 4**  
*Load Control and Flight Operations*

4.1 **Load Control**

4.1.1 Deliver load control related documents between aircraft and airport buildings and vice versa.

4.1.2 (a) Process  
(b) Sign  
documents and information, including but not limited to, loading instructions, load and trim sheets, Captain’s load information and manifests where:  
1. Load Control is performed by the Handling Company  
2. Handling Company is performing inputs/updates when Load Control is performed by the Carrier or third party.

4.2 **Communications**

4.2.1 Inform all interested Parties concerning movements of the Carrier’s aircraft.

4.2.2 (a) Compile, receive, process and send all messages in connection with the services performed by the Handling Company. The Handling Company is authorized to use Carrier’s originator code or double signature procedure  
(b) Inform the Carrier’s representative of the contents of such messages.

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

4.3 **Flight Operations**

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 (a) Provide  
(b) Arrange for  
meteorological documentation and aeronautical information  
1. at the airport location(s), as defined in Annex B  
2. at different airport location(s).
4.3.3 (a) Provide
   (b) Arrange for
delivery of flight operations related documentation to the aircraft and obtain signature of the pilot-in-command, where applicable
   1. at the airport location(s), as defined in Annex B
   2. at different airport location(s).

4.3.4 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
   1. at the airport location(s), as defined in Annex B
   2. at different airport location(s)
   3. en-route.

4.3.5 (a) Prepare
   (b) Request
   (c) Sign
   (d) File
   the Air Traffic Services (“ATS”) Flight Plan
   1. at the airport location(s), as defined in Annex B
   2. at different airport location(s).

4.3.6 (a) Request
   (b) Manage
   the Carrier’s slot time allocation with the ATS
   1. at the airport location(s), as defined in Annex B
   2. at different airport location(s).

4.3.7 Provide the crew with a briefing.

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

4.3.9 Provide ground handling party(ies) with weight and fuel data.

4.3.10 Obtain a debriefing from incoming crews, distributing reports or completed forms to offices concerned.
4.4 **Crew Administration**

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

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

4.4.3 (a) Provide
      (b) Arrange for crew transportation to/from off airport locations.

4.4.4 Direct crew through airport facilities.

4.4.5 Liaise with
   (a) crew layover hotel(s)
   (b) crew transportation company on crew call and pick-up timings.

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

4.4.7 (c) Inform the Carrier’s 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
   (b) Arrange for
      1. warehouse and storage facility(ies)
      2. warehouse handling equipment
      3. warehouse handling services
         for
         (i) general cargo
         (ii) special shipments
         (iii) specialized cargo products
         (iv) post office mail
         (v) diplomatic mail
         (vi) diplomatic cargo
         (vii) company cargo/material.

5.1.2 (a) Issue
      (b) Obtain
      (c) Make available to Carrier receipt upon delivery of cargo.

5.1.3 Take action to
      (a) prevent theft or damage to the Carrier’s cargo and mail in custody of the Handling Company
      (b) 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 (a) Prepare Customs documentation.
      (b) Obtain Customs clearance.
      (c) Place cargo under Customs control.
      (d) Present to Customs cargo for physical examination for
         1. inbound cargo
         2. outbound cargo
         3. transfer cargo.
5.3 Documentation and Information Handling

5.3.1 (a) Prepare airwaybill or shipment record.
(b) Check all documentation to ensure shipment may be carried. The check shall not include the rates charged.
(c) Check security status for the shipment(s) concerned and take action as per Carrier’s instructions.
(d) Obtain capacity/booking information for the Carrier’s flights.
(e) Split airwaybill. Forward copies of manifests and airwaybills or shipment record to the Carrier.
(f) Prepare cargo manifest(s).
(g) Provide the load control unit with special load notification.
(h) Return copy of airwaybill or shipment record to shipper, endorsed with flight details.
(i) Check and/or enter data into Carrier’s and/or government/customs system, as specified in Annex B.
(j) Receive and process EDI messages (FWB/FHL and e-CSD) received from Carrier or other parties.
(k) Upon request from the Carrier print air waybill copies in plain paper copy or IATA Resolution 600a format.
(l) Provide and transmit EDI messages in accordance with the standards of the Master Operating Plan.
(m) Inform airline or shipper about shipment status via FSU message in accordance with the Master Operating Plan.

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

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

5.3.4 (a) Provide
(b) Arrange for delivery of Cargo/Mail related documentation from/to agreed points and the aircraft.

5.3.5 Prepare additional documentation required for Dangerous Goods Transportation by road and/or maritime.
5.4 **Physical Handling Outbound/Inbound**

5.4.1 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” in accordance with IATA Resolution 833
(d) the weight and volume and number of pieces 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), IATA Perishable Cargo Regulations (PCR), and others have been complied with.

5.4.2 Tally and assemble cargo for dispatch.

5.4.3 Prepare
(a) bulk cargo
(b) ULDs using
   1. build up materials provided by Carrier
   2. build up materials provided by Handling Company and establish
      (i) gross weight
      (ii) volume
      (iii) ULD contour
and provide the load control unit with the information.

5.4.4 Perform acceptance check on pre-built ULDs and establish, if accepted
(a) gross weight
(b) volume
(c) ULD contour
and provide the load control unit with the information.

5.4.5 (a) Load outbound cargo on vehicles.
(b) Assemble cargo for delivery to the aircraft.

5.4.6 (a) Offload bulk cargo from vehicles.
(b) Break down ULDs.
(c) Check incoming cargo against air waybills or shipment record and manifests.
(d) Release cargo to the consignee or agent.
5.4.7 Truck service loading/off-loading
   (a) Check seals are intact on inbound trucks
   (b) Offload truck prior to acceptance into warehouse
   (c) Load truck after formal release from warehouse
   (d) Place seals
   Truck operated by/or on behalf of the Carrier.

5.5 Transfer/Transit Cargo
5.5.1 Identify transfer/transit cargo.
5.5.2 Prepare transfer manifests for cargo to be transported by another carrier.
5.5.3 (a) Provide
   (b) Arrange for transport to the receiving carrier’s warehouse
       1. on airport
       2. off airport.
5.5.4 Accept/prepare
   (a) transfer cargo
   (b) transit cargo
   for onward carriage.

5.6 Post Office Mail
5.6.1 Check
   (a) incoming
   (b) outgoing
   mail against Post Office mail documents.
5.6.2 In case of missing documentation, issue substitutes.
5.6.3 Transport mail from
   (a) cargo warehouse to postal facility
   (b) postal facility to cargo warehouse
       1. on airport
       2. off airport
   together with documents, against receipt from postal authorities.
5.6.4 Handle and check transfer mail against accompanying mail documents.
5.6.5 Prepare
   (a) bulk mail
   (b) ULDs
   and establish
       1. gross weight
       2. volume
       3. ULD contour
   and provide the load control unit with the information.
5.6.6 Distribute incoming and/or outgoing post office mail documents.

5.7 Irregularities Handling
5.7.1 Take immediate action in respect of irregularities, damage or mishandling of dangerous goods and other special shipments.
5.7.2 Report to the Carrier any irregularities discovered in
(a) cargo
(b) mail.
5.7.3 Handle lost, found and damaged
(a) cargo
(b) mail.
(a) Notify the Carrier of complaints and claims.
(b) Process claims.
5.7.4 Take action when consignee refuses acceptance and payment.
Section 6  
Support Services

6.1 Accommodation  
6.1.1 Provide the Carrier with  
(a) office space  
(b) storage space  
(c) other facilities, as specified in Annex B.

6.2 Automation/Computer Systems  
6.2.1 (a) Provide  
(b) Arrange for  
(c) Operate  
computer hardware and other equipment  
(as specified in Annex B) to enable access to  
1. Carrier’s system  
2. Handling Company’s system  
3. other system.

6.2.2 Perform the following functions in  
(a) Carrier’s system  
(b) Handling Company’s system  
(c) other system  
for  
1. Training.  
2. Passenger reservations and sales  
3. Passenger service  
5. Baggage tracing.  
6. Operations, load control.  
7. Cargo reservations and sales  
8. Cargo handling  
9. Cargo EDI messaging (IATA cargo-imp or  
IATA cargo-xml)  
10. Post office mail handling  
11. Maintenance reporting  
12. Other functions.

6.2.3 Manage Automated Self Check-in device(s) and  
(a) Provide  
(b) Arrange for  
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
(b) Arrange for storage space for
1. passenger ULDs
2. cargo ULDs
3. post office mail ULDs
4. other 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 (UCM).
(c) Compile and dispatch ULD Stock Check Messages (SCM) at agreed timings as specified in Annex B.

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 Fueling/Defueling 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 fueling/defueling operations.
6.5.4 Prepare aircraft for fuelling/defuelling.
6.5.5 Drain water from aircraft fuel tanks.
6.5.6 (a) Provide
   (b) Arrange for
   1. fueling
   2. defuelling
       approved fueling/defueling 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
       (b) Arrange for
       the transport of
       1. passengers
       2. baggage
       3. cargo
       4. post office mail
       5. empty ULDs
       6. other
       between
       (i) airport and town terminal
       (ii) airport and other agreed points
       (iii) separate terminals at the same airport.

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
(b) Arrange for
1. matching of passengers against established data
2. security questioning.

7.1.2 (a) Provide
(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
(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
(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
(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.
7.3 Catering

7.3.1 (a) Provide
(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
6. sealing of catering vehicles.

