

## **Schedule 2.1 Statement of Requirement**

### **PROVISION OF GROUND HANDLING SERVICES IN THE EVENT OF AN EMERGENCY OR TECHNICAL DIVERSION FOR VOYAGER AIRCRAFT OPERATING ON SCHEDULED ROUTES**

<u>Ref</u>	<u>Requirement</u>								
<b><u>A</u></b>	<b><u>General Requirements</u></b>								
<b><u>A.1</u></b>	<b><u>Scope of Requirement</u></b>								
A.1.a	Provide Aircraft Ground Handling services, in accordance with relevant handling licences held for the following:								
A.1b	Royal Air Force (Air Tanker Services) Airbus A330 Voyager aircraft in the event of an emergency or technical diversion landing via 24 hours Supplier contact point								
<b><u>A.2</u></b>	<b><u>Definitions</u></b>								
A.2.a	In addition to the definitions detailed in the Terms and Conditions of the Contract the following definitions shall also apply. Where the definitions below contrast to those detailed in the Terms and Conditions of the Contract then the definitions within the Terms and Conditions of the Contract shall take precedence.								
	<table><tr><th><u>Definition</u></th><th><u>Interpretation</u></th></tr><tr><td>Contractor's Personal Use</td><td>Any use of MOD furnished property, facilities or equipment intended for the primary benefit of the Contractor or the Contractor's Personnel which is contrary to the MOD's interests is considered personal use.</td></tr><tr><td>Contractor's Personnel</td><td>Any employees, including sub-contractors or other agents working on behalf of the Contractor, shall be deemed the Contractor's Personnel.</td></tr><tr><td>Designated Officer</td><td>The Designated Officer is the MOD representative responsible for the Requirement and is as defined at Box 2 of DEFFORM 111 of this Contract.</td></tr></table>	<u>Definition</u>	<u>Interpretation</u>	Contractor's Personal Use	Any use of MOD furnished property, facilities or equipment intended for the primary benefit of the Contractor or the Contractor's Personnel which is contrary to the MOD's interests is considered personal use.	Contractor's Personnel	Any employees, including sub-contractors or other agents working on behalf of the Contractor, shall be deemed the Contractor's Personnel.	Designated Officer	The Designated Officer is the MOD representative responsible for the Requirement and is as defined at Box 2 of DEFFORM 111 of this Contract.
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Designated Officer	The Designated Officer is the MOD representative responsible for the Requirement and is as defined at Box 2 of DEFFORM 111 of this Contract.								

### A.3 Abbreviations and Acronyms

A.3.a In addition to the abbreviations and acronyms detailed in the Terms and Conditions of the Contract the following abbreviations and acronyms will be used.

<u>Abbreviation or Acronym</u>	<u>Interpretation</u>
AOC	Air Officer Commanding
DII	Defence Information Infrastructure
DII(F)	Defence Information Infrastructure (Future)
DO	Designated Officer
MOD	Ministry of Defence
OC	Officer Commanding
RAF	Royal Air Force
SC	Security Check
SoR	Statement of Requirement

### A.4 References

A.4.a In addition to the references detailed in the Terms and Conditions of the Contract the following references shall also apply as well as any subsequent revisions and amendments to the references. This list does not absolve the Contractor from conforming to any other relevant publications.

<u>Reference</u>	<u>Version</u>	<u>Source</u>
Data Protection Act 2018	2018 c. 12	<a href="http://www.legislation.gov.uk/ukpga/2018/12/contents/enacted">http://www.legislation.gov.uk/ukpga/2018/12/contents/enacted</a>
<i>DefStan 00-250 Part 3 Section 11 (Human Factors for designers of systems - Training)</i>	1 dated 23/05/2008	<a href="https://www.gov.uk/uk-defence-standardization">https://www.gov.uk/uk-defence-standardization</a>
<i>DefStan 05-130 Part 3 (Aircraft Maintenance Training Organisations)</i>	1 dated 01/04/2009	<a href="https://www.gov.uk/uk-defence-standardization">https://www.gov.uk/uk-defence-standardization</a>
Government Security Classifications	1.0	<a href="https://www.gov.uk/government/publications/government-security-classifications">https://www.gov.uk/government/publications/government-security-classifications</a>
IATA Standard Ground Handling Agreement	2020	<i>Nil available</i>

**A.5 Processes and Related Taskings**

- A.5.a Additionally, provide a chaperone service for Unaccompanied Minors (age 16-17 only), Medical patients and supporting medical personnel and Elderly and Infirm passengers as required within the boundary of the Airport premises.

**A.6 Site**

- A.6.a To cover diversions in the region of West Africa, South America and the Mediterranean Sea area of Europe in line with scheduled routings as detailed in Annex A.

**A.7 Security**

- A.7.a The Contractor is to ensure that all of the Contractor's Personnel have Security Check (SC) clearance. Where the Contractor's Personnel does not have SC clearance that individual will not be allowed access to MOD facilities.
- A.7.b All information related to or generated by this Contract is to be treated in the appropriate manner in accordance with Government Security Classifications. The classification of the material to be handled shall not exceed OFFICIAL-SENSITIVE in nature.
- A.7.c All personal data processed under this Contract is to be treated in accordance with the Data Protection Act 2018. Define the security conditions the Contractor will have to apply to. The local security adviser (such as the RAF Police) is to be consulted to deem the appropriate security levels required.

