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Full text (1) SWISSPORT INTERNATIONAL LTD. GROUND HANDLING, CARGO SERVICES, AIRCRAFT MAINTENANCE, FUELING SERVICES, EXECUTIVE AVIATION, AVIATION, AVIATION, AVIATION, AVIATION, AVIATION, AVIATION, AVIATION, SERVICES, EXECUTIVE AVIATION, 
130122 SPI Folder.indd 1 24.01.13 15:47 GROUND HANDLING AGREEMENT EDITION 2013 IATA SGHA 2013 | 2008 | 2004 (2) PEOPLE PROFESSIONALISM PARTNERSHIP people we simply cannot meet our goals and achieve our vision. As such, we focus on the principles of sustainability and compliance, living by the "Three Ps": (3) Tips and Tools
Contracting Checklist 10 Aircraft Types & Liability 12 Definitions 16 Main Agreement 20 Annex B - Simplified Procedure 74 Standard Ground Handling Services 36 Annex B - Simplified Procedure 140
Annex B - Simplified Procedure for Line Maintenance 145 Standard Ground Handling Services 168 Annex B - Simplified Procedure 199 SGHA 2013/2008/2004 SGHA 2013 SGHA 2004 Introduction / Tips (4)WWW.SWISSPORT.COM SERVICE PROVIDER IN
TERMS OF (5) Introduction / Tips and SGHA 2013/2008/2004 Swissport Facts & Figures Who is Swissport is able to provide an "all-inclusive"
service package in addition to managing integrated collaboration models. - Ground Handling - Cargo Services - Aircraft Maintenance - Aviation Security Revenue (not normalised) CHF 2.0 billion Countries 38 Employees > 40,000 Flights handled (movements) > 2.8 million Cargo handled (tons) > 3.5 million
Warehouses > 100 Airports served > 190 Customer airlines > 650 Passengers handled (departures) > 118 million The Swissport Mission To provide the aviation industry with consistent and tailor-made solutions around the globe, for a better customer experience. Our core values: People: We show respect towards our people and their values; we do
not compromise on safety and work with enthusiasm and enjoyment. Professionalism: We are pioneers; working constantly on achieving sustainable results, we creatively explore new options and improved solutions. Partnership: Continually striving to exceed the expectations of our clients and our commitments, we deliver excellent service; in any
place at any time. (6)SGHA 2013/2008/2004 Business policy Swissport is recognized as the benchmark in terms of value for money, customer dedication, and cost management. The company has established a global reputation for being a valued business partner, not only because of its financial resources and modern ground support equipment, but
also due to its intangible assets, particularly management expertise and a brand name that stands for superior quality. Achievements & Product Improvements & Product Improvements More than 40 years of experience in Ground Handling Award winner 2000 - 2012 African Cargo
Handler of the "Year 2011/2013" ISAGO Certification certified by IATA Global Management System ISO 9001 certified (by SGS) Transparent Customer Quality Performance (web based) Cargo 2000 Compliant Full integrated Aviation Security Services - S-PASS (Swissport Passenger Assessment Security Solution) High level of efficiency by user-
friendly state-of-the-art IT Applications and infrastructures: - Own Cargo Business - Web-Check-in Platform (e-Services) - Mobile Offices (with WLAN equipped cars) - Graphical User Interfaces (GUI) and CLF Swissport Customer Benefits - Strong business
fundamentals, with competitive pricing - Innovation and Flexibility with top reliability and high quality levels - Responsive and Direct Organization Structures - Global leverage through Global Account Management - Continuous growth in market share and diversification into Airport-Related Services - Hub Management, Outsourcing Solutions and
Frame Agreements - Extensive Knowledge in Low Cost and no-frill Products and Services (7) Introduction / Tips and SGHA 2013/2008/2004 Ground Handling Dusiness cur-rently provides passenger and ramp handling at over 125 stations worldwide and serves in excess of 118 million passengers per
annum. Today, Swissport is recognised as the biggest independ-ent global ground services Passenger & Ramp Services Lost & Found Services Lost & Found Services Lost & Found Services Lost & Found Services Passenger & Ramp Servic
Station Management & Control Load Control Crew Administration De-icing Cargo Swissport is the world's leading Cargo Services provider, offering award-winning Cargo organisation is set up to allow global, regional and local
representation at both sales and operational levels through its Customer Relationship Management (CRM) process, designed to improve the operational capabilities and allow the customer to experience cost savings (8)SGHA 2013/2008/2004
throughout the contract period and have linked this process to Cargo 2000 (C2K) measurements across our network. Our size and scope allows Customers to manage multiple oper-ations through a single point of contact, one common Service Level Agreement (SLA), and one invoice if necessary, saving administration costs. Services Freight Handling
(On/Off Airport) Mail Handling Document Handling Cargo Handling (Import/Export) Integrator Handling Services (Off-Line) Call Centre and Airline Customer Services Trucking Services Warehousing e-Freight Services
 Executive Aviation Swissport Executive Aviation (SEA) & PrivatPort provide exclusive ground handling services to the international community of operators and executives who utilise private or corporate jets in up to 60 stations worldwide. Services Personalised Service Delivery 24/7 Fast Turnaround Times Passenger & Crew Assistance Customs &
Immigration Assistance Passenger & Crew Assistance Passenger & Crew Assistance Traffic Rights & Landing Permits (9)Introduction / Tips and SGHA 2013/2008/2004 Flights & Landing Permits (9)Introduction / Tips and SGHA 2013/2008/2004 Flights & Landing Permits (9)Introduction / Tips and SGHA 2013/2008/2004 Flights & Landing Permits (9)Introduction / Tips and SGHA 2013/2008/2004 Flights & Landing Permits (9)Introduction / Tips and SGHA 2013/2008/2004 Flights & Landing Permits (9)Introduction / Tips and SGHA 2013/2008/2004 Flights & Landing Permits (9)Introduction / Tips and SGHA 2013/2008/2004 Flights & Landing Permits (9)Introduction / Tips and SGHA 2013/2008/2004 Flights & Landing Permits (9)Introduction / Tips and SGHA 2013/2008/2004 Flights & Landing Permits (9)Introduction / Tips and SGHA 2013/2008/2004 Flights & Landing Permits (9)Introduction / Tips and SGHA 2013/2008/2004 Flights & Landing Permits (9)Introduction / Tips and SGHA 2013/2008/2004 Flights & Landing Permits (9)Introduction / Tips and SGHA 2013/2008/2004 Flights & Landing Permits (9)Introduction / Tips and SGHA 2013/2008/2004 Flights & Landing Permits (9)Introduction / Tips and SGHA 2013/2008/2004 Flights & Landing Permits (9)Introduction / Tips and SGHA 2013/2008/2004 Flights & Landing Permits (9)Introduction / Tips and SGHA 2013/2008/2004 Flights & Landing Permits (9)Introduction / Tips and SGHA 2013/2008/2004 Flights & Landing Permits (9)Introduction / Tips and SGHA 2013/2008/2004 Flights & Landing Permits (9)Introduction / Tips and SGHA 2013/2008/2004 Flights & Landing Permits (9)Introduction / Tips and SGHA 2013/2008/2004 Flights & Landing Permits (9)Introduction / Tips and SGHA 2013/2008/2004 Flights & Landing Permits (9)Introduction / Tips and SGHA 2013/2008/2004 Flights & Landing Permits (9)Introduction / Tips and SGHA 2013/2008/2004 Flights & Landing Permits (9)Introduction / Tips and SGHA 2013/2008/2004 Flights (9)Introduction / Tips and SGHA 2013/2008/2004 Flights (9)Introduction / Tips and SGHA 2013/2008/2004 Flights (9)Introduction /
Car Rental Fueling Arrangements Fueling Swissport Fueling Swissport Fueling Swissport Fueling Services is an international company that pro-vides high quality, independent aviation fuel handling on behalf of airports and fuel suppliers. We provide a full service solution in regard to our clients' fueling needs including both on and off airport fuel storage and distribution
systems. Services Into-Plane Fueling Maintenance & Operation of Tank Farms Maintenance & Operation of Fuel Distribution Systems & Pipelines Laboratory Fuel Testing Ground Support Equipment Fueling Ground Support Fue
