



2023

Standard Ground Handling Agreement

2023

IATA

STANDARD GROUND HANDLING AGREEMENT

Effective 1 January 2023



»» AHM 810**STANDARD GROUND HANDLING AGREEMENT****STANDARD GROUND HANDLING AGREEMENT (SGHA)**

between:

and:

The agreement consists of:

DEFINITIONS AND TERMINOLOGY

MAIN AGREEMENT, and, as required,

ANNEX A (description of services)

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DEFINITIONS AND TERMINOLOGY

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

- △ **AIRCRAFT UNIT LOAD DEVICES (ULDs)** means a device for grouping and restraining cargo, mail and baggage for air transport. It is either an aircraft container or a combination of an aircraft pallet and an aircraft pallet net. Aircraft ULD is designed to be directly restrained by the aircraft Cargo Loading System (CLS).
- △ **AIRPORT TERMINAL** means all buildings used for arrival and departure handling of aircraft.
- △ **ARRANGE FOR** implies that the Handling Company will request an outside agency to perform the service required. The charge of the outside agency shall be paid by the Carrier. The Handling Company assumes no liability toward the Carrier for such arrangements.
- △ **CARGO** means any property transported under an airwaybill or a shipment record.
- △ **CARRIER'S AIRCRAFT** means any aircraft owned, leased, chartered, hired or operated or otherwise utilized by or on behalf of the Carrier and in respect of which the Carrier has either expressly or implicitly contracted, instructed or otherwise requested the Handling Company to perform or carry out any ground handling service(s).
- △ **CARRIER'S REPRESENTATIVE** means the individual or organization authorized by the Carrier to act on the Carrier's behalf in matters concerning Article 4.
- **COORDINATION** means to collect and communicate operational information to the respective parties at the direction of the Carrier, as required to perform the services provided to the Carrier by third party at the location(s). Coordination does not include the Handling Company's self-management of its own activities including those subcontracted.
- ⊗ **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.
- **HOLD BAGGAGE** means any baggage that is carried in the hold of passenger aircraft (as per ICOM Appendix A).
ICAO means International Civil Aviation Organization.
IATA means International Air Transport Association.
LIAISE means to communicate and maintain contact.
- ⊗ **LOAD** means any item carried in an aircraft other than is included in the basic operating weight.
- △ **PASSENGER(S)** means any person(s) both revenue and non-revenue, except members of the crew, carried or to be carried in an aircraft with the consent of the Carrier.
- △ **PROVIDE** implies that the Handling Company itself assumes responsibility for the provision of the service required.
- **RECEIVING CARRIER** means a Carrier who receives Load from a transferring Carrier at a transfer point.
- **RETURN TO RAMP** means return to parking position after the initial departure from the stand.
- **SPECIAL SHIPMENTS** includes, but not limited to, perishables, live animals, valuables, vulnerable cargo, news material and dangerous goods.
- **SPECIALIZED CARGO PRODUCTS** includes but not limited to, express Cargo, courier shipments and same day delivery.
- **STATION MANAGEMENT** means management of Carrier's administrative and/or operational functions(s) within the scope defined in the Annex B.
- △ **SUPERVISION** means to oversee and direct the performance of services provided to the Carrier at the location(s). The Carrier may contract the Handling Company itself or a third party to carry out this function. Supervision does not include the Handling Company's self-management of its own activities including those subcontracted.
- △ **TECHNICAL LANDING** is a landing for other than commercial reasons where no physical change of Load, Passenger and/or crew occurs.
- ⊗ **TICKET** means the document issued by or on behalf of the Carrier as described by IATA PSC Resolution 722.
- **TRANSPORTATION DOCUMENTS** means Ticket and Electronic Miscellaneous Document (EMD). The industry default for all ticketing processes is electronic.
- **TRAVEL DOCUMENTS** means a passport or other official document of identity issued by a State or organization, which may be used by the rightful holder for international travel, see ICAO Annex 9.
- △ **TRUCK SERVICE** means a service operated by truck on behalf of an airline carrying Load 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.
- △ **TURNAROUND FLIGHT** means an aircraft terminating a flight and subsequently originating another flight following a complete change of Load, Passenger and/or crew.

MAIN AGREEMENT

An Agreement made between:

having its principal office at:

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

and:

having its principal office at:

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

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

Whereby all the parties agree as follows:

ARTICLE 1. PROVISION OF SERVICES

1.1 General

The Carrier and the Handling Company agree to give the highest importance to the compliance to all applicable laws and regulations governing their activities and expects its agents and contractors to do the same.

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

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

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

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

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

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

It is not considered necessary or possible to specify every detail of the services it being generally understood what such services comprise and the standards to be attained in their performance.

1.2 Documents for Ground Handling

Documents used for ground handling shall be the Handling Company's own documents, where applicable, provided these documents comply with standardized formats that may apply under IATA and/or ICAO and/or other governing rules, regulations and procedures.

1.3 Scheduled Flights

The Handling Company agrees to provide for the Carrier's Aircraft for flights operating on an agreed schedule at the location(s) stated in the Annex(es) B, those services of Annex A as are listed in the Annex B for the respective locations. The Carrier, in turn, agrees to inform the Handling Company as soon as possible about any changes of schedule and/or frequencies and/or types of aircraft. This should be done based on the IATA Standard Schedule Information Manual (SSIM).

1.4 Extra Flights

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

1.5 Priority

The Handling Company shall, as far as possible, give priority to aircraft operating on schedule.

△ 1.6 Emergency Assistance

It is the responsibility of the Handling Company to participate in local emergency response planning(s) in order to provide support to the Carrier in the event of an emergency including but not limited to aircraft incidents or accidents or acts of unlawful interference. Both Parties shall agree on personnel and their competency and what actions are to be completed during the emergency events.

The Carrier will contact the Handling Company to establish the Carrier's needs in an emergency and provide the Handling Company its current emergency procedures and any subsequent revisions. When Carrier's local emergency accident response plan is available, it shall prevail over any Handling Company emergency procedures. If provided by the Carrier, Handling Company staff shall participate in emergency response planning, drills and exercises.

In the absence of Carrier instructions, in part or whole, the Handling Company shall follow its own emergency response plan(s), which must be maintained.

In case of an emergency, the Handling Company shall without delay activate the local emergency plan(s) which includes the immediate notification to the Carrier and establish open-line communications with the Carrier.

The Handling Company shall take all reasonable measures including provision of competent personnel to assist Passengers, crew and family members and to safeguard and protect baggage, Cargo and mail carried in the aircraft from loss or damage in co-operation with the relevant local authorities.

All documentation and information pertaining to the emergency is the property of the Carrier and shall be held confidentially by the Handling Company, unless such documentation and information is specifically required by applicable law or by governmental or local authorities' regulations. The Handling Company shall monitor and immediately inform the Carrier of any requirement by governmental or local authority.

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

1.7 Additional Services

As far as possible, the Handling Company will, upon request, provide to the Carrier additional services not set forth in the present Agreement. Such services may be governed by special conditions to be agreed between the Parties.

1.8 Other Locations

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

ARTICLE 2. FAIR PRACTICES

2.1 The Handling Company shall use its best efforts to protect the Carrier's confidential information and make it available for the purposes of the Carrier only.

2.2 Neither Party to this Agreement shall disclose any information contained in Annex(es) B to outside parties without the prior consent of the other Party, unless such information is specifically required by applicable law or by governmental or authorities' regulations.

ARTICLE 3. SUBCONTRACTING OF SERVICES

3.1 The Handling Company is entitled to delegate any of the agreed services to subcontractors with the Carrier's prior written consent. It is understood that, in this case, the Handling Company shall be responsible to the Carrier for the proper rendering of such services as if they had been performed by the Handling Company itself. Any subcontracting of services and the provider(s) thereof, shall be recorded in the Annex(es) B.

3.2 The Carrier shall not appoint any other person, company or organization to provide the services which the Handling Company has agreed to provide by virtue of this Agreement, except in such special cases as shall be agreed between the Parties.

3.3 The Carrier shall not perform self-handling on the services which the Handling Company has agreed to provide by virtue of this Agreement, except in such special cases as shall be agreed between the Parties.

ARTICLE 4. CARRIER'S REPRESENTATION

4.1 The Carrier may maintain at its own cost, its own representative(s) at the location(s) designated in the Annex(es) B. Such representative(s) and representative(s) of the Carrier's head office may inspect the services provided to the Carrier by the Handling Company pursuant to this Agreement, advise and assist the Handling Company, and render to the Carrier's clients such assistance as shall not interfere with the provision of services by the Handling Company.

4.2 The Carrier may, by prior written notice to the Handling Company and at its own cost, engage an organization (hereinafter referred to as the 'Supervisor') to supervise the services of the Handling Company at the location(s) designated in Annex(es) B. Such notice shall contain a description of the services to be supervised.