**A.8 Site Access**

- A.8.a Contractor will be expected to access designated diversion airport via a Third-Party Contractor if necessary.

**A.9 Safety and Environmental Provisions**

- A.9.a When on Site, the Contractor is to comply with all local Safety, Health and Environmental Protection regulations and policy.

**A.10 Hours of Operation and Times of Delivery**

- A.10.a All services are to be provided on a 24-hour basis as required.

**A.11 Quality Assurance**

A.11.a No Specific Quality Standards Required

**A.12 Contract Monitoring**

A.12.a For the purposes of contract monitoring, representatives of the Contractor will routinely report to the Designated Officer on the performance of the Contract.

A.12.b The Contractor is responsible for the performance of the Contract by any sub-contractors or other agents working on behalf of the Contractor. The Contractor is to deal with any issues relating to any sub-contractors or other agents working on behalf of the Contractor, this however does not exclude sub-contractors or other agents working on behalf of the Contractor from attending any Contract Monitoring meeting or contributing to any report where it is appropriate for such sub-contractors or other agents to do so.

A.12.c If any sub-contractors or other agents working on behalf of the Contractor are found unsuitable, for whatever reason, the Contractor is to engage with the relevant sub-contractors or other agents to broker a resolution.

**A.13 Personnel Qualification Requirements and Training**

A.13.a The Contractor's Personnel require the qualifications detailed at Annex B.

A.13.b The Contractor is responsible for the sourcing of the appropriate training for the Contractor's Personnel unless otherwise noted at Annex B. Where the MOD is delivering the training then the Contractor and Contractor's Personnel are to quote the Contract Reference Number and relevant Commercial Officer when booking any training for verification of the validity of training need under the Contract.

A.13.c The Contractor is responsible for all costs for training of the Contractor's Personnel in order to meet their obligations under the Contract unless otherwise noted at Annex B.

**B      Deliverable Requirements**

**SECTION B1. MANAGEMENT FUNCTIONS**

**1.1.2 Representation**

**1.1.1**

- (a) Provide
  - (b) Arrange for
    - 1. guarantee
    - 2. bond
- to facilitate the Carrier's activities.

**1.1.3** Liaise with local authorities.

**1.1.4** Indicate that the Handling Company is acting as handling agent for the Carrier.

**1.1.5** Inform all interested Parties concerning schedules of the Carrier's aircraft.

**1.2 Administrative Functions**

**1.2.1** Establish and maintain local procedures.

**1.2.2** Take action on communications addressed to the Carrier.

**1.2.3** Prepare, forward, file and retain for a period specified in the Annex B, messages/reports/statistics/documents and perform other administrative duties in the following areas.

- (a) station administration
- (b) passenger services
- (c) ramp services
- (d) load control
- (e) flight operations
- (f) cargo services
- (g) mail services
- (h) support services
- (i) security
- (j) aircraft maintenance
- (k) other, as specified in Annex B

**1.2.4** Maintain the Carrier's manuals, circulars, and other operational documents connected with the performance of the services.

**1.2.5**

- (a) Check
  - (b) Sign
  - (c) Forward
- on behalf of the Carrier items including, but not limited to, invoices, supply orders, handling charge notes, work orders

**1.2.6** Effect payment, on behalf of the Carrier, including but not limited to:

- (a) airport, customs, police and other charges relating to the services performed.
- (b) out-of-pocket expenses, accommodation, transport.

### **1.3 Supervision and/or Co-ordination**

#### **1.3.1**

- (a) Supervise
- (b) Co-ordinate  
services contracted by the Carrier with third party(ies)

**1.3.2** Provide Turnaround coordinator (TRC)

**1.3.3** Ensure that the third party(ies) is(are) informed about operational data and Carrier's requirements in a timely manner.

**1.3.4** Liaise with the Carrier's designated representative

**1.3.5** Verify availability and preparedness of personnel, equipment, Loads, documentation of third party(ies).

**1.3.6** Meet aircraft upon arrival and liaise with crew.

**1.3.7** Decide on non-routine matters.

**1.3.8** Verify dispatch of operational messages.

**1.3.9** Note irregularities and inform the Carrier.

### **1.4 Station Management**

**1.4.1** Provide representative on behalf of the Carrier to act

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

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

**1.4.3** Attend local airport meetings on behalf of the Carrier

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

**1.4.4** The Handling Company will be authorized to

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

services on behalf of the Carrier, with the expenditure/commitment limit to be specified in Annex B, at the following locations

1. airport lounges
2. baggage delivery services
3. janitorial
4. newspapers delivery
5. laundry services

6. porters

7. other

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

**1.4.6**

(a) Prepare

(b) Request

(c) Obtain  
the Carrier's

1. Landing;

2. Overflying;

3. Other, as specified in Annex B  
Permission, at the Airport location(s), as defined in Annex B for

(i) Seasonal/Scheduled flights;

(ii) AD HOC flights

**1.4.7** Perform and report quality/performance measurements

**1.4.8** Handle the contents of Carrier's company mail pouches

**1.4.9** Provide a Complaints Resolution Officer (CRO), authorized to act on behalf of the Carrier.

## **SECTION B2. PASSENGER SERVICES**

### **21 General**

**2.1.1** Inform passengers and/or public about time of arrival and/or departure of Carrier's aircraft and surface transport.