 Inspections Cathodic Protection Surveys Swissport Speciality Services Maintenance Aircraft Maintenance Swissport Aircraft Maintenance Swissport Aircraft Maintenance Swissport Speciality Services operating at 13 airports in the USA and in four other countries globally
(10)provid-SGHA 2013/2008/2004 ing line maintenance support to major commercial airlines on both a scheduled and on-call basis, ensuring all capital-intensive equipment operates and performs flawlessly. Swissport's A&P Mechanics have the training, knowledge and expertise to meet your company's demands. Ground support Equipment (GSE)
 Maintenance Swissport GSE and ULD Maintenance Services operates at over 45 airports in 13 countries, managing and maintaining a fleet of more than 4,000 units. Our commitment is to offer superior and consistent standards and dedication throughout our network, pro-viding reliable, comprehensive, cost-effective GSE maintenance, minimising
downtime and maximising productivity. Swissport Maintenance Services is committed to working within the industry towards the research and development of efficient, safe, ergo-nomic and environmentally friendly Ground Services Equipment. Aircraft Maintenance Repair Engineering Warranty Administration ETOPS signoff Transit/turnaround
services Aircraft checks Ground Support Equipment Maintenance CAA certified Maintenance CAA certified Maintenance CAA certified Maintenance CAA certified Maintenance Complementary Services Repairs Overhaul ULD Maintenance CAA certified Maintenance CAA 
Handling Agreement This publication contains the 2013 version of the IATA Standard Ground Handling Agreement (SGHA) as published in the EATA Airport Handling Manual. The SGHA is a dynamic document that reflects the evolution of the ground handling business over time. Now is the time to migrate to the 2013 version of the SGHA. Industry
experts who attend regular meetings of the Aviation Ground Services Agreements Working Ground Handling Council memmem-bers so for more information, please contact us at:
 [email protected] IATA provides training Workshops on the SGHA and the Service Level Agreement (SLA) regularly throughout the year. We are also very happy to provide tailor made, in-house work-shops to suit an individual companies business requirements. So whether you are a seasoned expert or an SGHA/SLA new-comer we believe these
 workshops have something for you. For more workshop information please check out our website (http://www.iata.org/workshops/ighc) or if you want to discuss your individual companies business requirements please contact us at [email protected], IATA Airport & Inflight Services Team April 2013 (12)SGHA 2013/2008/2004 Contracting Checklist -
Contract duration - Exact schedules - Currency and fluctuations - Cancellation and delays - Disbursement fee - Lost and found procedures/cost - IT environment with DCS/SITA/CUTE (cost) - CPI - Liability limits - Multistational incentive deals (global, regional packages) - Document checks and fines - Warehouse facilities - Change of ownership -
Alliance impact - SLA definitions - Performance monitoring and measurement systems - Number of AWBs - Mode and form of payment (guarantees, deposits, interests) - Tariff increases - 3rd party charges - Exclusivity or preferred partnership status - Volume deviations - Change of aircraft type or timing (Peak and Off-Peak) - Self service devices
(SSD) (13)Introduction / Tips and SGHA 2013/2008/2004 - Lounges - Dedication or common (uniforms, badges, accessoires) - Key contacts and administration - Station management/supervision - Training cost (new system applications and modifications) - Stationary (boarding
cards, labels, supply-chain, etc.) - JAR-OPS compliance - Flight concessions for staff (ID tickets) - Emergency procedures - ATO - Safety and security measures - Central load control - Force majeur - Termination clauses - Price adjustments - Branding with CD/CI instructions (trademarks) - Joint co-marketing activities (14)SGHA 2013/2008/2004
Aircraft Types & Liability Swissport applies the liability guideline which corresponds with the industrial standards. This guideline is in accordance with the SGHA Main Agreement 8.5. Jets USD 1,000,000 B747, B757, B767, B767, B777, B787, DC-10, MD11, A300, A310, A330, A340, A350, A380 USD 750,000 B717, B737 Series, MD80 Series, MD90 Series,
A320 Series USD 500,000 BAE146 (AR8/AR100), C150/C300, Embraer 170, Embraer 180, Canadair RJ USD 75,000 Cessna Citation, Fan Jet Falcon, Learjet 35/60, Dassault F
50,000 Business Jets Turboprops USD 100,000 Fokker 50, F27, FH-227, ATR42, ATR72, Saab SF340, Saab SF3
1% of aircraft value, minimum USD 5000 Light twin engined Propeller Aircraft 1% of aircraft value, minimum USD 2500 Light single engined Propeller Aircraft Helicopters (16)SERVICE PROVIDER IN TERMS OF QUALITY (17)SGHA 2013/2008/2004 Definitions 16 Main Agreement 20 Annex A - Ground Handling Services 36
Annex B 69 (18)SGHA 2013/2008/2004 Standard Ground Handling Agreement (SGHA), Version 2013 STANDARD GROUND HANDLING AGREEMENT (SGHA) between
                                                                                                                                                                                                                                                                                                                                                                                                                                                                     The agreement consists of
AGREEMENT, and, as required, ANNEX A (description of services) ANNEX(ES) B (location(s), agreed services and charges) CONTENTS OF MAIN AGREEMENT DEFINITIONS AND TERMINOLOGY ARTICLE 1 PROVISION OF SERVICES ARTICLE 2 FAIR PRACTICES ARTICLE 3 SUBCONTRACTING OF SERVICES ARTICLE 4 CARRIER'S
REPRESENTATION ARTICLE 5 STANDARD OF WORK ARTICLE 6 REMUNERATION ARTICLE 7 ACCOUNTING AND PAYMENT ARTICLE 12 AUTHORIZATION
TO CONTRACT SGHA 2013/2008/2004 (19)SGHA 2013 Definitions and Terminology For the sake of clarity, the following definitions and ter mi nology apply to the SGHA: ARRANGE (or MAKE ARRANGE (or MAKE ARRANGE (or MAKE ARRANGE) implies that the Handling Company will be saked for arrival and departure handling of aircraft.
request an out side agency to perform the service required. The charge of the outside agency shall be paid by the Carrier for such arrangements. CARGO means revenue cargo, and nonrevenue cargo such as service cargo and company materials. CARRIER'S REPRESENTATIVE means
the individual or organization authorized by the Carrier's behalf in matters concerning Article 4. CO-ORDINATE means to collect and communicate operational information to the respective parties at the direction of the Carrier's Representative, as required to perform the services as contracted by the Carrier with
Third Parties in the respective Annex(es) B. CARRIER'S AIRCRAFT means any aircraft owned, leased, chartered, hired or operated or otherwise utilised by or on behalf of the Carrier and in respect of which the Carrier has either expressly or implicitly contracted, instructed or otherwise requested the Handling Company to perform or carry out any
ground handling service(s). DEPARTURE CONTROL SYSTEM (DCS) means an auto mated method of performing checkin, capacity control, load control and dispatch of flights. DIRECT LOSS means a loss arising naturally or directly from an occurrence and which excludes remote, indirect, consequential, or special losses or damag es, such as loss of
 New (20)LIAISE means to communicate and maintain contact. LOAD means any item carried in an aircraft other than is included in the basic operating weight. LOADS means 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 as sumes responsibility for the provision of the ser vice required. RECEIVING CARRIER means a carrier who receives Loads from a transferring carrier at a transfer point. SPECIAL SHIPMENTS includes, but not limited to, perish ables, live
animals, valuables, vulnerable cargo, news material and dangerous goods. SPECIALISED CARGO PRODUCTS includes but not limited to, express cargo, courier shipments and same day delivery. STATION MANAGEMENT means management of Carriers' administrative and/or operational functions(s) with in the scope defined in the Annex B.
