

**IATA STANDARD GROUND HANDLING AGREEMENT**  
(SIMPLIFIED PROCEDURE)

**Annex B1.0 - Location(s), Agreed Services, and Charges**  
**To the Standard Ground Handling Agreement (SGHA) of January 2018**

(The Handling Company's agreement internal number 24078)

Between: **Air Baltic Corporation AS**  
Having its principal office at:  
Tehnikas iela 3, Lidosta "Rīga"  
  
Mārupes novads, LV – 1053,  
  
Latvija  
  
VAT number: LV40003245752  
Hereinafter referred to as "the Carrier"

And: **Letiště Ostrava, a.s.**  
Having its principal office at:  
Mošnov č.p. 401  
742 51 Mošnov  
Czech republic  
Hereinafter referred to as "the Handling Company"  
  
the Carrier and the Handling Company may hereinafter be referred to as "the Parties".

This Annex: B1.0

For the Location(s): Ostrava (OSR / LKMT)

Is valid from: by the date of signing

To: 30<sup>th</sup> April 2025

And replaces: None

**Preamble:** This Annex B is prepared in accordance with the simplified procedure whereby the Parties agree that the terms of the Main Agreement and Annex A of the SGHA of January 2018 as published by the International Air Transport Association shall apply to this Annex B as if such terms are repeated here in full. By signing this Annex B, the Parties confirm that they are familiar with the aforementioned Main Agreement and Annex A.

## Paragraph 1 - Handling Charges

- 1.1 For a single ground handling consisting of the arrival and the subsequent departure at agreed timings of the same aircraft, the Handling Company shall provide the following services of Annex A at the following rates.

### **SECTION 1. MANAGEMENT FUNCTIONS**

#### **1.1 Representation**

- 1.1.2 Liaise with local authorities.
- 1.1.3 Indicate that the Handling Company is acting as handling agent for the Carrier (airBaltic logos must be placed at check-in,).
- 1.1.4 Inform all interested Parties concerning schedules of the Carrier's aircraft.

#### **1.2 Administrative Functions**

- 1.2.1 Establish and maintain local procedures. (Local procedures must be established in cooperation with airBaltic Area Station Manager, based on airBaltic manuals)
- 1.2.2 Take action on communications addressed to the Carrier (including communication received from airport, international or local authorities, bailiffs, etc. A copy of received communication must be sent to airBaltic Ground Operations department to following e-mail address: xxx.
- 1.2.3 Prepare, forward, file and retain for a period of **six (6) months**, 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
- 1.2.4 Maintain the Carrier's manuals, circulars, and other operational documents connected with the performance of the services.
- 1.2.6 Effect payment, on behalf of the Carrier, including but not limited to:
- (b) out-of-pocket expenses, accommodation, transport and meals in case of irregularities.
- The Carrier will reimburse the out-of-pocket expenses to the Handling Company.

### **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.

#### **1.3.8** Verify dispatch of operational messages.

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

### **1.4 Station Management**

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

## **SECTION 2. PASSENGER SERVICES**

### **2.1 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

special equipment, facilities and specially trained personnel, for assistance to

1. unaccompanied minors.

(b) Arrange for

(c) Deportees

(d) Special medical transport

special equipment, facilities and specially trained personnel, for assistance to

2. persons with reduced mobility (PRMs)

6. special medical transport

**2.1.4**

(a) Provide

1. meal vouchers

5. personnel

(b) Arrange for

passenger assistance when flights are interrupted, delayed or cancelled. Such assistance shall include:

2. rebooking (rebooking is done by the Carrier. Handling Company shall only inform passengers about rebooked flights)

3. transportation

4. hotel accommodation

**2.1.6**

(a) Notify the Carrier of complaints and claims made by the Carrier's passengers.

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

**2.1.8**

(a) Provide

1. check-in counter(s)

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

(c) ancillary services.

## 2.2 Departure

### 2.2.1 Perform pre-flight editing

### 2.2.2 Check and ensure

(a) that tickets are valid for the flight(s). The check shall not include the fare.

At the following locations:

1. check-in area

4. gate

### 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 stations(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 passenger's final destination and transit point(s), the Handling Company will not have liability (It must be provided that the source of information for the Handling Company (such as TIMATIC) is up-to-date at the time of the flight).

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

The above services should be provided in accordance with TIMATIC and the Carrier's manuals and instructions.

### 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:

(a) check-in area

(b) gate

## 2.2.5 Excess baggage

- (a) Determine excess baggage
- (b) Issue excess baggage ticket (ticket is provided by .....)
- (c) Collect excess baggage charges (for commission 5% of Handling Company)

- 1. check-in area
- 4. gate (only for baggage exceeding the Carrier cabin baggage allowance).