**2.1.2** Make arrangements for, transfer and transit passengers and their baggage and inform them about services available at the airport.

**2.1.3** When requested by the Carrier,

(a) Provide

(b) Arrange for  
special equipment, facilities and specially trained personnel, for assistance to

1. unaccompanied minors.

2. persons with reduced mobility (PRMs)

3. VIPs.

4. transit without visa passengers (TWOVs).

5. deportees.

6. special medical transport

7. other, as specified in Annex B.

**2.1.4**

- (a) Provide
- (b) Arrange for passenger assistance when flights are interrupted, delayed or cancelled. Such assistance shall include:
  - 1. meal vouchers
  - 2. rebooking
  - 3. transportation
  - 4. hotel accommodation
  - 5. personnel
  - 6. **for special category passengers (Unaccompanied Minors, Medical patients, Elderly and Infirm pax), provide any additional support services, within reasonable costs.**

**2.1.5** Arrange storage of baggage in the bonded store

**2.1.6**

- (a) Notify the Carrier of complaints and claims made by the Carrier's passengers.
- (b) Process such claims, as specified in Annex B.

**2.1.7** Report to the Carrier any irregularities discovered in passenger and baggage handling.

**2.1.8**

- (a) Provide
- (b) Arrange for
  - 1. check-in counter(s)
  - 2. service counter(s)
  - 3. transfer counter(s)
  - 4. lounge facilities
  - 5. set up of Carrier specific items, such as but not limited to carpets, mobile signage, queuing control stanchions
  - 6. other facilities, as specified in Annex B

**2.1.9** Perform the following ticketing/sales functions

- (a) reservations
- (b) issuance of transportation documents
- (c) ancillary services
- (d) e-ticketing
- (e) other, as specified in Annex B

**22 Departure**

**2.2.1** Perform pre-flight editing

**2.2.2** Check and ensure that tickets are valid for the flight(s). (The check shall not include the fare). At the following locations:

- (a) check-in area
- (b) lounge



- (c) transfer counter
- (d) gate
- (e) off-airport
- (f) other, as specified in Annex B

### **2.2.3**

(a) Check travel documents for the flight(s) concerned within the booking. Handling Company shall be liable for Immigration fines in the following cases:

1. Expired Passports/Visas or Passports/Visas without the minimum required validity at the day of entry
2. Non-Existence of Visa/Necessary Travel Document required by destination or transit station(s). (Excluding passports damaged or missing at point of transit or entry).

In the event that the Handling Company does not have access to information that verifies visa validities and entry conditions for the passenger's final destination and transit point(s), the Handling Company will not have liability.

The Handling Company shall not be liable for immigration fines in the event of non-bona fide travel documents or other events, which are outside of their control. In the event an immigration fine is announced or raised against the Carrier, the Carrier will make available to the Handling Company all supporting documents to investigate the matter.

(b) Enter passenger and/or travel document information into Carrier's and/or government system at the following locations:

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

### **2.2.4**

(a) Weigh and/or measure checked and/or cabin baggage,

(b) Record baggage figures

for

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

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

### **2.2.5** Excess baggage

- (a) Determine excess baggage
- (b) Issue excess baggage ticket
- (c) Collect excess baggage charges

(d) Detach applicable excess baggage coupons

at the following locations:

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

**2.2.6** Tag

(a) checked baggage

(b) cabin baggage

for

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

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

**2.2.7** Effect conveyance of checked baggage to the baggage sorting area

at the following locations:

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

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

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

**2.2.9** Collect airport and/or any other service charges from departing passengers

at the following locations:

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

**2.2.10**

- (a) Carry out the Carrier's seat allocation or selection system
- (b) Issue boarding pass(es)
- (c) Detach applicable flight coupons

for

- 1. initial flight
- 2. subsequent flight(s)

at the following locations:

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

**2.2.11** Handle

- (a) Denied Boarding process
- (b) Denied Boarding Compensation

at the following locations:

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

**2.2.12** Direct passengers

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

**2.2.13** Handle upgrade/downgrade functions

at the following locations:

- (a) check-in area

- (b) lounge
- (c) transfer counter
- (d) gate
- (e) other, as specified in Annex B

**2.2.14** Handle standby list

at the following locations:

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

**2.2.15** At the gate perform

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

**2.2.16**

- (a) Collect
- (b) Reconcile
- (c) Handle and forward to Carrier

transportation documents (flight coupons, or other flight related documents) uplifted from departing passengers

**2.2.17** Perform post-flight editing

**23 Arrival**

**2.3.1**

- (a) Perform
- (b) Arrange for  
opening/closing aircraft passenger doors

**2.3.2** Direct passengers

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

**2.3.3**

- (a) Provide
  - (b) Arrange for
1. Transfer counter
  2. Connection services

3. Baggage recheck

**2.3.4** Handle lost, found and damaged property matters.

(a) Provide

(b) Arrange for

1. acceptance of baggage irregularity reports
2. entering of data into baggage tracing system
3. maintaining and monitoring baggage tracing system files for period specified in Annex B
4. making payments for incidental expenses
5. delivery of delayed baggage to passengers
6. handling of communications with passengers
7. repair or replacement of damaged baggage
8. handling of baggage in between locations as specified in Annex B

## **24 Inter-modal Transportation by Rail, Road or Sea**

**2.4.1** Carry out passenger and baggage handling as described in Sub-Sections 2.1, 2.2 and 2.3, as stipulated in Annex B, substituting “rail, road or sea transportation” for “aircraft”, and “flight(s)”, and “terminal” for “airport”.