SUPERVISION means to oversee and direct the perfor mance of the Services contracted by the Carrier with third parties, i.e. companies who have a separate Annex B (or similar contract with the Carrier). The term Supervision shall not apply to the Handling Company's
subcon tractors (as referenced to in Article 5 of the Main Agreement). TECHNICAL LANDING is a landing for other than commer cial reasons where no physical change of Loads, Passenger and/or crew occurs. TICKET means the document entitled "Passenger Ticket and Baggage Check" issued by or on behalf of the carrier and includes Notice of
Contract Terms incorporated by reference and notices and the flight and passenger coupons contained therein. TRANSIT FLIGHT is an aircraft making an intermediate landing for commercial reasons where a change of Loads, Pas senger and/or crew occurs. SGHA 2013/2008/2004 New New (21)SGHA 2013 TRUCK SERVICE means a service
operated by truck on behalf of an airline carrying Loads documented in accordance with the applicable IATA and/or ICAO rules, regulations and procedures. In the Main Agreement and in Annex A, the word "aircraft" will read "truck service" when it concerns the handling of a truck as meant under the above definitions.
TURNROUND FLIGHT is an aircraft terminating a flight and subsequently originating another flight follow ing a complete change of Loads, Passenger and/ or crew. UNIT LOAD DEVICES (ULDs) Aircraft unit load device (ULD) is an assembly of components comprising either of the following: •aircraft pallet and pallet net • aircraft pallet and pallet net
over an igloo • aircraft container The purpose of the unit is to enable individual pieces of cargo, baggage or mail to be assembled into a stand ardsized unit to facilitate rapid loading onto and offloading from aircraft having compatible handling and restraint systems which interface directly with the unit. (22)SGHA 2013/2008/2004 Main Agreement An
 Handling Company" or "the Carrier", as the case may be, the Carrier and/or the Handling Company may here inafter be referred to as "the Party(ies)" WHEREBY THE PARTIES AGREE AS FOLLOWS: Article 1 Provision of Services 1.1 General The Carrier and the Handling Company agree to give the highest importance to the compliance to all
 applicable laws and regulations governing their activities and expects its agents and contractors to do the same. Of particular concern are laws related to antibrib ery, antitrust and labor relations (including but not limited to the prohibition of child labor). The Services shall be made available within the limits of the capabilities of the Handling
 Applicable IATA and/or ICAO and/or other govern ing rules, regulation and procedures • All international treaties and regulation of passengers and air freight or mail The Carrier and the Handling Company shall ensure that their respective personnel
 assigned to the per formance of this agreement are aware of all relev ant legislation applicable to commerce in general, air craft 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 appli cable, shall be
 aware of the essentials of: • Competition and antitrust regulations in its coun try of residence, establishment as well as such regulations with extraterritorial application. • The rules government offi cials in its country of residence, establishment as well as such regulations with
extraterritorial appli cation. • 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 could cause damage to the other Party or its employees. It is not considered necessary or possible to speci fy 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 company's own documents, where apply under IATA and/or ICAO and/or other governing rules, regula tions and procedures. (24)SGHA
2013/2008/2004 1.3 Scheduled Flights The Handling Company agrees to provide for the Carrier's Aircraft for flights operating on an agreed schedule at the 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 frequencies and/or frequencies and/or frequencies and/or frequencies and/or frequencies will not
prej udice commitments already undertaken. 1.5 Priority The Handling Company shall, as far as possible, give priority to aircraft operating on schedule. 1.6 Emergency response plan(s) in order to provide support to the Carrier in the event of an emergency
 including but not limited to, forc ed landings, accidents or acts of violence. Carrier will contact the Handling Company its current emergency procedures. In the absence of Carrier instructions, in part or whole, the Handling Company shall follow its own emergency
response plan(s). In case of an emergency, the Handling Company shall without delay activate its local emergency plan(s) which includes the immediate notification to the Carrier and establish openline communications with the Carrie
such documentation and information is specifically required by applicable law or by govern mental or local authorities regulations. The Carrier shall reimburse the Handling Company will, upon request, provide to
the Carrier additional serv ices not set forth in the present Agreement. Such services may be governed by special conditions to be agreed between the Parties. 1.8 Other Locations In case of occasional flights of the Carrier's Aircraft at locations which are not designated in the present Agreement, where the Handling Company maintains a ground
2013/2008/2004 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 will be notified accordingly. Article 3
 Subcontracting of Services 3.1 The Handling Company is entitled to delegate any of the agreed services to subcontractors with the Carrier for the proper rendering of such services as if they had been performed by 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 shall be responsible to the Carrier for the proper rendering of such services as if they had been performed by 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 shall be responsible to the Carrier for the proper rendering of such services as if they had been performed by 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 shall be responsible to the Carrier for the proper rendering of such services as if they had been performed by 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 shall be responsible to the Carrier for the proper rendering of such services as if they had been performed by 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 shall be responsible to the Carrier for the proper rendering of such services as if they had been performed by 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 shall be responsible to the Carrier for the proper rendering shall be responsible to the Carrier for the proper rendering shall be responsible to the Carrier for the proper rendering shall be responsible to the Carrier for the proper rendering shall be responsible to the carrier for the proper rendering shall be responsible to the carrier for the proper rend
Company itself. Any subcontracting of services and the provider(s) thereof, shall be recorded in the Annex(es) B. 3.2 The Carrier shall not appoint any other person, company or organisation to provide the services which the Handling Company has agreed to provide by virtue of this Agreement, except in such special cases as shall be agreed between
the Parties. Article 4 Carrier's Representative(s) and repre sentative(s) and repre sentative(s) at the location(s) designated in the Annex(es) B. Such representative(s) and repre sentative(s) and repre sentative(s) at the location(s) designated in the Annex(es) B. Such representative(s) at the location(s) designated in the Annex(es) B. Such representative(s) and repre sentative(s) and repre sentative(s) at the location(s) designated in the Annex(es) B. Such representative(s) at the location(s) designated in the Annex(es) B. Such representative(s) and repre sentative(s) at the location(s) designated in the Annex(es) B. Such representative(s) and repre sentative(s) at the location(s) designated in the Annex(es) B. Such representative(s) at the location(s) designated in the Annex(es) B. Such representative(s) at the location(s) designated in the Annex(es) B. Such representative(s) at the location(s) designated in the Annex(es) B. Such representative(s) at the location(s) designated in the Annex(es) B. Such representative(s) at the location(s) designated in the Annex(es) B. Such representative(s) at the location(s) designated in the Annex(es) B. Such representative(s) at the location(s) designated in the Annex(es) B. Such representative(s) at the location(s) designated in the lo
and assist the Handling Company and ren der 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 (27)SGHA 2008SGHA 2013/2008/2004 an organisation (hereinafter referred to as "the Supervisor") to supervise the
services of the Hand ling Company at the location(s) designated in Annex(es) B. Such notice shall contain a description of the services to be supervised. The Supervised above in SubArticle 4.1 for the Carrier's own representative. 4.3 Such assistance, when performed by the Carrier's representative(s) and/or
 Supervisor(s) will be the sole responsibility of the Carrier, unless requested by the Handling Company. Article 5 Standard of Work 5.1 The Handling Company shall carry out all technical and flight operations services as well as other serv ices also having a safety aspect, for example, load control, loading of aircraft and handling of danger ous 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 shall follow its own standard practices and procedures provided they comply with the applicable IATA and/or
 ICAO and/or other governing rules, regulations and pro cedures. 5.2 The Handling Company shall carry out all other serv ices in accordance with the Carrier's procedures and procedures 5.3 The Handling Company shall follow its own standard practices and procedures 5.3 The Handling Company shall carry out all other serv ices in accordance with the Carrier's procedures and instructions. In the case of absence of instructions and procedures 5.3 The Handling Company shall carry out all other serv ices in accordance with the Carrier's procedures and procedures 5.3 The Handling Company shall carry out all other serv ices in accordance with the Carrier's procedures and procedures 5.3 The Handling Company shall carry out all other serv ices in accordance with the Carrier's procedures and procedures 5.3 The Handling Company shall carry out all other serv ices in accordance with the Carrier's procedures and procedures are procedured as a procedure and procedures are procedured as a procedure and procedure are procedured as a procedure are pr
 agrees to take all possible steps to ensure that, with regard to contracted services, the Carrier's Aircraft, crews, Passengers (28)SGHA 2013/2008/2004 and Loads receive treatment not less favourable than that given by the Handling Company agrees to
ensure that the authorisation of specialised personnel as requested by the Carrier is valid and current. If at any time the Handling Company is unable to provide authorised personnel as requested by the Carrier, the Handling Company with sufficient
