



## IATA STANDARD GROUND HANDLING AGREEMENT

### Annex A—Ground Handling Services

to the Standard Ground Handling Agreement

effective from:

between:

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

and:

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

This Annex A

is valid from:

and replaces:

## SECTION 1. MANAGEMENT FUNCTIONS

### 1.1 Representation

#### 1.1.1

(a) provide

(b) arrange for

1. guarantee
2. bond

to facilitate the Carrier's activities.

1.1.2 Liaise with local authorities.

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

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

### 1.2 Administrative Functions

1.2.1 Establish and maintain local procedures.

1.2.2 Take action on communications addressed to the Carrier.

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

(a) station administration

(b) passenger services

(c) ramp services

(d) load control

(e) flight operations

(f) cargo services

(g) mail services

(h) support services

(i) security

(j) aircraft maintenance

(k) other, as specified in Annex B

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

#### 1.2.5

(a) Check

(b) Sign

(c) Forward



on behalf of the Carrier items including, but not limited to, invoices, supply orders, handling charge notes, work orders

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

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

## **1.3 Supervision and/or Co-ordination**

### **1.3.1**

- (a) Supervise
- (b) Co-ordinate

services contracted by the Carrier with third party(ies)

**1.3.2** Provide Turnaround coordinator (TRC)

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

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

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

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

**1.3.7** Decide on non-routine matters.

**1.3.8** Verify dispatch of operational messages.

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

## **1.4 Station Management**

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

- (a) exclusively
- (b) non-exclusively

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

**1.4.3** Attend local airport meetings on behalf of the Carrier

- (a) report to the Carrier results/contents of the meetings
- (b) Act, vote and commit on behalf of the Carrier

**1.4.4** The Handling Company will be authorised to

- (a) solicit
- (b) negotiate
- (c) commit

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

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

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

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

**1.4.7** Perform and report quality/performance measurements

**1.4.8** Handle the contents of Carrier's company mail pouches



## SECTION 2. PASSENGER SERVICES

### 2.1 General

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

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

**2.1.3** When requested by the Carrier,

**(a)** Provide

**(b)** Arrange for

special equipment, facilities and specially trained personnel, for assistance to

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

**2.1.4** .

**(a)** Provide

**(b)** Arrange for

passenger assistance when flights are interrupted, delayed or cancelled. Such assistance shall include:

1. Meal vouchers
2. Rebooking
3. Transportation
4. Hotel accommodation
5. Personnel

**2.1.5** Arrange storage of baggage in the bonded store

**2.1.6**

**(a)** Notify the Carrier of complaints and claims made by the Carrier's passengers.

**(b)** Process such claims, as specified in Annex B.

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

**2.1.8**

**(a)** Provide

**(b)** Arrange for

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

**2.1.9** Perform the following ticketing/sales functions

**(a)** reservations

**(b)** issuance of transportation documents

**(c)** ancillary services

**(d)** e-ticketing

**(e)** other as specified in Annex B



## 2.2 Departure

2.2.1 Perform pre-flight editing

2.2.2 Check and ensure

(a) that tickets are valid for the flight(s). The check shall not include the fare.

At the following locations:

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

2.2.3

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

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

At the following locations:

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

2.2.4

(a) Weigh and/or measure checked and/or cabin baggage,

(b) Record baggage figures

for

1. initial flight.
2. subsequent flight(s). At following locations:

(a) check-in area

(b) lounge

(c) transfer counter

(d) gate

(e) off airport

(f) other as specified in Annex B



**2.2.5 Excess baggage**

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

At the following locations:

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

**2.2.6 Tag**

- (a) checked baggage
- (b) cabin baggage

for

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

At the following locations:

- (a) check-in area
- (b) lounge
- (c) transfer counter
- (d) gate
- (e) off airport
- (f) other as specified in Annex B

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

At the following locations:

- (a) check-in area
- (b) lounge
- (c) transfer counter
- (d) gate
- (e) other as specified in Annex B

**2.2.8 Effect conveyance of Out of Gauge (OOG) checked baggage to the baggage sorting area**

At the following locations:

- (a) check-in area
- (b) lounge
- (c) transfer counter
- (d) gate
- (e) other as specified in Annex B

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

At the following locations:

- (a) check-in area
- (b) lounge
- (c) transfer counter
- (d) gate
- (e) other as specified in Annex B



**2.2.10**

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

At the following locations:

- (a) check-in area
- (b) lounge
- (c) transfer counter
- (d) gate
- (e) off airport
- (f) other as specified in Annex B

**2.2.11 Handle**

- (a) Denied Boarding process
- (b) Denied Boarding Compensation

At the following locations:

- 1. check-in area
- 2. lounge
- 3. transfer counter
- 4. gate
- 5. other as specified in Annex B

**2.2.12 Direct passengers**

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

**2.2.13 Handle upgrade/downgrade functions At the following locations:**

- (a) check-in area
- (b) lounge
- (c) transfer counter
- (d) gate
- (e) other as specified in Annex B

**2.2.14 Handle standby list**

At the following locations:

- (a) check-in area
- (b) lounge
- (c) transfer counter
- (d) gate
- (e) other as specified in Annex B

**2.2.15 At the gate perform**

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

**2.2.16**

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

**2.2.17 Perform post-flight editing**



## **2.3 Arrival**

### **2.3.1**

- (a) Perform
- (b) Arrange for

opening/closing aircraft passenger doors

### **2.3.2 Direct passengers**

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

### **2.3.3**

- (a) Provide
- (b) Arrange for

1. Transfer counter
2. Connection services
3. Baggage recheck

### **2.3.4 Handle lost, found and damaged property matters.**

- (a) Provide
- (b) Arrange for
  1. acceptance of baggage irregularity reports
  2. entering of data into baggage tracing system
  3. maintaining baggage tracing system files for period specified in Annex B
  4. making payments for incidental expenses
  5. delivery of delayed baggage to passengers
  6. handling of communications with passengers
  7. repair or replacement of damaged baggage

## **2.4 Inter-modal Transportation by Rail, Road or Sea**

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

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

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

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

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

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



## SECTION 3. RAMP SERVICES

### 3.1 Baggage Handling

- 3.1.1 Handle baggage in
  - 1. baggage sorting area.
  - 2. other location(s) as specified in Annex B
- 3.1.2 Prepare for delivery onto flights
  - (a) bulk baggage
  - (b) ULDs
  - (c) baggage accepted at a location as specified in Annex B
- 3.1.3 Establish the number and/or weight of
  - (a) bulk baggage
  - (b) built—up ULDs

and provide the load control unit with the information

- 3.1.4 Offload
  - (a) bulk baggage
  - (b) ULDs.
- 3.1.5 Prioritise baggage delivery to claim area.
- 3.1.6 Deliver to claim area
  - (a) baggage
  - (b) Out of Gauge (OGG)
- 3.1.7 Transfer baggage
  - (a) Provide
  - (b) Arrange for
    - 1. Sortation of transfer baggage.
    - 2. Storage of transfer baggage prior to dispatch (storage time limits to be specified in Annex B).
    - 3. Transport of transfer baggage to the sorting area of the receiving carrier.
- 3.1.8 Handle crew baggage.

### 3.2 Marshaling

- 3.2.1
  - (a) Provide
  - (b) Arrange for

marshaling at arrival and/or departure.

- 3.2.2 Operate automated guidance systems

### 3.3 Parking

- 3.3.1
  - (a) Provide
  - (b) Position and/or remove

wheel-chocks.



**3.3.2**

- (a) Provide
- (b) Position and/or remove
  1. Landing gear locks.
  2. Engine blanking covers.
  3. Pitot covers.
  4. Surface control locks.
  5. Tailstands and/or aircraft tethering.
  6. Safety cones.
  7. Other items as specified in Annex B.

**3.4 Ancillary Items**

**3.4.1**

- (a) Provide
- (b) Arrange for
- (c) Operate
  1. Ground power unit
  2. Fixed ground power
  3. Cooling unit
  4. Heating unit
  5. Air start unit

**3.5 Ramp to Flight Deck Communication**

- 3.5.1 Provide headsets.
- 3.5.2 Perform ramp to flight deck communication
  - (a) during push-back.
  - (b) during tow-in.
  - (c) during engine starting.
  - (d) for other purposes.

**3.6 Loading and Unloading**

**3.6.1**

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

**3.6.2**

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

**3.6.3**

- (a) Provide
- (b) Arrange for
- (c) Operate

Equipment for loading and/or unloading.