7.4 Ramp

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

7.4.2 (a) Provide
(b) Arrange for
1. searching of
   1. flight deck
   2. upper deck
   3. main deck
   4. lower holds (front, rear, bulk)
   5. crew compartment(s)
   6. galley(s)
   7. lavatories
   8. wheel wells
   9. other, as specified in Annex B.

7.4.3 (a) Provide
(b) Arrange for
1. guarding of
2. sealing of
   (i) aircraft
   (ii) designated areas
   (iii) baggage in the baggage make-up areas.

7.4.4 (a) Provide
(b) Arrange for
1. security personnel to safeguard all Loads
2. during the transport between aircraft and designated locations
3. during offloading and loading of aircraft.
7.5 Additional Security Services

7.5.1 (a) Provide
(b) Arrange for additional security services (e.g. Ground Security Coordinator), as specified in Annex B.
Section 8
Aircraft Maintenance

8.1 Routine Services
8.1.1 Maintain the Carrier’s technical manuals, handbooks, catalogues, and other operational documents connected with performance of the services as specified in Annex B.
8.1.2 Perform line inspection in accordance with Carrier’s current instructions.
8.1.3 Enter in the aircraft log(s) and sign for the performance of line inspection.
8.1.4 Enter remarks in aircraft log(s) 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 (a) Perform.
(b) Supervise replenishing operations.
8.2.2 (a) Provide
(b) Arrange for
(c) Operate replenishing equipment.
8.2.3 Wipe excess oil from engine nacelles.
8.2.4 Engine Oil to be provided by the Carrier.
8.2.5 Engine Oil to be provided by the Handling Company.
8.2.6 Hydraulic fluid to be provided by the Carrier.
8.2.7 Hydraulic fluid to be provided by the Handling Company.

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(s) 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
(b) Arrange for maintenance 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 and/or equipment.
8.4.2 Provide periodic inspection of the Carrier’s spare parts and/or equipment.
8.4.3 Provide storage space for the Carrier’s spare parts and/or equipment.

8.5 Parking and Hangar Space
8.5.1 (a) Provide
(b) Arrange for
1. parking space
2. hangar space.
ANNEX BX.X – LOCATION(S), AGREED SERVICES AND CHARGES

to the Standard Ground Handling Agreement (SGHA) of January 2018

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 BX.X

for the location(s) _________________________________

is valid from ________________________________

and replaces ________________________________

Paragraph 1. Handling Services and Charges

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

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

1.1.2 Section(s) ______ price ______ per ________________.
The number of these clauses can be extended as far as necessary.

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

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

1.4 Handling in case of return to ramp involving a physical change of load will be charged at ____% of the above rates.

The handling charges are valid for a period of one (1) year from and including the effective date. Thereafter, the charges shall be subject to an annual increase as follows: 0.20 x CPI (Consumer Price Index) + 0.80 x LCI (Labour Cost Increase) = % increase*

* If the result is a negative value then the value shall be zero (meaning no discount will be applied).

There will be no charges for cancelled flights, provided the Carrier has given written notice at least forty eight (48) hours before published departure time.

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 ____%. In order to claim such disbursements, the Handling Company shall provide receipts, invoices or any reasonable evidence substantiating such disbursements.
Paragraph 4. Limit Of Liability
4.1 The limit of liability referred to in Sub-Article 8.5 of the Main Agreement shall be as follows:

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

*Article 8 of the Main Agreement shall apply in full. Swissport applies the liability guideline which corresponds with the aviation insurance industry standards. Refer to page 30 for the detailed list.*

Paragraph 5. Transfer of Services
5.1 In accordance with Sub-Article 3.1 of the Main Agreement, the Handling Company subcontracts the services of Annex A Section(s) ______ to ______.

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

Paragraph 6. Payment
6.1 Notwithstanding Sub-Article 7.2 of the Main Agreement, payment of account shall be effected ______________.

With reference to Sub-Article 7.3, the Parties establish the following payment terms: Handling Company will send invoices to (insert email/physical address).

Notwithstanding Sub-Article 7.1 of the Main Agreement, the Handling Company shall submit invoices to the Carrier and the Carrier shall pay the Handling Company within _____ days of the invoice.

In the event the Carrier disputes any charge or fee set forth in any invoice, Carrier shall pay the undisputed portion and notify the Handling Company of the discrepancy in billing. Both parties shall then seek in good faith to resolve the disputed amount(s). Upon the resolution of any disputed amount the Carrier shall promptly pay the balance due to the Handling Company.
Settlement of account shall be made by electronic transfer [all payments made through the Society for Worldwide Interbank Financial Telecommunication (SWIFT) shall be on a SHA (shared) basis] to the Handling Company’s nominated account. The Handling Company will invoice the Carrier on a weekly basis. The invoices shall be paid and cleared within 15 calendar days from the date of invoicing.

Paragraph 7. Supervision and Administration
7.1 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 organization(s) under cover of separate agreement(s):

Section(s) _______________________________________

Section(s) _______________________________________

Paragraph 8. Use of Yellow Pages
In the event that both Parties wish to incorporate AHM 811 Yellow Pages.

8.1 The following amendments to the Definitions and Terminology, Main Agreement and Annex A reflected in Yellow Pages of AHM 811 edition ______, (year ______) shall apply:

For example:
• Definitions and Terminology: e.g. nil or all
• Main Agreement: e.g. nil or all except Article x
• Annex A: e.g. nil or 3.6.x, 3.8.x, 6.6.x

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

9.1 Duration

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

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

9.2 Modification

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

9.3 Termination

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

9.3.2 The Carrier may terminate this Annex B, if the Handling Company fails to provide a consistently satisfactory level of service, the Carrier reserves the right to provide the Handling Company with written notice to the effect that correction is required within _____ days. If the Handling Company fails to correct the situation within _____ days, the Carrier may terminate the Agreement upon an additional _____ days prior written notice. In accordance with Sub-Article 5.8 of the Main Agreement a consistent satisfactory level of service is defined in a separate Service Level Agreement as Attachment to this Annex B.

9.3.3 In the event of the Handling Company’s material and sustained failure to perform the services as outlined in Sub-Article 5.8 of the Main Agreement, Carrier reserves the right to provide the Handling Company with written notice to the effect that correction is required within _____ days. If the Handling Company fails to reasonably correct the situation within _____ days, the Carrier may terminate the Agreement upon an additional _____ days prior written notice.

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

The agreement may not be terminated, save for cause in full or in part at any Location(s) at any time giving sixty (60) days’ prior written notice in the following instances:

1. by either Party in the case of:
   a) insolvency or material and sustained breach of obligations by the other Party such as the Carrier’s
repeated failure to pay invoices for services provided

b) in the case of either Party discontinuing its schedule and/or services at the location(s) referred to in Annex B; in the event that either Party discontinues its schedule and/or services at only part of the Location(s) (e.g. in one airport terminal only) referred to in this Annex B the termination right of either Party under this clause shall be limited to these Location(s) or part of location(s)

c) a material reduction to flight schedules and/or frequencies and/or aircraft types and/or tonnages for which the parties are unable to agree an adjustment to the charges in sub-paragraph 1

2. by the Handling Company:
in case the Handling Company’s business at the Location(s) referred to in this Annex B is or is about to become unprofitable, for whatever reason, and, in the Handling Company’s reasonable view, cannot be remedied in a reasonable period of time

3. by the Carrier:
in the event of the Handling Company’s material and sustained failure to perform the services according to the agreed standards and following the rectification and complaint process

4. In the event the Carrier terminates this agreement for cause pursuant to Sub-Paragraph 1(b) above the Carrier shall reimburse the Handling Company for any start-up costs and additional costs which the Handling Company had incurred. The maximum amount of reimbursement shall be reduced on every anniversary of agreement as outlined. Any additional costs incurred by the Handling Company which are directly linked to the Carrier, e.g. costs for special training requirements or handling equipment to meet the Carrier’s requirements shall be automatically added when they occur.

Paragraph 10. Notification

10.1 In accordance Sub-Article 11.3 of the Main Agreement, any notice or communication to be given hereunder shall be addressed to the respective parties as follows:
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 the ________________ at ________________
for and on behalf of ________ by ________________
ANNEX BX.X – SIMPLIFIED PROCEDURE – LOCATION(S), AGREED SERVICES AND CHARGES

to the Standard Ground Handling Agreement (SGHA) of January 2018

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 BX.X 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 2018 as published by the International Air Transport Association shall apply to this Annex B as if such terms were repeated here in full. By signing this Annex B, the Parties confirm that they are familiar with the aforementioned Main Agreement and Annex A.
Paragraph 1. Handling Services and Charges

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

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

1.1.2 Section(s) ______ price ______ per ____________

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

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

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

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

*The handling charges are valid for a period of one (1) year from and including the effective date. Thereafter, the charges shall be subject to an annual increase as follows: 0.20 x CPI (Consumer Price Index) + 0.80 x LCI (Labour Cost Increase) = % increase*

*If the result is a negative value then the value shall be zero (meaning no discount will be applied).*

*There will be no charges for cancelled flights, provided the Carrier has given written notice at least forty eight (48) hours before published departure time.*

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 _______. In order to claim such disbursements, the Handling Company shall provide receipts, invoices or any reasonable evidence substantiating such disbursements.

Paragraph 4. Limit of Liability

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

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</tbody>
</table>

Article 8 of the Main Agreement shall apply in full. Swissport applies the liability guideline which corresponds with the aviation insurance industry standards. Refer to page 30 for the detailed list.