## 2.2.6 Tag (baggage tags shall be provided by the Handling Company; special baggage tags shall be provided by the Carrier)

- (a) checked baggage
- (b) cabin baggage for
  - 1. initial flight.
  - 2. subsequent flight(s)

at the following locations:

- (i) check-in area
- (ii) gate (only for baggage exceeding the Carrier cabin baggage allowance).

## 2.2.7 Effect conveyance of checked baggage to the baggage sorting area at the following locations:

- (a) check-in area

## 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

## 2.2.9 Collect airport and/or any other service charges (including charges for ancillary services of the Carrier) from departing passengers at the following locations:

- (a) check-in area
- (b) gate.

## 2.2.10

- (a) Carry out the Carrier's seat allocation or selection system
- (b) Issue boarding pass(es) (boarding passes shall be provided by the Handling Company)
  - 1. initial flight.
  - 2. subsequent flight's (e.g., to final destination)

at the following locations:

- (c) check-in area
- (d) gate

## 2.2.11 Handle

- (a) Denied Boarding process
- (b) denied Boarding Compensation (the Handling Company shall only provide information regarding applicable compensation and application process to the Carrier's passengers)
  - at the following locations:
  - 1. check-in area

#### 4. gate

##### 2.2.12 Direct passengers

- (a) through controls to departure gate

##### 2.2.13 Handle upgrade/downgrade functions at the following locations:

- (a) check-in area
- (d) gate

##### 2.2.14 Handle standby list at the following locations:

- (a) check-in area
- (d) gate

##### 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 (collect excessive and oversized cabin baggage, perform announcements as per Carrier's requirements)

##### 2.2.17 Perform post-flight editing

#### 2.3 Arrival

##### 2.3.2 Direct passengers

- (a) from aircraft through controls

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

- (a) Provide
  1. acceptance of baggage irregularity reports
  2. entering of data into baggage tracing system (WorldTracer)
  3. maintaining baggage tracing system files for five (5) days
  6. handling of communications with passengers
- (b) arrange for
  5. delivery of delayed baggage to passengers (extra charge)

### **SECTION 3. RAMP SERVICES**

#### **3.1 Baggage Handling**

- 3.1.1** Handle baggage in
  - (a) baggage sorting area.
- 3.1.2** Prepare for delivery onto flights
  - (a) bulk baggage
- 3.1.3** Establish the number and/or weight of
  - (a) bulk baggage
- 3.1.4** Prepare for delivery onto flights
  - (a) bulk baggage
- 3.1.5** Establish the number and/or weight of
  - (a) bulk baggageAnd provide the load control unit with the information
- 3.1.6** Offload
  - (a) bulk baggage
- 3.1.7** Deliver to claim area
  - (a) baggage
  - (b) Out of Gauge (OGG)

### 3.1.10 Baggage tracking

(a) Provide

(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)

## 3.2 Marshalling

### 3.2.1

(a) Provide

marshalling at arrival and/or departure.

## 3.3 Parking

### 3.3.1

(a) Provide

(b) Position and/or remove wheelchocks (wheel chocks must comply with IATA AHM 462).

### 3.3.2

(b) Position and/or remove

(a) Provide

(b) Position and/or remove

6. Safety cones.

## 3.4 Ancillary Items

### 3.4.1

(a) Provide

(c) Operate

1. ground-power unit (60min included)
4. heating unit (on request; at additional charge) (available only for heating of external parts of aircraft)
5. air start unit (on request; at additional charge)

### **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 ([upon arrival](#))

### **3.6 Loading and Unloading**

**3.6.1**

- (a) Provide
- (c) Operate
- 1. 2 (two) passenger steps

**3.6.2**

- (b) Provide in case of severe weather conditions or in case of safety
  - 1. passenger
  - 2. crew
 transport between aircraft and airport terminal(s).

**3.6.3**

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

**3.6.4**

- (a) Provide
- delivery and pick-up of
  - 1. Baggage
  - 2. Mobility devices
 at aircraft doors or other agreed points (boarding gate or aircraft parking stand)

**3.6.5**

- (a) Provide
- 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

## 3.7 Safety Measures

### 3.7.1

- (a) Provide
  - 1. portable fire extinguisher on motorized/self-propelled ramp equipment
  - 2. ramp fire extinguisher, if not provided by airport authority
- (b) Arrange for
  - 1. attendance of airport fire services at aircraft (on request, only if required for fuelling with passengers on board according to airport's or the Carrier's procedures)

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

- (a) doors and panels and immediate surroundings
- (b) other inspection items (aircraft fuselage, aircraft engine cowlings, pitot's)
  - 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
  - 1. Tow-in and/or push-back of aircraft
  - 2. towing of aircraft between agreed points (only on crew request).

### 3.8.2

- (b)

### 3.8.3 (a) Provide

- (b) Install
  - (c) Remove
- Aircraft steering bypass pin

## 3.10 Interior Cleaning

### 3.10.1 Clean (on request, at additional charge)

(b) light cleaning of passenger and crew compartments (other than flight deck).

