

Note: Only the German Version is binding**Third-party handling authorisation**

Issued by

Flughafen Zürich AG
P.O. Box
8058 Zurich Airport

For

xxx
xxx
xxx

(hereinafter referred to as X)

Preamble

Pursuant to Directive 96/67/EC dated 15 October 1996 on access to the market for ground handling services at community airports¹, incorporated into national law on the basis of the Bilateral Agreements with Art. 29a of the Aviation Infrastructure Ordinance (AvIO)², Flughafen Zürich AG grants X the following third-party handling authorisation (hereinafter referred to as handling authorisation):

1 Contents

X is entitled and required to provide the ground handling services set out in Annex I within the limits of statutory regulations and of the operating regulations of Zurich Airport (Operating Regulations) and the Safety and Security Regulations applying to it.

2 Definitions

The terms used in this handling authorisation correspond to the definitions of Annex 4 to the Zurich Airport operating regulations.

¹ Official Journal no. L 272 of 25/10/1996 pp. 0036 – 0045.

² SR 748.131.1.

3 Infrastructure

Flughafen Zürich AG will provide X with the appropriate infrastructure for its exercise of the handling authorisation. X is not entitled to any additional infrastructure (including rented areas) for the pursuit of its business activity. Flughafen Zürich AG is entitled – for operational reasons – to assign to X certain infrastructure facilities or premises for the pursuit of its business activity or parts thereof.

4 Conditions / obligations

4.1 Operating obligation

X is required to provide the ground handling services assigned to it in Annex I in accordance with the requirements of this handling authorisation, and especially of the technical specifications (Annex II), to the satisfaction of customers of Zurich Airport 365 days per year throughout the airport's operating hours³.

This expressly also applies to events such as flight delays, flight cancellations and extra flights necessitating service provision outside normal operating hours.

X guarantees the faultless and uninterrupted provision of these services.

X is required to comply with operating procedures specified by Flughafen Zürich AG in the interests of the airport system as a whole.

4.2 Commercial performance

Commercial performance must be delivered throughout the duration of the handling authorisation. As verification, X shall submit its annual accounts for the preceding financial year to Flughafen Zürich AG, Airport Operation Partners, on 1 May of each year. Commercial performance shall especially be deemed not to have been delivered if the annual accounts give rise to doubts as to the solvency of X and thus to the proper delivery of ground handling services in accordance with Annex I.

4.3 Staff

X undertakes to deploy technically qualified staff sufficient for the delivery of ground handling services. Persons intended for deployment in non-public areas of the airport and elsewhere in the security area require an airport badge.

Flughafen Zürich AG ultimately determines whether a person registered by X may be deployed in non-public areas of the airport and elsewhere in the security area.

Temporary staff employed by X through employment agencies may only be recruited in non-public areas of the airport and elsewhere in the security area through companies approved for the purpose by Flughafen Zürich AG.

³ This means the entire period during which flight movements take place at Zurich Airport.

X is responsible for ensuring that its employees who interact with customers wear a name badge and are properly dressed. Employees wearing special apron clothing must avoid passenger areas to the maximum possible extent.

4.4 Safety management

4.4.1 Fundamentals

X's processes must be structured to ensure orderly operations and the safety of persons and equipment involved in the provision of ground handling services at all times. Safety activities on the part of Flughafen Zürich AG do not exempt X from this responsibility.

X shall base its activities on the provisions of the airport manual and the Flughafen Zürich AG Safety Management System (see the safety notes for handling by Zurich Airport itself and third parties).

X has the following particular obligations:

- X shall take part in safety bodies and safety working groups if called upon to do so by Flughafen Zürich AG.
- On request, X shall provide Flughafen Zürich AG with data and material for safety-related enquiries.
- X shall report safety-relevant incidents and events to the Airport Authority of Flughafen Zürich AG without delay.
- X shall appoint a manager responsible for operational safety with the requisite skills and technical qualifications and report the fact to Flughafen Zürich AG, Airport Operation Partners. The Flughafen Zürich AG Safety Office can call the manager responsible for operational safety to a meeting to verify these technical qualifications.

4.4.2 Annual reporting

X is required to submit a status report on safety topics meeting the requirements of the Flughafen Zürich AG Safety Office by 1 February of each year. At the same time, the operational safety manager shall be confirmed to the Flughafen Zürich AG Safety Office.

4.4.3 Safety audits

Flughafen Zürich AG is entitled to conduct safety audits of X. Such audits shall relate particularly to the implementation of the safety requirements valid at Zurich Airport and the organisation of interfaces with other airport partners, to the compliance of X's procedures with the airport manual and to X's involvement in the Zurich Airport safety management system. X shall act promptly on objections arising from safety audits.

4.4.4 Safety assessments

In the event of safety-relevant changes relating, for example, to procedures and equipment, X shall independently conduct safety assessments without being called upon to do so and submit the corresponding file to the Flughafen Zürich AG Safety Office at least eight weeks before the proposed change. Flughafen Zürich AG can engage in coordinating activity with regard to safety assessments.

Flughafen Zürich AG is entitled to forward the file to the Federal Office of Civil Aviation for it to conduct aviation-specific checks.

X shall deal promptly with any objections arising from safety assessments and aviation-specific checks.

4.4.5 Safety targets

Flughafen Zürich AG can set safety targets. X is required to take the measures necessary for their achievement.

4.5 Contract obligation

X is required to provide the ground handling services set out in Annex I to this handling authorisation to airlines if it is instructed to do so by Flughafen Zürich AG because of special circumstances or in special cases.

4.6 Liability

Under applicable statutory provisions, X is liable to Flughafen Zürich AG for personal injury, property damage and financial losses caused by X, its employees or auxiliaries.