**2.4.2** Direct departing passengers to connecting transport.

**2.4.3** Load baggage on connecting transport, as directed by the rail, road or sea transport operator.

**2.4.4** Handle arriving passengers and baggage from the rail, road or sea transport operator.

**2.4.5** Direct arriving passengers through controls to the Carrier's flight departure services.

**2.4.6** Offload baggage from connecting transport, as directed by the rail, road or sea transport operator and transfer it to the Carrier's airport services.

## **SECTION B3. RAMP SERVICES**

### **3.1 Baggage Handling**

**3.1.1** Handle baggage in

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

**3.1.2** Segregate baggage as specified in Annex B

**3.1.3** Priority Baggage

(a) Provide

(b) Arrange for

1. Sortation of priority baggage
2. Load priority baggage in accordance with Carrier's instructions
3. Prioritise delivery of priority baggage to claim area

**3.1.4** Prepare for delivery onto flights

- (a) bulk baggage
- (b) ULDs (**A330 Voyager = 463L, LD3, LD6 or PMC containers**)
- (c) baggage accepted at a location as specified in Annex B

**3.1.5** Establish the number and/or weight of

- (a) bulk baggage
- (b) built—up ULDs (**A330 Voyager = 463L, LD3, LD6 or PMC containers**)  
and provide the load control unit with the information

**3.1.6** Offload

- (a) bulk baggage
- (b) ULDs (**A330 Voyager = 463L, LD3, LD6 or PMC containers**).

**3.1.7** Deliver to claim area

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

**3.1.8** Transfer baggage

- (a) Provide
- (b) Arrange for
  1. Sortation of transfer baggage.
  2. Storage of transfer baggage prior to dispatch (storage time limits to be specified in Annex B).
  3. Transport of transfer baggage to the sorting area of the receiving carrier.

**3.1.9** Handle crew baggage.

**3.1.10** Baggage Tracking

- (a) Provide
- (b) Arrange for
- (c) Operate  
system to provide:
  1. Evidence of acquisition;
  2. Evidence of delivery;
  3. Inventory of bags, upon departure of flight;
  4. Data exchange (e.g. with other airlines)

## **32 Marshalling**

**3.2.1**

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

**3.2.2** Operate automated guidance systems

### **3.3 Parking**

#### **3.3.1**

- (a) Provide
- (b) Position and/or remove wheel chocks.

#### **3.3.2**

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

### **3.4 Ancillary Items**

#### **3.4.1**

- (a) Provide
- (b) Arrange for
- (c) Operate
  - 1. ground power unit
  - 2. fixed ground power
  - 3. cooling unit
  - 4. heating unit
  - 5. air start unit

### **3.5 Ramp to Flight Deck Communication**

**3.5.1** Provide headsets.

**3.5.2** Perform ramp to flight deck communication

- (a) during push-back.
- (b) during tow-in.
- (c) during engine starting.
- (d) for other purposes.

### **3.6 Loading and Unloading**

#### **3.6.1**

- (a) Provide
- (b) Arrange for
- (c) Operate
  - 1. passenger steps.
  - 2. flight deck steps.
  - 3. loading bridges

**3.6.2**

- (a) Provide
  - (b) Arrange for
    - 1. passenger
    - 2. crew
- transport between aircraft and airport terminal(s).

**3.6.3**

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

**3.6.4**

- (a) Provide
  - (b) Arrange for
    - delivery and pick-up of
  - 1. Baggage
  - 2. Mobility devices
- at aircraft doors or other agreed points

**3.6.5**

- (a) Provide
  - (b) Arrange for
    - assembly and transport of
  - 1. Baggage
  - 2. General cargo
  - 3. Special shipments
  - 4. Mail
  - 5. Documents
  - 6. Company mail
- between agreed points on the airport



**3.6.6**

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

**3.6.7** Open, close and secure aircraft hold doors.

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

**3.6.8**

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

**3.6.9**

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

**3.7 Safety Measures**

**3.7.1**

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

**3.7.2** Perform visual external safety/ground damage inspection of

- (a) doors and panels and immediate surroundings
- (b) other inspection items, as specified in Annex B
  1. immediately upon arrival
  2. immediately prior departure

and communicate the results to flight crew or Carrier's representative

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

**3.8 Moving of Aircraft**

**3.8.1**

- (a) Provide
- (b) Arrange for
  - 1. tow-in and/or push-back of aircraft
  - 2. towing of aircraft between other points
  - 3. cockpit brake operator in connection with towing
  - 4. wing-walker(s)

**3.8.2**

- (a) Tow bar to be provided by the Carrier.
- (b) Tow bar to be provided by the Handling Company
- (c) Store and maintain tow bar(s) provided by the Carrier

**3.8.3**

- (a) Provide
- (b) Install
- (c) Remove

Aircraft steering bypass pin.