Service	Specification
Cabin Cleaning	Remove rubbish from pockets on seat backs and other loose rubbish from floor and seats
Galley Cleaning	Replace the waste bags
Toilet Cleaning	Remove rubbish from floor
	Replace the waste bag

(b) full cleaning of passenger and crew compartments (other than flight deck) (only on crew request, at additional charge).

Service	Specification
Cabin Cleaning	Remove rubbish from ashtrays on seat rests and on the wall outside the toilet door
	Remove rubbish from pockets on seat backs and other loose rubbish from floor and seats
	Remove rubbish from the luggage bins
	Clean the seat pockets from big and small waste
	Clean seats from dust and crumbs with damp cloth
	Put the seatbelts accurately on seats
	Clean any visible stains on cabin sidewalls
	Vacuum clean the floor carpet
	Clean folding tables
Galley Cleaning	Replace the waste bags
	Clean the sink and the surrounding area
Toilet Cleaning	Replace the waste bag
	Clean the sink and the tap. Odorant treatment
	Clean and wash the floor

**3.10.2** Remove and dispose of (shall be provided only if ordered separately from cleaning and as per crew request)

(a) litter/waste (waste destruction included)

**3.10.3** Perform cabin dressing

(b) Arrange seat belts

**3.11 Toilet Service**

**3.11.1**

(a) Provide (on request)

1. servicing (empty, clean, flush and replenish fluids).

**3.12 Water Service**

**3.12.1**

(a) Provide (on request)

1. Servicing (Empty, clean, flush, toilets and replenish fluids)

2. Replenish tanks

3. Water quality tests

## **SECTION 4. 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:

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 ([messages through Amadeus Altea](#))

(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. The Handling Company must send the information to the following email addresses: xxx and xxx.

#### **4.3.2**

(a) Provide ([on request](#))

meteorological documentation and aeronautical information

1. at the airport location as defined in Annex B

#### **4.3.3**

(a) Provide

delivery of flight operations related documentation to the aircraft and obtain signature of the pilot-in-command, where applicable

1. at the airport location as defined in Annex B

**4.3.7** Provide the crew with a briefing ([Upon aircraft arrival, the Turnaround Coordinator to provide information to the cabin and cockpit crew for: expected passengers load bags and cargo, specials, the position of the divider and any other issues that might affect the flight and which are known to ground personnel](#))

#### 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

### **SECTION 5. CARGO AND MAIL SERVICES**

#### **5.1 Cargo and Mail Handling – General**

##### **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.

#### **5.3 Documentation and Information Handling**

##### **5.3.4 (a) Provide**

delivery of Cargo/Mail related documentation from/to agreed points and the aircraft

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

##### **5.4.1 Accept cargo, ensuring that**

- (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.

### **SECTION 6. SUPPORT SERVICES**

#### **6.2 Automation/Computer Systems**

##### **6.2.1**

- (b) Arrange for
- (c) Operate
  - computer hardware and other equipment to enable access to
  - 1. Altea Handling company's System

##### **6.2.2 Perform the following functions in**

- (b) Handling company's system
  - 3. Passenger services
  - 5. Baggage tracing
  - 6. Operations, load control.
- (b) other
  - 4. Baggage reconciliation

**6.5 Ramp Fuelling/Defuelling Operations**

**6.5.1** Liaise with ramp fuel suppliers.

**6.5.3** Supervise fuelling – defueling operations

**6.6 Surface Transport**

**6.6.1** (a) Provide

the transport of

1. passengers

2. baggage

(b) airport and other agreed points

Surface transport shall be arranged by the Handling Company only in case of irregularities

**6.7 Catering Services – Liaison and Administration**

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

## **SECTION 7. SECURITY**

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

#### **7.1.1**

(a) Provide

1. matching of passengers against established data
2. security questioning

#### **7.1.2**

(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**

(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

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.

## 1.2 Basic Handling Charges

xxx

1.2.1 xxx

1.2.2 xxx

1.2.3 xxx

1.2.4 xxx

1.2.5 xxx.

1.2.6 xxx

1.2.7 xxx

1.2.8 xxx

1.2.9 xxx.

1.2.10 xxx

## Paragraph 2 - Additional Services and Charges

xxx

2.1 xxx

## Paragraph 3. Disbursements

3.1 xxx

#### Paragraph 4. Limit of Liability

4.1 The limit of liability referred to in Sub-Article 8.5 of the Main Agreement shall be as follows:

Aircraft Type	Limit (per incident)
All Aircraft Types	1.500.000 USD

4.2 Notwithstanding Sub-Article 8.4. of the Main Agreement, The Handling Company should compensate any damage to the Carrier's aircraft up to 3000 USD, including coverage of maintenance repair costs, caused by the Handling Company's fault, negligent act or omission. Such provision does not exclude Handling Company's liability in case of any physical loss of or damage above 3000 USD to the Carrier's aircraft set in the Sub-Article 8.4 of the Main Agreement.