X is required to indemnify Flughafen Zürich AG in respect of any liability owing to circumstances or events for which X is responsible.

4.7 Business liability insurance

X shall show that it has arranged business liability insurance with appropriate cover and a sum insured of at least CHF 100 million for all activities in which it engages in non-public areas of the airport and outside the handling building.

X shall show that it has arranged insurance for all motor vehicles in non-public areas of the airport with a sum insured of CHF 100 million.

Refuelling in accordance with sections 7.1a and 7.1b of Annex I must be covered by business liability insurance with a sum insured of at least CHF 550 million.

For all other activities, X shall show that it is covered by business liability insurance with appropriate cover and sums insured.

In the event that X engages in a number of activities for which different sums insured are specified, mandatory insurance is determined by the activity with the highest sum insured.

X undertakes to send a copy of the valid policy or the insurance certificate to Flughafen Zürich AG, Airport Operation Partners, by 1 May of each year. The policy or insurance certificate must show that Flughafen Zürich AG is associated with the insurance as a co-insured.

4.8 Data delivery

X is required to promptly report all traffic and operating data relevant to the airport to Flughafen Zürich AG, together with charging data. Flughafen Zürich AG determines the extent, form and timing of the data delivery in Annex II.

4.9 Cooperation with authorities and other companies at the airport

In the interests of the safe, trouble-free and expeditious handling of aircraft, X is required to cooperate with the responsible bodies of Flughafen Zürich AG and especially with the airport police, customs administration and air traffic control, and to provide them with the information and documentation they require in order to carry out their duties.

4.10 Measures

In the event of inadequate compliance by X with the conditions and obligations of this section 4 (including Annex II), Flughafen Zürich AG may require X to take part in the Airport Steering Committee on a temporary or permanent basis. Furthermore, Flughafen Zürich AG can call on X to provide a written statement proposing corrective measures.

In addition, Flughafen Zürich AG can in particular conduct regular examinations of the financial situation of X and call for financial guarantees, additional personnel, staff training, measures to improve quality, and adjustments to handling procedures, equipment and maintenance.

4.11 Warning

Should X fail to satisfy the conditions and obligations set out in section 4 (including Annex II) or to follow instructions in accordance with section 4.10, Flughafen Zürich AG can issue a written warning to X calling on it to immediately rectify the irregularities (see Art. 15 (1b) AvIO).

If necessary Flughafen Zürich AG can itself take improvement measures at the expense of X and notify Zurich Airport customers of the discrepancies in a suitable manner.

5 Pricing

X offers its services at usual market terms and prices. It refrains from any price fixing with other handlers and service providers. The normal market price is determined by agreement between X and its customers. Any suspicion of abuse entitles Flughafen Zürich AG to call for the disclosure of the prices agreed between X and its customers.

If an airline cannot find a service provider ready to conclude an agreement with it, Flughafen Zürich AG can assign that airline to X in accordance with section 4.5 Contract obligation. In this event too, services must be offered at usual market terms and prices. Flughafen Zürich AG is entitled to call for the disclosure of the prices charged.

6 Collection

X is required – on the instructions of Flughafen Zürich AG – to collect fees and charges from certain airlines whose aircraft it handles if X holds an authorisation in the restricted field of apron handling services. The modalities for such collections are set out in a separate agreement between X and Flughafen Zürich AG.

7 Fees

Flughafen Zürich AG levies airport charges in accordance with its charging regulations, especially for access to airport facilities and the use of Zurich Airport's central infrastructure.

8 Cost allocation

X is not entitled to pass on costs it incurs in meeting its obligations under the present handling authorisation to Flughafen Zürich AG.

9 Competition

The handling authorisation confers no exclusive rights on X. The rights of airlines to conduct their own handling and those of the airport to grant handling authorisation to additional service providers are expressly reserved.

10 Confidentiality

Flughafen Zürich AG undertakes not to disclose to third parties financial data with the character of commercial secrets received from X in its exercise of the handling authorisation. This does not apply to traffic data received from X that are intended for operational use or data gathered for charging or statistical purposes.

11 Portability

This handling authorisation is not transferable.

Individual activities listed in Annex I can only be transferred to third parties in duly substantiated exceptional cases and with the written consent of Flughafen Zürich AG. Affiliated companies also constitute third parties. The transfer of activities in restricted areas (see Annex I) can only be approved to direct wholly-owned subsidiaries.

The third party requires handling authorisation from Flughafen Zürich AG to engage in the activity transferred.

In the event of the acquisition of a majority holding in X by another company, Flughafen Zürich AG can revoke the handling authorisation if X holds handling authorisation for a restricted activity and the acquisition of the holding would result in none of the service providers active at Zurich Airport remaining independent of the executive body or the "dominated home carrier".

12 Duration

The handling authorisation is granted with effect from 1.12.2018.

The handling authorisation has a term of seven years. It expires without notice or compensation on 30.11.2025.

13 Commencement of operations in the restricted area

New service providers with a handling authorisation in the restricted area not previously active in ground handling at Zurich Airport have 24 months from the issue of the authorisation in which to commence operations. Flughafen Zürich AG can extend this period by one period of 12 months if it receives a substantiated application. If operations in the restricted area are not commenced within the corresponding period, Flughafen Zürich AG withdraws the handling authorisation without compensation.

14 Proviso

This handling authorisation is subject to current and future law.

It is especially subject to any objections by the Federal Office of Civil Aviation in accordance with Art. 15 AvIO.

Flughafen Zürich AG accepts no liability, especially not for changes in the law, their implementation and their effects on the ground handling services of X.