Paragraph 5. Transfer of Services

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

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

Paragraph 6. Payment

6.1 Notwithstanding Sub-Article 7.2 of the Main Agreement, payment of account shall be effected ____________.

With reference to Sub-Article 7.3, the Parties establish the following payment terms:
The Handling Company will send invoice to (insert email/physical address).
Notwithstanding Sub-Article 7.1 of the Main Agreement, the Handling Company shall submit invoices to the Carrier and the Carrier shall pay the Handling Company within _______ days of the invoice.
In the event the Carrier disputes any charge or fee set forth in any invoice, Carrier shall pay the undisputed
portion and notify the Handling Company of the discrepancy in billing. Both parties shall then seek in good faith to resolve the disputed amount(s). Upon the resolution of any disputed amount the Carrier shall promptly pay the balance due to the Handling Company.

Settlement of account shall be made by electronic transfer [all payments made through the Society for Worldwide Interbank Financial Telecommunication (SWIFT) shall be on a SHA (shared) basis] to the Handling Company’s nominated account. The Handling Company will invoice the Carrier on a weekly basis. The invoices shall be paid and cleared within 15 calendar days from the date of invoicing.

Paragraph 7. Supervision And Administration

7.1 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 organization(s) under cover of separate agreement(s):

Section(s) __________________________

Section(s) __________________________

Paragraph 8. Use Of Yellow Pages

In the event that both Parties wish to incorporate AHM 811 Yellow Pages

8.1 The following amendments to the Definitions and Terminology, Main Agreement and Annex A reflected in Yellow Pages of AHM811 edition ______, (year ______) shall apply:

For example:
- Definitions and Terminology: e.g. nil or all
- Main Agreement: e.g. nil or all except Article x
- Annex A: e.g. nil or 3.6.x, 3.8.x, 6.6.x

Paragraph 9. Duration, Modification and Termination

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

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

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

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

NEW 9.3.2  The Carrier may terminate this Annex B, if the Handling Company fails to provide a consistently satisfactory level of service, the Carrier reserves the right to provide the Handling Company with written notice to the effect that correction is required within ______ days. If the Handling Company fails to correct the situation within ______ days, the Carrier may terminate the Agreement upon an additional ______ days prior written notice. In accordance with Sub-Article 5.8 of the Main Agreement a consistent satisfactory level of service is defined in a separate Service Level Agreement as Attachment to this Annex B.

NEW 9.3.3  In the event of the Handling Company’s material and sustained failure to perform the services as outlined in Sub-Article 5.8 of the Main Agreement, Carrier reserves the right to provide the Handling Company with written notice to the effect that correction is required within ______ days. If the Handling Company fails to reasonably correct the situation within ______ days, the Carrier may terminate the Agreement upon an additional ______ days prior written notice.

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

The agreement may not be terminated, save for cause in full or in part at any Location(s) at any time giving sixty (60) days’ prior written notice in the following instances:
1. by either Party in the case of:
   a) insolvency or material and sustained breach of obligations by the other Party such as the Carrier’s repeated failure to pay invoices for services provided
   b) in the case of either Party discontinuing its schedule and/or services at the location(s) referred to in Annex B; in the event that either Party discontinues its schedule and/or services at only part of the Location(s) (e.g. in one airport terminal only) referred to in this Annex B the termination right of either Party under this clause shall be limited to these Location(s) or part of location(s)
   c) material reduction to flight schedules and/or frequencies and/or aircraft types and/or tonnages for which the parties are unable to agree an adjustment to the charges in sub-paragraph 1

2. by the Handling Company:
   in case the Handling Company’s business at the Location(s) referred to in this Annex B is or is about to become unprofitable, for whatever reason, and, in the Handling Company’s reasonable view, cannot be remedied in a reasonable period of time

3. by the Carrier:
   in the event of the Handling Company’s material and sustained failure to perform the services according to the agreed standards and following the rectification and complaint process

4. In the event the Carrier terminates this agreement for cause pursuant to Sub-Paragraph 1 (b) above the Carrier shall reimburse the Handling Company for any start-up costs and additional costs which the Handling Company had incurred. The maximum amount of reimbursement shall be reduced on every anniversary of agreement as outlined. Any additional costs incurred by the Handling Company which are directly linked to the Carrier, e.g. costs for special training requirements or handling equipment to meet the Carrier’s requirements shall be automatically added when they occur.

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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:
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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 the ____________ at ________________ for and on behalf of ______ by ________________
SGHA 2013

STANDARD GROUND HANDLING AGREEMENT
DID YOU KNOW?

SWISSPORT FUELED AN AIRCRAFT EVERY 10.4 SECONDS WORLDWIDE IN 2017
STANDARD GROUND HANDLING AGREEMENT (SGHA)

between:
and:
The agreement consists of:

- **Main Agreement**, and, as required,
- **Annex A** (description of services)
- **Annex(es) B** (location(s), agreed services and charges)

### MAIN AGREEMENT

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Definitions and Terminology

- Article 1  Provision of Services
- Article 2  Fair Practices
- Article 3  Subcontracting of Services
- Article 4  Carrier’s Representation
- Article 5  Standard of Work
- Article 6  Remuneration
- Article 7  Accounting and Payment
- Article 8  Liability and Indemnity
- Article 9  Arbitration
- Article 10  Stamp Duties, Registration Fees
- Article 11  Duration, Modification and Termination
- Article 12  Authorization to Contract
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 will request an outside agency to perform the service required. The charge of the outside agency shall be paid by the Carrier. The Handling Company assumes no liability toward the Carrier for such arrangements.

CARGO means revenue cargo, and non-revenue cargo such as service cargo and company materials.

CARRIER’S REPRESENTATIVE means the individual or organization authorized by the Carrier to act on the Carrier’s behalf in matters concerning Article 4.

CO-ORDINATE means to collect and communicate operational information to the respective parties at the direction of the Carrier, or the Carrier’s Representative, as required to perform the services as contracted by the Carrier with Third Parties in the respective Annex(es) B.

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 control, load control and dispatch of flights.

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

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

ICAO means International Civil Aviation Organisation.

IATA means International Air Transport Association.

LIAISE means to communicate and maintain contact.

LOAD means any item carried in an aircraft other than is included in the basic operating weight.
LOADS means baggage, cargo, mail and any aircraft supplies including ballast.

PASSENGER(S) means any person(s) both revenue and non-revenue, except members of the crew, carried or to be carried in an aircraft with the consent of the Carrier.

PROVIDE implies that the Handling Company itself assumes responsibility for the provision of the service required.

RECEIVING CARRIER means a carrier who receives Loads from a transferring carrier at a transfer point.

SPECIAL SHIPMENTS includes, but not limited to, perishables, live animals, valuables, vulnerable cargo, news material and dangerous goods.

SPECIALISED CARGO PRODUCTS includes but not limited to, express cargo, courier shipments and same day delivery.

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

SUPERVISION means to oversee and direct the performance of the Services contracted by the Carrier with third parties, i.e. companies who have a separate Annex B (or similar contract with the Carrier). The term Supervision shall not apply to the Handling Company self-management of its own services or overseeing of the 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 Loads, Passenger and/or crew occurs.

TICKET means the document entitled “Passenger Ticket and Baggage Check” issued by or on behalf of the Carrier and includes Notice of Contract Terms incorporated by reference and notices and the flight and passenger coupons contained therein.

TRANSIT FLIGHT is an aircraft making an intermediate landing for commercial reasons where a change of Loads, Passenger and/or crew occurs.

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.

TURNROUND FLIGHT is an aircraft terminating a flight and subsequently originating another flight following a complete change of Loads, Passenger and/or crew.
UNIT LOAD DEVICES (ULDs) Aircraft unit load device (ULD) is an assembly of components comprising either of the following:
- aircraft pallet and pallet net
- aircraft pallet and pallet net over an igloo
- aircraft container

The purpose of the unit is to enable individual pieces of cargo, baggage or mail to be assembled into a standard-sized unit to facilitate rapid loading onto and offloading from aircraft having compatible handling and restraint systems which interface directly with the unit.
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 Carrier and the Handling Company agree to give the highest importance to the compliance to all applicable laws and regulations governing their activities and expects its agents and contractors to do the same.

Of particular concern are laws related to anti-bribery, anti-trust and labor relations (including but not limited to the prohibition of child labor).

The Services shall be made available within the limits of the capabilities of the Handling Company and the Handling Company will comply at all times with and will deploy best efforts to make sure its employees and subagents comply with:

• all laws and regulations applicable in its country of establishment and all other countries in which Services are provided under this Agreement
• applicable IATA and/or ICAO and/or other governing rules, regulation and procedures
• all international treaties and regulations that apply in general to commerce and in particular to the operation of aircraft, transportation of passengers and air freight or mail
The Carrier and the Handling Company shall ensure that their respective personnel assigned to the performance of this agreement are aware of all relevant legislation applicable to commerce in general, aircraft operation, passenger transport and air freight.

Further, the Carrier and the Handling Company shall ensure that all their respective employees assigned to the performance of this Agreement where applicable, shall be aware of the essentials of:

• competition and antitrust regulations in its country of residence, establishment as well as such regulations with extra-territorial application.
• the rules governing bribery, kick-backs, secret commissions and payments to government officials in its country of residence, establishment as well as such regulations with extra-territorial application.
• any other applicable law or regulation, whose breach or violation by a Party or its employees could cause damage to the other Party or its employees.

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 shall 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) stated 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
The Handling Company shall, as far as possible, give priority 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 co-operation with the relevant local authorities.

