SITA'S PROPOSAL FOR ARRIVAL BAGGAGE SCANNING AT PRAGUE AIRPORT

APRIL 2023

SITA

Company Name and Contact Information

Company Details

Company Details:	SITA
Website:	www.sita.aero

Contact Details

Contact:	[redacted]
Title:	Account Manager
Tel:	[redacted]
Mobile:	[redacted]
Email:	[redacted]

Correspondence Address

V Parku 2336/22
14800 Prague
Czech Republic

TABLE OF CONTENTS

1. Executive Summary

We are pleased to have this opportunity to submit our proposal for the provision and operation of SITA's Bag Manager Arrival scanning.

To ensure the success of meeting PRG's requirements, our approach is based upon the provision of a comprehensive, efficiently managed and controlled solution using proven and latest generation of solutions.

Adopting this approach ensures that SITA will meet the stringent standards set out within the airport's IT technology and in turn we are able to deliver:

- It helps the airlines to comply with IATA resolution 753 by confirming the baggage was seen at Prague Airport.
- It helps PRG controlling the quality of service of airline and ground handlers by measuring the first Bag and the last bag on the arrivals belt, therefore ensuring a quality service to the passengers.
- In combination with the BagJourney API, it can allow passengers to be informed both via Monitor FIDS and via APP of the arrival of their suitcase, thus contributing to social distancing as the passengers will only need to approach the baggage belt when their baggage is announced.
- Low risk and rapid deployment by the use of proven 'best in class' technologies and an experienced delivery team - meeting your proposed timetable,
- A co-operative relationship with a prime supplier which is financially stable, expert in the various applications and experienced in delivering check-in solutions to the airport community,
- Comprehensive service infrastructure to ensure high levels of availability and performance are maintained.

We believe that listening and understanding what your community of users require is both essential in delivering an efficient solution and vital for SITA in making a positive contribution to the smooth operation of the airport.

SITA is uniquely aligned to the Air Transport Industry and is solely focused upon delivering world-class airport solutions, continued investment, the development of new baggage solutions and playing a critical role in the future growth of the industry. We would welcome the opportunity to build a positive and long-term relationship with PRG and ensure that we play a key role in the future success and growth of PRG.

2. SICK Scanners Extensions

2.1 General Conditions

SITA offer solution providing ability of five existing ALIS systems at T2 Prague Airport to communicate via HTTPs protocol. The required functionality can be achieved in two ways:

2.1.1 Adding HTTPs gateway to each already installed controller at each ALIS system location

The advantage is clean technical solution reducing the risk of failure. This is SITA preferred solution. In case there is any problem in the HTTPs translating unit, the other systems **ARE NO**T affected.

2.1.2 Installing one common gateway collecting all data from each individual ALIS system and converting them to HTTPs protocol

The advantage is less hardware components but in the case of the gateway failure all five systems will lose communication to higher system. In case of malfunction of the HTTPs translating unit / gateway, **ALL** other systems **ARE** affected.

2.2 Hardware Design

2.2.1 Common SIM2000 gateway installation

In addition to 5 existing MSC800 controllers one cabinet with SIM2000 line controller will be installed. Data communication from five existing ALIS systems are routed into the SIM2000 controller located in a stand-alone supplementary cabinet.

This installed gateway will convert the data from each ALIS to the required protocol and send it out via HTTPs. Setup of all 5 existing ALIS systems have to be re-configured. All system to be tested as well as communication from each ALIS system to the overhead system.

There will be two gateways installed in cold-backup mode that means in case of failure the traffic will need to be routed manually through the secondary (backup unit).

Solution consists of following main components:

- 2 x Controller SIM2000 in separate cabinet with power supply
- 1 x industrial Ethernet switch
- custom made frame for cabinet

Following items/services are **excluded**:

- communication cabling between ALIS systems and SIM2000 cabinet
- communication cabling between SIM2000 cabinet and overhead system
- power supply cable
- anchoring of cabinet frame to the floor

2.3 Installation / Commissioning

All work conducted at the customer's site, including on-site acceptance tests, is defined as part of the commissioning phase. This work is only included in the scope of the quotation if expressly stated in this quotation. Where it is not stated, all expenses, including travelling time, waiting time and allowable expenses, will be charged separately.

Installation is carried out on working days (Mondays to Fridays) between 8:00 a.m. and 6:00 p.m. and is max. 10 hours per day in consequent days and weeks until is done.

The customer is responsible for ensuring that the site is ready on the agreed date so that the SICK system may be installed without delay.

During the installation, the contractor will be granted access to the workplace and the customer will ensure that the contractor will have sufficient space and time for the realization of the installation.

The customer will ensure required cooperation between BHS provider and the contractor.

The customer is also responsible for providing all connections and power lines specified by SITA. All mechanical preparation as agreed with SITA must be completed. In the event of a conveyor system distance > 1,000 mm between the ground and the upper edge of the conveyor system, a mounting platform/lifting ramp on the left or right of the conveyor belt of ca. 1m x 2m is required. The same applies if the conveyor system may not be entered for safety or technical reasons. This platform is not provided by SITA.

2.4 Documentation

SICK systems are not covered by the EC Machinery Directive and its documentation requirements. The systems are delivered with SICK standard documentation. Customer specific documentation is on request.

2.5 Technical details

If the technical information in the technical annex cannot be adhered to, the system design must be checked. If changes result from this, they are not part of this of fer.

2.6 Special Conditions and Services

2.6.1 Technical specifications

The customer is obliged to provide SITA with the following information:

- Drawings of the intended installation site of the systems with binding dimensions in all 3 dimensions.
- Drawings of the frames provided by the customer (if applicable)
- Binding information on the interface and specifications of the data format etc. for communication with the host system
- Any special specifications that need to be considered when designing the system, such as:
  - restricted accessibility
  - maximum allowed component weight
  - delivery instructions etc.

2.7 Cooperation obligations of the customer

2.7.1 Generally

- The customer ensures that the installation site or installation area is ready (swept clean) on the agreed date so that the installation can be carried out without delays.
- The customer ensures that all connections specified by SITA are available and that all agreed mechanical preparatory work has been carried out.
- The customer is responsible for making adjustments or changes to machines and equipment that are not part of our scope of delivery.
- The customer provides a sufficient amount of objects to carry out a trial run.