 information and instructions to ena ble the Handling Company to perform its han dling properly. 5.6 In the provision of the services as a whole, due regard shall be paid to safety, security, local and international regulations, applicable IATA and/or ICAO and/or other governing rules, regulations and procedures in such a manner that delays and
 damage to the Carrier's Aircraft and Load are avoid ed and the general public is given the best impression of air transport. 5.7 The Handling Company must report to the Carrier's Aircraft, crew, Passengers and Loads noticed in the course of the handling or which in
any other way comes to the knowledge of the Handling Company. 5.8 The Parties shall agree on the quality standards for a specific location may form part of the appli cable 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. (29)SGHA 2008SGHA 2013/2008/2004 5.9 The Carrier or a regulatory authority governing the Ca
a description of the area(s) to be audited. The Handling Company shall cooperate with the Carrier and will undertake any corrective action(s) required. 5.10 In the provision of the services, the Parties agree to comply with any applicable data protection laws. 5.11 The Handling Company shall supervise and manage its own activities and/or those
 subcontracted as agreed within the scope of services specified in Annex(es) B. 5.12 The Handling Company shall be able to demons trate a Safety Management System in use follow ing IATA AHM 610 and/or ICAO, local and interna tional regulations, or other governing rules. New 5.13 The Handling Company shall promote awareness and strive to
 achieve best practices in Environmental and Social Responsibility. Article 6 Remuneration 6.1 In consideration of the Handling Company provid ing the services, the Carrier agrees to pay to the Handling Company provid ing the services, the Carrier agrees to pay the proper charges set out in the respective Annex(es) B, within the terms specified. The Carrier agrees to pay the proper charges set out in the respective Annex(es) B, within the terms specified.
 Handling Company and to discharge all additional expenditure incurred for providing the services referred to in SubArticles 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 connec-
(30)SGHA 2013/2008/2004 tion with the provision of services herein by the Handling Company or in connection with the handling of passengers for interrupted, delayed or cancelled flights. Such charges, fees, taxes or other expenses as outlined
above shall be borne ultimately by the Carrier. Article 7 Accounting and Payment 7.1 The Handling Company shall invoice the Carrier monthly, unless otherwise agreed in Annex(es) B, with the charges arising from the provision of the handling services of Annex A as listed in Annex(es) B at the rates of charges set out in Annex(es) B. 7.2 Payment shall
be effected through the IATA Clearing House unless otherwise agreed in Annex(es) B. New 7.3 The Parties shall reach agreement on the payment terms at each location. Such payment terms at each location. Such payment terms at each location. Such payment terms will form part of the applicable Annex(es) B. (31)SGHA 2013/2008/2004 Article 8 Liability and Indemnity In this Article, all references to
(a) "the Carrier" or "the Handling Company" shall include their employees, servants, agents and subcontractors; (b) "ground support equipment" shall mean all equipment used in the performance of ground handling services included in Annex A, whether fixed or mobile, and (c) "act or omission" shall include negligence. 8.1 Except as stated in Sub-
Articles 8.5 and 8.6, the Carrier shall not make any claim against the Hand ling 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 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 by 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 hereun der shall be dealt with by the Carrier; and Provided that all claims or suits arising hereun der shall be dealt with by the Carrier of any claims or suits
 without undue delay and shall furnish such assistance as the Carrier may reasonably require. (32)SGHA 2013/2008/2004 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 Handling Company in performing this Agreement then upon such decision of the
Court the indemni ty of the Carrier to the Handling Company hereun der shall be limited to an amount not exceeding the amount for which 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 or recklessly and with knowledge that damage, death, delay, injury or loss or recklessly and with knowledge that damage, death, delay, injury or loss or recklessly and with knowledge that damage, death, delay, injury or loss or recklessly and with knowledge that damage, death, delay, injury or loss or recklessly and with knowledge that damage, death, delay, injury or loss or recklessly and with knowledge that damage, death, delay, injury or loss or recklessly and with knowledge that damage, death, delay, injury or loss or recklessly and with knowledge that damage, death, delay, injury or loss or recklessly and with knowledge that damage, death, delay, injury or loss or recklessly and with knowledge that damage, death, delay, injury or loss or recklessly and with knowledge that damage, death, delay, injury or loss or recklessly and with knowledge that damage, death, delay, injury or loss or recklessly and with knowledge that damage, death, delay, injury or loss or recklessly and with knowledge that damage, death, delay, injury or loss or recklessly and with knowledge that damage, death, delay, injury or loss or recklessly and with knowledge that damage, death, delay, injury or loss or recklessly and with knowledge that damage, death, delay, injury or loss or recklessly and with knowledge that damage, death, delay, injury or loss or recklessly and with knowledge that damage, death, delay, injury or loss or recklessly and with knowledge that damage, death, delay, injury or loss or recklessly and with knowledge that damage, death, delay, injury or loss or recklessly and with knowledge that damage, death, delay, injury or loss or recklessly and with knowledge thad a second to the loss of the loss of the loss of the loss of th
 provisions of SubArticle 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 load ing/embarking or unloading/disembarking and/or is covered by the 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 covered by the Carrier and/or is not provided on behalf of the Carrier and/or is not provided on behalf of the Carrier and/or is not provided on behalf of the Carrier and/or is not provided on behalf of the Carrier and/or is not provided on behalf of the Carrier and/or is not provided on behalf of the Carrier and/or is not provided on behalf of the Carrier and/or is not provided on behalf of the Carrier and/or is not provided on behalf of the Carrier and/or is not provided on behalf of the Carrier and/or is not provided on behalf of the Carrier and/or is not provided on behalf of the Carrier and/or is not provided on behalf of the Carrier and/or is not provided on behalf of the Carrier and/or is not provided on behalf of the Carrier and/or is not provided on behalf of the Carrier and/or is not provided on behalf of the Carrier and/or is not provided on behalf of the Carrier and/or is not provided on behalf of the Carrier and/or is not provided on behalf of the Carrier and/or is not provided on behalf of the Carrier and/or is not provided on behalf of the Carrier and/or is not provided on behalf of the Carrier and/or is not provided on behalf of the Carrier and/or is not provided on behalf of the Carrier and/or is not provided on behalf of the Carrier and/or is not provided on behalf of the Carrier and/or is not provided on behalf of the Carrier and/or is not provided on behalf of the Carrier and/or is not provided on behalf of the Carrier and/or is not provided on behalf of the Carrier and/or is not provided on behalf of the Carrier and/or is not provided on behalf of the Carrier and/or is not provided on behalf of the Carrier and/or is not provided on behalf of the Carrier and/or is not provided on behalf of the Carrier and/or is not provided on behalf of the Carrier and/or is not provided on behalf of the Carrier and/or is not provided on behalf of the Carrier and/or is not provided on behalf 
2013/2008/2004 8.4 The Handling Company shall not make any claim against the Carrier and shall indemnify it (subject as hereinafter provided) against any legal liability for claims or suits, including costs and expenses incidental thereto, in respect of: (a) injury to or death of any employees of the Handling Company, its servants, agents or sub-
contractors; and (b) damage to or loss of property owned or oper ated 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 SubArticle 8.1(d), 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 be indemnified. For the avoidance of doubt, save as expressly stat ed, this Sub-
Article 8.5 does not affect or prejudice the generality of the provisions of SubArticle 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 dam age howsoever arising. 8.6. Furthermore, notwithstanding SubArticle 8.1
(c), the Handling Company shall indemnify the Carrier against direct loss of or damage to the Carrier's cargo (excluding Mail) caused by the negligent act (34)SGHA 2013/2008/2004 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 provid ed always that the Handling Company in the provision of the services and/or the supply of goods under this Agreement provid ed always that the Handling Company in the provision of the services and/or the supply of goods under this Agreement provid ed always that the Handling Company in the provision of the services and/or the supply of goods under this Agreement provid ed always that the Handling Company in the provision of the services and/or the supply of goods under this Agreement provid ed always that the Handling Company in the provision of the services and/or the supply of goods under this Agreement provid ed always that the Handling Company in the provision of the services and/or the supply of goods under this Agreement provid ed always that the Handling Company in the provision of the services and/or the supply of goods under this Agreement provid ed always that the Handling Company in the provision of the services and the supply of goods under the su
Company's liability shall be limited to as set out in article 22.3 of the Montreal Convention 1999 or any amendment to that Convention in force at the time of the loss or damage or to the actual compensation paid out by the Carrier, whichever is less. In any event, the total amount of the claim shall not exceed USD 1,000,000, except that loss or
 claim concerning the scope, meaning, construction or effect of this Agreement, the parties may elect to resolve the dispute smongst themselves. Failing mutual resolution of the dispute amongst themselves. Failing mutual resolution of the dispute smongst themselves.