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

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

ARTICLE 5. STANDARD OF WORK

- △ 5.1 The Carrier shall supply the Handling Company with sufficient information and instructions to enable the Handling Company to perform its handling properly. The Handling Company shall carry out all services in accordance with the Carrier's procedures and instructions.
- 5.2 The Handling Company shall carry out all technical and flight operations services as well as other services having a safety aspect, for example, load control, loading of aircraft and handling of dangerous goods, in accordance with the Carrier's instructions, receipt of which must be confirmed in writing or by electronic confirmation to the Carrier by the Handling Company.
- △ 5.3 In the case of absence of instructions by the Carrier, the Handling Company shall apply its own standard practices and procedures and where applicable follow IATA industry developed standards, which may include but not limited to:
- (a) IATA Resolutions
- Dangerous Goods Resolutions (DGR), CSC Resolution 618
 - Live Animal Regulations (LAR), CSC Resolution 620
 - Perishable Cargo Regulations (PCR), CSC Resolution 622
 - Temperature Control Regulations (TCR), CSC Resolution 624
 - Passenger Services Conference Resolution Manual (PSCRM)
 - Cargo Services Conference Resolution (CSCR)
- (b) IATA Recommended Practices or other IATA Standards
- Framework for a postal agreement, CSC Recommended Practice 1677
 - ULD Regulations (ULDR), CSC RP 1681
 - IATA Airport Handling Manual (AHM), PSC RP 1690
 - IATA Ground Operations Manual (IGOM) PSC RP1690a
 - ISAGO Standards
 - IATA Fuel Quality Pool Control of Fuel Quality & Fueling Safety Standards
 - IATA Guidance Material on Standard Into-Plane Fueling Procedures
 - IATA Cargo Handling Manual (ICHM)
- ⊗ and/or ICAO and/or other governing rules, regulations and procedures.
- △ 5.4 The Handling Company agrees to take all possible steps to ensure that, with regard to contracted services, the Carrier's Aircraft, crews, Passengers and Load receive treatment not less favorable than that given by the Handling Company to other carriers or its own comparable operation at the same location.
- △ 5.5 The Handling Company shall ensure that a training program is established for all personnel to perform ground operations functions safely. As a minimum the training program shall include applicable requirements defined in AHM Chapter 11, ULDR Chapter 1.6, tables 1.6A and 1.6B and the relevant industry standards and practices as listed in Sub-Article 5.3 and all governing rules and regulations. The Handling Company agrees to ensure that the authorization of specialized personnel performing services for the Carrier is valid and current. If at any time the Handling Company is unable to provide authorized personnel as requested by the Carrier, the Handling Company shall inform the Carrier immediately.
- △ 5.6 The Handling Company must report to the Carrier's Representative immediately all loss, damage or security incidents, threatened or actual, to the Carrier's Aircraft, crew, Passengers and Load noticed in the course of the handling or which in any other way comes to the knowledge of the Handling Company.
- △ 5.7 The Parties shall agree on the quality standards for services provided. Such quality standards for a specific location may form part of the applicable Annex B. The Handling Company agrees to take all possible steps to ensure that, with regard to contracted services, the agreed upon quality standards will be met.
- △ 5.8 The Carrier or a regulatory authority governing the Carrier's operations may, at its own cost, and with reasonable prior notice, audit the designated services in the applicable Annex(es) B. Such notice shall contain a description of the area(s) to be audited. The Handling Company shall cooperate with the Carrier and will undertake any corrective action(s) required.
- If the Carrier participates in any of the IATA audit pools, the Handling Company shall accept an audit undertaken by another carrier if done under the umbrella of the pool and for the benefit of the entire pool. The auditing company or auditing person shall be agreed by the Carrier and the Handling Company.
- 5.9 If the Carrier is an IOSA member, the Carrier should recognize the Handling Company's ISAGO accreditation at the contracted location as part of its oversight/monitoring/evaluation on the Handling Company. Where possible, the Carrier should assess and adjust the scope of its oversight and monitoring activities over the Handling Company to requirements not included in the ISAGO audit scope.
- 5.10 The Handling Company shall manage and perform oversight of its own activities and/or those subcontracted as agreed within the scope of services specified in Annex(es) B.
- 5.11 The Handling Company shall be able to demonstrate a "Safety Management System" in use in accordance with IATA AHM 610 and/or ICAO Annex 19, local and international regulations, or other governing rules.

- △ 5.12 The Handling Company shall promote awareness and strive to achieve best practices in Corporate Social Responsibility (CSR) such as social, ethical, environmental and human rights concerns.
- 5.13 The Handling Company should ensure that all ground service equipment complies with the aircraft damage prevention requirements as detailed in Chapter 9 of the AHM.
- 5.14 The Handling Company shall ensure that all ground service equipment is maintained in accordance with the manufacturers' requirements or to a higher standard.
- 5.15 Electronic Data Interchange (EDI) messages shall be recorded and stored by the Handling Company, unaltered and secured, for a period of three (3) months unless defined by the regulatory body of the state of the registration or Carrier.
- 5.16 The Carrier and the Handling Company shall apply the procedures in RP 1690a IATA Ground Operations Manual (IGOM) as the minimum standards for the Ground Operations and both Parties shall communicate any variations from the IGOM to the other Party throughout the life of the Agreement.

ARTICLE 6. REMUNERATION

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

6.2 The charges set out in Annex(es) B do not include:

- any charges, fees or taxes imposed or levied by the airport, customs or other authorities against the Carrier or the Handling Company in connection with the provision of services herein by the Handling Company or in connection with the Carrier's flights.
- expenses incurred in connection with stopover and transfer Passengers and with the handling of Passengers for interrupted, delayed or cancelled flights.

Such charges, fees, taxes or other expenses as outlined above shall be borne ultimately by the Carrier.

ARTICLE 7. ACCOUNTING AND PAYMENT

7.1 The Handling Company shall invoice the Carrier monthly using the IS-XML file format described in AHM 070, unless otherwise agreed in Annex(es) B, with the charges arising from the provision of the handling services of Annex A as listed in Annex(es) B at the rates of charges set out in Annex(es) B.

7.2 Payment shall be effected through the IATA Clearing House unless otherwise agreed in Annex(es) B.

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

7.4 If the Carrier becomes insolvent, makes a general assignment for the benefit of creditors, or commits an act of bankruptcy, or if a petition in bankruptcy, or for its reorganization, or the readjustment of its indebtedness be filed by or against it, provided the petition is found justified by the appropriate authority, or if a receiver, trustee or liquidator of all, or substantially all, of its property be appointed or applied for, the Carrier has to provide prepayment or cash payment with immediate effect to the Handling Company.

ARTICLE 8. LIABILITY AND INDEMNITY

In this Article, all references to:

- (a) "the Carrier" or "the Handling Company" shall include their employees, servants, agents and subcontractors;
- (b) "act or omission" shall include negligence.

8.1 Except as stated in Sub-Articles 8.5 and 8.6, the Carrier shall not make any claim against the Handling Company and shall indemnify it (subject as hereinafter provided) against any legal liability for claims or suits, including costs and expenses incidental thereto, in respect of:

- (a) delay, injury or death of persons carried or to be carried by the Carrier;
- (b) injury or death of any employee of the Carrier;
- (c) damage to or delay or loss of baggage, Cargo or mail carried or to be carried by the Carrier, and
- (d) damage to or loss of property owned or operated by, or on behalf of, the Carrier and any consequential loss or damage;

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

Provided that all claims or suits arising hereunder shall be dealt with by the Carrier; and

Provided also that the Handling Company shall notify the Carrier of any claims or suits without undue delay and shall furnish such assistance as the Carrier may reasonably require.

Provided also that where any of the services performed by the Handling Company hereunder relate to the carriage by the Carrier of Passengers, baggage or Cargo, then if the limitations of liability imposed by the Warsaw Convention and/or the Montreal

Convention (1999) as applicable and as amended from time to time would have applied if any such act or omission had been committed by the Carrier but are held by a court not to be applicable to such act or omission committed by the Handling Company in performing this Agreement then upon such decision of the court the indemnity of the Carrier to the Handling Company hereunder shall be limited to an amount not exceeding the amount for which the Carrier would have been liable if it had committed such act or omission.

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

8.3

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

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

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

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

8.5 Notwithstanding Sub-Article 8.1(d), the Handling Company shall indemnify the Carrier against any physical loss of or damage to the Carrier's Aircraft caused by the Handling Company's negligent act or omission provided always that the Handling Company's liability shall be limited to any such loss of or damage to the Carrier's Aircraft in an amount not exceeding the level of deductible under the Carrier's hull all risk policy which shall not, in any event, exceed USD 1,500,000 except that loss or damage in respect of any incident below USD 3,000 shall not be indemnified.

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

8.6 Furthermore, notwithstanding Sub-Article 8.1(c), the Handling Company shall indemnify the Carrier against Direct Loss of or damage to Cargo carried or to be carried by the Carrier (excluding mail) caused by the negligent act or omission by or on behalf of the Handling Company in the provision of the services and/or the supply of goods under this Agreement provided always that the Handling Company's liability shall be limited to as set out in article 22.3 of the Montreal Convention 1999 or any amendment to that Convention in force at the time of the loss or damage or to the actual compensation paid out by the Carrier, whichever is less. In any event, the total amount of the Handling Company's liability under this Sub-Article 8.6 shall not exceed USD 1,000,000, except that loss or damage in respect of any claim below USD 500 shall not be indemnified. Carrier shall promptly notify the Handling Company of any claim for indemnity under this Sub-Article 8.6 following actual knowledge of such indemnity claim, provided however that the failure to give such notice shall not relieve the Handling Company of its obligations hereunder except to the extent that Handling Company is materially prejudiced by such failure. Any such claim for indemnity shall be submitted within two (2) years of the expiration of the time limit set out in Article 31.2 of the Montreal Convention 1999. For the avoidance of doubt, the liability of the Handling Company shall never exceed the liability of the Carrier.