2.8 Waste disposal

Waste disposal on site must be ensured by the customer (especially but not only, transport boxes and pallets).

3. Arrival Scanning in Details

3.1 Arrival scanning – Introduction and goals

The requirements for Arrival Baggage Scanning have arisen from both the Bag Manager User Group and from the IATA Resolution 753 requiring that airlines keep a record of all changes in custody of transfer bags.

In general, the goals to be met for Arrival Scanning include:

- Improvement in baggage handling process by gathering detail through scanning of arrival bags
- Monitoring the performance of Handling Agents in delivering baggage from arrival flights to the sortation system or arrival belts
- Reduce the amount of “lost luggage” at an airport because of lack of knowledge of its whereabouts.
- Integrate with SITA’s Bag Journey to allow airlines access to tracking data about their bags in compliance with IATA Resolution 753.

Bag Manager deals, for the most part, with departing bags. Increasingly, customers are looking for useful application of data gathered through scanning arrival baggage, both terminating and connecting arrival bags). The applications identified to date are as follows.

- Provide an interface to SICK scanner arrays to allow individual arrival bags to be scanned
- Ensure that BPMs received from an airport BHS are processed and recorded as tracking records for the bags
- Allow arrival scanning functionality in standard BagManager HandHeld Terminals (HHTs) if PRG wants to hand-scan arrival bags as an option.
- Display of time of First Bag unloaded and Last Bag unloaded times in Arrival Baggage Monitor screens.
- Display of time of First Bag unloaded and Last Bag unloaded times in the Arrival Flight Monitor screen.
- Show a colour-based warning, based on a Service Level Agreement (SLA) profile for the Ground Handling Agent (GHA) if the delivery time for first or last bag are outside user-defined SLA times. Terminating or connecting bags are treated separately and SLA’s are separately configurable for each bag type.
- Where each arrival bag is scanned individually (automatically or manually), monitor the arrival times of economy and PRIO bags and check that PRIO bags are received before economy bags. (Referred to as ‘PRIO QoS’ - where QoS= Quality of Service).
- Providing a warning to users if bags arrive on bags belt(s) not advised by the FIDS/AODB system. This may be useful when bags are delivered on a wrong belt and may require passengers to be advised of a change in bags arrival location.

- Providing the transactions to register First Bag and Last Bag times. This may be used to provide an SLA check where it is not desired or required to scan all arrival bags. The transactions may also be used to drive displays in the baggage hall via a web service (below)
- Provide a web service to notify an external airport system whenever the first and last bag for a flight are detected by an arrival scan, or whenever the transactions are used to scan first and last bags.
- Provide a transaction for 'marking' a bag 'delivered' at the exit of the baggage area, giving positive confirmation that the bag was delivered to a passenger.
- Where individual arrival bags are scanned, provide full statistics for individual flights as well as analysis of all arriving flights over a period, including stats by terminating and connecting bags.
- Ensure the bags scan data can meet IATA RS 753 requirements and be available to BagJourney and its APIs so that airlines are able to retrieve all records for a bag.

3.2 Pre-requisites

For best functioning of arrival scanning an airport FIDS or AODB system should be providing flight information and all terminating and transfer arrival bags should have BSMs.

3.2.1 FIDS/AODB

- Arrival flights should provide the bag arrival belt number(s) in the flight 'create' or 'update' message.
- The FIDS should be capable of sending ETA and ATA messages.
- If a GHA has differing contracts according to flight type (e.g. Domestic vs International), the correct contract to use should be supplied in the flight create message.
- There is no provision for arrival scanning to work accurately or properly without accurate FIDS messaging

3.2.2 Terminating & Connecting BSMs

In order to be effective, arrival scanning applications need data about terminating and connecting bags. Without terminating & connecting BSMs, many bags will be 'unknown' and although BagManager will attempt to assign the bag to the correct arrival flight, accurate information is not assured.

The SITA "Bag Connect" Service, deliverable as an add-onto the BagMessage service, may prove useful for some users as it can be configured to generate terminating BSMs where an airline itself doesn't send them.

Where terminating & connecting BSMs bags are not sent SLAs are not measured. Where only, for example, connecting BSMs are available, the SLA is measured but is likely to be invalid because of the numbers of unknown bags

3.3 Security

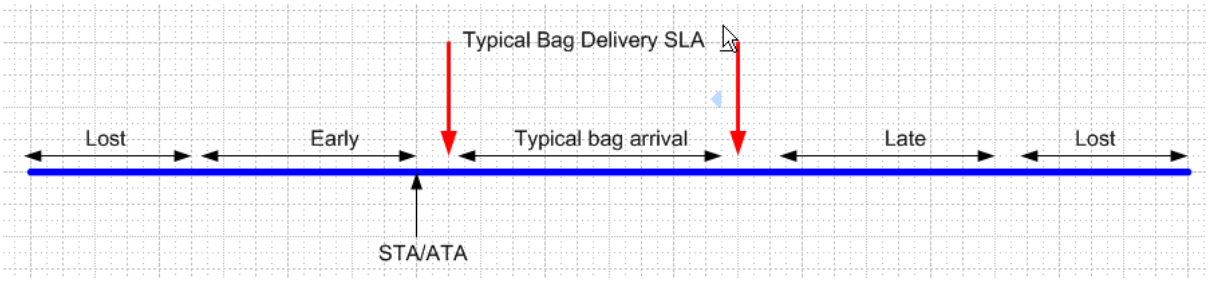
One GHA or airline must not be able to see data for bags on flights handled by a different GHA.

However, an Airport Authority user needs an overall view of all flights from all GHAs, as well as the capability to produce individual handler reports, as well as an overall report.

3.4 Processing Scanned Arrival Bags

The scanner arrays attempt to read a bar code tag ID from every bag. Bags that are detected passing the scanner, but where the tags can't be read are totalled as 'no read' bags. It should be noted that baggage with old security stubs and old bag tags left on the bag will also be read and will cause a tag ID to be sent to BagManager where it will be detected as an 'unknown' bag. Arrival bags totals are not likely to be 100% accurate.