All documentation and information pertaining to the emergency is the property of the Carrier and shall be held confidential by the Handling Company, unless such documentation and information is specifically required by applicable law or by governmental or local authorities regulations.

The Carrier shall reimburse the Handling Company for expenses and disbursements incurred in rendering such assistance.
1.7 Additional Services
As far as possible, the Handling Company will, upon request, provide to the Carrier additional services not set forth in the present Agreement. 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 provide necessary services.

Article 2
Fair Practices

2.1 The Handling Company shall use its best efforts to protect the Carrier’s confidential information and make it 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 prior written consent. It is understood that, in this case, the Handling Company shall 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, shall 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 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 provided 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 provision 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 or by electronic confirmation 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 shall carry out all other services in accordance with the Carrier’s procedures and instructions. 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 Loads 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 the authorisation of specialised personnel performing services for the Carrier is valid and current. 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 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 or damage, threatened or actual, to the Carrier’s Aircraft, crew, Passengers 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 agree on the quality standards for any service provided, including 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 or a regulatory authority governing the Carrier’s operations may, at its own cost, and with reasonable prior 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 shall supervise and manage its own activities and/or those subcontracted as agreed within the scope of services specified in Annex(es) B.

5.12 The Handling Company shall be able to demonstrate a Safety Management System in use following IATA AHM 610 and/or ICAO, local and international regulations, or other governing rules.

5.13 The Handling Company shall promote awareness and strive to achieve best practices in Environmental and Social Responsibility.

**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, within the terms specified. 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 Payment**

7.1 The Handling Company shall invoice the Carrier monthly, unless otherwise agreed in Annex(es) B, 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 Payment shall be effected through the IATA Clearing House unless otherwise agreed in Annex(es) B.

7.3 The Parties shall reach agreement on the payment terms at each location. Such payment terms will form part of the applicable 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-Articles 8.5 and 8.6, the Carrier shall not make any claim against the Handling Company and shall indemnify it (subject as hereinafter provided) against any legal liability for claims or suits, including costs and expenses incidental thereto, in respect of:

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

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

PROVIDED ALSO THAT the Handling Company shall notify the Carrier of any claims or suits without undue delay and shall furnish such assistance as the Carrier may reasonably require.

PROVIDED ALSO THAT where any of the services performed by the Handling Company hereunder relate to the carriage by the Carrier of passengers, baggage or cargo, then if the limitations of liability imposed by the Warsaw Convention and/or the Montreal Convention (1999) as applicable and as amended from time to time would have applied if any such act or omission had been committed by the Carrier but are held by a Court not to be applicable to such act or omission committed by the Handling Company in performing this Agreement then upon such decision of the Court the indemnity of the Carrier to the Handling Company hereunder shall be limited to an amount not exceeding the amount for which the Carrier would have been liable if it had committed such act or omission.

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

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

8.6 Furthermore, notwithstanding Sub-Article 8.1.(c), the Handling Company shall indemnify the Carrier against direct loss of or damage to the Carrier’s cargo (excluding Mail) caused by the negligent act or omission by or on behalf of the Handling
Company in the provision of the services and/or the supply of goods under this Agreement provided always that the Handling Company’s liability shall be limited to as set out in article 22.3 of the Montreal Convention 1999 or any amendment to that Convention in force at the time of the loss or damage 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 USD 500 shall not be indemnified. Any claim shall be submitted within the time limits set out in article 31.2 of the Montreal Convention 1999. 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.

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 any Annex(es) B to this Agreement of all or any part of the services provided 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 either Parties permit(s) or other authorisation(s) to operate in the agreed location(s), wholly or in part, being revoked, cancelled, or suspended, that Party shall notify the other Party without delay. Thereafter 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 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 informs the other Party within thirty days of the change.
Article 12

Authorization to Contract

Each party warrants that it has the right to enter into this Agreement and that execution of this Agreement has been signed by authorized representative(s) of each party.

Signed the ____________________ Signed the ____________________
at __________________________ at __________________________
for and on behalf of ____________ for and on behalf of ____________
by ____________________________ by ____________________________
ANNEX A – GROUND HANDLING SERVICES

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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 Handling Company” or “the Carrier”, as the case may be.

This Annex A is valid from ________________________________

and replaces ________________________________
Section 1

Management Functions

1.1 Representation
1.1.1 (a) Provide
(b) Arrange for
1. guarantee
2. 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 schedules 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 operational documents connected with the performance of the services.
1.2.5 (a) Check
(b) Sign
(c) Forward
on behalf of the Carrier items including, but not limited to, 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) out-of-pocket expenses, accommodation, transport.
1.3 Supervision and/or Co-ordination

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

1.3.2 Provide Turnaround coordinator (TRC).

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

1.3.4 Liaise with the Carrier’s designated representative.

1.3.5 Verify availability and preparedness of personnel, equipment, Loads, documentation of third party(ies).

1.3.6 Meet aircraft upon arrival and liaise with crew.

1.3.7 Decide on non-routine matters.

1.3.8 Verify dispatch of operational messages.

1.3.9 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 authorised 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 authorised to
(a) solicit
(b) negotiate
(c) commit services on behalf of the Carrier, with expenditure/commitment limit to be specified in Annex B

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

1.4.6 Liaise with 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 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, 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
(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 (a) Provide
(b) Arrange for
passenger assistance when flights are interrupted, delayed or
cancelled. Such assistance shall include:
1. meal vouchers
2. rebooking
3. transportation
4. hotel accommodation
5. personnel
2.1.5 Arrange storage of baggage in the bonded store.
2.1.6 (a) Notify the Carrier of complaints and claims made by the
Carrier’s passengers.
(b) Process such claims, as specified in Annex B.
2.1.7 Report to the Carrier any irregularities discovered in passenger
and baggage handling.
2.1.8 (a) Provide
(b) Arrange for
1. check-in counter(s)
2. service counter(s)
3. transfer counter(s)
4. lounge facilities
5. set up of Carrier specific items, such as but not limited to carpets, mobile signage, queuing control stanchions
6. other facilities as specified in Annex B

2.1.9 Perform the following ticketing/sales functions:
(a) reservations
(b) issuance of transportation documents
(c) ancillary services
(d) e-ticketing
(e) other 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). The check shall not include the fare. At the following locations:
1. check-in area
2. lounge
3. transfer counter
4. gate
5. off airport
6. other as specified in Annex B

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 passenger and/or travel document information into Carrier’s and/or government system.
At the following locations:
1. check-in area
2. lounge
3. transfer counter
4. gate
5. off airport
6. other as specified in Annex B

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).
at the following locations:
(a) check-in area
(b) lounge
(c) transfer counter
(d) gate
(e) off-airport
(f) other as specified in Annex B

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
at the following locations:
1. check-in area
2. lounge
3. transfer counter
4. gate
5. off-airport
6. other as specified in Annex B

2.2.6 Tag
(a) checked baggage
(b) cabin baggage for
1. initial flight.
2. subsequent flight(s).
at the following locations:
(a) check-in area
(b) lounge
(c) transfer counter
(d) gate
(e) off-airport
(f) other as specified in Annex B

2.2.7 Effect conveyance of checked baggage to the baggage sorting area
at the following locations:
(a) check-in area
(b) lounge
(c) transfer counter
(d) gate
(e) other as specified in Annex B

2.2.8 Effect conveyance of Out of Gauge (OOG) checked baggage
to the baggage sorting area at the following locations:
(a) check-in area
(b) lounge
2.2.9 Collect airport and/or any other service charges from departing passengers at the following locations:
(a) check-in area
(b) lounge
(c) transfer counter
(d) gate
(e) other as specified in Annex B

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).
   at the following locations:
   (a) check-in area
   (b) lounge
   (c) transfer counter
   (d) gate
   (e) off airport
   (f) other as specified in Annex B

2.2.11 Handle
(a) Denied Boarding process
(b) Denied Boarding Compensation
   at the following locations:
   1. check-in area
   2. lounge
   3. transfer counter
   4. gate
   5. other as specified in Annex B

2.2.12 Direct passengers
(a) through controls to departure gate
(b) to connecting transport to the airport, in case of off airport services.

2.2.13 Handle upgrade/downgrade functions
   at the following locations:
   (a) check-in area
   (b) lounge
   (c) transfer counter
   (d) gate
   (e) other as specified in Annex B
2.2.14 Handle standby list at the following locations:
   (a) check-in area
   (b) lounge
   (c) transfer counter
   (d) gate
   (e) other as specified in Annex B
2.2.15 At the gate perform
   (a) verification of cabin baggage
   (b) boarding process
   (c) reconciliation of passenger numbers with aircraft documents prior to departure
   (d) other gate functions as specified in Annex B
2.2.16 (a) Collect
   (b) Reconcile
   (c) Handle and forward to Carrier transportation documents (flight coupons, or other flight related documents) uplifted from departing passengers.
2.2.17 Perform post-flight editing.