4.3 Acting on the Carrier's behalf, the Handling Company agrees to take all reasonable measures to ensure that passengers travelling on the Carrier's flights are in possession of the necessary documentation required for that journey, meaning valid passports and/or visas. The Handling Company shall ensure that all advance passenger information ("API") is collected and validated against the passengers travel documents.

The Handling Company agrees to pay and/or reimburse any fines levied on the Carrier by any regulatory authority, which directly result from a failure of the employees of the Handling Company to carry out the Carrier's mandated procedures to check the required documentation at check in and on boarding. The Handling Company shall not be liable in respect of forgeries that are not readily apparent.

The Handling Company shall pay and/or reimburse the fine levied on the Carrier and/or pay the penalty fine as per invoice received from the Carrier and not later than within 15 (fifteen) days from the invoice date. Contractual penalty for delayed payments in the amount 0,1 % of the due amount per day is applicable if the Handling Company does not make the payment according to the received invoice on time.

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, upon a request of the Handling Company, shall make available to the Handling Company all copies of all original supporting documents (boarder guard act or in case of transit offload – report with travel details) to investigate the matter.

#### Paragraph 5. Transfer of Services

5.1 The Handling Company subcontracts the services of Annex A, Section(s) 3.10

5.2 The Handling Company has to inform the Carrier directly and immediately if any change of Sub-contractors takes place. Any new sub-contractor needs the written agreement by the Carrier. The Handling Company shall have written agreements with its sub-contractors for any subcontracted its services of this Annex B. The Handling Company shall be ready to disclose or provide copies of such agreements to the Carrier.

5.3 The Handling Company will be accountable for all agreed services mentioned in this Annex B and the Carrier shall have the right to audit the sub-contractors at same conditions as stated in Paragraph 5 of this Annex B.

#### **Paragraph 6. Standard of Work**

6.1 The Handling Company agrees to take all possible steps to ensure that, the agreed quality standards, will be met. The attached Service Level Agreement applies at all times to the provision of the services under the Agreement.

#### **Paragraph 7. Settlement**

The Parties establish the following payment terms:

7.1 Notwithstanding Sub-Article 7.2 of the Main Agreement, payment of account shall be effected no later than thirty (30) days after the date of invoicing.

Handling Company will charge Carrier all provided services according rates in Paragraph 1, Paragraph 2 of this Annex B and airport charges (landing and parking fee, airport tax, services on request) on the basis of ground handling charge note per each flight or in case of series of flights on monthly basis

The invoice will be issued directly to the Carrier on a monthly basis by submitting an invoice 5 (five) days after the end of previous month for all flights performed during previous month. Invoice will be charged in EUR currency after conversion from CZK currency by actual exchange rate of CNB (Czech National Bank) on day of issue).

Handling Company will send invoices via email to: xxx

7.2 In the event the Carrier disputes any charge or fee set forth in any invoice, Carrier shall pay the undisputed portion and notify the Handling Company of the discrepancy in billing. Both parties shall then seek in good faith to resolve the disputed amount(s). Upon the resolution of any disputed amount the Carrier shall promptly pay the balance due to the Handling Company.

7.3 Before start of the Carrier's operation, the Handling company will issue pro forma invoice for amount corresponding to all airport and handling fees which should be charged for 14 days operation of the Carrier according schedule of its flights. Carrier has to pay this pro forma invoice before first flight operated to Ostrava airport. This amount will be used only as the deposit in case of some unpaid invoices occur at the end of Carrier's operation. If there is/are some unpaid invoice/s during Carrier's operation than the settlement will be solved as specified in 7.4,

7.4 Deposit as specified in 7.3 will be returned in the same amount back to the Carrier after the end of Carrier's operation in case that all invoices issued during Carrier's operation are paid. If some invoice/s is/are unpaid after the end of Carrier's operation to Ostrava airport than deposit will be used for settlement of such invoice/s and final account status will be issued and pertinent remaining amount from deposit will be returned back to Carrier. In case that deposit will not cover unpaid invoice/s after the end of Carrier's operation than new final invoice with amount owed will be issued and send to Carrier for payment

7.5 In case of all invoices, which are received later then 3 (three) months after the deadline set in Sub-Paragraph 7.1. of the Agreement, the Carrier is entitled to automatically rejected the invoice with no obligation to settle the invoiced amounts.

7.6 The Handling Company is responsible to issue invoices only in accordance with the agreed handling rates. The Carrier has a right to refuse to pay any additional amounts requested by the Handling Company due to the Handling Company's invoicing error if such request is received more than 3 (three) month after original invoice date.

7.7 Carrier's Bank account details as follows:

Swedbank AS

SWIFT code: HABALV22

IBAN account No.: LV80HABA0001408031384

VAT LV40003245752

7.8 Handler's Bank account details as follows:

Komerční banka, a. s.

