

**ANNEX B1.0 - LOCATION(S), AGREED SERVICES AND CHARGES -**

As per AHM 810 - To the IATA Standard Ground Handling Agreement (SGHA) of January 2018  
Handling company's contract number: 24201

Between: Neos S.p.a. (NO/NOS)

Having its principal office at:

Via della Chiesa 68  
21019 Somma Lombardo (VA)  
Italy

VAT IT 08254440012

Hereinafter referred to as "the Carrier"

and: Letiště Ostrava, s. s.

Having its principal office at:  
Mošnov 401, 742 51 Mošnov  
Czech Republic

Company Registration Number / VAT n°  
CZ26827719

Hereinafter referred to as "the Handling Company".

The Carrier and/or the Handling Company may hereinafter be referred to as "the Party (ies)".

This ANNEX B 1.0:  
For the location (s): OSTRAVA (OSR)

is valid from: 04/12/2024

is effective from: 04/12/2024

expire date: 30/11/2025

and replaces: N/A

**PREAMBLE:**

This Annex B 1.0 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 1.0 as if such terms were repeated here in full. By signing this Annex B1.0, the Parties confirm that they are familiar with the aforementioned Main Agreement and Annex A.

## **PARAGRAPH 1. HANDLING SERVICES AND 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 and conditions.

### **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.**

**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.**

**1.2.2 Take action on communications addressed to the Carrier.**

**1.2.3 Prepare, forward, file and retain for a period specified in the Annex B (3 months as per carrier's request), 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 (if provided by the Handling Company)

**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, accomodation, transport (recharged with disbursement)**

#### **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 staff, equipment, Loads, documentation and services of the third party(ies) to perform the services.**

**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**

1.4.3 Attend local airport meetings on behalf of the Carrier

(a) report to the carrier results/contents of the meeting

## **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.
  2. persons with reduced mobility (PRMs). (or arrange for)
  3. VIPs.
  4. transit without visa passengers (TWOVs).
  5. deportees
  6. special medical transport
  7. others, as specified in Annex B (MAAS, BLIND, etc.)

**2.1.4 (a) Provide**

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

- 1. meal vouchers**
- 3. transportation**
- 4. hotel accommodation**
- 5. personnel**

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) (3 desks at STD -180min (-2H30) until STD -60min)
  2. service counter(s)
  5. set up of Carrier specific items, such as but not limited to carpets, mobile signage, queuing control stanchions, sizer etc. (if requested and material provided by the Carrier)

### **2.2 Departure**

**2.2.1 Perform pre-flight editing**

**2.2.2 Check and ensure that Tickets are valid for the flight(s). (The check shall not include the fare).** At the following locations:

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

2.2.3

- (a) Check travel documents for the flight(s) concerned with 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 station(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 the passenger's final destination and transit point(s), the Handling Company will not have liability.

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

4. gate

#### 2.2.4

(a) Weigh and/or measure checked and/or cabin baggage,

(b) Record baggage figures

#### for

1. initial flight

at the following locations :

(a) check-in area

(c) gate

#### 2.2.5 Excess Baggage

(a) Determine excess baggage

(b) Issue excess baggage ticket

(c) Collect excess baggage charges (Neos Standard Exbag Collection Fee is 10% from collected amount) (via Carrier's DCS Iport/I-sales)

at the following locations:

1. check-in area

#### 2.2.6 Tag

(a) checked baggage

(b) cabin baggage (carrier's hand bag tags)

for

1. initial flight

at the following locations:

(a) check-in area

(d) gate

#### 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

2.2.10 (a) Carry out the Carrier's seat allocation or selection system (through Carrier's DCS)

(b) issue boarding pass(es) for

1. initial flight

at the following locations:

- (i) check-in area

#### 2.2.11 Handle:

(a) Denied Boarding Process (as directed by the Carrier's representative/policy) at the following locations:

- 1. check-in area
- 4. gate

#### **2.2.12 Direct passengers**

**(a) through controls to departure 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

#### 2.2.16

- (a) collect
- (b) reconcile
- (c) handle and forward to Carrier transportation documents (flight coupons, or other flight related documents) uplifted from departing passengers

#### 2.2.17 **Perform post-flight editing**

### **2.3 Arrival**

#### 2.3.1 (a) Perform

Opening/closing aircraft passenger doors (limited to « Knock on Door » process)

#### 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
  - 3. maintaining and monitoring baggage tracing system files for period specified in Annex B (limited to 5 days) and then forward AHL and OHD to Central Baggage Tracing (carrier LZ HDQ in MXP)
  - 5. delivery of delayed baggage to passengers (accordingly with Carrier's instructions)
  - 6. handling of communications with passengers

## **SECTION 3. RAMP SERVICES**

### **3.1 Baggage Handling**

#### **3.1.1 Handle baggage in**

**(a) baggage sorting area.**

3.1.2 Segregate baggage as specified in Annex B.

3.1.3 Priority baggage

- (a) Provide
  - 1. Sortation of priority baggage.

2. Load priority baggage in accordance with Carrier's instructions.
3. Prioritise delivery of priority baggage to claim area.

#### **3.1.4 Prepare for delivery onto flights**

- (a) bulk baggage
- (b) ULDs

#### **3.1.5 Establish the number and/or weight of**

- (a) bulk baggage
  - (b) built — up ULDs
- and provide the load control unit with the information

#### **3.1.6 Offload**

- (a) bulk baggage
- (b) ULDs.

#### **3.1.7 Deliver to claim area**

- (a) baggage
- (b) Out of Gauge (OGG) oversize baggage

#### **3.1.9 Handle crew baggage.**

### **3.2 Marshalling**

#### 3.2.1

- (a) Provide
- (b) Arrange for marshalling at arrival and/or departure.

### **3.3 Parking**

#### 3.3.1

- (a) Provide
- (b) Position and/or remove **wheel-chocks.**

#### 3.3.2

- (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 (turnaround time included)
- (b) Arrange for
  5. air start unit (on request)

### **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.

### **3.6 Loading and Unloading**

#### 3.6.1

- (a) Provide
- (c) Operate

1. passenger steps (one in airbridge position and two in remote positions)

#### 3.6.2

- (a) Provide
- (b) Arrange for

1. passenger
2. crew transport between aircraft and airport terminals.

#### 3.6.3

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

#### 3.6.4

- (a) Provide
- (b) delivery and pick-up of
  1. Baggage
  2. Mobility devicesat aircraft doors or other agreed points

#### 3.6.5

- (a) Provide  
assembly and transport of
  1. Baggage
  2. General Cargo (from warehouse yellow line to stand and vice versa)
  6. Company mail

#### 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

#### 3.6.8

- (a) Provide  
ballast

### **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
- 3.7.2 Perform visual external safety/ground damage inspection of
- (a) doors and panels and immediate surroundings
  - (b) other inspection items as specified in Annex B (ex. Fod inspection in the park stand)
    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 (1 service included per turnaround)
  2. towing of aircraft between other points (when requested and extra charge)
  4. wing-walker(s)

### **3.10 Interior Cleaning**

#### **3.10.1 Clean**

- (b) passenger and crew compartments (other than flight deck)
  2. dispose of litter.
  3. clear waste from overhead stowage
  4. wipe tables
  5. seats, seat back pockets and passenger service units
  6. floors
  7. empty refuse bins
  8. surfaces in pantries, galleys (sink, working surfaces, ovens and surrounds) and toilets (wash basins, bowls, seats, mirrors and surrounds)
  9. remove, as necessary, any contamination caused by airsickness, spilled food or drink and offensive stains
  10. clean and tidy seats, seat belts, seat back pockets and passenger service units (perform cabin dressing: seat set-up, seat pocket set-up, seat belts crossing)

