

LONDON CITY AIRPORT

CONDITIONS OF USE

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TERMS AND CONDITIONS OF USE OF LONDON CITY AIRPORT

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London City Airport is owned and managed by London City Airport Limited a subsidiary of Airport Management and Investment Limited. It is the holder of a Public Use Aerodrome Licence issued by the Civil Aviation Authority.

The Airport is subject to economic regulation pursuant to Section 37 of the Airports Act 1986 and has been granted permission by the Secretary of State for Transport to levy airport charges.

Your attention is drawn in particular to Clauses 11 and 12 of these Conditions.

1. **DEFINITIONS AND INTERPRETATIONS**

- 1.1 “The Airport” means the airport known as London City Airport and situated at Royal Docks, London E16 2PX which is operated by or under the control of the Company as hereinafter defined. The term “airport” shall be interchangeable with the terms “airfield”, “airstrip”, “aerodrome” or any other like term, where the context so dictates and such terms shall bear their ordinary and usual meaning according to English Law.
- 1.2 “Airside” means all those areas of the Airport where it is necessary to pass through security control(s).
- 1.3 “Arriving passenger” means a passenger aboard an Aircraft at the time of landing who leaves the Aircraft at the Airport on the termination of a flight and includes a passenger who arrives at the Airport in one Aircraft and departs from the Airport in another.
- 1.4 The “Company”, which term shall include any associated, group or subsidiary company thereto and shall, unless the context otherwise provides, include any servant, or agent, means London City Airport Limited, whose Registered Office is at Royal Docks, London E16 2PX or any successor or assignee of the Company for the time being.
- 1.5 “The Conditions” mean these London City Airport Conditions of Use and any rules and regulations relating to the use of the Airport, and any variations thereto, in writing, made pursuant to Clause 2.15, and any orders, instructions, directions, notices or bye-laws respectively from time to time in force whether in writing or otherwise made by the Company or on its behalf. The Conditions shall be construed in all respects according to English Law. A copy of the Conditions will be available on request from the Company but shall be deemed to bind the Operator whether or not a copy has been requested. In the event of inconsistency and so far as permitted by law these Conditions shall take precedence over any other conditions or terms.
- 1.6 “Corporate Aircraft” means Aircraft chartered or operated specifically or mainly for corporate/private non-scheduled Flights

- 1.7 “Domestic flight” means a flight where the Aircraft takes off from and lands at an airport within the United Kingdom, Channel Islands or Isle of Man with no intermediate landing at a point outside these areas, provided always that such a flight is not part of a through journey or through service to or from a point outside the United Kingdom, Channel Islands or Isle of Man.
- 1.8 “Flight” has the meaning as in Paragraph 129(2) of the Air Navigation Order 2000.
- 1.9 “Freight” means goods or other property carried or to be carried on an Aircraft, other than Mail, baggage or property of the Operator. For the avoidance of doubt any baggage carried pursuant to an air way bill shall be Freight.
- 1.10 “International departing passenger” means any passenger who boards an Aircraft at the Airport whose final destination is a place outside the United Kingdom, Channel Islands or Isle of Man.
- 1.11 “International flight” means a Flight other than a Domestic Flight.
- 1.12 “Landing time & departure time” means the time of touch-down and take-off respectively as recorded by the Air Traffic Services Unit at the Airport.
- 1.13 “Landside” means all areas of the Airport not subject to secure security control.
- 1.14 “Local Procedures” mean any written procedure used by the Company supplementing these Conditions, including Airport Director’s Notices, Airport Director’s Instructions, Notices to Operators and Operational Safety Instructions.
- 1.15 “Mail” means all types of material communications carried on an Aircraft e.g. post office, diplomatic and military mail.
- 1.16 “Maximum Total Weight Authorised” in relation to an Aircraft means the maximum total weight of the Aircraft and its contents at which the Aircraft may take off in the United Kingdom in the most favourable circumstances in

accordance with the Certificate of Airworthiness for the time being in force in respect of the Aircraft, however, if that Certificate indicates a maximum total weight at which the Aircraft may taxi, that weight shall be taken to be the maximum total weight authorised.