ARTICLE 9. ARBITRATION

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

ARTICLE 10. STAMP DUTIES, REGISTRATION FEES

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

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

ARTICLE 11. DURATION, MODIFICATION AND TERMINATION

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

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

11.3 Any notice referred to under this Article 11 given by one Party under this Agreement shall be deemed properly given if sent by registered letter, or by other means where proof of receipt or acknowledgement is obtained, to the respective office of the other Party as recorded in the Annex(es) B. In the case of a registered letter notice shall be considered to be served on the date of receipt.

11.4 This Main Agreement shall continue in force until terminated by either Party giving sixty days prior notice to the other Party.

11.5 Termination by either Party of any Annex(es) B to this Agreement of all or any part of the services provided at a specific location requires sixty days prior notice to the other Party. In the event of part termination of services, consideration shall be given to an adjustment of charges.

11.6 Any Annex(es) B to this Agreement exceeding a defined period of validity, shall continue in effect until terminated by either Party providing sixty days prior notice to the other Party.

11.7 In the event of either Parties permit(s) or other authorization(s) to operate in the agreed location(s), wholly or in part, being revoked, cancelled, or suspended, that Party shall notify the other Party without delay. Thereafter either Party may terminate the Agreement or the relevant Annex(es) B at the effective date of such revocation, cancellation or suspension by giving to the other Party notice within twenty-four hours after such event.

11.8 Either Party may terminate this Agreement and its Annexes at any time with immediate effect if the other Party becomes insolvent, makes a general assignment for the benefit of creditors, or commits an act of bankruptcy or if a petition in bankruptcy or for its reorganization or the readjustment of its indebtedness be filed by or against it, provided the petition is found justified by the appropriate authority, or if a receiver, trustee or liquidator of all or substantially all of its property be appointed or applied for.

11.9 Both Parties shall be exempt from obligation if prompt notification is given by either Party in respect of any failure to perform its obligations under this Agreement arising from any of the following causes:

- labor disputes involving complete or partial stoppage of work or delay in the performance of work;
- force majeure or any other cause beyond the control of either Party.

11.10 In the event of the Agreement or part thereof being terminated by notice or otherwise, such termination shall be without prejudice to the accrued rights and liabilities of either Party prior to termination.

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

△ 11.12 Notwithstanding Sub-Article 11.11, when changes occur in the schedule, and/or frequencies and/or types of aircraft, which affect the handling costs, either Party shall have the right to request an adjustment to the handling charges as from the date of the change provided that the Party informs the other Party within thirty days of the change.

△ 11.13 Notwithstanding Sub-Article 11.11, when changes occur in the mandatory minimum wage enforced by the state or local government, which affect the handling costs, either Party shall have the right to request an adjustment to the handling charges as from the date of the change provided that the Party informs the other Party without delay.

□ 11.14 Notwithstanding Sub-Article 11.11, in the event of a material change to the Carriers' manual, procedures or instructions, which affect the handling costs, either Party shall have the right to request an adjustment to the handling charges as from the date of the change provided that the Party informs the other Party without delay.

ARTICLE 12. AUTHORIZATION TO CONTRACT

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

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

CONTENTS OF ANNEX A**SECTION 1 MANAGEMENT AND ADMINISTRATIVE FUNCTIONS**

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SECTION 3 RAMP SERVICES

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- 3.2 Marshalling
- 3.3 Parking
- 3.4 Ancillary Items
- 3.5 Ramp to Flight Deck Communication
- 3.6 Loading and Unloading
- 3.7 Safety Measures
- 3.8 Ground Movement of Aircraft
- 3.9 Exterior Cleaning
- 3.10 Interior Cleaning
- 3.11 Toilet Service
- 3.12 Water Service
- 3.13 Cabin Equipment
- 3.14 Storage of Cabin Material
- 3.15 Catering Ramp Handling
- 3.16 De-icing/Anti-icing Services and Snow/Ice Removal

SECTION 4 LOAD CONTROL AND FLIGHT OPERATIONS

- 4.1 Load Control
- 4.2 Communications
- 4.3 Flight Operations
- 4.4 Crew Administration

SECTION 5 CARGO AND MAIL SERVICES

- 5.1 Cargo and Mail Handling—General
- 5.2 Customs Control
- 5.3 Documentation and Information Handling
- 5.4 Physical Handling Outbound/Inbound
- 5.5 Transfer/Transit/Transshipment Cargo
- 5.6 Post Office Mail
- 5.7 Irregularities Handling

SECTION 6 SUPPORT SERVICES

- 6.1 Accommodation
- 6.2 Automation/Computer Systems
- 6.3 Aircraft Unit Load Device (ULD)
- 6.4 Fuel Farm (Depot)
- 6.5 Ramp Fuelling/Defuelling Operations
- 6.6 Landside Surface Transport
- 6.7 Catering Services—Liaison and Administration

SECTION 7 SECURITY

- 7.1 Passenger and Baggage Screening and Reconciliation
- 7.2 Cargo and Post Office Mail
- 7.3 Catering
- 7.4 Ramp
- 7.5 Additional Security Services

SECTION 8 AIRCRAFT MAINTENANCE

- 8.1 Routine Services
- 8.2 Replenishing of Oils and Fluids
- 8.3 Non-routine Services
- 8.4 Material Handling
- 8.5 Parking and Hangar Space

IATA STANDARD GROUND HANDLING AGREEMENT ANNEX A—Ground Handling Services

to the Standard Ground Handling Agreement (SGHA)

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 AND ADMINISTRATIVE FUNCTIONS**

1.1 Representation

△ **1.1.1**

- (a) Provide
- (b) Arrange For

financial guarantee to facilitate the Carrier's activities with third party(ies)

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**

- (a) Prepare, forward, file and retain for a period [as specified in Annex B],

- 1. messages, documents
- 2. reports, statistics

- (b) perform other administrative duties [as specified in Annex B] in the following areas:

- (i) station administration
- (ii) passenger services
- (iii) ramp services
- (iv) load control
- (v) flight operations
- (vi) cargo services
- (vii) mail services
- (viii) support services
- (ix) security
- (x) aircraft maintenance
- (xi) 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

- (a) airport, customs, police and other charges relating to the services performed
- (b) out-of-pocket expenses, accommodation, transport
- (c) other, [as specified in Annex B]

1.3 Supervision and/or Coordination

△ 1.3.1

Provide

- (a) Supervision
- (b) Coordination

of services contracted by the Carrier with

- 1. the Handling Company
- 2. third party(ies)

[as specified in Annex B]

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, Load, 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 station representative on behalf of the Carrier to act

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

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

△ 1.4.3 Attend local airport meetings on behalf of the Carrier to

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

△ 1.4.4 The Handling Company will be authorized to

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

the following services

- 1. airport lounges
- 2. baggage delivery
- 3. janitorial
- 4. newspapers delivery
- 5. laundry
- 6. porters
- 7. other, [as specified in Annex B]

on behalf of the Carrier, with the expenditure/commitment limited to [as specified in Annex B].

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

1.4.6

- (a) Prepare
- (b) Request
- (c) Obtain

the Carrier's

- 1. landing
- 2. overflying
- 3. other, [as specified in Annex B]

permission, at the airport location(s), [as specified in Annex B] for

- (i) seasonal/scheduled flights
- (ii) ad hoc flights

1.4.7 Perform and report quality/performance measurements

1.4.8 Handle the contents of Carrier's company mail pouches

1.4.9 Provide a complaints resolution officer (CRO), authorized to act on behalf of the Carrier

SECTION 2. PASSENGER SERVICES

2.1 General

2.1.1 Inform Passengers and/or public about time of arrival and/or departure of Carrier's Aircraft and surface transport

△ 2.1.2 Make arrangements for transfer and transit Passengers, and their baggage and inform them about services available at the airport

△ 2.1.3 When requested by the Carrier

- (a) Provide
- (b) Arrange For

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

1. unaccompanied minors (UMs)
2. Passengers with disabilities (PWDs), including those with reduced mobilities (PRM) and hidden disabilities
3. VIPs
4. transit without visa Passengers (TWOVs)
5. deportees (DEPU/DEPA)
6. inadmissible passengers (INADs)
7. special medical transport
8. other, [as specified in Annex B]

2.1.4

- (a) Provide
- (b) Arrange For

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

1. meal vouchers
2. rebooking
3. transportation
4. hotel accommodation
5. personnel

2.1.5 Arrange For 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. ticketing facilities
6. set up of Carrier specific items, such as but not limited to carpets, mobile signage, queuing control stanchions
7. other facilities, [as specified in Annex B]

△ 2.1.9

- (a) Provide
- (b) Arrange For

the following ticketing/sales functions

1. reservations
2. issuance of Tickets
3. issuance of Transportation Documents other than Ticket
4. ancillary Services
5. e-ticketing
6. direct sales
7. re-issuance of voluntary re-routing
8. re-issuance of involuntary re-routing
9. issuance of Industry Discount (ID) tickets
10. issuance of Agent Discount (AD) tickets
11. refunds of tickets
12. issuance of award tickets
13. other, [as specified in Annex B]

at the following locations

- (i) ticketing area
- (ii) check-in area
- (iii) service counter
- (iv) lounge
- (v) transfer
- (vi) gate
- (vii) off-airport
- (viii) other [as specified in Annex B]

□ 2.1.10 Handle communication with remote ticketing center and with Passenger and

- (a) Provide
- (b) Arrange For
- (c) operate

1. means of communication
2. collection of payments on behalf the Carrier
3. other, [as specified in Annex B]

2.2 Departure

2.2.1 Perform pre-flight editing

△ 2.2.2 Check and ensure that Tickets are valid for the flight(s). The check shall not include the fare.