All scanned bags are either 'known' or 'unknown' to BagManager on the basis of whether a BIM has been received for the Tag ID. Known bags arriving on a belt (during the 'flight active' period) are assigned to the flight counts as one of the following categories: On-time bag (within SLA or early), Late bag (after SLA last bag time). A distinction is made between terminating and connecting bags and separate first and last times are kept for both categories. Known bags arriving outside the flight "active interval" are considered 'lost' bags.



An attempt is made to assign an unknown bag to the flight on whose belt the bag is scanned. If this can't be done (for example, the belt has several flights assigned to it at the same time) the unknown bags remain unassigned. There is no provision to manually attempt to assign unknown bags to flights.

Separate totals are kept for each flight either including the unknown bags or excluding them. Users may select which display is required.

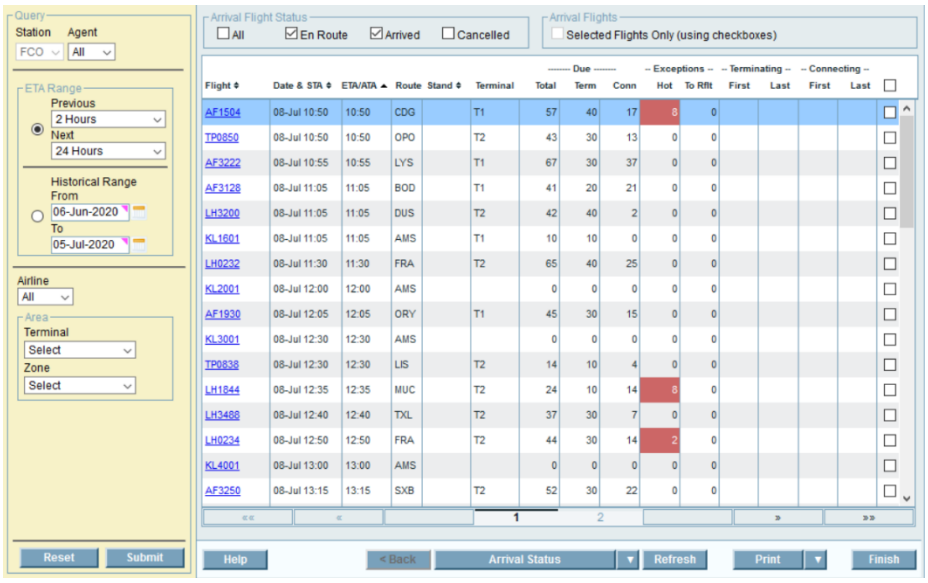
3.5 Output to External Systems

- Statistics supplied to an external system using the web services interface will also include first and last bags times (F/L).
- Statistics supplied to an external system using the XML interface include F/L times.
- F/L times are not supported on an Oracle shared table interface
- A real time web services interface for F/L times triggered by the appropriate HHT transactions to provide data to an external system
- CSV output will also be possible. Such files will be attached to emails.

3.6 User Screens

3.6.1 Arrival Flights > Flight Monitor

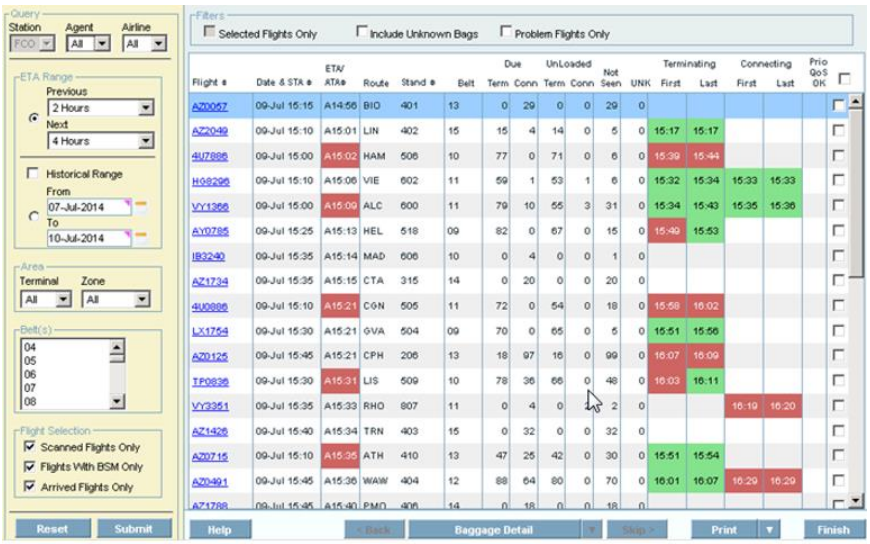
The Arrival Flight Monitor screens include columns for the SLA evaluation. Customers who don't scan every bag but who use the HHT transactions would be expected to use this screen.



3.6.2 Arrival Baggage Monitor

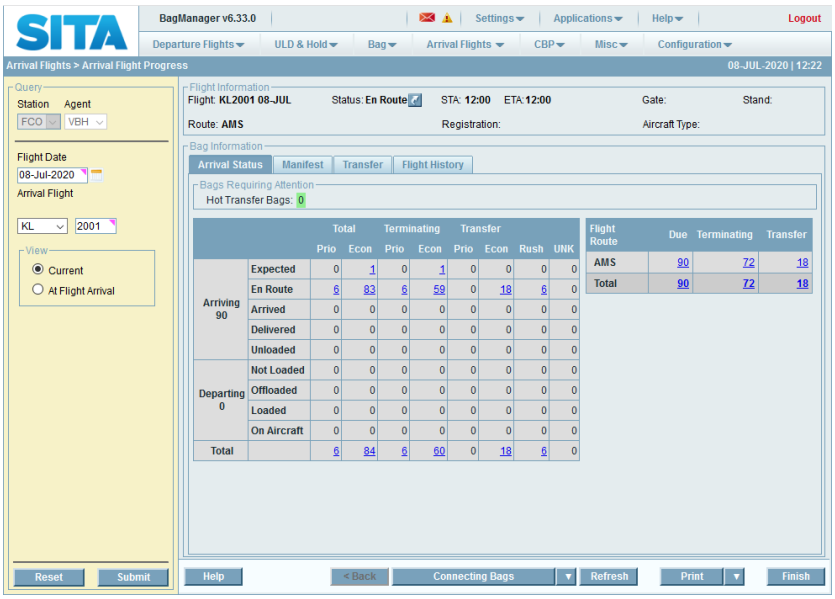
Where all bags are scanned a more detailed view of arrival baggage is provide on a new arrival baggage monitor. A number of extra data filters are provided. Note the ability to display the SLA evaluations and bag counts including unknown bags if required.