- 1.17 The “Operator” means in relation to an Aircraft the person or organisation from time to time having the management or possession of that Aircraft, whether owner, user, pilot or otherwise and shall mean the person(s) or body or organisation (and their respective servants, agents and contractors) using, attempting to make use of, or having used, the facilities or services offered by the Company at the Airport or elsewhere. For the purposes of being bound by these Conditions the Operator warrants that he has full authority and power to bind as his agent any owner, lessor, mortgagor, lender or pilot of the Aircraft and all their respective servants, agents or contractors.
- 1.18 “Operations Controller” means an employee of the Company working in the Operations Department
- 1.19 “Operations Department” means the Company’s Department at the Airport responsible for the maintenance of a safe environment on and around the airfield and implementation of Airside safety policies
- 1.20 “Passenger” means any person carried on an Aircraft with the exception of the Flight crew and cabin staff operating the Aircraft’s Flight or CAA inspectors and sky marshals.
- 1.21 “Positioning flight” means a flight by an Aircraft without a payload, moving into position for transport flights or returning to base after such flights.
- 1.22 “Terminal passenger” means any passenger aboard an Aircraft at the time of take-off other than a Transit passenger.
- 1.23 “Transit passenger” means a passenger who arrives at and departs from an intermediate station (after a ground stop) with the same flight (notwithstanding that the passenger may depart in a substituted Aircraft because the Aircraft on which the passenger arrived has been declared unserviceable).

- 1.24 Any phrase introduced by the terms “including”, “include”, “in particular” or any similar expression shall be construed as illustrative and shall not limit the sense of the words preceding those terms.
- 1.25 References to Clauses Sub-Clauses Schedules and parties are to the Clauses and Sub-Clauses of and Schedules and parties to these Conditions
- 1.26 The index and headings are included for convenience only and shall not affect the construction of these Conditions
- 1.27 References to any of the masculine feminine and neuter genders shall include the other genders and references to the singular number shall include the plural and vice versa
- 1.28 References to a statutory provision shall include any provisions of which it is a re-enactment as well as all orders and regulations made pursuant to such provision and all modifications or re-enactments from time to time of such provisions orders and regulations

2. USE OF THE AIRPORT AND ITS FACILITIES

Requirements

- 2.1 The use of the Airport by the Operator or on his or their behalf is subject to the Conditions and Local Procedures which shall apply equally to the provision of all facilities or services provided or offered to be provided by the Company and are hereby deemed to be incorporated into any agreement, contract or other legal relationship entered into or to be entered into by the Company with the Operator.
- 2.2 The Company has published an Aerodrome Manual, together with Emergency Orders and Aircraft and Salvage Orders for the Airport. Users of the Airport should obtain copies thereof and ensure that relevant employees, agents and contractors have knowledge of, and comply with, such orders or any amendments thereto as issued by the Company from time to time.

2.3 The use of the Airport is also is subject to local flying restrictions and procedures as shown in UK Air Pilot and NOTAMS

2.4 The Company is required to operate the Airport in accordance with the terms of agreements with the local planning authority which has been entered into to secure planning approvals and attempt to minimise the disruption to local communities caused by Aircraft operation at the Airport. This requires, inter alia, Aircraft operators:

- a) not to operate Aircraft auxiliary power units, other than for essential Aircraft engine starting, or cabin conditioning prior to boarding without explicit permission in advance from the Company, or in accordance with written notices as issued by the Company from time to time.
- b) not to operate mobile diesel generators at any time without express written permission from the Company
- c) to use all reasonable endeavours to utilise the Airport's fixed electrical supply
- d) not to seek from Air Traffic Control approval for Aircraft engine start up until strictly necessary
- e) to shut down Aircraft engines as soon as a possible following arrival
- f) if a delay occurs subsequent to engine start up to shut down engines whenever possible
- g) not to start engines without a member of the Company's Ground Services Department being present and visible to the pilot in command at the front of the Aircraft, giving a clear signal that it is safe to start (in the case of a Corporate Aircraft Operator, a member of London City Airport Jet Centre Limited to be present in accordance with this Clause)
- h) to comply with the provision of the Airport Noise Management Scheme as published from time to time