SWIFT code: KOMBCZPPXXX

IBAN account No.: CZ71 0100 0000 2725 0415 0247

VAT CZ26827719

## Paragraph 9. Duration, Modification and Termination

### 9.1 Duration

9.1.1 Notwithstanding Sub – Articles 11.4 and 11.5 of the main agreement, both parties agree that this Annex B shall remain in force for one year, commencing from: date of signing to: 30<sup>th</sup> April 2025 (Initial term). After the Initial term the Agreement shall automatically prolong for a period of consecutive one year terms, unless terminated by either party by submitting a termination notice 90 (ninety) day's prior to end of Initial term or end of the current one year term.

### 9.2 Termination

9.2.1 Notwithstanding Sub-Paragraph 9.1 of this Annex B, this Annex B may be terminated in case the Handling Company consistently fails to comply with the agreed quality standards. The Carrier reserves the right to give to the Handling Company a notice, requesting for corrective actions. If after the agreed period the handling company fails to meet the agreed standards, then the carrier may terminate the agreement with a thirty (30) days written notice

9.2.2 Notwithstanding Sub- Article 11.11 of the main agreement, the rates contained in Paragraph 1.2 shall be fixed for the whole duration of the contract.

### 9.3 Modification

9.3.1 Any modification to this Annex B shall be made by a written amendment signed by both Parties.

### 9.4 Publication

9.4.1 The Parties have agreed the Handling Company is entitled to let the handling rates according hereto to be entered into, or this Agreement to be entered into the Register of Agreements established by the Ministry of Interior in accordance with the Act No. 340/2015 Coll., on special conditions of some agreement efficiency, the agreements publication in the Register of Agreements (the Act on Register of Agreements), and they express their consent with the publication including publication of personal data in the meaning of the Act No. 110/2019 Coll., on personal data processing.

9.4.2 The both Contracting Parties state the covenant regarding the price is a business secret of the both Contracting Parties in the meaning of § 504 Act No. 89/2012 Coll., Civil Code, and it is excluded from publication in the Register of Agreements in accordance with § 5 Par. 6, Section 8 of the Act No. 340/2015 Coll

9.4.3 The Contracting Parties identically state the data provided in the Paragraph 1, Sub - paragraph 1.2.1, 1.2.2, 1.2.3, 1.2.4, 1.2.5, 1.2.6, Paragraph 2 and Paragraph 3 contain business secret and protected confidential information and, as such, they shall be excluded from any publication.

## Paragraph 10. Notification

10.1 In accordance Sub-article 11.3 of the Main Agreement, any notice or communication to be given hereunder shall be addressed to the respective parties as follows:

To Carrier:

Air Baltic Corporation AS

Tehnikas iela 3, Lidosta "Rīga",

Mārupes novads, LV-1053 Latvija

For commercial and contractual matters:

xxx

xxx ; xxx Attn. xxx

For operational matters:

xxx

xxx

Attn. xxx

To Handling Company:

Letiště Ostrava, a.s.

Mošnov č.p. 401

742 51 Mošnov, Czech Republic

xxx

xxx

Attn xxx

and

xxx

xxx

Attn xxx

10.2 The contacts on Carrier's side for any operational information or instructions regarding delays, overbooking, lost and found and other questions can be found **Paragraph 10. Notification.**

### **Paragraph 11. Governing Law**

11.1 In accordance with Article 9 of the Main Agreement, this Annex B shall be governed by and interpreted in accordance with the laws of Czech Republic.

11.2 In accordance with Article 9 of the Main Agreement, courts for the resolution of disputes shall be the Courts of Nový Jičín.

### **Paragraph 12. Ancillary Sales Service**

12.1 The Handling Company shall accept payment for ancillary services in cash and by credit cards using credit card terminal(s). Surcharges for payments with credit cards shall be borne by the Handling Company. The Handling Company will collect ancillary product fees on behalf of the Carrier at check-in and gate. Service positions of the Handling Company shall be open – from at least two and a half (2.5) hours prior to Scheduled time of departure of each flight till actual time of departure of each flight.

12.2 The Handling Company shall compile and dispatch to the Carrier Monthly sales reports at the end of every month until 7th date of the following month. If no ancillary services have been sold during the period of one month, the Handling Company shall submit a report reflecting "No Sales". Handling Company shall report daily sales after each flight, by submitting the information to the Carrier's Area Station Manager e-mail not later than 48h after flight departure. The Handling Company shall make a monthly payment to the Carrier until 7th date of each following month, for all sales performed on behalf of the Carrier according to monthly sales reports. The Handling Company may deduct the commission fees due to the Handling Company as per Sub-Paragraph 3.3. of the Agreement before making a payment to the Carrier. All payments by the Handling Company shall be done in EUR to the Carrier's bank account indicated in Sub-Paragraph 10.5 of the Agreement. In case the Handling Company does not pay or delays any of the payment due to the Carrier, including but not limited to payments indicated in the sales reports or not collected amounts, the Handling Company shall pay to the Carrier penalty of 0,1 % of the due amount per day. Either Party shall pay it's own banking charges related to money transaction. Corresponding bank charges (if any) shall be covered by sending Party.