2.3 Arrival
2.3.1 (a) Perform
   (b) Arrange for opening/closing aircraft passenger doors
2.3.2 Direct passengers
   (a) from aircraft through controls
   (b) arriving from the airport, in case of off airport services.
2.3.3 (a) Provide
   (b) Arrange for
      1. transfer counter
      2. connection services
      3. baggage recheck
2.3.4 Handle lost, found and damaged property matters.
   (a) Provide
   (b) Arrange for
      1. acceptance of baggage irregularity reports
      2. entering of data into baggage tracing system
      3. maintaining baggage tracing system files for period specified in Annex B
      4. making payments for incidental expenses
      5. delivery of delayed baggage to passengers
      6. handling of communications with passengers
      7. repair or replacement of damaged baggage
2.4 Inter-modal Transportation by Rail, Road or Sea

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

2.4.2 Direct departing passengers to connecting transport.

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

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

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

2.4.6 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
1. baggage sorting area
2. other location(s) as specified in Annex B.
3.1.2 Prepare for delivery onto flights
(a) bulk baggage
(b) ULDs
(c) baggage accepted at a location as specified in Annex B.
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 Prioritise baggage delivery to claim area.
3.1.6 Deliver to claim area
(a) baggage
(b) Out of Gauge (OGG)
3.1.7 Transfer baggage
(a) Provide
(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
(b) Arrange for
marshalling at arrival and/or departure.
3.2.2 Operate automated guidance systems.

3.3 Parking
3.3.1 (a) Provide
(b) Position and/or remove wheelchocks.
3.3.2 (a) Provide
(b) Position and/or remove
1. landing gear locks
2. engine blanking covers
3. pitot covers
4. surface control locks
5. tailstands and/or aircraft tethering
6. safety cones
7. other items as specified in Annex B

3.4 **Ancillary Items**

3.4.1 (a) Provide
(b) Arrange for
(c) Operate
1. ground power unit
2. fixed ground power
3. cooling unit
4. heating unit
5. air start unit

3.5 **Ramp to Flight Deck Communication**

3.5.1 Provide headsets.
3.5.2 Perform ramp to flight deck communication
(a) during push-back
(b) during tow-in
(c) during engine starting
(d) 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
(b) Arrange for
1. passenger
2. crew
transport between aircraft and airport terminal(s).

3.6.3 (a) Provide
(b) Arrange for
(c) Operate
equipment for loading and/or unloading.
3.6.4 (a) Provide
(b) Arrange for
delivery and pick-up of
1. baggage
2. mobility devices
at aircraft doors or other agreed points

3.6.5 (a) Provide
(b) Arrange for
assembly and transport of
1. baggage
2. general cargo
3. special shipments
4. mail
5. documents
6. 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) Redistribute Loads in aircraft.
(d) Operate in-plane loading system.
(e) Report final load distribution to the Load Control unit.

3.6.7 Open, close and secure aircraft hold doors:
(a) aircraft lower deck
(b) aircraft main deck

3.6.8 (a) Provide
(b) Arrange for ballast.

3.6.9 (a) Provide
(b) Arrange for
safeguarding of all Loads requiring special handling during
1. loading/unloading
2. transport between aircraft and designated point on the airport.

3.7 Safety Measures

3.7.1 (a) Provide
1. portable fire extinguisher on motorized/self-propelled ramp equipment
2. ramp fire extinguisher, if not provided by airport authority
(b) Arrange for
1. attendance of airport fire services at aircraft
3.7.2 Perform visual external safety/ground damage inspection of
(a) doors and panels and immediate surroundings
(b) other inspection items as specified in Annex B
1. immediately upon arrival
2. immediately prior departure
   and communicate the results to flight crew or Carrier’s
   representative.
3.7.3 Check that all doors and access panels are properly closed
   and locked.

3.8 Moving of Aircraft
3.8.1 (a) Provide
   (b) Arrange for
      1. Tow-in and/or push-back of aircraft
      2. Towing of aircraft between other points
      3. Cockpit brake operator in connection with towing
      4. Wing-walker(s)
3.8.2 (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 Exterior Cleaning
3.9.1 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 stabiliser
(k) vertical stabiliser  
(l) landing gear  
(m) wheel well

3.10 Interior Cleaning  
3.10.1 Clean  
(a) flight deck, if specified, under the control of a person authorised by the Carrier  
(b) passenger and crew compartments (other than flight deck)  
  1. empty ash trays  
  2. dispose of litter  
  3. clear waste from overhead stowage  
  4. wipe tables  
  5. seats, seat back pockets and passenger service units  
  6. floors  
  7. empty refuse bins  
  8. surfaces in pantries, galleys (sinks, working surfaces, ovens and surrounds) and toilets (wash basins, bowls, seats, mirrors and surrounds)  
  9. remove, as necessary, any contamination caused by airsickness, spilled food or drink and offensive stains  
  10. telephones, screens and other equipment  
  11. inside windows.  

3.10.2 Remove and dispose of  
(a) litter/waste  
(b) food and food-related material (galley waste).  

3.10.3 Perform cabin dressing  
(a) Blankets/duvets (fold/place in designated locations)  
(b) Arrange seat belts  
(c) Make up berths including crew  
(d) Replace head rests  
(e) Replace pillow covers  
(f) Restock toilet items  
(g) Replace/restock seat back pocket items  
(h) Other cabin items as specified in Annex B.  
  1. Materials provided by the Carrier.  
  2. Materials provided by the Handling Company.  

3.10.4 (a) Disinfect  
(b) Deodorize aircraft with  
  1. materials provided by Carrier  
  2. materials provided by Handling Company.
3.10.5 (a) Provide
(b) Arrange for laundering of
1. cabin items (blankets/duvets/pillow cases)
2. linen.

3.10.6 Clean
(a) cargo compartments
(b) ULDs.

3.11 Toilet Service
3.11.1 (a) Provide
(b) Arrange for
1. servicing (empty, clean, flush and replenish fluids)
2. triruator/disposal service.

3.12 Water Service
3.12.1 (a) Provide
(b) Arrange for
1. Draining tanks
2. Replenish tanks (water standard as specified in Annex B)
3. Water quality tests.

3.13 Cabin Equipment
3.13.1 Rearrange cabin by
(a) removing
(b) installing
(c) repositioning
cabin equipment, for example, seats and cabin divider(s)

3.14 Storage of Cabin Material
3.14.1 (a) Provide
(b) Arrange for
storage space for the Carrier’s cabin material.
3.14.2 Take inventory.
3.14.3 (a) Provide
(b) Arrange for replenishment of stocks.

3.15 Catering Ramp Handling
3.15.1 Unload/load and stow catering supplies from/on aircraft.
3.15.2 Transfer catering supplies on aircraft.
(a) between lower holds and galleys and vice versa
(b) between galleys.
3.15.3 Transport catering supplies between aircraft and designated points.
3.16 De-Icing/Anti-Icing Services and Snow/Ice Removal

3.16.1 Remove snow from aircraft without using de-icing fluid.

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

3.16.3 Perform clear ice check

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

3.16.5 Provide de-icing/anti-icing fluids.

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

3.16.7 Apply anti-icing fluid to aircraft.

3.16.8 Supervise performance of de-icing/anti-icing operations.

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

3.16.10 Complete documentation as per Carrier’s instructions.
Section 4
Load Control and Flight Operations

4.1 Load Control
4.1.1 Deliver load control related documents between aircraft and airport buildings and vice versa.
4.1.2 (a) Process
(b) Sign
documents and information, including but not limited to, loading instructions, load and trim sheets, Captain’s load information and manifests where:
1. Load Control is performed by the Handling Company
2. Handling Company is performing inputs/updates when Load Control is performed by the Carrier or third party

4.2 Communications
4.2.1 Inform all interested Parties concerning movements of the Carrier’s aircraft.
4.2.2 (a) Compile, receive, process and send all messages in connection with the services performed by the Handling Company. The Handling Company is authorized to use Carrier’s originator code or double signature procedure
(b) Inform the Carrier’s representative of the contents of such messages
4.2.3 (a) Provide
(b) Operate
means of communication between the ground station and the Carrier’s aircraft.

4.3 Flight Operations
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 (a) Provide
(b) Arrange for meteorological documentation and aeronautical information
1. at the airport location as defined in Annex B
2. at different airport location(s).
4.3.3 (a) Provide
(b) Arrange for delivery of flight operations related documentation to the aircraft and obtain signature of the pilot-in-command, where applicable
1. at the airport location as defined in Annex B
2. at different airport location(s)

4.3.4 (a) Analyse the operational conditions and prepare
(b) request
(c) sign
make available the operational flight plan according to the
instructions and data provided by the Carrier
1. at the airport location as defined in Annex B
2. at different airport location(s)
3. en-route.

4.3.5 (a) Prepare
(b) Request
(c) Sign
(d) File
the Air Traffic Services (“ATS”) Flight Plan
1. at the airport location as defined in Annex B
2. at different airport location(s)

4.3.6 (a) Request
(b) Manage
the Carrier’s slot time allocation with the ATS
1. at the airport location as defined in Annex B
2. at different airport location(s).

4.3.7 Provide the crew with a briefing.

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

4.3.9 Provide ground handling party(ies) with weight and fuel data.

4.3.10 Obtain a debriefing from incoming crews, distributing reports
or completed forms to offices concerned.

4.4 Crew Administration

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

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

4.4.3 (a) Provide
(b) Arrange for
crew transportation to/from off airport locations.

4.4.4 Direct crews through airport facilities.
4.4.5 Liaise with
   (a) crew layover hotel(s)
   (b) crew transportation company on crew call and pick-up timings.

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

4.4.7 Inform the Carrier’s representative of any crew indisposition or potential absence.
Section 5
Cargo and Mail Warehouse Services

5.1 Cargo and Mail Handling – General
5.1.1 (a) Provide
(b) Arrange for
1. warehouse and storage facility(ies)
2. warehouse handling equipment
3. warehouse handling services
4. General cargo
5. Special shipments
6. Specialised cargo products
7. Post office mail
8. Diplomatic mail
9. Diplomatic cargo
10. Company cargo/material.