 parties fail to agree to an arbitration process, the dispute shall be settled in accordance with the laws of the state or jurisdic tion 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. (35)SGHA 2008SGHA 2013/2008/2004 10.2 All stamp duties and registration fees in connec tion with this Agreement, which may be prescribed under the national law of the location(s), as men tioned 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 governing the
provision of services at locations for which there are valid Annex(es) B to this Agreement shall be recorded in Annex(es) B to this Agreement shall be recorded in Annex(es) B. 11.3 Any notice referred to under this Agreement shall be recorded in Annex(es) B. 11.3 Any notice referred to under this Agreement shall be recorded in Annex(es) B. 11.3 Any notice referred to under this Agreement shall be recorded in Annex(es) B. 11.3 Any notice referred to under this Agreement shall be recorded in Annex(es) B. 11.3 Any notice referred to under this Agreement shall be recorded in Annex(es) B. 11.3 Any notice referred to under this Agreement shall be recorded in Annex(es) B. 11.3 Any notice referred to under this Agreement shall be recorded in Annex(es) B. 11.3 Any notice referred to under this Agreement shall be recorded in Annex(es) B. 11.3 Any notice referred to under this Agreement shall be recorded in Annex(es) B. 11.3 Any notice referred to under this Agreement shall be recorded in Annex(es) B. 11.3 Any notice referred to under this Agreement shall be recorded in Annex(es) B. 11.3 Any notice referred to under this Agreement shall be recorded in Annex(es) B. 11.3 Any notice referred to under this Agreement shall be recorded in Annex(es) B. 11.3 Any notice referred to under this Agreement shall be recorded in Annex(es) B. 11.3 Any notice referred to under this Agreement shall be recorded in Annex(es) B. 11.3 Any notice referred to under this Agreement shall be recorded in Annex(es) B. 11.3 Any notice referred to under this Agreement shall be recorded in Annex(es) B. 11.3 Any notice referred to under this Agreement shall be recorded in Annex(es) B. 11.3 Any notice referred to under this Agreement shall be recorded in Annex(es) B. 11.3 Any notice referred to under this Agreement shall be recorded in Annex(es) B. 11.3 Any notice referred to under this Agreement shall be recorded in Annex(es) B. 11.3 Any notice referred to under this Agreement shall be recorded in Annex (es) B. 11.3 Any notice referred to under this Agre
 proof of receipt or acknowledgement is obtained, to the respec tive 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 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.
 11.5 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. (36)SGHA 2013/2008/2004 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 operate in the agreed loca tion(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, cancel lation or suspension by giving to the other Party may terminate this Agreement and its Annexes at any time if the other Party
 becomes insolvent, makes a general assignment for the ben efit of creditors, or commits an act of bankruptcy or if a petition in bankruptcy or for its reorganisation or the readjustment of its indebtedness be filed by or against it, provided the petition is found justified by the appropriate authority, or if a receiver, trustee or liquidator of all or
 substantially all of its proper ty be appointed or applied for. 11.9 Both Parties shall be exempt from obligation if prompt notification is given by either Party in respect of any failure to perform its obligations under this Agreement arising from any of the following causes: - labour disputes involving complete or partial stoppage of work or delay in the
 performance of work; - force majeure or any other cause beyond the control of either Party. 11.10 In the event of the Agreement or part thereof being terminated by notice or otherwise, such termination shall be without prejudice to the accrued rights and liabilities of either Party prior to termination. (37)SGHA 2008SGHA 2013 SGHA
 2013/2008/2004 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 becom ing effective. The notice shall specify the revised charges which the Handling
 Company proposes to introduce, together with the date on which they are to be brought into effect. 11.12 Notwithstanding Article 11.11, when changes occur in the schedule, and/or frequencies and/or types of aircraft, other than those set out in Annex(es) B, which affect the handling costs, either Party shall have the right to request an adjustment to
the handling charges as from the date of the change provided that the Party informs the other Party within thirty days of the change. New 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
                                                                                                                                                                                                                                                                                                               (38)SGHA 2013/2008/2004 Annex A - Ground Handling Services Table of contents New Section 1 Managing Functions 1.1 Representation 1.2 Administrative
                        Supervision and/or Coordination 1.4 Station Management Section 2 Passenger Services 2.1 General 2.2 Departure 2.3 Arrival New 2.4 Intermodal Transportation by Rail, Road or Sea Section 3 Ramp Services 3.1 Baggage Handling 3.2 Marshalling 3.3 Parking New 3.4 Ancillary Items 3.5 Ramp to Flight Deck Communication 3.6 Loading
and Unloading New 3.7 Safety Measures New 3.8 Moving of Aircraft New 3.14 Storage of Cabin Material (39)SGHA 2013 SGHA 2013/2008/2004 Section 4 Load Control, Communications and Flight Operations 4.1 Loac
Control 4.2 Communications 4.3 Flight Operations New 5.4 Physical Handling Outbound/Inbound New 5.5 Transfer/Transit Cargo New 5.6 Post Office Mail Section 6 Support
 Services 6.1 Accommodation 6.2 Automation/Computer Systems 6.3 Unit Load Device (ULD) Control 6.4 Fuel Farm (Depot) 6.5 Ramp Fuelling/Defuelling Operations 6.6 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 New 7.4 Ramp 7.5 Additional Security Services 8.2 Replenishing of Oils and Fluids 8.3 Nonroutine Services 8.4 Material Handling 8.5 Parking and Hangar Space (40)SGHA 2013/2008/2004 IATA Standard Ground Handling Agreement STANDARD GROUND HANDLING AGREEMENT
                                                                                                   hereinafter referred to as "the Handling Company" or "the Carrier", as the case may be. This Annex A is valid from
                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             (41)SGHA 2013 SGHA 2013/2008/2004 Section 1
 Managing Functions 1.1 Representation 1.1.1 (a) provide (b) arrange for 1. guarantee 2. bond to facilitate the Carrier's activities. 1.1.2 Liaise with local authorities. 1.1.1 Inform all interested Parties concerning schedules of the Carrier's aircraft. 1.2 Administratives.