**3.6.4**

- (a) Provide
- (b) Arrange for

delivery and pick-up of

- 1. Baggage
- 2. Mobility devices at aircraft doors or other agreed points

**3.6.5**

- (a) Provide
- (b) Arrange for

assembly and transport of

- 1. Baggage
- 2. General cargo
- 3. Special shipments
- 4. Mail
- 5. Documents
- 6. Company mail between agreed points on the airport

**3.6.6**

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

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

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

**3.6.8**

- (a) Provide
- (b) Arrange for ballast

**3.6.9**

- (a) Provide
- (b) Arrange for

safeguarding of all Loads requiring special handling during

- 1. loading/unloading
- 2. transport between aircraft and designated point on the airport

**3.7 Safety Measures**

**3.7.1**

- (a) Provide
  - 1. portable fire extinguisher on motorized/self-propelled ramp equipment
  - 2. ramp fire extinguisher, if not provided by airport authority

(b) arrange for

- 1. attendance of airport fire services at aircraft

**3.7.2** Perform visual external safety/ground damage inspection of

(a) doors and panels and immediate surroundings

(b) Other inspection items as specified in Annex B

- 1. immediately upon arrival
- 2. immediately prior departure and communicate the results to flight crew or Carrier's representative

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



### **3.8 Moving of Aircraft**

#### **3.8.1**

- (a) Provide
- (b) Arrange for
  - 1. Tow-in and/or push-back of aircraft
  - 2. Towing of aircraft between other points
  - 3. Cockpit brake operator in connection with towing
  - 4. Wing-walker(s)

#### **3.8.2**

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

### **3.9 Exterior Cleaning**

#### **3.9.1** Perform cleaning in accordance with Carriers written instructions of

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



### 3.10 Interior Cleaning

#### 3.10.1 Clean

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

#### 3.10.2 Remove and dispose of

- (a) litter/waste
- (b) food and food-related material (galley waste)

#### 3.10.3 Perform cabin dressing

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

#### 3.10.4

- (a) Disinfect
- (b) Deodorize

aircraft with

- 1. materials provided by Carrier
- 2. materials provided by Handling Company

#### 3.10.5

- (a) Provide
- (b) Arrange for

laundrying of

- 1. cabin items (blankets/duvets/pillow cases)
- 2. linen

#### 3.10.6 Clean

- (a) cargo compartments
- (b) ULDs



### **3.11 Toilet Service**

#### **3.11.1**

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

### **3.12 Water Service**

#### **3.12.1**

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

### **3.13 Cabin Equipment**

#### **3.13.1** Rearrange cabin by

- (a) removing
- (b) installing
- (c) repositioning

cabin equipment, for example, seats and cabin divider(s)

### **3.14 Storage of Cabin Material**

#### **3.14.1**

- (a) Provide
- (b) Arrange

for storage space for the Carrier's cabin material.

#### **3.14.2** Take inventory.

#### **3.14.3**

- (a) Provide
- (b) Arrange for

replenishment of stocks.

### **3.15 Catering Ramp Handling**

#### **3.15.1** Unload/load and stow catering supplies from/on aircraft.

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

- (a) between lower holds and galleys and vice versa
- (b) between galleys

#### **3.15.3** Transport catering supplies between aircraft and designated points.

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

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

#### **3.16.2** Perform "pre" de/anti-icing inspection and advise flight crew or Carrier representative of results.

#### **3.16.3** Perform clear ice check



**3.16.4**

**(a)** Provide

**(b)** Arrange for

1. anti-icing units.

2. de-icing units.

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

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

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

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

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

**3.16.10** Complete documentation as per Carrier's instructions



## SECTION 4. LOAD CONTROL AND FLIGHT OPERATIONS

### 4.1 Load Control

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

#### 4.1.2

(a) Process

(b) Sign

documents and information, including but not limited to, loading instructions, load and trim sheets, Captain's load information and manifests where:

1. Load Control is performed by the Handling Company
2. Handling Company is performing inputs/updates when Load Control is performed by the Carrier or third party

### 4.2 Communications

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

#### 4.2.2

(a) Compile, receive, process and send all messages in connection with the services performed by the Handling Company. The Handling Company is authorized to use Carrier's originator code or double signature procedure

(b) Inform the Carrier's representative of the contents of such messages

#### 4.2.3

(a) Provide

(b) Operate

means of communication between the ground station and the Carrier's aircraft.