At the following locations

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

△ 2.2.3

(a) Check documents required for travel for the flight(s) concerned within the booking:

1. Travel Documents
2. residence card or visa(s)
3. health related documentation, provided that updated entry conditions for travel are made available to the Handling Company
4. other, [as specified in Annex B]

The Handling Company shall be liable for immigration fines in case that Travel Documents, residence card, or visa(s) required by destination or transit station(s) are either non-existing, expired or without the minimum legally required validity at the day of entry.

The Handling Company shall not be liable for immigration fines in the event that:

- the Handling Company does not have access to information that verifies Travel Documents, residence card or visa(s) validity for the Passenger's final destination and transit point(s), or.
- non-bona fide Travel Documents, residence cards or visa(s) are provided by the Passenger or
- other events which are outside of the Handling Company's control, including Travel Documents, residence card, or visa(s) damaged or missing at point of transit or entry.

In the event an immigration fine is levied against the Carrier, the Carrier will make available to the Handling Company all supporting documents to investigate the matter.

(b) Enter Advance Passenger Information (API) and/or Travel Documents information into Carrier's or Handling Company's system to be transmitted to government system at the following location(s):

- (i) check-in area
- (ii) lounge
- (iii) ticketing area
- (iv) transfer counter
- (v) gate
- (vi) off airport
- (vii) other, [as specified in Annex B]

2.2.4

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

1. initial flight
 2. subsequent flight(s)
- at the following locations

- (i) check-in area
- (ii) lounge
- (iii) transfer counter
- (iv) gate
- (v) off-airport
- (vi) other, [as specified in Annex B]

△ 2.2.5 Excess baggage

- (a) determine excess baggage
- (b) issue Electronic Miscellaneous Document (EMD).
- (c) collect excess baggage charges

at the following locations

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

2.2.6 Tag

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

1. initial flight
 2. subsequent flight(s)
- at the following locations

- (i) check-in area
- (ii) lounge
- (iii) transfer counter
- (iv) gate
- (v) off-airport
- (vi) other, [as specified in Annex B]

2.2.7 Effect conveyance of checked baggage to the baggage sorting area at the following locations

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

2.2.8 Effect conveyance of Out of Gauge (OOG) checked baggage to the baggage sorting area at the following locations

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

2.2.9 Collect airport and/or any other service charges from departing Passengers at the following locations

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

△ **2.2.10**

- (a) Carry out the Carrier's seat allocation
- (b) issue boarding pass(es)

for

1. initial flight
2. subsequent flight(s)

at the following locations

- (i) check-in area
- (ii) lounge
- (iii) transfer counter
- (iv) gate
- (v) off-airport
- (vi) other, [as specified in Annex B]

2.2.11 Handle

- (a) denied boarding process
 - (b) denied boarding compensation
- at the following locations

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

2.2.12 Direct Passengers

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

2.2.13 Handle upgrade/downgrade functions at the following locations

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

2.2.14 Handle standby list at the following locations

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

△ **2.2.15** At the gate perform

- (a) verification of cabin baggage and personal belongings
- (b) boarding process
- (c) reconciliation of passenger numbers with flight documents prior to departure
- (d) other gate functions, [as specified in Annex B]

⊗

△ **2.2.16** Perform post-flight editing

⊗ **2.3 Arrival**

△ **2.3.1** Direct Passengers

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

△ **2.3.2**

- (a) Provide
- (b) Arrange For
 1. connection services
 2. baggage recheck

△ **2.3.3** Handle lost, found and damaged property matters

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

2.4 Inter-modal Transportation by Rail, Road or Sea

2.4.1 Carry out passenger and baggage handling as described in Sub-Sections 2.1, 2.2 and 2.3, [as specified 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** Unload baggage from connecting transport, as directed by the rail, road or sea transport operator and transfer it to the Carrier's airport services

SECTION 3. RAMP SERVICES

3.1 Baggage Handling

3.1.1 Handle baggage in

- (a) baggage sorting area
- (b) other location(s), [as specified in Annex B]

3.1.2 Segregate baggage, [as specified in Annex B]

3.1.3 Priority baggage

- (a) Provide
- (b) Arrange For
 1. sortation of priority baggage
 2. load priority baggage in accordance with Carrier's instructions
 3. prioritize delivery of priority baggage to claim area

3.1.4 Prepare for delivery onto flights

- (a) bulk baggage
- (b) ULDs
- (c) baggage accepted at a location, [as specified in Annex B]

3.1.5 Establish the number and/or weight of

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



3.1.6 Deliver to claim area

- (a) baggage
- (b) Out of Gauge (OOG)



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



3.1.9 Baggage tracking

- (a) Provide
- (b) Arrange For
 1. baggage tracking at the following tracking points
 - (i) baggage acquisition from the passenger
 - (ii) baggage delivery on the aircraft
 - (iii) baggage delivery and acquisition between members or their agents when custody changes between carriers.
 2. baggage inventory upon departure of flight
 3. data exchange (e.g. with other airlines)

3.2 Marshalling

3.2.1

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

3.2.2 Operate automated guidance systems

3.3 Parking

3.3.1

- 3.3.1 Provide
- 3.3.2 Position and/or remove wheelchocks

3.3.2

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

3.4 Ancillary Items

3.4.1

- 3.4.1 Provide
- 3.4.2 Arrange For
- 3.4.3 Operate

- (a) ground power unit
- (b) fixed ground power
- (c) cooling unit
- (d) heating unit
- (e) 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 tow-in
- (b) upon arrival
- (c) during fueling
- (d) during towing
- (e) during push-back
- (f) during engine starting
- (g) for other purposes, [as specified in Annex B]

3.6 Loading and Unloading

△ 3.6.1

- (a) Provide
- (b) Arrange For
- (c) Operate
 1. passenger steps
 2. flight deck steps
 3. Passenger Boarding Bridge (PBB)

□ 3.6.2

- (a) Provide
- (b) Arrange For
 - (i) confirmation of readiness for opening/closing
 - (ii) opening
 - (iii) closing
 of aircraft passenger doors

3.6.3

- (a) Provide
- (b) Arrange For
 1. Passenger
 2. crew transport between aircraft and Airport Terminal(s)

△ **3.6.4**

- (a) Provide
 - (b) Arrange For
 - (c) Operate
- equipment for loading and/or unloading

△ **3.6.5**

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

△ **3.6.6** When requested by the Carrier,

- (a) Provide
 - (b) Arrange For
- assembly and transport of
1. baggage
 2. general Cargo
 3. Special Shipments
 4. mail
 5. documents
 6. company mail
 7. empty ULDs
 8. other, [as specified in Annex B]
- between agreed points on the airport

△ **3.6.7**

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

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

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

△ **3.6.9**

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

△ **3.6.10**

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

3.7 Safety Measures

3.7.1

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

3.7.2 Perform visual external safety/ground damage inspection of

- (a) doors and panels and immediate surroundings
- (b) other inspection items, [as specified in Annex B]
 1. immediately upon arrival
 2. immediately prior departure
 and communicate the results to flight crew or Carrier's Representative

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

△ 3.8 Ground Movement of Aircraft

△ 3.8.1

- 3.8.1 Provide
- 3.8.2 Arrange For
 - (a) cockpit brake operator in connection with towing
 - (b) wing-walker(s)

△ 3.8.2

- (a) Provide
 - (b) Arrange For
 - (c) Remove
- aircraft steering bypass pin

△ 3.8.3

- (a) Provide
- (b) Arrange For
 1. tow-in
 2. push-back
 3. towing
 of aircraft with
 - (i) towbarless vehicle
 - (ii) towbar provided by the Carrier
 - (iii) towbar provided by the Handling Company

□ 3.8.4

- (a) Store
 - (b) Maintain
- towbar(s) provided by the Carrier.

