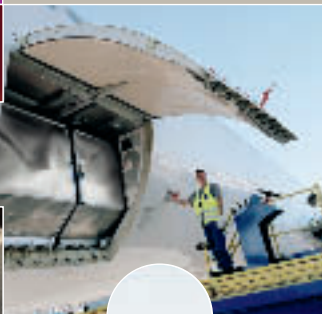


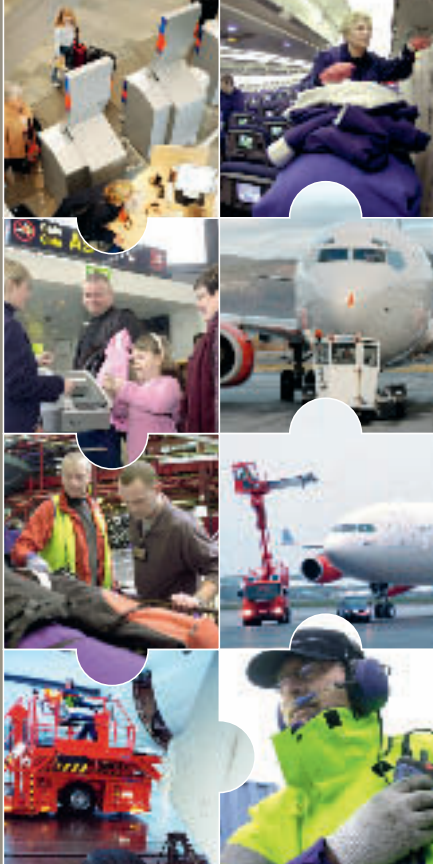
# Standard Ground Handling Agreement



IATA SGHA  
2004/1998



SAS Ground Services



## SAS Ground Services

Quality and cost efficiency in ground handling.

[www.sasground.com](http://www.sasground.com)

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Stockholm in March, 2007

**Dear reader,**

SAS Ground Services is an independent subsidiary in the SAS Group and the third largest ground handlers in Europe. We provide contracted ground services to almost 80 airlines – big and small, frills or no frills – many of them competitors to the SAS Group airlines.

We make it our business to offer a trouble-free delivery based on a comprehensive range of high quality and cost-efficient ground handling services worldwide. We are also among the industry leaders in the area of automated solutions.

Previously a part of an airline, SAS Ground Services has a high degree of competence within safety and security. Your customers will benefit from an organization with highly trained and quality conscious personnel.

Safety, quality and on-time performance are our primary goals. Our customers are provided with regular quality reports, which they also can download from personal pages on our website [www.sasground.com](http://www.sasground.com).

We would be happy to meet you to discuss how your airline's needs could be accommodated. Until then, I hope that this pocket version of the IATA Standard Ground Handling Agreement 1998/2004 can be of good use to you.

Yours sincerely,



Hans-Otto Halvorsen  
President

## Welcome to SAS Ground Services

### *Quality and cost efficiency in ground handling.*

Choose SAS Ground Services as your ground handling supplier. You will benefit from an organization with highly trained personnel, evolved through long experience of developing efficient ground handling services for the airline industry.

You will have at your disposal the resources and skills of the leading Scandinavian provider of ground services for airlines. You'll be in good hands – working with an enthusiastic team of specialists dedicated to shaping a more efficient world of travel.

As one of the industry leaders in the field of automated solutions for ground handling we give you access to innovative yet well-proven products. They provide added value for your customers and at the same time simplify and increase the cost-efficiency of your operations.

### **A flexible, harmonized product offer**

We know that needs vary and therefore let you decide how you engage our services and the type of service package you feel best suits your needs.

You might require a full service product covering all aspects of ground handling. This can include proposals for more cost-efficient solutions in areas such as centralized departure control or automated check-in and boarding.

Some customers use us in the role of integrator. We are then responsible for supplying a complete range of services to their specification from our own production or in combination with that of our sub contractors.

If you prefer, we can also offer other solutions. You decide.

We are on hand to advise and assist you in selecting the product mix that best satisfies your needs and contributes to your profitability.

## **We have what you need...**

***SGS offers high quality and cost-efficient services. We are among the industry leaders in the area of automated solutions within ground handling. The range of services we offer you includes:***

### **Passenger services**

- Arrival service
- Check-in service
- Gate service
- Irregularity services
- Lost and found
- Lounge services
- Security and VIP service
- Transfer service

### **Ramp services**

- Baggage handling
- Interior cleaning
- Cooling/heating
- De-icing/anti-icing
- Load control
- Loading/unloading
- Marshalling
- Moving of aircraft
- Parking
- Pre departure inspections
- Ramp fueling/  
de-fueling operations
- Ramp to flight deck-  
communication
- Safety measures
- Sealing of aircraft
- Starting
- Transfer service
- Water & waste

### **Other services**

- Cargo and mail services
- Central departure control
- Consulting services
- Crew services
- Financial services
- Flight Deck Operations
- Manual development
- Medical services
- Ships library
- Surface transportation
- Systems development
- Ticket sales

### **Management duties**

- Purchasing services
- Station management
- Supervision
- Station inspection
- Training

## ...and it's easy to buy

*We make it our business to offer you trouble-free, full service delivery based on a comprehensive range of ground handling services. We also make it easy for you to get just what you need. You can specify what you want from our complete list of passenger, ramp and aircraft services. Or you can select one or more of our ready-made product mixes, Basic or Advanced, and complement these with any additional services you may require.*

### Basic services

Ideal for your airline if you prioritize a straightforward service product, the keyword of which is simplicity. It provides fast and efficient no-frills handling without extras. It is specially developed to suit the needs of the point-to-point airline.

### Advanced services

If your airline operates a more comprehensive, network-based traffic program, this is the right product for you. It offers an optimal solution for your passengers and your operational requirements. It ensures the smoothest possible flows and puts passengers' needs and well-being into focus.

### Additional services

We also provide a range of services not directly related to ground handling. They are designed to assist airlines that wish to provide a higher level of support to their operative staff or to outsource given tasks to a reliable external provider.



## Handling needs “omtanke”

“Omtanke” is a Scandinavian word that is hard to translate.

It embraces feelings like warmth, care, consideration and empathy. We believe that a ground handling supplier should do more than provide cost efficient, seamless solutions. Sure, we know the airline business inside out and offer you a full range of handling services and trouble-free delivery. But to us it is just as important that we take care of your customers in a welcoming manner.

Our personnel know the importance of providing handling with a touch of Scandinavian “omtanke”.

We are a full-service provider of airline ground handling and airport services, and a separate company since 2004. We are the third biggest ground handler in Europe, with operations in Europe, Asia and USA.

[www.sasground.com](http://www.sasground.com)



## Disclaimer

SAS Ground Services is not responsible for any information concerning the IATA Ground Handling Agreement published in this booklet. The cross-references between the articles of the 2004 version and 1998 version are made only for your convenience and do not constitute any legal obligation against SAS Ground Services.



## SAS Ground Services

Quality and cost efficiency in ground handling.

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## Standard Ground Handling Agreement 2004

### *Definitions and Terminology*

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

**Airport Terminal** means all buildings used for arrival and departure handling of aircraft.

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

**As Mutually Agreed or By Mutual Agreement or By the Carrier's Request**, it is recommended that, whenever this terminology is used, such items be supported by specific documentation or reference.

**Cargo** includes the Carrier's service cargo and company mail.

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

**Departure Control System (DCS)** means an automated method of performing check-in, capacity and load control and dispatch of flights.

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

**Electronic Data Interchange (EDI)** means the computer-to-computer (application-to-application program processing) transmission of business data in a standard format.

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

**Owning Carrier** means a carrier who is the owner or lessee of a Unit Load Device.

**Passengers** includes the Carrier's service and free passengers.

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

**Receiving Carrier** means a carrier who receives a Unit Load Device from a transferring carrier at a transfer point.

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

**Specialized Cargo Products** means, for example, express cargo, courier shipments, same day delivery.

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

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

**Transferring Carrier** means a carrier who transfers a Unit Load Device to a receiving carrier at a transfer point.

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

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

**Truck Service** means a service operated by truck on behalf of an airline carrying loads documented in accordance with the applicable IATA and/or ICAO rules, regulations and procedures. In the Main Agreement and in Annex A, the word "aircraft" will read "truck" and "flight" will read "truck service" when it concerns the handling of a truck as meant under the above definitions. In Section 5, Item 5.3.1(a) of Annex A, the word "vehicle" means a conveyance of any kind to be used within the ramp area for transport of cargo between warehouse and truck or between two trucks or between two warehouses.

**Turnround Flight** is an aircraft terminating a flight and subsequently originating another flight following a complete change of load.

**Unit Load Devices (ULDs)** means devices which interface directly with an aircraft restraint system and are registered by the IATA ULD Technical Board.

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**Article 1***Provision of Services*

1.1

**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

**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

**1.3 Scheduled Flights**

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

1.4

**1.4 Extra Flights**

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

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1.5

**1.5 Priority**

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

1.6

**1.6 Emergency Assistance**

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

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

1.7

**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

**1.8 Other Locations**

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

**Article 2**

*Fair Practices*

2.1

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

2.2

**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

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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 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 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 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.
- 4.3 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.



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

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

**Article 5**  
*Standard of Work*

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

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

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

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

5.4 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.

5.2  
*Changed*

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- 5.5

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

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

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

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  
New

5.9

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

**Article 6**  
*Remuneration*

- 6.1

6.1

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

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6.2

- 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

- 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

- 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 sub-contractors;

(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

- 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;

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

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

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

PROVIDED ALSO THAT where any of the services performed by the Handling Company hereunder relate to the carriage by the Carrier of passengers, baggage or cargo direct to or from a place in the United States of America then if the limitations of liability imposed by Article 22 of the Warsaw Convention would have applied if any such act or omission had been committed by the Carrier but are held by a Court not to be applicable to such act or omission committed by the Handling Company in performing this Agreement then upon such decision of the Court the indemnity of the Carrier to the Handling Company hereunder shall be limited to an amount not exceeding the amount for which the Carrier would have been liable if it had committed such act or omission.

8.2

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.

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8.3

8.3

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

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

8.4

8.4

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

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

8.5

Changed

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.

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

## Article 9

### *Arbitration*

9.1 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 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 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 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

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- Parties governing the provision of services at locations for which there are valid Annex(es) B to this Agreement.
- 11.2 11.2 Modification of, or additions to this Agreement shall be recorded in Annex(es) B.
- 11.3 11.3 Any notice referred to under this Article 11 given by one Party under this Agreement shall be deemed properly given if sent by registered letter, or by other means where proof of receipt or acknowledgement is obtained, to the respective office of the other Party as recorded in the Annex(es) B. In the case of a registered letter notice shall be considered to be served on the date of receipt.
- 11.4 11.4 This Main Agreement shall continue in force until terminated by either Party giving sixty days prior notice to the other Party.
- 11.5 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 11.6 New 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.
- 11.6 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.
- 11.7 11.8 Either Party may terminate this Agreement and its Annexes at any time if the other Party becomes insol-

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vent, 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 re-adjustment of its indebtedness be filed by or against it, provided the petition is found justified by the appropriate authority, or if a receiver, trustee or liquidator of all or substantially all of its property be appointed or applied for.

- |       |              |   |
|-------|--------------|---|
| 11.8  | 11.9         | Both Parties shall be exempt from obligation if prompt notification is given by either Party in respect of any failure to perform its obligations under this Agreement arising from any of the following causes;<br>– labour disputes involving complete or partial stoppage of work or delay in the performance of work;<br>– force majeure or any other cause beyond the control of either Party.                                       |
| 11.9  | 11.10        | In the event of the Agreement or part thereof being terminated by notice or otherwise, such termination shall be without prejudice to the accrued rights and liabilities of either Party prior to termination.  |
| 11.10 | 11.11        | The Handling Company shall have the right at any time to vary the charges set out in the Annex(es) B provided, however, that the Handling Company has given notice in writing to the Carrier not less than sixty days prior to the revised charges becoming effective. The notice shall specify the revised charges which the Handling Company proposes to introduce, together with the date on which they are to be brought into effect. |
| 11.10 | 11.12<br>New | Notwithstanding Article 11.11, when changes occur in the schedule, and/or frequencies and/or types of aircraft, other than those set out in Annex(es) B, which affect the handling costs, either Party shall have the right to request an adjustment to the handling charges as from the date of the change provided that the Party concerned does inform the other Party within thirty days of the change.                               |



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10.5	4.7	Flight Operations – Post-flight Activities
10.6	4.8	Flight Operations – En-route Re-despatch
10.7	4.9	Flight Operations – Crew Administration

**Section 5****Cargo and Mail Services**

5.1	5.1	Cargo and Mail Handling – General
5.2.6	5.2	Customs Control
5.1.8	5.3	Irregularities Handling
5.1-5.3	5.4	Document Handling
5.2	5.5	Physical Handling Outbound / Inbound
5.4	5.6	Transfer / Transit Cargo
5.5	5.7	Post Office Mail

**Section 6****Support Services**

1.1.6	6.1	Accommodation
2.3	6.2	Automation / Computer Systems
3.1/3.2	6.3	Unit Load Device (ULD) Control
8.1.3	6.4	Fuel Farm (Depot)
8.1	6.5	Ramp Fuelling/Defuelling Operations
8.2	6.6	Replenishing of Oils and Fluids
11.1/11.2	6.7	Surface Transport
12.1/12.2	6.8	Catering Services – Liaison and Administration

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Section 7

Security

- 14.1 7.1 Passenger and Baggage Screening and Reconciliation
- 14.2 7.2 Cargo and Post Office Mail
- 14.3 7.3 Catering
- 14.4 7.4 Aircraft Security
- 14.5 7.5 Additional Security Services

Section 8

Aircraft Maintenance

- 9.1 8.1 Routine Services
- 9.2 8.2 Non-routine Services
- 9.3 8.3 Material Handling
- 9.4 8.4 Parking and Hangar Space

