

**SERVICE LEVEL AGREEMENT (SLA)**

between

**Smartwings, a.s.**

**acting also for and on behalf of its affiliated companies**

having its principal office at:

K Letisti 1068/30, Prague 6, 160 08, Czech Republic

(hereinafter referred to as **“the Carrier”**)

and

**Jihočeské letiště České Budějovice a.s.**

having its principal office at:

U Zimního stadionu 1952/2, 370 01 České Budějovice

(hereinafter referred to as **“the Handling Company”**)

**PARAGRAF 1.1 - CHECK-IN**

- 1.1 Check in to be opened at least 120 minutes prior to STD with normal baggage
- 1.2 Minimum 2 Baggage Check counters to be available for any flight
- 1.3 Additionally minimum 1 Business Class counter to be available in case of Business Class passengers
- 1.4 Check-in to be closed 45 minutes prior to STD

**PARAGRAF 1.2 - BAGGAGE FUNCTIONS**

- 2.1 This SLA as an integral part of Annex B 1.0 to the SGHA of January 2018  
for the location(s): **JCL / LKCS**
- is valid from: **1st August 2023**
- and replaces: **none**

**PARAGRAF 1.3 - BAGGAGE HANDLING ARRIVAL**

- 3.1 Aircraft to be met by the Handling Company staff when doors open
- 3.2 Lost and found staff to be available from STD to 30 minutes after last bag delivery at



This SLA is made between the Carrier and the Handling Company to ensure consistent quality and efficient service delivery to the Carrier and the Carrier's customers through the Handling Company.

All contracted services not specifically mentioned in this SLA will be handled properly and in accordance with the Carrier's manuals and instructions. The Handling Company shall ensure that all its employees and sub-contractors are informed about the service levels, and that the whole operational process is coordinated by a lead agent.

Safety and security of the flights always remain the main objective of the Carrier. The Handling Company shall under no circumstances whatsoever conduct and/or tolerate any neglect of duty which may jeopardize the safety of the aircraft and/or passengers and/or crew.

**Minimum Ground Times are set as follows:**

B737/A319



B738/B38M/B739/A320



**PARAGRAPH 1 – CHECK-IN**

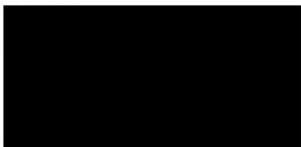
- 1.1 Check in to be opened at least 120 minutes prior to STD with correct signage.
- 1.2 Minimum 2 Economy Class counters to be available for any flight.
- 1.3 Additionally minimum 1 Business Class counter to be available in case of 2-class configuration.
- 1.4 Check-in to be closed 40 minutes prior to STD.

**PARAGRAPH 2 – GATE FUNCTIONS**

- 2.1 Gate to be opened / manned at least 45 minutes prior to ETD.
- 2.2 Boarding commencement 25 minutes prior to ETD and/or after cabin crew authorization.
- 2.3 Boarding / delay announcements to be made as per procedures stated in Carrier's GOM.

**PARAGRAPH 3 – BAGGAGE HANDLING ARRIVAL**

- 3.1 Aircraft to be met by the Handling Company staff when doors open.
- 3.2 Lost and found staff to be available from ATA to 30 minutes after last bag delivery to



baggage claim area.

- 3.3 Premium bags to be delivered first in all circumstances.
- 3.4 First premium bag to be delivered by 10 minutes after on blocks, last premium bag to be delivered by 15 minutes after on blocks.
- 3.5 First economy bag to be delivered by 15 minutes after on blocks, last economy bag to be delivered by 30 minutes after on blocks.

#### **PARAGRAPH 4 – RAMP ARRIVAL**

- 4.1 Ramp staff and appropriate Ground Support Equipment to be available at parking position before on blocks (ATA).
- 4.2 FOD check performed (target 100%).
- 4.3 Aircraft arrival walkaround performed (target 100%).
- 4.4 Chocks and safety cones to be positioned correctly (according to latest Carrier's GOM) by 2 minutes after on blocks (ATA) (target 100%).
- 4.5 GSE to be positioned with caution to avoid any damage to the aircraft (target 100%).
- 4.6 Engines of unattended vehicles to be shut down.
- 4.7 On remote stand 2 sets of stairs will be available in case of more than 90 passengers' disembarkation / embarkation.
- 4.8 Ground Power Unit to be connected immediately after engines are switched off and chocks/safety cones are positioned.
- 4.9 Passengers' disembarkation to be commenced within 4 minutes after on blocks (ATA).

#### **PARAGRAPH 5 – LOAD CONTROL**

- 5.1 Load-sheet, NOTOC and Loading Instruction Report to be delivered to cockpit crew by 15 minutes prior ETD.
- 5.2 Passenger Manifest and Passenger Information List to be delivered to cabin crew by 10 minutes prior ETD.

#### **PARAGRAPH 6 – CLEANING**

- 6.1 Cleaning to be commenced immediately after passengers' disembarkation.
- 6.2 Cleaning to be completed by 25 minutes prior ETD.