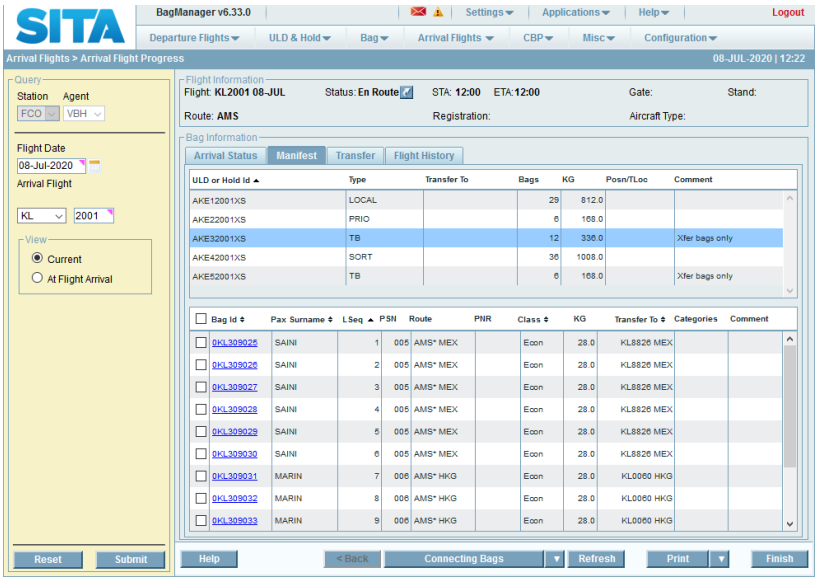
Note the use of colour for the first and last bag columns; Red indicates SLA failure and green means the SLA was kept.

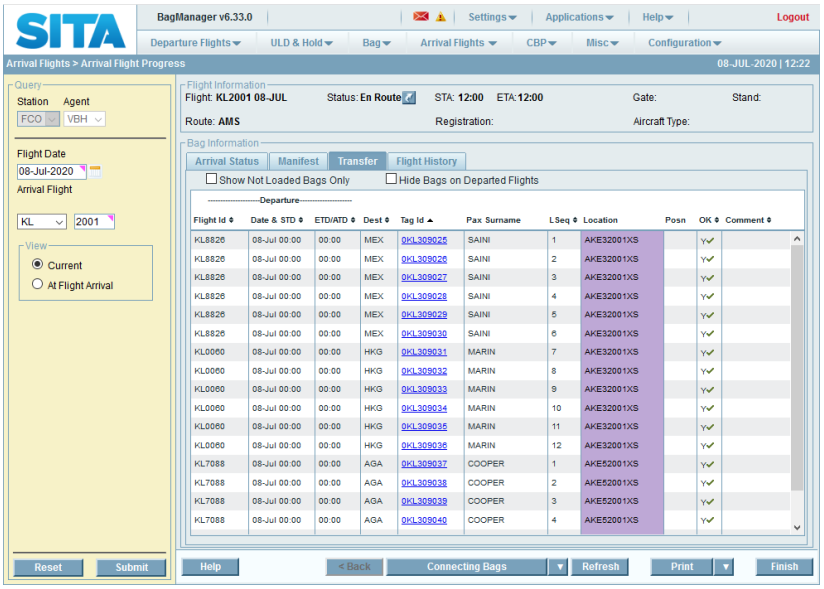


3.6.3 Arrival Flight Progress

Provides overview of selected arrival information.