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**Section 1****Representation, Administration and Supervision**

- |                   |  |
|-------------------|--|
| 1.1               | <b>1.1 General</b>   |
| 1.1.1             | 1.1.1 (a) Provide<br>or<br>(b) Arrange for<br>guarantee or bond to facilitate the Carrier's activities.  |
| 1.1.2             | 1.1.2 Liaise with local authorities.   |
| 1.1.3             | 1.1.3 Indicate that the Handling Company is acting as handling agent for the Carrier.  |
| 1.1.4/<br>10.4.2  | 1.1.4 Inform all interested Parties concerning movements of the Carrier's aircraft.  |
| 13.2              | <b>1.2 Administrative Functions</b>  |
| 13.2.1            | 1.2.1 Establish and maintain local procedures.   |
| 13.2.2            | 1.2.2 Take action on communications addressed to the Carrier.  |
| 13.2.3            | 1.2.3 Prepare, forward and file reports/statistics/documents and perform other administrative duties.  |
| 10.1.2/<br>13.2.4 | 1.2.4 Maintain the Carrier's manuals, circulars, etc., connected with the performance of the services.   |
| 13.2.5            | 1.2.5 (a) Check<br>(b) Sign<br>(c) Forward<br>on behalf of the Carrier invoices, supply orders, handling charge notes, work orders   |
| 1.1.5             | 1.2.6 Effect payment, on behalf of the Carrier, including but not limited to:<br>(a) Airport, customs, police and other charges relating to the services performed.<br>(b) Cost for provisions of bond guarantee.<br>(c) Out-of-pocket expenses, accommodation, transport, etc.. |
| 13.1              | <b>1.3 Supervision and/or Co-ordination of Services Contracted by the Carrier with Third Party(ies)</b>  |
| 13.1.10           | 1.3.1 (a) Supervise<br>(b) Co-ordinate<br>services contracted by the Carrier with third party(ies)   |

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- 13.1.3* 1.3.2 Ensure that the third party(ies) is(are) are informed about operational data and Carrier's requirements in a timely manner.
- 13.1.2* 1.3.3 Liaise with the Carrier's designated representative
- 13.1.4* 1.3.4 Verify availability and preparedness of staff, equipment, Loads, documentation and services of the third party(ies) to perform the services.
- 13.1.8* 1.3.5 Meet aircraft upon arrival and liaise with crew.
- 13.1.10* 1.3.6 Decide on non-routine matters
- 13.1.11* 1.3.7 Verify despatch of operational messages.
- 13.1.9/* 1.3.8 Note irregularities and inform the Carrier.
- 13.1.13*

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## Section 2

### Passenger Services

- |       |            |   |
|-------|------------|---|
| 4.1   | <b>2.1</b> | <b>General</b>  |
| 4.1.1 | 2.1.1      | Inform passengers and / or public about time of arrival and /or departure of Carrier's aircraft and surface transport.  |
| 4.1.2 | 2.1.2      | Make arrangements for stopover, transfer and transit passengers and their baggage and inform them about services available at the airport.  |
| 4.1.3 | 2.1.3      | When requested by the Carrier,<br>(a) Provide<br>or<br>(b) Arrange for<br>special equipment, facilities and specially trained personnel, for assistance to<br>(1) Unaccompanied minors.<br>(2) Disabled passengers.<br>(3) VIPs.<br>(4) Transit without visa passengers (TWOVs).<br>(5) Deportees.<br>(6) Special medical transport<br>(7) Others, as specified in Annex B. |
| 4.1.4 | 2.1.4      | Assist passengers when flights are interrupted, delayed or cancelled.   |
| 4.1.5 | 2.1.5      | If applicable, arrange storage of baggage in the Customs' bonded store (any fees to be paid by the passenger).  |
| 4.1.6 | 2.1.6      | (a) Notify the Carrier of complaints and claims made by the Carrier's passengers.<br>(b) Process such claims  |
| 4.1.7 | 2.1.7      | Handle lost, found and damaged property matters.  |
|       | New        | (a) Accept baggage irregularity reports<br>(b) Enter data into baggage tracing system<br>(c) Maintain baggage tracing system files for period specified in Annex B<br>(d) Make payments for incidental expenses<br>(e) Arrange for delivery of delayed baggage to passengers<br>(f) Handle communications with passengers   |
| 4.1.8 | 2.1.8      | Report to the Carrier any irregularities discovered in passenger and baggage handling.  |

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4.1.9/

2.1.9

(a) Provide  
or

4.1.10

(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

New

(a) Reservations  
(b) Issuance of transportation documents  
(c) E-ticketing  
as specified in Annex B

4.2

2.2

**Departure**

2.2.1

Perform pre-flight editing

New

4.2.12

2.2.2

Manage Automated Check-in device(s) and

(1) Provide  
or

(2) Arrange for

New

(a) Stock control  
(b) Stock replenishment  
(c) Bosting  
(d) Routine maintenance  
(e) Servicing and repair  
(f) Other, as specified in Annex B

4.2.1

2.2.3

Check and ensure

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

4.2.2

2.2.4

(a) Check travel documents (passports, visas,  
vaccination and other certificates) for the flight(s)  
concerned, but without the Handling Company  
having any liability.

New

(b) Enter required passenger and/or travel document  
information into Carrier's and/or government  
system.

## 1998

- |                 |        |   |
|-----------------|--------|---|
| 4.2.3/<br>4.2.4 | 2.2.5  | (a) Weigh and/or measure checked and/or cabin baggage,<br>(b) Record baggage figures for<br>(1) Initial flight.<br>(2) Subsequent flight(s).  |
| 4.2.5           | 2.2.6  | Excess baggage<br>(a) Determine excess baggage<br>(b) Issue excess baggage ticket<br>(c) Collect excess baggage charges<br>(d) Detach applicable excess baggage coupons   |
|                 | 2.2.7  | Tag checked and/or cabin baggage for  |
|                 | New    | (a) Initial flight.<br>(b) Subsequent flight(s).  |
| 4.2.3           | 2.2.8  | Effect conveyance of checked baggage to the baggage sorting area  |
|                 | 2.2.9  | Effect conveyance of oversized checked baggage to the baggage sorting area  |
|                 | New    |   |
| 4.2.6           | 2.2.10 | Collect airport and /or any other service charges from departing passengers.  |
| 4.2.7           | 2.2.11 | (a) Carry out the Carrier's seat allocation or selection system<br>(b) Issue boarding pass(es)<br>(c) Detach applicable flight coupons for<br>(1) Initial flight.<br>(2) Subsequent flight(s).                    |
| 4.2.10          | 2.2.12 | Handle<br>(a) Denied Boarding process<br>(b) Denied Boarding Compensation   |
| 4.2.8           | 2.2.13 | Direct passengers through controls to departure gate  |
|                 | 2.2.14 | At the gate perform   |
|                 | New    | (a) Check-in<br>(b) Check baggage<br>(c) Verification of travel documents<br>(d) Upgrades and downgrades<br>(e) Handling of stand-by list<br>(f) Verification of cabin baggage<br>(g) Manage the boarding process |
| 4.2.9           |        | (h) Reconciliation of passenger numbers with aircraft documents prior to departure<br>(i) Other gate functions as specified in Annex B  |



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4.3

**2.3 Arrival**

2.3.1

(a) Perform  
or

New

(b) Arrange for  
opening/closing aircraft passenger doors

4.3.1

2.3.2

Direct passengers from aircraft through controls.

2.3.3

(a) Provide  
or

New

(b) Arrange for  
(1) Transfer desk/connection services  
(2) Baggage recheck

4.5

**2.4 Remote / Off Airport Services**

4.5.1

2.4.1

Inform passengers/public about time of arrival/  
departure.

4.5.2

2.4.2

Handle departing passengers and baggage.

4.5.3

2.4.3

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

4.5.4

2.4.4

Direct departing passengers to connecting transport  
to the airport.

4.5.5

2.4.5

Handle passengers arriving from the airport.

4.5.6

2.4.6

Deliver baggage to passengers in accordance with  
local procedures.

4.6

**2.5 Inter-modal Transportation by Rail, Road or Sea**

4.6.1

2.5.1

Handle departing passengers and baggage

4.6.2/

2.5.2

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

4.6.3

2.5.3

Direct departing passengers to connecting trans-  
port.

4.6.4

2.5.4

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

4.6.5

2.5.5

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

4.6.7

2.5.6

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

4.6.8

2.5.7

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

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## Section 3

### Ramp Services

- |        |            |  |
|--------|------------|--|
| 4.4    | <b>3.1</b> | <b>Baggage Handling</b>                                |
| 4.4.1  | 3.1.1      | Handle baggage in the baggage sorting area.            |
| 4.4.2  | 3.1.2      | Prepare for delivery onto flights                      |
|        |            | (a) Bulky baggage                                      |
|        |            | (b) ULDs   |
| 4.4.3  | 3.1.3      | Establish the number and/or weight of                  |
|        |            | (a) Bulky baggage                                      |
|        |            | (b) Built - up ULDs                                    |
|        |            | and provide the load control unit with the information |
| 4.4.4  | 3.1.4      | Offload  |
|        |            | (a) Bulky baggage                                      |
|        |            | (b) ULDs.  |
|        | 3.1.5      | Prioritise baggage delivery to claim area.             |
| 4.3.2  | 3.1.6      | Deliver to claim area                                  |
|        |            | (a) Baggage  |
|        |            | (b) Oversize baggage                                   |
| 4.4.5/ | 3.1.7      | Transfer baggage                                       |
| 4.4.6  |            | (a) Provide  |
|        |            | or   |
|        |            | (b) Arrange for  |
|        |            | (1) Sortation of transfer baggage.                     |
|        |            | (2) Storage of transfer baggage prior to despatch      |
|        |            | (storage time limits to be specified in Annex B).      |
|        |            | (3) Transport of transfer baggage to the sorting area  |
|        |            | of the receiving carrier.                              |
| 4.4.7  | 3.1.8      | Handle crew baggage.                                   |
| 6.1    | <b>3.2</b> | <b>Marshalling</b>                                     |
| 6.1.1  | 3.2.1      | (a) Provide  |
|        |            | or   |
|        |            | (b) Arrange for  |
|        |            | marshalling at arrival and/or departure.               |
| 6.2    | <b>3.3</b> | <b>Parking</b>   |
| 6.2.1  | 3.3.1      | (a) Provide  |
|        |            | (b) Position and/or remove                             |
|        |            | wheelchocks.   |

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- |       |            |   |
|-------|------------|---|
| 6.2.2 | 3.3.2      | Position and/or remove<br>(a) Landing gear locks.<br>(b) Engine blanking covers.<br>(c) Pitot covers.<br>(d) Surface control locks.<br>(e) Tailstands and/or aircraft tethering.<br>(f) Other items as specified in Annex B (e.g. safety cones) |
| 6.2.3 | 3.3.3      | (a) Provide<br>or<br>(b) Arrange for ground power   |
| 7.5   | <b>3.4</b> | <b>Cooling and Heating</b>  |
| 7.5.1 | 3.4.1      | (a) Provide<br>or<br>(b) Arrange for cooling unit.  |
| 7.5.2 | 3.4.2      | (a) Provide<br>or<br>(b) Arrange for heating unit.  |
| 6.3   | <b>3.5</b> | <b>Ramp to Flight Deck Communication</b>  |
| 6.3.1 | 3.5.1      | Provide headsets.   |
| 6.3.2 | 3.5.2      | Perform ramp to flight deck communication<br>(a) During tow-in and/or push-back.<br>(b) During engine starting.<br>(c) For other purposes.  |
| 6.4   | <b>3.6</b> | <b>Loading and Unloading</b>  |
| 6.4.1 | 3.6.1      | (a) Provide<br>or<br>(b) Arrange for<br>(1) Passenger steps.<br>(2) Flight deck steps.<br>(3) Suitable loading bridges  |
| 6.4.2 | 3.6.2      | (a) Provide<br>or<br>(b) Arrange for<br>(1) Passenger<br>(2) Crew<br>transport between aircraft and airport terminals.  |

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- |        |        |   |
|--------|--------|---|
| 6.4.3  | 3.6.3  | (a) Provide<br>or<br>(b) Arrange for<br>equipment for loading and/or unloading.   |
| 6.4.4  | 3.6.4  | (a) Provide<br>or<br>(b) Arrange for<br>equipment and personnel to perform baggage delivery<br>and pick-up at aircraft.   |
| 6.4.4/ | 3.6.5  | (a) Provide<br>or<br>(b) Arrange for<br>equipment for transport and assembly of   |
| 6.4.5  |        | (1) Baggage<br>(2) Cargo<br>(3) Mail<br>(4) Documents<br>between agreed points on the airport   |
| 6.4.6/ | 3.6.6  | (a) Unload aircraft, returning lashing materials to the<br>Carrier.   |
| 6.4.7  |        | (b) Load and secure Loads in the aircraft<br>(c) Operate in-plane loading system.   |
| 6.4.8  | 3.6.7  | Redistribute Loads in aircraft.   |
| 6.4.9  | 3.6.8  | Open, close and secure aircraft hold doors.<br>(a) Aircraft lower deck<br>(b) Aircraft main deck  |
| 6.4.11 | 3.6.9  | (a) Provide<br>or<br>(b) Arrange for<br>ballast   |
| 6.4.12 | 3.6.10 | (a) Provide<br>or<br>(b) Arrange for<br>safeguarding of all Loads requiring special handling<br>( e.g. valuables ) during<br>(1) Loading / unloading<br>(2) Transport between aircraft and designated point<br>on the airport |

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6.5

**3.7 Starting**

6.5.1

- 3.7.1 (a) Provide  
or  
(b) Arrange for  
air start unit.