3.9 Exterior Cleaning

△ 3.9.1

3.9.1 Provide

3.9.2 Arrange For

cleaning, in accordance with Carrier's written instructions, of

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

3.10 Interior Cleaning

△ 3.10.1

3.10.1 Provide

3.10.2 Arrange

For cleaning of

- (a) flight deck, if specified, under the control of a person authorized by the Carrier
- (b) crew compartment(s)
- (c) passenger compartment(s)

by

1. emptying of ash trays
2. clearing of litter from overhead stowage
3. clearing of litter from seats and seats back pockets
4. wiping of tables
5. wiping of passenger service units
6. clearing of litter from floors
7. vacuuming and/or cleaning floors
8. emptying of refuse bins
9. cleaning of surfaces in pantries, galleys (sinks, working surfaces, ovens and surrounds) and toilets (wash basins, bowls, seats, mirrors and surrounds)
10. removing, as necessary, any contamination caused by airsickness, spilled food or drink and offensive stains
11. cleaning of surfaces of telephones, screens and other equipment
12. cleaning of inside windows.
13. other, [as specified in Annex B]

△ 3.10.2

- (a) Provide
- (b) Arrange For
 1. removal
 2. disposal
 of
 - (i) litter
 - (ii) food and food-related material (galley waste)

△ 3.10.3

- (a) Provide
- (b) Arrange For

cabin dressing by

 1. folding/placing blankets/duvets (fold/place in designated location(s))
 2. arranging seat belts
 3. making up berths including crew
 4. replacing head rests
 5. replacing pillow covers
 6. restocking toilet items
 7. replacing/restocking seat back pocket items
 8. other cabin items, [as specified in Annex B]
 with
 - (i) materials provided by the Carrier
 - (ii) materials provided by the Handling Company

△ 3.10.4

- (a) Disinfect
- (b) Disinsect
 1. flight deck, if specified, under the control of a person authorized by the Carrier
 2. passenger compartment(s)
 3. crew compartment(s)
 with
 - (i) materials provided by the Carrier
 - (ii) materials provided by the Handling Company

3.10.5

- (a) Provide
- (b) Arrange For

laundering of

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

△ 3.10.6

- (a) Provide
- (b) Arrange For
 1. cleaning
 2. disinfection
 of holds with
 - (i) materials provided by the Carrier
 - (ii) materials provided by the Handling Company

3.11 Toilet Service

3.11.1

- 3.11.1 Provide
- 3.11.2 Arrange For
 - (a) servicing (empty, clean, flush and replenish fluids)
 - (b) triturator/disposal service

3.12 Water Service

3.12.1

- 3.12.1 Provide
- 3.12.2 Arrange For
 - (a) draining tanks
 - (b) replenish tanks [water standard as specified in Annex B]
 - (c) water quality tests

3.13 Cabin Equipment



3.13.1

- 3.13.1 Provide
- 3.13.2 Arrange For
 - rearranging of cabin by
 - (a) removing
 - (b) installing
 - (c) repositioning
 - cabin equipment e.g., 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

- 3.15.1 Provide
- 3.15.2 Arrange For
 - unloading/loading and stowing catering supplies from/on aircraft



3.15.2

- (a) Provide
- (b) Arrange For
 - transfer of catering supplies on aircraft
 1. between lower holds and galleys and vice versa
 2. between galleys



3.15.3

- (a) Provide
- (b) Arrange For
 - transport of catering supplies between aircraft and designated points

3.16 De-icing/Anti-icing Services and Snow/Ice Removal

3.16.1 Remove contamination such as snow, slush, ice, frost, rime or similar from aircraft without using de-icing/anti-icing fluid

3.16.2 Perform "Contamination Check" and inform flight crew or Carrier's Representative of results

3.16.3 If required, perform aircraft type specific checks (e.g. clear ice check, clean wing check, etc.)

3.16.4

- (a) Provide
 - (b) Arrange For
- anti-icing/de-icing equipment

3.16.5 Provide de-icing/anti-icing fluids

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

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

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

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

3.16.10 Complete documentation as agreed

SECTION 4. LOAD CONTROL AND FLIGHT OPERATIONS

4.1 Load Control

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

4.1.2

- (a) Process
- (b) Sign

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

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

4.2 Communications

4.2.1 Inform all interested parties concerning movements of the Carrier's Aircraft

4.2.2

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

4.2.3

- (a) Provide
- (b) Operate

means of communication between the ground station and the Carrier's Aircraft

4.3 Flight Operations

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

4.3.2

- (a) Provide
- (b) Arrange For

meteorological documentation and aeronautical information

1. at the airport location(s), [as specified in Annex B]
2. at different airport location(s)

4.3.3

- (a) Provide
- (b) Arrange For

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

1. at the airport location(s), [as specified in Annex B]
2. at different airport location(s)

4.3.4 Analyze the operational conditions and

- (a) prepare
- (b) request
- (c) sign
- (d) make available

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

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

4.3.5

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

the "Air Traffic Services" (ATS) flight plan

1. at the airport location(s), [as specified in Annex B]
2. at different airport location(s)

4.3.6

- (a) Request
- (b) Manage

the Carrier's slot time allocation with the ATS

1. at the airport location(s), [as specified 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 crew, distribute reports or completed forms to the offices concerned.

□ 4.3.11

- (a) Monitor
- (b) Update

A-CDM system

1. at the airport location(s), [as specified in Annex B]
2. at different airport location(s)

4.4 Crew Administration

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

4.4.2 Arrange hotel accommodation for crew layover

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

4.4.3

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

4.4.4 Direct crew through airport facilities

4.4.5 Liaise with

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

4.4.6

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

4.4.7 Inform the Carrier's Representative of any crew indisposition or potential absence

SECTION 5. CARGO AND MAIL SERVICES

5.1 Cargo and Mail Handling—General

5.1.1

- (a) Provide
- (b) Arrange For
 1. warehouse and storage facility(ies)
 2. warehouse handling equipment
 3. warehouse handling services
 for
 - (i) general Cargo
 - (ii) Special Shipments
 - (iii) Specialized Cargo Products
 - (iv) post office mail
 - (v) diplomatic mail
 - (vi) diplomatic Cargo
 - (vii) company Cargo/material

5.1.2

- (a) Issue
- (b) Obtain
- (c) Make available to Carrier
receipt upon delivery of Cargo

△ 5.1.3 Take action to prevent theft or damage to the Carrier's Cargo and mail in custody of the Handling Company.

5.2 Customs Control

5.2.1

- (a) Prepare customs documentation
 - (b) Obtain customs clearance
 - (c) Place Cargo under customs control
 - (d) Present to customs Cargo for physical examination
- for
1. inbound Cargo
 2. outbound Cargo
 3. transfer Cargo

5.3 Documentation and Information Handling

5.3.1

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

5.3.2

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

5.3.3

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

5.3.4

- (a) Provide
- (b) Arrange For
delivery of Cargo/mail related documentation from/to agreed points and the aircraft

5.3.5 Prepare additional documentation required for dangerous goods transportation by road and/or maritime

5.4 Physical Handling Outbound/Inbound

- △ (a) Perform acceptance check on pre-built ULDs and establish, if accepted
1. gross weight
 2. volume
 3. ULD contour
- and provide the load control unit with the information
- △ (b) Accept Cargo, ensuring that
1. machine-readable cargo labels are affixed and processed
 2. manual labels are affixed and processed
 3. shipments are "Ready for Carriage" in accordance with IATA Resolution 833
 4. the weight and volume and number of pieces of the shipments are checked
 5. the regulations for the carriage of special Cargo, particularly the IATA Dangerous Goods Regulations (DGR), IATA Live Animals Regulations (LAR), IATA Perishable Cargo Regulations (PCR), IATA Temperature Control Regulations (TCR) and others have been complied with
- △ (c) Prepare and assemble Cargo for delivery to the aircraft
1. bulk Cargo
 2. ULDs
- using
1. build up materials provided by Carrier
 2. build up materials provided by Handling Company
- and establish
- (i) gross weight
 - (ii) volume
 - (iii) ULD contour
- and provide the load control unit with the information

- △ (d)
 1. Unload inbound bulk Cargo from vehicles
 2. Break down inbound ULDs
 3. Check incoming Cargo against airwaybills or shipment record and manifests
 4. Release Cargo to the consignee or agent

- △ (e) Relevant to Truck Service
 1. check seals are intact on inbound trucks
 2. unload truck prior to acceptance into warehouse
 3. load truck after formal release from warehouse
 4. place seals

△ 5.5 Transfer/Transit/Transshipment Cargo

- △ (a) Identify transfer/transit/transshipment Cargo
- △ (b) Prepare transfer manifests for Cargo to be transported by another carrier
- △ (c)
 1. Provide
 2. Arrange For transportation to the Receiving Carrier's warehouse
 1. on airport
 2. off-airport

- △ (d) Accept/prepare
 1. transfer Cargo
 2. transshipment Cargo for onward carriage

⊗
⊗

5.6 Post Office Mail

- △ (a) Check
 1. incoming
 2. outgoing
 3. transit
 mail against post office mail documents
- (b) In case of missing documentation, issue substitutes
- (c) Transport mail from
 1. cargo warehouse to postal facility
 2. postal facility to cargo warehouse
 1. on airport
 2. off-airport
 together with documents, against receipt from postal authorities
- (d) Handle and check transfer mail against accompanying mail documents
- (e) Prepare
 1. bulk mail
 2. ULDs
 and establish
 1. gross weight
 2. volume
 3. ULD contour
 and provide the load control unit with the information
- (f) Distribute incoming and/or outgoing post office mail documents

- (g) Perform acceptance check on pre-built ULDs and establish, if accepted
 1. Provide
 2. Arrange For

Mail Registration Devices (MRD) scanning

1. during ramp handling (only if not containerized)
2. arrival at the cargo facility
3. departure from the cargo facility
4. at the postal facility

with scanning devices provided by

- (i) Carrier
- (ii) local mail company
- (iii) Handling Company

- (h)
 1. Provide
 2. Arrange For
 1. unloading bulk mail from vehicles
 2. breaking down ULDs
 3. transferring the receptacles into postal equipment
 4. putting the receptacles on a postal conveyor belt
- (i) Take appropriate action to repatriate the ULD handed over to the post

5.7 Irregularities Handling

- (a) Take immediate action in respect of irregularities, damage or mishandling of dangerous goods and other Special Shipments
- (b) Report to the Carrier any irregularities discovered in
 1. Cargo
 2. mail
- (c) Handle lost, found and damaged
 1. Cargo
 2. mail
- (d)
 1. Notify the Carrier of complaints and claims
 2. Process claims
- (e) Take action when consignee refuses acceptance and payment