**39 Exterior Cleaning**

**3.9.1** Perform cleaning in accordance with Carriers written instructions of

- (a) flight deck windows
- (b) cabin windows
- (c) aircraft integral steps
- (d) slats and leading edges
- (e) wings
  - 1. upper surface
  - 2. lower surface
- (f) flaps (extended)
  - 1. upper surface
  - 2. lower surface
- (g) ailerons
  - 1. upper surface
  - 2. lower surface
- (h) engine nacelles and pylons
- (i) fuselage
  - 1. upper surface
  - 2. lower surface

- (j) horizontal stabiliser
- (k) vertical stabiliser
- (l) landing gear
- (m) wheel well

### **3.10 Interior Cleaning**

#### **3.10.1 Clean**

- (a) flight deck, if specified, under the control of a person authorized by the Carrier
- (b) passenger and crew compartments (other than flight deck)
  - 1. empty ash trays.
  - 2. dispose of litter.
  - 3. clear waste from overhead stowage
  - 4. wipe tables
  - 5. seats, seat back pockets and passenger service units
  - 6. floors
  - 7. empty refuse bins
  - 8. surfaces in pantries, galleys (sinks, working surfaces, ovens and surrounds) and toilets (wash basins, bowls, seats, mirrors and surrounds)
  - 9. remove, as necessary, any contamination caused by airsickness, spilled food or drink and offensive stains
  - 10. telephones, screens and other equipment
  - 11. inside windows.

#### **3.10.2 Remove and dispose of**

- (a) litter/waste
- (b) food and food-related material (galley waste)

#### **3.10.3 Perform cabin dressing**

- (a) blankets/duvets (fold/place in designated locations) **(A330 Voyager aircraft only)**
- (b) arrange seat belts
- (c) make up berths including crew
- (d) replace head rests
- (e) replace pillow covers
- (f) restock toilet items
- (g) replace/restock seat back pocket items
- (h) other cabin items, as specified in Annex B
  - 1. Materials provided by the Carrier
  - 2. Materials provided by the Handling Company

#### **3.10.4**

- (a) Disinfect

- (b) Deodorize aircraft with
  - 1. materials provided by Carrier
  - 2. materials provided by Handling Company

#### **3.10.5**

- (a) Provide
- (b) Arrange for laundering of
  - 1. cabin items (blankets/duvets/pillow cases)
  - 2. linen

#### **3.10.6** Clean

- (a) cargo compartments
- (b) ULDs (**A330 Voyager = 463L, LD3, LD6 or PMC containers**)

### **3.11 Toilet Service**

#### **3.11.1**

- (a) Provide
- (b) Arrange for
  - 1. servicing (empty, clean, flush and replenish fluids).
  - 2. tritruator /disposal service

### **3.12 Water Service**

#### **3.12.1**

- (a) Provide
- (b) Arrange for
  - 1. draining tanks.
  - 2. replenish tanks (water standard as specified in Annex B)
  - 3. water quality tests.

### **3.13 Cabin Equipment**

#### **3.13.1** Rearrange cabin by

- (a) removing
  - (b) installing
  - (c) repositioning
- cabin equipment, for example, seats and cabin divider(s)

### **3.14 Storage of Cabin Material**

#### **3.14.1**

- (a) Provide
- (b) Arrange for  
storage space for the Carrier's cabin material.

**3.14.2** Take inventory.

**3.14.3**

- (a) Provide
- (b) Arrange for  
replenishment of stocks.

**3.15 Catering Ramp Handling**

**3.15.1** Unload/load and stow catering supplies from/on aircraft.

**3.15.2** Transfer catering supplies on aircraft.

- (a) between lower holds and galleys and vice versa
- (b) between galleys

**3.15.3** Transport catering supplies between aircraft and designated points.

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

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

**3.16.2** Perform "Contamination Check" and inform flight crew or Carrier's representative of results.

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

**3.16.4**

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

**3.16.5** Provide de-icing/anti-icing fluids

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

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

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

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

**3.16.10** Complete documentation as agreed.

**SECTION B4. LOAD CONTROL AND FLIGHT OPERATIONS**

**4.1 Load Control**

**4.1.1** Deliver load control related documents between aircraft and airport buildings and vice versa.

**4.1.2**

- (a) Process
- (b) Sign
  - documents and information, including but not limited to, loading instructions, load and trim sheets, Captain's load information and manifests where:
- 1. Load Control is performed by the Handling Company
- 2. Handling Company is performing inputs/updates when Load Control is performed by the Carrier or third party

## **4.2 Communications**

**4.2.1** Inform all interested Parties concerning movements of the Carrier's aircraft.

### **4.2.2**

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

### **4.2.3**

- (a) Provide
- (b) Operate
  - means of communication between the ground station and the Carrier's aircraft.

## **4.3 Flight Operations**

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

### **4.3.2**

- (a) Provide
- (b) Arrange for
  - meteorological documentation and aeronautical information
- 1. at the airport location(s), as defined in Annex B
- 2. at different airport location(s)

### **4.3.3**

- (a) Provide
- (b) Arrange for
  - delivery of flight operations related documentation to the aircraft and obtain signature of the pilot-in-command, where applicable
- 1. at the airport location(s), as defined in Annex B
- 2. at different airport location(s)

**4.3.4** Analyze the operational conditions and

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

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

1. at the airport location(s), as defined in Annex B
2. at different airport location(s)
3. en route

#### **4.3.5**

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

the Air Traffic Services ("ATS") Flight Plan.