6.6

**3.8 Safety Measures**

6.6.1

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

6.7

**3.9 Moving of Aircraft**

6.7.1

- 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)

7.1

**3.10 Exterior Cleaning**

7.1.1/

7.1.2

- 3.10.1 Perform cleaning of  
(a) Flight deck windows.  
(b) Cabin windows.  
(c) Aircraft integral steps

7.1.3

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

7.1.4

- 3.10.3 Clean wings, engine nacelles and landing gear.

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7.2

**3.11 Interior Cleaning**

7.2.1

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.

7.2.2/

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

7.2.4

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

7.2.3

7.2.6

3.11.3 Clean cabin windows.

7.2.7

3.11.4 Clean

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

7.2.8

3.11.5 Fold and stow blankets.

7.2.9

3.11.6 Make up berths.

7.2.10

3.11.7 Change

- (a) Head rest covers.
- (b) Pillow covers.

Covers to be supplied by the Carrier.

7.2.11/

3.11.8 Collect and/or distribute in

- (a) Cabin
- (b) Toilets

items provided by the Carrier.

7.7.2

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- |          |             |   |
|----------|-------------|---|
| 7.2.12   | 3.11.9      | Disinfect and/or deodorize aircraft with<br>(a) Materials provided by Carrier<br>(b) Materials provided by Handling Company               |
| 7.2.13   | 3.11.10     | (a) Remove<br>(b) Destroy<br>food and material left over from incoming flights.   |
| 7.2.14   | 3.11.11     | (a) Provide<br>or<br>(b) Arrange for<br>laundering of<br>(1) Cabin blankets<br>(2) Linen  |
| 7.3      | <b>3.12</b> | <b>Toilet Service</b>   |
| 7.3.1    | 3.12.1      | (a) Provide<br>or<br>(b) Arrange for<br>toilet service  |
|          | 3.12.2      | (a) Empty, clean, flush toilets and replenish fluids.<br>(b) Provide the trituator / disposal service                                     |
| 7.4      | <b>3.13</b> | <b>Water Service</b>  |
| 7.4.1    | 3.13.1      | (a) Provide<br>or<br>(b) Arrange for<br>water service   |
| 7.4.2    | 3.13.2      | (a) Drain water tanks.<br>(b) Replenish water tanks with drinking water.  |
| 7.4.1(c) |             |   |
| 7.7      | <b>3.14</b> | <b>Cabin Equipment</b>  |
| 7.7.1    | 3.14.1      | Rearrange cabin by<br>(a) Removing<br>(b) Installing<br>(c) Repositioning<br>cabin equipment, for example, seats and cabin<br>divider(s). |
| 7.8      | <b>3.15</b> | <b>Storage of Cabin Material</b>  |
| 7.8.1    | 3.15.1      | (a) Provide<br>or<br>(b) Arrange for<br>suitable storage space for the Carrier's cabin material.  |
| 7.8.2    | 3.15.2      | Take inventory.   |

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- |        |             |  |
|--------|-------------|--|
| 7.8.3  | 3.15.3      | (a) Provide<br>or<br>(b) Arrange for<br>replenishment of stocks.   |
| 12.2   | <b>3.16</b> | <b>Catering Ramp Handling</b>  |
| 12.2.1 | 3.16.1      | Unload/load and stow catering supplies from/on aircraft.   |
| 12.2.2 | 3.16.2      | Transfer catering supplies on aircraft.  |
| 12.2.3 | 3.16.3      | Transport catering supplies between aircraft and agreed points.  |
| 7.6    | <b>3.17</b> | <b>De-Icing/Anti-Icing Services and Snow/Ice Removal</b>   |
| 7.6.1  | 3.17.1      | Remove snow from aircraft without using de-icing fluid.  |
| 7.6.2  | 3.17.2      | (a) Provide<br>or<br>(b) Arrange for<br>(1) Anti-icing units.<br>(2) De-icing units.   |
| 7.6.3  | 3.17.3      | Provide de-icing/anti-icing fluids   |
| 7.6.4  | 3.17.4      | Remove frost, ice and snow from aircraft using de-icing fluid. Fluids to receive purity and contamination inspection prior to use. |
| 7.6.5  | 3.17.5      | Apply anti-icing fluid to aircraft.  |
| 7.6.6  | 3.17.6      | Supervise performance of de-icing/anti-icing operations.   |
| 7.6.7  | 3.17.7      | Perform final inspection after de-icing/anti-icing operations and inform flight crew of results.                                   |



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**Section 4****Load Control, Communications and Flight Operations**

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- |       |            |  |
|-------|------------|--|
| 2.1   | <b>4.1</b> | <b>Load Control</b>  |
| 2.1.1 | 4.1.1      | Convey and deliver flight documents between the aircraft and appropriate airport buildings.  |
| 2.1.2 | 4.1.2      | (a) Prepare<br>(b) Sign<br>(c) Distribute<br>(d) Clear / process<br>(e) File<br>documents, including but not limited to, loading instructions, loadsheets, weight and balance charts, Captain's load information and manifests where:<br>(1) Load Control is performed by the Handling Company<br>(2) Load Control is performed by the Carrier<br>(3) Load Control is performed by a third party |
| 2.1.3 | 4.1.3      | (a) Compile<br>(b) Analyse<br>(c) Send<br>(d) Maintain statistics and reports.   |
| 2.2   | <b>4.2</b> | <b>Communications</b>  |
| 2.2.1 | 4.2.1      | (a) Compile<br>(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<br>(c) Perform EDI (electronic data interchange) transactions<br>(d) Inform the Carrier's representative of the contents of such messages.  |
| 2.2.2 | 4.2.2      | Maintain a message file containing all above mentioned messages pertaining to each flight for a minimum of 90 ninety days.   |
| 2.2.3 | 4.2.3      | (a) Provide<br>(b) Operate means of communication between the ground station and the Carrier's aircraft.   |

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10.1

**4.3 Flight Operations – General**

10.1.1

4.3.1

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

10.1.3

4.3.2

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

10.1.4

4.3.3

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

10.2

**4.4 Flight Operations – Flight Preparation at the Airport of Departure**

10.2.1

4.4.1

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

10.2.1

4.4.2

Deliver documentation to the aircraft

10.2.2

4.4.3

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

10.2.3/

4.4.4

10.2.8

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

10.2.4

4.4.5

Provide the crew with the required briefing.

1998

- |                              |            |  |
|------------------------------|------------|--|
| 10.2.5                       | 4.4.6      | (a) Prepare<br>(b) Sign<br>(c) Deliver<br>(1) The fuel order<br>(2) The fuel distribution form.  |
| 10.2.6                       | 4.4.7      | Hand out flight operation forms and obtain signature of the pilot-in-command, where applicable.  |
| 10.2.7                       | 4.4.8      | Provide ground handling party(ies) with the required weight and fuel data  |
| 10.3                         | <b>4.5</b> | <b>Flight Operations – Flight Preparation at a Point Different from the Airport of Departure</b>   |
| 10.3.1                       | 4.5.1      | Arrange for the provision of the meteorological documents and aeronautical information.  |
| 10.3.2                       | 4.5.2      | Analyse the operational conditions and<br>(a) Prepare<br>(b) Request<br>(c) Sign<br>the flight plan.   |
| 10.3.3                       | 4.5.3      | Send to the Carrier or its representative at the airport of departure,<br>(a) The operational flight plan,<br>(b) The ATS Flight Plan,<br>(c) Information for crew briefing,                           |
| 10.4                         | <b>4.6</b> | <b>Flight Operations – En-route Flight Assistance</b>  |
| 10.4.1/<br>10.4.4/<br>10.4.8 | 4.6.1      | Monitor movement of the flight<br>(a) Within<br>(b) Beyond<br>VHF range and provide all possible assistance as necessary. Inform the Carrier of flight progress, any irregularities and actions taken. |
| 10.5                         | <b>4.7</b> | <b>Flight Operations – Post-flight Activities</b>  |
| 10.5.1                       | 4.7.1      | Obtain a debriefing from incoming crews, distributing reports or completed forms to offices concerned, whether governmental or the Carrier's.  |

## 1998

10.6

**4.8 Flight Operations – En-route Re-despatch**

10.6.1

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

10.7

**4.9 Flight Operations – Crew Administration**

10.7.1

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

10.7.2

4.9.2 Arrange hotel accommodation for crew layover

(a) Scheduled

(b) Non-scheduled

10.7.3

4.9.3 (a) Provide

or

(b) Arrange for crew transportation,

10.7.4

4.9.4 Direct crews through airport facilities

10.7.5

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

10.7.6

4.9.6 (a) Prepare crew allowance forms.

(b) Pay crew allowances.

10.7.7

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

1998

## Section 5

### Cargo and Mail Services

- |        |            |  |
|--------|------------|--|
| 5.1    | <b>5.1</b> | <b>Cargo and Mail Handling – General</b>   |
| 5.1.1  | 5.1.1      | (a) Provide<br>or<br>(b) Arrange for<br>warehouse handling and storage facilities for<br>(1) General Cargo<br>(2) Special Shipments<br>(3) Specialised Cargo Products<br>(4) Mail<br>(c) Store cargo<br>(d) Take appropriate action to prevent theft of, or<br>damage to cargo and/or mail |
| 5.1.2/ | 5.1.2      | (a) Provide<br>or  |
| 5.5.1  |            | (b) Arrange for<br>equipment for the handling of<br>(1) General Cargo<br>(2) Special Shipments<br>(3) Specialised Cargo Products<br>(4) Mail   |
| 5.1.3/ | 5.1.3      | (a) Provide<br>or  |
| 5.1.13 |            | (b) Arrange for<br>handling services for:<br>(1) General Cargo<br>(2) Special shipments<br>(3) Specialised Cargo Products<br>(4) Mail<br>(5) Diplomatic Mail<br>(6) Diplomatic Cargo<br>(7) Company Mail   |
| 5.1.4  | 5.1.4      | (a) Issue<br>(b) Obtain<br>Receipt upon delivery of cargo  |
|        | 5.1.5      | Monitor cargo delivery   |
| 5.1.12 | 5.1.6      | Take action to prevent theft or unauthorised use of, or<br>damage to the Carrier's pallets, containers, nets,<br>straps, tie-down rings and other material in the cus-<br>tody of the Handling Company. Notify the Carrier<br>immediately of any damage to or loss of such items.          |

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**5.2 Customs Control**

- 5.2.7 5.2.1 Prepare Customs documentation for:
  - (a) Inbound cargo
  - (b) Outbound cargo
  - (c) Transfer cargo
- 5.2.6 5.2.2 Obtain Customs clearance for:
  - (a) Inbound cargo
  - (b) Outbound cargo
  - (c) Transfer cargo
- 5.1.6 5.2.3 Place cargo under Customs control for:
  - (a) Inbound cargo
  - (b) Outbound cargo
  - (c) Transfer cargo
- 5.1.7 5.2.4 Present to Customs, cargo for physical examination.

**5.3 Irregularities Handling**

- 5.1.8 5.3.1 Take immediate action in respect of irregularities, damage or mishandling of dangerous goods and other special shipments.
- 5.1.9 5.3.2 Report to the Carrier any irregularities discovered in cargo handling
- 5.1.10 5.3.3 Handle lost, found and damaged cargo
- 5.1.11 5.3.4 (a) Notify the Carrier of complaints and claims  
(b) Process claims.
- 5.3.5 5.3.5 Take action when consignee refuses acceptance and payment.

**5.4 Document Handling**

- 5.2.5 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.

1998

- |               |            |   |
|---------------|------------|---|
| 5.3.3         | 5.4.2      | (a) Notify consignee or agent of arrival of shipments<br>(b) Make available cargo documents to consignee or agent.  |
| 5.3.4         | 5.4.3      | (a) Provide<br>or<br>(b) Arrange for<br>(1) Collection of "Charges Collect" as shown on the air waybill<br>(2) Collection of other charges and fees as shown on the air waybill<br>(3) Credit to consignees or agents   |
| 5.2           | <b>5.5</b> | <b>Physical Handling Outbound / Inbound</b>   |
| 5.2.1/<br>5.3 | 5.5.1      | Accept cargo, ensuring that<br>(a) Machine-readable cargo labels are affixed and processed<br>(b) Manual labels are affixed and processed<br>(c) Shipments are "ready for carriage"<br>(d) The weight and volume of the shipments are checked<br>(e) The regulations for the carriage of special cargo, particularly the IATA Dangerous Goods Regulations (DGR), IATA Live Animals Regulations (LAR), and others have been complied with. |
| 5.2.2         | 5.5.2      | Tally and assemble for dispatch cargo for the Carrier's flights   |
| 5.2.3         | 5.5.3      | Prepare<br>(a) Bulk cargo<br>(b) ULD'S<br>for delivery onto flights.  |
| 5.2.4         | 5.5.4      | Establish the weight of<br>(a) Bulk cargo<br>(b) Built-up ULD'S<br>and provide the load control unit with deadload weights.   |
| 5.3.1         | 5.5.5      | (a) Offload bulk cargo from vehicles<br>(b) Check incoming cargo against air waybills and manifests.<br>(c) Break down ULD'S  |
| 5.3.2         | 5.5.6      | Release cargo to the consignee or agent   |

## 1998

5.4

**5.6 Transfer/Transit Cargo**

5.4.1

5.6.1 Identify transfer/transit cargo.

5.4.2

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

5.4.3

5.6.3 (a) Provide  
or  
(b) Arrange for  
transport to the receiving carrier's warehouse under  
cover of Transfer Manifest  
(1) On airport,  
(2) Off airport

5.4.4

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

5.5

**5.7 Post Office Mail**

5.5.2

5.7.1 Check incoming mail against Post Office mail documents.

5.5.2

5.7.2 In case of missing documentation, issue substitutes

5.5.3

5.7.3 Deliver inbound mail to  
(a) On airport postal facility  
(b) Off airport postal facility  
together with Post Office mail documents, against  
receipt from postal authorities.