#### **PARAGRAPH 7 – WATER/TOILET SERVICE**

- 7.1 Toilet and Water Service to be completed by 25 minutes prior ETD.

**PARAGRAPH 8 – RAMP DEPARTURE**

- 8.1 Aircraft loaded in accordance with LIR (target 100%).
- 8.2 Premium bags (marked by premium/priority tag) to be loaded in separate compartments or close to holds door. Bags' location to be specified in LDM "SI" line.
- 8.3 Aircraft departure walkaround performed (target 100%).

**PARAGRAPH 9 – POST DEPARTURE ACTIVITIES**

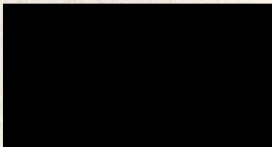
- 9.1 All operational and commercial messages shall be sent to addresses specified and provided by the Carrier within 15 minutes after take-off.
- 9.2 Complete API/APP data shall be sent in agreed format to given SITA and/or email addresses or in another mutually agreed way immediately after flight departure or as required by the competent authorities (for destinations where delivery of API/APP data is mandatory). The Handling Company bears full liability for potential fines imposed by the competent authorities in case of failure to comply with this requirement.

**PARAGRAPH 10 – REBATES**

- 10.1 Delay of turnaround caused by the Handling Company:

In the event that the flight departure is delayed due to any of the following reasons (delay codes as per latest Carrier's GOM edition): 01, 02, 11 (D), 12 (B), 13 (A-D, K-M), 15 (A, B, C – if caused by gate performance, F, H), 18 (B, D), 31 (A, B, C – if caused by the Handling Company's fault, D-G), 32 (B-E, G, H), 33, 34, 35 (A-D, E – if caused by the Handling Company's fault, G), 39, 52 (A, C-E, G, I, J), 75 (D-G), 98 (B, C, D, H), 99 (if attributable to the Handling Company) then following rebates on the basic handling price agreed in Paragraph 1.2 of the Annex B1.0 to the SGHA of January 2018 shall apply:

- From 11 minutes to 30 minutes → [REDACTED]
- From 31 minutes to 45 minutes → [REDACTED]
- From 46 minutes to 60 minutes → [REDACTED]
- Over 60 minutes → [REDACTED]



10.2 In case the Handling Company fails to deliver baggage of arriving passengers within the limits set in par. 3.4 and 3.5 of this SLA, the following penalties shall be applied for delivery of first or last bag delayed by:

11 to 15 minutes → [REDACTED]

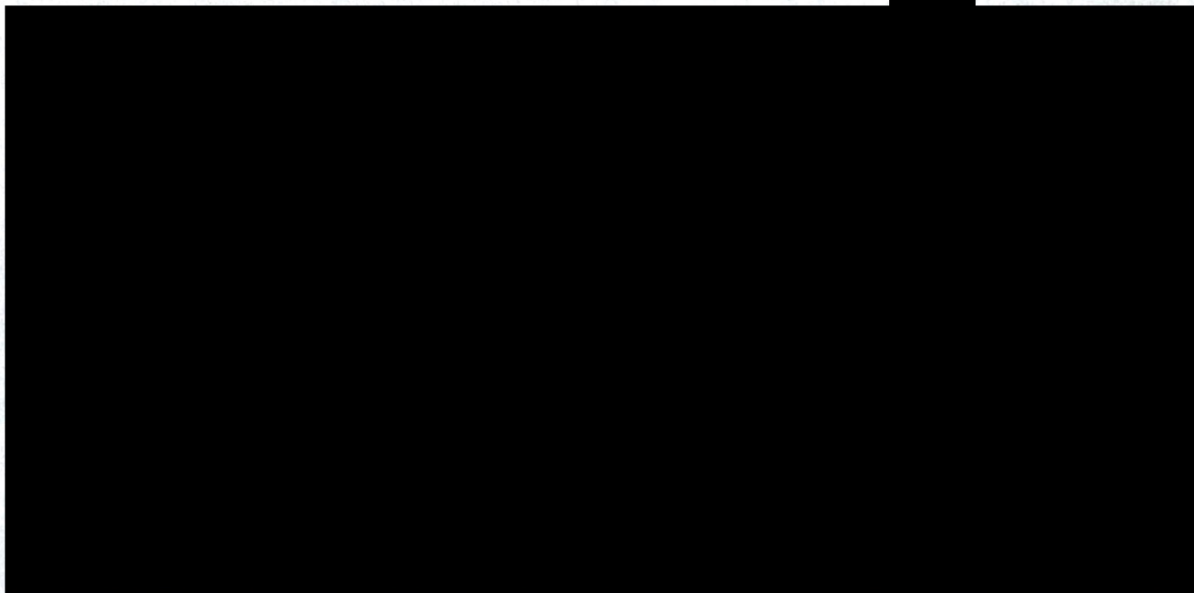
16 minutes and more → [REDACTED]

Signed the *02/05/2023*  
at Prague

Signed the *9/5/23*  
at České Budějovice

for and on behalf of  
Smartwings, a.s.

for and on behalf of [REDACTED]  
Jihočeské letiště České [REDACTED] vice a.s.



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