- i) to use all reasonable endeavours to minimise the exposure to Aircraft noise of local communities.
- 2.5 All requests for slots for scheduled and unscheduled services must be made to the appropriate persons authorised by the Company to co-ordinate such slots, details of such persons may be obtained from the Operations Department; no Flights may operate without a slot being cleared by the said appropriate persons. Furthermore, any amendments to the Operator's published timetable must be transmitted to the Company or other organisation co-ordinating the slots immediately prior to such amendments are made.
- 2.6 The Company may at its discretion require Operators to lodge a deposit with the Company equal to £30,000 per double slot (one arrival and one departure) before flights by the Operator commence. Such deposit will be held by the Company as a guarantee for payments due in accordance with the Fees and Charges and may be retained by the Company in full or in part in the event that the Company is owed any payment in accordance with the Fees and Charges, and/or the Operator does not operate booked slots (for the avoidance of doubt the failure to release slots for the forthcoming season in accordance with the standard IATA deadline (31 January and 31 August) may result in the deposit being retained). Notwithstanding the above, the Company may also request (at its discretion) a bank guarantee from the Operator.
- 2.7 All Aircraft types must comply fully with Condition 11 of the Aerodrome Licence. The Airport is not available for use by single engine Aircraft, or for recreational flying.
- 2.8 All pilots must hold a current professional Pilot's Licence (CPL/ATPL) together with a valid certificate of currency for the Aircraft type in question. Pilots of multi-engined privately owned Aircraft may operate with a co-pilot holding a PPL together with a valid certificate of currency for the Aircraft type in question, having supplied evidence that the co-pilot has undergone full familiarisation training on steep approaches, single pilot operations are prohibited.

- 2.9 All Operators, their employees, servants, agents and contractors are to ensure that whilst Airside the following are worn at all times: corporate uniforms where supplied, all relevant safety equipment and clothing, including, high visibility clothing, and Airport ID cards prominently displayed.
- 2.10 Aircraft which become technically unserviceable or subject to extensive delay must, if required by the Operations Department, be relocated to a non operational area of the airfield, Operators must ensure that they have in place the necessary arrangements and equipment to facilitate the towing of their Aircraft.

Records and Information

- 2.11 The Operator or his appointed handling agent shall furnish to the Company information of such type and in such form as the Company may from time to time require and determine relating to the movement of aircraft handled by the Operator or his agent at the Airport within 24 hours of each of those movements, including information about the number of terminal and transit passengers, the volume of Freight and Mail embarked and disembarked at the Airport and punctuality statistics together with the reason for any delays. The Operator or his appointed handling agent shall also furnish on demand in such form as the Company may from time to time determine details of the maximum total weight authorised in respect of each Aircraft owned or operated by him.
- 2.12 Where the Operator or his appointed handling agent, fails to provide the information required in Clause 2.11 above within the period stipulated herein, the Company shall be entitled to assess the fees and charges payable hereunder by the Operator by reference to the Maximum Total Weight Authorised and the maximum passenger capacity of the Aircraft type and the Operator shall pay the fees and charges as assessed by the Company. Once the Operator or its handling agent has provided the said information, the Company will pay to the Operator the difference (subject to deductions of any reasonable handling charge which may be assessed by the Company from time to time) between the assessed charge paid by the Operator and the actual charge payable by the Operator pursuant to the terms hereof or vice versa as the case may be.

- 2.13 The Operator, or its appointed handling agent, shall furnish to the Company within 21 days of a written request made by the Company copies of Aircraft load sheets to enable verification of all details with respect to the passengers carried on any or all flights departing from the Airport during a specified period. This provision shall also apply to the furnishing of copies of extracts from Aircraft flight manuals to enable verification of Aircraft weight and noise characteristics. The Operator shall, following a request made in writing by any person duly authorised in writing by the Company produce for inspection by the Company the original copies of such documents for up to six months following the departure of any Flight.
- 2.14 The Operator shall provide reports in writing addressed to the Company Head of Customer Services upon 10 days of such request by the Company specifying:
- a) Details of the number and content of any complaints received from members of the public; and
 - b) Mishandled bag statistics by carrier and route, both inbound and outbound

Variations

- 2.15 The Company shall be entitled to vary the Conditions from time to time, at its discretion and as it sees fit. Provided such variations have been brought to the notice of the Operator or are deemed to have been brought to his notice, such variations shall be binding on the Operator.

3. SELF-HANDLING

- 3.1 Subject to the Council Directive 96/67/EC regarding access to the groundhandling market at Community airports and any implementing legislation or other requirements in force from time to time, entitling Operators to provide their own groundhandling services at the Airport, the Company reserves the exclusive right to provide any service which it desires and sees fit at the Airport.

- 3.2 Operators who wish to provide such services for themselves must first apply in writing to the Managing Director of the Company and will be obliged to enter into a Self-handling Agreement with the Company setting out the minimum requirements and conditions subject to which such services shall be provided at the Airport.