#### **3.10.2 Remove and dispose of**

- (a) litter/waste
- (b) food and food-related material (galley waste)

#### **3.10.3 Perform cabin dressing**

##### **(b) arrange seat belts**

##### **(f) restock toilet items**

##### **(g) replace/restock seat back pocket items**

##### **1. Materials provided by the Carrier**

(As per carrier's instructions perform "standard" cleaning for turnarounds and perform cabin dressing: seat set-up, seat pocket set-up, seat belts crossing. Head phones removal & positioning on each cabin seat only for Fleet A/C B-787-9)

- Transit Cleaning (with passengers on board)



- Light Cleaning

#### 3.10.4

- (a) Disinfect (a/c cabin sanification / disinfection as per Carrier's instructions) aircraft with
  1. material provided by Carrier
  2. material provided by the Handling Company

### **3.11 Toilet service**

#### **3.11.1 (a) Provide**

- 1. Servicing (empty, clean, flush and replenish fluids).**
- 2. Triturator/disposal service.**

### **3.12 Water Service**

#### **3.12.1 (a) Provide**

- 1. draining water tanks.**
2. replenish tanks (water standard as specified in Annex B).
3. Water quality tests.

### **3.16 De-icing/Anti-icing (on request)**

3.16.2 Perform "Contamination Check" and inform flight crew or Carrier's representative of results.

3.16.3 If required, perform aircraft type specific checks (e.g. clear ice check, clean wing check, etc.).

3.16.4 (a) Provide anti-icing/de-icing equipment.

3.16.5 Provide de-icing/anti-icing fluids

3.16.6 Remove contamination from aircraft using de-icing fluid. The de-icing fluid to receive concentration and appearance inspection prior to use.

3.16.7 Apply anti-icing fluid to aircraft. The anti-icing fluid to receive concentration and appearance inspection prior to use.

3.16.8 Supervise performance of de-icing/anti-icing operations.

3.16.9 Perform the post de-icing/anti-icing check, any aircraft type specific checks, if required, and submit the anti-icing code to the flight crew.

3.16.10 Complete documentation as agreed.

## **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 viceversa.**

##### 4.1.2

- (a) Process
- (b) Sign

documents and information, including but not limited to, loading instructions, load trim sheets, Captain's load information and manifests where:

1. Load Control is performed by the Handling Company (under Carrier's system)
2. Handling Company is performing inputs/updates when Load Control is performed by the Carrier or third parties.

## **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.
- (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.**

**4.3.2 (a) Provide**

**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

4.3.8

- (c) Deliver
- 1. the fuel order

4.3.9 Provide ground handling party(ies) with weight and fuel data.

## **SECTION 6. SUPPORT SERVICES**

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

6.2.1

- (b) Arrange for
- (c) Operate  
Computer hardware and other equipment (as specified in Annex B) to enable access to:
  - 1. Carrier's system (DCS Iport-RES2)
  - 2. Handling Company's system
  - 3. other system (World Tracer)

6.2.2 **Perform the following functions in**

- (a) Carrier's system (DCS Iport-RES2)**
- (b) Handling Company's system

- (c) other system for
- 3. Passenger service
- 4. Baggage reconciliation.
- 5. Baggage tracing.
- 6. Operation, weight and balance and load control (Handler will perform Load Sheet until Carrier's CLC is established)

### **6.3 Unit Load Device (ULD) Control**

#### 6.3.1

- (a) Provide** storage space for
  1. passenger ULDs
  2. cargo ULDs (and PMCs)

**6.3.2 Take action to prevent damage, theft or unauthorised use of the Carrier's ULDs in the custody of the Handling Company. Notify the Carrier immediately of any damage or loss.**

#### 6.3.3

- (a) Take physical inventory of ULD stock and maintain records.
- (b) Compile and dispatch ULD control messages (UCM)
- (c) Compile and dispatch ULD Stock Check Messages (SCM) at agreed timings as specified in Annex B