5.7.4 Pickup outgoing mail from Postal Facility

New

(a) On airport

(b) Off airport

5.5.4

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

5.5.5

5.7.6 Handle and check transfer mail against accompanying mail documents.

5.7.7 (a) Prepare or  
New (b) Arrange for

(1) Bulk mail

(2) ULD's

For delivery onto flights.



1998

- 5.7.8 Establish the weight of
  - New (a) Bulk mail
  - (b) Built-up ULD'Sand provide the load control unit with deadload weights.
- 5.5.6 5.7.9 Distribute incoming and/or outgoing post office mail documents
- 5.5.7 5.7.10 Handle lost, found and damaged mail and report all irregularities to the Carrier and postal authorities.
- 5.5.8 5.7.11 Maintain a file on all mail including irregularities for a period of time to be specified in Annex B

1998

## Section 6

### Support Services

#### 6.1 Accommodation

- 1.1.6 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

- 2.3 6.2.1 (a) Provide  
or  
(b) Arrange  
and  
(c) Operate  
equipment to enable access to  
(1) Carrier's system  
(2) Handling Company's system  
(3) Other system
- 2.3.1 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

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

- 3.1/3.2 6.3.1 (a) Provide  
or  
(b) Arrange for  
storage space for ULDs  
(1) Passenger ULDs  
(2) Cargo ULDs
- 3.1.1

## 1998

- |                 |            |  |
|-----------------|------------|--|
| 3.1.3           | 6.3.2      | Take action to prevent damage, theft or unauthorised use of the Carrier's ULDs in the custody of the Handling Company. Notify the Carrier immediately of any damage or loss.               |
| 3.2.1           | 6.3.3      | (a) Take physical inventory of ULD stock and maintain records.   |
|                 |            | (b) Compile and despatch ULD control messages  |
| 3.2.2           | 6.3.4      | Prepare ULD exchange control documentation for all transfers of ULDs and obtain signature(s) of the transferring and receiving carrier(s) or approved third parties and distribute copies. |
| 3.2.3           | 6.3.5      | Handle lost, found and damaged ULDs and notify the Carrier of such irregularities.   |
|                 | <b>6.4</b> | <b>Fuel Farm (Depot)</b>   |
|                 | 6.4.1      | Liaise with fuel farm suppliers.   |
| 8.1.2/<br>8.1.3 | 6.4.2      | (a) Inspect the Carrier's fuel farm product deliveries for contamination, prior to storage. Notify the Carrier of results.   |
|                 |            | (b) Inspect fuel farm storage and/or appliances. Notify the Carrier of results.  |
| 8.1             | <b>6.5</b> | <b>Ramp Fuelling / Defuelling Operations</b>   |
| 8.1.1           | 6.5.1      | Liaise with ramp fuel suppliers.   |
| 8.1.2           | 6.5.2      | Inspect fuel vehicles and/or appliances for contamination.   |
| 8.1.4           | 6.5.3      | Supervise fuelling/defuelling operations.  |
| 8.1.5           | 6.5.4      | Prepare aircraft for fueling/defueling.  |
| 8.1.6           | 6.5.5      | Drain water from aircraft fuel tanks. Perform water detection checks.  |
| 8.1.8           | 6.5.6      | (a) Provide<br>or<br>(b) Arrange for approved fuelling/defuelling equipment.   |
| 8.1.9           | 6.5.7      | Fuel/defuel aircraft with quantities of products requested by the Carrier's designated representative  |
| 8.1.10          | 6.5.8      | Check and verify the delivered fuel quantity   |
| 8.1.11          | 6.5.9      | Deliver the completed fuel order to the Carrier's designated representative.   |
| 8.1.12          | 6.5.10     | Maintain records of all fuelling/defuelling operations   |

## 1998

8.2

**6.6 Replenishing of Oils and Fluids**

8.2.1

6.6.1 Liaise with suppliers.

8.2.2

6.6.2 (a) Perform or  
(b) Supervise  
replenishing operations

8.2.3

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

11.1

**6.7 Surface Transport**

11.1.1

6.7.1 (a) Provide  
or  
(b) Arrange for  
the transport of  
(1) Passengers  
(2) Baggage  
(3) Cargo and/or mail  
(4) Empty ULDs  
(5) Others  
between  
(a) Airport and town terminal  
(b) Airport and other agreed points  
(c) Separate terminals at the same airport  
11.2.1 6.7.2 Make all necessary arrangements for special transport  
within the limit of local possibilities.

12.1

**6.8 Catering Services – Liaison and Administration**

12.1.1

6.8.1 Liaise with the Carrier's catering supplier.

12.1.2

6.8.2 Handle requisitions made by the Carrier's authorised  
representative.

1998

## Section 7

### Security

- |        |            |  |
|--------|------------|--|
| 14.1   | <b>7.1</b> | <b>Passenger and Baggage Screening and Reconciliation</b>  |
| 14.1.1 | 7.1.1      | (a) Provide<br>or<br>(b) Arrange for<br>(1) Matching of passengers against established profiles<br>(2) Security questioning  |
| 14.1.2 | 7.1.2      | (a) Provide<br>or<br>(b) Arrange for<br>(1) Screening of checked baggage.<br>(2) Screening of transfer baggage.<br>(3) Screening of mishandled baggage.<br>(4) Physical examination of checked, transfer and mishandled baggage<br>(5) Identification of security cleared baggage.           |
| 14.1.3 | 7.1.3      | (a) Provide<br>or<br>(b) Arrange for<br>(1) Screening of passengers.<br>(2) Screening of cabin/unchecked baggage.<br>(3) Physical examination of passengers and cabin/unchecked baggage  |
| 14.1.4 | 7.1.4      | (a) Provide<br>or<br>(b) Arrange for<br>(1) Identification of passengers prior to boarding.<br>(2) Reconciliation of boarded passengers with their baggage.<br>(3) Positive baggage identification by passengers<br>(4) Offloading of baggage for passengers who fail to board the aircraft. |

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14.2

**7.2 Cargo and Post Office Mail**

14.2.1

7.2.1

- (a) Provide  
or
- (b) Arrange for
  - (1) Control of access to the cargo facilities.
  - (2) Screening of cargo and/or mail.
  - (3) Physical examination of cargo.
  - (4) Holding of cargo and/or mail for variable periods.
  - (5) Secure storage of cargo and/or mail.
  - (6) Decompression/pressure chamber

14.3

**7.3 Catering**

14.3.1

7.3.1

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

14.4

**7.4 Aircraft**

14.4.1

7.4.1

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

14.4.2

7.4.2

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

1998

14.4.3

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

14.5

7.5 Additional Security Services

14.5.1

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

1998

## Section 8

### Aircraft Maintenance

- |       |            |   |
|-------|------------|---|
| 9.1   | <b>8.1</b> | <b>Routine Services</b>   |
| 9.2.4 | 8.1.1      | Maintain the Carrier's technical manuals, handbooks, catalogues, etc.   |
| 9.1.1 | 8.1.2      | Perform line inspection   |
| 9.1.2 | 8.1.3      | Enter in the aircraft log and sign for the performance of line inspection   |
| 9.1.3 | 8.1.4      | Enter remarks in aircraft log regarding defects observed during the inspection.   |
| New   | 8.1.5      | Sign Air Worthiness Release (AWR)   |
| 9.1.4 | 8.1.6      | Perform<br>(a) Pre-departure inspection<br>(b) Ice-check<br>immediately before aircraft departure.  |
| 9.1.5 | 8.1.7      | Provide personnel to assist the flight crew or ground staff in the performance of the inspection.   |
| 9.2   | <b>8.2</b> | <b>Non-routine Services</b>   |
| 9.2.1 | 8.2.1      | Rectify defects entered in the aircraft log as reported by the crew or revealed during the inspection, to the extent requested by the Carrier. However, major repairs must be separately agreed upon between the Parties. |
| 9.2.2 | 8.2.2      | Enter in aircraft log and sign for the action taken.  |
| 9.2.3 | 8.2.3      | Report technical irregularities and actions taken to the Carrier's maintenance base.  |
| 9.2.5 | 8.2.4      | (a) Provide<br>or<br>(b) Arrange for<br>engineering facilities, tools and special equipment to the extent available.  |
| 9.2.6 | 8.2.5      | Move aircraft under its own power   |



1998

9.3

**8.3 Material Handling**

9.3.1

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

9.3.2

8.3.2 Provide periodic inspection of the Carrier's spare parts and/or spare power plant.

9.3.3

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

9.3.4

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

9.4

**8.4 Parking and Hangar Space**

9.4.1/

8.4.1 (a) Provide  
or

9.4.2

(b) Arrange for  
(1) Parking space  
(2) Hangar space

**AHM 810 – Annex B****Standard Ground Handling Agreement –  
Simplified Procedure*****Annex B – Location(s), Agreed Services and Charges***

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

between:

having its principal office at:

and hereinafter referred to as 'the Carrier'

and:

having its principal office at:

and hereinafter referred to as 'the Handling Company'

effective from:

This Annex B for

the location(s):

is valid from:

and replaces:

**Presamble:**

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

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**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**

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

**Paragraph 3. Disbursements**

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

**Paragraph 4. Limit of Liability**

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

Aircraft Type	Limit ( per incident)
_____	_____
_____	_____

1998

**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, Sub-Sections 1.2 and 1.3, covered by Sub-Paragraph 1.1 of this Annex B, refer only to the following services of Annex A which are performed for the Carrier by other organisation(s) under cover of separate agreement(s):

Section (s) \_\_\_\_\_

Section (s) \_\_\_\_\_

**Paragraph 9. Notification**

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

To Carrier:

The Carrier \_\_\_\_\_

Street \_\_\_\_\_

City, Country \_\_\_\_\_

Telephone \_\_\_\_\_

Fax \_\_\_\_\_

E-mail \_\_\_\_\_

Attn \_\_\_\_\_

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To Handling Company:

The Handling Company \_\_\_\_\_

Street \_\_\_\_\_

City, Country \_\_\_\_\_

Telephone \_\_\_\_\_

Fax \_\_\_\_\_

E-mail \_\_\_\_\_

Attn \_\_\_\_\_

**Paragraph 10. Governing Law**

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

Governing Law

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

Courts for the resolution of disputes:

The Courts of \_\_\_\_\_.

Signed the \_\_\_\_\_ Signed the \_\_\_\_\_

at \_\_\_\_\_ at \_\_\_\_\_

for and on behalf of \_\_\_\_\_ for and on behalf of \_\_\_\_\_

by \_\_\_\_\_ by \_\_\_\_\_



## **SAS Ground Services**

Quality and cost efficiency in ground handling.

[www.sasground.com](http://www.sasground.com)

**Standard Ground Handling Agreement (SGHA),  
Version 1998**

Main Agreement	62
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## Standard Ground Handling Agreement 1998

### *Main Agreement*

#### **Article 1**

##### *Provision of Services*

1.1

#### **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

#### **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

#### **1.3 Scheduled Flights**

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

1.4

#### **1.4 Extra Flights**

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



2004

1.5

**1.5 Priority**

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

1.6

**1.6 Emergency Assistance**

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

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

1.7

**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

**1.8 Other Locations**

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

**Article 2**

*Fair Practices*

2.1

2.1

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

2.2

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

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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 3.1 The Handling Company is entitled to delegate any of the agreed services to subcontractors with the Carrier's consent, which consent shall not be unreasonably withheld. It is understood that, in this case, the Handling Company shall nevertheless be responsible to the Carrier for the proper rendering of such services as if they had been performed by the Handling Company itself. Any subcontracting of services will be recorded in the Annex(es) B concerned.
- 3.2 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 4.1 The Carrier may maintain at its own cost, its own representative(s) at the location(s) designated in the Annex(es) B. Such representative(s) and representative(s) of the Carrier's Head Office may inspect the services furnished to the Carrier by the Handling Company pursuant to this Agreement, advise and assist the Handling Company and render to the Carrier's clients such assistance as shall not interfere with the furnishing of services by the Handling Company.
- 4.2 4.2 The Carrier may, by prior written notice to the Handling Company and at its own cost, engage an organisation (hereinafter referred to as 'the Supervisor') to supervise the services of the Handling Company at the location(s) designated in Annex(es) B. Such notice shall contain a description of the services to be supervised.

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

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

**Article 5***Standard of Work*

- 5.1 5.1 The Handling Company shall carry out all technical and flight operations services in accordance with the Carrier's instructions, receipt of which must be confirmed in writing to the Carrier by the Handling Company.
- In the case of absence of instructions by the Carrier, the Handling Company shall follow its own standard practices and procedures.
- Other services also having a safety aspect, for example, load control, loading of aircraft and handling of dangerous goods, shall be carried out in accordance with applicable IATA and/or ICAO and/or other governing rules, regulations and procedures.
- 5.2 5.2 All other services shall be provided in accordance with standard practices and procedures usually followed by the Handling Company and in accordance with world-wide industry standards. The Handling Company will comply with reasonable requests of the Carrier as long as these do not conflict with the applicable orders and regulations of the appropriate authorities.
- 5.3 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 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.

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- 5.5      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      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      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      5.8      The Parties shall reach mutual agreement on the quality standards for any services, not excluding those covered by Sub-Article 5.1 above. Such quality standards for a specific location may form part of the applicable Annex B. The Handling Company agrees to take all possible steps to ensure that, with regard to contracted services, the agreed upon quality standards will be met.