SECTION 6. SUPPORT SERVICES

6.1 Accommodation

△ 6.1.1

- (a) Provide
- (b) Arrange For
 1. office space
 2. storage space
 3. other facilities

to the Carrier, [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. baggage tracking [as specified in Annex B]
7. operations, load control
8. cargo reservations and sales
9. cargo handling
10. cargo EDI messaging (IATA cargo-imp or IATA cargo-xml)
11. post office mail handling
12. maintenance reporting
13. other functions, [as specified in Annex B]

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]

□ 6.2.4

- (a) Provide
- (b) Arrange For
- (c) Make use of the Carrier's communication devices [as specified in Annex B]

△ 6.3 Aircraft Unit Load Device (ULD)

△ 6.3.1

- (a) Provide
 - (b) Arrange For
- storage space for

1. ULDs
 - (i) baggage
 - (ii) cargo
 - (iii) post office mail
 - (iv) other
2. accessories (nets, restraints straps, tie down rings and other materials) according to the maximum number and type of ULDs [as specified in Annex B]

△ 6.3.2

- (a) Compile and dispatch "ULD Control Messages" (UCM)
- (b) Take physical inventory of Carrier's own and/or ULD stock and maintain records
- (c) Compile and dispatch "ULD Stock Check Messages" (SCM) at agreed timings [as specified in Annex B]

△ 6.3.3

- (a) Take action to prevent damage, theft or unauthorized use of the Carrier's ULDs and accessories in the custody of the Handling Company.
- (b) Handle lost, found, damaged ULDs and accessories and notify the Carrier immediately of any irregularities

△ 6.3.4

- (a) Assemble empty ULDs
- (b) Build up pallets stacks
- (c) Consolidate accessories, used thermal blankets, Fire Containment Covers (FCC) and Fire Containment Bags (FCB) for hand over at agreed points [as specified in Annex B]

△ 6.3.5

- (a) Provide
- (b) Arrange For
 1. cleaning of
 2. disposal of litter from
 ULDs

□ 6.3.6

- (a) Provide
- (b) Arrange For
 1. disinfection
 2. disinsection
 of ULDs with
 - (i) materials provided by the Carrier
 - (ii) materials provided by the Handling Company

□ 6.3.7

- (a) Provide
- (b) Arrange For disposal of ULD protection wrapping

△ 6.3.8 Prepare ULD Control Receipt (UCR) for all transfers of ULDs and obtain signature(s) of the transferring and Receiving Carrier(s) or approved third parties and distribute copies

6.4 Fuel Farm (Depot)

6.4.1 Liaise with fuel farm suppliers

6.4.2

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

6.5 Ramp Fueling/Defueling Operations

6.5.1 Liaise with ramp fuel suppliers

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

6.5.3 Supervise fueling/defueling operations

6.5.4 Prepare aircraft for fueling/defueling

6.5.5 Drain water from aircraft fuel tanks

6.5.6

- (a) Provide
- (b) Arrange For
 1. fueling
 2. defueling
 approved fueling/defueling equipment

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

6.5.8 Check and verify the delivered fuel quantity

6.5.9 Deliver the completed fuel order to the Carrier's designated Representative

6.6 Landside Surface Transport

△ 6.6.1

6.6.1 Provide

6.6.2 Arrange For

the transport of

- (a) Passengers
- (b) baggage
- (c) Cargo
- (d) post office mail
- (e) empty ULDs
- (f) other, [as specified in Annex B]

between

1. town and Airport Terminal
2. airport and other agreed points
3. separate terminals at the same airport

6.7 Catering Services—Liaison and Administration

6.7.1 Liaise with the Carrier's catering supplier

△ 6.7.2 Handle requisitions made by the Carrier's authorized Representative

SECTION 7. SECURITY

7.1 Passenger and Baggage Screening and Reconciliation

△ 7.1.1

(a) Provide

(b) Arrange For

1. matching of Passengers against established data
2. processing Passengers through:
 - (i) security questioning
 - (ii) security interviewing
 - (iii) behavior detection measures

△ 7.1.2

(a) Provide

(b) Arrange For

1. screening of Hold Baggage originating from location [as specified in Annex B]
2. screening of transfer Hold Baggage
3. screening of mishandled Hold Baggage
4. physical examination of Hold Baggage
5. evidence of screening status [as specified in Annex B]

△ 7.1.3

(a) Provide

(b) Arrange For

1. screening of Passengers
2. screening of cabin baggage and personal belongings
3. screening of staff and/or crew and crew baggage and personal belongings
4. physical examination of Passengers, their cabin baggage and accessible property
5. physical examination of crew, their cabin baggage and accessible property

△ 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. unloading of baggage for Passengers not accepted for carriage by the Carrier

7.2 Cargo and Post Office Mail

△ 7.2.1

- (a) Provide
- (b) Arrange For
 1. control of access to the cargo facilities
 2. issuing and/or verification of applicable security status, required details and relevant declarations [as specified in Annex B]
 3. screening of Cargo and/or mail [methods, as specified in Annex B]
 4. physical examination of Cargo
 5. secure storage of Cargo and/or mail

7.3 Catering

△ 7.3.1

- (a) Provide
- (b) Arrange For
 1. control of access to the catering facilities
 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. secure transport of catering from the catering facilities to the aircraft

7.4 Ramp

△ 7.4.1

- (a) Provide
- (b) Arrange For
control of access to
 1. aircraft
 2. designated areas
 3. facilities
 4. other, [as specified in Annex B]

△ 7.4.2

- (a) Provide
- (b) Arrange For
searching of
 1. flight deck
 2. upper deck
 3. main deck
 4. lower holds (front, rear, bulk)
 5. crew compartments
 6. galleys
 7. lavatories
 8. wheel wells
 9. other, [as specified in Annex B]

△ 7.4.3

- (a) Provide
- (b) Arrange For
 1. guarding of
 2. sealing of
 3. surveillance/protection/physical examination
to prevent unauthorized access to
 - (i) aircraft
 - (ii) designated areas
 - (iii) facilities
 - (iv) baggage while in custody
 - (v) other, [as specified in Annex B]

△ 7.4.4

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

7.5 Additional Security Services

△ 7.5.1

- (a) Provide
- (b) Arrange For
additional security services, [as specified in Annex B]

SECTION 8. AIRCRAFT MAINTENANCE**8.1 Routine Services**

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

8.2 Replenishing of Oils and Fluids

8.2.1

- (a) Perform
- (b) Supervise
replenishing operations

8.2.2

- (a) Provide
- (b) Arrange For
- (c) Operate
replenishing equipment

- 8.2.3 Wipe excess oil from engine nacelles
- 8.2.4 Engine oil to be provided by the Carrier
- 8.2.5 Engine oil to be provided by the Handling Company
- 8.2.6 Hydraulic fluid to be provided by the Carrier
- 8.2.7 Hydraulic fluid to be provided by the Handling Company

8.3 Non-routine Services

- 8.3.1 Rectify defects entered in the aircraft log as reported by the crew or revealed during the inspection, to the extent requested by the Carrier. However, major repairs must be separately agreed upon between the Parties
- 8.3.2 Enter in aircraft log(s) and sign for the action taken
- 8.3.3 Report technical irregularities and actions taken to the Carrier's maintenance base
- 8.3.4
 - (a) Provide
 - (b) Arrange Formaintenance 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) Administerthe Carrier's spare parts and/or equipment
- 8.4.2 Provide periodic inspection of the Carrier's spare parts and/or equipment
- 8.4.3 Provide storage space for the Carrier's spare parts and/or equipment

8.5 Parking and Hangar Space

- 8.5.1 Provide
- 8.5.2 Arrange For
 - (a) parking space
 - (b) hangar space

△ **IATA STANDARD GROUND HANDLING AGREEMENT ANNEX BX.X—Location(s), Agreed Services and Charges**

to the Standard Ground Handling Agreement (SGHA) of January 2003

between:

having its principal office at:

and hereinafter referred to as the 'Carrier'

and:

having its principal office at:

and hereinafter referred to as the 'Handling Company'

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

effective from:

This Annex BX.X for

the location(s):

is valid from:

and replaces:

PARAGRAPH 1. HANDLING SERVICES AND CHARGES

△ 1.1 The Handling Company shall provide the following services of the Annex A at the following rates:

Section 1:	1.1.1 (a), 1.1.2 - 1.1.4, 1.2.1, 1.2.2, 1.2.3 (a)-(d)(h) (all activities to be mutually agreed locally) 1.2.4, 1.2.5 (c)
Section 2:	2.1.1, 2.1.2, 2.1.3.(a)1(b)7, 2.1.4(a)5, 2.1.4 (b)1-4 2.1.5 (any fee to be paid by pax), 2.1.6(a), 2.1.7, 2.1.8(a)5(b)1-2, 2.1.9(a)(c) 2.3.4 (a)(1)(3)(5days)(6), 2.3.4(b)(5)(7)
Section 3:

The number of these sections/items to be listed as far as necessary depending of services contracted in this Annex B.

△ 1.2

Aircraft type	Rate per turnaround (currency)
-	-
-	-
-	-
-	-

△ 1.3 Handling in case of Return To Ramp will not be charged extra, provided that a physical change of Load is not involved.

△ 1.4 Handling in case of Return To Ramp involving a physical change of Load will be charged at% of the above rates.

□ 1.5 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.