### 4.3 Flight Operations

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

#### 4.3.2

(a) Provide

(b) Arrange for

meteorological documentation and aeronautical information

1. at the airport location as defined in Annex B
2. at different airport location(s)

#### 4.3.3

(a) Provide

(b) Arrange for

delivery of flight operations related documentation to the aircraft and obtain signature of the pilot-in-command, where applicable

1. at the airport location as defined in Annex B
2. at different airport location(s)



**4.3.4**

- (a) Analyse the operational conditions and prepare
- (b) request
- (c) sign

make available the operational flight plan according to the instructions and data provided by the Carrier

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

**4.3.5**

- (a) Prepare
- (b) Request
- (c) Sign
- (d) File

the Air Traffic Services (“ATS”) Flight Plan.

- 1. at the airport location as defined in Annex B
- 2. at different airport location(s)

**4.3.6**

- (a) Request
- (b) Manage

the Carrier's slot time allocation with the ATS

- 1. at the airport location as defined in Annex B
- 2. at different airport location(s)

**4.3.7** Provide the crew with a briefing

**4.3.8**

- (a) Prepare
- (b) Sign
- (c) Deliver

- 1. the fuel order
- 2. the fuel distribution form

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

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

**4.4 Crew Administration**

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

**4.4.2** Arrange hotel accommodation for crew layover

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

**4.4.3**

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

**4.4.4** Direct crews through airport facilities

**4.4.5** Liaise with

- 1. crew layover hotel(s)
- 2. crew transportation company
- 3. on crew call and pick-up timings

**4.4.6**

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

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



## SECTION 5. CARGO AND MAIL WAREHOUSE SERVICES

### 5.1 Cargo and Mail Handling—General

#### 5.1.1

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

#### 5.1.2

- (a) Issue
- (b) Obtain
- (c) Make available to Carrier

Receipt upon delivery of cargo

#### 5.1.3 Take action to

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

### 5.2 Customs Control

#### 5.2.1

- (a) Prepare Customs documentation
- (b) obtain Customs clearance
- (c) place cargo under Customs control
- (d) present to Customs cargo for physical examination for
  - 1. Inbound cargo
  - 2. Outbound cargo
  - 3. Transfer cargo

### 5.3 Documentation Handling

#### 5.3.1

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



**5.3.2**

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

**5.3.3**

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

**5.3.4**

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

**5.4 Physical Handling Outbound/Inbound**

**5.4.1** Accept cargo, ensuring that

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

**5.4.2** Tally and assemble cargo for dispatch

**5.4.3** Prepare

- (a) Bulk cargo
- (b) ULDs using
- (c) build up materials provided by Carrier
- (d) build up materials provided by Handling Company and establish
  - 1. gross weight
  - 2. volume
  - 3. ULD contour

and provide the load control unit with the information

**5.4.4** Perform acceptance check on pre-built ULDs and establish, if accepted

- (a) gross weight
- (b) volume
- (c) ULD contour

and provide the load control unit with the information.

**5.4.5**

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

**5.4.6**

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



**5.4.7 Truck service loading/off-loading**

- (a) Check seals are intact on inbound trucks
- (b) Offload truck prior to acceptance into warehouse
- (c) Load truck after formal release from warehouse
- (d) Place seals

Truck operated by/or on behalf of the Carrier

**5.5 Transfer/Transit Cargo**

**5.5.1 Identify transfer/transit cargo.**

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

**5.5.3**

- (a) Provide
- (b) Arrange for transport to the receiving carrier's warehouse
  - 1. on airport,
  - 2. off airport

**5.5.4 Accept/prepare**

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

**5.6 Post Office Mail**

**5.6.1 Check**

- (a) incoming
- (b) outgoing

mail against Post Office mail documents.

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

**5.6.3 Transport mail from**

- (a) cargo warehouse to postal facility
- (b) postal facility to cargo warehouse
  - 1. on airport
  - 2. off airport

together with documents, against receipt from postal authorities.

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

**5.6.5 Prepare**

- (a) Bulk mail
- (b) ULDs and establish
  - (a) gross weight
  - (b) volume
  - (c) ULD contour

and provide the load control unit with the information

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



## **SECTION 6. SUPPORT SERVICES**

### **6.1 Accommodation**

**6.1.1** Provide the Carrier with

- (a) office space
- (b) storage space
- (c) other facilities, as specified in Annex B

### **6.2 Automation/Computer Systems**

**6.2.1**

- (a) Provide
- (b) Arrange for
- (c) Operate

computer hardware and other equipment (as specified in Annex B) to enable access to

- 1. Carrier's system
- 2. Handling Company's system
- 3. other system

**6.2.2** Perform the following functions in

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

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

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

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

**6.3.1**

- (a) Provide
- (b) Arrange for storage space for
  - 1. passenger ULDs
  - 2. cargo ULDs
  - 3. post office mail ULDs
  - 4. other ULDs



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

**6.3.3**

(a) Take physical inventory of ULD stock and maintain records.