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

#### **4.3.6**

- (a) Request
- (b) Manage

the Carrier's slot time allocation with the ATS

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

#### **4.3.7** Provide the crew with a briefing

#### **4.3.8**

- (a) Prepare
- (b) Sign
- (c) Deliver

1. the fuel order
2. the fuel distribution form

#### **4.3.9** Provide ground handling party(ies) with weight and fuel data

#### **4.3.10** Obtain a debriefing from incoming crews, distributing reports or completed forms to offices concerned.

### **4.4 Crew Administration**

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

#### **4.4.2** Arrange hotel accommodation for crew layover

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

#### **4.4.3**

- (a) Provide
- (b) Arrange for

crew transportation to/from off airport locations

**4.4.4** Direct crew through airport facilities

**4.4.5** Liaise with

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

**4.4.6**

- (a) Prepare crew allowance forms.
- (b) Pay crew allowances.
- (c) Inform the Carrier's representative of any crew indisposition or potential absence.

**SECTION B5. CARGO AND MAIL SERVICES**

**5.1 Cargo and Mail Handling—General**

**5.1.1**

- (a) Provide
- (b) Arrange for
  - 1. warehouse and storage facility(ies)
  - 2. warehouse handling equipment
  - 3. warehouse handling services  
for
    - (i) general cargo
    - (ii) special shipments
    - (iii) specialized cargo products
    - (iv) post office mail
    - (v) diplomatic mail
    - (vi) diplomatic cargo
    - (vii) company cargo/material

**5.1.2**

- (a) Issue
- (b) Obtain
- (c) Make available to Carrier  
Receipt upon delivery of cargo

**5.1.3** Take action to

- (a) prevent theft or damage to the Carrier's cargo and mail in custody of the Handling Company
- (b) prevent theft or unauthorized use of, or damage to the Carrier's pallets, containers, nets, straps, tie-down rings and other material in the custody of the Handling Company. Notify the Carrier immediately of any damage to or loss of such items.



## **52 Customs Control**

### **5.2.1**

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

## **53 Documentation and Information Handling**

### **5.3.1**

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

### **5.3.2**

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

### **5.3.3**

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

### **5.3.4**

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

**5.3.5** Prepare additional documentation required for Dangerous Goods Transportation by road and/or maritime.

## **5.4 Physical Handling Outbound/Inbound**

**5.4.1** Accept cargo, ensuring that

- (a) machine-readable cargo labels are affixed and processed
- (b) manual labels are affixed and processed
- (c) shipments are “ready for carriage” in accordance with IATA Resolution 833
- (d) the weight and volume and number of pieces of the shipments are checked
- (e) the regulations for the carriage of special cargo, particularly the IATA Dangerous Goods Regulations (DGR), IATA Live Animals Regulations (LAR), IATA Perishable Cargo Regulations (PCR), and others have been complied with.

**5.4.2** Tally and assemble cargo for dispatch

**5.4.3** Prepare

- (a) Bulk cargo
- (b) ULDs (**A330 Voyager = 463L, LD3, LD6 or PMC containers**)  
using
  1. build up materials provided by Carrier
  2. build up materials provided by Handling Companyand establish
  - (i) gross weight
  - (ii) volume
  - (iii) ULD contourand provide the load control unit with the information

**5.4.4** Perform acceptance check on pre-built ULDs and establish, if accepted

- (a) gross weight
- (b) volume
- (c) ULD contour  
and provide the load control unit with the information.

**5.4.5**

- (a) Load outbound cargo on vehicles
- (b) Assemble cargo for delivery to the aircraft.

**5.4.6**

- (a) Offload bulk cargo from vehicles
- (b) Break down ULDs (**A330 Voyager = 463L, LD3, LD6 or PMC containers**)

- (c) Check incoming cargo against air waybills or shipment record and manifests
- (d) Release cargo to the consignee or agent

**5.4.7** Truck service loading/off-loading

- (a) Check seals are intact on inbound trucks
- (b) Offload truck prior to acceptance into warehouse
- (c) Load truck after formal release from warehouse
- (d) Place seals

Truck operated by/or on behalf of the Carrier

**5.5 Transfer/Transit Cargo**

**5.5.1** Identify transfer/transit cargo.

**5.5.2** Prepare transfer manifests for cargo to be transported by another carrier.

**5.5.3**

- (a) Provide
  - (b) Arrange for  
transport to the receiving carrier's warehouse
1. on airport,
  2. off airport

**5.5.4** Accept/prepare

- (a) transfer cargo
- (b) transit cargo  
for onward carriage.

**5.6 Post Office Mail**

**5.6.1** Check

- (a) incoming
- (b) outgoing  
mail against Post Office mail documents.

**5.6.2** In case of missing documentation, issue substitutes

**5.6.3** Transport mail from

- (a) cargo warehouse to postal facility
  - (b) postal facility to cargo warehouse
1. on airport
  2. off airport  
together with documents, against receipt from postal authorities.

**5.6.4** Handle and check transfer mail against accompanying mail documents.

**5.6.5 Prepare**

- (a) Bulk mail
  - (b) ULDs (A330 Voyager = 463L, LD3, LD6 or PMC containers)  
and establish
    - 1. gross weight
    - 2. volume
    - 3. ULD contour
- and provide the load control unit with the information

**5.6.6** Distribute incoming and/or outgoing post office mail documents

**5.7 Irregularities Handling**

**5.7.1** Take immediate action in respect of irregularities, damage or mishandling of dangerous goods and other special shipments.