15 Premature termination / revocation

After an unsuccessful warning by Flughafen Zürich AG in accordance with section 4 and/or if X repeatedly or seriously breaches other provisions of the present handling authorisation, Flughafen Zürich AG is entitled to withdraw this handling authorisation with immediate effect and without compensation and to notify customers of X accordingly.

In the event of significant changes in circumstances (such as statutory provisions or a change in case law), Flughafen Zürich AG is entitled to withdraw the present handling authorisation at any time without compensation.

In substantiated cases Flughafen Zürich AG can, on application by X, revoke the handling authorisation prematurely if other service providers or self-handling airlines hold handling authorisation for the same activity that satisfies the conditions and obligations in accordance with section 4 and have adequate capacities for airport operations to engage in this activity. The application must be submitted in writing and subject to a term of six months.

16 Pre-existing legal relationships

The present handling authorisation supersedes any handling authorisation previously issued to X, but other pre-existing contracts and other legal relationships between Flughafen Zürich AG and X remain valid. In the event of a contradiction between provisions of pre-existing contracts and other legal relationships and the provisions of this handling authorisation, the provisions of this handling authorisation take precedence.

17 Annexes

Annex I (Authorised activities), Annex II (Technical specifications for the delivery of ground handling services) and Annex III (General environmental protection regulations of Flughafen Zürich AG) are integral components of the present handling authorisation.

18 Written form

X will be notified in writing of changes or additions to this handling authorisation at the following address

X
Yyy
Yyy
yyy.

Flughafen Zürich AG shall promptly notify X of any changes of address.

Zurich Airport,

Flughafen Zürich AG

.....
Stefan Tschudin Chief Operation Officer Member of the Executive Committee	Hanspeter Spänhauer Head, Airport Operation Partners

The issue of the handling authorisation is noted
and consent given to Annex II section 2.5:

X

.....

Annex I: Ground Handling Activities

	Handling activity	Activities applied for
1	Representation, administration and supervision	<input type="checkbox"/>
1.1	Representation at authorities	<input type="checkbox"/>
1.2	Supervision of loading, communication	<input type="checkbox"/>
1.3	Treatment, warehousing, handling and load administration	<input type="checkbox"/>
1.4	a) Other monitoring services before, during and after the flight	<input type="checkbox"/>
	b) Other administrative services	<input type="checkbox"/>
2	Passenger services	<input type="checkbox"/>
2.1	Check-in counter / gate	<input type="checkbox"/>
2.2	Boarding	<input type="checkbox"/>
2.3	Baggage determination	<input type="checkbox"/>
2.4	Weight & balance	<input type="checkbox"/>
2.5	Document checks	<input type="checkbox"/>
2.6	Special passenger services	<input type="checkbox"/>
3	Baggage handling	<input type="checkbox"/>
3.1	Handling of baggage in the baggage sorting facilities	<input type="checkbox"/>
3.2	Handling of baggage documents	<input type="checkbox"/>
3.3	Customs formalities	<input type="checkbox"/>
3.4	Security measures	<input type="checkbox"/>
3.5	Transportation of baggage between sorting facilities and output facilities	<input type="checkbox"/>
4	Handling of freight and mail	<input type="checkbox"/>
4.1	a) Handling of freight	<input type="checkbox"/>
	b) Handling of freight documents	<input type="checkbox"/>
	c) Customs formalities	<input type="checkbox"/>
	d) Security measures	<input type="checkbox"/>
4.2	Transportation of freight (from and to aircraft)	<input type="checkbox"/>
4.3	a) Handling of mail	<input type="checkbox"/>
	b) Handling of respective documents	<input type="checkbox"/>
	c) Customs formalities	<input type="checkbox"/>
	d) Security measures	<input type="checkbox"/>
4.4	Transportation of mail (from and to aircraft)	<input type="checkbox"/>
5	Ramp services	<input type="checkbox"/>
5.1	Guidance of aircraft at arrival and departure	<input type="checkbox"/>
5.2	Assistance in aircraft parking and providing handling equipment	<input type="checkbox"/>
5.3	Communication between aircraft and service provider	<input type="checkbox"/>

5.4.1	Aircraft loading and unloading	<input type="checkbox"/>
5.4.2	Passenger transport (from and to aircraft, prevention of handing over dangerous materials according to NASP)	<input type="checkbox"/>
5.4.3	Crew transport (from and to aircraft, prevention of handing over dangerous materials according to NASP)	<input type="checkbox"/>
5.4.4	Baggage transport (from and to aircraft, prevention of handing over dangerous materials according to NASP)	<input type="checkbox"/>
5.5	Assistance in engine start-up	<input type="checkbox"/>
5.6	Push back and towing	<input type="checkbox"/>
5.7	a) Transport of catering	<input type="checkbox"/>
	b) Loading and unloading of catering	<input type="checkbox"/>
6	Cleaning / aircraft service	<input type="checkbox"/>
6.1	a) Inboard and outboard cleaning	<input type="checkbox"/>
	b) Toilet and water services	<input type="checkbox"/>
6.2	a) Cooling and heating of cabin	<input type="checkbox"/>
	b) Disposal of snow and ice	<input type="checkbox"/>
	c) Aircraft de-icing	<input type="checkbox"/>
6.3	Supply of on-board equipment	<input type="checkbox"/>
7	Fuelling	<input type="checkbox"/>
7.1	a) Organisation of fuelling and un-fuelling	<input type="checkbox"/>
	b) Carrying out fuelling and un-fuelling	<input type="checkbox"/>
	c) Storage, quality and quantity checks of fuel supply	<input type="checkbox"/>
7.2	a) Organisation of refill of oil and other fluids	<input type="checkbox"/>
	b) Carrying out refill of oil and other fluids	<input type="checkbox"/>
8	Line maintenance	<input type="checkbox"/>
8.1	Routine line maintenance	<input type="checkbox"/>
8.2	Special line maintenance	<input type="checkbox"/>
8.3	Storage and administration of maintenance material and spare parts	<input type="checkbox"/>
8.4	Provision of parking positions / maintenance hangars	<input type="checkbox"/>
9	Operations services	<input type="checkbox"/>
9.1	Pre-flight assistance / walk out assistance	<input type="checkbox"/>
9.2	Flight assistance	<input type="checkbox"/>
9.3	Post-flight assistance	<input type="checkbox"/>
9.4	General assistance to crew	<input type="checkbox"/>
10	Transportation	<input type="checkbox"/>
10.1	Transportation between buildings (not from and to aircraft)	<input type="checkbox"/>