  Functions 1.2.1 Establish and maintain local procedures. 1.2.2 Take action on communications addressed to the Carrier. 1.2.3 Prepare, forward, file and retain for a period specified in the following areas. (a) station administration (b) passenger services
(c) ramp services (d) load control (e) flight operations (f) cargo services (g) mail services (i) security (j) aircraft maintenance (k) other, as specified in Annex B 1.2.4 Maintain the Carrier's manuals, circulars, and other operational documents connected with the performance of the services. 1.2.5 (a) Check (b) Sign (c) Forward on
behalf of the Carrier items including, but not limited to, invoices, supply orders, handling charge notes, work orders 1.2.6 Effect payment, on behalf of the Carrier items including but not limited to, invoices, supply orders, handling charge notes, work orders 1.2.6 Effect payment, 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 items including but not limited to, invoices, supply orders, handling charge notes, work orders 1.2.6 Effect payment, on behalf of the Carrier items including but not limited to.
Supervision and/or Co-ordination 1.3.1 (a) Supervise (b) Coordinator (TRC) 1.3.3 Ensure that the third party(ies) is(are) informed about operational data and Carrier's requirements in a timely manner. 1.3.4 Liaise with the Carrier's designated
representative 1.3.5 Verify availability and preparedness of personnel, equipment, Loads, documentation of third par ty(ies). 1.3.6 Meet aircraft upon arrival and liaise with crew. 1.3.7 Decide on nonroutine matters. 1.3.8 Verify dispatch of operational messages. 1.3.9 Note irregularities and inform the Carrier. 1.4 Station Management 1.4.1 Provide
representative on behalf of the Carrier to act (a) exclusively (b) nonexclusively (b) nonexclusively (b) nonexclusively (contents of the Carrier's interest with regard to resolving governmental and local authorities matters 1.4.3 Attend local authorities matter 1.4.3 A
vote and commit on behalf of the Carrier 1.4.4 The Handling Company will be authorised to (a) solicit (b) negotiate (c) commit services on behalf of the Carrier, with expendi ture/commitment limit to be specified in Annex B (1) airport lounges (2) baggage delivery services (3) janitorial (4) newspapers delivery (5) laundry services (6) porters (7) other
(43)SGHA 2013 SGHA 2013/2008/2004 1.4.5 Negotiate and secure slot(s) and airport facilities, as available, on behalf of the Carrier 1.4.6 Liaise with local and Government authorities to ensure that all necessary permits and licenses are applied for, negotiated and secured in advance of each seasonal/operational change. 1.4.7 Perform and report
quality/performance measure ments 1.4.8 Handle the contents of Carrier's company mail (44)SGHA 2013/2008/2004 Section 2 Passenger Services 2.1 General 2.1.1 Inform passengers and/or public about time of carrier's aircraft and surface transport. 2.1.2 Make arrangements for, transfer and transit pas sengers and their
 baggage and inform them about services available at the airport. 2.1.3 When requested by the Carrier, (a) Provide (b) Arrange for special equipment, facilities and specially trained personnel, for assistance to (1) unaccompanied minors. (2) persons with reduced mobility (PRMs). (3) VIPs. (4) transit without visa passengers (TWOVs). (5) deportees. (6)
special medical transport (7) others, as specified in Annex B. 2.1.4 (a) Provide (b) Arrange for passenger assistance when flights are interrupted, delayed or cancelled. Such assistance when flights are interrupted, delayed or cancelled. Such assistance when flights are interrupted, delayed or cancelled. Such assistance when flights are interrupted, delayed or cancelled. Such assistance when flights are interrupted, delayed or cancelled. Such assistance when flights are interrupted, delayed or cancelled. Such assistance when flights are interrupted, delayed or cancelled. Such assistance when flights are interrupted, delayed or cancelled. Such assistance when flights are interrupted, delayed or cancelled. Such assistance when flights are interrupted, delayed or cancelled. Such assistance when flights are interrupted, delayed or cancelled. Such assistance when flights are interrupted, delayed or cancelled. Such assistance when flights are interrupted, delayed or cancelled. Such assistance when flights are interrupted, delayed or cancelled. Such assistance when flights are interrupted, delayed or cancelled. Such assistance when flights are interrupted, delayed or cancelled. Such assistance when flights are interrupted, delayed or cancelled. Such assistance when flights are interrupted, delayed or cancelled. Such assistance when flights are interrupted, delayed or cancelled. Such assistance when flights are interrupted, delayed or cancelled. Such assistance when flights are interrupted, delayed or cancelled. Such assistance when flights are interrupted, delayed or cancelled. Such assistance when flights are interrupted, delayed or cancelled. Such assistance when flights are interrupted, delayed or cancelled. Such assistance when flights are interrupted, delayed or cancelled. Such assistance when flights are interrupted, delayed or cancelled. Such assistance when flights are interrupted, delayed or cancelled. Such assistance when flights are interrupted, delayed or cancelled.
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 (45)SGHA 2013/2008/2004 2.1.8 (a) Provide (b) Arrange for (1) checkin counter(s) (2) service counter(s) (3) transfer counter(s) (4) lounge
facilities (5) set up of Carrier specific items, such as but not limited to carpets, mobile signage, queuing control stanchions (6) other facilities as specified in Annex B 2.1.9 Perform the following ticketing/sales functions (6) other facilities as specified in Annex B 2.2.0 perform the following ticketing (e) other facilities as specified in Annex B 2.1.0 perform the following ticketing (e) other facilities as specified in Annex B 2.1.0 perform the following ticketing (e) other facilities as specified in Annex B 2.1.0 perform the following ticketing (e) other facilities as specified in Annex B 2.1.0 perform the following ticketing (e) other facilities as specified in Annex B 2.1.0 perform the following ticketing (e) other facilities as specified in Annex B 2.1.0 perform the following ticketing (e) other facilities as specified in Annex B 2.1.0 perform the following ticketing (e) other facilities as specified in Annex B 2.1.0 perform the following ticketing (e) other facilities as specified in Annex B 2.1.0 perform the following ticketing (e) other facilities (f) other facilities (f
Departure 2.2.1 Perform preflight editing New 2.2.2 Check and ensure (a) that tickets are valid for the flight(s). The check shall not include the fare. At the following locations: (1) check travel documents for the flight(s) concer ned. In the
event that the Handling Company does not have access to information that ver ifies visa validities the Handling Company will not have liability. The Handling Company will not have liability. The Handling Company will not have liability. The Handling Company will not have liability.