**5.7.2** Report to the Carrier any irregularities discovered in

- (a) cargo
- (b) mail

**5.7.3** Handle lost, found and damaged

- (a) cargo
- (b) mail

**5.7.4**

- (a) Notify the Carrier of complaints and claims.
- (b) Process claims.

**5.7.5** Take action when consignee refuses acceptance and payment.

**SECTION B6. SUPPORT SERVICES**

**6.1 Accommodation**

**6.1.1** Provide the Carrier with

- (a) office space
- (b) storage space
- (c) other facilities, as specified in Annex B

**6.2 Automation/Computer Systems**

**6.2.1**

- (a) Provide
  - (b) Arrange for
  - (c) Operate
- computer hardware and other equipment (as specified in Annex B) to enable access to

1. Carrier's system
2. Handling Company's system
3. other system

**6.2.2** Perform the following functions in

- (a) Carrier's system
- (b) Handling Company's system
- (c) other system

for

1. Training.
2. Passenger reservations and sales
3. Passenger service
4. Baggage reconciliation.
5. Baggage tracing.
6. Operations, load control.
7. Cargo reservations and sales
8. Cargo handling
9. Cargo EDI messaging (IATA cargo-imp or IATA cargo-xml)
10. Post office mail handling
11. Maintenance reporting
12. Other functions

**6.2.3** Manage Automated Self Check-in device(s) and

- (a) Provide
- (b) Arrange for
  1. stock control
  2. stock replenishment
  3. hosting
  4. routine maintenance
  5. servicing and repair
  6. other, as specified in Annex B

**6.3 Unit Load Device (ULD) Control (A330 Voyager = 463L, LD3, LD6 or PMC containers)**

**6.3.1**

- (a) Provide
- (b) Arrange for storage space for
  1. passenger ULDs

2. cargo ULDs
3. post office mail ULDs
4. other ULDs

**6.3.2** Take action to prevent damage, theft or unauthorized use of the Carrier's ULDs in the custody of the Handling Company. Notify the Carrier immediately of any damage or loss.

**6.3.3**

- (a) Take physical inventory of ULD stock and maintain records.
- (b) Compile and dispatch ULD Control Messages (UCM).
- (c) Compile and dispatch ULD Stock Check Messages (SCM) at agreed timings as specified in Annex B

**6.3.4** Prepare ULD exchange control documentation for all transfers of ULDs and obtain signature(s) of the transferring and receiving carrier(s) or approved third parties and distribute copies.

**6.3.5** Handle lost, found and damaged ULDs and notify the Carrier of such irregularities.

**64 Fuel Farm (Depot)**

**6.4.1** Liaise with fuel farm suppliers.

**6.4.2**

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

**65 Ramp Fuelling/Defuelling Operations**

**6.5.1** Liaise with ramp fuel suppliers (**Where applicable, the MOD Aviation Fuel or NSPA GAS contract is to be utilised**).

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

**6.5.3** Supervise fuelling/defuelling operations.

**6.5.4** Prepare aircraft for fuelling/defuelling.

**6.5.5** Drain water from aircraft fuel tanks.

**6.5.6**

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

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

**6.5.8** Check and verify the delivered fuel quantity

**6.5.9** Deliver the completed fuel order to the Carrier's designated representative.

**66 Surface Transport**

**6.6.1**

- (a) Provide
  - (b) Arrange for the transport of
    - 1. passengers
    - 2. baggage
    - 3. cargo
    - 4. post office mail
    - 5. empty ULDs (**A330 Voyager = 463L, LD3, LD6 or PMC containers**)
    - 6. other
- between
- (i) airport and town terminal
  - (ii) airport and other agreed points
  - (iii) separate terminals at the same airport

#### **6.7 Catering Services—Liaison and Administration**

**6.7.1** Liaise with the Carrier's catering supplier.

**6.7.2** Handle requisitions made by the Carrier's authorized representative.

### **SECTION B7. SECURITY**

#### **7.1 Passenger and Baggage Screening and Reconciliation**

##### **7.1.1**

- (a) Provide
- (b) Arrange for
  - 1. matching of passengers against established data
  - 2. security questioning

##### **7.1.2**

- (a) Provide
- (b) Arrange for
  - 1. screening of checked baggage.
  - 2. screening of transfer baggage.
  - 3. screening of mishandled baggage.
  - 4. physical examination of checked, transfer and mishandled baggage.
  - 5. identification of security cleared baggage.

##### **7.1.3**

- (a) Provide
- (b) Arrange for

1. screening of passengers.
2. screening of cabin/unchecked baggage.
3. physical examination of passengers and cabin/unchecked baggage.

#### **7.1.4**

- (a) Provide
- (b) Arrange for
  1. identification of passengers prior to boarding.
  2. reconciliation of boarded passengers with their baggage.
  3. positive baggage identification by passengers.
  4. offloading of baggage for passengers who fail to board the aircraft.

## **72 Cargo and Post Office Mail**

#### **7.2.1**

- (a) Provide
- (b) Arrange for
  1. control of access to the cargo facilities.
  2. screening of cargo and/or mail.
  3. physical examination of cargo.
  4. holding of cargo and/or mail for variable periods.
  5. secure storage of cargo and/or mail.