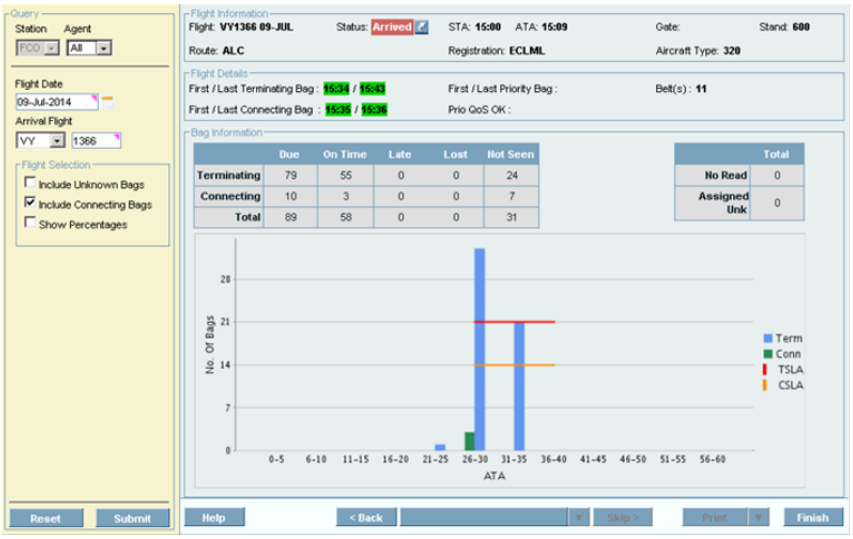



SITA
BagManager v6.33.0
Settings
Applications
Help
Logout
Departure Flights
ULD & Hold
Bag
Arrival Flights
CBP
Misc
Configuration
Arrival Flights > Arrival Flight Progress
08-JUL-2020 | 12:22
Query
Station
Agent
FCO
VBH
Flight Date
08-Jul-2020
Arrival Flight
KL
2001
View
Current
At Flight Arrival
Reset
Submit
Flight Information
Flight: KL2001 08-JUL
Status: En Route
STA: 12:00
ETA:12:00
Gate:
Stand:
Route: AMS
Registration:
Aircraft Type:
Bag Information
Arrival Status
Manifest
Transfer
Flight History
ULD or Hold Id
Type
Transfer To
Bags
KG
Posn/TLoc
Comment
AKE12001XS
LOCAL
29
812.0
AKE22001XS
PRIO
6
168.0
AKE32001XS
TB
12
336.0
Xfer bags only
AKE42001XS
SORT
36
1008.0
AKE52001XS
TB
6
168.0
Xfer bags only
Bag Id
Pax Surname
LSeq
PSN
Route
PNR
Class
KG
Transfer To
Categories
Comment
0KL309025 SAINI 1 005 AMS* MEX Econ 28.0 KL8826 MEX
0KL309026 SAINI 2 005 AMS* MEX Econ 28.0 KL8826 MEX
0KL309027 SAINI 3 005 AMS* MEX Econ 28.0 KL8826 MEX
0KL309028 SAINI 4 005 AMS* MEX Econ 28.0 KL8826 MEX
0KL309029 SAINI 5 005 AMS* MEX Econ 28.0 KL8826 MEX
0KL309030 SAINI 6 005 AMS* MEX Econ 28.0 KL8826 MEX
0KL309031 MARIN 7 006 AMS* HKG Econ 28.0 KL0060 HKG
0KL309032 MARIN 8 006 AMS* HKG Econ 28.0 KL0060 HKG
0KL309033 MARIN 9 006 AMS* HKG Econ 28.0 KL0060 HKG
Help
< Back
Connecting Bags
Refresh
Print
Finish


SITA
BagManager v6.33.0
Settings
Applications
Help
Logout
Departure Flights
ULD & Hold
Bag
Arrival Flights
CBP
Misc
Configuration
Arrival Flights > Arrival Flight Progress
08-JUL-2020 | 12:22
Query
Station
Agent
FCO
VBH
Flight Date
08-Jul-2020
Arrival Flight
KL
2001
View
Current
At Flight Arrival
Reset
Submit
Flight Information
Flight: KL2001 08-JUL
Status: En Route
STA: 12:00
ETA:12:00
Gate:
Stand:
Route: AMS
Registration:
Aircraft Type:
Bag Information
Arrival Status
Manifest
Transfer
Flight History
Show Not Loaded Bags Only
Hide Bags on Departed Flights
Departure
Flight Id
Date & STD
ETD/ATD
Dest
Tag Id
Pax Surname
LSeq
Location
Posn
OK
Comment
KL8826 08-Jul 00:00 00:00 MEX 0KL309025 SAINI 1 AKE32001XS
KL8826 08-Jul 00:00 00:00 MEX 0KL309026 SAINI 2 AKE32001XS
KL8826 08-Jul 00:00 00:00 MEX 0KL309027 SAINI 3 AKE32001XS
KL8826 08-Jul 00:00 00:00 MEX 0KL309028 SAINI 4 AKE32001XS
KL8826 08-Jul 00:00 00:00 MEX 0KL309029 SAINI 5 AKE32001XS
KL8826 08-Jul 00:00 00:00 MEX 0KL309030 SAINI 6 AKE32001XS
KL0060 08-Jul 00:00 00:00 HKG 0KL309031 MARIN 7 AKE32001XS
KL0060 08-Jul 00:00 00:00 HKG 0KL309032 MARIN 8 AKE32001XS
KL0060 08-Jul 00:00 00:00 HKG 0KL309033 MARIN 9 AKE32001XS
KL0060 08-Jul 00:00 00:00 HKG 0KL309034 MARIN 10 AKE32001XS
KL0060 08-Jul 00:00 00:00 HKG 0KL309035 MARIN 11 AKE32001XS
KL0060 08-Jul 00:00 00:00 HKG 0KL309036 MARIN 12 AKE32001XS
KL7088 08-Jul 00:00 00:00 AGA 0KL309037 COOPER 1 AKE52001XS
KL7088 08-Jul 00:00 00:00 AGA 0KL309038 COOPER 2 AKE52001XS
KL7088 08-Jul 00:00 00:00 AGA 0KL309039 COOPER 3 AKE52001XS
KL7088 08-Jul 00:00 00:00 AGA 0KL309040 COOPER 4 AKE52001XS
Help
< Back
Connecting Bags
Refresh
Print
Finish

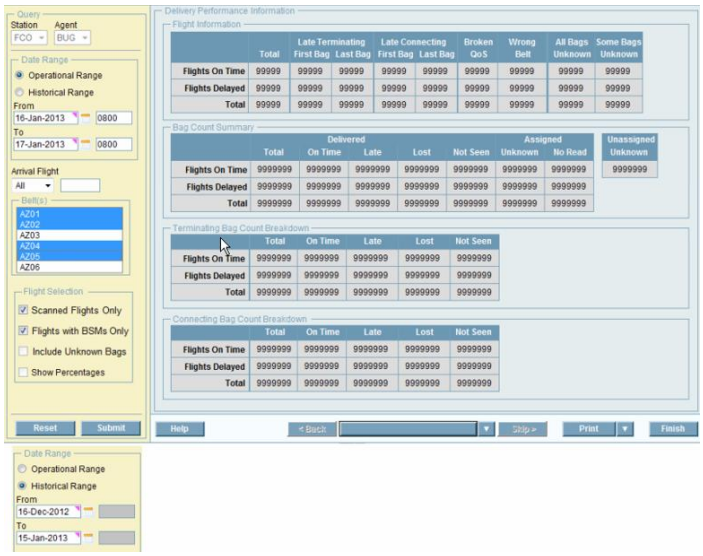
3.6.4 Baggage Detail

Hyperlinked to the flight number in the Monitor Arrival Bags, users can get a complete breakdown of scanned arrival bags for a specific flight.