**6.3.4 Prepare ULD exchange control documentation for all transfers of ULDs and obtain signature(s) of the transferring and receiving carrier(s) or approved third parties and distribute copies.**

**6.3.5 Handle lost, found and damaged ULDs and notify the Carrier of such irregularities.**

### **6.5 Ramp Fuelling/Defuelling Operations**

**6.5.1 Liaise with ramp fuel suppliers.**

**6.5.3 Supervise fuelling/defuelling operations.**

**6.5.8 Check and verify the delivered fuel quantity**

**6.5.9 Deliver the completed fuel order to the Carrier's crew.**

### **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

- (b) Provide
  1. matching of passengers against established data
  2. security questioning (by check-in agents)

#### 7.1.2

- (a) Provide
  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

(a) Provide

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.

### **7.5 Additional Security Services**

#### 7.5.1

(a) Provide

(b) Arrange

For additional security services

Protection of hold baggage from unlawful interference from the time it is taken into custody by the handling agent at the check-in counters and until aircraft departure.

- 1) In order to prevent the introduction onto airplane cargo holds of unlawful firearms, explosive devices, dangerous goods and any other objects which may cause disruption to the normal traffic operations, accurate inspection of all cargo hold shall be ensured by handling agent personnel before starting to load bulky luggage, ULD containers, cargo pallets, mail and catering. Inspection shall be done visually through the searching into every cargo compartment.
- 2) Passengers' stairs and/or boarding bridges removal during night stops and for ground time, in case of a/c to be left unattended.

### **SECTION 8. AIRCRAFT MAINTENANCE**

8.2.1 Liaise with Neos Staff / Supplier.

xxx

**PARAGRAPH 2. BONUS / MALUS (ref. SLA document – Attachment 1)**

xxx

**PARAGRAPH 3. ADDITIONAL SERVICES AND CHARGES**

xxx

**PARAGRAPH 4. TRANSFER OF SERVICES**

4.1 In accordance with Sub-Article 3.1 of the Main Agreement, if the Handling Company provides all or part of the services contracted by this Annex through a subcontractor, the Carrier shall be informed in advance.

4.2 Sub-contractor must hold all relevant licences and permissions and will not invoice the Carrier directly.

4.3 The Handling Company shall nevertheless be responsible towards the Carrier for the proper rendering of such services as if they had been performed by the Handling Company itself.

The Handling company will subcontract following services: Aircraft Interior cleaning.

**PARAGRAPH 5. LIMIT OF LIABILITY**

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

<b>AIRCRAFT TYPE (S)</b>	<b>LIMIT OF LIABILITY (per incident)</b>
Narrow Body (B-737-8) 186 Y	xxx
Wide Body (B-787-9) 28 P / 331 Y	xxx

**Direct and indirect costs to be evaluated according to station/handling agent.**

The direct costs in regard to aircraft damage shall include parking fees / passenger repro costs / handling services for the damaged aircraft etc.

**PARAGRAPH 6. SETTLEMENT**

6.1 Credit facilities will be granted after making an advanced deposit to cover the first month of operations (deposit not to be touched until the end of the chain). Neos Spa will pay upon receiving the Handling Agent’s final invoices with effective costs. Close to the flight chain termination, the Handling Agent will start using the deposit not to generate any additional extra costs with new invoices. The Handling Agent is requested to arrange a deposit document with the agreed amount required (based on the actual planning).

6.2 The Handling Company shall invoice the Carrier monthly with a single invoice dated last day of invoiced month. Invoices will include cost of present agreement and any disbursement agreed

by the handling on behalf of the Carrier. The Carrier shall pay the handling Company within (30) days of receipt.