12.3 The Carrier shall pay to the Handling Company xxx commission from total ancillary sales amount collected by the Handling Company. The Handling Company is not entitled to any other commissions and/or fees for provision of ancillary sales services.

12.4 The Handling Company is financially responsible for collection of payments for provided ancillary services on behalf of the Carrier. The Handling Company shall cover direct damages caused to the Carrier by the Handling Company's failure to collect ancillary charges from the passengers. The Handling Company shall pay invoice, received from the Carrier, for fees not collected from passengers for provided ancillary services, within 15 (fifteen) days from the invoice date.

### **Paragraph 13. Area Of Responsibility**

13.1 The area of responsibility as mentioned in Sub-Section 4.3 and 4.4 of Annex A is within the perimeter fence of each concerned airport.

#### **Paragraph 14. Auditing**

14.1 The Carrier may, with reasonable prior notice, at its own cost perform an audit of the Handling Company at the location designated in this Annex B.

14.2 The Handling Company shall grant access or provide on request flight documentation and training records.

#### **Paragraph 15. Emergency Assistance**

15.1 In connection with the Sub-Article 1.6 of the Main Agreement the Handling Company shall provide services including Special Assistance Team (SAT), handling of Next of Kin and assist the Carrier as required by the Carriers representative.

15.2 The Handling Company shall have a valid Emergency Response Plan/ Procedures according to which it shall act if no other instructions received from the Carrier.

#### **Paragraph 16. Training**

16.1 All working hours of the Handling Company's staff resulting from the Carrier's specific training requirements as reasonably required by the Carrier will be borne by the Handling Company. Any other expenses resulting from specific training requirements might be shared, if so agreed by the Parties prior to the start of the training, in accordance with the following rules:

tickets - provided by the Carrier

per diem - as agreed between the Parties

hotel expenses – the Carrier will provide support and special price availability.

#### **Paragraph 17. Force Majeure**

17.1 Neither Party shall be liable for any delays or failures in performance of this Agreement resulting from acts beyond its reasonable control including, but not limited to, acts of God, acts of war or terrorism, fire, flood, explosion, earthquake, or other natural forces, civil unrest, governmental action, any strike or labour disturbance, plague, epidemic, pandemic, outbreaks of infectious disease or any other public health crisis, including quarantine or other restrictions, or any other cause, whether similar or dissimilar to any of the foregoing, which could not have been prevented by such party with reasonable care (each, a "Force Majeure Event"). Party affected by the Force Majeure Event must immediately notify the other Party regarding circumstances of the delay and must, on request of the other Party, provide evidence for the facts given in the notice.

#### **Paragraph 18. Confidentiality**

18.1 Each Party shall maintain the terms of this Agreement and all information from the other Party which is clearly designated in writing as confidential in strict confidence by using same degree of care, but no less than a reasonable degree of care, as it takes to preserve and safeguard its confidential information of similar nature. Confidential information shall only be used for the purpose for which it was disclosed, and may be shared internally only on a need to know basis.

#### **Paragraph 19. Miscellaneous**



Appendix No 1 (hereinafter the "Service Level Agreement" or "SLA")  
to the IATA Standard Ground Handling Agreement Annex B 1.0 valid as of May, 2024  
(hereinafter referred to as "the Agreement")  
for location OSR and signed between:  
**Air Baltic Corporation AS**  
(the Carrier)  
and  
Letiště Ostrava, a.s.  
(the Handling Company)  
(hereinafter referred to as "the Party" or "the Parties")

## **Service Level Agreement**

The Service Level Agreement is made between The Carrier and the Handling Company in order to ensure consistent service delivery through the Handling Company. The Handling Company acknowledges the Quality Standards of the Carrier and undertakes to make all efforts to reach these standards. This Service Level Agreement is an integral part of the Agreement and shall be valid as long as the Agreement is in force.

The Handling Company must act according to the following priorities set by the Carrier:

- 1. Safety and Security**
- 2. Punctuality**
- 3. Service**

Quality targets are to be achieved by 100% unless it is stated otherwise in the below exceptions. Liability provisions applies in accordance with the Agreement and Service Level Agreement, irrespective of quality targets.

