

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 25076)

Between:

Hello Jets S.A.

having its principle office at:

SOS. Dudesti-Pantelimon, 42, RAMS CENTER,

Bucharest 033094

Romania

Incorporated and existing under the laws of Romania

Company VAT No.: RO43758557

Hereinafter referred to as "the Carrier"

And: **Letiště Ostrava, a.s.**

Having its principal office at:

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: 28rd May 2025

To: 27nd May 2026

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.
- 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. ([Documented in the Local Procedures Manual](#))
- 1.2.2** Take action on communications addressed to the Carrier.
- 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
 - (g) mail services
 - (h) support services
- 1.2.4** Maintain the Carrier's manuals, circulars, and other operational documents connected with the performance of the services.

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.
- 1.3.7** Decide on non-routine matters.
- 1.3.8** Verify dispatch of operational messages.
- 1.3.9** Note irregularities and inform the Carrier.

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
 - 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
 - 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)

2.2 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
- 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.

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

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

2.2.5 Excess baggage

(a) Determine excess baggage

(b) Issue excess baggage ticket (ticket is provided by Handling Company)

(c) Collect excess baggage charges (for commission 10% of Handling Company)

(d) Detach applicable excess baggage coupons at the following locations:

1. check-in area

2.2.6 Tag

(a) checked baggage

1. initial flight.

at the following locations:

(a) check-in area

(b) cabin baggage for

1. initial flight.

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

(b) Issue boarding pass(es)

1. initial flight.

at the following locations:

(c) check-in area

2.2.11 Handle

(a) Denied Boarding process

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

(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

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.

3.1.4 Prepare for delivery onto flights
(a) bulk baggage

3.1.5 Establish the number and/or weight of
(a) bulk baggage
And 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)

3.1.9 Handle crew baggage.

3.1.10 Baggage tracking
(a) Provide
(b) Arrange for
(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
(b) Arrange for
marshalling at arrival and/or departure.

3.3 Parking

3.3.1
(a) Provide
(b) Position and/or remove wheelchocks.

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 (60min included)
 - 4. heating unit (on request) (available only for heating of external parts of aircraft)
 - 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.
- (d) for other purposes (upon arrival)

3.6 Loading and Unloading

3.6.1

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

3.6.2

- (b) Provide (provided by the airport) 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

3.6.5

- (a) Provide
- assembly and transport of
- 1. baggage
 - 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)

3.7.2 Perform visual external safety/ground damage inspection of

- (a) doors and panels and immediate surroundings
 - 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.

3.8.2

- (b) Towbar to be provided by the Handling Company

3.10 Interior Cleaning

3.10.1 Clean

- (a) flight deck, if specified, under the control of a person authorized by the Carrier
- 2. dispose of litter.

3.10.1 Clean (only on crew request)

(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 (sinks, 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

3.10.2 Remove and dispose of

(a) litter/waste

3.10.3 Perform cabin dressing (only on crew request)

(b) Arrange seat belts

3.11 Toilet Service

3.11.1

(a) Provide (on request)

1. servicing (empty, clean, flush and replenish fluids).
2. trituator /disposal service

3.12 Water Service

3.12.1

(a) Provide (on request)

2. Replenish tanks
3. Water quality tests

3.16 De-Icing/Anti-Icing Services and Snow/Ice Removal (on request / additional charge)

3.16.1 Remove contamination such as snow, slush, ice, frost, rime or similar from aircraft without using de-icing/anti-icing fluid

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

(b) Arrange For
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

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.

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 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. Handling company's System (SITA DCS)

6.2.2 Perform the following functions in

(b) Handling company's system

3. Passenger services
5. Baggage tracing
6. Operations

(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

6.7 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

Paragraph 2 - Additional Services and Charges

xxx

Paragraph 3. Disbursements

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	xxx USD

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

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.

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 (15) 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.

The invoice will be issued on monthly basis at the beginning of current 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 to:

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 15 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

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 three years, commencing from: 1st May 2025 to: 30th April 2028

9.2 Termination

9.2.1 Notwithstanding Sub-Paragraph 9.1.1 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:

xxx
xxx
xxx
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 at xxx.

Paragraph 11. Quality audits and inspections

11.1 The Carrier reserves the right at any time to request from the Handling Company to conduct a Quality Audit in order to satisfy him that the appropriate standards, policies and procedures are being implemented by the Handling Company as per the Standard Ground Handling Agreement and Service Level Agreement.

Paragraph 12. Governing Law

12.1 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.

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

Signed the:	Signed the:
At: Bucharest	At: Mošnov
for and on behalf of: Hello Jets S.A.	for and on behalf of: Letiště Ostrava, a.s.
By: Mr. Tudor Constantinescu CEO xxx	By: Ing. Karin Gajdová, Ph.D. Chairman of the board Ing. Michal Holubec Vicechairman of the board