Invoices shall have to be issued to the following carrier's address:

NEOS SPA  
VIA DELLA CHIESA, 68  
21019 SOMMA LOMBARDO -VA-  
ITALY  
VAT **IT** 08254440012

Final Invoices shall have to be sent to xxx  
Any other communication with financial department to be sent to xxx

6.3 All payments will have to be transferred in CZK Currency to the Handling Company to the following bank:

#### HANDLING AGENT BANK DETAILS

Bank name: Česká spořitelna, a.s.  
Address: Budějovická 1518/13B, 140 00 Praha 4  
Account number: 2758632/0800 (CZK)  
IBAN: CZ96 0800 0000 0000 0275 8632  
Swift: GIBACZPX

#### **PARAGRAPH 7. DISBURSEMENT FEE**

7.1 Any disbursement made by the Handling Company on behalf of the Carrier will be reimbursed by the Carrier at cost price plus an accounting surcharge of 8%. The Handling Company shall request authorization from the Carrier for these expenses.

#### **PARAGRAPH 8. DURATION, MODIFICATION AND TERMINATION**

8.1 Notwithstanding Sub-Article 11.11 of the Main Agreement, the rates contained in this Annex B, shall remain valid until 30/11/2025 and thereafter shall be adjusted according to the inflation rate (CPI Consumer's Price Index) capped at 3%.

8.2 The Handling Company shall have the right at any time to vary the charges set out in the Annex(es) B provided, however, that the Handling Company has given notice in writing to the Carrier not less than (60) sixty days prior to the revised charges becoming effective: the first 30 (thirty) days being a consultation period. The notice shall specify the revised charges, which the Handling Company proposes to introduce, together with the date on which they are to be brought into effect.

8.3 Notwithstanding sub-Article 11.11, when changes occur in the schedule, and/or frequencies, and/or type of aircraft, other than those set out in Annex (es) B, which affect the handling costs, either Party shall have the right to request an adjustment to the handling charges as from the date of the change provided that the Party informs the other Party within 30 (thirty) days of the change.

8.4 This Agreement is effective from 4/12/2024 and shall remain in force until 30/11/2025 After this year, the contract will have an annual tacit renewal and maybe terminated by either party giving 60 (sixty) days prior notice to the other party. Notification shall be with registered letter.

8.5 The Carrier reserve the right to terminate the SGHA earlier in the event that the Handling Company continuously and severely fails to perform the services agreed herein, provided that in such case a jointly agreed action plan is to be put in place. Should the Handling Company fail to remedy such failures within 45 (forty-five) days of the agreed action plan being enforced, the carrier reserves the right to terminate this agreement against thirty (30) days' written notice.

## **8.6 Publication**

8.6.1 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.

8.6.2 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

8.6.3 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, Paragraph 3 and Paragraph 8 contain business secret and protected confidential information and, as such, they shall be excluded from any publication.

## **PARAGRAPH 9. NOTIFICATION**

9.1 Any notice referred to in this agreement, given by one Party under this agreement shall be deemed properly given if sent by registered letter to the respective Head Office of the other Party or the office of the Carrier.

9.2 Notifications under these agreements and addressed to the Handling Company shall be sent to:

To Handling Company:  
Letiště Ostrava, a.s.  
Mošnov č.p. 401  
742 51 Mošnov, Czech Republic  
xx

Attn xxx  
and  
xxx

xxx

Attn xxx

### **Notification to the Handling Agent:**

xxx

### **Notification to the Carrier:**

Neos SPA

Damiano Rosso

Ground Operations Post Holder

Via della Chiesa n° 68 - 21019

Somma Lombardo (VA) – Italy

Tel xxx

email: xxx

Jessica Ripamonti

Neos Ground Operations

Ground Operations

Administration Coordinator

Via della Chiesa n° 68 - 21019

Somma Lombardo (VA) - Italy

Tel xxx

email: xxx

#### **PARAGRAPH 10. QUALITY AND SERVICE STANDARDS**

10.1 The Handling Company agrees to perform all services in accordance with the Carrier's operating instructions contained in the Neos Ground Operations Manual (GOM) and Neos Security Manual (SECM) for the relevant parts available through Neos WEB Access restricted area.