10.2	Special transportation services	<input type="checkbox"/>
11	Catering	<input type="checkbox"/>
11.1	Cooperation with suppliers and administration	<input type="checkbox"/>
11.2	Storage of food, drinks and necessary equipment for meal preparation	<input type="checkbox"/>
11.3	Cleaning of equipment	<input type="checkbox"/>
11.4	Preparation and delivery of food, drinks and equipment	<input type="checkbox"/>

*Limited market access

Annex II: Technical specifications for the delivery of ground handling services

1 General provisions

1.1 Principle

Self-handling airlines and service providers must not impede the operations of the airport as a whole. To this end it is essential for the requirements of these technical specifications to be satisfied in addition to those set out in the operating regulations.

1.2 Scope

The technical specifications apply to all self-handling airlines and service providers who deliver ground handling services in accordance with Annex 4 of the operating regulations.

1.3 Changes

Flughafen Zürich AG is entitled to adjust these technical specifications in the light of general circumstances at Zurich Airport. Adjustments take the form of written information to self-handling airlines and service providers.

2 General obligations

In addition to the quality standards arising from section 4 of the handling authorisation, these technical specifications set out minimum quality requirements for all self-handling airlines and service providers. These minimum requirements must be included in agreements with airlines.

2.1 Equipment and vehicles

2.1.1 Provision

Equipment and vehicles used for ground handling services must satisfy the requirements valid at Zurich Airport. Self-handling airlines and service providers must ensure that equipment and vehicles are maintained in readiness for use throughout the year and at all times of the day, so that the traffic peaks of self-handling airlines and service providers can be handled with no delays.

Flughafen Zürich AG can impose additional requirements regarding the technical equipment of the vehicles used at Zurich Airport on service providers and self-handling airlines.

When procuring new equipment and vehicles, preference must be given to low-exhaust and low-noise models (e.g. powered by electricity or gas). These must meet the current stipulations of the Ground Traffic Regulations (GTR Art.10 (5)).

Insofar as additional means of communication – such as data-collection and radio equipment – are required by Flughafen Zürich AG, these must be procured by self-handling airlines and service providers at their own expense.

2.1.2 Parking rules

Equipment and vehicles may not be parked on the apron or in terminals or be permitted to interfere with third parties. Equipment on the apron must always be secured and parked in the spaces

allocated for the purpose. Applications for additional parking spaces for equipment and vehicles, for which a charge may be made, must be submitted to Flughafen Zürich AG.

2.1.3 Pooling

For reasons relating to space and/or safety, Flughafen Zürich AG can call on self-handling airlines and service providers to pool the use of equipment for the provision of ground handling services that is simple to operate (with no airline-specific requirements). Requirements for the use of such an equipment pool are agreed separately between Flughafen Zürich AG and the self-handling airlines and service providers.

2.2 Personnel

Adequately qualified personnel must be deployed throughout the year and at all times of the day so that the traffic of self-handling airlines and service providers can be handled with no delays even at peak times.

Technically qualified personnel of self-handling airlines and service providers must have at least the following knowledge and skills:

- Emergency and alarm procedures
- Firefighting
- Dealing with hazardous goods
- Applying regulatory provisions (especially operating regulations, terminal regulations and ground traffic regulations)
- Safety and security

Personnel employed to drive vehicles and handling equipment on the apron, to operate passenger loading bridges and to tow, push back and de-ice aircraft must have undergone specialist training in accordance with the requirements of Flughafen Zürich AG.

Evidence of such training must be provided on request by Flughafen Zürich AG.

2.3 Information obligation and data delivery

Self-handling airlines and service providers are required to report information on operational disruptions, delays, damage etc. to the airport's relevant agency without delay.

2.3.1 Relevant operational information

Zurich Airport is an A-CDM (Airport – Collaborative Decision Making) airport, and all organisations involved in the handling process must promptly submit their relevant operational information in accordance with the A-CDM requirements and regulations to the requisite degree of accuracy (see the Flughafen Zürich AG A-CDM Manual).

The milestones defined in the A-CDM Manual are mandatory. The defined information, the timing and accuracy of which are crucially important, is requested from self-handling airlines and service providers and checked by Flughafen Zürich AG.

Self-handling airlines and service providers must ensure that the operational information required in connection with the handling process is present in Zurich Airport's flight information systems⁴, correct and up to date. Self-handling airlines and service providers are responsible for ensuring that IATA and ICAO flight event information tallies. In the event of changes, inputs must be updated immediately.

This gives rise to the following particular obligations for self-handling airlines and service providers:

- Flight schedule data (e.g. time, number of passengers, aircraft type and registration) must be communicated 24 hours before the scheduled movement and updated in the event of changes.
- Processes must be based on the flight plan or the flight publication (STD or TOBT) and delays and/or other changes to flight plans entered without delay in the flight information system.
- Pre-ETDs can only be set if this time lies within the flight plan Estimated Off-Block Time (EOBT) of +/- 15 minutes of tolerance and is input at least 15 minutes before the indicated handling time.
- The reasons for any flight cancellations must be reported without delay to the Flughafen Zürich AG Airport Steering Committee.