## **73 Catering**

#### **7.3.1**

- (a) Provide
- (b) Arrange for
  1. control of access to the catering unit.
  2. security supervision during food preparation.
  3. security check of catering uplifts.
  4. sealing of food and/or bar trolleys/containers.
  5. physical examination of catering vehicles prior to loading.
  6. sealing of catering vehicles

## **74 Ramp**

#### **7.4.1**

- (a) Provide
- (b) Arrange for
  - control of access to



1. aircraft.
2. designated areas.

#### **7.4.2**

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

#### **7.4.3**

- (a) Provide
- (b) Arrange for
  1. guarding of
  2. sealing of
- (i) aircraft
- (ii) designated areas
- (iii) baggage in the baggage make-up areas

#### **7.4.4**

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

### **75 Additional Security Services**

#### **7.5.1**

- (a) Provide
- (b) Arrange for  
additional security services (e.g. Ground Security Coordinator), as specified in Annex B

## **SECTION B8. AIRCRAFT MAINTENANCE**

## **8.1 Routine Services**

**8.1.1** Maintain the Carrier's technical manuals, handbooks, catalogues, and other operational documents connected with performance of the services as specified in Annex B.

**8.1.2** Perform line inspection in accordance with Carrier's current instructions.

**8.1.3** Enter in the aircraft log(s) and sign for the performance of line inspection.

**8.1.4** Enter remarks in aircraft log(s) regarding defects observed during the inspection.

**8.1.5** Provide personnel to assist the flight crew or ground staff in the performance of their tasks.

## **8.2 Replenishing of Oils and Fluids**

### **8.2.1**

(a) Perform.

(b) Supervise  
replenishing operations

### **8.2.2**

(a) Provide

(b) Arrange for

(c) Operate  
replenishing equipment.

**8.2.3** Wipe excess oil from engine nacelles

**8.2.4** Engine Oil to be provided by the Carrier.

**8.2.5** Engine Oil to be provided by the Handling Company.

**8.2.6** Hydraulic fluid to be provided by the Carrier.

**8.2.7** Hydraulic fluid to be provided by the Handling Company.

## **8.3 Non-routine Services**

**8.3.1** Rectify defects entered in the aircraft log as reported by the crew or revealed during the inspection, to the extent requested by the Carrier. However, major repairs must be separately agreed upon between the Parties.

**8.3.2** Enter in aircraft log(s) and sign for the action taken.

**8.3.3** Report technical irregularities and actions taken to the Carrier's maintenance base.

### **8.3.4**

(a) Provide

(b) Arrange for  
maintenance facilities, tools and special equipment to the extent available.

**8.3.5** Move aircraft under its own power

## **8.4 Material Handling**

**8.4.1**

- (a) Obtain Customs clearance for
- (b) Administer  
the Carrier's spare parts and/or equipment.

**8.4.2** Provide periodic inspection of the Carrier's spare parts and/or equipment.

**8.4.3** Provide storage space for the Carrier's spare parts and/or equipment.

**8.5 Parking and Hangar Space**

**8.5.1**

- (a) Provide
- (b) Arrange for
  - 1. parking space.
  - 2. hangar space.

**AIRBUS A330 VOYAGER SCHEDULED ROUTES**

**Annex A**

Service	Frequency	Flight numbers	Route		IATA	ICAO	Approximate diversion area
South Atlantic Airbridge (SAA)	Twice weekly (Mon-Wed & Thu-Sat)	TOW 2230/1 TOW 2232/3	RAF Brize Norton (United Kingdom)		BZZ	EGVN	Europe – Porto. Africa - Banjul. South America - Montevideo, Rio De Janeiro & Sao Paulo.
			Amilcar Cabral (Cape Verde) or Blaise Diagne Dakar (Senegal)		SID DSS	GVAC GOBD	
			RAF Mount Pleasant (Falkland Islands)		MPN	EGYP	
			Amilcar Cabral (Cape Verde) or Blaise Diagne Dakar (Senegal)		SID DSS	GVAC GOBD	
			RAF Brize Norton (United Kingdom)		BZZ	EGVN	
Cyprus Air Trooping Schedule (CATS)	Twice weekly (Sat-Sun & Tue-Wed)	RR 2300/1 RR 2302/3	RAF Brize Norton (United Kingdom)		BZZ	EGVN	Europe – Athens, Istanbul, Larnaca, Paphos, Marseille.
			RAF Akrotiri (Cyprus)		AKT	LCRA	
			RAF Brize Norton (United Kingdom)		BZZ	EGVN	
Broader Middle East (BME)	Weekly <b>(1)</b> (Sun-Mon)	RR 2320/1 (RR2322/3/4/5)	RAF Brize Norton (United Kingdom)		BZZ	EGVN	
			Undisclosed location				
			RAF Akrotiri (Cyprus)		AKT	LCRA	
			RAF Brize Norton (United Kingdom)		BZZ	EGVN	

Notes:

**1.** Two additional reserve flights are booked on a weekly basis and activated during periods of personnel surge whenever required. Diversion coverage for these flights are only required when aircraft route from RAF Akrotiri to RAF Brize Norton.

## TRAINING AND QUALIFICATION REQUIREMENTS FOR THE CONTRACTOR'S PERSONNEL

## Annex B

[illegible]