



SERVICE LEVEL AGREEMENT

An agreement made between: **Turkish Airlines Inc.**

Having its principal office at:

SmartIST Terminal, Istanbul Airport
Tayakadin Mah. Nuri Demirag Cad. No:64
Arnavutkoy, Istanbul, Republic of Turkey.

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

Valid from: 01.06.2023

WHEREBY THE PARTIES AGREE AS FOLLOWS:

The Handling Company agrees to a Service Level Agreement with the Carrier. The Service Level Agreement (SLA) shall form an integral part of the Standard Ground Handling Agreement (SGHA) and is Appendix number 1 TO Annex B 1.0 dated [.....] for the location Amsterdam, Schiphol Airport.

The Agreed Service Levels will be monitored and agreed by Service Delivery Manager for the Handling Company. The Handling Company shall ensure that all their employees are informed about the service levels mentioned hereafter and are trained accordingly. These Parties shall meet at a minimum of monthly, and more often if required, to review the performance of the parties to the SLA. Handling Company shall provide required operational report/data upon request.

The Service Delivery Standards outlined below are subject to the factors being within the control of the service provider. Reasonableness will be applied in the application of the standards but the handler should do its utmost to meet the standards on every occasion.