Delay management obligations:

- Departures are subject to a three-minute tolerance period. If a flight is off block no more than three minutes after STD it is considered to have departed on time, and there is no requirement to explain the delay. Off-block and on-block times may not be changed.
- If a departure is four or more minutes late, a reason for the delay must be indicated. If there is more than one reason, they must all be entered in the flight information system in order of when they occurred, giving the relevant times. Flughafen Zürich AG must be actively notified of any reasons for delays for which it is held responsible.
- If the handling process cannot be completed on STD, a Target Off-Block Time / Estimated Time of Departure (TOBT / ETD) with the expected time of completion of the handling process (Aircraft Ready Definition in the A-CDM Manual) must be entered in the flight information system, giving the reason for the delay. This also applies if a TOBT (ETD) has been set.

2.3.2 Data relevant for charging and statistical purposes

Self-handling airlines and service providers send Flughafen Zürich AG electronic flight operation reports for each flight event containing payload data. The form and scope of the report are determined by Flughafen Zürich AG. In the absence of any agreement to the contrary, the report must be filed in the registration system used at Zurich Airport⁵ within 24 hours of the flight event. Self-handling airlines and service providers ensure that the following reports are entered for each flight event and passed to FZAG:

- Load Message (LDM) for inbound and outbound flights
- Passenger Transfer Message (PTM) for inbound and outbound flights
- Inbound Connection List (ICL) for outbound flights

⁴ Date 01.01.2017: AIMS - Airport Information and Management System (subject to change).

⁵ Date 13.01.2017: FLIRT*ZRH - Flight Report (subject to changes)

The Federal Office of Civil Aviation (FOCA) or other federal agencies call for data for statistical purposes, which Flughafen Zürich AG is obliged to provide⁶. Self-handling airlines and service providers are required to supply the requisite data.

2.3.3 Relevant data in accordance with general environmental protection regulations (Annex III)

Every year, by no later than 1 May, self-handling airlines and service providers, either themselves or through the corresponding vehicle maintenance services, must provide Flughafen Zürich AG, Environmental Protection, with written operating data for their vehicles and equipment (type, number, annual service [operating hours, kilometres or fuel consumption], emission standard and exhaust after-treatment system) for the preceding year.

2.4 Quality parameters (KPIs)

Flughafen Zürich AG is entitled to set essential qualitative benchmarks for trouble-free airport operation. Self-handling airlines and service providers undertake to implement the measures necessary to reach these benchmarks and to present these to Flughafen Zürich AG on request.

2.4.1 Punctuality

Self-handling airlines and service providers are required to design their handling processes to ensure that defined punctuality targets can be met. On an annual average, Flughafen Zürich AG achieves its overriding punctuality target (15 minutes take-off punctuality) for 80% of flights.

2.4.2 Timing and accuracy of data delivery

The data deliveries defined in paragraph 2.3.1 must achieve a monthly average score of 95% for timing and accuracy.

2.4.3 Transfer time

The infrastructure of Zurich Airport is designed to ensure that transfer passengers and their baggage can catch their connecting flights with a minimum transfer time (Minimum Connecting Time, MCT) of 40 minutes. Self-handling airlines and service providers are required to design their handling processes to ensure that MCTs can be met.

Flughafen Zürich AG can grant exemptions permitting reduced MCTs provided that quality requirements under the present handling authorisation are met.

2.5 Measurement and fulfilment of defined quality values

Flughafen Zürich AG verifies the degree to which defined quality values are met in accordance with the specific obligations of sections 3.2.2 and 3.3.1 of the technical specifications on the basis of electronic measurement systems or measurements conducted by third parties.

⁶ Art. 107 (1) and Art. 109c ANO (SR 748.01) (Date 1.1. 2017)

If the degree of fulfilment diverges repeatedly and in the absence of extraordinary circumstances from defined quality values in accordance with the specific obligations arising from sections 3.2.2 and 3.3.1, Flughafen Zürich AG issues a written call for improvement. If quality values are still not reached, Flughafen Zürich AG can charge service providers or self-handling airlines contributions to the Performance Fund. The initial contribution for a specific case of non-fulfilment is CHF 1,000 in the first month. If the degree of fulfilment still fails to improve, this amount can be increased by further instalments of CHF 1,000 per month up to a maximum of CHF 5,000 per month.

Contributions are paid into a Performance Fund and earmarked for the implementation of quality and safety measures at Zurich Airport. Appropriation decisions are taken by a committee consisting of one representative of each of the three largest service providers in the fields of apron services and baggage handling services and three representatives of Flughafen Zürich AG. If agreement cannot be reached on the appropriation of funds, Flughafen Zürich AG makes three proposals – and the one with the broadest support is implemented.

Flughafen Zürich AG reports to the Airport User Board (AUB) on the degree of fulfilment achieved, contributions collected and appropriations from the Performance Fund. Service providers can obtain details of the data measured at any time on request.

2.6 Cooperation

Self-handling airlines and service providers must each nominate a competent contact partner for cooperation with the responsible bodies, especially for the following areas, and report to Flughafen Zürich AG accordingly on request:

- Safety, Security, Fire Prevention, Safety at Work
- Environmental Protection
- Airport Steering Committee
- Crisis Team; Emergency Planning and AET Care
- Hazardous Goods Emergency Operation Concepts (Contingency Plans)
- Passenger and Check-in Operation
- Apron Operations (A-CDM, punctuality)
- Baggage Sorting Operation
- Airport information systems (e.g. FIDS⁷, AIMS, FLIRT).

These persons may be required to take part in specific technical working groups.

3 Specific obligations

The following obligations relate to the provision of specific ground handling services, and their validity is thus restricted to those self-handling airlines and service providers who are entitled to engage in the relevant activity in accordance with Annex I.

⁷ Flight Information Display System (subject to change)

3.1 Administrative handling/monitoring

Self-handling airlines and service providers delivering ground handling services in the area of Administrative Handling (i.e. an airline's station representation) are required at all times to have specified a responsible contact partner, including contact details, to Flughafen Zürich AG.

3.2 Passenger handling

3.2.1 General

Self-handling airlines and service providers are required throughout flight operation times to have a contact person (Duty Manager) for passenger handling available at the airport or to have appointed a third party to perform this function. Outside flight operation times this can be organised on a standby basis.

3.2.2 Check-in

Self-handling airlines and service providers are required to design handling processes to ensure that the number of passengers waiting at manned or unmanned check-in or baggage drop-off counters in a class or a segment does not exceed ten for at least 95% of passengers. This value is measured at peak traffic times. For dedicated check-in areas, measurements are taken per time window and/or flight. In the common check-in areas several measurements are taken daily at peak traffic times. The measurement times are determined by FZAG for each flight plan period.

The number of waiting passengers per counter in a class or a segment must never exceed 14.

If passenger queues extend beyond the designated waiting area, self-handling airlines and service providers must use their own personnel to ensure that other passengers and general terminal operations are not impeded.

Check-in and baggage drop-off counters must open at least 150 minutes (2½ hours) before take-off. In off-peak periods, Flughafen Zürich AG can define derogations from this obligation.

Self-handling airlines and service providers are required to use check-in counters in accordance with the relevant user concept and obtain advance FZAG approval for any adjustments. FZAG is responsible for the labelling of check-in counter monitors.

At least one counter in X's common check-in area must always be open if any time between flights is less than 4 hours. Self-handling airlines and service providers are also required to process baggage for all flights on the following day (<23 hours beforehand). Flughafen Zürich AG can grant exemptions from this obligation.

3.2.3 Gate

The boarding process must be organised such that there is always a free flow of people in the gate area. The maximum waiting times in the pre-boarding zone and the boarding bridge must not exceed ten and five minutes respectively. Official provisions regarding evacuation and escape routes must be observed.

For arrivals at certain stands (as at 1.11.2018: docks B and E), service providers or self-handling airlines must deploy an arrival ground hostess to open the gate doors and ensure that no unauthorised persons enter the passenger loading bridge. The arrival ground hostess must also

actively help arriving passengers on their way. Provisions governing the costs must be included in the contracts between service providers and airlines.

Flughafen Zürich AG can alter the stands requiring an arrival ground hostess.

3.2.4 Service and transfer counter

Self-handling airlines and service providers are required to ensure that there is at least one manned counter (service and transfer counter) with a contact partner both landside and airside throughout their official flight operation times. Outside flight operation times this can be organised on a standby basis.

Ticketing and transfer handling are normally dealt with at a service or transfer counter. Flughafen Zürich AG must be consulted in advance about handling at a gate counter.

Handling at a service and transfer counter must be organised such that there is always a free flow of people.

3.2.5 Irregularity handling

If a counter is required for the handling of cancelled flights and other irregularities, handling normally takes place at an irregularity or transfer counter in the relevant gate area without border or security controls. If handling is to take place at a different counter (outside the gate area with border or security controls), Flughafen Zürich AG must be consulted in advance.

In the event of irregularities, self-handling airlines and service providers are required to ensure that passengers are looked after in accordance with Directive (EC) 261/2004, and to provide sufficient personnel to rectify the irregularity. Self-handling airlines and service providers must also ensure that passengers spending the night at the airport are looked after.

3.3 Baggage handling

The obligations of self-handling airlines and service providers with regard to the provision of ground handling services in the baggage handling area are set out in separate technical specifications.

3.3.1 Baggage reclaim

Self-handling airlines and service providers are required to ensure that the delivery of checked-in baggage begins no more than 20 minutes after ATA (first item of baggage on the carousel). The last item of baggage must be delivered no more than 30 minutes after ATA for aircraft category B/C and 35 minutes after ATA for aircraft category D/E/F (time of the item's arrival on the carousel).

The specified times must be achieved for 95% of aircraft arrivals per year.

Self-handling airlines and service providers are also required to deliver baggage labelled "delivery at aircraft" to the aircraft doors. The waiting time must not exceed 15 minutes.

Personnel of self-handling airlines and service providers must be present in the baggage reclaim hall while baggage is reclaimed.

Once baggage reclaim is completed, remaining baggage must be taken to "Lost and Found" without delay. Rush or LL baggage must never be stored in public areas. Unusual situations require consultation with Flughafen Zürich AG.

3.4 Apron handling services

3.4.1 Aircraft loading and unloading (use of stands)

The stands allocated by Flughafen Zürich AG may be used no earlier than ten minutes before on-block, provided departing aircraft are not impeded.

The surface inspection (Foreign Object Debris, FOD) prescribed before and after handling must be conducted by self-handling airlines and service providers on their own responsibility.

The security areas must in any case be kept free for aircraft rolling in, out, through or under tow.

On completion of the turn-around-procedure, passenger loading bridges must be placed in the correct final position (position, height, inclination). Stands must be completely clear ten minutes after the completion of handling activities (off-block).

Self-handling airlines and service providers are required to comply with the established A-CDM process at Zurich Airport, promptly setting status to ready (in accordance with the A-CDM Manual).

Self-handling airlines and service providers are required, on request by Flughafen Zürich AG, to clear operating areas at their own expense to permit maintenance work (such as snow clearance).

3.4.2 Push-back and towing services

Self-handling airlines and service providers are required to equip and maintain their aircraft tractor vehicles in accordance with the requirements of Flughafen Zürich AG (transponder and radio communication). Vehicles without the proper equipment must not be deployed in day-to-day operations. Test vehicles or other exceptions require the approval of the Flughafen Zürich AG Flight Operation department.

Aircraft tractor drivers (push-back/towing trucks) must undergo training in the push-back and towing processes on the apron and in terminology for communication with Apron Control. After their initial training, all aircraft tractor drivers must complete a refresher course by Apron Control at regular three-year intervals. Self-handling airlines and service providers are responsible for compliance with the training requirements for aircraft tractor drivers (push-back and towing trucks) and for showing that they have been met.

3.5 De-icing

In addition to the information obligation for operational data in accordance with section 2.3.1, the A-CDM adverse conditions requirements (see the A-CDM Manual) must be taken into account and complied with during de-icing. The de-icing process is monitored by Flughafen Zürich AG.

3.5.1 De-icing vehicles

Flughafen Zürich AG determines the resource requirement for RDPs (remote de-icing pads) and stand de-icing. The number of opened lanes on the RDPs depends on the number of aircraft to be de-iced and is determined by the Flughafen Zürich AG Duty Manager, Airport Steering.

Service providers and self-handling airlines (de-icing providers) must have at least two de-icing vehicles ready for deployment at all times. De-icing vehicles must be in a position to conduct de-icing with two de-icing fluids, and to mix hot water and de-icing fluid when spraying. Resupplying with de-icing fluid and hot water is conducted on the right of the de-icing vehicle (connection to the de-icing storage tank).

For deployment on RDPs the de-icing vehicles must be equipped for de-icing with engines running and upgraded (with closed cabins, for example).

The de-icing provider reports vehicles that are technically not deployment-ready in writing and without delay to the Duty Manager, Airport Steering.

3.5.2 De-icing fluid

Responsibility for the de-icing fluid and aircraft de-icing procedures lies with the de-icing provider. The de-icing provider must obtain de-icing fluid through the de-icing tank system as part of the central infrastructure. In order to comply with official requirements, the de-icing agents used require the approval of Flughafen Zürich AG, Airfield Maintenance department. Flughafen Zürich AG must be notified of changes to the nature, type or composition of the de-icing agents by the operator of the de-icing tank system for its approval in good time before their use.

3.5.3 Staff

The training of the personnel employed on de-icing must be documented by the de-icing provider and the records submitted to the Head of De-icing Coordination at Flughafen Zürich AG before 1 October of each year.

Personnel deployed must be able to operate the systems and equipment currently in use at Zurich Airport. If the de-icing provider is deployed on the RDP, the Pad Coordinator must be familiar with communication with Apron Control and the operation of the AIMS display mask or the simatic panels (fall-back system).

For de-icing coordination, de-icing providers are required to provide a dispatcher of the de-icing vehicle drivers.

The pad coordinator – provided by the operator of the central de-icing infrastructure – is responsible for coordinating processes on the RDP, communication with Apron Control and the crew, and for contractually specified tasks with the relevant de-icing provider on the RDP. De-icing providers are not entitled to the permanent allocation of a de-icing lane.

3.5.4 Type and location of de-icing

The official requirements with regard to the discharge limit values for watercourses and the emissions target derived from them are mandatory. De-icing should be conducted on the RDPs if possible. Flughafen Zürich AG, De-icing Coordination, decides on type-specific exceptions and those that are necessary for technical or operational reasons.

De-icing providers with more than a 30% share of the overall volume of air traffic movements and with appropriately equipped de-icing vehicles can apply to FZAG for RDP de-icing. If only one de-icing provider is active on the RDPs the following requirements apply:

- When the processing time (complete de-icing procedure) is expected to take more than five minutes⁸, with two de-icing vehicles per lane, per aircraft and a corresponding demand for de-icing processes:
 - o an RDP with 3 lines must be in uninterrupted operation (no lane blocking for the resupplying of de-icing vehicles)
 - o a second RDP with 2 lines must be in operation. The de-icing process can be interrupted for the de-icing vehicles to be resupplied.
- With an expected processing time (complete de-icing process) of less than five minutes with two de-icing vehicles per lane per aircraft, the de-icing process can be interrupted for the de-icing vehicles to be resupplied.

When there are several active de-icing providers on the RDPs, alternating operation (truck exchange procedure) can take place without interruption. De-icing must take place without delay. De-icing providers are required to subcontract to ensure that their customers can be mutually de-iced in exceptional cases.

3.5.5 Service level

Each de-icing provider guarantees the service level described as follows. Disputes about the allocation of delay minutes (IR75A/B) resulting from de-icing are resolved by Flughafen Zürich AG, Airport Steering Committee.

a) Winter period (between 1 October and 30 April)

- The published flight schedule is the basis for the calculation of the number of deployment-ready vehicles and employees.
- The capacity of the vehicles deployed must be such as to ensure that no waiting times arise⁹. Waiting times are only tolerated if all deployment-ready vehicles are already in use for the relevant de-icing provider's customers.
- Between 00.30 and 06.00 LT the service must be available within 90 minutes.
- In cases of de-icing with no snowfall (frost removal), the waiting time of the flights to be processed must not exceed 15 minutes.
- With light snowfall, the waiting time of the flights to be processed must not exceed 30 minutes.
- With heavy snowfall, the time limits do not apply provided that all deployment-ready vehicles are in use. If not all vehicles are in use, the time limit for light snowfall applies.

The technical availability of the entire vehicle fleet, measured over the winter period, must be at least 98%.

b) Summer period (between 1 May and 30 September)

- A de-icing provider must be able to offer its customers de-icing or anti-icing treatments within 60 minutes of the request.
- Between 00.30 and 06.00 LT the service must be available within 90 minutes.