**Article 6***Remuneration*

- 6.1      6.1      In consideration of the Handling Company providing the services, the Carrier agrees to pay to the Handling Company the charges set out in the respective Annex(es) B. The Carrier further agrees to pay the proper charges of the Handling Company and to discharge all additional expenditure incurred for providing the services referred to in Sub-Articles 1.4, 1.6, 1.7 and 1.8.
- 6.2      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

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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      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      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 sub-contractors;
- (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      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

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

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

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

PROVIDED ALSO THAT where any of the services performed by the Handling Company hereunder relate to the carriage by the Carrier of passengers, baggage or cargo direct to or from a place in the United States of America then if the limitations of liability imposed by Article 22 of the Warsaw Convention would have applied if any such act or omission had been committed by the Carrier but are held by a Court not to be applicable to such act or omission committed by the Handling Company in performing this Agreement then upon such decision of the Court the indemnity of the Carrier to the Handling Company hereunder shall be limited to an amount not exceeding the amount for which the Carrier would have been liable if it had committed such act or omission.

- 8.2      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      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

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and is part of the operation of loading/embarking or unloading/disembarking and/or is covered by the Carrier's Contract of Carriage the indemnity shall not exceed the limits specified in the said Contract of Carriage.

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

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

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

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

## **Article 9**

### *Arbitration*

- 9.1 9.1 Any dispute or claim concerning the scope, meaning, construction or effect of this Agreement or arising therefrom shall be referred to and finally settled by arbitration in accordance with the procedures set forth below and, if necessary, judgement on the award rendered may be entered in any Court having jurisdiction thereof:
- 1) If the Parties agree to the appointment of a single arbitrator the arbitral tribunal shall consist of him alone. The arbitrator may be appointed either directly by the Parties or, at their request, by the IATA Director General.
  - 2) If they do not so agree to the appointment of a single arbitrator, the arbitral tribunal shall consist of three arbitrators appointed as follows:
    - (a) If only two Parties are involved in the dispute each Party shall appoint one of the three arbitrators. Should either Party fail to appoint his arbitrator such appointment shall be made by the IATA Director General;
    - (b) If more than two parties are involved in the dispute they shall jointly agree on the appointment of two of the arbitrators. Failing unanimous agreement thereon, such appointment shall be made by the IATA Director General;
    - (c) The two arbitrators appointed in the manner provided above shall appoint the third arbitrator, who shall act as chairman. Should they fail to agree on the appointment of the third arbitrator, such appointment shall be made by the IATA Director General.



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- 3) The IATA Director General may, at the request of any Party concerned, fix any time limit he finds appropriate within which the Parties or the arbitrators appointed by the Parties, shall constitute the arbitral tribunal. Upon expiration of this time limit, the IATA Director General shall take the action prescribed in the preceding paragraph to constitute the tribunal.
- 4) When the arbitral tribunal consists of three arbitrators, its decision shall be given by a majority vote.
- 5) The arbitral tribunal shall settle its own procedure and if necessary shall decide the law to be applied. The award shall include a direction concerning allocation of costs and expenses of and incidental to the arbitration (including arbitrator fees).
- 6) The award shall be final and conclusively binding upon the Parties.

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

- 10.1 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 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 11.1 This Agreement shall be effective from ..... It shall supersede any previous arrangements between the Parties governing the provision of services at locations for which there are valid Annex(es) B to this Agreement.
- 11.2 11.2 Modification of, or additions to this Agreement shall be recorded in Annex(es) B.

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- |      |      |   |
|------|------|---|
| 11.3 | 11.3 | Any notice referred to under this Article 11 given by one Party under this Agreement shall be deemed properly given if sent by registered letter to the respective Head Office of the other Party.  |
| 11.4 | 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 | 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.  |
| 11.7 | 11.6 | In the event of the Carrier's or the Handling Company's permit(s) or other authorisation(s) to conduct its air transportation services, or to furnish the services provided for in the Annex(es) B, wholly or in part, being revoked, cancelled, or suspended, that Party shall notify the other Party without delay and either Party may terminate the Agreement or the relevant Annex(es) B at the effective date of such revocation, cancellation or suspension by giving to the other Party notice thereof within twenty-four hours after such event. |
| 11.8 | 11.7 | Either Party may terminate this Agreement and its Annexes at any time if the other Party becomes insolvent, makes a general assignment for the benefit of creditors, or commits an act of bankruptcy or if a petition in bankruptcy or for its reorganisation or the readjustment of its indebtedness be filed by or against it, provided the petition is found justified by the appropriate authority, or if a receiver, trustee or liquidator of all or substantially all of its property be appointed or applied for.                                  |
| 11.9 | 11.8 | 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;<br>– labour disputes involving complete or partial stoppage of work or delay in the performance of work;   |

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– force majeure or any other cause beyond the control of either Party.

11.10

11.9

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

11.10

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

11.12

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

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## Standard Ground Handling Agreement 1998

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**Section 1****Representation and Accomodation**

- |              |              |  |
|--------------|--------------|--|
| <b>1.1</b>   | <b>1.1</b>   | <b>General</b>   |
| <b>1.1.1</b> | <b>1.1.1</b> | If required, arrange guarantee or bond to facilitate the Carrier's activities.   |
| <b>1.1.2</b> | <b>1.1.2</b> | Liaise with local authorities.   |
| <b>1.1.3</b> | <b>1.1.3</b> | Indicate that the Handling Company is acting as handling agent for the Carrier.  |
| <b>1.1.4</b> | <b>1.1.4</b> | Inform all interested Parties concerning movements of the Carrier's aircraft.  |
| <b>1.2.6</b> | <b>1.1.5</b> | As mutually agreed, effect payment, on behalf of the Carrier, including but not limited to:<br>(a) Airport, customs, police and other charges relating to the services performed.<br>(b) Cost for provisions of bond guarantee.<br>(c) Out-of-pocket expenses, accommodation, transport, etc.. |
| <b>6.1.1</b> | <b>1.1.6</b> | Provide office space for the Carrier's representative(s).  |

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**Section 2****Load Control, Communications  
and Departure Control System**

- |       |            |   |
|-------|------------|---|
| 4.1   | <b>2.1</b> | <b>Load Control</b>   |
| 4.1.1 | 2.1.1      | Convey and deliver flight documents between the aircraft and appropriate airport buildings.   |
| 4.1.2 | 2.1.2      | (a) Prepare<br>(b) Sign<br>(c) Distribute<br>(d) Clear<br>(e) File<br>as appropriate, documents, including but not limited to, loading instructions, loadsheets, balance charts, Captain's load information and manifests, in accordance with local or international regulations or as reasonably required by the Carrier.                            |
| 4.1.3 | 2.1.3      | (a) Compile<br>(b) Dispatch<br>statistics, returns and reports, as mutually agreed.   |
| 4.2   | <b>2.2</b> | <b>Communications</b>   |
| 4.2.1 | 2.2.1      | (a) Compile<br>(b) Dispatch and receive<br>all messages in connection with the services performed by the Handling Company, using the Carrier's originator code or double signature procedure, as applicable. Inform the Carrier's representative of the contents of such messages. Charges for transmitting messages may be recharged to the Carrier. |
| 4.2.2 | 2.2.2      | Maintain a message file containing all above mentioned messages pertaining to each flight for ninety days.  |
| 4.2.3 | 2.2.3      | (a) Provide<br>(b) Operate<br>suitable means of communication between the ground station and the Carrier's aircraft.  |
| 6.2   | <b>2.3</b> | <b>Departure Control System (DCS)</b>   |
| 6.2.1 | 2.3.1      | (a) Provide<br>(b) Operate<br>equipment and facilities to allow the Handling Company access to the Carrier's DCS, as mutually agreed.   |



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6.2.2

2.3.2 Access the following facilities in the Carrier's DCS:

- (a) Training programme.
- (b) Check-In.
- (c) Boarding Control.
- (d) Baggage reconciliation.
- (e) Baggage tracing.
- (f) Load Control.
- (g) Other services, as mutually agreed.

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## Section 3

### Unit Load Device (ULD) Control

- |       |  |
|-------|--|
| 6.3   | <b>3.1 Handling</b>  |
| 6.3.1 | 3.1.1 (a) Provide<br>or<br>(b) Arrange for<br>suitable storage space for ULDs, as mutually<br>agreed.  |
|       | 3.1.2 Apply correct storage and handling techniques in<br>accordance with the Carrier's requirements.  |
| 6.3.2 | 3.1.3 Take appropriate action to prevent theft or unauthor-<br>ised use of, or damage to the Carrier's ULDs in the<br>custody of the Handling Company. Notify the Carrier<br>immediately of any damage to or loss of such items.                     |
|       | <b>3.2 Administration</b>  |
| 6.3.3 | 3.2.1 (a) Take physical inventory of ULD stock and maintain<br>a stock record.<br>(b) Compile and despatch ULD Control Messages<br>(UCM), according to UCM procedure.<br>(c) Compile and despatch Stock Check Messages<br>(SCM), as mutually agreed. |
| 6.3.4 | 3.2.2 Prepare ULD exchange control (LUC) for all transfers<br>of ULDs and obtain signature(s) of the transferring<br>and receiving carrier(s) or approved third parties<br>and distribute copies according to the Carrier's<br>instructions.         |
| 6.3.5 | 3.2.3 Handle lost, found and damaged ULD matters and<br>notify the Carrier of such irregularities.   |

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## Section 4

### Passengers and Baggage

- |       |            |  |
|-------|------------|--|
| 2.1   | <b>4.1</b> | <b>General</b>   |
| 2.1.1 | 4.1.1      | Inform passengers and/or public about time of arrival and/or departure of Carrier's aircraft and surface transport.  |
| 2.1.2 | 4.1.2      | Make arrangements for stopover, transfer and transit passengers and their baggage and inform them about services available at the airport.   |
| 2.1.3 | 4.1.3      | When requested by the Carrier,<br>(a) Provide<br>or<br>(b) Arrange for<br>special equipment, facilities and specially trained personnel, as available, for assistance to<br>(1) Unaccompanied minors.<br>(2) Disabled passengers.<br>(3) VIPs.<br>(4) Transit without visa passengers (TWOVs).<br>(5) Deportees.<br>(6) Others, as specified.<br>Additional costs may be recharged to the Carrier. |
| 2.1.4 | 4.1.4      | Take care of passengers when flights are interrupted, delayed or cancelled, according to instructions given by the Carrier. If instructions do not exist, deal with such cases according to the practice of the Handling Company.  |
| 2.1.5 | 4.1.5      | If applicable, arrange storage of baggage in the Customs' bonded store if required (any fees to be paid by the passenger).   |
| 2.1.6 | 4.1.6      | Notify the Carrier of complaints and claims made by the Carrier's clients and, process such claims, as mutually agreed.  |
| 2.1.7 | 4.1.7      | Handle lost, found and damaged property matters, as mutually agreed.   |
| 2.1.8 | 4.1.8      | Report to the Carrier any irregularities discovered in passenger and baggage handling.   |

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- |                 |            |   |
|-----------------|------------|---|
| 2.1.9           | 4.1.9      | (a) Provide<br>or<br>(b) Arrange for<br>(1) Check-in position(s),<br>(2) Service counter(s) / desk(s) for other purposes,<br>(3) Lounge facilities,<br>as specified in Annex(es) B.   |
| 2.1.9           | 4.1.10     | (a) Provide<br>or<br>(b) Arrange for<br>personnel and/or facilities for porter service.   |
| 2.2             | <b>4.2</b> | <b>Departure</b>  |
| 2.2.3           | 4.2.1      | Check and ensure<br>(a) That tickets are valid for the flight(s) for which they<br>are presented. The check shall not include the fare<br>(b) When requested, check that tickets presented<br>are not blacklisted in the industry ticket service<br>data base. Blacklisted documents shall not be<br>honoured and immediately reported to the Carrier,<br>as mutually agreed. |
| 2.2.4           | 4.2.2      | By mutual agreement, check travel documents (pass-<br>ports, visas, vaccination and other certificates) for<br>the flight(s) concerned, but without the Handling<br>Company having any liability.   |
| 2.2.5/<br>2.2.8 | 4.2.3      | (a) Weigh and/or measure (as applicable), and tag<br>checked and unchecked baggage.<br>(b) Effect the conveyance of checked baggage from<br>the baggage check-in position to the baggage<br>sorting area.<br>Additional costs for baggage requiring special hand-<br>ling may be recharged to the Carrier.  |
| 2.2.5           | 4.2.4      | (a) Enter baggage figures on passengers' ticket(s)<br>and detach applicable flight coupon(s)<br>(b) Enter baggage figures for ticketless passengers,<br>as mutually agreed for<br>(1) Initial flight.<br>(2) Subsequent flight(s).  |
| 2.2.6           | 4.2.5      | By mutual agreement, make out excess baggage<br>ticket(s), collect excess baggage charge(s) and<br>detach applicable excess baggage coupon(s).  |

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- |        |            |  |
|--------|------------|--|
| 2.2.10 | 4.2.6      | As mutually agreed, collect airport and /or any other service charges from departing passengers accounting therefor to the appropriate authorities.    |
| 2.2.11 | 4.2.7      | (a) Carry out the Carrier's seat allocation or selection system<br>(b) Issue boarding pass(es) for<br>(1) Initial flight.<br>(2) Subsequent flight(s). |
| 2.2.13 | 4.2.8      | Direct passengers through controls to the aircraft.  |
| 2.2.14 | 4.2.9      | Carry out head check of passengers upon embarkation. (Count to be compared with aircraft documents.)   |
| 2.2.12 | 4.2.10     | Handle Denied Boarding Compensation cases, as agreed with the Carrier.   |
| 2.1.3  | 4.2.11     | Provide facility for accepting and processing of un-accompanied baggage.   |
| 2.2.2  | 4.2.12     | (a) Provide<br>(b) Manage<br>(c) Maintain<br>automated check-in device(s), as mutually agreed. Additional costs may be recharged to the Carrier.       |
| 2.3    | <b>4.3</b> | <b>Arrival</b>   |
| 2.3.2  | 4.3.1      | Direct passengers from aircraft through controls to the terminal landside area.  |
| 3.1.6  | 4.3.2      | Deliver baggage in accordance with local procedures.   |
| 3.1    | <b>4.4</b> | <b>Baggage Handling</b>  |
| 3.1.1  | 4.4.1      | Handle baggage in the baggage sorting area.  |
| 3.1.2  | 4.4.2      | Prepare for delivery onto flights<br>(a) Bulky baggage<br>(b) ULDs<br>according to the Carrier's instructions.   |
| 3.1.3  | 4.4.3      | Establish the weight of built-up ULDs.   |
| 3.1.4  | 4.4.4      | (a) Offload bulk baggage from vehicles.<br>(b) Break down and/or empty ULDs.<br>(c) Check incoming baggage for transfer connections.                   |