document infor mation into Carrier's and/or government system. At the following locations: (1) checkin area (2) lounge (3) transfer counter (46)SGHA 2013/2008/2004 (5) gate (6) off airport (7) 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. New (2)
subsequent flight(s). At following locations: (a) checkin area (b) lounge (c) transfer counter (d) gate (e) off airport (f) other as specified in Annex B 2.2.5 Excess baggage (a) determine excess baggage (b) issue excess baggage (b) issue excess baggage (b) issue excess baggage (c) transfer counter (d) gate (e) off airport (f) other as specified in Annex B 2.2.5 Excess baggage (a) determine excess baggage (b) issue excess baggage (b) issue excess baggage (b) issue excess baggage (c) off airport (f) other as specified in Annex B 2.2.5 Excess baggage (b) issue excess baggage (c) off airport (f) other as specified in Annex B 2.2.5 Excess baggage (b) issue excess baggage (c) off airport (f) other as specified in Annex B 2.2.5 Excess baggage (b) issue excess baggage (c) off airport (f) other as specified in Annex B 2.2.5 Excess baggage (b) issue excess baggage (c) off airport (f) other as specified in Annex B 2.2.5 Excess baggage (b) issue excess baggage (c) off airport (f) other as specified in Annex B 2.2.5 Excess baggage (b) issue excess baggage (c) off airport (f) other as specified in Annex B 2.2.5 Excess baggage (b) issue excess baggage (c) off airport (f) other as specified in Annex B 2.2.5 Excess baggage (b) issue excess baggage (c) off airport (f) other as specified in Annex B 2.2.5 Excess baggage (c) off airport (f) other as specified in Annex B 2.2.5 Excess baggage (c) off airport (f) other as specified in Annex B 2.2.5 Excess baggage (f) off airport (f) other as specified in Annex B 2.2.5 Excess baggage (f) off airport (f) other as specified in Annex B 2.2.5 Excess baggage (f) other as specified in Annex B 2.2.5 Excess baggage (f) other as specified in Annex B 2.2.5 Excess baggage (f) other as specified in Annex B 2.2.5 Excess baggage (f) other as specified in Annex B 2.2.5 Excess baggage (f) other as specified in Annex B 2.2.5 Excess baggage (f) other as specified in Annex B 2.2.5 Excess baggage (f) other as specified in Annex B 2.2.5 Excess baggage (f) other as specified in Annex B 2.2.5 Excess baggage
checkin area (2) lounge (3) transfer counter (4) gate (5) off airport (6) other as specified in Annex B New 2.2.6 Tag (a) checked baggage (b) cabin baggage (c) transfer counter (d) gate (e) off airport (47)SGHA 2013/2008/2004 New 2.2.7
Effect conveyance of checked baggage to the bag gage sorting area At the following locations: (a) checkin area (b) lounge (c) transfer counter (d) gate (e) other as specified in Annex B New 2.2.8 Effect conveyance of Out of Gauge (OOG) checked baggage to the baggage to the baggage sorting area At the following locations: (a) checkin area (b) lounge (c) transfer counter (d) gate (e) other as specified in Annex B New 2.2.8 Effect conveyance of Out of Gauge (OOG) checked baggage to the baggage to the baggage to the baggage sorting area At the following locations: (a) checkin area (b) lounge (c) transfer counter (d) gate (e) other as specified in Annex B New 2.2.8 Effect conveyance of Out of Gauge (OOG) checked baggage to the baggage t
counter (d) gate (e) other as specified in Annex B New 2.2.9 Collect airport and/or any other service charges from departing passengers At the following locations: (a) Carry out the Carrier's seat allocation or selection system (b) Issue boarding
pass(es) (c) Detach applicable flight coupons for (1) initial flight. (2) subsequent flight(s) At the following locations: (a) checkin area (b) lounge (c) transfer counter (d) gate (e) off airport (f) other as specified in Annex B New 2.2.11 Handle (a) Denied Boarding process (b) Denied Boarding Compensation (48)SGHA 2013/2008/2004 At the following locations:
locations: (1) checkin 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. New 2.2.13 Handle upgrade/downgrade functions At the following locations: (a) checkin area (b) lounge (c)
transfer counter (d) gate (e) other as specified in Annex B New 2.2.14 Handle standby list At the following locations: (a) checkin area (b) lounge (c) transfer counter (d) gate (e) other as specified in Annex B 2.2.15 At the gate perform (a) verification of cabin baggage (b) boarding process (c) reconciliation of passenger numbers with air craft
documents prior to departure (d) other gate functions as specified in Annex B 2.2.16 (a) collect (b) reconcile (c) handle and forward to Carrier transportation documents) uplifted from departing passengers (49)SGHA 2013/2008/2004 2.3 Arrival 2.3.1 (a) Perform or (b) Arrange for
opening/closing aircraft passenger doors New 2.3.2 Direct passengers (a) from aircraft through controls (b) Arrange for (1) Transfer counter (2) Connection services (3) Baggage recheck New 2.3.4 Handle lost, found and damaged property matters. (a) Provide (b)
Arrange for (1) acceptance of baggage tracing system (3) maintaining baggage tracing system (3) maintaining baggage tracing system (6) handling of communications with passengers (7) repair or replacement
of damaged baggage New 2.4 Inter-modal Transportation by Rail, Road or Sea 2.4.1 Carry out passenger and baggage handling as described in SubSections 2.1, 2.2 and "flight(s)", and "terminal" for "airport". 2.4.2 Direct departing passengers to
connecting trans port. 2.4.3 Load baggage on connecting transport, as directed by the rail, road or sea transport operator. 2.4.5 Direct arriving passengers through controls to the Carrier's flight departure services. 2.4.6 Offload baggage from connecting
transport, as directed by the rail, road or sea transport operator and transfer it to the Carrier's airport services 3.1 Baggage Handling New 3.1.1 Handle baggage in (1) baggage sorting area. (2) other location(s) as specified in Annex B 3.1.2 Prepare for delivery onto flights (a) bulk baggage (b)
ULDs (c) baggage accepted at a location as specified in Annex B 3.1.3 Establish the number and/or weight of (a) bulk baggage (b) ULDs. 3.1.5 Prioritise baggage delivery to claim area. 3.1.6 Deliver to claim area (a) baggage New (b) Out of Gauge
(OGG) 3.1.7 Transfer baggage (a) Provide (b) Arrange for (1) Sortation of transfer baggage to the sorting area of the receiving carrier. 3.1.8 Handle crew baggage. 3.2 Marshaling 3.2.1 (a) Provide or (b) Arrange for
marshaling at arrival and/or departure. New 3.2.2 Operate automated guidance systems 3.3 Parking 3.3.1 (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. New 3.4 Ancillary Items 3.4.1 (a) Provide (b) Arrange for (c) Operate (1) Ground power unit (2) Fixed ground power unit (2) Fixed ground power unit (2) Fixed ground power unit (3) Fixed ground power unit (4) Heating unit (5) Air start unit 3.5 Ramp to Flight Deck Communication 3.5.1 Provide headsets. 3.5.2 Perform ramp to flight deck
communication (a) during pushback. New (b) during engine starting. (d) for other purposes. 3.6 Loading and Unloading 3.6.1 (a) Provide or (b) Arrange for (c) Operate (1) passenger steps. (2) flight deck steps. (3) loading bridges 3.6.2 (a) Provide or (b) Arrange for (c) Operate (1) passenger steps. (2) flight deck steps. (3) loading bridges 3.6.2 (a) Provide or (b) Arrange for (c) Operate (1) passenger steps. (2) flight deck steps. (3) loading bridges 3.6.2 (a) Provide or (b) Arrange for (c) Operate (1) passenger steps. (2) flight deck steps. (3) loading bridges 3.6.2 (a) Provide or (b) Arrange for (c) Operate (1) passenger steps. (3) loading bridges 3.6.2 (a) Provide or (b) Arrange for (c) Operate (1) passenger steps. (3) loading bridges 3.6.2 (a) Provide or (b) Arrange for (c) Operate (1) passenger steps. (3) loading bridges 3.6.2 (a) Provide or (b) Arrange for (c) Operate (1) passenger steps. (3) loading bridges 3.6.2 (a) Provide or (b) Arrange for (c) Operate (1) passenger steps. (3) loading bridges 3.6.2 (a) Provide or (b) Arrange for (c) Operate (1) passenger steps. (3) loading bridges 3.6.2 (a) Provide or (b) Arrange for (c) Operate (1) passenger steps. (3) loading bridges 3.6.2 (a) Provide or (b) Arrange for (c) Operate (1) passenger steps. (3) loading bridges 3.6.2 (a) Provide or (b) Arrange for (c) Operate (1) passenger steps. (4) Provide or (b) Arrange for (c) Operate (1) passenger steps. (5) Indiana steps are the passenger steps are t
minal(s). 3.6.3 (a) Provide (b) Arrange for (c) Operate (52)SGHA 2013/2008/2004 3.6.4 (a) Provide (b) Arrange for delivery and pickup of (1) Baggage (2) General cargo (3) Special shipments (4) Mail (5) Documents (6)