4. **HEALTH AND SAFETY, AND SECURITY**

- 4.1 All Operators must comply with their obligations under the Health & Safety at Work Act 1974 and adhere to all other current health and safety legislation. A current Safety Policy Statement should be established by each Operator and prominently displayed within the Operator's premises. A copy of this Safety Policy Statement must be sent to the Airport Safety Management Representative for record purposes. The name of the Airport Safety Management Representative will be notified by the Company to the Operator.
- 4.2 The Operator must appoint a Safety Representative (the name of the Operator's Safety Representative is to be notified by the Operator to the Company) who will manage and co-ordinate all safety related issues on behalf of their organisation. The Safety Representative will ensure that business activities are conducted safely at all times, and that staff have sufficient safety training and awareness relating to the activities being undertaken.
- 4.3 The Operator will provide its written plans for dealing with emergencies to the Company and will provide any updates or amended plans as and when the updates or amendments are made. Such written plans will detail emergency contact telephone numbers.
- 4.4 The Operator is required to undertake a formal risk assessment of the activities being undertaken, their allocated premises and work areas, and equipment and systems in use at suitably regular intervals and immediately in the event of an incident/accident at the Airport. The significant findings must be recorded and held pending improvement action where this is deemed necessary and the Operator undertakes to ensure that such action is carried out. The Company may require routine audits of the Operator's safety

systems from time to time and the Operator is to co-operate with the Company in this respect.

- 4.5 Any safety or security issues arising that have an impact on other Operators, and/or the Airport must be immediately raised with the Airport Safety Management Representative (including those stated in risk assessments carried out in accordance with clause 4.4). Where common safety responsibilities are identified the Operators shall co-ordinate their activities with the Airport and other Operators to ensure a safe place of work for staff, public, contractors and others using the premises
- 4.6 Operators shall be responsible for the activities of any Contractors and external support organisations employed or engaged by them. They shall also ensure that contractors and external support organisations are advised of all current the Airport health and safety requirements which have been notified to the Operator by the Company.
- 4.7 Operators shall immediately report, using the Company's safety reporting system (details of which may be obtained from the Airport Safety Management Representative) any areas of concern observed within the Airport boundary where corrective action is deemed necessary by themselves or following a report by other persons.
- 4.8 The Operator shall respond positively to any requests by the Company regarding confirmation of safety responsibilities, risk assessments, accident records, improvement actions, and any other health and safety information where these are reasonably requested.
- 4.9 The Operator shall provide turnaround plans which are compliant with the principles of the Health and Safety Executive document HSG2009 (2000) as amended.
- 4.10 Operators acknowledge that the provisions in Clause 2.4(g) herein are also strict health and safety requirements.
- 4.11 Operators, their employees, servants, agents, contractors and all other persons on Airport premises on business for or on behalf of the Operator will

at all times comply with the Airport's security rules and regulations and such rules and regulations as contained in the National Aviation Security Programme and any other relevant legislation as in force from time to time.

5. **AIRPORT MEETINGS & TRAINING EXERCISES**

Operators will attend all Airport meetings and training exercises considered relevant to their operation at the Airport. Such meetings will include operations, health and safety, security, and emergency and contingency planning meetings. The training exercises will include the emergency exercise. The Operator's representative at any such meeting or training exercise will be a senior person within the Operator's organisation.

6. **NO SMOKING POLICY**

The Company is promoting a no smoking policy within all of its buildings for its employees, Operators, passenger handling agents, airline staff and other persons working within the boundary of the Airport. Operators' staff may not smoke in any designated non-smoking areas.

7. **AIRCRAFT AND PASSENGER HANDLING**

7.1 All Operators of Aircraft using the Airport for scheduled services are required to use an approved handling agent or adhere to the self-handling requirements as specified in Clause 3.2 above.

7.2 The Airport currently has an approved passenger handling agent for scheduled services being KLM Ground Services.

7.3 All Operators of Corporate Aircraft services (other than London Executive Aviation) are required to use London City Airport Jet Centre Limited services, the company currently approved by the Company to provide such handling services at the Airport, and any subsequently approved company.

7.4 The contractor approved by the Company to provide Aircraft cleaning is currently Inflight Cleaning Services, Operators are not permitted to use any

other third party contractor to provide such services without the Company's prior written consent.

7.5 The contractors approved by the Company to provide Aircraft engineering services are currently British European and London City Airport Jet Centre, Operators are not permitted to use any other third party contractor to provide such services at the Airport without the Company's prior written consent.

7.6 The contractor currently approved by the Company to provide Aircraft catering is CityNet Catering, Operators are not permitted to use any other third party contractor to provide such services at the Airport without the Company's prior written consent.