10.2 The Parties undertake to draw up a "service level agreement" (SLA) concerning the quality standards to be provided to "The Carrier" and to define objective and quantifiable measurement criteria.

This document appended to the present agreement will have contractual force.

#### **PARAGRAPH 11. TRAINING**

11.1 The Handling Company shall ensure that all operational personnel must receive initial and recurrent training as per the requirements commensurate with their duties and responsibilities. It is the objective of both parties to ensure that the staff providing the services must be fully trained to meet the relevant safety, security and operational requirements.

11.2 The Handling Company shall do its utmost to avoid any security and safety incident in the performance of the handling activities described in the Agreement.

The handler also declares that all his staff in check-in and ramp area has received a fit training with reference to the handling of "Dangerous Goods" and with reference to the Security Procedures.

11.3 The Handling Company agrees to train all relevant personnel on the Carriers specific processes and procedures and Regulatory requirements, to include any requisite issues due to the development of the product and services. This may also require recurrent training. This will be implemented with the support of the Carrier's Training Department.

The Training program will be made available to the Carrier for evaluation and acceptance.

11.4 The Handling Company agrees to maintain detailed training records ensuring that all staff



are called for basic or recurrent training and accepts that the Carrier may audit these records at their office by prior appointment.

#### **PARAGRAPH 12. SAFETY MANAGEMENT SYSTEM**

12.1 The Handling Company and its subcontractors comply with the requirements of a local Safety Management System (SMS).

12.2 The Handling Company shall also ensure that all handling staff is sufficiently trained and licensed to perform the Services and shall implement a SAFETY MANAGEMENT SYSTEM (SMS) in the course of its operations.

#### **PARAGRAPH 13. EMERGENCY RESPONSE PLAN**

13.1 The Handling Agent who carries out operations for Neos Spa will have an accessible and up-to date Emergency Response Plan (ERP) to be followed in the event of an Aeronautical Emergency. This will be in line with and coordinated with the requirements of Neos Spa's Emergency Management System.

#### **PARAGRAPH 14. RIGHT TO AUDIT**

14.1 The Carrier reserves the right, at any time upon prior written notice (following the handling company scheduling/organization approval), to carry out audits of the Handling Company's operation. Such notice shall contain a description of the area (s) to be audited.

14.2 The Handling Company shall cooperate fully with the Carrier's Quality Auditors, provide access to all its premises and to audit the books, the records, correspondence, instructions, receipts and memoranda, rendering such assistance to the Carrier as may be necessary. The Carrier shall notify the Handling Company in writing of any deficiencies within a time limit agreed upon between the parties, which however should not exceed thirty (30) days.

14.3 The Handling Company shall respond to the reports generated after these inspections undertaken by the Carrier on the time and format agreed by The Parties and meeting the established standards.

#### **PARAGRAPH 15. DATA PROTECTION / PRIVACY**

15.1 As the Handling Company will have access to confidential data including but not limited to PNRs, both parties have agreed to DATA PROTECTION.

With reference to the EU General Data Protection Regulation 2016/679/EU (General Data Protection Regulation – GDPR), the Parties undertake to sign a separate Data Processing Agreement, which will form part of the SGHA.

#### **PARAGRAPH 16. ARBITRATION AND GOVERNING LAW**

16.1 This Annex B shall be governed by and interpreted in accordance with the law of Czech republic.

16.2 Notwithstanding the provisions of Article 9 of the Main Agreement, all disputes arising in connection with the present Agreement shall be finally settled at the Civil Court of Nový Jičín, Czech Republic (Country).

Signed the .....

Signed the .....

At .....

At Somma Lombardo (VA), Italy

for and on behalf of  
Ostrava Airport

for and on behalf of  
Neos Spa

Jaromir Radkovský

Carlo Stradiotti

Chairman of the Board

Neos Managing Director

Michal Holubec

Damiano Rosso

Vice-chairman of the board

Neos Ground Operations Postholder (GOPH)