PARAGRAPH 2. ADDITIONAL SERVICES AND CHARGES

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

Sub-section	Description of Service	Per (Unit)	Rate (currency)
3.4.1 (a)(c)1	GPU	-	-
3.4.1 (a)(c)5	Air Starter Unit	-	-
3.11.1 (a)1	Toilet Service	-	-
3.12.1 (a)2	Water Service	-	-
3.16.1-3.16.10	De-Icing/Anti-Icing Services and Snow/Ice Removal	-	-

The number of these rows in the table can be extended as far as necessary.

PARAGRAPH 3. DISBURSEMENTS

3.1 Any disbursements made by the Handling Company on behalf of the Carrier will be reimbursed by the Carrier at cost price plus an accounting surcharge of%. In order to claim such disbursements, the Handling Company shall provide receipts, invoices or any reasonable evidence substantiating such disbursements.

△ **PARAGRAPH 4. TRAINING**

4.1 The provision of training will be covered as follows:

△ **PARAGRAPH 5. LIMIT OF LIABILITY**

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

Aircraft Type	Limit (per incident)
.....
.....
.....
.....

△ **PARAGRAPH 6. TRANSFER OF SERVICES**

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

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

△ **PARAGRAPH 7. PAYMENT**

7.1 Notwithstanding Sub-Article 7.2 of the Main Agreement, payment of account shall be effected

With reference to Sub-Article 7.3, the Parties establish the following payment terms:

Handling Company will send invoices to (insert email/physical address).

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

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

△ **PARAGRAPH 8. SUPERVISION AND ADMINISTRATION**

8.1 The services of Annex A, Section 1, Sub-Section 1.3 covered by Sub-Paragraph 1.1 of this Annex B, refer only to the following services of Annex A which are performed for the Carrier by other organization(s) under cover of separate agreement(s):

Section(s)

Section(s)

△ PARAGRAPH 9. USE OF YELLOW PAGES

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

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

For example:

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

△ PARAGRAPH 10. DURATION, MODIFICATION AND TERMINATION

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

For example:

10.1 Duration

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

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

10.2 Modification

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

△ 10.3 Termination

10.3.1 Notwithstanding Sub-Paragraph 10.1.1 of this Annex B, this Annex B may be terminated on the following terms.....

- △ **10.3.2** The Carrier may terminate this Annex B, if the Handling Company fails to provide a consistently satisfactory level of service, the Carrier reserves the right to provide the Handling Company with written notice to the effect that correction is required within (.....) days. If the Handling Company fails to correct the situation within (.....) days, the Carrier may terminate the Agreement upon an additional (.....) days prior written notice. In accordance with Sub-Article 5.7 of the Main Agreement a consistent satisfactory level of service is defined in a separate "Service Level Agreement" (SLA) as an attachment to this Annex B.

- △ **10.3.3** In the event of the Handling Company's material and sustained failure to perform the services as outlined in Sub-Article 5.7 of the Main Agreement, Carrier reserves the right to provide the Handling Company with written notice to the effect that correction is required within (.....) days. If the Handling Company fails to reasonably correct the situation within (.....) days, the Carrier may terminate the Agreement upon an additional (.....) days prior written notice.

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

△ PARAGRAPH 11. NOTIFICATION

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

To Carrier:

Carrier

Street

City, Country

Telephone

Fax:

E-mail:

Attn:

To Handling Company:

The Handling Company

Street

City, Country

Telephone

Fax:

E-mail:

Attn:

△ PARAGRAPH 12. GOVERNING LAW

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

12.2 In accordance with Article 9 of the Main Agreement, courts for the resolution of disputes shall be the courts of:

Signed the Signed the

at at

for and on behalf of for and on behalf of

by by

△ **IATA STANDARD GROUND HANDLING AGREEMENT—SIMPLIFIED PROCEDURE
ANNEX BX.X—Location(s), Agreed Services and Charges**

to the Standard Ground Handling Agreement (SGHA) of January 2023

between:

having its principal office at:

and hereinafter referred to as the 'Carrier'

and:

having its principal office at:

and hereinafter referred to as the 'Handling Company'

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

effective from:

This Annex BX.X for

the location(s):

is valid from:

and replaces:

△ **PREAMBLE:**

This Annex B is prepared in accordance with the simplified procedure whereby the Parties agree that the terms of the Main Agreement and Annex A of the SGHA of January 2023 as published by the International Air Transport Association shall apply to this Annex B as if such terms were repeated here in full. By signing this Annex B, the Parties confirm that they are familiar with the aforementioned Main Agreement and Annex A.

PARAGRAPH 1. HANDLING SERVICES AND CHARGES

△ **1.1** The Handling Company shall provide the following services of the Annex A at the following rates:

Section 1:	1.1.1 (a), 1.1.2 - 1.1.4, 1.2.1, 1.2.2, 1.2.3 (a)-(d)(h) (all activities to be mutually agreed locally) 1.2.4, 1.2.5 (c)
Section 2:	2.1.1, 2.1.2, 2.1.3.(a)1(b)7, 2.1.4(a)5, 2.1.4 (b)1-4 2.1.5 (any fee to be paid by pax), 2.1.6(a), 2.1.7, 2.1.8(a)5(b)1-2, 2.1.9(a)(c) 2.3.4 (a)(1)(3)(5days)(6), 2.3.4(b)(5)(7)
Section 3:

The number of these sections/items to be listed as far as necessary depending of services contracted in this Annex B.

△ **1.2**

Aircraft type	Rate per turnaround (currency)
-	-
-	-
-	-
-	-

△ **1.3** 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.

△ **1.4** Handling in case of Return To Ramp will not be charged extra, provided that a physical change of Load is not involved.

△ **1.5** Handling in case of Return To Ramp involving a physical change of load will be charged at % of the above rates.

PARAGRAPH 2. ADDITIONAL SERVICES AND CHARGES

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

Sub-section	Description of Service	Per (Unit)	Rate (currency)
3.4.1 (a)(c)1	GPU	-	-
3.4.1 (a)(c)5	Air Starter Unit	-	-
3.11.1 (a)1	Toilet Service	-	-
3.12.1 (a)2	Water Service	-	-
3.16.1-3.16.10	De-Icing/Anti-Icing Services and Snow/Ice Removal	-	-

The number of these rows in the table can be extended as far as necessary

PARAGRAPH 3. DISBURSEMENTS

3.1 Any disbursements made by the Handling Company on behalf of the Carrier will be reimbursed by the Carrier at cost price plus an accounting surcharge of%. In order to claim such disbursements, the Handling Company shall provide receipts, invoices or any reasonable evidence substantiating such disbursements.

△ **PARAGRAPH 4. TRAINING**

4.1 The provision of training will be covered as follows:

△ **PARAGRAPH 5. LIMIT OF LIABILITY**

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

Aircraft Type	Limit (per incident)
.....
.....
.....

△ **PARAGRAPH 6. TRANSFER OF SERVICES**

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

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

△ **PARAGRAPH 7. PAYMENT**

7.1 Notwithstanding Sub-Article 7.2 of the Main Agreement, payment of account shall be effected

With reference to Sub-Article 7.3, the Parties establish the following payment terms:

The Handling Company will send invoice to (insert email/physical address).

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

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

△ **PARAGRAPH 8. SUPERVISION AND ADMINISTRATION**

8.1 The services of Annex A, Section 1, Sub-Section 1.3 covered by Sub-Paragraph 1.1 of this Annex B, refer only to the following services of Annex A which are performed for the Carrier by other organization(s) under cover of separate agreement(s):

Section(s)

Section(s)

△ PARAGRAPH 9. USE OF YELLOW PAGES

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

9.1 The following amendments to the "Definitions and Terminology", Main Agreement and Annex A reflected in "Yellow Pages" of ahm-811 edition (year.....) shall apply:

For example:

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

△ PARAGRAPH 10. DURATION, MODIFICATION AND TERMINATION

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

For example:

10.1 Duration

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

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

10.2 Modification

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

10.3 Termination

△ 10.3.1 Notwithstanding Sub-Paragraph 10.1.1 of this Annex B, this Annex B may be terminated on the following terms

△ 10.3.2 The Carrier may terminate this Annex B, if the Handling Company fails to provide a consistently satisfactory level of service, the Carrier reserves the right to provide the Handling Company with written notice to the effect that correction is required within (.....) days. If the Handling Company fails to correct the situation within () days, the Carrier may terminate the Agreement upon an additional (.....) days prior written notice. In accordance with Sub-Article 5.7 of the Main Agreement a consistent satisfactory level of service is defined in a separate "Service Level Agreement" (SLA) as an attachment to this Annex B.

△ 10.3.3 In the event of the Handling Company's material and sustained failure to perform the services as outlined in Sub-Article 5.7 of the Main Agreement, Carrier reserves the right to provide the Handling Company with written notice to the effect that correction is required within (.....) days. If the Handling Company fails to reasonably correct the situation within (.....) days, the Carrier may terminate the Agreement upon an additional (.....) days prior written notice.
The number of these clauses can be extended as far as necessary.