5.1.2 (a) Issue
(b) Obtain
(c) Make available to Carrier receipt upon delivery of cargo.

5.1.3 Take action to
(a) prevent theft or damage to the Carrier’s cargo and mail in custody of the Handling Company
(b) prevent theft or unauthorised use of, or damage to the Carrier’s pallets, containers, nets, straps, tie-down rings and other material in the custody of the Handling Company. Notify the Carrier immediately of any damage to or loss of such items.

5.2 Customs Control
5.2.1 (a) Prepare Customs documentation.
(b) Obtain Customs clearance.
(c) Place cargo under Customs control.
(d) Present to Customs cargo for physical examination for
1. inbound cargo
2. outbound cargo
3. transfer cargo.

5.3 Documentation Handling
5.3.1 (a) Prepare airwaybill
(b) Check all documentation to ensure shipment may be carried. The check shall not include the rates charged.
(c) Check security status for the shipment(s) concerned and take action as per Carrier’s instructions.
(d) Obtain capacity/booking information for the Carrier’s flights.
(e) Split airwaybill. Forward copies of manifests and air waybills to the Carrier.
(f) Prepare cargo manifest(s).
(g) Provide the load control unit with Special Load Notification.
(h) Return copy of airwaybill to shipper, endorsed with flight details.
(i) Check and/or enter data into Carrier’s and/or government/customs system, as specified in Annex B

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

5.3.3 (a) Provide
(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.

5.3.4 (a) Provide
(b) Arrange for
delivery of Cargo/Mail related documentation from/to agreed points and the aircraft.

5.4 Physical Handling Outbound/Inbound
5.4.1 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 and number of pieces 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.

5.4.2 Tally and assemble cargo for dispatch.
5.4.3 Prepare
(a) bulk cargo
(b) ULDs
(c) build up materials provided by Carrier
(d) build up materials provided by Handling Company and establish
1. gross weight
2. volume
3. ULD contour
and provide the load control unit with the information.

5.4.4 Perform acceptance check on pre-built ULDs and establish, if accepted
(a) gross weight
(b) volume
(c) ULD contour
and provide the load control unit with the information.

5.4.5 (a) Load outbound cargo on vehicles.
(b) Assemble cargo for delivery to the aircraft.

5.4.6 1. Offload bulk cargo from vehicles.
2. Break down ULDs.
3. Check incoming cargo against air waybills and manifests.
4. Release cargo to the consignee or agent.

5.4.7 Truck service loading/off-loading
(a) Check seals are intact on inbound trucks
(b) Offload truck prior to acceptance into warehouse
(c) Load truck after formal release from warehouse
(d) Place seals
Truck operated by/or on behalf of the Carrier.

5.5 Transfer/Transit Cargo
5.5.1 Identify transfer/transit cargo.
5.5.2 Prepare transfer manifests for cargo to be transported by another carrier.
5.5.3 (a) Provide
(b) Arrange for transport to the receiving carrier’s warehouse
   1. on airport
   2. off airport.
5.5.4 Accept/prepare
(a) transfer cargo
(b) transit cargo for onward carriage.

5.6 Post Office Mail
5.6.1 Check
(a) incoming
(b) outgoing mail against Post Office mail documents.
5.6.2 In case of missing documentation, issue substitutes.
5.6.3 Transport mail from
(a) cargo warehouse to postal facility
(b) postal facility to cargo warehouse
1. on airport
2. off airport
together with documents, against receipt from postal authorities.

5.6.4 Handle and check transfer mail against accompanying mail
documents.

5.6.5 Prepare
(a) bulk mail
(b) ULDs
and establish (a) gross weight (b) volume
(c) ULD contour
and provide the load control unit with the information.

5.6.6 Distribute incoming and/or outgoing post office mail documents.
Section 6
Support Services

6.1 Accommodation
6.1.1 Provide the Carrier with
(a) office space
(b) storage space
(c) other facilities, as specified in Annex B.

6.2 Automation/Computer Systems
6.2.1 (a) Provide
(b) Arrange for
(c) Operate
computer hardware and other equipment (as specified in Annex B) to enable access to
1. Carrier’s system
2. Handling Company’s system
3. other system.

6.2.2 Perform the following functions in
(a) Carrier’s system
(b) Handling Company’s system
(c) other system for
1. Training.
2. Passenger reservations and sales
3. Passenger service
5. Baggage tracing.
6. Operations, load control.
7. Cargo reservations and sales
8. Cargo handling
9. Post office mail handling
10. Maintenance reporting
11. Other functions.

6.2.3 Manage Automated Self Check-in device(s) and
(a) Provide
(b) Arrange for
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
(b) Arrange for storage space for
1. passenger ULDs
2. cargo ULDs
3. post office mail ULDs
4. other ULDs.

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

6.3.3 (a) Take physical inventory of ULD stock and maintain records.
(b) Compile and 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 fuelling/defuelling.

6.5.5 Drain water from aircraft fuel tanks.

6.5.6 (a) Provide
(b) Arrange for approved fueling/defueling 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
(b) Arrange for the transport of
1. passengers
2. baggage
3. cargo
4. post office mail
5. empty ULDs
6. other between
(i) airport and town terminal
(ii) airport and other agreed points
(iii) separate terminals at the same airport.

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

Security

7.1 Passenger and Baggage Screening and Reconciliation

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

7.1.2 (a) Provide
(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
(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
(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
(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
(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.
6. sealing of catering vehicles.

7.4 **Ramp**

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

7.4.2 (a) Provide
(b) Arrange for
1. searching of
2. guarding of
3. sealing of
   (i) aircraft
   (ii) designated areas
   (iii) baggage in the baggage make-up area.

7.4.3 (a) Provide
(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
(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, and other operational documents connected with performance of the services as specified in Annex B.
8.1.2 Perform line inspection in accordance with Carrier’s current instructions.
8.1.3 Enter in the aircraft log(s) and sign for the performance of line inspection.
8.1.4 Enter remarks in aircraft log(s) 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 (a) Perform.
(b) Supervise replenishing operations.
8.2.2 (a) Provide
(b) Arrange for
(c) Operate replenishing equipment.
8.2.3 Wipe excess oil from engine nacelles.
8.2.4 Engine Oil to be provided by the Carrier.
8.2.5 Engine Oil to be provided by the Handling Company.
8.2.6 Hydraulic fluid to be provided by the Carrier.
8.2.7 Hydraulic fluid to be provided by the Handling Company.

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(s) 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
(b) Arrange for maintenance 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 and/or equipment.
8.4.2 Provide periodic inspection of the Carrier’s spare parts and/or equipment.
8.4.3 Provide storage space for the Carrier’s spare parts and/or equipment.

8.5 Parking and Hangar Space
8.5.1 (a) Provide
(b) Arrange for
1. parking space
2. hangar space.
ANNEX B – LOCATION(S), AGREED SERVICES AND CHARGES

to the Standard Ground Handling Agreement (SGHA) of January 2013

between ______________________________________

having its principal office at ____________________________

and hereinafter referred to as “the Carrier”

and ______________________________________________

having its principal office at ____________________________

and hereinafter referred to as “the Handling Company”.

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

effective from ______________________________________

This Annex B

for the location(s)

is valid from ______________________________________

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

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

1.1.2 Section(s) ______ price ______ per ________________.

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

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

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

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

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

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

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

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

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

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

Paragraph 7. Payment
7.1 Notwithstanding Sub-Article 7.2 of the Main Agreement, payment of account shall be effected _________.

With reference to Sub-Article 7.3, the Parties establish the following payment terms:
Handling Company will send invoices to (insert email/physical address).
Notwithstanding Sub-Article 7.1 of the Main Agreement, the Handling Company shall submit invoices to the Carrier and the Carrier shall pay the Handling Company within ______ days of the invoice.
In the event the Carrier disputes any charge or fee set forth in any invoice, Carrier shall pay the undisputed portion and notify the Handling Company of the discrepancy in billing. Both parties shall then seek in good faith to resolve the disputed amount(s). Upon the resolution of any disputed amount the Carrier shall promptly pay the balance due to the Handling Company.

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. Duration, Modification And Termination
Any change to Article 11 of the Main Agreement, in particular to the
duration of the Main Agreement, validity of rates or rights of termina-
tion shall be recorded below, notwithstanding the corresponding
Sub-Articles of the Main Agreement.

For example:
9.1 Duration

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

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

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

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

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

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

To Carrier:

Carrier ____________________________________________

Street ______________________________________________

City, Country __________________________________________

Telephone ____________________________________________

Fax ________________________________________________
E-mail __________________________
Attn __________________________

**To Handling Company:**

The Handling Company __________________________
Street __________________________
City, Country __________________________
Telephone __________________________
Fax __________________________
E-mail __________________________
Attn __________________________

**Paragraph 11. Governing Law**

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

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

Signed the ________________ at __________________________
for and on behalf of ____________ by __________________________

Signed the ________________ at __________________________
for and on behalf of ____________ by __________________________
ANNEX B – SIMPLIFIED PROCEDURE – LOCATION(S), AGREED SERVICES AND CHARGES

to the Standard Ground Handling Agreement (SGHA) of January 2013

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 ________________________________

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 2013 as published by the International Air Transport Association shall apply to this Annex B as if such terms were repeated here in full. By signing this Annex B, the Parties confirm that they are familiar with the aforementioned Main Agreement and Annex A.
Paragraph 1. Handling Services and Charges

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

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

1.1.2 Section(s) ______ price ______ per ________________.

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

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

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

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

Paragraph 2. Additional Services and Charges

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

Paragraph 3. Disbursements

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

Paragraph 4. Limit Of Liability

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

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

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

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

Paragraph 7. Payment
7.1 Notwithstanding Sub-Article 7.2 of the Main Agreement, payment of account shall be effected ______.

With reference to Sub-Article 7.3, the Parties establish the following payment terms:
The Handling Company will send invoice to (insert email/physical address).

Notwithstanding Sub-Article 7.1 of the Main Agreement, the Handling Company shall submit invoices to the Carrier and the Carrier shall pay the Handling Company within ______ days of the invoice.

In the event the Carrier disputes any charge or fee set forth in any invoice, Carrier shall pay the undisputed portion and notify the Handling Company of the discrepancy in billing. Both parties shall then seek in good faith to resolve the disputed amount(s). Upon the resolution of any disputed amount the Carrier shall promptly pay the balance due to the Handling Company.

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. Duration, Modification And Termination

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

For example:

9.1 Duration

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

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

9.2 Modification

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

9.3 Termination

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

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

Paragraph 10. Notification

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

To Carrier:

Carrier __________________________________________

Street __________________________________________

City, Country ______________________________________

Telephone _______________________________________
Fax ____________________________
E-mail __________________________
Attn ____________________________

To Handling Company:

The Handling Company __________________________
Street ____________________________
City, Country ____________________________
Telephone ____________________________
Fax ____________________________
E-mail ____________________________
Attn ____________________________

Paragraph 11. Governing Law

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

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

Signed the ____________________________
at ____________________________
for and on behalf of ____________
by ____________________________

Signed the ____________________________
at ____________________________
for and on behalf of ____________
by ____________________________
DID YOU KNOW?

24% OF ALL FLIGHTS HANDLED BY SWISSPORT ARE SERVED BOTH AT THE POINT OF DEPARTURE AND POINT OF DESTINATION
IATA STANDARD GROUND HANDLING AGREEMENT 2008

STANDARD GROUND HANDLING AGREEMENT (SGHA)

between:
and:
The agreement consists of:

Main Agreement, and, as required,
Annex A (description of services)
Annex(es) B (location(s), agreed services and charges)

MAIN AGREEMENT

Table of Contents

Definitions and Terminology
Article 1 Provision of Services
Article 2 Fair Practices
Article 3 Subcontracting of Services
Article 4 Carrier’s Representation
Article 5 Standard of Work
Article 6 Remuneration
Article 7 Accounting and Settlement
Article 8 Liability and Indemnity
Article 9 Arbitration
Article 10 Stamp Duties, Registration Fees
Article 11 Duration, Modification and Termination
Definitions and Terminology

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

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

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

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

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

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

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

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

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

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

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

PASSENGERS includes the Carrier’s service and free passengers.

PROVIDE implies that the Handling Company itself assumes responsibility for the provision of the service in question.

RECEIVING CARRIER means a carrier who receives a Unit Load Device from a transferring carrier at a transfer point.
SPECIAL SHIPMENTS means, for example, perishables, live animals, valuables, vulnerable cargo, news material, dangerous goods etc.

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

STATION MANAGEMENT means management of Carriers administrative and/or operational functions(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.

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 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 co-operation with the relevant local authorities.

All documentation and information pertaining to the emergency is the property of the Carrier and shall be held confidential by
the Handling Company, unless such documentation and information is specifically required by applicable law or by governmental or local authorities regulations.

The Carrier shall reimburse the Handling Company for expenses and disbursements incurred in rendering such assistance.

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

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

Article 2
Fair 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

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 Com-
pany 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.

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

(b) In the case of claims arising out of surface transportation which is not provided on behalf of the Carrier and/or is not part of the operation of loading/embarking or unloading/disembarking and/or is not covered by the Carrier’s Contract of Carriage the waiver and indemnity herein contained shall not apply.

8.4 The Handling Company shall not make any claim against the Carrier and shall indemnify it (subject as hereinafter provided) against any legal liability for claims or suits, including costs and expenses incidental thereto, in respect of:

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

(b) damage to or loss of property owned or operated by, or on behalf of, the Handling Company and any consequential loss or damage;

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

8.5 Notwithstanding Sub-Article 8.1(d), the Handling Company shall indemnify the Carrier against any physical loss of or damage to the Carrier’s Aircraft caused by the Handling Company’s negligent 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.

8.6. Furthermore, notwithstanding Sub-Article 8.1.(c), the Handling Company shall indemnify the Carrier against direct loss of or damage to the Carrier’s cargo (excluding Mail) caused by the negligent act or omission by or on behalf of the Handling Company in the provision of the services and/or the supply of goods under this Agreement PROVIDED ALWAYS THAT the Handling Company’s liability shall be limited to 17 SDR per kilo or to the actual compensation paid out by the Carrier, whichever is less. In any event, the total amount of the claim shall not exceed USD 1,000,000, except that loss or damage in respect of any claim below USD 500 shall not be indemnified. Any claim shall be submitted within the time limits of the Warsaw convention. For the avoidance of doubt, the liability of the Handling Company shall never exceed the liability of the Carrier.

Article 9
Arbitration

9.1. In the event of any dispute or claim concerning the scope, meaning, construction or effect of this Agreement, the parties shall make all reasonable efforts to resolve disputes amongst themselves. Failing mutual resolution of the dispute, the parties may elect to resolve the dispute through arbitration (either by a single arbitrator or a panel of arbitrators). In the event that the parties fail to agree to an arbitration process, the dispute shall be settled in accordance with the laws of the state or jurisdiction set out in Annex(es) B, by the courts set out in Annex(es) B without regard to principles of conflict of laws.
**Article 10**  
*Stamp Duties, Registration Fees*

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

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

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

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

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

11.3 Any notice referred to under this Article 11 given by one Party under this Agreement shall be deemed properly given if sent by registered letter, or by other means where proof of receipt or acknowledgement is obtained, to the respective office of the other Party as recorded in the Annex(es) B. In 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 ____________________________  at ____________________________
for and on behalf of ____________  for and on behalf of ____________
by ____________________________  by ____________________________
ANNEX A – GROUND HANDLING SERVICES

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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 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 despatch 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 authorised 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 authorised to
(a) solicit
(b) negotiate
(c) commit
services on behalf of the Carrier, with expenditure/commitment limit to be specified in Annex B:
1. airport lounges
2. baggage delivery services
3. janitorial
4. newspapers delivery
5. laundry services
6. porters
7. other

1.4.5 Negotiate and secure slot(s) and airport facilities, as available, on behalf of the Carrier.
1.4.6 Liaise with relevant local and Government authorities to ensure that all necessary permits and licenses are applied for, negotiated and secured in advance of each seasonal/operational change.
1.4.7 Perform and report (KPI – key performance indicators) quality/performance measurements.
1.4.8 Handle the contents of Carrier’s company mail pouches.
Section 2
Passenger Services

2.1 General

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

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

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

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

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

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

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

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

2.1.9 (a) Provide or
(b) Arrange for
1. check-in position(s),
2. service counter(s)/desk(s) for other purposes,
3. lounge facilities,
4. porter services,
5. other services as specified in Annex B
2.1.10 Perform on behalf of the Carrier the following sales functions
   (a) reservations
   (b) issuance of transportation documents
   (c) e-ticketing as specified in Annex B

2.2 Departure
2.2.1 Perform pre-flight editing

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

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

2.2.4 (a) Weigh and/or measure checked and/or cabin baggage
   (b) Record baggage figures
       for
       1. initial flight
       2. subsequent flight(s)

2.2.5 Excess baggage
   (a) Determine excess baggage
   (b) Issue excess baggage ticket
   (c) Collect excess baggage charges
   (d) Detach applicable excess baggage coupons

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

2.2.7 Effect conveyance of checked baggage to the baggage sorting area

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

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

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

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

2.2.12 Direct passengers through controls to departure gate

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

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

2.3 Arrival
2.3.1 (a) Perform or
(b) Arrange for opening/closing aircraft passenger doors.

2.3.2 Direct passengers from aircraft through controls.

2.3.3 (a) Provide for or
(b) Arrange for
1. Transfer desk/connection services
2. Baggage recheck

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

2.5.1 Handle departing passengers and baggage.

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

2.5.3 Direct departing passengers to connecting transport.

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

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

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

2.5.7 Offload baggage from connecting transport, as directed by the rail, road or sea transport operator and transfer it to the Carrier’s airport services.
Section 3
Ramp Services

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

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

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

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

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

3.6  Loading and Unloading
3.6.1  (a) Provide
(b) Arrange for
(c) Operate
1. passenger steps
2. flight deck steps
3. loading bridges
3.6.2  (a) Provide or
(b) Arrange for
1. passenger
2. crew transport between aircraft and airport terminals.
3.6.3  (a) Provide or
(b) Arrange for equipment for loading and/or unloading.
3.6.4  (a) Provide or
(b) Arrange for delivery and pick-up of
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  (a) Operate in-plane loading system.
(b) Load and secure Loads in the aircraft
(c) Operate in-plane loading system.

3.6.9  Redistribute Loads in aircraft.
(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 authorised cockpit brake operator in connection with towing.
(d) Provide wing-walker(s).
3.10 Exterior Cleaning
3.10.1 Perform cleaning in accordance with Carriers written instructions 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 stabiliser
(k) vertical stabiliser
(l) landing gear
(m) wheel well

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

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

3.11.3 Clean cabin windows.
3.11.4 Clean
(a) cargo compartments
(b) ULDs.
3.11.5 Fold and stow blankets.
3.11.6 Make up berths.
3.11.7 Change
(a) head rest covers.
(b) pillow covers. Covers to be supplied by the Carrier.
3.11.8 Collect and/or distribute in
(a) cabin
(b) toilets items provided by the Carrier.
3.11.9 Disinfect and/or deodorize aircraft with
(a) materials provided by Carrier
(b) materials provided by Handling Company.
3.11.10 (a) Remove
(b) Destroy food and material left over from incoming flights.
3.11.11 (a) Provide or
(b) Arrange for laundering of
1. cabin blankets
2. linen.

3.12 Toilet Service
3.12.1 (a) Provide or
(b) Arrange for
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 Analyse the operational conditions and
(a) prepare
(b) request
(c) sign
(d) make available the operational flight plan according to the instructions and data provided by the Carrier.

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

4.4.5 Provide the crew with the required briefing.

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

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

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

4.5 FLIGHT OPERATIONS – Flight Preparation at a Point Different from the Airport of Departure

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

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

4.5.3 Send to the Carrier or its representative at the airport of departure,
(a) the operational flight plan
(b) the ATS Flight Plan
(c) information for crew briefing.
4.6 **FLIGHT OPERATIONS – En-route Flight Assistance**

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

4.7 **FLIGHT OPERATIONS – Post-flight Activities**

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

4.8 **FLIGHT OPERATIONS – En-route Re-despatch**

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

4.9 **FLIGHT OPERATIONS – Crew Administration**

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

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

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

4.9.4 Direct crews through airport facilities

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

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

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

5.1 Cargo and Mail Handling – General
5.1.1 (a) Provide or
(b) Arrange warehouse handling and storage facilities for:
1. general cargo
2. special shipments
3. specialised cargo products
4. mail
(c) store cargo
(d) take appropriate action to prevent theft of, or damage to cargo and/or mail.

5.1.2 (a) Provide or
(b) Arrange for equipment for the handling of:
1. general cargo
2. special shipments
3. specialised cargo products
4. mail.

5.1.3 (a) Provide or
(b) Arrange for handling services for:
1. general cargo
2. special shipments
3. specialised cargo products
4. mail
5. diplomatic mail
6. diplomatic cargo
7. company cargo/material.

5.1.4 (a) issue
(b) obtain
receipt upon delivery of cargo

5.1.5 Monitor cargo delivery.

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

5.2 Customs Control
5.2.1 Prepare customs documentation for:
(a) inbound cargo
(b) outbound cargo
(c) transfer cargo
5.2.2 Obtain Customs clearance for:
(a) inbound cargo
(b) outbound cargo
(c) transfer cargo.

5.2.3 Place Cargo under Customs control for:
(a) inbound cargo
(b) outbound cargo
(c) transfer cargo.

5.2.4 Present to Customs, cargo for physical examination.

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

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

5.3.3 Handle lost, found and damaged cargo.

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

5.3.5 Take action when consignee refuses acceptance and payment.

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

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

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

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

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

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

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

5.5.5
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 programmes
           2. passenger reservations and sales
           3. passenger service
           4. baggage reconciliation
           5. baggage tracing
           6. operation, weight and balance and load control
           7. cargo reservations and sales
           8. cargo handling
           9. maintenance
           10. other functions.

6.2.3 Manage Automated Check-in device(s) and
       (a) Provide or
       (b) Arrange
           1. stock control
           2. stock replenishment
           3. hosting
           4. routine maintenance
           5. servicing and repair
           6. other, as specified in Annex B.
6.3 Unit Load Device (ULD) Control
6.3.1 (a) Provide or
(b) Arrange for storage space for ULDs
1. passenger ULDs
2. cargo ULDs.
6.3.2 Take action to prevent damage, theft or unauthorised use of the Carrier’s ULDs in the custody of the Handling Company. Notify the Carrier immediately of any damage or loss.
6.3.3 (a) Take physical inventory of ULD stock and maintain records.
(b) Compile and despatch ULD control messages.
6.3.4 Prepare ULD exchange control documentation for all transfers of ULDs and obtain signature(s) of the transferring and receiving carrier(s) or approved third parties and distribute copies.
6.3.5 Handle lost, found and damaged ULDs and notify the Carrier of such irregularities.

6.4 Fuel Farm (Depot)
6.4.1 Liaise with fuel farm suppliers.
6.4.2 (a) Inspect the Carrier’s fuel farm product deliveries for contamination, prior to storage. Notify the Carrier of results.
(b) Inspect fuel farm storage and/or appliances. Notify the Carrier of results.

6.5 Ramp Fuelling/Defuelling Operations
6.5.1 Liaise with ramp fuel suppliers.
6.5.2 Inspect fuel vehicles and/or appliances for contamination. Perform water detection checks.
6.5.3 Supervise fuelling/defuelling operations.
6.5.4 Prepare aircraft for fueling/defuelling.
6.5.5 Drain water from aircraft fuel tanks.
6.5.6 (a) Provide or
(b) Arrange for approved fuelling/defuelling equipment.
6.5.7 Fuel/defuel aircraft with quantities of products requested by the Carrier’s designated representative.
6.5.8 Check and verify the delivered fuel quantity.
6.5.9 Deliver the completed fuel order to the Carrier’s designated representative.

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

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

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

7.1 Passenger and Baggage Screening and Reconciliation

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

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

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

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

7.2 Cargo and Post Office Mail

7.2.1 (a) provide or
(b) arrange for
1. control of access to the cargo facilities
2. screening of cargo and/or mail
3. physical examination of cargo
4. holding of cargo and/or mail for variable periods
5. secure storage of cargo and/or mail
6. decompression/pressure chamber.
7.3 **Catering**

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

7.4 **Aircraft**

7.4.1 (a) Provide or
(b) Arrange for 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 the Carrier’s spare parts, power plant and/or equipment.
(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.
ANNEX B – LOCATION(S), AGREED SERVICES AND CHARGES

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

between ____________________________

having its principal office at ____________________________

and hereinafter referred to as “the Carrier”

and ____________________________

having its principal office at ____________________________

and hereinafter referred to as “the Handling Company”.

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

effective from ____________________________

This Annex B for

the location(s) ____________________________

is valid from ____________________________

and replaces ____________________________
Paragraph 1. Handling Services and Charges

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

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

1.1.2 Section(s) ______ price ______ per ________________.

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

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

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

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

Paragraph 2. Additional Services and Charges

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

Paragraph 3. Disbursements

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

Paragraph 4. Limit Of Liability

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

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

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

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

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

Paragraph 8. Supervision and Administration
8.1 The services of Annex A, Section 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. Duration, Modification and Termination
Any change to Article 11 of the Main Agreement, in particular to the duration of the Main Agreement, validity of rates or rights of termination shall be recorded below, notwithstanding the corresponding Sub-Articles of the Main Agreement.

For example:
9.1 Duration

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

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

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

9.3 Termination

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

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

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

To Carrier:

Carrier ____________________________________________

Street ____________________________________________

City, Country _______________________________________

Telephone _________________________________________

Fax ______________________________________________

E-mail ____________________________________________

Attn ______________________________________________

To Handling Company:

The Handling Company _______________________________

Street ____________________________________________

City, Country ______________________________________

Telephone _________________________________________

Fax ______________________________________________

SGHA 2018/2013/2008
Paragraph 11. Governing Law

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

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

Signed the ________________  Signed the ________________
at ______________________  at ______________________
for and on behalf of _________  for and on behalf of _________
by ________________________  by ________________________
ANNEX B – SIMPLIFIED PROCEDURE – 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 _________________________________________________

Preamble:
This Annex B is prepared in accordance with the simplified procedure whereby the Parties agree that the terms of the Main Agreement and Annex A of the SGHA of January 2008 as published by the International Air Transport Association shall apply to this Annex B as if such terms were repeated here in full. By signing this Annex B, the Parties confirm that they are familiar with the aforementioned Main Agreement and Annex A.
Paragraph 1. Handling Services and Charges

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

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

1.1.2 Section(s) ______ price ______ per ________________.

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

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

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

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

Paragraph 2. Additional Services and Charges

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

Paragraph 3. Disbursements

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

Paragraph 4. Limit of Liability

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

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

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

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

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

Paragraph 8. Supervision And Administration
8.1 The services of Annex A, Section 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. Duration, Modification and Termination
Any change to Article 11 of the Main Agreement, in particular to the duration of the Main Agreement, validity of rates or rights of termination shall be recorded below, notwithstanding the corresponding Sub-Articles of the Main Agreement.

For example:
9.1 Duration

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

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

9.2 Modification

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

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

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

Paragraph 10. Notification

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

To Carrier:

Carrier ________________________________

Street _________________________________

City, Country ____________________________

Telephone ______________________________

Fax ________________________________

E-mail ________________________________

Attn ________________________________

To Handling Company:

The Handling Company ______________________________

Street _________________________________

City, Country ____________________________

Telephone ______________________________

Fax ________________________________

E-mail ________________________________

Attn ________________________________
Paragraph 11. Governing Law

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

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

Signed the ________________

at ______________________

for and on behalf of ________

by ______________________

Signed the ________________

at ______________________

for and on behalf of ________

by ______________________
GET IN TOUCH WITH US