

Basic Handling Services DHA for 2020

(Rates for long-term commitments are negotiable with the handling company)

Basic Handling	Basic fee	MTOW
Cat I	€ 62,97	< 1.500 kg
Cat II	€ 159,76	1.500 - 3.000 kg
Cat III	€ 249,79	3.000 - 6.000 kg
Cat IV	€ 319,53	6.000 - 10.000 kg
Cat V	€ 447,02	> 10.000 kg

Scope of Work Basic Handling

Operations services

- Coordination with the COMPANY regarding their flight program
- Coordination with airport security and immigration involving passenger handling
- Coordination of all required services as described in this agreement in a safe and efficient manner.
- Provide flight information to passengers and coordinate passenger flow
- Liaise with clients on operational changes as focal point for coordination

Check-in services

- Passenger check-in facilities complete with calibrated equipment for weighing passengers and baggage
- Provision of baggage labels and printed labels
- All IT equipment required for the provision of the Services will be provided and maintained by Contractor
- XBR measurements and records processing
- Manage check-in of passengers and their baggage in accordance with Company procedures and obtain passenger and freight information from Company's (local scheduling) passenger tracking system
- Check passport/ID validity
- Handout of correct boarding passes and baggage labels
- Liaisons with customer about the available payload, absence or overbooking of passengers and freight
- Produce passenger- and baggage / freight manifest
- Reporting of non-conformities concerning passengers e.g. no shows, non-compliance of Company Life Saving Rules
- Lost & found service for incoming passengers

Freight and luggage handling service and transport

- Baggage handlers and trolleys
- Handling of dangerous goods according IATA regulations
- Transport and handling of incoming and outgoing baggage and / or freight
- Transport of life vests
- Check outbound baggage and freight against manifest (number of packages)

- Provide special loading equipment e.g. forklift, spreader boards, etc.
- Loading stowing, unloading of manually handled cargo and baggage

Platform-steward service

- Monitoring / checking of the apron to prevent FOD on daily basis
- Checking the safety equipment of passengers e.g. correct donning of survival suits and life jackets
- Collect and count boarding cards of outgoing passengers and support the crew with passenger seating allocation (e.g. XBR and first time flyers)
- Escorting passengers on the apron during the transfer from and to the terminal

Freight handling services

- Provision of freight stickers
- Receive and sign for all freight in accordance with Company inward and outward shipping manifest procedures, any National Regulatory and (local Civil Aviation Authority) standards
- Produce custom documents for incoming and outgoing freight
- Administration of bonded goods in relation to Customs facilities
- Acceptance of outbound dangerous goods according IATA regulations
- Allocate airfreight onto appropriate flights and input details into (local scheduling) passenger tracking system in accordance with Company procedures
- The acceptance, processing and administration of all incoming and outgoing freight including any item intercepted at check-in, inclusive of customs clearance, x-raying, security clearance and IATA Dangerous Goods by Air Requirements
- Weigh and label freight in accordance with applicable national/international requirements before loading
- Book actual cargo weights in (local scheduling) passenger tracking system
- The timely reporting of any non-conformities concerning freight issues to the Company Representative

(Potentially) radioactive materials are excluded from the dangerous goods handling as intended above.

Fuel handling and refuelling of helicopters

- Fuel and de-fuel COMPANY aircraft in accordance with agreed procedures and response times (within 45 minutes after ordering time).
 - Provide and supply fuel required for COMPANY aircraft
 - Carry out quality control, testing of fuel supplied for the aircraft and ensure that fuel delivery equipment and fuel storage facilities provided by CONTRACTOR are fit for the delivery of clean, dry fuel to the aircraft.
 - Appropriately trained and certified fuel quality control engineers shall inspect fuel delivery equipment in accordance with applicable regulations at CONTRACTOR's expense.
 - Quality control records and records of inspections shall be retained and made available to COMPANY on request
 - Ensure appropriately trained and qualified personnel are used for refuelling and (de)fueling and ensure the results of quality control checks are recorded
- Booking of freight

The fuel related services mentioned above are not charged by CONTRACTOR to COMPANY. The fuel related services mentioned above are separately charged by Fuel supplier to COMPANY through the “into-plane-fee”.

- Check-in fee** : Charges per passenger, departing € 10,95
- Technical stop** : Basic handling fee will be charged as per type of aircraft.
- Power Unit 28V** : Use of GPU € 74,75 per hour (1 hour minimum).
- Forklift truck** : Use of forklift truck € 132,42 per hour (1 hour minimum).
- Towing truck** : Upon request, per occurrence € 132,42
- Aircraft Cleaning** : Upon request.
- Nitrogen Service** : Per occurrence € 159,65
- Surcharges** : Applicable over Basic Handling:
- 10% surcharge between 19:00 – 22:00 hrs local time
 - 15% surcharge weekend and public holidays between 07:00 – 20:00 local time.
 - 20% outside opening hours Den Helder Airport.
- Starting Points** : The following is applicable:
- Any storage is without liability on part of the handling company.
 - All ground technical activities such as maintenance, towing, placing and/or removing gear pins, etc. needs to be performed under the supervision and sole responsibility of the carrier’s representative and without any liability on part of the handling company.
 - Securing of freight inside the aircraft is under the responsibility of the aircraft operator.
 - Cash payments are not accepted.
 - All prices are exclusive of 21% Value Added Tax.
 - Handling is compulsory for all commercial and business flights. Ferry- and local training flights included, unless otherwise arranged with handling company.