SLA Article	Subject	Quality deviation limits	Measurement time
1.	Major incidents or accidents	Deviation not acceptable	All contract time
2.	Punctuality, on time performed flights	3 % flights (97% on time)	Calendar month
3.	Misconnected passengers	3 passenger per calendar month	Calendar month
4.	Check-in counter setup deviation	Deviation not acceptable	All contract time
5.	Gate setup deviation	Deviation not acceptable	All contract time
6.	Mishandled baggage	6 per 1000 passengers	Calendar month
7.	Delay of arriving baggage delivery to belt according time	Deviation 1 per 20 flights	All contract time
8.	Post departure documentation	Deviation not acceptable	All contract time
9.	Non-conformity reports	3 reports per year	One year
10.	NCR's, claims, and deviations response time	Deviation not acceptable	All contract time
11.	Passenger acceptance without ticket	Deviation not acceptable	All contract time
12.	Travel document check failures	Deviation not acceptable	All contract time
13.	Ancillary sales failures	Deviation not acceptable	Calendar month
14.	Deviation from the Carrier's procedures	Deviation not acceptable	All contract time

## **Article 1. Major incidents and accidents**

Quality target is zero major incidents and accidents during the validity period of the Agreement.

1.1. The following shall be considered as major incidents and/or accidents:

1.1.1. Damage caused to the Carrier's aircraft due to act or omission of the Handling Company or their subcontracted companies. In such case basic handling reduction of 100% apply.

1.1.2 Dangerous Goods occurrence associated with and related to the handling of dangerous Goods, which results in fatal or serious injury to a person or major property damage.

1.1.3 Weight and balance violations – Level 1 according to the Carrier's Quality system standards.

1.1.4 The Agreement may be terminated with immediate effect in case of 1.1.1, 1.1.2 and 1.1.3 listed violation occurrences.

## **Article 2. Punctuality**

Quality target for punctuality is 97 % on time performed flights per one calendar month.

2.1 Delay code(s) must be applied to all departures and in all cases if aircraft off block time is more than 3 min after STD. SI (supplementary information) line in outgoing MVT shall be used for explanation of agreed Ground Handling delays and delay report should be sent within 4 hours after ATD to the e-mail address of Carrier's Area Station Manager and to the following email address: xxx.

Delay Codes attributable to the Handling Company:

PI (04) PASSENGER PROCESSING

PO (14) OVERSALES

PD (11) LATE CHECK -IN, acceptance after deadline

PL (12) LATE CHECK -IN, congestion in check-in area

PE (13) CHECK-IN ERROR

PH (15) BOARDING

PS (16) COMMERCIAL PUBLICITY / PASSENGER CONVENIENCE

PB (18) BAGGAGE PROCESSING

GD (31) AIRCRAFT DOCUMENTION

GL (32) LOADING / UNLOADING

GE (33) LOADING EQUIPMENT

GS (34) SERVICING EQUIPMENT

DG (52) DAMAGE DURING GROUND OPERATIONS

EO (58) OTHER COMPUTER SYSTEMS

WI (75) DE-ICING

2.2 Punctuality liability refers only to flight delays attributable to the Handling Company and delays caused due to act or omission of the Handling Company (codes listed above).

<b>Delay time</b>	<b>Basic Handling charge reduction</b>
Up to 14 min	xxx
15-29 min	xxx
30-44 min	xxx
45 min and over	xxx

2.3 Target (Maximum amount) of passengers missing their connecting flights due to delay of the Carrier's flight caused by the Handling Company is 3 passengers per month. If the Handling Company exceeds the target for missed connections, the Carrier is allowed to request improvements in procedures used by the Handling Company or in case after the implementation of the improvements the Handling Company is still exceeding the missed connections target, the

Carrier is entitled to terminate the Agreement by giving 30 days prior written notice. The Handling Company is obliged to cover or reimburse to the Carrier all expenses (including rerouting of the passengers, accommodation cost of the passengers, compensations paid to the passengers, etc.) occurred to the Carrier due to missed connections caused by the Handling Company. Additionally, if the Handling Company causes more than 3 missed connections passenger per month, the Handling Company is obliged to pay contractual penalty in the amount of xxx per each passenger who has missed the connecting flight. Quality target for missed connections passengers is not more than 3 passengers per month.

### **Article 3. Passenger Handling**

Quality target for passenger handling setup is 100%.

3.1 Dedicated check-in counters shall be opened and closed as per table below. Each check-in counter shall be operated by one check-in agent.

<b>Booked passengers</b>	<b>Business/Economy Premium counters</b>		<b>Economy/Drop off counters</b>	
	Number	Time prior STD	Number	Time prior STD
1-100	1	2.5 h – 30 min	1	2.5 h – 40 min
101-150	1	2.5 h – 30 min	2	2.5 h – 40 min
One counter to be opened till STD to inform delayed passengers about check-in closure time. No passenger acceptance after check-in deadline.			1	40 min – 0 min

3.2 Check-in time per one customer should not exceed 1 minute 30 seconds. In addition to Dedicated check-in counter minimal setup requirements, the Handling Company shall organize work to accept all Carrier's passengers during check-in opening time.