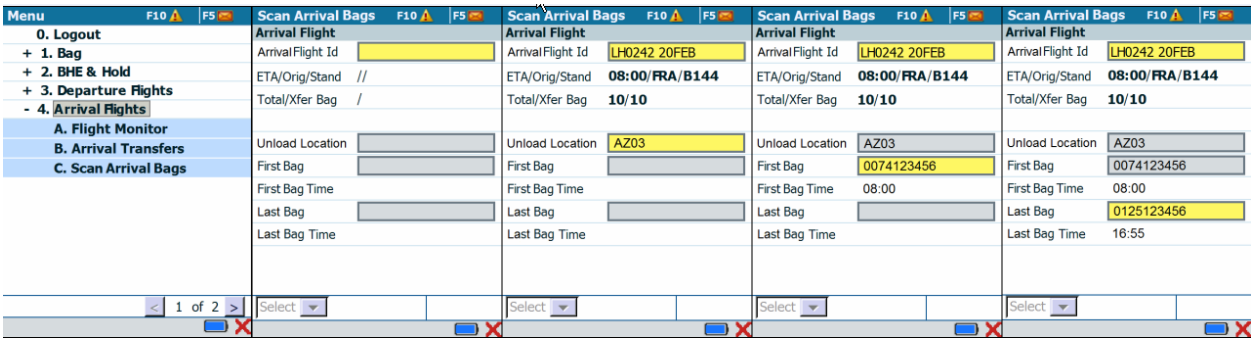
3.6.5 Delivery Performance

The delivery performance screen shows an aggregate of baggage and flight data for a selected period. The primary breakdown is between flights that arrived on time or those that arrived late. Within those divisions totals of bags in various categories are available. (For performance data display, early and on-time bags are counted together and late and lost bags are combined).



3.6.6 HHT - Record First & Last Bag Arrival times

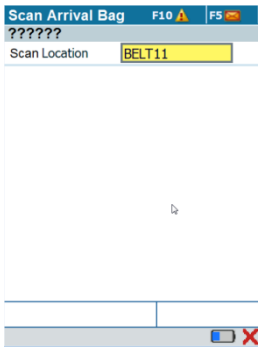
The HHT transactions will register First and Last bag times following input of a flight number, and optionally, a location. The user need only scan the bag tag for a time to be registered. No account is taken of whether the bag is known to BagManager or not.



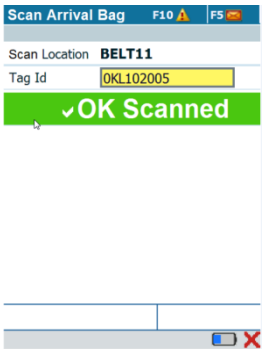
3.6.7 HHT- Manual Arrival Bag Scanning

Instead of using automated scanner arrays to scan arrival bags it is also possible to do the same function from a HHT. In this mode the HHT acts exactly like a scanner array.

On selecting the function from the 'Arrival Flights' group the user is invited to specify the "Scan Location". This may be typed directly and, for arrival bags, will typically be an arrival belt identifier.



Once accepted the user scans the incoming bags individually. A beep and visual response "OK Scanned" is given. The next bag maybe scanned immediately.



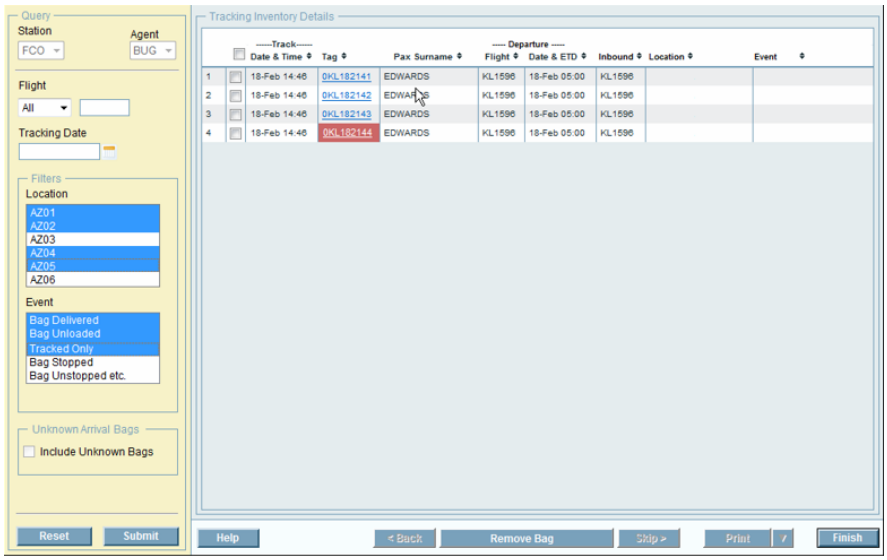
It is important to understand the device is acting just like a automated scanner array. The HHT passes the tag number to the server where all processing and decision making takes place. The transactions are processed exactly as described earlier in this document. It also means that where the processing logic is unable, for example, to determine which flight to assign an unknown the bag to, no user intervention is sought through the GUI; The bag remains an "unassigned unknown", even if, in theory, the user could help determine the actual fight the bag arrived on.

The decision not use seek user assistance via the GUI is made because (i) such action will interrupt the process of scanning bags and potentially cause delays in the process (ii) reception of terminating BSMs is nowadays much more common than in former years and fewer bags are likely to be outside the processing envelope (iii) input from users can open up a whole new scope of processing (for example if they enter a flight number not assigned to the belt the processing would need to know how to deal with such a situation).

Determination of first and last bag times is derived implicitly from the scanned data and displayed, as usual, of the flight monitor screens on the workstation.