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- |       |            |  |
|-------|------------|--|
| 3.1.7 | 4.4.5      | (a) Sort transfer baggage.<br>(b) Store transfer baggage for a period to be mutually agreed prior to despatch.   |
| 3.1.7 | 4.4.6      | (a) Provide<br>or<br>(b) Arrange for<br>transport of transfer baggage to the sorting area of<br>the receiving carrier.   |
| 3.1.8 | 4.4.7      | Handle crew baggage, as mutually agreed.   |
| 2.4   | <b>4.5</b> | <b>Remote/Off Airport Services</b>   |
| 2.4.1 | 4.5.1      | Inform passengers/public about time of arrival/<br>departure.  |
| 2.4.2 | 4.5.2      | Receive departing passengers and baggage.  |
| 2.4.3 | 4.5.3      | Carry out passenger and baggage handling as<br>described in Sub-Sections 4.1 and 4.2, where appli-<br>cable.   |
| 2.4.4 | 4.5.4      | Direct departing passengers to connecting transport<br>to the airport.   |
| 2.4.5 | 4.5.5      | Receive passengers arriving from the airport.  |
| 2.4.6 | 4.5.6      | Deliver baggage to passengers in accordance with<br>local procedures.  |
| 2.5   | <b>4.6</b> | <b>Intermodal Transportation</b>   |
|       |            | <b>Departure by rail, road or sea</b>  |
| 2.5.1 | 4.6.1      | Receive departing passengers and baggage from the<br>Carrier.  |
| 2.5.2 | 4.6.2      | Carry out passenger and baggage handling as de-<br>scribed in Sub-Sections 4.1 and 4.2, where applicable,<br>substituting "rail, road or sea transportation" for "air-<br>craft", and "flight(s)", and "terminal" for "airport", as<br>applicable. |
| 2.5.3 | 4.6.3      | Direct departing passengers to connecting trans-<br>port.  |
| 2.5.4 | 4.6.4      | If applicable, load baggage on connecting transport,<br>as directed by the rail, road or sea transporter.  |

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**Arrival by rail, road or sea**

- 2.5.5      4.6.5      Receive arriving passengers and baggage from the rail, road or sea transporter.
- 2.5.2      4.6.6      Carry out passenger and baggage handling as described in Sub-Sections 4.1 and 4.3, where applicable, substituting "rail, road or sea transportation" for "aircraft" and "flight(s)", and "terminal" for "airport", as applicable.
- 2.5.6      4.6.7      Direct arriving passengers through controls to the Carrier's flight departure services.
- 2.5.7      4.6.8      If applicable, offload baggage from connecting transport, as directed by the rail, road or sea transporter and transfer it to the Carrier's airport services.

2004

## Section 5

### Cargo and Post Office Mail

- |       |            |   |
|-------|------------|---|
| 5.1   | <b>5.1</b> | <b>Cargo Handling – General Facilities and Equipment</b>  |
| 5.1.1 | 5.1.1      | (a) Provide<br>(b) Arrange<br>suitable warehouse and handling facilities for<br>(1) General cargo.<br>(2) Special shipments.<br>(3) Specialised cargo products.<br>(c) Store cargo for a period to be mutually agreed,<br>(d) Take appropriate action to prevent theft of, or<br>damage to cargo, as mutually agreed. |
| 5.1.2 | 5.1.2      | (a) Provide<br>(b) Arrange<br>suitable equipment for the handling of<br>(1) General cargo.<br>(2) Special shipments.<br>(3) Specialised cargo products.<br>as mutually agreed.  |
| 5.1.3 | 5.1.3      | (a) Provide<br>(b) Arrange<br>handling services for<br>(1) General cargo.<br>(2) Special shipments.<br>(3) Specialised cargo products.<br>as mutually agreed.   |
|       |            | <b>Document Handling</b>  |
| 5.1.4 | 5.1.4      | (a) Issue<br>(b) Obtain<br>receipt upon delivery of cargo.  |
|       | 5.1.5      | Receive, process and send all or any messages as required by the Carrier and as mutually agreed.  |
|       |            | <b>Customs Control</b>  |
| 5.2.3 | 5.1.6      | Place cargo under Customs control, if required, and clear discrepancies in accordance with local regulations.   |
| 5.2.4 | 5.1.7      | Present to Customs, as required, cargo for physical examination.  |



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**Irregularities Handling**

- 5.3.1 5.1.8 Take immediate action in accordance with the Carrier's and/or local authorities' instructions in respect of irregularities, damage or mishandling of dangerous goods and other special shipments.
- 5.3.2 5.1.9 Report to the Carrier any irregularities discovered in cargo handling.
- 5.3.3 5.1.10 Handle lost, found and damaged cargo matters, as mutually agreed.
- 5.3.4 5.1.11 (a) Notify the Carrier of complaints and claims, giving supporting data.  
(b) Process such claims, as mutually agreed.

**Miscellaneous**

- 5.1.6 5.1.12 Take appropriate action to prevent theft or unauthorised use of, or damage to, the Carrier's pallets, containers, nets, straps, tie-down rings and other material in the custody of the Handling Company. Notify the Carrier immediately of any damage to or loss of such items.
- 5.1.3 5.1.13 Handle, as mutually agreed,  
(a) Diplomatic cargo.  
(b) Diplomatic mail.  
(c) Company mail.

5.5 **5.2 Outbound (Export) Cargo Physical Handling**

- 5.5.1 5.2.1 Accept cargo in accordance with the Carrier's instructions, ensuring that  
(a) Machine-readable cargo labels are affixed and processed, where applicable.  
(b) Shipments are "ready for carriage".  
(c) The weight and volume of the shipments are checked.  
(d) The regulations for the carriage of special cargo, particularly the IATA Dangerous Goods Regulations (DGR), IATA Live Animals Regulations (LAR), and others have been adhered to.
- 5.5.2 5.2.2 Tally and assemble for despatch cargo for the Carrier's flights.

## 2004

- 5.5.3 5.2.3 Prepare  
(a) Bulk cargo  
(b) ULDs  
for delivery onto flights.
- 5.5.4 5.2.4 Establish the weight of  
(a) Bulk load  
(b) Built-up ULDs  
and provide the load control unit with deadload weights.
- 5.4.1 5.2.5 **Document Handling**  
(a) Check all documents to ensure shipment may be carried in accordance with the Carrier's requirements. The check shall not include the rates charged.  
(b) Obtain capacity/booking information for the Carrier's flights.  
(c) Split airwaybill sets. Forward applicable copies of manifests and air waybills, as mutually agreed.  
(d) Prepare cargo manifests.  
(e) Provide the load control unit with Special Load Notification, as required.  
(f) Where applicable, return copy of airwaybill to shipper, endorsed with flight details.
- 5.2.2 5.2.6 **Customs Control**  
Obtain Customs export clearance.
- 5.2.1 5.2.7 Prepare Customs documentation, for example, for cross-border truck services, as mutually agreed.
- 5.5 5.3 **Inbound (Import) Cargo**
- 5.5.5 5.3.1 **Physical Handling**  
(a) Offload bulk cargo from vehicles, when applicable.  
(b) Break down and/or empty ULDs.  
(c) Check incoming cargo against airwaybills and manifests.
- 5.5.6 5.3.2 Release cargo to the consignee or agent upon proper release by Customs and other government agencies, as required.
- 5.4.2 5.3.3 **Document Handling**  
(a) Notify consignee or agent of arrival of shipments, in accordance with applicable instructions.  
(b) Make available cargo documents to consignee or agent.

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- 5.4.3 5.3.4 (a) Provide  
or  
(b) Arrange for  
facilities for collection of "Charges Collect" as shown  
on the airwaybills and extend credit to consignees or  
agents, as mutually agreed.
- 5.3.5 5.3.5 **Irregularities Handling**  
Take action in accordance with applicable instructions  
when consignee refuses acceptance or payment.
- 5.6 5.4 **Transfer/Transit Cargo**
- 5.6.1 5.4.1 Identify transfer/transit cargo.
- 5.6.2 5.4.2 Prepare transfer manifests for cargo to be transported  
by another carrier.
- 5.6.3 5.4.3 (a) Provide  
or  
(b) Arrange for  
transport to the receiving carrier's warehouse on  
or in the close proximity of the airport of arrival, of  
transfer cargo under cover of Transfer Manifest.
- 5.6.4 5.4.4 Accept/prepare  
(a) Transfer cargo  
(b) Transit cargo  
for onward carriage.
- 5.7 5.5 **Post Office Mail  
Physical Handling**
- 5.1.2 5.5.1 (a) Provide  
or  
(b) Arrange for  
essential equipment, storage and handling facilities.
- 5.7.1/ 5.5.2 Check incoming mail against Post Office mail docu-  
5.7.2 ments. Issue substitute documents, if necessary.
- 5.7.3 5.5.3 Deliver mail, together with Post Office mail documents,  
against receipt to postal authorities.
- 5.7.5 5.5.4 Check outgoing mail from postal authorities against  
mail documents. Give receipt of acceptance of mail  
to postal authorities.
- 5.7.6 5.5.5 Handle and check transfer mail against accompanying  
mail documents. Issue substitute documents, if  
necessary.

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**Document Handling**

- 5.7.9      5.5.6      Distribute incoming/outgoing Post Office mail documents.

**Irregularities Handling**

- 5.7.10     5.5.7      Handle lost, found and damaged mail matters and report all irregularities to the Carrier and postal authorities in accordance with local practices.
- 5.7.11     5.5.8      Maintain a file on all mail matters including irregularities for a period to be mutually agreed.

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**Section 6****Ramp**

- |       |            |   |
|-------|------------|---|
| 3.2   | <b>6.1</b> | <b>Marshalling</b>  |
| 3.2.1 | 6.1.1      | (a) Provide<br>or<br>(b) Arrange for<br>marshalling at arrival and/or departure.  |
| 3.3   | <b>6.2</b> | <b>Parking</b>  |
| 3.3.1 | 6.2.1      | (a) Provide<br>(b) Position and/or remove<br>wheelchocks.   |
| 3.3.2 | 6.2.2      | Position and/or remove<br>(a) Landing gear locks.<br>(b) Engine blanking covers.<br>(c) Pitot covers.<br>(d) Surface control locks.<br>(e) Tailstands and/or aircraft tethering.      |
| 3.3.3 | 6.2.3      | (a) Provide<br>(b) Position and/or remove<br>(c) Operate<br>suitable ground power unit for supply of necessary<br>electrical power. Any time limit to be specified in<br>Annex(es) B. |
| 3.5   | <b>6.3</b> | <b>Ramp to Flight Deck Communication</b>  |
| 3.5.1 | 6.3.1      | Provide headsets.   |
| 3.5.2 | 6.3.2      | Perform ramp to flight deck communication<br>(a) During tow-in and/or push-back.<br>(b) During engine starting.<br>(c) For other purposes.  |
| 3.6   | <b>6.4</b> | <b>Loading/Embarking and<br/>Unloading/Disembarking</b>   |
| 3.6.1 | 6.4.1      | For a period to be mutually agreed,<br>(a) Provide<br>(b) Position and remove<br>(1) Suitable passenger steps.<br>(2) Suitable loading bridges.<br>(3) Flight deck steps.             |

## 2004

- |        |        |  |
|--------|--------|--|
| 3.6.2  | 6.4.2  | Provide<br>(a) Passenger<br>(b) Crew<br>transport between aircraft and airport terminals.  |
| 3.6.3  | 6.4.3  | (a) Provide<br>(b) Operate<br>suitable equipment for loading and/or unloading.   |
| 3.6.4  | 6.4.4  | (a) Provide<br>(b) Operate<br>suitable equipment for transport of Loads between<br>agreed points on the airport, as required. (Equipment<br>to be released and/or made available, as mutually<br>agreed.)  |
| 3.6.5  | 6.4.5  | Assemble/deliver/receive Loads.  |
| 3.6.6  | 6.4.6  | (a) Unload Loads from aircraft, returning lashing<br>materials to the Carrier.<br>(b) Load, stow and secure Loads in the aircraft in<br>accordance with the Carrier's instructions and<br>procedures.<br>(Cost for lashing materials may be recharged to<br>the Carrier.)<br>(c) Operate in-plane loading system in accordance<br>with the Carrier's instructions. |
| 3.6.6  | 6.4.7  | Load, stow and secure perishables, live animals, valu-<br>ables, news films, dangerous goods and other special<br>shipments in accordance with the Carrier's instruc-<br>tions.  |
| 3.6.7  | 6.4.8  | Redistribute Loads in aircraft according to the Carrier's<br>instructions.   |
| 3.6.8  | 6.4.9  | (a) Open and secure aircraft hold doors.<br>(b) Secure and lock aircraft hold doors when loading<br>is complete.   |
|        | 6.4.10 | Refill the Carrier's ballast bags with ballast approved<br>by the Carrier.   |
| 3.6.9  | 6.4.11 | Provide filled ballast bags.   |
| 3.6.10 | 6.4.12 | Arrange for safeguarding of all Loads with special<br>attention to valuables and vulnerable cargo during<br>loading/unloading and during transport between<br>aircraft and airport terminal(s).  |

## 2004

- 3.7      **6.5      Starting**
- 3.7.1    6.5.1    (a) Provide  
                 (b) Position and remove  
                 (c) Operate  
                 appropriate unit(s) for engine starting.
- 3.8      **6.6      Safety Measures**
- 3.8.1    6.6.1    (a) Provide  
                 (b) Position and remove  
                 (c) Operate  
                 suitable fire-fighting and other protective equip-  
                 ment.
- 3.9      **6.7      Moving of Aircraft**
- 3.9.1    6.7.1    (a) Provide  
                 (b) Position and remove  
                 suitable tow-in and/or push-back equipment.  
                 (Towbar to be provided by the Carrier unless other-  
                 wise agreed.)  
                 (c) Tow in and/or push back aircraft according to  
                 the Carrier's instructions.  
                 (d) Tow aircraft between other agreed points accord-  
                 ing to the Carrier's instructions.  
                 (e) Provide authorised cockpit brake operator in  
                 connection with towing.