△ PARAGRAPH 11. NOTIFICATION

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

To Carrier:

Carrier

Street

City, Country

Telephone

Fax:

E-mail:

Attn:

To Handling Company:

The Handling Company

Street

City, Country

Telephone

Fax:

E-mail:

Attn:

△ PARAGRAPH 12. GOVERNING LAW

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

12.2 In accordance with Article 9 of the Main Agreement, courts for the resolution of disputes shall be the courts of:

Signed the Signed the

at at

for and on behalf of for and on behalf of

by by

IATA STANDARD GROUND HANDLING AGREEMENT—SIMPLIFIED PROCEDURE FOR LINE MAINTENANCE

*Note: * Please note that the Line Maintenance contract standard is limited up to and including weekly checks.*

△ Annex BX.X—Location(s), Agreed Services and Charges

To the Standard Ground Handling Agreement (SGHA) of January 2023

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"

holding EASA Part 145 or FAR 145 approval no

or any other National Airworthiness Authority as the case may be

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

Effective from:

This Annex BX.X for the location(s):

is valid from:

and replaces:

PREAMBLE:

This Annex B is prepared in accordance with the simplified procedure whereby the Parties agree that the terms of the Main Agreement and Annex A of the SGHA of January 2023 as published by the International Air Transport Association shall apply to this Annex B as if such terms were repeated here in full. By signing this Annex B, the Parties confirm that they are familiar with the aforementioned Main Agreement and Annex A.

PARAGRAPH 1. SCOPE OF WORK

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.

The services listed below, are only an example of services and do not represent a complete list of services that may be contracted as per the Annex A.

△ 1.1.1 Pre Flight Check

Section 1:	1.2.3(j) (retaining period of three years at station in question), 1.3.6
Section 3:	3.5.1, 3.5.2(a), 3.7.2(a)1-2, 3.7.3, 3.16.2
Section 4:	4.2.2(a),(b)
Section 6:	6.5.1, 6.5.4, 6.5.7, 6.5.9
Section 8:	8.1.1, 8.1.4, 8.2.1(a), 8.2.2(a), 8.2.3, 8.2.4, 8.3.1 (include rectification up to one man-hour), 8.3.2, 8.3.4, 8.4.1(b), 8.4.2, 8.4.3

Aircraft/Engine Type	Price	Currency

△ 1.1.2 Daily Check

Section 1:	1.2.3(j) (retaining period of three years at station in question), 1.3.6
Section 3:	3.5.1, 3.5.2(a),(c), 3.7.2(a)1-2, 3.7.3, 3.12.1(b1) (check for water draining during winter period only), 3.16.2
Section 4:	4.2.2(a),(b)
Section 6:	6.5.1, 6.5.4, 6.5.7, 6.5.9
Section 8:	8.1.1, 8.1.4, 8.2.1(a), 8.2.2(a), 8.2.3, 8.2.4, 8.3.1 (include rectification up to one man-hour), 8.3.2, 8.3.4, 8.4.1(b), 8.4.2, 8.4.3

Aircraft/Engine Type	Price	Currency

△ 1.1.3 Weekly Check

Section 1:	1.2.3(j) (retaining period of three years at station in question), 1.3.6
Section 3:	3.5.1, 3.5.2(a),(c), 3.8.2(a)1-2, 3.7.3, 3.12.1(a1) (check for water draining during winter period only), 3.16.2
Section 4:	4.2.2(a),(b)
Section 6:	6.5.1, 6.5.5, 6.5.7, 6.5.9
Section 8:	8.1.1, 8.1.4, 8.2.1(a), 8.2.2(a), 8.2.3, 8.2.4, 8.3.1 (include rectification up to one man-hour), 8.3.2, 8.3.4, 8.4.1(b), 8.4.2, 8.4.3

Aircraft/Engine Type	Price	Currency

△ 1.1.4 On Call Maintenance on request and availability

Section 1:	1.2.3(j) (retaining period of three years at station in question)
Section 8:	8.3.1, 8.3.3

Aircraft/Engine Type	Price	Currency

1.1.5 Additional Man-hours

Section 8:	8.3.1, 8.3.3
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Aircraft/Engine Type	Price	Currency

Note: The number of these clauses can be extended or deleted as the case may be.

1.2 No extra charge will be made for providing the services at night or on legal holidays.

1.3 Aircraft registration number(s), to aircraft type(s) stated in Paragraph 1 of this Annex, which are part of this Agreement, are stated in

..... Mentioned manual/list is placed in hands of the Handling Company.

PARAGRAPH 2. ADDITIONAL SERVICES AND CHARGES

2.1 All services not included in Paragraph 1 of this Annex will be charged according to local standard price list.

It is recommended to define local as the location and a copy of the local price list attached to the annex as an annex in Annex B.

PARAGRAPH 3. DISBURSEMENTS

3.1 Any disbursements made by the Handling Company on behalf of the Carrier will be reimbursed by the Carrier at cost price plus an accounting surcharge of % . In order to claim such disbursements, the Handling Company shall provide receipts, invoices or any reasonable evidence substantiating such disbursements.

PARAGRAPH 4. TRANSFER OF SERVICES

4.1 In accordance with Sub-Article 3.1 of the Main Agreement, the Handling Company subcontracts the services of Annex A.

Service	to Company using approval certificate no.

PARAGRAPH 5. LIMIT OF LIABILITY

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

Aircraft	Limit (per incident)	Currency

PARAGRAPH 6. PAYMENT

6.1 Notwithstanding Sub-Article 7.2 of the Main Agreement, payment of account shall be effected with reference to Sub-Article 7.3, the Parties establish the following payment terms:

The Handling Company will send invoice to (insert email/physical address).

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

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

PARAGRAPH 7. USE OF YELLOW PAGES

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

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

For example:

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

PARAGRAPH 8. DURATION, MODIFICATION AND TERMINATION

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

For example:

8.1 Duration

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

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

8.2 Modification

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

8.3 Termination

8.3.1 Notwithstanding Sub-Paragraph 8.1.1 of this Annex B, this Annex B may be terminated on the following terms

8.3.2 The Carrier may terminate this Annex B, if the Handling Company fails to provide a consistently satisfactory level of service, the Carrier reserves the right to provide the Handling Company with written notice to the effect that correction is required within (.....) days. If the Handling Company fails to correct the situation within (.....) days, the Carrier may terminate the Agreement upon an additional (.....) days prior written notice.

- △ 8.3.3 In the event of the Handling Company's material and sustained failure to perform the services as outlined in Sub-Article 5.7 of the Main Agreement, Carrier reserves the right to provide the Handling Company with written notice to the effect that correction is required within (.....) days. If the Handling Company fails to reasonably correct the situation within (.....) days, the Carrier may terminate the Agreement upon an additional (.....) days prior written notice.

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

PARAGRAPH 9. AIRCRAFT MAINTENANCE SERVICES

9.1 Notwithstanding Sub-Article 5.2 of the Main Agreement insofar as it refers to Services of Section 8 of Annex A. In the absence of technical instructions from the Carrier, the Handling Company shall promptly seek technical instructions from the Carrier but shall take no action pending receipt of such technical instructions. The Handling Company will not be held responsible for any flight delay resulting from lack of technical instructions from the Carrier.

9.2 It is the Carrier's responsibility to ensure that the conditions of this agreement are acceptable to its appropriate authorities.

9.3 It is understood that the signature of the Handling Company's ground engineer in the technical log of the Carrier's aircraft only certifies the correct performance of routine checks and rectification of flight and/or ground discrepancies related to the checks performed. The Handling Company assumes no responsibility for the airworthiness of the Carrier's Aircraft.

9.4 The Handling Company is using approval certificate no. EASA.145 or FAR 145..... as the case must be.

PARAGRAPH 10. AIRWORTHINESS DATA

10.1 The airworthiness data supplied by the Carrier deemed necessary to fulfill the Handling Company's responsibility at agreed aircraft type(s) are stated in the documentation stated below. Mentioned documentation is placed in hand of the Handling Company at location(s) in question.

Aircraft	Airworthiness data

10.2 Notwithstanding Sub-Article 1.2 it is the responsibility of the Carrier to ensure that the latest and valid revisions of technical documentation and/or check sheets are available to the Handling Company in order to fulfill the technical services agreed in the contract at the location(s) concerned.

PARAGRAPH 11. SPARE AND POOL PARTS ADMINISTRATION

11.1 The Handling Company is responsible for checking that all spare parts or pool parts, which are to be fitted on the Carrier's Aircraft, at location in question, are in compliance with the applicable EASA Part 145 or FAR 145 requirements. This requires the Handling Company to ensure that all parts are in satisfactory condition and provided with appropriate documentation. Accordingly, the Handling Company reserves the right to reject a part provided by the Carrier or its pool partner, if compliance with the above cannot be assured.

11.2 It is the Carrier's responsibility to specify which spare parts/pool parts, the Handling Company shall administer and store. Subject parts are described in which are placed at location(s) in question.

11.3 It is the Carrier's responsibility to control the Carrier's own spare parts held at the location(s) in question for correct AD and modification status. Any spare parts that do not comply with the correct "Airworthiness Directives" (AD) or modification status are to be recalled by the Carrier.

PARAGRAPH 12. AUDITING

- △ 12.1 Notwithstanding Sub-Article 5.8 of the Main Agreement, the Carrier or its competent authority may, by prior written notice to the Handling Company at its own cost, engage the Handling Company for the purpose of auditing at the location(s) designated in Annex(es) B. Such notice shall contain a description of area(s) to be audited. The total cost of the audit performed by the Carrier, or its competent authority shall be borne by the Carrier.

PARAGRAPH 13. GOVERNING LAW

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

13.2 In accordance with Article 9 of the Main Agreement, courts for the resolution of disputes shall be the courts of:

