



„BELGRADE AIRPORT“ d.o.o. BEOGRAD
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Belgrade Airport d.o.o. Beograd

Terms and Conditions of airport infrastructure access and use for
ground handling service providers at Nikola Tesla Airport in Belgrade

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TERMS AND CONDITIONS

PARTIES HEREBY AGREED as follows:

1 DEFINITIONS AND INTERPRETATION

In these Terms and Conditions of airport infrastructure access and use for ground handling service providers at Nikola Tesla Airport in Belgrade:

Agreement on airport infrastructure access and use (or "the Agreement")	Agreement between Airport Operator and GH Service Provider, which corresponds in form and content to the draft Agreement on airport infrastructure access and use published on the web page of BELGRADE AIRPORT d.o.o. Beograd www.beg.aero , and which sets forth the rights and obligations of the Parties in reference to providing GH Service Provider with the access to the Airport infrastructure and use of the Airport infrastructure for supply of Ground Handling Services according to the terms and conditions set in the draft Agreement, together with these Terms and Conditions (as may be amended from time to time by the decision of Belgrade Airport).
Airline	legal entity or an entrepreneur responsible for the transport of passengers and/or baggage and/or mail and/ or goods by air, from/to Nikola Tesla Airport in Belgrade
Airport	Airport Nikola Tesla in Beograd i.e., all buildings and structures in the passenger terminal zones located at Airport Nikola Tesla in Belgrade, Serbia, which are managed by Belgrade Airport d.o.o. Beograd, in accordance with the Concession Agreement.
Airport Infrastructure	the basic physical, logistic, technological and information and communication structure covering manoeuvring areas, aprons, roads, facilities, installations, systems and equipment, roads and auxiliary service roads, area intended for retention of vehicles and equipment for ground handling of aircraft when not in use, official access points, as more closely stipulated by the Agreement.
Airport Operator	refers to BELGRADE AIRPORT d.o.o. Beograd
Airport User	Any natural (entrepreneur) or legal person responsible for the carriage of passengers, mail, cargo and/or freight by air from or to the Airport
ACI	<i>Airport Council International</i>
ASQ	<i>Airport Service Quality</i>
ACI ASQ Program	A benchmarking programme measuring passengers' experience while they are at the airport
ATB	Actual Time Block
Applicable Law	The legislation of Republic of Serbia as from time to time, including all laws, decrees, rulebooks, decisions, directives, treaties, conventions, by –laws, standards, requirements, resolutions, and orders (imposed by national authorities or international organizations) as from time to time having the force of law or being otherwise legally binding within the Republic of Serbia.
ASRT	Start Up Request Time
AODB	Airport Operational Data Base
AOCC	Airport Operational Control Centre
AMS	Airport Management System
Belgrade Airport Act (BAA)	Applicable Airport Manual of the Airport Operator with all accompanying operative procedures, data on airport organisation and management, including Safety Management System, that the Airport Manual refers to, all instructions or directions, procedures, including pricelists, in force issued by the Chief Executive Officer (CEO) of the Airport Operator or other authorised representative

Belgrade Airport Notice (BAN)	A notification issued by the CEO of the Airport Operator or other authorised representative
Certificate	A valid authorization for the provision of ground handling service(s) issued by the Civil Aviation Directorate of the RS
Certificate for Other Services	A valid authorization for the provision of service(s) (excluding ground handling services) to third parties in accordance with the main business activity performed by the Service Provider, issued by a competent authority
DO	Departure Zero Time, taken from ASRT
ETA	Estimated Time of Arrival
Employees	The GH Service provider's employees engaged for and in connection with the performance of the Agreement
First Wave	All take-offs after 0500 and prior to 0800 Local
FOD	Foreign Object Debris
Grantor	Means the Government of the Republic of Serbia and JSC Airport Nikola Tesla Belgrade as Grantor of the Concession for the financing, development through the construction and reconstruction, maintenance and management of the infrastructure of JSC Airport Nikola Tesla Belgrade and the performance of the activity of airport operator at Airport Nikola Tesla Belgrade, executed on March 22, 2018.
IBB	Inbound Baggage, baggage arriving at Belgrade Airport
Airside / Landside	As defined in the requirements of the Airport Security Programme of Belgrade d.o.o. Beograd
Large Aircraft	Code D, E & F and Code C configuration above 200 seats Aircraft (as defined by ICAO Aeroplane Design Codes)
Terms and Conditions	These Terms and Conditions of airport infrastructure access and use for ground handling service providers at Airport Nikola Tesla in Belgrade and all attached Schedules and any document supplemental to it, as may be amended from time to time by the Airport Operator
MGT	Minimum Ground Time, provided by the airlines
OOG	Out of Gauge
Party or Parties	Airport Operator and/or the GH Service provider and includes any permitted assigns and successors in title
Persons with Reduced Mobility (PRM)	Any person whose mobility when using transport is reduced due to any physical disability (sensory or locomotor, permanent or temporary), intellectual disability or impairment, or any other cause of disability, or age, and whose situation needs appropriate attention and the adaptation of the services made available to all passengers to his or her particular needs.
PPE	Personal Protective Equipment
QHSE	Quality, Health, Safety and Environment
Rush Bag	Baggage that may, but does not have to, be transported by the same flight as the passenger to whom it belongs;
Season	Either the Winter Season or the Summer Season, as the case may be
Services	ground handling services provided at the Airport-to-Airport users, prescribed by the Regulation on the provision of ground handling services ("Official Gazette of RS", No. 61 dated July 10, 2015, 88 dated August 5, 2022)
Service Standards	Those standards set out in Schedule 1 hereof
GH Service Provider	Natural (entrepreneur) or legal person or entrepreneur providing one or several ground handling services to third parties
Provider of Other Services	a legal entity that provides services at the Airport on the basis of the appropriate certificate issued by the competent authority and that does

	not fall into the category of GH Service providers and self-handling Airport Users as defined hereof
Schedules to this Terms and Conditions	Schedules according to the list given in Clause 6 of this Terms and Conditions. In case of any discrepancy between the text of these Terms and Conditions and Schedules thereof, the text of these Terms and Conditions shall prevail. In case of any discrepancy between the Schedules, their priority is determined by their order given in Clause 6 of these Terms and Conditions.
Small & Medium Aircraft	Code A, B, C configuration below 200 seats (as defined by ICAO Aeroplane Design Codes)
STD	Scheduled Time of Departure
Summer Season (IATA)	A period from the last Sunday of March until the last Saturday of October (inclusive).
Towing	The movement of an aircraft from one stand to another and to/from the hangar.
VDGS	Visual Docking Guidance System
Vehicle	Means any mechanically or electrically propelled conveyance or equipment on wheels.
Winter Season (IATA)	A period beginning from the last Sunday of October and ending on the last Saturday of March (inclusive).

2. IMPLEMENTATIONS AND VALIDITY OF TERMS AND CONDITIONS /ACCESS TO AIRPORT INFRASTRUCTURE

- 2.1 The Terms and Conditions have the purpose of providing proper functioning of the Airport and allowing access to the Airport Infrastructure to all GH Service providers with an applicable Certificate, under unbiased, transparent, and non-discriminatory terms.
- 2.2 Legal basis for adoption of these Terms and Conditions is Article 130 of the Air Traffic Law of the Republic of Serbia (Official Gazette No. 73/10, 57/11, 93/12, 45/15, 66/15 - other law, 83/2018, 9/2020, 62/23 and 19/25, hereinafter: applicable Air Traffic Law) and the Regulation on supplying ground handling services at airports (Official Gazette No. 61 from 10 July 2015. and no. 88 from 5 August 2022).
- 2.3 These Terms and Conditions are applicable at the Airport from **15/04/2025**.
- 2.4 The Terms and Conditions of infrastructure use must be interpreted in conjunction with the Agreement on airport infrastructure access and use. In case of discrepancy or non-alignment of the provisions of this document with the provisions of the Agreement on airport infrastructure access and use, the Agreement provisions shall prevail.
- 2.5 The Terms and Conditions apply to all GH Service providers that provide Service at the Airport, and to Providers of Other Services and self-handling Airport Users and shall form integral part of any Agreement on airport infrastructure access and use. The term GH Service provider, further in the text, shall refer as well as to both the Providers of Other Services and self-handling Airport Users (as applicable).
- 2.6 Airport Operator reserves the right to amend these Terms and Conditions, in accordance with the Applicable Law. Any amendments and their implementation will be expressed by concluding an annex to the applicable Agreement, and enter into force and become binding on the GH Service provider within reasonable time necessary to the GH Service Provider to comply with such amendments, and indicated in such amendments, but in any case following the lapse of minimum 30 days after the GH Service provider has been notified thereof (as an exception, the amendments related to safety and aviation security may enter into force following the lapse of a shorter period, if their implementation is time-critical). If the amendments are the result of an administrative act, the Applicable Law, or an order of a supervisory authority, the amendment will take effect in respect of the GH Service Provider as may be required to comply with such mandatory requirements, at the earliest from the moment Airport Operator notifies the GH Service provider of any such amendments.

- 2.7 The effective Terms and Conditions and any amendments to them will be published on the Airport Operator website (www.beg.aero).
- 2.8 These Terms and Conditions are drawn up bilingually, in English and Serbian. In case of any discrepancies, the Serbian language version shall prevail.
- 2.9 Access to the Airport infrastructure will be provided only to GH Service Providers who have a valid Certificate and who conclude an Agreement with the Airport Operator, in form and content according to the draft Agreement on access to the airport infrastructure and its use published on the web page of BELGRADE AIRPORT d.o.o. Beograd www.beg.aero.

3. MONITORING OF IMPLEMENTATION BY GHSP /REVIEW AND MONITORING OF COMPLIANCE

- 3.1 Notwithstanding the audits performed in accordance with Applicable law by the relevant authorities, Airport Operator may perform review and/or monitor any matter whatsoever in order to monitor the performance of obligations under the Terms and Conditions, including but not limited to:
- 3.1.1 Compliance review:
- a) QHSE Records (as defined by the Schedule 2 hereof and QHSE Agreement)
- 3.1.2 Compliance monitoring:
- a) Service Standards set out in Schedule 1 hereof
 - b) Staff Training (relates only to trainings performed by Airport Operator)
 - c) Insurance (insurance policies and/or certificates)
 - d) Any on-Airport and/or off-airport IT Services utilised for providing services to Airport Users (if applicable)
 - e) GH Service provider local operational procedures in case of DCS/X ray/Baggage belt failure or lack of staff.
- 3.2 Regular compliance reviews will be carried out within the timeline mutually aligned by the Airport Operator and GH Service Provider, in accordance with Terms and Conditions/the Agreement. The Airport Operator may conduct compliance reviews internally or through an external company contracted by the Airport Operator, should the technical nature of the subject matter necessitate expertise. The Ground Handling Service Provider authorizes the Airport Operator to carry out both internal and external compliance reviews and commits to providing access to all requested information at its own expense. The Airport Operator must ensure compliance with the confidentiality clause of these Terms and Conditions for any individual conducting compliance reviews in accordance with these Terms and Conditions who has access to confidential information of the Ground Handling Service Provider.
- 3.3 The GH Service provider shall provide Airport Operator or their nominated representative with such information, assistance, and access to its premises and/or location of service delivery as may be necessary in order that it may fully and promptly carry out each compliance review, in accordance with Terms and Conditions/ the Agreement. The GH Service provider shall provide Airport Operator, the Grantor and any person appointed by them with access to its premises to monitor compliance with the GH Service provider's obligations under these Terms and Conditions, for which purpose the GH Service provider shall provide the access that Airport Operator, the Grantor or a third party requires in connection with those activities, provided that Airport Operator, Grantor or such appointed person does not disable, prevent, hinder or otherwise delay the performance of the Service
- 3.4 Airport Operator or its nominated representatives or any third party appointed by the Airport Operator under Clause 3.2 above, shall, during the compliance review, be granted access to any books and records

(except financial books and records) which they reasonably require in order to monitor the performance of obligations under the Agreement/Terms and Conditions and which relate to the provision of the Services and the GH Service provider shall provide all necessary support on site in that respect, free of charge to Airport Operator.

- 3.5 The GH Service provider undertakes to implement the corrective measures within the reasonable deadlines, which will be specified in the Compliance report, shall consider all circumstances, and provide evidence of implementation. In all cases, the cost of corrective measures shall be borne by the GH Service provider.
- 3.6 Airport Operator shall have the right to monitor and examine the Services being performed at any time. The GH Service provider shall have the right to accompany the relevant Airport Operator staff or representatives conducting such compliance review.

4 . SECURITY AND SAFETY (SAFETY MANAGEMENT SYSTEM)

4.1 SECURITY

- 4.1.1 GH Service provider shall at all times fully comply with Airport Operator security requirements which are notified to GH Service Provider or made otherwise known to GH Service Provider (by way of publication on Airport Operator website, etc.). However, the Airport Operator is not responsible towards GH Service Provider for the provision of security of persons or property and GH Service Provider should undertake its own security arrangements for its employees, other personnel and property.
- 4.1.2 The GH Service provider shall take all measures necessary to comply with the provisions of Applicable law relating to security that may be applicable to the GH Service provider in the performance of the Services.
- 4.1.3 Whilst on the Airport, Employees shall comply with all security measures required by Airport Operator in respect of personnel and other persons attending the Airport.
- 4.1.4 The GH Service provider shall co-operate with any investigation relating to security which is carried out by Airport Operator or by any person who is responsible to Airport Operator for security matters.
- 4.1.5 The GH Service provider shall use its best endeavours to make any Employees identified by Airport Operator, available to be interviewed by Airport Operator or by a person who is responsible to Airport Operator for security matters, for the purposes of the investigation. Employees shall (save where the investigation is undertaken by any statutory authority) have the right to be accompanied by the GH Service provider's Representative and to be advised or represented by any other person whose attendance at the interview is acceptable to both Airport Operator and the GH Service provider's Representative.
- 4.1.6 The GH Service provider shall, subject to any legal restriction on their disclosure, provide all documents, records or other material of any kind which may reasonably be required by Airport Operator or by a person who is engaged by Airport Operator for handling security matters, for the purposes of this investigation, so long as the provision of that material does not prevent the GH Service provider from performing the Services. Airport Operator shall have the right to retain any such material for use in connection with the investigation and, so far as possible, shall provide the GH Service provider with a copy of any material retained.
- 4.1.7 Without prejudice to the generality of the foregoing it is the responsibility of the GH Service provider to obtain timely and at its own cost from Airport Operator all security passes, Airside or Landside, and other documents required for its personnel and vehicles. For the issuance of security documents (Airport ID Pass for persons and vehicles), it is necessary to send an official request to security@beg.aero. The official request will be considered and based on explanation, a response will be provided along with the necessary documentation and instructions for filling out. A period of eight weeks for the process of obtaining Airside pass and two weeks for Landside pass must be allowed, as a minimum. Issuing, reissuing, and replacement of any pass shall be charged at the published rate, as amended. All security passes and documentation shall be returned to Airport Operator immediately upon (i) termination of the relevant person's engagement by the GH Service provider or (ii) termination of the Agreement, otherwise the GH Service provider may be liable as per the Air Transport Law. The theft or loss of any security pass or other

documentation referred to herein shall in the first instance be reported to the Security department of Airport Operator. For certain zones at the airport, it is necessary to obtain the permits of the Border Police for movement and stay in the area of the border crossing in accordance with the Law on Border Control.

- 4.1.8 The Airport Operator and the GH Service provider security passes must always be worn and be visible for inspection while on Airport Operator premises. The GH Service provider shall provide appropriate holders to prevent ID passes from dangling or becoming an entrapment risk.

4.2 SAFETY (SAFETY MANAGEMENT SYSTEM)

- 4.2.1 The GH Service provider shall apply, establish, and maintain a Safety Management System (SMS) commensurate with the scope and complexity of its operations. The SMS should be interfaced with the Airport Operator SMS system through procedures or protocols allowing for as a minimum:

4.2.1.1. the exchange of relevant data pertaining to events in accordance with the Regulation on the Reporting of Events in Civil Aviation ("Official Gazette of the Republic of Serbia," Nos. 142/20, 130/22, and 52/24) or events that occur at the Airport;

4.2.1.2 the participation in and exchange of information on safety promotion campaigns and activities conducted by either of the parties; and,

4.2.1.3 the exchange of information related to hazards identified at the Airport.

- 4.2.2 The Airport Operator may request that the GH Service Provider, based on the Manual for the Safety Management System at Nikola Tesla Airport in Belgrade, develop corrective action plans to address any deficiencies identified during audits and inspections (event reports) conducted by the Airport Operator within 30 days of receiving the audit report.

- 4.2.3 In the case of an audit or inspection carried out by the Airport Operator, the GH Service provider shall share any relevant safety information under the jurisdiction of the Airport Operator.

- 4.2.4 GH Service provider shall develop procedures associated with its activities, allowing it to achieve the objectives of the safety management plan and keep registers in which it will accurately record all reports.

5. LIABILITY, INSURANCE AND SECURITY INSTRUMENTS

5.1 LIABILITY FOR DAMAGES

Each Party is liable to the other for incurred damage in accordance with the applicable regulations of the Republic of Serbia.

The GH service provider is obligated not to endanger the functioning of the Airport Infrastructure at the Nikola Tesla Airport complex in Belgrade, not to disturb the airlines and other users, to refrain from utilizing the Airport Infrastructure in a manner that could cause disruption to other users of the airport infrastructure, and to avoid using the airport infrastructure for unauthorized access to third-party information or resources, or for the commission of illegal activities. In the event that the GH service provider causes damage, destruction, interruption of operations of the Airport Infrastructure or any of its parts, damage to the property of BELGRADE AIRPORT/AD Nikola Tesla Airport Belgrade or third parties, bodily injury or death of individuals, or any damages related to the provision/non-provision of Services at the Airport, caused by the negligence or wilful misconduct of the GH service provider and its employees/contracted personnel, during the execution of the Agreement or in connection therewith, it is required to remedy or materially compensate the Airport Operator for the full amount of the incurred damage (including loss of revenue or any other indirect or consequential damage or impairment of business reputation).

The Airport operator is responsible for direct damage to the property of the GH service provider and/or third parties, bodily injury, or death of individuals caused by gross negligence or wilful misconduct of the Airport operator during the execution of the Agreement or in connection therewith.

For the sake of clarity, the Airport operator shall not be liable for any damage suffered by any client of the GH service provider who utilizes the airport infrastructure (including, for the sake of clarity, centralized airport infrastructure) to carry out ground handling activities and/or as a user of ground handling services (which are provided by the GH service provider under a contract entered into with the client, or through self-service), nor shall it be obligated to bear any costs arising therefrom, unless such damage is caused by the gross negligence or wilful misconduct of the Airport operator.

In any event, should a competent authority or any third party initiate legal proceedings against the airport operator in relation to the provision of the Service, the GH service provider shall make utmost efforts to engage in the initiated legal proceedings on behalf of Belgrade Airport; and should it fail to do so, it undertakes to participate in the legal proceedings as an intervening party on the side of Belgrade Airport, committing to undertake every action possible to ensure that the outcome of the proceedings is as favourable as possible for Belgrade Airport. The GH service provider shall be obligated to indemnify Belgrade Airport for any and all amounts that Belgrade Airport may be required to pay based on a court decision or other competent authority, which arise as a consequence of proven non-fulfilment of the GH service provider's obligations under the Agreement.

5.2 INSURANCE

- 5.2.1 Without prejudice to the liability of the GH Service Provider to indemnify Airport Operator under clause 5.1 of these Terms and Conditions, GH Service provider shall procure and maintain in force insurance cover for all sums in respect of which the GH Service provider is required to indemnify Airport Operator as follows:

The GH Service provider shall, at its own expense, conclude and maintain a third-party liability insurance policy in accordance with the terms and conditions as follows:

The minimum amount of third-party liability insurance of the GH Service provider per annum and per insured event is shown in the table below:

No.	Classification of GH Service Providers	*Minimum amount of third-party liability insurance per annum and per insured event
1.	GH Service Providers for Commercial Aviation	25,000,000 €
2.	GH Service Providers for Business Aviation	5,000,000 €
3.	Specific GH provider	10,000,000 €
4.	GH Service Providers for administration-Landside	1,000,000 €

* The minimum amount of liability insurance for third-party claims held by the GH service provider, on an annual basis and per insured event, shall be defined in the Agreement based on the criteria set forth in the above table. In the event that during the term of the Agreement the Permit/License for the provision of other services is amended in a manner that affects the applicable criteria from the above table and the minimum annual amount of liability insurance of the GH service provider for third parties

per insured event, at the request of the airport operator, the GH service provider shall be obliged to amend the insurance policy accordingly, or to enter into and maintain an appropriate insurance policy.

The GH Service provider shall have compulsory auto liability insurance for each of the vehicles, i.e., machinery/equipment used when accessing/using the Airport's infrastructure.

The GH Service provider shall be obliged to provide and maintain all risk property insurance throughout the duration of the Agreement and any other insurance as may be requested by Airport Operator's insurance brokers.

The GH Service provider accepts and confirms that insurances which the GH Service provider is obliged to provide under these Terms and Conditions take precedence over any insurance which may be taken out by Airport Operator, and the GH Service provider waive any demand or claim to request activation of, or usage of proceeds under, any insurances taken out by Belgrade Airport d.o.o. in relation to damage coverage.

When insuring liability for damage caused to third parties and all risk property insurance, the insurance policy will refer to BELGRADE AIRPORT doo Beograd as additionally insured party.

All amounts of damage that are equal to or below the amount of the franchise contracted under the insurance policies of the GH Service provider from this Clause shall be borne by the GH Service provider.

- 5.2.2 Airport Operator may at any time during the term of the Agreement request from the GH Service provider the submission of the insurance policy for inspection. The GH Service provider shall, on request of Airport Operator provide Airport Operator with evidence of insurance cover relating to the policies referred to in this clause. The GH Service provider shall maintain the required insurance coverage for the entire duration of the Agreement.

The GH Service provider shall renew the insurance policies listed hereunder in a timely manner and shall notify Airport Operator, in writing, of any change in the policies, and shall submit new policies and/or insurance certificate to Airport Operator, following the renewal.

If, on whatever grounds, the GH Service provider does not provide to Airport Operator written evidence of insurance policy extension or renewal not more than thirty (30) days prior to the expiration of any current insurance policy, and / or doesn't have the insurance coverage specified in this clause at any time, Airport Operator will have the right to terminate the Agreement by way of breach notice with remedy period (not longer than 15 days) and automatic termination in case the breach is not remedied.

5.3 SECURITY INSTRUMENTS (COLLATERALS)

- 5.3.1 As a guarantee for the full execution of future payments (including compensation for possible damages in accordance with Clause 5.1 hereof and penalties from Schedule 1 hereof, the GH Service provider undertakes to timely (when signing the Agreement) deliver to BELGRADE AIRPORT the appropriate payment security instrument or confirm the existing instrument (as applicable), namely alternatively as requested by Airport Operator one of the following:
- 5.3.2 Bank guarantee or promissory note and alternatively fix deposit or bank guarantee as requested by Airport Operator, in the amount determined by the Airport Operator, depending on yearly Agreement value (minimum three-monthly invoices). If, during the duration of the Agreement, it is determined that the three-month turnover exceeds the amount of the paid deposit, at the request of the Airport Operator, the GH Service provider is obliged to top up the amount of the given collateral up to a minimum of three months' turnover. All details relating to the collaterals shall be determined by the Agreement.

6 . LIST OF SCHEDULES TO THIS TERMS AND CONDITIONS

6.1 Schedules to this Terms and Conditions:

Schedule 1 – Service Standards

Schedule 2 – Quality, Health and Safety and Environmental

Schedule 3 – Fees & Charging

Schedule 4 – GH Service provider Personnel, Training & Equipment

Schedule 5 – Resilience & Contingency

Schedule 6 – Plans, Policies & Reports

BELGRADE AIRPORT d.o.o. Beograd

Chief Executive Officer

Chivoine REM



SCHEDULE 1 – SERVICE STANDARDS

1. INTRODUCTION

The continuous provision of Ground Handling Services at the contracted quality level is of utmost importance to the Airport Operator in terms of passenger satisfaction with the quality of services available and rendered at the Airport, as well as in terms of adherence to the quality service standards required by the Republic of Serbia and JSC Airport Nikola Tesla Beograd at Belgrade Nikola Tesla Airport.

Following best practices in this industry, the Airport Operator has implemented a policy of regular monitoring of the service levels provided to passengers, utilizing various tools and sharing the collected results/information with its partners. This monitoring includes measuring actual performance against the Service Standards of the Ground Handling Service Provider as outlined in Schedule 1 of these Terms and Conditions.

The service standards outlined in Schedule 1 of these Terms and Conditions apply to the Ground Handling Service Providers who render services in accordance with the relevant Permit, and with the standards set forth hereunder (Service Standards).

ACI ASQ Program – The Airport Operator utilizes the results of the ACI ASQ passenger satisfaction survey to measure passenger satisfaction with the services provided. Belgrade Airport d.o.o. will supply the results of the ACI ASQ survey concerning the service aspects mentioned above to the Ground Handling Service Provider. The Airport Operator's goal is to rank within the top quartile of airports in relation to the passenger satisfaction survey, based on the size of the airport and its region, in accordance with the ACI ASQ Program. Currently, according to the results of the previous year's survey, the required rating for service aspects to achieve the stated goal is 4.00 or higher. This rating will be reviewed annually to align with the Airport Operator's objective of ensuring that the evaluation of its services remains in the highest quartile.

ACI ASQ Program for Departures/Arrivals – Evaluation of service aspects in the category of:

- **Check-in for flights:**
Check In – Queue time,
Courtesy and attentiveness of the staff responsible for check-in
- **Disembarkation:**
Waiting time prior to disembarkation from the aircraft,
Courtesy and attentiveness of the Ground Handling Service Provider,
- **Baggage Retrieval:**
Display of the flight information on screens above the baggage carousel,
Waiting time prior to baggage retrieval.

The provisions of this Schedule are without prejudice to any other provisions of these Terms and Conditions.

1 SERVICE STANDARDS

- 1.1 The Parties provide high-quality services at the Airport in an efficient, safe and secure manner that meet the expectations of the Airport User. For this purpose:

The GH Service provider must:

- Prioritise meeting or exceeding the service levels set out in Service Standards.

- Cooperate fully with Belgrade Airport to continuously improve service levels.

1.2 The GH Service provider shall comply with the following Service Standards:

1.2.1 GH SERVICES IN TERMINAL BUILDING:

1.2.1.1 Check in -Queuing time

Note: The GH Service provider agrees to accept the Belgrade Airport d.o.o. technology solution and associated Belgrade Airport d.o.o. approved methodology to measure queue times once it is in place across the airport's check-in zones. Until such time as the technology solution is in place, a methodology for monitoring Service standards in terms of waiting time will be applied, which will be acceptable from the point of view of the Concession Agreement, and which will be agreed with all GH Service providers no later than within 30 days from the effective date of the Terms and Conditions/the Agreement.

1.2.1.2 Departure Airline Desk – Must be staffed when flights that the GH Service provider handles are cancelled and during any other disruption affecting the GH Service provider's customers and lasting over two hours for any flight. At all other times, there must be displayed on the desk in a prominent position at least one correct and up-to-date phone number for the GH Service provider as well as information on which Airlines the GH Service provider handles. Representatives manning the desk must inform the Airport Duty Manager about their attendance. Failure to do this will result in a failure of the service standard.

This service will be monitored by Belgrade Airport.

1.2.1.3 Clear desk Policy – after a flight, the GH Service provider agent is obliged to remove everything from the passenger registration counter, boarding desks, as well as to pick up tags from the garbage bins (the cleaning service must be called).

Upon completion of flight registration, as well as boarding control at the gates, the GH Service provider agent is obliged to remove all company materials (totems, roll-ups, carpets, company holders).

This service will be monitored by Belgrade Airport.

1.2.1.4 First/Last bag

- In-Bound Bags – First for each flight must be delivered onto the assigned baggage belt by the GH Service provider within:
 - ≤24 minutes of ATB for Small & Medium Aircraft parked on contact stands A1-A5 and C1-C8,
 - ≤30 minutes of ATB for Small & Medium Aircraft parked on contact stands A6-A10 and C9-C14,
 - ≤33 minutes of ATB for Small & Medium Aircraft parked on open stands.
- In-Bound Bags – First for each flight must be delivered onto the assigned baggage belt by the GH Service provider within
 - ≤24 minutes of ATB for Large Aircraft parked on contact stands C1-C8,
 - ≤30 minutes of ATB for Large Aircraft parked on contact stands C9-C14.
- In-Bound Bags – Last bag for each flight must be delivered onto the assigned baggage belt by the GH Service provider within:
 - ≤39 minutes of ATB for Small & Medium Aircraft parked on contact stands A1-A5 and C1-C8
 - ≤45 minutes of ATB for Small & Medium Aircraft parked on contact stands A6-A10 and C9-C14
 - ≤48 minutes of ATB for Small & Medium Aircraft parked on open stands.
- In-Bound Bags – Last bag for each flight must be delivered onto the assigned baggage belt by the GH Service provider within:

- ≤59 minutes of ATB for Large Aircraft parked on contact stands C1-C8,
- ≤65 minutes of ATB for Large Aircraft parked on contact stands C9-C14.

Exemptions: Exemption from the IBB service standard will be given for the following:

Aircraft Serviceability (doors and holds) – occasions where the GH Service provider cannot access the aircraft hold due to technical issues preventing doors/holds being opened (must be reported into AODB)

Failure of the reclaim belt/door – must be reported to AOCC Maintenance immediately.

Border Force Baggage Searches (must be reported into AODB)

This service, including but not limited to customs check, arrival sorting area, will be monitored through the Daily baggage performance report. The GH Service Provider has the right to record any irregularity related to the delivery of baggage that is beyond the control of the GH Service Provider in the AODB.

1.2.1.5 Out-Bound Bags – Must comply with oversize baggage rules as notified by Airport Operator and must provide sufficient staff within the baggage halls to ensure that no belt stoppage condition is caused by insufficient staff in the baggage hall. This service will be monitored by the Airport Operator.

1.2.1.6 Real time - It is mandatory to register in "real time" on the FIDS above the arrival carousel the time for baggage delivery (baggage claim area). Must achieve 98% for all flights on a full-day basis. If some of the infrastructure equipment is out of order, the agent of the GH Service Provider is obliged to inform Belgrade Airport d.o.o. thereof, by recording it in the AMS system, as to enable Belgrade Airport to exclude such cases from the calculation for the expected level of service. This service will be monitored by Belgrade Airport.

1.2.1.7 Rush bag – Where a bag failed to fly with its owner to an outbound destination, the bag must be sent out as a RUSH bag within 24 hours. Where a bag failed to arrive in to BEG and has been sent in as a RUSH bag, the bag must be collected for delivery within 24 hours.

Storage of the baggage for repatriation either by delivery or by flight must not be in view of the public. Airport Operator shall enable storage space and cover (paravane) on the wheels.

Exemptions: Exemption from the Rush Bag service standard will be given for the following:

- The next scheduled flight to the bags reported destination airport exceeds 24 hours.
- Where a passenger has specifically asked that the bag is not sent

This service will be monitored by Belgrade Airport.

1.2.1.8 Baggage Hall attendance – Where the GH Service provider experiences disruption, cancelled flights or where it is known that the baggage delivery time for a flight or group of flights will exceed the service standard, a representative must be present in the baggage hall to inform passengers.

This service will be monitored by Belgrade Airport

1.2.1.9 Terminal contamination- In case of contamination of the terminal, due to the mistake of the GH Service provider, the GH Service provider will bear all costs for flight delays, hotel accommodation and transportation in case of flight cancellation.

This service will be monitored by Belgrade Airport

1.2.1.10 VIP and CIP baggage - The competent department of Belgrade Airport d.o.o. (Airport Experience Unit), shall issue the request for the delivery of VIP and CIP passengers' baggage to the VIP terminal. The GH Service provider has the obligation to deliver passenger's bags to the VIP terminal, against compensation in accordance with the effective pricelist of the GH Service provider.

The work order for each of the services provided must be filled out with all necessary data (date, time, flight number, type and number of services, amount), signed by both sides, BEG and GH Service provider, and submitted for review and further implementation.

The issued invoice must have an attachment with an overview of the services provided.

This service will be monitored by Belgrade Airport

1.2.1.11 Delay, changes, and cancellation - In case of a flight delay of more than 10 minutes, the GH Service provider must inform the Belgrade d.o.o. (AOCC) due to the occupation/availability of infrastructure resources.

The GH service provider shall promptly notify the Airport Operator (Airport Duty Manager) of any observed irregularity (failure of infrastructure equipment) , as to enable the Airport Operator to undertake all measures needed to remedy the irregularity. In the event the GH Service Provider has failed to notify the Airport Operator of the observed irregularities, the following delay codes: 87, 89, 55, 58 and 19 cannot be assigned to the flights in question.

In case of flight cancellations, the GH Service provider must keep sufficient number of check-in counters open, in order to take care of and inform passengers about the cancelled flight, organize transportation and hotel accommodation. In case of flight cancellations, the GH Service provider must send its people to the baggage claim zone to assist passengers in collecting their baggage and escorting them to the exit and organized transportation. In case of delay, change and/or cancellation of flights, the GH Service provider shall act in accordance with the Law on Obligations and the Basics of Property Relations in Air Transport.

1.2.1.12 Delay codes – the GH Service provider shall be obliged to enter delay codes into AMS, on a regular basis, after each „Peak”.

1.2.2 GH SERVICES AT APRON:

1.2.2.1 FOD - Before and after handling the aircraft, the parking stand must remain clean (no FOD). GH Service provider agents are responsible to maintain correct condition of the parking stands for aircraft accepting - they must inspect the parking position before/after the flight, the airbridge and the equipment at the gates and report irregularities. It is strictly forbidden to throw garbage (of any kind) on the Airside, it must be disposed of in prescribed/defined places.

This service will be monitored by Belgrade Airport

1.2.2.2. GSE equipment and vehicles must be parked strictly in the prescribed areas and at the request of Belgrade Airport d.o.o. must be moved immediately if deemed to be an obstacle for any reason whatsoever. The GH Service provider agent must not park equipment/vehicles so as to block the entrance/exit from the terminal, vertical communication, stairs and sorting area, nor shall it be parked on designated paths for movement of passengers on the apron during embarkation/disembarkation.

This service will be monitored by Belgrade Airport's staff controlling the manoeuvring areas.

1.2.2.3 Aircraft Towing – Where there is a need to tow an aircraft as set forth by Belgrade Airport d.o.o., the GH Service provider must be able to provide reposition. Where the GH Service provider does not have the capability to tow an aircraft, there must be a contract in place for the tow to be completed by another company, on their behalf. If, for any justified reason, it is necessary to move the aircraft from one parking stand to another, at the request of the Belgrade Airport d.o.o, the GH Service provider must organize the towing as soon as possible. In case of failure of PBBs, when the PBB remains blocked on the aircraft, the GH Service provider agent shall assist Belgrade Airport d.o.o. and send a push-back vehicle to remove the PBB from the aircraft, on separate charge.

1.2.2.5 State flights, handling of aircraft and passengers flow are performed according to the instructions of Belgrade Airport d.o.o. (ADM).

1.2.2.6 Aircraft removal assistance – In the event the aircraft and vehicle remain on the manoeuvring areas or aprons due to a malfunction, the GH Service provider shall assist Belgrade Airport d.o.o. if Belgrade Airport d.o.o. lacks technical capacity to remove the aircraft or vehicle from the manoeuvring areas as soon as possible. Airport Duty Manager will request service on separate charge (except in case of GH Service provider's equipment malfunction) and GH Service provider shall perform the service.

1.2.2.7 Fuel leakage - In the event of a fuel/oil leak on the Airside (parking stand), Belgrade Airport d.o.o. must be immediately notified in order to remove it as soon as possible - this service shall be charged.

Such event shall be recounted in the Airport Duty Manager's report.

1.2.3 INFRASTRUCTURE

1.2.3.1 Infrastructure If any of the infrastructure equipment is out of order, GH Service provider is obliged to notify Belgrade Airport d.o.o. In case of untimely notification, GH Service provider does not have the right to assign delay codes to airport infrastructure. Belgrade Airport shall notify GH Service provider in timely manner, of the status of airport infrastructure malfunction. Should the infrastructure equipment suffer damaged due to the negligence of the GH Service provider, GH Service provider shall bear the costs.

This will be monitored through ADM and Maintenance report.

1.2.4 RESOURCES ALLOCATION:

1.2.4.1 Resources allocation – GH Service provider must comply with allocation of airport resources (stand, gate, check-in counter) by Belgrade Airport d.o.o. In case of special requests from the GH Service provider, Belgrade Airport d.o.o. shall consider the options available as per the availability of resources at that moment.

1.2.4.2 Sufficient resources – Thirty days ahead of the winter/summer season, GH Service provider must assert by analysis/study to have a sufficient number of staff and GSE for the upcoming season as per the airlines they handle. If GH Service provider fails to meet the target, Belgrade Airport may report this to CAA and the Grantor.

1.2.4.3 The GH Service provider agent must submit the **number of booked passengers** for the flights which they handle by 09:00 a.m., for the following day, to enable Belgrade Airport d.o.o. to insert data into the system and deliver it to all relevant authorities, the Police and Customs Authority.

1.2.4.4 GH Service provider presence – The presence of the relevant representative of the GH Service provider at the daily morning operational meeting organized by Belgrade Airport d.o.o. (ADM), following the operational needs, is mandatory.

1.2.5 Failure to meet the responsibilities set forth under this Schedule shall be deemed as a breach of this Agreement. Belgrade Airport d.o.o. reserves the right to amend the Service Standards in accordance with the provisions of these Terms and Conditions.

2. SERVICE STANDARDS

2 A) SERVICE STANDARDS SUBJECT TO PENALTIES:

GH service providers undertake to respect the level of service quality that the Republic of Serbia and JSC Airport Nikola Tesla Belgrade require at Nikola Tesla Airport in Belgrade, set forth under the legal act concluded between the Government of the Republic of Serbia, JSC Airport Nikola Tesla Belgrade, and the Airport Operator, which is expressed through key performance indicators, i.e. Service standards in table 2A), subsection 2A) (Service standards subject to contractual penalties), item 2., Schedule 1 of these Terms and Conditions, and to carry out their activities as to ensure that the quality of services does not fall below the required level, provided that the Airport Operator ensures that the Airport Infrastructure is in such a condition that will enable smooth provision of ground handling services and reaching the required level of service quality. Failure to comply with the Service Standards set out in Table 2A), item 2A). (Service standards subject to contractual penalties), Schedule 1 of these Terms and Conditions may significantly impact the fulfilment of the Airport Operator's obligations, including the application of contractual penalties according to the above legal act concluded between the Government of the Republic of Serbia, JSC Airport Nikola Tesla Belgrade, and the Airport Operator.

Table 2A):

Ref.	Service element	Standard	Target	Measures to remedy the non-compliance
1.	In-Bound Bags – First for each flight must be delivered onto the assigned baggage belt by the GH Service provider within the period set forth under the relevant standard and depending on the aircraft parking stand, for Small & Medium Aircraft	First bag to be on the arrival belt no later than: -24 min. after aircraft on blocks (ATB) if the aircraft is parked on contact stands A1-A5 and C1-C8, -30 min. after aircraft on blocks (ATB), if the aircraft is parked on contact stands A6-A10 and C9-C14, -33 min. after aircraft on blocks (ATB) for aircraft parked on open stands.	95% on calendar month basis	Procedure applied in accordance with Article 9 of the Agreement (Level of Ground handling service quality and procedure in case of non-compliance with Service Standards) The amount of the contractual penalty: 500 euros per month in which the Standards were violated.
2.	In-Bound Bags – First for each flight must be delivered onto the assigned baggage belt by the GH Service provider within the period set forth under the relevant standard and	First bag to be on the arrival belt no later than: -24 min. after aircraft on blocks (ATB) if the aircraft is parked on contact stands A1-A5 and C1-C8,	95% on calendar month basis	Procedure applied in accordance with Article 9 of the Agreement (Level of Ground handling service quality and procedure in case of

	depending on the aircraft parking stand, for Large Aircraft	-30 min. after aircraft on blocks (ATB), if the aircraft is parked on contact stands A6-A10 and C9-C14,		non-compliance with Service Standards) The amount of the contractual penalty: 500 euros per month in which the Standards were violated.
3.	In-Bound Bags – Last bag for each flight must be delivered onto the assigned baggage belt by the GH Service provider within the period set forth under the relevant standard and depending on the aircraft parking stand, for Small & Medium Aircraft	Last bag to be on the arrival belt no later than: -39 min. after aircraft on blocks (ATB) if the aircraft is parked on contact stands A1-A5 and C1-C8, -45 min. after aircraft on blocks (ATB), if the aircraft is parked on contact stands A6-A10 and C9-C14, -48 min. after aircraft on blocks (ATB) for aircraft parked on open stands.	95% on calendar month basis	Procedure applied in accordance with Article 9 of the Agreement (Level of Ground handling service quality and procedure in case of non-compliance with Service Standards) The amount of the contractual penalty: 500 euros per month in which the Standards were violated.
4.	In-Bound Bags – Last bag for each flight must be delivered onto the assigned baggage belt by the GH Service provider within the period set forth under the relevant standard and depending on the aircraft parking stand, for Large Aircraft	Last bag to be on the arrival belt no later than: -59 min. after aircraft on blocks (ATB) if the aircraft is parked on contact stands A1-A5 and C1-C8, -65 min. after aircraft on blocks (ATB), if the aircraft is parked on contact stands A6-A10 and C9-C14,	95% on calendar month basis	Procedure applied in accordance with Article 9 of the Agreement (Level of Ground handling service quality and procedure in case of non-compliance with Service Standards) The amount of the contractual penalty: 500 euros per month in which the Standards were violated.
5.	Check In – Queue time - economy class	Check In – Queue time must not exceed 15 minutes on a weekly basis-economy class	95%	Procedure applied in accordance with Article 9 of the Agreement (Level of Ground handling service quality and procedure in case of non-compliance with Service Standards) The amount of the contractual penalty: 500 euros per month

				in which the Standards were violated.
6.	Check In – Queue time - business class	Check In – Queue time must not exceed 3 (three) minutes on a weekly basis-business class	95%	<p>Procedure applied in accordance with Article 9 of the Agreement (Level of Ground handling service quality and procedure in case of non-compliance with Service Standards)</p> <p>The amount of the contractual penalty: 500 euros per month in which the Standards were violated.</p>
7.	Terminal contamination	- 0 (zero) incidents of contamination of the terminal, due to the mistake of the GH Service provider, agent, tolerable.	100%	<p>Procedure applied in accordance with Article 9 of the Agreement (Level of Ground handling service quality and procedure in case of non-compliance with Service Standards)</p> <p>The amount of the contractual penalty: 5000 euros per incident (Note: the contractual penalty is applied only in case Terminal contamination has an impact on traffic).</p>

The amount of the contractual penalty from table 2A), subsection 2 A) (Service standards subject to contractual penalties) of this Schedule 1, is expressed in the gross amount and is calculated at the middle exchange rate of the National Bank of Serbia on the date of the tax liability. The GH service provider shall pay the penalty within 30 days from the date of receiving the invoice.

The Airport Operator's right to collect a contractual penalty does not affect the Airport Operator's right to claim compensation for damages exceeding the amount of the contractual penalty.

Note: The application of the contractual penalty to the Service Standards from the above table is postponed for a period of 3 (three) months from the Contract effective date (grace period).

2 B) SERVICE STANDARDS NOT SUBJECT TO CONTRACTUAL PENALTIES

Table 2B):

Ref.	Service element	Standard	Target	Measures to remedy the non-compliance
1.	<p>1. Out-Bound Bags – Must comply with oversize baggage rules as set forth by Belgrade Airport d.o.o.</p> <p>2. must provide sufficient staff within the baggage halls to ensure that no belt stoppage condition is caused by insufficient staff in the baggage hall.</p>	<p>>1 (one) incident per week where failure to comply with baggage rules causes belt stoppage</p> <p>>3 (three) incidents per month where baggage rules not complied with or insufficient staff in baggage hall resulting in belt stoppage.</p>		<p>Procedure applied in accordance with Article 9 of the Agreement (Level of Ground handling service quality and procedures in case of non-compliance with the Service Standards)</p>
		<p>>1 (one) incident per week where failure to comply with baggage rules causes belt stoppage</p> <p>>3 (three) incidents per month where baggage rules not complied with or insufficient staff in baggage hall resulting in belt stoppage.</p>		<p>Procedure applied in accordance with Article 9 of the Agreement (Level of Ground handling service quality and procedures in case of non-compliance with the Service Standards)</p>
2.	Check In – Must not permit queues to overflow assigned queuing areas.	<p>>2(two) incident per week where target not met.</p> <p>>4(four) incidents per week where the target was not met.</p>		<p>Procedure applied in accordance with Article 9 of the Agreement (Level of Ground handling service quality and procedures in case of non-compliance with the Service Standards)</p>

3.	FOD Check	FOD Check – Must ensure that FOD check of Apron, stands and around PBBs (Passenger Boarding Bridges) is completed for 100% of flights on a full day basis.	100%	Procedure applied in accordance with Article 9 of the Agreement (Level of Ground handling service quality and procedures in case of non-compliance with the Service Standards)
4.	Departure Airline Desk (check in desk and/or transfer desk)– Must be staffed when flights are cancelled and during any other disruption affecting the GH Service provider's customers and lasting over two hours for one flight.	Representative not provided 1 (one) or more times in a given month	98%	Procedure applied in accordance with Article 9 of the Agreement (Level of Ground handling service quality and procedures in case of non-compliance with the Service Standards)
5.	Rush Bags – Repatriation of bags	Storage of the baggage for repatriation, either by delivery or by flight, must not be visible to the public.	98%	Procedure applied in accordance with Article 9 of the Agreement (Level of Ground handling service quality and procedures in case of non-compliance with the Service Standards)
6.	VIP and CIP baggage	Upon Airport Operator- Protocol request, the GH Service provider has the obligation to deliver passenger's bags to the VIP terminal, in 25 minutes, against compensation	98%	Procedure applied in accordance with Article 9 of the Agreement (Level of Ground handling service quality and procedures in case of non-compliance with the Service Standards)

7.	Real time	It is mandatory to register in "real time" on the FIDS above the arrival carousel the time for baggage delivery (baggage claim area).	98%	Procedure applied in accordance with Article 9 of the Agreement (Level of Ground handling service quality and procedures in case of non-compliance with the Service Standards)
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3. METHODOLOGY OF CALCULATING THE DELIVERY TIME FOR THE FIRST/LAST BAG

Upon the arrival of the baggage to the sorting premises, the staff of the GH Service Provider engaged in the arriving sorting area shall fill in the delivery time of the first and last bag in the Web AMS application. The application to which the employee of the GH Service Provider has access in the arriving sorting room is shown in Figure 1.

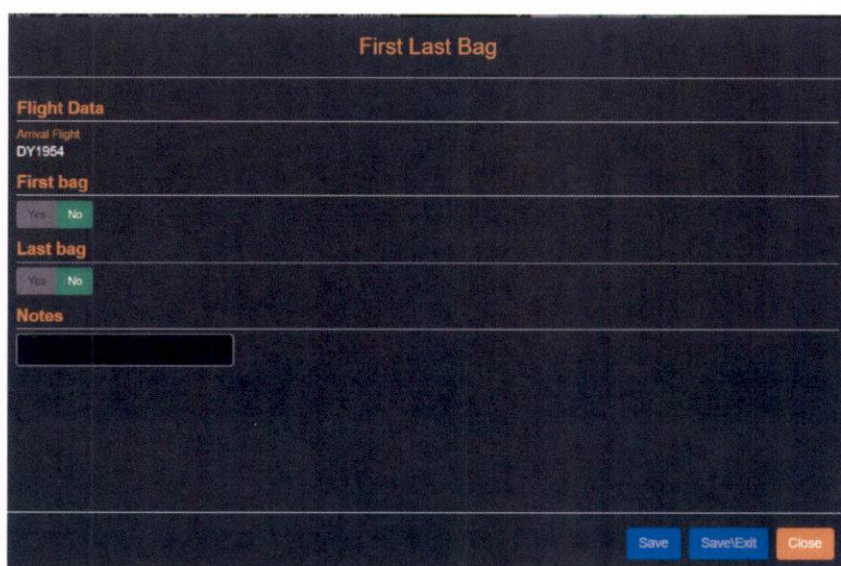


Arr Flt	Dest	First Bag	Last Bag	Delivery order	Priority Bag	Start Fids	Stop Fids	Carousel
LO571	WAW	We/04/2025 13:33	We/04/2025 13:42			13:27	14:52	4
DY1954	OSL					13:59	15:24	4

Figure 1

By double-clicking on the desired flight, the screen image from Figure 2 will be displayed.

The employee of the GH Service Provider selects the field marked Yes, which indicates that the delivery has started, that is, it has been completed.



First Last Bag

Flight Data

Arrival Flight
DY1954

First bag

☒ Yes ☐ No

Last bag

☒ Yes ☐ No

Notes

Save Save/Exit Close

In case of any irregularity, the employee of the GH service provider has the option to report it by entering a comment in the field marked *Notes*.

By selecting the field marked as *Save/Exit* , the entered data is saved and the information about the flight in question is automatically changed on the FIDS monitor.

4. THE BONUS POLICY

The bonus policy will apply to those GH Service Providers which, in accordance with the valid License, provide services whose standards are defined in this Schedule 1 (Service Standards), and according to the following conditions:

A) The Airport operator has the right to grant a bonus to the GH Service Provider, as per the previous paragraph, if the GH Service Provider cumulatively meets the following conditions and criteria:

- a) That in the period of one contract year, the GH Service Provider meets cumulatively all (100%) Service Standards stipulated under Schedule 1, item 2. (Service Standards), table 2A) and 2B) namely:
 - that in the period of one contractual year, the GH Service Provider did not violate the Service Standards stipulated under Schedule, item 2 (Service Standards), table 2A) i.e. that in the specified period, not a single Deficiency Notice for the specified standards was issued to the GH Service Provider, and
 - that in the period of one contractual year, the GH Service Provider did not violate the Service Standards stipulated under Schedule, item 2 (Service Standards), table 2B) i.e. that in the specified period, not a single Notice of Breach for the specified standards was issued to the GH Service Provider.
- b) That the GH Service Provider has settled all obligations towards the Airport Operator under the Terms and Conditions of airport infrastructure access and use in the specified period.

The amount of the bonus is 8% of the amount of the annual lease fee paid by the GH service provider for the lease of premises at Belgrade Nikola Tesla Airport.

The Airport operator shall, no later than 30 days after the expiration of each annual term of the Agreement, ascertain the fulfilment of the conditions for the application of the bonus policy.

The payment of the bonus shall be effectuated by the issuance of a credit note against the invoice for the services rendered in connection with the lease of premises.

B) The Airport operator has the right to grant a bonus to the GH Service Provider, as per the previous paragraph, if the GH Service Provider cumulatively meets the following conditions and criteria:

- a) That during a period of one contractual year, the GH Service Provider shall cumulatively meet a minimum of 11 (80%) of the Service Standards set forth in Schedule 1, item 2 (Service Standards), tables 2A and 2B, namely:
 - that in the period of one contractual year, the GH Service Provider did not violate the Service Standards stipulated under Schedule, item 2 (Service Standards), table 2A), i.e. that in the specified period, not more than one Deficiency Notice for the specified standards was issued to the GH Service Provider, and
 - that in the period of one contractual year, the GH Service Provider did not violate the Service Standards stipulated under Schedule, item 2 (Service Standards), table 2B), i.e. that

in the specified period, not more than two Notice of Breach for the specified standards has been issued to the GH Service Provider.

- b) that the GH Service Provider has settled all obligations towards the Airport Operator under the Terms and Conditions of airport infrastructure access and use in the specified period.

The amount of the bonus is 4% of the amount of the annual lease fee paid by the GH service provider for the lease of premises at Belgrade Nikola Tesla Airport.

The Airport operator shall, no later than 30 days after the expiration of each annual term of the Agreement, ascertain the fulfilment of the conditions for the application of the bonus policy.

The payment of the bonus shall be effectuated by the issuance of a credit note against the invoice for the services rendered in connection with the lease of premises.

SCHEDULE 2 – QUALITY, OCCUPATIONAL HEALTH & SAFETY, ENVIRONMENT

The provisions of this Schedule are without prejudice to any other provisions of this Terms and Conditions.

1.0 GENERAL

- 1.1 The GH Service Provider agrees that it shall at all times act in accordance with the Applicable Legal Framework and the requirements of all competent authorities regarding QHSE, and that in the execution of the contracted services at the Airport complex, it shall apply all measures and provisions defined in the Agreement on Occupational Health and Safety, Environmental Protection, and Fire Safety, which the Parties will sign in accordance with the model set forth in Appendix 1 of this Schedule 2, regardless of the schedule for servicing the air carriers..
- 1.2 At the request of Belgrade Airport d.o.o, the GH Service Provider is obligated to provide Belgrade Airport d.o.o with data regarding its performance in relation to QHSE for the period specified in the request, as defined in the documents PC-MNG.OHS.08 Procedure for Planning and Reporting on QHSE Aspects and Activities at Belgrade Airport d.o.o and IN-MNG.OHS.08-01 Guidelines for Monitoring and Analysis of QHSE Indicators at Belgrade Airport d.o.o. Belgrade, and agrees that this data, including compliance with the KPIs (Key Performance Indicators), shall be shared with Belgrade Airport d.o.o. Belgrade.
- 1.3 In the event of persistent non-fulfilment of QHSE indicators as defined in the documents PC-MNG.OHS.08 Procedure for Planning and Reporting on QHSE Aspects and Activities at Belgrade Airport d.o.o. and IN-MNG.OHS.08-01 Guidelines for Monitoring and Analysis of QHSE Indicators at Belgrade Airport d.o.o. Belgrade, trends being identified by either the GH Service Provider or Belgrade Airport d.o.o., or a significant QHSE event occurring, the GH Service provider shall without delay issue to Belgrade Airport d.o.o. a draft of the QHSE Action and Improvement Plan which will include corrective actions for all relevant accidents, incidents, injuries, spills, and events. Belgrade Airport shall have the possibility to comment on the QHSE Action Plan, and GH Service provider shall take into account all such comments and implement them in the final version of the plan, to be prepared and issued to Belgrade Airport without delay upon receiving the comments
- 1.4 The GH Service provider shall participate in all Belgrade Airport d.o.o. sponsored QHSE meetings, groups and committees.
- 1.5 The GH Service provider shall ensure that relevant incident reporting procedures are included in employee induction training.
- The GH Service Provider is obligated to promptly report all events and near-miss incidents occurring at the Airport to the Site Host and the QHSE organizational unit, through the appropriate channels defined in the Acts of Belgrade Airport d.o.o. and the Applicable Legal Framework.
- An "event" is defined as any unplanned occurrence that takes place within the working environment or operational process of the Company, which has caused or may potentially cause an accident, disaster, malfunction, fire, traffic incident, negative impact on the environment, or any other undesirable consequence, in relation to the Occupational Health and Safety Act (BZR), the Labour Law (ZOP), and the Law on the Environment Protection (ZŽS).
- 1.6 During the provision of services, the Service Provider ZO must fully implement the occupational safety and health measures, environmental protection measures, and fire safety measures pertaining to the work of external contractors, as defined by the procedures of Belgrade Airport and the Agreement on Occupational Health and Safety, Environmental Protection, and Fire Safety (Agreement on BZR, ZŽS, and ZOP) signed by the parties, in all aspects according to the model (Model Agreement on Occupational Health and Safety, Environmental Protection, and Fire Safety). Failure to comply with the provisions of the Agreement on Occupational Health and Safety, Environmental Protection, and Fire Safety constitutes grounds for termination of the Contract and for seeking damages.
- 1.7 The GH Service provider shall ensure that no works are conducted on the Airport without the correct authorisation from the relevant Belgrade Airport d.o.o. employees.

- 1.8 The GH Service provider acknowledges that when requested to investigate an incident they must do so in a timely manner, as may be stated in more details in the relevant BAA.
- 1.9 The Service Provider is obligated to align its processes that may impact the certification or regular supervisory inspections of Belgrade Airport d.o.o. by external certification bodies in the areas for which Belgrade Airport d.o.o. is certified, as well as to provide the requested data to the QHSE organizational unit in accordance with the mutually established timeline.

Appendix 1 to the Schedule 2 - MODEL AGREEMENT ON OCCUPATIONAL HEALTH AND SAFETY, ENVIRONMENTAL AND FIRE PROTECTION

AGREEMENT ON OCCUPATIONAL HEALTH AND SAFETY, ENVIRONMENTAL AND FIRE PROTECTION

Concluded by and between:

BELGRADE AIRPORT d.o.o. Head office at 11180 Belgrade 47, Belgrade-Surčin, Registration number: 21364568, TIN: 110572920; duly represented _____ (hereinafter: **the Site Host**)

and

_____, head office in _____, registration number: _____, TIN: _____, represented by the director _____ (hereinafter: the **GH Service provider**)

*The Agreement on occupational health and safety, environmental and fire protection is hereinafter referred to as the **Agreement**.*

*The Site host and the Lessee also be individually referred to as the "**Contracting Party**" and jointly as the "**Contracting Parties**".*

*The Clauses on occupational health and safety, environmental protection and fire protection are hereinafter referred to as the **OHS, EP and FP Clauses** or the **QQHSE Clauses**.*

Contracting parties agree and acknowledge:

This Agreement applies to premises used and shared by the Site host and the GH Service provider in the performance of their duties.

The Site host and the GH Service provider have concluded a Contract/ Framework agreement on Business cooperation / provision of services/lease of business premises number " _____ " dated _____ (hereinafter: the "**Contract**").

The business processes of the GH Service provider during the performance of business activities, which are carried out at the location of the Host, must be directed in such manner as to ensure safety and health of people, safety of property and environmental protection.

GH Service provider is expected to apply all rules and procedures during the performance of activities that will contribute to reducing the risk of human injury and loss or damage to property and endangering the environment to a negligible level.

Meaning of terms and abbreviations used in this Agreement:

- OHS - Health and Safety at work (laws, by-laws and internal procedures);
- Person authorized for occupational health and safety (OHS officer) - a person who performs work activities relevant to occupational health and safety, has passed the professional exam on practical training and who is appointed by a written act of the Employer to perform tasks in subject.
- QHSE: A generally accepted acronym created from English words "Quality, Health, Safety, Environment"
- The person for coordination, according to the provisions of the Law on Occupational Health and Safety, is the person who coordinates the implementation of joint measures of this Agreement.
- Workspace - the part of the Site host's workspace used by the Contracting Parties on the basis of a Contract or other legal act to perform works, provide services or access physically separated workspace.
- Obligations subject to the Agreement - such obligations, GH Service provider has accepted by signing hereof Agreement.
- Client – GH Service provider that hires third parties (not signatories to this Agreement) for execution of works.

- Contractor / Subcontractor - third parties hired by the GH Service provider to perform the works.
- Site host - a legal entity in whose working facilities/workspace GH Service provider performs activities within its scope of operations on the basis of a contract or other legal act regulating mutual obligations.
- Energy source - connection point on installations or devices at working facility/workspace of the Site host, used by the GH Service provider with explicit written consent or according to the provisions of the Contract (refers to heating, electrical, gas, pneumatic and hydraulic installations- fixed or via generator)
- Orientation training - training for safe work of own employees and third parties (all those who are not signatories to this Agreement) within the workspace of the Site host, conducted by one of the Contracting Parties (Site host or GH Service provider by consent and according to the documentation submitted by the Site host);
- Safe work - work implying prior compliance with all measures provided by applicable regulations and standards, and in the manner defined by this Agreement.

Contracting parties agree and acknowledge:

1.1. SUBJECT

1.1.1. The subject of this Agreement is to define the duties, rights, obligations, and responsibilities of the Contracting Parties sharing the same workspace, as well as their employees and other persons engaged, related to occupational health and safety (hereinafter: OHS), environmental protection (hereinafter: EP) and fire protection (hereinafter: FP).

APPLICABLE LAW

- 1.2.1. Contracting Parties shall, during the term of the Agreement, act in all respects in accordance with the applicable laws:
- Law on Occupational Health and Safety ("Official Gazette Official Gazette of RS", No. 35/2023) and other relevant regulations of the Republic of Serbia in the field of occupational health and safety;
- Law on Environmental Protection ("Official Gazette of RS", No.135/04, 36/09 and 72/09, other law 43/2011 – CC Decision and 14/2016 and 95/2018) and other relevant regulations of the Republic of Serbia in the field of environmental protection;
- Law on Fire Protection ("Official Gazette of RS" no. 111/2009,20/2015, 87/2018 and 87/2018- other law) and other relevant regulations of the Republic of Serbia in the field of fire protection;

Internal Acts of the Site host based on the legal regulations of the state.

1.3. PLANNING

1.3.1. Immediately before commencing the contracted activities, GH Service provider **shall** identify a Person responsible for coordinating the implementation of QHSE measures and in cooperation with the Responsible person of the Site host, is obliged develop OHS, EP and FP Plan for the activities/works processes/ works in subject containing the following information:

- List of applicable legislation and OHS, EP and FP standards in accordance with the scope of works
- Roles and responsibility for OHS, EP and FP on site, including subcontracting parties
- Risk assessment procedure with applicable examples demonstrating how hazards are reduced to acceptable level of ALARP (As Low As Reasonably Practicable) for the scope of works
- Near miss and incident reporting procedure
- Description of the incident investigation procedure including responsibilities
- Description of the emergency response actions.
- Inspection and audit schedule for the scope of works

GH Service provider is encouraged to include its own OHS, EP and FP requirements into this document

1.3.2. The persons responsible for coordinating and monitoring the implementation of this Agreement in terms of the Law on Occupational health and safety (Official Gazette RS, No. 35/2023) are:

- Vlado Živanović, HSE Coordinator (mob: +381 60 830 1185)

- Dragana Zdravković, HSE Specialist (mob: +381 60 321 9232) on behalf of the Site host,
- Bojana Sredojević – Adamović, ENV Senior specialist (mob: +381 60 830 13 64)
- Slađana Petrić ENV specialist (mob: +381 64 848 5067) on behalf of the Site host,
- _____ (mob: +_____) on behalf of the GH Service Provider (Company name/Employer)

1.4. COMPETENCE AND ORIENTATION/INDUCTION TRAINING

1.4.1. The GH Service provider shall inform its staff, including Service provider/subcontractor personnel engaged on execution of works at Site host's location, of their obligations under this Agreement.

1.4.2. The GH Service provider shall submit to the Site host all relevant data related to its staff, including a list of employees with their signature confirming that they have been introduced to and understand their obligations under this Agreement.

This orientation training, shall, at least include a discussion of site hazards and site emergency response.

The GH Service provider undertakes on works performed within the Site host's workspace, engage employees who:

- have been trained in the field of OHS, EP and FP in their legal entity,
- are familiar with the dangers and hazards, rules, and conditions of safe work according to the provisions of the Site host.

Introduction to specific issues relevant to measures of OHS, EP and FP within the workspace will be conducted by the Site host, according to previously defined type and scope of works. Submitting a written form (Instructions, Procedures, Guides, etc.) to the other Contracting Party is also considered to be an introduction as defined above.

1.4.3. The GH Service provider shall report its employees and persons engaged for provision of services / execution of works, to the Site host, prior to introducing them to the workspace and shall provide such persons with Introductory training on OHS, EP and FP implemented by the Site host, as well as any other training organized by the Site host, when such training is deemed necessary for the safe provision of services / performance of works. GH Service provider shall ensure attendance of its employees to hereof orientation training in a timely manner, as agreed with the Site host. All conditions of QHSE training are defined by the Rulebook on Occupational Health and Safety of the Republic of Serbia, Law on Occupational Health, and Safety ("Official Gazette of RS", No. 101/2005, 91/2015 and 113/2017 - other law) and other relevant regulations of the Republic of Serbia in the field of occupational health and safety.

1.4.4. The GH Service provider shall, at its own expense, provide qualified work force with certificates of mandatory medical examinations and completed training in accordance with the relevant regulations governing OHS, EP and FP and equipped with appropriate personal protective equipment for the provision of services/ execution of works, all in accordance with the legal regulations on OHS, EP, FP and/or internal documents of the Site host.

1.4.5. The GH Service provider shall provide a sufficient number of trained and qualified personnel to provide first aid on location shared by both parties' locations.

1.5. SPECIFIC RULES AND REQUIREMENTS

1.5.1. The Service Provider is obligated to fully comply with all relevant legal requirements in accordance with the Applicable Legal Framework regarding occupational health and safety (OHS) in the Republic of Serbia, particularly:

- the preparation of a written Risk Assessment Document for all positions in the work environment, which establishes methods and measures for the elimination or mitigation of risks;
- the determination of rights, obligations, and responsibilities in the area of occupational health and safety in accordance with the provisions of Belgrade Airport d.o.o.

1.5.2. The Service Provider is required to fully adhere to the applicable legal framework of the Republic of Serbia as well as the internal procedures and guidelines of Belgrade Airport d.o.o. in the area of occupational health and safety (OHS), labour protection (LP), and environmental protection (EP), as well as to perform work in accordance with appropriate best practices or regulatory guidelines in this field.

1.5.3. The GH Service provider shall fully support Belgrade Airport d.o.o. in achieving its OHS, EP and FP Policy outcomes and drive OHS, EP and FP performance improvements.

1.5.4. The GH Service provider shall ensure that its staff, as well as the staff of its contractors, fully comply at all times with minimum personal protective equipment requirements as defined within Belgrade Airport d.o.o. Acts.

The GH Service provider shall carry out risk assessments for all activities performed by their employees and contractors within the Restricted Area (CPSRA) and shall ensure consideration is given to whether the employee requires additional PPE, including head, hand and eye protection.

1.5.5. The GH Service provider shall ensure that no works are conducted on the Airport without the correct authorization from relevant Belgrade Airport d.o.o. parties, or without a permit to work for high-risk activities issued by Belgrade Airport d.o.o.

1.5.6. The GH Service provider shall ensure that there is a fully trained first aider on shift at Belgrade Airport d.o.o. while there are staff on shift.

1.5.7. The GH Service provider shall check in and check out with the Site host's Corporate Security Organizational Unit at least on a daily basis every staff member, item of equipment and means engaged in the work processes, not permitted to enter Site host's facilities without permission/adequate identification document. Only personnel who have received Induction training for the site are allowed access.

1.5.8. The GH Service provider, its staff and all other persons engaged shall, during the term of the Agreement and during elimination of deficiencies within the warranty period, comply with all rules, internal standards, procedures, guidelines and instructions on OHS, EP and FP that are in force at the Site host's location, in accordance with PC-MNG.OHS.010 Procedure on managing contractors and third parties in terms of QHSE in BA and shall in particular comply with the following rules:

1.5.8.1. Avoiding the implementation and/or obstructing the Site host or other persons/companies during the implementation of OHS, EP and FP measures is prohibited.

1.5.8.2. While performing any work, the rules on the use of personal protective equipment (PPE) must be complied with. The minimum PPE requirements include wearing of protective clothing, protective footwear, eye protection and hearing protection. Using highly visible/reflective markers/vests is mandatory on locations where such is required by internal Site host's rules.

1.5.8.3. The procedures on OHS, EP and FP including operational procedures of the Site host for implementing the system of permits to work (PTW) shall be always adhered to. The GH Service provider may be given permission to use its own PTW system upon providing an internal procedure thereon and demonstrating a competent and effective PTW system.

1.5.8.4. It is strictly forbidden to enter, stay or work on the location or premises of the Site host under the influence of alcohol and/or drugs (narcotics)

1.5.8.5. It is forbidden to carry weapons within the locations of the Site host.

1.5.8.6. Taking any type of photographs at the locations and facilities of the Site host is prohibited unless the GH Service Provider obtains a written permission. Photography is allowed only and exclusively for business purposes. The GH Service provider is to appoint positions that can be photographed without additional permits for the purpose of performing work activities.

1.5.8.7. Smoking is allowed only in specified and designated places as defined by the Site host.

1.5.8.8. In explosive hazardous areas it is forbidden to use open flames or other sources of heat without a hot work permit. If the Lessee's staff are not familiar with the hazardous area's classification, they must contact the Responsible Person of the Site host.

1.5.8.9. It is mandatory to comply with the rules and signals for traffic safety at the site and within operational workspace of the Site host.

1.5.8.10. All incidents must be immediately reported to the Site host, in accordance with PC-MNG.OHS.04 - Company Procedure "Notification, Recording, Investigation and Periodic Reporting of QHSE Events in BA", and to the competent authorities in accordance with the law.

1.5.8.11. Site host shall ensure that suitable and operational fire prevention and firefighting equipment is available at all times on site in accordance with fire risk assessment. When performing "hot" works – works related to heat sources, contracting party shall act in accordance with procedures of the Site host.

1.5.8.12. The GH Service provider shall implement corrective and preventive measures arising from incident reports, inspection and audit reports, in accordance with the requests of the Site host concerning OHS, EP and FP issues.

1.5.8.13. The GH Service provider is strictly responsible for the OHS of its staff and all other persons engaged for the provision of services/execution of works. In case of failure to adhere to the rules on OHS, EP and FP, or negligence by the GH Service provider, the Site host shall not be responsible nor pay any fees/costs to the GH Service Provider in relation to occupational injuries or damage to equipment, means and tools.

1.5.8.14. The GH Service provider shall provide the Site host with a list of chemical agents used in its activities with up-to-date SDS lists for each agent in the Serbian language.

1.5.8.15. Before starting any work, all GH Service Providers (hereinafter: GH Service Provider), as well as any contractors/ subcontractors if the GH Service Provider has hired them to perform work activities on the location, are required to obtain the status of a qualified contractor. The documentation that GH Service Provider/Contractor/Subcontractor is required to submit is defined in the document titled Request for Submission of QHSE Documentation PC-MNG.OHS.10.002.

1.5.8.16. If, during the reconstruction or extension of the facilities, the GH Service Provider carries out construction work, the place where the work is carried out, the area where the work is carried out (excavation, earthworks, construction, assembly and dismantling of already produced elements, reconstruction or equipping, adaptation, renovation, rehabilitation, dismantling, demolition, upgrading, maintenance - painting and cleaning, drainage), if two or more contractors are planned for the construction works, the works last more than 30 days, more than 20 contractors are engaged at the same time, if the works are carried out on an area of more than 300 m², if the works lead to the occurrence of specific risks listed in the Regulation on Occupational Safety and Health at Temporary or Mobile Construction Sites ("Official Gazette of the RS", No.14/2009, 95/2010, 98/2018, 35/2023 - as amended and 76/2024), the following special QHSE requirements shall apply:

1.5.8.17. Drafting of the Annex or Authorization on the appointment of the Bidder as the Investor's Representative, in conformity with the Regulation on Occupational Safety and Health at Temporary or Mobile Construction Sites, by which he will have the obligation to implement all OHS measures specified in the Regulation, on behalf of the investor, after which he is obliged to submit:

- Plan of Preventive Measures for the given construction site, the Notice of Commencement of Works and the Decision on the Appointment of the Coordinator in the Design Development Phase;
- Construction Site Registration and Study on Construction Site Preparation / Occupational Safety and Health;
- The investor's representative is required to appoint a coordinator for the execution of works when two or more contractors are performing or are expected to perform work at the construction site.

The GH Service Provider undertakes, for the duration of the Contract, to:

- Manage waste generated from the execution of works (renovation of the facility) and dispose of it, in compliance with the Law on Waste Management;
- Maintain the tenant's inventory and equipment in proper working condition if they were made available upon taking possession of the premises;

1.5.8.18. After signing the Contract and the Agreements on OHS, EP and FP, and before the commencement of work, the staff of the contractors engaged by the GH Service Provider shall undergo the Introductory HSE training. **Note: If new risks are identified during the works, any subsequent measures shall be defined in accordance with the signed Agreement on OHS, EP and FP.**

1.6. CERTIFICATION

1.6.1. The GH Service Provider shall at its own expense obtain all required inspection reports, expert findings, certificates and permits for the equipment, resources and tools to be used for the provision of services/ execution of works, in compliance with the legal regulations in the field of OHS, EP and FP and all other regulations and relevant standards or internal documents of the Site host. If the Site host determines that any equipment, means or tools do not have the necessary certificates and/or permits and/or confirmation on conducted inspection or are not fit for use, bringing thereof onto the property of the Site host shall not be permitted.

1.6.2. The GH Service Provider shall provide all necessary personal protective equipment (PPE) to its employees/service providers/subcontractors, free of charge. The provided PPE must comply with applicable regulations and be suitable for use. Additional specialised PPE shall be provided as required and be fit for use.

1.7. OHS, EP and FP REPORTING

1.7.1. All events (QHSE events) must be reported immediately to the Site host, and to the competent authorities if required by law, in accordance with PC-MNG.OHS.04 - Company Procedure "Notification, Recording, Investigation and Periodic Reporting of QHSE Events in BA". The GH Service Provider shall, upon a request issued by Site host, investigate all events that result in any form of loss (Lost Time Injury, equipment damage, environmental spill resulting in damage). The GH Service provider shall conduct a formal accident investigation procedure and shall enable the Site host to participate in the investigations if required. The Contracting Party is obliged to show the Site Host all relevant reports of the investigation.

1.8. INSPECTIONS AND SUPERVISION

1.8.1. The GH Service provider shall appoint an Occupational Health and Safety Adviser and shall inform the Site Host thereof.

1.8.2. A Coordinator of the implementation of joint measures hereof, in accordance with Article 24 of the Law on Occupational Health and Safety, shall be appointed by the Site host.

1.8.3. The GH Service provider shall adhere to the measures related to the implementation of occupational health and safety in the work environment, as instructed by the Site host's Coordinator.

1.8.4. The Coordinator, depending on the need, and obligatorily when planning to perform specific tasks with increased risk, especially those for which a Permit to Work is required, shall hold a meeting with the representatives of the Contracting Parties.

1.8.5. It is obligatory to attend the meeting of the Contracting Parties' representatives, at the invitation of the Coordinator.

1.8.6. Representatives of the Contracting Parties may also communicate with the Coordinator outside the meetings with regard to the implementation of joint measures.

1.8.7. The GH Service provider shall agree to enable the authorized persons of the Site host, persons delegated for the implementation of joint measures and person delegated for coordination of the Agreement, to check the fulfilment of obligations hereunder during the working hours of the Site host subject to prior notice and obtained consent. If deficiencies are identified during the inspection, the Site host and the GH Service provider shall develop the QHSE Improvement Plan. The Plan shall be approved by authorized persons of the Site host, who shall have the right to inspect the plan and request corrections in order to completely comply with the legal regulations and internal standards of the Site host in the fields of QHSE.

1.8.8. The executor of the QHSE Improvement Plan is required to report on progress in resolving issues for activities initiated under all reporting mechanisms.

1.9. ENVIRONMENTAL MANAGEMENT

1.9.1. The GH Service provider shall fully comply with all relevant environmental regulatory requirements, environmental internal documents established by Belgrade Airport d.o.o. and shall conduct operations in accordance with appropriate industry best practices or regulatory guidelines in this field.

1.9.2. The GH Service provider shall fully support Belgrade Airport d.o.o. in achieving the presented QHSE Policy outcomes and drive environmental performance improvements.

1.9.3. The GH Service Provider shall fully support Belgrade Airport d.o.o. in achieving the defined goals of reducing the amount of generated and disposed waste and increasing the recycling rate and shall comply with all internal and external requirements regarding waste management at the location. The GH Service provider is obliged to manage the waste generated by the provision of services in accordance with the Applicable Law in the area of environmental protection, ensure waste separation by type and the proper disposal of waste in conformity with the legally stipulated GH Waste Management Plan, aligned with the Belgrade Airport d.o.o. Waste Management Plan, with the engagement of authorized companies for the collection of all types of waste, both non-hazardous and hazardous, as well as waste created in the process of aircraft de-icing. The GH Service provider agrees to accept full legal and financial liability for any necessary repairs, remediation or mitigation measures if the GH Service provider is found not to have complied with these requirements or Applicable Law.

1.9.4. The GH Service provider shall fully comply with all requirements for handling hazardous substances and dangerous goods as specified by Belgrade Airport d.o.o. or as required by Applicable Law. The GH Service provider shall further agree to accept full legal and financial liability for any necessary repairs, remediation or mitigation measures if the GH Service provider is found not to have complied with these requirements.

1.9.5. The GH Service provider shall fully support Belgrade Airport d.o.o. in achieving its goals in terms of "Net zero emission by 2030" and shall act in line with the Decarbonization roadmap developed by Belgrade Airport d.o.o. The GH Service provider should provide data and records related to energy consumption and GHG emissions, necessary to fulfill the requirements of the Airport Carbon Accreditation, as well as data prescribed by Applicable Law or other requirements

1.9.6. The GH Service provider shall perform its work in a diligent and responsible manner, aiming to eliminate or reduce consumption of resources and generation of waste. The GH Service provider undertakes to use resources (energy, water, energy sources, etc.) in a rational and optimal manner, to use energy-efficient equipment/vehicles/facilities, and to perform its activities in accordance with the principles of energy efficiency and reduction of greenhouse gas emissions. The GH Service provider shall keep records, as well as exchange data at the request of Belgrade Airport, related to environmental protection processes.

1.9.7 If any material requiring an MSDS (Material Safety Data Sheet) including fuels and lubricants, is provided by the Lessee, such shall be safely transported, safely stored, transferred, and used according to the MSDS instructions. The GH Service provider undertakes to provide/acquire all the necessary equipment for the collection/handling of hazardous substances in the

event of a spill during the work process, transfer or transportation. The GH Service provider shall provide adequate equipment/containers for the temporary disposal of hazardous waste if it is generated during the work process and shall hand it over to an operator authorized for the collection of hazardous waste.

1.9.8 In accordance with the legal regulations in the field of EP, the GH Service provider shall manage the waste generated as a result of the provision of services/execution of works and dispose of it in accordance with its waste management plans / regulatory obligations of the legal entity, and in case of accidents shall remediate damage to the environment/location of the Site host by returning it to its previous state and/or by paying for the damages. The aforesaid obligations of the Contracting party shall remain applicable even if Site host discovers pollution caused by the GH Service provider after the Contractor/Subcontractor has left the place of service provision /execution of works.

1.9.9 The GH Service provider shall ensure that the segregation of waste is carried out in accordance with the applicable regulations, or the internal waste management procedures and instructions of the Site host.

1.10. SANCTIONS

1.10.1. The GH Service provider shall compensate the Site host, without any delay (no later than 25 working days) for any material and/or non-pecuniary damage caused by negligence or breach of rules on OHS, EP and FP, particularly in the case of workplace injury to the staff of the Site host or third persons, damage to overhead, underground and air installations of all types of construction and operational means, infrastructure facilities and roads, as well as to the equipment, resources and tools, while respecting the hierarchy of noncompliance reporting. The obligation of the GH Service provider, in terms of compensation of damages, also includes the remediation all resulting consequences for the Site host.

1.10.2 Payment of damages, in the manner provided for in paragraph 1.10. of this Agreement, does not release the GH Service provider from the obligation to fulfil the requirements determined by the Site host.

- Give oral warning to the GH Service provider's staff and/or engaged person;
- If the noncompliance recurs despite the oral warning, warn the GH Service provider's staff in writing, using the RED ONLINE application or via e-mail.
- If the noncompliance recurs even after the oral and written warning, send an official warning notice to the GH Service provider

1.10.4. Upon receiving a notification from the Site host regarding irregularities, the GH Service provider shall inform the Site host of the corrective measures, as well as the action plan with deadlines rectifying the nonconformities.

In the event that the GH Service provider fails to act in conformity with this Agreement and does not undertake corrective measures to eliminate the nonconformities even after the oral and written warnings and an official warning notice, the Site host shall initiate the process of temporarily suspension of the given activity until safety and health requirements for resuming work are fulfilled.

1.10.5. The Site host may deny the entrance to the area surrounding the facility and/or its business premises to GH Service provider's staff and/or contract workers for a period of 15, 30 or 90 days, subject to a notice thereof. Such sanctions may also be imposed by prohibiting entry by vehicle to the area surrounding the facility of the Site host or prohibiting equipment, tools, means or devices to be carried into the area in question.

1.10.6. The Parties agree that, in case of violation of rules related to OHS, EP and FP by the GH Service provider, a Protocol shall be drawn up establishing a breach of provisions stipulated herein and signed by the authorized representatives of the Parties. The Protocol shall be considered legally valid even if unilaterally signed solely by the Site host (subject to the obligation to inform the GH Service provider), in cases where concrete evidence of irregular activities by the Lessee and/or its contracted workers (e.g. records on operative observation, photographs or video) is appended to the Protocol.

1.10.7. Unremedied (within a reasonable cure period) failure to perform obligations, partial performance or breach of the obligations prescribed herein may represent grounds for compensatory damages which the GH Service provider shall pay to the Site host if the damages occurred due to actions of the GH Service provider / Subcontractor of the GH Service provider and/or other persons engaged for the provision of services/ execution of works under the Contract.

1.10.8. In the event that the GH Service provider has failed to comply with this Agreement, even after receiving oral and written warnings regarding noncompliance, for incidents resulting from noncompliance with regulations in the fields of occupational health and safety (OHS), fire protection (FP) and environmental protection (EP), which may endanger the safety and health of employees as well as of third parties at the airport, or cause significant environmental consequences, the Host shall initiate the procedure of officially notifying the competent authorities in compliance with the provisions of the relevant laws.

1.10.9. In the event that the Site host is fined for violating regulations in the field of OHS, EP and FP, due to the consequence of the actions/omissions of the GH Service provider's staff and/or contracted workers, the GH Service provider shall refund to the Site Host the amount of the fine incurred on such basis.

2. 1. MISCELLANEOUS

2.1.1. The present AGREEMENT has been prepared in the Serbian and English languages in 2 (two) identical copies, whereof each Party shall receive two. This Agreement shall enter into force on the date of mutual signing and shall apply until the expiration of the Contract.

Site Host
Belgrade Airport d.o.o. Beograd

GH Service provider:

SCHEDULE 3 – FEES AND CHARGES

The provisions of this Schedule are without prejudice to any other provisions of these Terms and Conditions.

1.0 CONTINGENT CAPABILITY CHARGES

- 1.1 The GH Service provider acknowledges that its failure to comply with the terms of these Terms and Conditions may result in expense being incurred by Belgrade Airport d.o.o. while assisting the GH Service provider to deliver services in accordance with the Service Standards. Accordingly, Belgrade Airport d.o.o. and the GH Service provider agree that Belgrade Airport d.o.o. may recover on demand all reasonable costs in such circumstances from the GH Service provider. The charges are specified in the applicable Belgrade Airport Acts.
- 1.2 If the GH Service provider (acting in good faith) holds the genuine belief that the amount demanded by Belgrade Airport d.o.o. pursuant to paragraph 1.1 above is not due, then the GH Service provider shall notify Belgrade Airport d.o.o.

2.0 TOW-AWAY & IMPOUNDING CHARGES

- 2.1 The GH Service provider shall pay Belgrade Airport d.o.o. fees and charges for removal, recovery and storage relating to the improper/unsafe parking, storage or maintenance of vehicles and equipment. For details on the fees and charges, please refer to the applicable price list).

3.0 OTHER FEES AND CHARGES

- 3.1 The GH Service provider shall pay to Belgrade Airport d.o.o. the standard user charges/prices, as referred to in applicable Belgrade Airport Acts and Belgrade Airport Notices, in respect of facilities and services supplied to the GH Service provider by Belgrade Airport d.o.o.
- 3.2 The GH Service provider shall pay to Belgrade Airport d.o.o. rental fees and other sums due for accommodation, storage or equipment and vehicles, and other facilities in accordance with the terms of the relevant lease or other agreements, on terms satisfactory to Belgrade Airport d.o.o.

4.0 PAYMENT

- 4.1 For the standard user charges in respect of facilities and services supplied to the GH Service provider by Belgrade Airport d.o.o. under the Contract (such as: prices for access to service and auxiliary service roads and prices for stay of vehicles and equipment of the GH Service provider during periods when they are not active in aircraft ground handling operation), the GH Service provider undertakes to pay the invoiced amount to the Airport Operator within 15 days after receiving the correctly issued invoice.
- 4.2 For the aeronautical charges, i.e. charges for access to the centralized infrastructure which are defined as per the applicable Belgrade Airport d.o.o. Price List of airport services and are levied on the airlines, GH Service provider shall make payments to BELGRADE AIRPORT on behalf and in the name of the airline for airport services provided by BELGRADE AIRPORT to the airline in question, if an agreement has been concluded between the airline and the GH Service Provider, stipulating that the GH Service Provider shall charge the airline for the aeronautical services on behalf and in the name of Belgrade Airport d.o.o., as well as in other cases where the collection of airport fees from airlines is performed by the GH Service provider on behalf and in the name of Belgrade Airport d.o.o.

Aeronautical charges are calculated according to the applicable Belgrade Airport d.o.o. Price Lists. Belgrade Airport undertakes to notify the GH Service provider of any change in the Price List, in writing and within the legal deadline before the amended prices become applicable.

The GH Service Provider shall, during the term of the Agreement, hold and timely submit to BELGRADE AIRPORT valid evidence (valid authorization issued by the airline) confirming that it is authorized to make

payments to Belgrade Airport d.o.o. on behalf and in the name of the airline for airport services provided by Belgrade Airport d.o.o. to the airline in question.

Pursuant to the above, for landing and take-off charges, lighting system charges, aircraft parking charges, charges for access to the centralized infrastructure, passenger service charges, security charges and other aeronautical charges, Belgrade Airport d.o.o. shall issue Payment request to the GH Service provider for airport services provided to airlines, accompanied by the invoice issued to airline for the rendered services which shall be submitted together with each Payment request, while the GH Service provider shall pay the charges to Belgrade Airport d.o.o. according to the issued invoices in the name and on behalf of the airlines in accordance with the Agreement. The GH Service provider shall charge a fee for the above services from the airlines, as per issued invoices for payment, pursuant to separate agreements concluded with the airlines.

To airlines not operating within the regular flight schedule, aeronautical charges shall be billed based on the submitted GHLCN forms. The GH Service provider shall submit a properly completed GHLCN form to Belgrade Airport d.o.o. within a period not exceeding 5 (five) business days from the completed flight.

Issuance of Payment requests for aeronautical charges in accordance with GHLCN shall be done on a weekly basis. The GH Service Provider shall pay the Payment request within 15 (fifteen) days from the day the Payment request is issued, to the current account of BELGRADE AIRPORT d.o.o. No. 170-0030036782000-94 with UNICREDIT BANK SERBIA, AD, BEOGRAD, according to the NBS middle exchange rate applicable on the date of transaction.

For all payments made after the expiry of the 15 (fifteen) days time limit following the Payment request issuance, the Belgrade Airport d.o.o. reserves the right to charge interest at the rate of the statutory default interest rate.

The calculated aeronautical charges shall be checked when issuing the invoice for the services provided to airlines and the Payment request to GH Service Provider. In case of incorrect calculation and billing of aeronautical charges, Belgrade Airport d.o.o. shall notify the GH Service Provider thereof and reserves the right to correct the GHLCN in accordance with the Price List.

- 4.3 The GH Service provider shall not be entitled to any right of set-off or deduction (including taxes or charges) from any fees or charges due under the Contract, save as required by law.
- 4.4 If Applicable Law requires any tax or charge to be deducted before payment, the amount of such payment shall be increased so that the payment made will equal the amount due to Belgrade Airport d.o.o. as if no such tax or charge had been imposed.
- 4.5 All sums due which are not paid on the due date shall bear statutory default interest, calculated on a daily basis from the date when such sums were due until the date of payment (both dates inclusive and before as well as after any judgment).
- 4.6 Failure to pay fees and charges set by Belgrade Airport d.o.o. may result in activation of collaterals under the Agreement and termination of the Agreement, as provided for in Article 16 of the Agreement.

SCHEDULE 4 – GH SERVICE PROVIDER PERSONNEL, TRAINING & EQUIPMENT

The provisions of this Schedule are without prejudice to any other provisions of these Terms and Conditions.

1.0 General

1.1 The GH Service provider shall comply with the Applicable Law and the Belgrade Airport Acts and Notices.

2.0 GH SERVICE PROVIDER PERSONNEL

2.1 The GH Service provider shall ensure that the Services are provided by a sufficient number of appropriately experienced, qualified, competent and trained personnel who have appropriate knowledge of the Services.

2.2 The GH Service provider shall ensure that its Employees:

- a) wear identity cards issued by Belgrade Airport d.o.o. at all times whilst inside the Airport complex and ensure that such documents/cards are surrendered to Belgrade Airport d.o.o. immediately upon any member of staff ceasing to be employed by the GH Service provider at the Airport.
- b) do not consume alcohol or any drug classified as psychoactive substance according to Applicable Law or are under the influence of such substances whilst on duty anywhere in the Airport complex; the GH Service provider is obliged to remove any such person from the Airport complex should positive result be obtained from alcohol and drug testing, or

2.3 The GH Service provider shall, at its own expense, ensure that all Employees working at the Airport complex wear appropriate high visibility garments, protective clothing and uniforms appropriate to their duties and are easily identified by means of a prominent identity tag issued by Belgrade Airport d.o.o.

2.4 The GH Service provider shall ensure that all drivers of its vehicles are in possession of valid driver's licenses appropriate to the category of vehicle which they are required to operate i.e. that all drivers at the airport possess a valid driving permit prior to undertaking any driving duties inside the security restricted area (Airside).

3.0 TRAINING

3.1 The GH Service provider shall:

3.1.1 Provide the Belgrade Airport d.o.o. with evidence, upon request, that its staff possess the following knowledge and skills:

- a) checks the possession of training certificates at the vehicle access points and on the airport apron and manoeuvring areas;

3.1.2 Ensure that all temporary and permanent personnel, excluding temporary escorted visitors, who are required to enter the Airport complex for whatever reason, attend the Belgrade Airport d.o.o. Airside Safety training and Airside Safety Driver training to ensure that personnel have been provided with the appropriate training in order to perform their respective duties safely.

3.1.3 Ensure that an accredited trainer provides training as per the standards set out by Belgrade Airport d.o.o., for the relevant accredited training programmes under the airport's responsibility – e.g. jet bridge operations, etc.; and,

Implement an initial and recurrent training programme for all relevant staff, including but not limited to

- a) Airside safety

b) Safety Management System (SMS)

- 3.2 The GH Service provider shall establish training intervals deemed appropriate for proper training of staff in accordance with relevant national regulations and must ensure all relevant staff receive updated training in all areas listed in this Schedule in accordance with relevant national regulations.
- 3.3 The GH Service provider agrees that employees who do not possess adequate documentation of completed training will not be allowed to perform work duties within the Airport complex at positions that require such documentation.

4.0 GH SERVICE PROVIDER EQUIPMENT

- 4.1 The GH Service provider shall ensure the movement, positioning, parking and, where applicable, storing of the GH Service provider's vehicles and equipment on the Airport shall at all times be subject to the control of Belgrade Airport d.o.o., and the GH Service provider shall comply with all Belgrade Airport Acts and Notices applicable to such vehicles and equipment and the movement thereof on the Airport.
- 4.2 After SMATSA officially requests the implementation of the tracking system, the GH Service provider shall ensure that its tracking system supplies data to Belgrade Airport d.o.o. 24/7. The GH Service provider agrees that data related to electronic vehicle tracking systems (telematics) may be shared with relevant stakeholders as defined in Article 17, paragraph 3 (Confidentiality and personal data protection) of the Contract.
- 4.3 Belgrade Airport d.o.o. shall be entitled to assume that all Unit Load Devices (ULDs) are owned by the Airlines and managed by the GH Service provider, unless informed to the contrary.

4.4 The GH Service provider shall:

- a) Actively manage the equipment and inventory of ULDs and, in cooperation with the Airport user it serves, ensure an adequate inventory level of the said equipment to align service provision during the season with the available storage capacity at Belgrade Airport d.o.o., or, if necessary, ensure the removal of excess ULDs from Belgrade Airport d.o.o.;
- b) Ensure that ULDs, when not in use, are properly stored off the ground on stillage or dolly and appropriately secured for all weather conditions;
- c) Where ULDs are stored off the ground on stillage, the GH Service provider understands that, when Belgrade Airport d.o.o. issues a BAA and in prior warning to the GH Service provider, charges stated in the BAA will apply to the storing of ULDs on stillage, and
- d) Ensure all damaged ULDs are removed from the Airport complex.

SCHEDULE 5 – RESILIENCE & CONTINGENCY

The provisions of this Schedule are without prejudice to any other provisions of these Terms and Conditions.

1.0 OPERATIONAL RESILIENCE

1.1 Service Standards

The GH Service provider agrees to meet the Service Standards at all times, regardless of airline schedule. However, deviations from the Service Standards may exceptionally be agreed with and approved by Belgrade Airport d.o.o. In case of mitigating circumstances, such as weather, air traffic restrictions, etc. Such deviations must be agreed with and approved by Belgrade Airport d.o.o.

1.2 IT Services

To ensure a resilient service to Belgrade Airport d.o.o. passengers and airlines, the GH Service provider shall ensure that services in the field of information technologies are resilient and adequately protected. As such, the GH Service provider shall place critical IT equipment and assets such as, but not limited to, servers, Wide Area Network (WAN) routers, switches and storage systems in chargeable facilities provided by Belgrade Airport d.o.o. unless the GH Service provider operates remote hosting of all IT services with associated resilient WAN connections.

The GH Service provider shall provide Belgrade Airport d.o.o. with evidence of a viable backup process for all IT systems in place and that a failover test is conducted every 6 months. This process should be included as part of the Summer and Winter readiness checks.

Any non-planned outages that could affect the operation of the Airport must be reported by the GH Service provider to the Airport Duty Manager, so that an impact assessment can be conducted.

1.3 Cancelled flights

The GH Service provider shall inform Belgrade Airport d.o.o. of all cancellations and diverted flights on the day as soon as operationally possible. The GH Service provider must also ensure that they have the capability and processes in place to decontrol passengers and repatriate bags within an appropriate timescale.

2.0 CONTINGENCY READINESS

2.1 The GH Service provider must have in place contingency plans to deal with possible types of disruption at the Airport and must coordinate these with the relevant contingency plans in place at Belgrade Airport d.o.o. Within 12 of the implementation of the Airport Operator's Business Continuity Plan (Contingency Plan), the GH Service shall adopt its own Business Continuity Plan (Contingency Plan).

2.2 As a minimum, the GH Service provider must meet Belgrade Airport d.o.o. requirements for contingency plans as defined within Belgrade Airport d.o.o. policy documents and notices.

2.3 Ideally, the GH Service provider should attend all Belgrade Airport d.o.o. facilitated emergency planning events and readiness exercises in order to determine the adequate contingency response and define the activities to be undertaken in emergencies.

3.0 CONTINGENCY RESPONSE

3.1 The GH Service provider shall fully engage with Belgrade Airport d.o.o. and follow all instructions, written and verbal, as part of any emergency management procedure in accordance with applicable Airport Operator Emergency Response Plan, as well as all requested engagement in contingency planning and readiness exercises.

SCHEDULE 6 – PLANS, POLICIES & REPORTING

The provisions of this Schedule are without prejudice to any other provisions of these Terms and Conditions.

1.0 THE GH SERVICE PROVIDER POLICY, PLANS & RECORDS

1.1 The GH Service provider shall on request provide to Belgrade Airport d.o.o. access to the GH Service provider's policies, plans and records as defined in Table 1 of Appendix 1 to this Schedule.

2.0 SERVICES CONTRACTED

2.1 In order to enable the Airport Operator to monitor the performance of GH Service provider obligations from the Agreement/Terms and Conditions, the GH Service provider shall provide to Belgrade Airport d.o.o. a complete list of Services contracted to the airlines (per each airline) being handled by the GH Service provider as per most current version of IATA SGHA Activities on commencement of these Terms and Conditions and subsequently as contractual relationships change, in each case no later than five (5) Business Days following the entering into a GH Service agreement and/or its amendment, as applicable.

3.0 SEASONAL READINESS

3.1 The GH Service provider shall participate in all Belgrade Airport d.o.o.-facilitated Season readiness activities, including but not limited to demand profile development, joint resource planning, recruitment planning and contingency & resilience plan development.

3.2 The GH Service provider shall provide to Belgrade Airport d.o.o., twice annually, and at a minimum at least 45 days prior to the beginning of each aviation Season (summer, winter), a certification that the ground handling agent's schedule, roster and staffing plan is appropriate to the level of activity it plans to undertake with their airline customers for that Season, enabling the ground handling agent to fully comply with, at all times, the Service Standards as stipulated in Schedule 1 of these Terms and Conditions.

4.0 PERFORMANCE REPORTING

4.1 The GH Service provider is aware that Belgrade Airport d.o.o. will measure actual performance against the Service Standards and assess compliance with the GH Service provider's obligations. The GH Service provider shall still maintain records and data relating to the Services and if required provide these to Belgrade Airport d.o.o. in such detail and in such format as Belgrade Airport d.o.o. reasonably requires.

4.2 Notwithstanding any other obligation of the GH Service provider, where the GH Service provider has not achieved the defined Service Standard, the GH Service provider shall undertake a detailed analysis to highlight trends and factors affecting performance in respect of each Airport User served by the GH Service provider and all such analysis and underlying data shall be promptly given to Belgrade Airport d.o.o. within the CAP as defined under Article 9 of the Agreement.

5.0 INFRASTRUCTURE REPORTING

5.1 The GH Service provider shall report forthwith to Belgrade Airport d.o.o. in a format acceptable to Belgrade Airport d.o.o. as stated in Belgrade Airport d.o.o. policy documents any defects/faults in the Airport and its fixtures and fittings therein or thereon which may come to the GH Service provider's attention during execution of the Services.

6.0 CUSTOMER COMMENTS & COMPLAINTS

6.1 If necessary, Belgrade Airport d.o.o. will contact the GH Service Provider regarding any complaints/objections received from clients.

6.2 In cases where the GH Service Provider directly submits a response to a client's complaint/objection to Belgrade Airport d.o.o., it is required to do so within five (5) business days from the date of receipt of the complaint/objection.

6.3 In all other situations (when not involved in the resolution of complaints/objections), the GH Service Provider shall, upon request from Belgrade Airport d.o.o., provide any information that Belgrade Airport d.o.o. may reasonably request in order to resolve the client's complaint/objection.

6.4 The GH Service provider shall provide a contact person from the GH Service provider customer care service for direct communication with Belgrade Airport d.o.o.

7.0 INCIDENTS REPORTING

7.1 The GH Service provider shall report forthwith to Belgrade Airport d.o.o. in a format acceptable to Belgrade Airport d.o.o. of any disruption or suspension of the ground handling service provision activities within 12 hours of any disruption or any suspension of the ground handling service provision activities, providing the Airport Operator with a report detailing the circumstances of such disruption or suspension. The Airport Operator shall have the right to request from the GH Service provider any and all information it deems necessary relating to any disruption or suspension of the ground handling service provision activities, such requests to be complied with by the GH Service provider within two (2) days following the receipt thereof.

7.2 The GH service provider shall promptly inform the Airport Operator in writing, within two (2) days of becoming aware of any of them, of any material risk and any environmental damage in relation to the Airport and Airport Operator assets, as well as of any other events which might have a material adverse effect on the Airport and/or its assets.

Appendix:

1. GH Service Provider Policy, Plans & Performance Reporting Requirement

APPENDIX 1 to SCHEDULE 6: GH Service Provider POLICY, PLANS & PERFORMANCE REPORTING REQUIREMENT

Serial	Item	Frequency	Remarks
Table A – Policies & Plans			
1.	Occupational Health and Safety policy	On Request	
2.	Risk Assessments	On Request	As relevant to all elements of the GH Service provider's Ground Handling activities.
3.	Airside Safety policy	On Request	Including the Safety Management System (SMS).
4.	Environmental policy	On Request	
5.	Energy management system policy	On Request	
6.	Quality policy	On Request	
7.	Security policy	On Request	
8.	Drug and Alcohol policy	On Request	
9.	Insurance certificates	On Request	
10.	Contingency Plans	On Request	When it becomes applicable (Schedule 5, Article 2.1)
11.	IT Systems Back Up Process	On Request	
12.	IT Systems Failover	On Request	
13.	Operational Readiness and Planning	On Request	Not limited to a specifically named document but can include any information relating to
14.	Geo Tagging and Telematics	On Request	When it becomes applicable (Schedule 4, Article 4.4)