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## Section 7

### Aircraft Servicing

- |        |            |  |
|--------|------------|--|
| 3.10   | <b>7.1</b> | <b>Exterior Cleaning</b>   |
| 3.10.1 | 7.1.1      | Perform cleaning of <ul style="list-style-type: none"> <li>(a) Flight deck windows.</li> <li>(b) Cabin windows.</li> </ul>   |
| 3.10.1 | 7.1.2      | Perform reasonable cleaning of aircraft integral steps.  |
| 3.10.2 | 7.1.3      | Wipe excess oil from engine nacelles and landing gear.   |
| 3.10.3 | 7.1.4      | Clean wings, controls, engine nacelles and landing gear.   |
| 3.11   | <b>7.2</b> | <b>Interior Cleaning</b>   |
| 3.11.1 | 7.2.1      | Clean and tidy flight deck according to the Carrier's instructions and, if specified, under the control of a person authorised by the Carrier, by <ul style="list-style-type: none"> <li>(a) Emptying ash trays.</li> <li>(b) Disposing of litter.</li> <li>(c) Clearing waste from seat back stowage's and racks.</li> <li>(d) Wiping crew tables.</li> <li>(e) Cleaning and tidying seats.</li> <li>(f) Mopping floor.</li> <li>(g) Cleaning flight deck windows on inside, as requested.</li> </ul>   |
| 3.11.2 | 7.2.2      | As appropriate, <ul style="list-style-type: none"> <li>(a) Empty ash trays.</li> <li>(b) Dispose of litter.</li> <li>(c) Clear waste from seat back stowage's.</li> <li>(d) Wipe tables.</li> <li>(e) Clean and tidy seats and passenger service units</li> <li>(f) Clean floors (carpets and surrounds)</li> <li>(g) Wipe surfaces in pantries, galleys (sinks and working surfaces) and toilets (wash basins, bowls, seats, mirror and surrounds)</li> <li>(h) Remove, as necessary, any contamination caused by airsickness, spilled food or drink and offensive stains</li> <li>(i) Clean telephones, fax machines, LCD screens and any other equipment according to the Carrier's instructions in:</li> </ul> |



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		(1) Crew compartments (other than flight deck).
		(2) Lounges.
		(3) Bars, pantries, galleys.
		(4) Passenger cabins.
		(5) Toilets.
		(6) Cloakrooms.
		(7) Vestibules.
3.11.2(g)	7.2.3	As appropriate,
		(a) Empty
		(b) Clean
		all refuse bins.
		(c) Clean and tidy pantry/galley fixtures.
3.11.2	7.2.4	Clean floor and floor covers extensively.
3.11.4	7.2.5	Clean cabin fixtures and fittings.
3.11.3	7.2.6	Clean cabin windows.
3.11.4	7.2.7	Clean:
		(a) cargo holds.
		(b) cargo cabins.
		(c) ULDs.
3.11.5	7.2.8	Fold and stow blankets.
3.11.6	7.2.9	Make up berths.
3.11.7	7.2.10	Change:
		(a) head rest covers.
		(b) pillow covers.
		Covers to be supplied by the Carrier.
3.11.8	7.2.11	Distribute in:
		(a) cabin
		(b) toilets
		items provided by the Carrier.
3.11.9	7.2.12	Disinfect and/or deodorize aircraft (materials may be supplied by the Carrier).
3.11.10	7.2.13	(a) Remove
		(b) Destroy
		food and material left over from incoming flights in accordance with local regulations and/or the Carrier's instructions.
3.11.11	7.2.14	(a) Provide
		(b) Arrange
		for cleaning and/or laundering of cabin blankets and linen.

## 2004

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| 3.12   | <b>7.3 Toilet Service</b>  |
| 3.12.1 | 7.3.1 (a) Provide  |
|        | (b) Position and remove toilet servicing unit.   |
| 3.12.2 | (c) Empty, clean, flush toilets and replenish fluids in accordance with the Carrier's instructions.                                      |
| 3.13   | <b>7.4 Water Service</b>   |
| 3.13.1 | 7.4.1 (a) Provide  |
|        | (b) Position and remove water servicing unit.  |
| 3.13.2 | (c) Replenish water tanks with drinking water, the standard of which is to meet the Carrier's requirements.                              |
| 3.13.2 | 7.4.2 Drain water tanks, according to the Carrier's instructions and local regulations.  |
| 3.4    | <b>7.5 Cooling and Heating</b>   |
| 3.4.1  | 7.5.1 (a) Provide  |
|        | (b) Position and remove  |
|        | (c) Operate cooling unit. Any time limit to be specified in Annex(es) B.   |
| 3.4.2  | 7.5.2 (a) Provide  |
|        | (b) Position and remove  |
|        | (c) Operate heating unit. Any time limit to be specified in Annex(es) B.   |
| 3.17   | <b>7.6 De-Icing/Anti-Icing Services and Snow/Ice Removal According to the Carrier's Instructions</b>                                     |
| 3.17.1 | 7.6.1 Remove snow from aircraft without using de-icing fluid.  |
| 3.17.2 | 7.6.2 (a) Provide  |
|        | (b) Position and remove  |
|        | (c) Operate  |
|        | (1) Anti-icing units.  |
|        | (2) De-icing units.  |
| 3.17.3 | 7.6.3 Provided de-icing/anti-icing fluids meeting the Carrier's specifications.  |
| 3.17.4 | 7.6.4 Remove frost, ice and snow from aircraft using de-icing fluid. Fluids to receive purity and contamination inspection prior to use. |
| 3.17.5 | 7.6.5 Apply anti-icing fluid to aircraft.  |

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|--------|------------|---|
| 3.17.6 | 7.6.6      | Supervise performance of de-icing/anti-icing operations.  |
| 3.17.7 | 7.6.7      | Perform final inspection after de-icing/anti-icing operations and inform flight crew of results.  |
| 3.14   | <b>7.7</b> | <b>Cabin Equipment and Inflight Entertainment Material</b>  |
| 3.14.1 | 7.7.1      | Rearrange cabin by <ul style="list-style-type: none"> <li>(a) Removing</li> <li>(b) Installing</li> </ul> cabin equipment, for example, seats and cabin divider.  |
| 3.11.8 | 7.7.2      | Collect and/or distribute <ul style="list-style-type: none"> <li>(a) Airline magazines</li> <li>(b) Newspapers/magazines</li> <li>(c) Menus</li> <li>(d) Headphones</li> <li>(e) Others</li> </ul> according to the Carrier's instructions. |
| 3.15   | <b>7.8</b> | <b>Storage of Cabin Material</b>  |
| 3.15.1 | 7.8.1      | Provide suitable storage space for the Carrier's cabin material, as mutually agreed.  |
| 3.15.2 | 7.8.2      | Take periodic inventory.  |
| 3.15.3 | 7.8.3      | <ul style="list-style-type: none"> <li>(a) Provide</li> <li>or</li> <li>(b) Arrange for replenishment of stocks.</li> </ul>   |

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## Section 8

### Fuel and Oil

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|--------|------------|---|
| 6.5    | <b>8.1</b> | <b>Fuelling and/or Defuelling</b>   |
| 6.5.1  | 8.1.1      | Liaise with fuel suppliers.   |
| 6.5.2  | 8.1.2      | (a) Inspect the Carrier's fuel product deliveries for contamination, prior to storage, in accordance with the Carrier's instructions.<br>Notify the Carrier of results.       |
| 6.5.2  |            | (b) Inspect fuel vehicles and/or appliances for contamination.<br>Notify the Carrier of results.  |
| 6.4.2  | 8.1.3      | If applicable, supervise the placement of the Carrier's product into storage at:<br>(a) The Handling Company's facility.<br>(b) A storage facility designated by the Carrier. |
| 6.5.3  | 8.1.4      | Supervise fuelling/defuelling operations.   |
| 6.5.4  | 8.1.5      | Prepare aircraft for fuelling/defuelling.   |
| 6.5.5  | 8.1.6      | Drain water from aircraft fuel tanks.   |
| 6.5.8  | 8.1.7      | Receive the Carrier's product from storage in quantities requested.   |
| 6.5.6  | 8.1.8      | (a) Provide<br>(b) Position, remove and operate approved fuelling/defuelling equipment.   |
| 6.5.7  | 8.1.9      | Fuel/defuel aircraft with quantities of products requested by the Carrier's designated representative.  |
| 6.5.8  | 8.1.10     | Check and verify the delivered fuel quantity.   |
| 6.5.9  | 8.1.11     | Deliver the completed fuel order(s) to the Carrier's designated representative.   |
| 6.5.10 | 8.1.12     | Maintain records of all fuelling/defuelling operations and provide the Carrier with an inventory and usage summary in accordance with the Carrier's instructions.             |
| 6.6    | <b>8.2</b> | <b>Replenishing of Oils and Fluids</b>  |
| 6.6.1  | 8.2.1      | Liaise with suppliers.  |
| 6.6.2  | 8.2.2      | Perform or supervise replenishing operations.   |
| 6.6.3  | 8.2.3      | (a) Provide<br>(b) Operate special replenishing equipment.  |

2004

## Section 9

### Aircraft Maintenance

- |       |            |  |
|-------|------------|--|
| 8.1   | <b>9.1</b> | <b>Routine Services</b>  |
| 8.1.2 | 9.1.1      | Perform line inspection in accordance with the Carrier's current instructions.   |
| 8.1.3 | 9.1.2      | Enter in aircraft log and sign for performance of line inspection.   |
| 8.1.4 | 9.1.3      | Enter remarks in aircraft log regarding defects observed during the inspection.  |
| 8.1.6 | 9.1.4      | (a) Perform pre-departure inspection immediately before aircraft departure according to the Carrier's instructions.<br>(b) Perform ice-check immediately before aircraft departure according to the Carrier's instructions |
| 8.1.7 | 9.1.5      | Provide skilled personnel to assist the flight crew or ground staff in the performance of the inspection.  |
| 8.2   | <b>9.2</b> | <b>Non-routine Services</b>  |
| 8.2.1 | 9.2.1      | Rectify defects entered in the aircraft log as reported by the crew or revealed during the inspection, to the extent requested by the Carrier. However, major repairs must be separately agreed upon between the Parties.  |
| 8.2.2 | 9.2.2      | Enter in aircraft log and sign for the action taken.   |
| 8.2.3 | 9.2.3      | Report technical irregularities and actions taken to the Carrier's maintenance base in accordance with the Carrier's instructions.   |
| 8.1.1 | 9.2.4      | Maintain the Carrier's technical manuals, handbooks, catalogues, etc.  |
| 8.2.4 | 9.2.5      | Provide engineering facilities, tools and special equipment to the extent available.   |
| 8.2.5 | 9.2.6      | Move aircraft under its own power in accordance with the Carrier's instructions.   |
| 8.3   | <b>9.3</b> | <b>Material Handling</b>   |
| 8.3.1 | 9.3.1      | (a) Obtain Customs clearance for<br>(b) Administer the Carrier's spare parts, power plants and/or equipment.   |
| 8.3.2 | 9.3.2.     | Provide periodic inspection of the Carrier's spare parts and/or spare power plant.   |

2004

- 8.3.3

9.3.3

Provide suitable storage space for the Carrier’s spare parts and/or special equipment.
- 8.3.4

9.3.4

Provide suitable storage space for the Carrier’s spare power plant.
- 8.4

9.4

**Parking and Hangar Space**
- 8.4.1

9.4.1

(a) Provide  
or  
(b) Arrange for suitable parking space.
- 8.4.2

9.4.2

(a) Provide  
or  
(b) Arrange for suitable hangar space.

2004

**Section 10****Flight Operations  
and Crew Administration**

- 4.3 10.1 General**
- 4.3.1 10.1.1** Inform the Carrier of any known project affecting the operational services and facilities made available to its aircraft in the areas of responsibility specified in Annex(es) B.
- 1.2.4 10.1.2** Keep up-to-date all necessary manuals and instructions that the Carrier must provide and ensure that all prescribed forms are available.
- 4.3.2 10.1.3** After consideration of the Carrier's 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.
- 4.3.3 10.1.4** Maintain a trip file by collecting all documents specified by the Carrier, all messages received or originated in connection with each flight and dispose of this file as instructed by the Carrier.
- 4.4 10.2 Flight Preparation at the Airport of Departure**
- 4.4.1 10.2.1** (a) Arrange for  
(b) Deliver to the aircraft meteorological documentation and aeronautical information for each flight.
- 4.4.2 10.2.2** Analyse the operational conditions and:  
(a) Prepare  
(b) Request  
(c) Sign  
(d) Make available  
the operational flight plan according to the instructions and data provided by the Carrier.
- 4.4.4 10.2.3** (a) Prepare  
(b) Request  
(c) Sign  
(d) File  
the Air Traffic Services (ATS) Flight Plan.
- 4.4.5 10.2.4** Furnish the crew with an adequate briefing.