⁸ valid in accordance with reference: "FZAG procedure table, filed de-icing times, AROSA de-icing tool", based on A320 Fam

⁹ Waiting time = time from "Ready to push" until the actual push-back for aircraft scheduled for de-icing on RDP; time from "Doors closed" to the arrival of the de-icing truck at the aircraft for stand de-icing.

3.6 Refuelling services

Self-handling airlines and service providers are required to comply with the regulations and instructions relating to aircraft refuelling and defuelling that are valid for the airport area.

Refuelling must be carried out using the underground refuelling system or bowsers.

At stands equipped with hydrants fuel can only be dispensed from the underground refuelling system. Exceptions, e.g. if the underground refuelling system is non-operational for technical reasons, must be reported to the Flughafen Zürich AG Airport Authority at the earliest possible moment. They must be approved by the Airport Authority.

During the night flight restriction, self-handling airlines and service providers organise a standby service. The Flughafen Zürich AG Airport Authority must be supplied with the standby organisation and current standby lists for information.

Zurich Airport, May 2017

General Environmental Terms and Conditions for Zurich Airport

Edition October 2017

1. Content and Applicability

The current general environmental terms and conditions apply to all contract parties of Flughafen Zürich AG with business activity at the Zurich Airport location. Agreements differing from the current terms and conditions are to be documented and to be submitted to the Environmental Department of Flughafen Zürich AG for approval. The general terms and conditions are based on art. 19 of the operating manual for Zurich airport.

2. Environmental Regulations and Legal Provisions

The contract partner is obliged to adhere to the environmental conditions and legal requirements as set forth by Flughafen Zürich AG. This also applies to all not explicitly mentioned legal provisions.

3. Documentation and Information Duty

The contract partner provides all environmentally relevant data to Flughafen Zürich AG free of charge and informs on all direct environmental impacts caused by its business activity. Flughafen Zürich AG defines type and scope of the required data. Flughafen Zürich AG publishes information on the environmental impacts of the whole system Zurich airport.

4. Confidentiality

Both parties will not disclose any information from the other's business activity that is not generally obtainable or generally known. Both parties take all measures required to prevent any third party to obtain such information. This also applies to all employees of both parties.

5. Cooperation

The contract partner commits to cooperate with Flughafen Zürich AG in environmental protection to improve the eco-efficiency of the airport. The contract partner in particular supports Flughafen Zürich AG in implementing environmental measures. The contract partner indicates a point or person of contact for environmental matters to Flughafen Zürich AG.

6. Specific Requirements

6.1 Waste and Recyclables

The contract partner commits to collect waste and recyclables according to the provisions set forth by Flughafen Zürich AG and to separate them into the specified fractions as to enable e.g. paper/cardboard, plastics, PET and wood to be brought into proper treatment.

The disposal of all waste and recyclables is done by Flughafen Zürich AG. Exceptions may be granted to a tenant by Flughafen Zürich AG after prior approval of a proper disposal concept.

Waste and recyclables of any kind may only be stored in specified locations and in a manner that respects requirements of occupational health, hygiene at work and preventative fire code. Tenants who dispose of waste themselves are obliged to provide suitable containers at their own costs for separation and storing of waste and recyclable, label them properly and place them at locations approved by Flughafen Zürich AG

Tenants disposing of waste themselves report the amount of disposed waste and recyclables of the previous year to Flughafen Zürich AG, Environmental Department, until January 31st.

6.2 Water, Waste Water

Depending on the utilization, additional waste water pre-treatment has to be done on-site. This applies in particular, if by the type of business of the tenant significant amounts of oil, grease or beverage residues go into the waste water. The functionality of the sewage treatment has to be checked monthly and has to be recorded. Flughafen Zürich AG retains the right to implement additional measures and requirements for water savings or waste water pre-treatment.

6.3 Energy

The contract party actively supports Flughafen Zürich AG in the optimization of the energy efficiency according to the large consumer contract with the Canton of Zürich and the reduction of the (primary) energy consumption. In the procurement of devices, machinery and lighting, energy-efficient products are to be preferred (e.g. energy label). The installation of energy-relevant interior devices requires a permission. Required is a declaration of need and energy consumption handed in to Flughafen Zürich AG, HLKKS. Flughafen Zürich AG retains the right to implement additional measures and requirements for energy savings.

6.4 Air Quality

The contract party has to take all operationally and economically bearable measures for clean air and climate protection. Of particular reference are the exhaust maintenance conditions for motor vehicles, art. 10, para 4 and 5 of the "Bodenverkehrsordnung" for the non-public airport area. Flughafen Zürich AG retains the right to implement additional measures and requirements for improving the air quality.

6.5 Traffic

The contract party actively supports Flughafen Zürich AG to achieve modal split (share of public transportation trips on the total trips) of 46% in 2030 which is endorsed by the Federal Office for Civil Aviation. The contract party promotes the use of public transportation by the staff for their commute. If parking passes for employees are subsidized, then the usage of public transportation has to be subsidized in the same amount.

6.6 Hazardous Goods and Substances

Separate conditions apply to the handling, transport, treatment and storage of hazardous goods and substances. Goods and substances that present a fire or explosion hazard, combustible liquids or gases, radio-active substances, chemicals or other environmentally hazardous goods and substances have to be stored in dedicated containers, lockers and rooms and protected from unauthorized access.

7. Cost Bearing

Each contract party has to bear the costs according to the polluter-pays-principle.

8. Special Conditions

The general environmental terms and conditions regulate the minimum standard at Zurich airport. If the type of business of the contract party requires special conditions for environmental protections, then they have to be documented in written and submitted to Flughafen Zürich AG, Environmental Protection for approval.