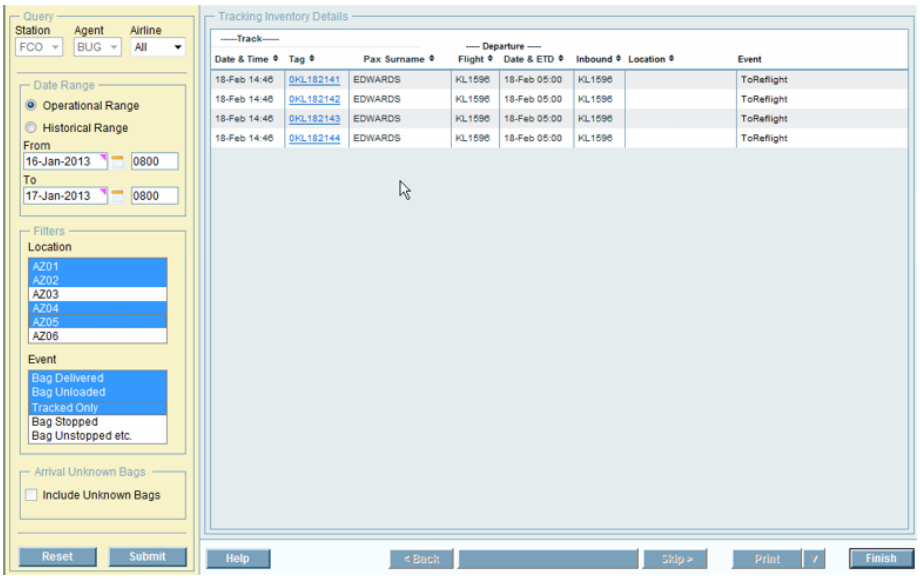
3.6.8 Tracking Inventory

The current tracking inventory screen has been updated to work well with Arrival tracking, including the selection of one or multiple arrival belts, and the ability to look at inventory by 'event'. Any bags not expected at a tracking point, for example: a terminating bag scanned at a transfer bag scanning point, will be highlighted.



3.6.9 Tracking History

Similar to Tracking Inventory, a new History screen will be added.

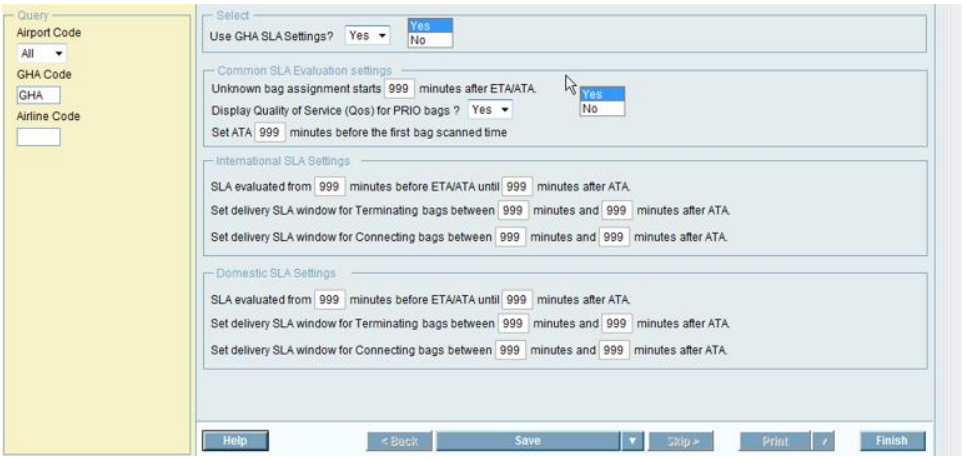


3.6.10 Configuration and Management screens

Several new configuration screens need to be added for Arrival scanning. They are not detailed here in this document, but include:

- Manage Arrival Flight;
- Manage Tracking Location;
- Create Tracking Location;
- (New) Manage GHA;
- Airline as GHA.

The following screen shows one of the new Manage GHA screens, used for inputting the SLA details and the various time configuration items. (See section 5).



3.6.11 Automated Reporting

SITA Bag Manager v 6.39 deployed at PRG in Q2/2023 will provide automatic reporting capabilities. The reports will be automatically released every 24 hours via SFTP.

These reports will contain original departure airport as requested by PRG AP where available.

3.6.12 Benefits of Arrival Scanning in BagManager

- Compliance with IATA Res 753;
- SLA monitoring on terminating and transfer arrival bags on domestic an International flights;
- Quality of Service monitoring – ensuring Priority bags are delivered first;
- Registering first bag and last bag times for flights and triggering baggage information displays via a web service;
- Arrival baggage statistics;
- Integration with airport BHS scanners or dedicated scanners;
- Possible integration with Bag Journey to make data available to airlines and passengers.

4. Commercial Offer

We are pleased to present our pricing to PRG for the activation of Arrival Scanning license at Prague Airport. All prices stated within this section are stated in CZK.

Bag Manager Arrival Scanning	Price (CZK)
Service charge over 44 months minimum duration	
One-off Charge: • All Equipment in scope • Set-up charges	[redacted]
Monthly Fixed Charges: Arrival Scanning subscription up to 4.4 million bags per Contractual Year	[redacted]
Fee for each additional bag scanned on arrival above 4.4 million bags per Contractual Year	[redacted]

All above prices do not include taxes. “Taxes” mean all taxes such as sales taxes, value added taxes, income tax, levies, imposts, charges and duties (including export, import, stamp and transactional duties), whether payable by withholding or otherwise, together with any interest, penalties, fines and expenses in connection with them, except if imposed on the net profit of a party.

Proposed pricing is based on minimum term of 42 months. Should the contract duration differ from mentioned 42 months SITA reserve the right to adjust pricing accordingly.

4.1 Assumptions

- Estimated delivery time 16 weeks.
- SITA Bag Manager contract to be in place and coterminous with whole Automated Arrival Scanning contract term.
- ATRs to be integrated into the BHS and send the BPMs to Bag Message.
- A minimum number of valid bags with real samples of all the IATA bar code labels to be read must be available on site for commissioning.
- No SLA.
- No penalties specific to arrival scanning to be introduced.
- No termination for convenience applicable to arrival scanning feature.
- Arrival scanning licenses are provided for contract duration only.