(b) Compile and despatch ULD control messages

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

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

## **6.4 Fuel Farm (Depot)**

**6.4.1** Liaise with fuel farm suppliers.

**6.4.2**

(a) Inspect the Carrier's fuel farm product deliveries for contamination, prior to storage. Notify the Carrier of results.

(b) Inspect fuel farm storage and/or appliances. Notify the Carrier of results.

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

**6.5.1** Liaise with ramp fuel suppliers.

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

**6.5.3** Supervise fuelling/defuelling operations.

**6.5.4** Prepare aircraft for fuelling/Defuelling.

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

**6.5.6**

(a) Provide

(b) Arrange approved fuelling/defuelling equipment.

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

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

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

## **6.6 Surface Transport**

**6.6.1**

(a) Provide

(b) Arrange for the transport of

1. passengers

2. baggage

3. cargo

4. Post office mail

5. empty ULDs

6. other between

(a) airport and town terminal

(b) airport and other agreed points

(c) separate terminals at the same airport

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

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

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



## SECTION 7. SECURITY

### 7.1 Passenger and Baggage Screening and Reconciliation

#### 7.1.1

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

#### 7.1.2

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

#### 7.1.3

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

#### 7.1.4

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

### 7.2 Cargo and Post Office Mail

#### 7.2.1

- (a) Provide
- (b) Arrange for
  1. control of access to the cargo facilities.
  2. screening of cargo and/or mail.
  3. physical examination of cargo.
  4. holding of cargo and/or mail for variable periods.
  5. secure storage of cargo and/or mail.
  6. decompression/pressure chamber.

### 7.3 Catering

#### 7.3.1

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



## **7.4 Ramp**

### **7.4.1**

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

### **7.4.2**

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

### **7.4.3**

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

## **7.5 Additional Security Services**

### **7.5.1**

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



## **SECTION 8. AIRCRAFT MAINTENANCE**

### **8.1 Routine Services**

- 8.1.1 Maintain the Carrier's technical manuals, handbooks, catalogues, and other operational documents connected with performance of the services as specified in Annex B.
- 8.1.2 Perform line inspection in accordance with Carrier's current instructions.
- 8.1.3 Enter in the aircraft log(s) and sign for the performance of line inspection.
- 8.1.4 Enter remarks in aircraft log(s) regarding defects observed during the inspection.
- 8.1.5 Provide personnel to assist the flight crew or ground staff in the performance of their tasks.

### **8.2 Replenishing of Oils and Fluids**

- 8.2.1
  - (a) Perform.
  - (b) Supervise  
replenishing operations
- 8.2.2
  - (a) Provide
  - (b) Arrange for
  - (c) Operate  
replenishing equipment.
- 8.2.3 Wipe excess oil from engine nacelles
- 8.2.4 Engine Oil to be provided by the Carrier.
- 8.2.5 Engine Oil to be provided by the Handling Company.
- 8.2.6 Hydraulic fluid to be provided by the Carrier.
- 8.2.7 Hydraulic fluid to be provided by the Handling Company.

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

- 8.3.1 Rectify defects entered in the aircraft log as reported by the crew or revealed during the inspection, to the extent requested by the Carrier. However, major repairs must be separately agreed upon between the Parties.
- 8.3.2 Enter in aircraft log(s) and sign for the action taken.
- 8.3.3 Report technical irregularities and actions taken to the Carrier's maintenance base.
- 8.3.4
  - (a) Provide
  - (b) Arrange for  
maintenance facilities, tools and special equipment to the extent available.
- 8.3.5 Move aircraft under its own power

### **8.4 Material Handling**

- 8.4.1
  - (a) Obtain Customs clearance for
  - (b) Administer the Carrier's spare parts and/or equipment.
- 8.4.2 Provide periodic inspection of the Carrier's spare parts equipment.
- 8.4.3 Provide storage space for the Carrier's spare parts and/or equipment.

### **8.5 Parking and Hangar Space**

- 8.5.1
  - (a) Provide
  - (b) Arrange for
    - 1. parking space.
    - 2. hangar space.