## 2004

- 4.4.6 10.2.5 (a) Prepare  
(b) Sign  
the fuel order.
- 4.4.7 10.2.6 Hand out flight operation forms as specified by the Carrier and obtain signature of the pilot-in-command, where applicable.
- 4.4.8 10.2.7 Supply the appropriate local ground handling unit with the required weight and fuel data.
- 4.4.4 10.2.8 (a) Obtain  
(b) Monitor  
(c) Manage  
the Carrier's slot time allocation with the appropriate ATS.
- 4.5 **10.3 Flight Preparation at a Point Different from the Airport of Departure**
- 4.5.1 10.3.1 Arrange for the provision of the meteorological documents and aeronautical information.
- 4.5.2 10.3.2 Analyse the operational conditions and:  
(a) Prepare  
(b) Request  
(c) Sign  
the operational flight plan according to the instructions and data provided by the Carrier.
- 4.5.3 10.3.3 Send to the Carrier or its representative at the airport of departure:  
(a) The operational flight plan,  
(b) The ATS Flight Plan,  
(c) Information for crew briefing,  
as instructed by the Carrier and/or as specified in the Annex(es) B.
- 4.6 **10.4 In-flight Assistance**
- 4.6.1 10.4.1 Follow up the progress of the flight against flight movement messages, flight plan messages and position reports received.
- 1.1.4 10.4.2 Provide information on flight progress to the Carrier's ground handling representative.
- 10.4.3 Assist the flight as requested and/or deemed necessary to facilitate its safe and efficient conduct in accordance with the flight plan.
- 4.6.1 10.4.4 Monitor movement of the flight within VHF range and provide assistance, as necessary.



2004

- 10.4.5 Take immediate and appropriate action in case of in-flight irregularity, according to the Carrier's instructions (written or verbal).
- 10.4.6 Log and notify as specified by the Carrier any incident of an operational nature (delays, diversions, engine trouble, etc.).
- 10.4.7 Perform in-flight assistance, including re-despatch until adjacent area is able to accept responsibility if, for reasons of communications failure, weather phenomena, safety of aircraft or emergency, it is undesirable to stop these services at the area boundary specified in Annex(es) B. Similar conditions may make it desirable to transfer these services to the next area before the area boundary is crossed.
- 4.6.1(b) 10.4.8 Provide assistance to the flight, as required, beyond VHF range.
- 4.7 **10.5 Post-flight Activities**
- 4.7.1 10.5.1 Obtain a debriefing from incoming crews, distributing reports or completed forms to offices concerned, whether governmental or the Carrier's.
- 4.8 **10.6 In-flight Re-despatch**
- 4.8.1 10.6.1 Analyse meteorological information and the operational flight conditions for re-despatch, calculating and planning it according to the data provided by the aircraft in flight and informing the pilot-in-command about the results thus obtained.
- 4.9 **10.7 Crew Administration**
- 4.9.1 10.7.1 Distribute relevant crew schedule information provided by the Carrier to all parties concerned.
- 4.9.2 10.7.2 Arrange hotel accommodation for:
  - (a) Scheduled
  - (b) Non-scheduled
 crew layover, as specified by the Carrier.
- 4.9.3 10.7.3 (a) Provide  
or  
(b) Arrange for  
crew transportation, as specified by the Carrier.
- 4.9.4 10.7.4 Direct crews through airport facilities and brief them, as required.

2004

- 4.9.5 10.7.5 Liaise with hotel(s) on crew call and pick-up timings.
- 4.9.6 10.7.6 (a) Prepare crew allowance forms, as specified by the Carrier.  
(b) Pay crew allowances, as specified by the Carrier.
- 4.9.7 10.7.7 Inform the Carrier of any crew indisposition or potential absence.
- 10.7.8 Take necessary action, as specified by the Carrier.

2004

**Section 11****Surface Transport**

- 6.7      **11.1    General**
- 6.7.1    11.1.1    Make all necessary arrangements for the transport of:
- (a) Passengers
  - (b) Baggage
  - (c) Cargo and/or mail
- between:
- (1) Airport and town terminal.
  - (2) Airport and other agreed points.
  - (3) Separate terminals at the same airport.
- 6.7.2    **11.2    Special Transport**
- 11.2.1    Make all necessary arrangements for special transport within the limit of local possibilities.

2004

**Section 12****Catering Services**

- |        |             |  |
|--------|-------------|--|
| 6.8    | <b>12.1</b> | <b>Liaison and Administration</b>                                    |
| 6.8.1  | 12.1.1      | Liaise with the Carrier's catering supplier.                         |
| 6.8.2  | 12.1.2      | Handle requisitions made by the Carrier's authorised representative. |
| 3.16   | <b>12.2</b> | <b>Catering Ramp Handling</b>  |
| 3.16.1 | 12.2.1      | Unload/load and stow catering loads from/on aircraft.                |
| 3.16.2 | 12.2.2      | Transfer catering loads on aircraft.                                 |
| 3.16.3 | 12.2.3      | Transport catering loads between aircraft and agreed points.         |

2004

## Section 13

### Supervision and administration

- |       |             |  |
|-------|-------------|--|
| 1.3   | <b>13.1</b> | <b>Supervisory Functions of Services Provided by Others (pre-flight, on-flight and post-flight)</b>  |
| 1.3.1 | 13.1.1      | Attend at the airport as necessary to supervise and coordinate the ground handling services contracted by the Carrier with third party(ies).         |
| 1.3.3 | 13.1.2      | Cooperate with the Carrier's designated representative, as required.   |
| 1.3.2 | 13.1.3      | Ensure that the Handling Company(ies) is (are) timely informed about operational data, including alterations.  |
| 1.3.4 | 13.1.4      | Check availability and preparedness of staff, equipment, supplies and services of the Handling Company(ies) to perform the ground handling services. |
| 1.3.4 | 13.1.5      | Check preparation for documentation.   |
| 1.3.4 | 13.1.6      | Ensure that prompt notification of the Carrier's requirements is given to all interested parties.  |
| 1.3.4 | 13.1.7      | Check that all loads including necessary documents will be ready in time to be loaded on the flight.   |
| 1.3.5 | 13.1.8      | Meet aircraft upon arrival and contact crew.   |
| 1.3.8 | 13.1.9      | Receive briefing from crew and give information about irregularities, changes in schedule or other matters.  |
| 1.3.1 | 13.1.10     | Supervise and coordinate the ground handling services, deciding non-routine matters, as required.  |
| 1.3.6 | 13.1.11     | Check despatch of operational messages.  |
| 1.3.7 | 13.1.12     | Check tracings of baggage, cargo, mail and lost and found articles. Follow up, if necessary.   |
| 1.3.8 | 13.1.13     | Note irregularities in station log and inform the Carrier's designated representative in accordance with the relevant directives.                    |
| 1.2   | <b>13.2</b> | <b>Administrative Functions</b>  |
| 1.2.1 | 13.2.1      | Establish and maintain local procedures in accordance with the Carrier's requirements.   |
| 1.2.2 | 13.2.2      | As required, take action on all communications addressed to the Carrier.   |

2004

- 1.2.3 13.2.3 Prepare, forward and file reports/statistics/docu-  
ments and perform any other administrative duty that  
may be required by the Carrier or local conditions.
- 1.2.4 13.2.4 Maintain the Carrier’s manuals, circulars, etc., con-  
nected with the performance of the services.
- 1.2.5 13.2.5 Check and sign on behalf of the Carrier invoices, sup-  
ply orders, handling charge notes, work orders, etc.,  
as agreed with the Carrier.

2004

## Section 14

### Security

- |       |             |  |
|-------|-------------|--|
| 7.1   | <b>14.1</b> | <b>Passenger and Baggage Screening and Reconciliation</b>  |
| 7.1.1 | 14.1.1      | (a) Provide<br>or<br>(b) Arrange for<br>(1) Matching of passengers against established profiles.<br>(2) Security questioning, as required.   |
| 7.1.2 | 14.1.2      | (a) Provide<br>or<br>(b) Arrange for<br>(1) Screening of checked baggage.<br>(2) Screening of transfer baggage.<br>(3) Screening of mishandled baggage.<br>(4) Physical examination of checked, transfer and mishandled baggage, as required.<br>(5) Identification of security cleared baggage.     |
| 7.1.3 | 14.1.3      | (a) Provide<br>or<br>(b) Arrange for<br>(1) Screening of passengers.<br>(2) Screening of unchecked baggage.<br>(3) Physical examination of passengers and unchecked baggage, as required.  |
| 7.1.4 | 14.1.4      | (a) Provide<br>or<br>(b) Arrange for<br>(1) identification of passengers prior to boarding.<br>(2) Reconciliation of boarded passengers with their baggage.<br>(3) Passengers to identify their own baggage, as required.<br>(4) Offloading of baggage of passengers who fail to board the aircraft. |

## 2004

7.2

**14.2 Cargo and Post Office Mail**

7.2.1

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

7.3

**14.3 Catering**

7.3.1

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

7.4

**14.4 Aircraft Security**

7.4.1

- 14.4.1** (a) Provide  
or
- (b) Arrange for control of access to
    - (1) Aircraft.
    - (2) Designated areas.

7.4.2

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



2004

- 7.4.3

14.4.3

(a) Provide  
or  
(b) Arrange for  
security personnel  
(1) To safeguard all loads during the transport  
between aircraft and designated locations.  
(2) During offloading and loading of aircraft.
- 7.5

14.5

**Additional Security Services**
- 7.5.1

14.5.1

(a) Provide  
or  
(b) Arrange for  
additional security services, as requested by the  
Carrier.



## **SAS Ground Services**

Quality and cost efficiency in ground handling.

[www.sasground.com](http://www.sasground.com)

**Aircraft, calendar, contacts**

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## Aircraft Types & Liability

SAS Ground Services applies the liability guideline which corresponds with the industrial standards, Carrier's Hull All Risk Policy

### Jets

*USD 1,000,000*

B747, B757, B767, B777, DC-10, MD11, A300, A310, A330, A340

*USD 750,000*

B717, B737 Series, MD80 Series, MD90 Series, A319, A320, A321

*USD 500,000*

All other jets not specified below.

*USD 250,000*

Embraer 135/145, Canadair RJ

*USD 75,000*

Cessna Citation, Fan Jet Falcon, Learjet 35/60, Dassault Falcon 20F

*USD 5,000*

Jet Provost

### Turboprops

*USD 200,000*

Lockhead Hercules, Electra

*USD 100,000*

Fokker 50, F27, FH-227, ATR42, ATR72, Saab SF340, Saab 2000, DHC7, DHC8, BAe ATP, SD330, SD360

*USD 50,000*

Embraer Brasilia Dornier D0-228, Dorneier D0-328, Beech 1900

*USD 25,000*

DHC 6, Piper PA 31T, Swearingen Metro, King Air  
Cessna Conquest, Jetstream, Embraer Bandeirante, Cessna Corsair,  
Britten Norman, Islander aircraft

Other propeller aircraft 1 % of aircraft value minimum USD 5,000

### Helicopters

5% of aircraft value, maximum USD 100,000

January							February							March							April						
1	8	15	22	29			5	12	19	26				5	12	19	26				2	9	16	23	30	Monday	
2	9	16	23	30			6	13	20	27				6	13	20	27				3	10	17	24		Tuesday	
3	10	17	24	31			7	14	21	28				7	14	21	28				4	11	18	25		Wednesday	
4	11	18	25				1	8	15	22				1	8	15	22	29			5	12	19	26		Thursday	
5	12	19	26				2	9	16	23				2	9	16	23	30			6	13	20	27		Friday	
6	13	20	27				3	10	17	24				3	10	17	24	31			7	14	21	28		Saturday	
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1	8	15	22	29			6	13	20	27					3	10	17	24				1	8	15	22	29	Saturday
2	9	16	23	30			7	14	21	28					4	11	18	25				2	9	16	23	30	Sunday

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6	13	20	27				4	11	18	25				1	8	15	22	29		6	13	20	27				Saturday
7	14	21	28				5	12	19	26				2	9	16	23	30		7	14	21	28				Sunday

January							February							March							April						
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6	13	20	27				3	10	17	24				4	11	18	25	31	1	8	15	22	29				Wednesday
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2	9	16	23	30			6	13	20	27				7	14	21	28		4	11	18	25					Saturday
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4	11	18	25				1	8	15	22				1	8	15	22	29									

May							June							July							August						
4	11	18	25				1	8	15	22	29			6	13	20	27		3	10	17	24	31				Monday
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4	11	18	25				2	9	16	23	30			6	13	20	27		4	11	18	25					Friday
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6	13	20	27				4	11	18	25				1	8	15	22	29	6	13	20	27					Sunday

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Personal Notes:

[illegible]

## Contacts Sales

This contact information is current as of April 2006. You can always log on to [www.sasground.com](http://www.sasground.com) for the latest contact information.

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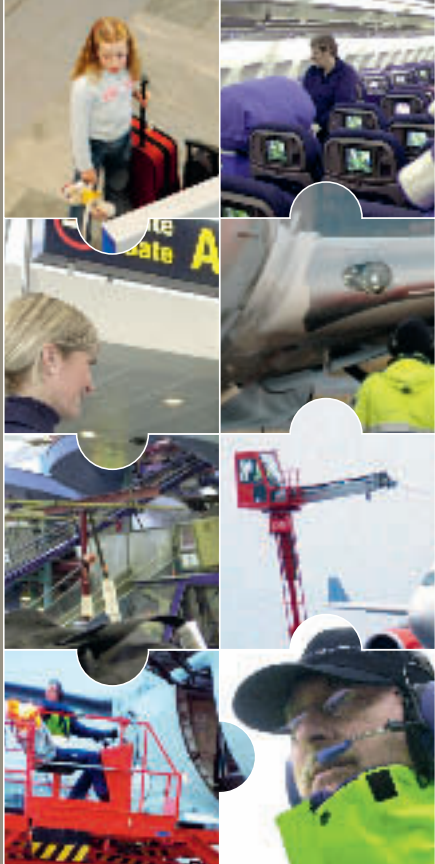
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## SAS Ground Services

Quality and cost efficiency in ground handling.

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