3.3 Correct information including codeshare number (if applicable) shall be displayed on check-in screens while they are open.

3.4 Gate functions shall be organized according to below table:

<b>Gate Tasks</b>	<b>Terminal stand</b>	<b>Remote stand</b>
Staff at gate	40 min prior STD	40 min prior STD
Hand baggage pre-check	40 min prior ETD	40 min prior ETD
Pre-boarding announcement	30 min prior ETD	30 min prior ETD
Boarding start	25-30 min prior ETD	1 <sup>st</sup> bus at a/c 18 min prior ETD Last bus at a/c 10 min prior ETD
L/S to delivered	5 min prior ETD	5 min prior ETD
Operational messages to be sent	Latest 15 min after ATD	Latest 15min after ATD

3.5 Check-in and gate agent customer service requirements:

- To greet and welcome the passenger;
- To ensure polite, competent and smiley staff and high-level passenger service approach;
- Staff must be trained and understand the Carrier's procedures, products and policies.

3.6 In case of check-in counter and/or gate function deviations the Handling company shall provide:

- corrective action plan
- daily staff planning upon Carriers request
- if no improvements are made in the period of 30 days basic handling fee (as listed in the Agreement Sub-Paragraph 1.2) will be reduced by 25%.

3.7 The Quality target for the Handling Company sales service is 100%. By ancillary sales error Parties understand not collected, under collected or over collected ancillary product charge from the Carrier's passenger(s).

3.8 To meet the Quality target for the passenger acceptance error without valid passenger ticket there is no deviation acceptable. If the target is exceeded, the Handling Company shall pay fine of xxx to the Carrier per each accepted passenger without ticket.

3.9 The Quality target for Travel document check is 100%.

#### **Article 4. Baggage handling**

4.1 Baggage Handling Quality target is not more than 6 mishandled bags per 1000 passengers measured per one calendar month with world Tracer codes 11, 12, 13, 15, 17, 21, 23, 25, 27, 31, 32, 33, 35, 41-43, 51, 76.

4.2 Baggage Handling Quality target is not more than 6 mishandled bags per 1000 passengers measured per one calendar month with World Tracer codes with World Tracer codes 54.

4.3 The Handling Company is fully liable for baggage delivery expenses as of first case for mishandled bags with World Tracer codes 11, 12, 13, 15, 17, 21, 23, 25, 27, 31, 32, 33, 35, 41-43, 51, 76.

4.4 The Handling Company is fully liable that in case mishandled bags with World Tracer codes 11, 21, 41-43, 51, 76 are being registered, every such occurrence has to be investigated and reported to the Carrier Area Station Manager on a monthly basis.

4.5 Inbound flight first bag shall be delivered to airport arrival baggage belt within 15 minutes after ATA and last bag shall delivered within 25 minutes after ATA.

The Handling Company shall provide monthly baggage arrival reports to the Carrier Area Station Manager. Quality target for timely bag delivery is not more than 1 flight with arrival baggage delay per 20 flights.

#### **Article 5. Minimum Turnaround Times**

5.1

<b>Aircraft</b>	<b>Minutes</b>
Q400, ATR72, ATR42, Embraer 195, Embraer 175, Embraer 170, F100	25
B737-500, B737-400, B737-700, A319, A220-100	30
B737-300	35
A220-300, A320, B737-800	40

#### **Article 6. Non-conformance reports (NCR's), quality claims and deviation reports**

6.1 Number of NCR's shall not exceed 3 NCR's per year, starting from Agreement validity date. The Handling Company must send a detailed investigation together with action plan regarding the NCR's raised by the Carrier to the Carrier's Area Station Manager within 5 (five) working days from the date when the Handling Company has received a NCR. The Carrier quality claims must be answered by the Handling Company within 5 (five) working days from the date when the Handling Company has received the quality claim.

#### **Article 7. Compliance with the Carrier procedures**

7.1 In accordance to the Agreement the Handling Company shall provide all services according the Carrier's procedures and/or instructions. In case the Handling Company performs any

deviation from the Carrier's procedures and/or instructions, which may cause damage or losses to the Carrier, the Carrier is entitled to apply the Agreement Sub-Paragraph 13.2 to request corrective action or terminate the Agreement if no corrections has been made.

## **SIGNATURES**

Signed at Mosnov, Czech Republic

on \_\_\_\_\_.\_\_\_\_\_.\_\_\_\_\_.

for and behalf of:

Letiště Ostrava, a.s.

By:

Ing. Michal Holubec  
Vice-chairman of the Board  
Letiště Ostrava, a.s.

Jaromír Radkovský  
Chairman of the Board  
Letiště Ostrava, a.s.

Signed at Mārupes novads, Latvia

on \_\_\_\_\_.\_\_\_\_\_.\_\_\_\_\_.

for and behalf of:

Air Baltic Corporation AS

By:

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