Company mail between agreed points on the air port New 3.6.6 (a) Unload aircraft, returning lashing materials to the Carrier. (b) Load and secure Loads in the aircraft (c) Redistribute Loads in the aircraft (d) Operate inplane loading system. (e) Report final load distribution to the Load Control unit. 3.6.7 Open, close and secure aircraft hold doors. (a)
aircraft lower deck (b) aircraft main deck 3.6.8 (a) Provide (b) Arrange for ballast 3.6.9 (a) Provide (b) Arrange for safeguarding of all Loads requiring special han dling during (1) loading/unloading (2) transport between aircraft and designated point (53)SGHA 2013/2008/2004 New 3.7 Safety Measures 3.7.1 (a) Provide (1) portable fire
extinguisher on motorized/self propelled ramp equipment (2) ramp fire extinguisher, if not provided by air port authority (b) arrange for (1) attendance of airport fire services at aircraft 3.7.2 Perform visual external safety/ground damage in spection 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 represent ative 3.7.3 Check that all doors and access panels are properly closed and locked. New 3.8 Moving of Aircraft 3.8.1 (a) Provide (b) Arrange for (1) Towin and/or pushback of aircraft (2) Towing of Aircraft between other
points (3) Cockpit brake operator in connection with tow ing (4) Wingwalker(s) 3.8.2 (a) Towbar to be provided by the Carrier New 3.9 Exterior Cleaning 3.9.1 Perform cleaning in accordance with Carriers writ ten 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 (3) lower surface (2) lower surface (3) lower surface (4) lower surface (5) lower surface (1) lower surface (2) lower surface (3) lower surface (4) lower surface (5) lower surface (6) lower surface (7) lower surface (8) lower surface (9) lower surface (1) lower surface (1) lower surface (1) lower surface (1) lower surface (2) lower surface (3) lower surface (1) lower surface (1) lower surface (2) lower surface (3) lower surface (4) lower surface (5) lower surface (6) lower surface (7) lower surface (8) lower surface (9) lower surface (1) lower surface (2) lower surface (3) lower surface (1) lower surface (1) lower surface (1) lower surface (2) lower surface (3) lower surface (1) lower surface (2) lower surface (3) lower surface (4) lower surface (5) lower surface (6) lower surface (1) lower surface (2) lower surface (3) lower surface (4) lower surface (5) lower surface (6) lower surface (7) lower surface (8) lower surface (1) lower surface (2) lower surface (3) lower surface (4) lower surface (1) lower surface (2) lower surface (3) lower surface (4) lower surface (1) lower surface (1) lower surface (2) lower surface (3) lower surface (4) l
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For Later100%100% found this document useful, undefined END USER AGREEMENTS ("EUA GAC acknowledges that the END USER may choose to enter into an End User Agreement, and that the term of the EUA may exceed the term of the current H-GAC agreement. H-GAC's acknowledgement
is not an endorsement or approval of the End User Agreement with H-GAC. Contractor agrees not to offer, agree to or accept from the END USER, any terms or conditions that termination of its Agreement with H-GAC for any reason shall not result in the
termination of any underlying EUA, which shall in each instance, continue pursuant to the EUA's stated terms and duration. Pursuant to the terms of this Agreement, termination of this Agreement will disallow the Contractor from entering into any new EUA with END USERS. Applicable H-GAC order processing charges will be due and payable to H-
GAC What are the changes until now in v.2018? Main Agreement: • All changes from AHM 811 are included • SUB-ARTICLE 3.3. - new - prohibition of self-handling when valid SGHA with handler • ARTICLE 3.3. - new - prohibition of self-handling when valid SGHA with handler • ARTICLE 3.3. - new - prohibition of self-handling when valid SGHA with handler • ARTICLE 3.3. - new - prohibition of self-handling when valid SGHA with handler • ARTICLE 3.3. - new - prohibition of self-handling when valid SGHA with handler • ARTICLE 3.3. - new - prohibition of self-handling when valid SGHA with handler • ARTICLE 3.3. - new - prohibition of self-handling when valid SGHA with handler • ARTICLE 3.3. - new - prohibition of self-handling when valid SGHA with handler • ARTICLE 3.3. - new - prohibition of self-handling when valid SGHA with handler • ARTICLE 3.3. - new - prohibition of self-handling when valid SGHA with handler • ARTICLE 3.3. - new - prohibition of self-handling when valid SGHA with handler • ARTICLE 3.3. - new - prohibition of self-handling when valid SGHA with handler • ARTICLE 3.3. - new - prohibition of self-handling when valid SGHA with handler • ARTICLE 3.3. - new - prohibition of self-handling when valid SGHA with handler • ARTICLE 3.3. - new - prohibition of self-handling when valid SGHA with handler • ARTICLE 3.3. - new - prohibition of self-handling when valid SGHA with handler • ARTICLE 3.3. - new - prohibition of self-handling when valid SGHA with handler • ARTICLE 3.3. - new - prohibition of self-handling when valid SGHA with handler • ARTICLE 3.3. - new - prohibition of self-handling when valid SGHA with handler • ARTICLE 3.3. - new - prohibition of self-handling when valid SGHA with handler • ARTICLE 3.3. - new - prohibition of self-handling when valid SGHA with handler • ARTICLE 3.3. - new - prohibition of self-handling when valid SGHA with handler • ARTICLE 3.3. - new - prohibition of self-handling when valid SGHA with handler • ARTICLE 3.3. - new - prohibition of self-handling when valid SGHA with hand
Handling Company shall apply its own standard practices and procedures provided they follow the applicable IATA industry developed standards, which may include but not limited to:(a) IATA Resolutions (DGR), CSC Resolution 620. Perishable Cargo Regulations
(PCR), CSC Resolution 622 • Temperature Control Regulations (TCR), CSC Resolution 624 • Passenger Services Conference Resolution Manual (PSCRM)(b) IATA Recommended Practices or other IATA Standards • Framework for a postal agreement, CSC Recommended Practices or other IATA Standards • Framework for a postal agreement, CSC Recommended Practices or other IATA Standards • Framework for a postal agreement, CSC Recommended Practices or other IATA Standards • Framework for a postal agreement, CSC Recommended Practices or other IATA Standards • Framework for a postal agreement, CSC Recommended Practices or other IATA Standards • Framework for a postal agreement, CSC Recommended Practices or other IATA Standards • Framework for a postal agreement, CSC Recommended Practices or other IATA Standards • Framework for a postal agreement, CSC Recommended Practices or other IATA Standards • Framework for a postal agreement, CSC Recommended Practices or other IATA Standards • Framework for a postal agreement, CSC Recommended Practices or other IATA Standards • Framework for a postal agreement, CSC Recommended Practices or other IATA Standards • Framework for a postal agreement, CSC Recommended Practices or other IATA Standards • Framework for a postal agreement, CSC Recommended Practices or other IATA Standards • Framework for a postal agreement for a
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Manual (AHM), PSC RP 1690a• IATA Ground Operational Manual (IGOM) PSC RP1690b• ISAGO Standard Manual (IGOM) PSC RP1690b• ISAGO Standard Manual (IGOM) PSC RP1690b• IATA Guidance Material on Standard Into-Plane Fueling Procedures• Passeger Services Conference Resolutions Manual (PSCRM)• and/or ICAO and/or other governing rules, regulations and proceduresAccepting audit pools• SUB-ART. 5.9The Carrier or a regulatory authority governing the Carrier 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 should ensure that all ground service equipment complies with the AIRCRAFT DAMAGE PREVENTION REQUIREMENTS Aircraft Damage recommendations as detailed in Chapter 9 of the AHM.• SUB-ART. 5.14The Handling Company should ensure that all ground services in the applicable Annex(es) B. Such notice Sub-ART. 5.14The Handling Company should ensure that all ground services contains and procedures.

Octobre No. And Prozent Bool of growing service resistances in conditional to accordance and the continue for Annex Res. 19. A. M. P. T. T. T. M. Facilitate Congress and Services in the Annex Res. 19. A. M. P. M. T. T. T. M. Facilitate Congress and solidate American's P. Stood in Conference of Annex and an International Conference on Annex and the Annex Res. 19. A. M. M. T. M