

# SERVICE LEVEL AGREEMENT (SLA)

## on Service Delivery Standards

This SLA concerning Service Delivery Standards for the ground handling services

Reasonableness will be used in the application of the standards.

At all times the delivery of service standards should not compromise safety procedures.

### ON TIME PERFORMANCES

The Handling Company will be monitored on the performance of all the codes of delay listed below:

annual target: **D0'**    **97 %**

Pax and bags	11	12	13	14	15	16	17	18	
Cargo and mail	21	22	23	24				28	
Aircraft & ramp handling	31	32	33	34	35			38**	39
Others		52						58***	
					75*	76			
					85				
								98***	

\*delays not counted if equipment available at ETD (-5') and delay due to de-icing operations

\*\* delays not to be counted if ULD stock after request of Handling Company is unavailable at the Airport

\*\*\*In case of Handling Agent direct responsibility only : 58-98

The handling company will produce its best efforts in order to cooperate with the Carrier to cope with critical situations referred to the following codes: 36-37-77 although these code are not included in the target and considered for the application of penalty

In case of any disputed codes, the issue will be discussed and agreed upon together with the Airport's representative and in accordance. The performance will be in any case evaluated as per ATM system data.

### Minimum turnaround times to be always applied are:

A/C TYPE	TTO	
	Night Flight	Flight without handler
767	55 min	75 min
319	40 min	60 min
320	40 min	60 min
321	45 min	60 min
737	35 min	50 min
M80	35 min	60 min
M82	35 min	60 min
CR9	30 min	45 min
E70	30 min	45 min

## PASSENGER HANDLING

### ARRIVAL

#### Passenger Disembarkation

First passenger shall always disembark not later than 2 mins from ATA.  
(flights with "baggage delivery at aircraft" procedure will not be considered)

### BAGGAGE

#### Arrival

- Priority tagged baggage to be delivered first.
  - Last baggage to be delivered at conveyor belt : ATA + 20 mins target 95%
- In case of flight operated by CRJ 900, DAA ( Delivery at aircraft) procedure must be always applied

#### Departure

- Baggage segregation is mandatory.
- Loading operations and holds closure shall be completed 5 minutes before ETD.

#### Lost & Found

PIR (AHL) files closed within 5 days / the total number of PIR **annual target 95%**

Network's PIR issuance rate per 1.000 departed pax due to CTA fault  
(referred to all reasons of loss except 26, 53, 54, 56, 63, 65, 66, 67, 75, 77) **annual target 1,1**

Network's mishandling BAG rate per 1.000 departed pax due to CTA fault  
(referred to all reasons of loss except 26, 53, 54, 56, 63, 65, 66, 67, 75, 77) **annual target 1,4**

- Customer assistance by phone shall be ensured to customers for 5 days from PIR's opening according to local procedures.
- After 3 days from PIR opening, passenger shall be contacted in order to double-check information already inserted in systems and to update them
- Obtain passenger's authorization for baggage inspection, when found
- provide all necessary information and contacts to the customers including all modalities to monitor tracing process on the web
- Ensure to give back the keys to the Customer, using the proper envelope
- Data input shall be performed directly in WorldTracer and not through other interface systems

### RAMP HANDLING

All relevant flight documentation (load sheet, PIL etc.) shall be delivered to crew not later than 5 minutes prior ETD, after verification of compliance

#### Flight Coordinator/Ramp Agent's presence at the aircraft

- For originating flights:

- 40 minutes prior ETD (E70/CR9)
- 50 minutes prior ETD (M80-82 / 319 / B734)
- 55 minutes prior ETD (A320 / A321 )
- 90 minutes prior ETD (B767)

- For terminating flights ATA – 5'

- Presence of dedicated of Ramp Agent/Flight Coordinator for the whole turnaround (transit flights), performing the following activities:

- Match weight figures of freight/mail between Load Sheet and respective Loading instructions

- Supervise the following activities with proactive attitude towards all Third Parties
  - Cleaning
  - Loading / unloading
  - Utilization of special equipment
 Liaise with:
  - Catering
  - Fuelling
- Verify baggage loading distribution based on Carrier's segregation procedure / unloading criteria (i.e., priority, transit)
- Report Rush or Rerouted bags, if any, to the Captain
- Check dangerous goods procedures during loading / unloading the aircraft
- Check that holds are empty before loading and sign the "loading instructions form" in the "Cargo compartment security check performed" section
- Sign loading instructions and deliver to the Captain together with loadsheet for comparison and countersignature
- Fill up the Ramp Form with all information regarding the flight: ATA, ATD, fuel, cleaning, etc.
- For overnight stop flights, contact Maintenance staff and inform of estimated arrival at aircraft of departing crew
- Perform the "no-transit check" procedure as per Carrier's instructions

**Wheel chocks and safety cones** shall always be correctly positioned immediately after a/c block (wheel chocks positioned as per Carrier representative instructions, depending on a/c type – safety cones to be positioned at tail and wings)

## AIRCRAFT SERVICE

### **Aircraft handling**

- Passenger bus(es) available at ATA and at time of boarding in case of aircraft parked at remote stands (boarding targets above shall be respected):  
1 bus required till 80 passengers onboard; 2 buses required from 81 to 150 passengers; 3 buses required for 151 passengers or more.
- Appropriate means of transportation for passengers needing special assistance (PRM) available at ATA and at time of boarding (boarding targets above shall be respected) or ready to pre-board passengers when needed
- Suitable Crew bus available at ATA +10' and STD – 60.
- In case of remote parking stands, passenger steps shall be available at time of boarding and at ATA with second passenger steps available in case of A319, A320, A321, B767 and B737 if needed.
- Dedicated push-back equipment connected and ready at ETD -5'
- Minimum number of Loaders and transporters and/or dollies ready at ATA – 5'
  - E70/CRJ/M80/M82/B737: 1 conveyor belt
  - A319/A320/A321: 1 loader plus 1 transporter and/or dollies
  - B767: 2 loaders plus 1 transporter and/or dollies
  -

The use of conveyor belt for baggage offloading is mandatory when they are not in ULD.

- GPU available at ATA in case of inoperative APU and/or inefficient or unequipped aircraft stand
- ACU available at ATA on Carrier's request or in accordance to a shared program to be agreed locally depending on the Carrier's flight schedule.
- ASU (when requested) ready to start up at STD-10'

### **MESSAGES AND DOCUMENTATION**

- All operational messages to be sent upon ATD.
- On flights operated with containerized aircrafts, UCM message to be always performed.
- Paper flight coupons to be delivered according to the instructions of Airline Representative.
- The following flight documents shall be filed for a period of 2 years: Loadsheets, Loading instructions form, Flight plan copy with Captain signature, NOTOC (when applicable), Cargo/Mail/Passengers

Manifests, General Declaration, AV7, DUV, information form for UMNR, declaration of transportation of weapons/ammunitions as registered bag.