7.7 All services as defined in Schedule A of this document are provided for scheduled services at the Airport solely by the Company. The fees and charges for these services are contained in the Airport's Fees and Charges Booklet (the "Fees and Charges").

7.8 Operators and handling agents are to ensure that disabled passengers, unaccompanied minors and all other passengers requiring assistance are given full assistance including help with mobility for outbound flights from outside the terminal building through to embarkation on to the Aircraft and for inbound flights assistance in disembarking the Aircraft through to leaving the Airport by their chosen mode of transport. Neither the Operator or the handling agent will make any charge to passengers for any services provided by virtue of this Clause.

8. **CHARGES**

8.1 The Company's fees and charges for the use of the Airport are set out in the Fees and Charges. The publication of such fees and charges and the delivery of such to the Operator is without prejudice to the Company's right to vary from time to time any of its fees or charges therein stated in any way it sees fit. The display of any notice or delivery of a list of fees or charges is not to be construed as an offer on the part of the Company to provide any facilities or services either for the fees or charges specified or at all.

- 8.2 The Company will give to the Operator such notice as is reasonable in all the circumstances of any variation in fees or charges.
- 8.3 The charges stated in the Fees and Charges are exclusive of any Value Added Tax which may be chargeable in accordance with any statutory provisions.
- 8.4 No reduction or exemption from fees or charges will be allowed by reason of the unavailability of any Airport services, assistance or other facilities or when Aircraft are diverted or obliged to land in exceptional circumstances at the Airport for example for reason of bad weather or traffic congestion, and no exceptions or rebates from the fees or charges will be allowed unless specifically agreed in writing by the Company.
- 8.5 The Operator shall not, without the express written consent of the Company, be entitled in respect of any claim he may have against the Company or otherwise to make any set-off against or deduction from the fees or charges provided for in these Conditions. All fees and charges must be paid in full pending resolution of any such claim.

9. **PAYMENT**

- 9.1 The Operator shall pay the appropriate fees or charges as set out in the Fees and Charges in pounds (£) sterling by bank transfer for the landing, parking or housing of Aircraft. The Operator shall also pay for any supplies, services or facilities provided to him or the Aircraft by the Company. All such fees or charges shall be due and payable at the sole discretion of the Company before an Aircraft departs from the Airport, unless a credit arrangement has been agreed in writing or otherwise by the Company.
- 9.2 Payment of any unpaid fees or charges shall in any event be due no later than the 14th (Fourteenth) day after delivery of the Company's invoice to the Operator at his address as notified by the Operator to the Company.
- 9.3 The Operator shall pay interest on any sum outstanding after the due date at the amount of 4% above Allied Irish Bank plc base rate existing at the time, such interest to accrue from the date the payment was due on a daily basis.

10. **LIEN**

- 10.1 As long as an Aircraft (or Aircraft), or any parts and accessories or any equipment are located at the Airport or upon any land under the control of the Company, the Company shall have a continual lien, both particular and general over the Aircraft, its parts and accessories and any equipment for all charges, costs, fees or any other liabilities of whatever nature which shall be or are due and payable to the Company when the lien is exercised, irrespective of whether the amount due is in respect of that Aircraft or equipment or otherwise. Any lien shall not be lost by reason of the Aircraft departing from the Airport but shall continue to be exercisable at any time when the Aircraft or any other Aircraft of the Operator or other equipment has returned to the Airport after having left it so long as any of the said charges, costs, fees or other liabilities, whether incurred before or after such departure remain unpaid.
- 10.2 The Company shall be entitled to levy fees incurred in respect of any Aircraft or property for storage or otherwise during the period of exercise of the lien and the Company may further exercise a lien in respect of unpaid charges, costs, fees or other liabilities as it sees fit.
- 10.3 If charges, costs, fees or other liabilities in respect of which a lien is exercised remain outstanding, the company shall despatch by ordinary first class post to the Operator at his registered address and to the registered owner of the Aircraft at his address on the appropriate Register in the State of Registration a notice demanding payment within 14 days of delivery of the letter. In the event that payment remains outstanding thereafter, the Company may at its entire discretion sell, dispose of, remove or destroy such Aircraft or equipment. In the event of a sale or disposition the Company may apply the proceeds in discharging any sum due to the Company and any fees, expenses or costs incurred in connection with the disposal of the Aircraft or equipment before accounting for any balance to any party so entitled.
- 10.4 The exercise by the Company of the powers set forth in this Clause 10 shall be without prejudice to the exercise of any other powers exercisable by the Company by virtue of statute or otherwise.