- Arrival Bags reconciliation will happen on yearly basis.
- Scope of delivery and work is limited to items described in the Proposal.
- If formal acceptance is not possible, but the respective system is used in accordance with the specification, the acceptance for this system is considered as granted.
- If the final acceptance is delayed for reasons for which SITA is not responsible, the final acceptance is deemed to have been given no later than 4 (four) weeks after the service has been provided.
- If the test system is taken over, the acceptance is automatically considered granted, since the required proof of performance is already given during the test phase.
- We reserve the right to make software and / or hardware changes that improve the product properties or at least do not adversely affect them.
- Technical data and information on reading rates, availability, MTBF etc., are not guarantee declarations in the legal sense, they merely represent quality information or information about the values of our products measured by us.
- Delivery time will be agreed between SITA and customer. The final delivery time as well as duration of the contract will be confirmed by SITA in the order confirmation.

4.2 Price Indication for Arrival Scanning implementation on T1

Bag Manager Arrival Scanning	Price (CZK)
One-off charge: • Integration of up to 4 SICK scan arches into Bag SITA Manager • Service implementation, project management • Set-up charges	[redacted]

Pricing is provided for indicative budgetary purposes only and will be reconfirmed on a full understanding of the technical, functional and project delivery scope. Pricing is provided in CZK and is subject to adjustment should changes occur in the exchange rates between CZK and other currencies.

This pricing is given on assumption that Prague Airport buy all equipment directly with no SITA involvement.

Please note that all charges mentioned within this section are subject to final scope and SITA senior management validation and approval.

Legal Notices

- The delivery of the products and services described in this proposal will be subject to a contract to be negotiated between the parties and this proposal only forms the basis for further discussion.
- The information provided in the proposal is confidential to SITA. SITA hereby gives you consent to use and make a reasonable number of copies of the proposal for the evaluation of the proposal only.
- In providing this proposal, SITA has relied upon information provided by PRG. Accordingly, any change to the information provided or any omissions from it may result in changes to the proposal or to the pricing submitted as part of it.
- SITA's proposal is based on SITA's current understanding of the requirements as provided by PRG. SITA will seek to carry out a full scope and definition of the requirements and this, together with the normal due diligence activities, would enable SITA to provide a firm price contract. While the proposed solution has been priced accurately and the pricing information detailed is valid, the pricing given should be used for "indicative or budgetary purposes only" until such time as the due diligence scope and definition, as well as formal contract negotiations have been completed.
- Please note that the pricing is submitted for the services for all the locations referenced in this document. SITA reserves the right to either withdraw or amend the proposal or any part of it, as well as the price, in the event of any increase or decrease in the number of locations or any change in the scope of the services provided at such locations.
- The charges and prices listed in this proposal do not include custom duties, value added taxes, turnover tax, sales tax and any other tax or duty levied by authorities (except for SITA's own net income related taxes) in relation to the services. All such taxes and/or duties shall be the responsibility of PRG and will be charged separately and payable as per the terms of payment agreed between the parties in the final negotiated contract.
- The charges and prices listed in this proposal may be subject to increase after the first year to account for inflation in the country where the services are being provided or where they originate. SITA's standard payment term is payment within 30 days from the date of SITA's invoice.
- All products, services, company names, trademarks, logos, devices, symbols or other similar items (whether registered or unregistered) that may be contained in or referred to in this proposal are herewith acknowledged as belonging to or licensed to the originator of such.

Validity Statement

- This proposal and the prices herein are valid for the period set out in the proposal. If no period is set out they are valid for a period of forty-five (45) days from this date of this proposal. SITA reserves the right to modify the prices or withdraw the proposal after the forty-five (45) day period.

Restrictions to trade, embargoes and regulatory issues

- The provision of the services under this proposal may be disrupted or prevented by various types of regulations enacted in reaction to the prevailing political environment or to regulated business sectors. These include trade embargoes, export restrictions and domestic regulations in various regions covering custom formalities or governing certain business sectors or industries such as, typically, the telecommunications industry.
- SITA draws to your attention the fact that certain services may be subject to such regulatory, legal or administrative hurdles, which are beyond the sphere of influence of SITA. However, SITA will use all reasonable endeavours in order to obtain all licences or specific authorisations and complete all custom clearances and formalities to provide the services. In this respect, SITA may ask for your active contribution and support, which may be requested in order to obtain certain authorisations.

Contract

- This proposal is submitted with the understanding that the agreement reached between us will be subject to SITA's standard terms and conditions and to the deviations and comments referred to in any compliance matrix attached to this proposal. SITA may have received a copy of your standard terms and conditions, and whilst some of the provisions may be included in any future contract between the parties, other provisions may be rejected or require modification before they could be included in any such contract. SITA will be happy to discuss these with you during contract negotiations. Upon request, SITA will forward to you a copy of SITA's standard terms and provisions for your review. Please note, in particular, that similar to all suppliers in the industry and in line with industry standards, SITA will not accept any liability for consequential losses or indirect losses, and loss of data, revenue, profit or goodwill, whether direct or indirect. Any other direct liability will need to be limited in the aggregate to the annual value of the services provided by the contracting SITA group entity.

SITA AT A GLANCE

The air transport industry is the most dynamic and exciting community on earth – and SITA is its heart.

- Our vision is to be the chosen technology partner of the industry, a position we will attain through flawless customer service and a unique portfolio of IT and communications solutions that covers the industry's every need 24/7.
- We are the innovators of the industry. Our experts and developers keep it fuelled with a constant stream of ground-breaking products and solutions. We are the ones who see the potential in the latest technology and out it to work.
- Our customer includes airlines, airports, GDS and governments. We work with around 400 air transport industry members and 2,800 customers in over 200 countries and territories.
- We are open, energetic and committed. We work in collaboration with our partners and customers to ensure we are always delivering the most effective, most efficient solutions.
- We own and operate the world's most extensive communications network. It's the vital asset that keeps the global air transport industry connected.
- We are 100% owned by the air transport industry – a unique status that enables us to understand and respond to its needs better than anyone.
- Our annual IT surveys for airlines, airports and passenger self-service are industry-renowned and the only ones of their kind.
- We sponsor .aero, the top-level internet domain reserved exclusively for aviation.
- In 2017, we had consolidated revenues of US$ 1.6 billion.

For further information, please visit **www.sita.aero**

Follow us on **www.sita.aero/socialhub**

For further information please contact:
[redacted]
Account Manager
[redacted]