11. **LIABILITY OF THE COMPANY AND THE OPERATOR**

Neither the Company, nor their respective servants or agents shall be liable for any costs, claims, damage or loss whatsoever to any Aircraft, its parts or accessories or any property contained in the Aircraft at any time, including while the Aircraft is on the Airport or is in the course of landing or taking off at the Airport, or being removed or dealt with elsewhere in accordance with Clause 10, or any other loss, damage or injury to persons or otherwise howsoever caused resulting directly or indirectly from any act, omission, neglect or default on the part of the Company or its servants or agents unless done with intent to cause damage or recklessly and with knowledge that damage would probably result or unless such exclusion from liability is prohibited by statute, Furthermore the Company will not be liable to the Operator for any claims, whether arising in tort or contract or otherwise to the extent that such claim is for consequential loss economic special or other indirect loss including loss of profit business or goodwill.

12. **INDEMNITY**

The Company shall be kept indemnified by the Operator against all costs, claims, damage, loss and injury of any description due to, or arising out of the use by the Operator of the Airport, or by the presence of the Operators Aircraft or other property on the Airport or on areas or premises occupied or controlled by the Company, save where such costs, claims, damage, loss and injury are caused by the Company or their agents or servants acting with intent to cause damage or recklessly and with knowledge that damage would probably result or unless such indemnity is prohibited by statute.

13. Notwithstanding any other provision, nothing in these Conditions shall exclude, restrict or limit the Company's liability for death or personal injury resulting from the Company's negligence.

14. **INSURANCE**

- 14.1 The Operator in furtherance of his obligations under these Conditions agrees to effect and maintain passenger and third party liability insurance in respect of any Aircraft operated or used by the Operator at the Airport in such amounts not being less than twenty-five million pounds (GBP£25,000,000) as shall in the Company's complete discretion be reasonable according to the size and type of Aircraft operated and shall on demand produce to the Company, or its duly authorised representative, from time to time, sufficient documentary proof of such insurance including the security thereof.
- 14.2 In respect of any vehicle which the Operator his servants, agents, or associates may use or operate Airside the Operator shall at all times ensure that the vehicle is fully and properly insured for third party risks for an appropriate amount having regard to the nature of the risks. Evidence of such insurance shall be produced to the Company or its duly authorised representative on demand. The Company's decision as to the adequacy of such insurance cover shall be binding on the Operator.

LONDON CITY AIRPORT

SCHEDULE A - APRON SERVICES

UNLOADING/LOADING AIRCRAFT

Position and remove passenger steps (if applicable).

Provide and operate available equipment for loading and unloading baggage, Freight, Mail and any Aircraft supplies, including ballast and transport between Aircraft and Airport Terminal.

Unload/load baggage, Freight, Mail and any Aircraft supplies, including ballast and deliver to/from the appropriate point in the Airport Terminal.

Secure baggage, Freight, Mail and ballast in accordance with the Operator's reasonable instructions.

(Lashing and other materials provided by the Company shall be chargeable to the Operator).

Load/offload ballast when requested. Ballast supplied by the Company will be charged to the Operator.

Close and lock cargo holds as required.

PASSENGERS AND BAGGAGE

Handle baggage in accordance with Local Procedures

Report to the Operator lost, found and damaged property and any other such irregularities in accordance with the Operator's reasonable instructions.

Notify the Operator of complaints and claims made by the Operator's clients and passengers in accordance with the Operator's reasonable instructions.

FREIGHT AND MAIL

Check all embarking/disembarking Freight/Mail against relative documents. If necessary, place import, export and transfer Freight under Customs control.

Notify the Operator of complaints and claims made by the Operator's clients and passengers in accordance with the Operator's reasonable instructions.

Sort and handle diplomatic Freight/Mail under direction/supervision of the Operator's Representative(s).

Notify the Operator of all irregularities (damage, loss, shortage and excess) and any other such irregularities in accordance with the Operator's reasonable instructions.

OTHERS

Liaise between Aircraft crews and Airport authorities and other agencies when necessary.

RAMP SERVICES

Marshal Aircraft at arrival/departure.

Provide, position and remove wheel chocks.

Provide and operate ground power.

Open and close cargo hold doors.

Provide attendance according to Local Procedures during starting of engines before departure.

Promptly report all damage where noticed at or inside an Aircraft irrespective of cause or time of occurrence.

Provide, position, remove and operate suitable tow-in and/or pushback equipment (Towbar to be provided by carrier).

Tow-in and/or pushback aircraft.