



IATA STANDARD GROUND HANDLING AGREEMENT

- SIMPLIFIED PROCEDURE -

ANNEX B 1.0 — Agreed Ground Handling Services and Charges
to the Standard Ground Handling Agreement (SGHA) of January 2013

between:



having its principal office at:



VAT reg. number:



Represented by:



hereinafter referred to as 'the Carrier'

and:

CZECH AIRLINES HANDLING, a.s.

having its principal office at:

Aviatická 1017/2,
160 08 Prague 6, Czech Republic

Registration number:

25674285

VAT reg. number:

CZ699003361

Registered at:

in the Commercial Register maintained by the Municipal
Court in Prague, Section B, Insert 17139

Represented by:

Jiří Jarkovský, Chairman of the Board of Directors
Lukáš Král, Member of the Board of Directors

hereinafter referred to as 'the Handling Company'

This Annex B 1.0

is effective from:

22 November 2016

and replaces:

nil

Location:

PRG station

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 2013 as published by the International Air Transport Association shall apply as if such terms were repeated here in full. By signing this Annex B 1.0 the Parties confirm that they are familiar with the aforementioned Main Agreement and Annex A.



SECTION 1. MANAGEMENT FUNCTIONS

1.1 Representation

- 1.1.1
- (a) Provide
- (b) Arrange for
 - 1. guarantee
 - 2. bond to facilitate the Carrier's activities.
- 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, 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
 - (f) cargo services
 - (g) mail services
 - (h) support services
 - (i) security
 - (j) aircraft maintenance
 - (k) other, as specified in Annex B
- 1.2.4 Maintain the Carrier's manuals, circulars, and other operational documents connected with the performance of the services.
- 1.2.5
- (a) Check
- (b) Sign
- (c) Forward

on behalf of the Carrier items including, but not limited to, invoices, supply orders, handling charge notes, work orders



- 1.2.6 Effect payment, on behalf of the Carrier, including but not limited to:
- (a) airport, customs, police and other charges relating to the services performed
- (b) out-of-pocket expenses, accommodation, transport

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

1.4 Station Management

- 1.4.1 Provide representative on behalf of the Carrier to act
- (a) exclusively
- (b) non-exclusively
- 1.4.2 The Handling Company is authorised to represent the Carrier's interest with regard to resolving governmental and local authorities matters
- 1.4.3 Attend local airport meetings on behalf of the Carrier
- (a) Report to the Carrier results/contents of the meetings
- (b) Act, vote and commit on behalf of the Carrier
- 1.4.4 The Handling Company will be authorised to
- (a) solicit
- (b) negotiate
- (c) commit

services on behalf of the Carrier, with expenditure/commitment limit to be specified in Annex B



- 1. airport lounges
 - 2. baggage delivery services
 - 3. janitorial
 - 4. newspapers delivery
 - 5. laundry services
 - 6. porters
 - 7. other
-
- 1.4.5 Negotiate and secure slot(s) and airport facilities, as available, on behalf of the Carrier
 - 1.4.6 Liaise with local and Government authorities to ensure that all necessary permits and licenses are applied for, negotiated and secured in advance of each seasonal/operational change.
 - 1.4.7 Perform and report quality/performance measurements
 - 1.4.8 Handle the contents of Carrier's company mail pouches

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 (on request and recharge)
 - 2. persons with reduced mobility (PRMs)
 - 3. VIPs (on request and recharge)
 - 4. transit without visa passengers (TWOVs)
 - 7. others, as specified in Annex B
 - (b) Arrange for
 - 2. persons with reduced mobility (PRMs) (exclusively by Airport Authority)
 - 5. Deportees (on request and recharge)
 - 6. special medical transport (on request and recharge)
- 2.1.4 (subject to disbursement fee)
 - (a) Provide
 - (b) Arrange for



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

- 1. meal vouchers
 - 2. rebooking
 - 3. transportation
 - 4. hotel accommodation
 - 5. personnel
-
- 2.1.5 Arrange storage of baggage in the bonded store
 - 2.1.6
 - (a) Notify the Carrier of complaints and claims made by the Carrier's passengers
 - (b) Process such claims, as specified in Annex B.
-
- 2.1.7 Report to the Carrier any irregularities discovered in passenger and baggage handling
 - 2.1.8
 - (a) Provide
 - (b) Arrange for
 - 1. check-in counter(s) (provided directly by Airport Prague)
 - 2. service counter(s)
 - 3. transfer counter(s)
 - 4. lounge facilities (subject to separate contract and at extra charge)
 - 5. set up of Carrier specific items, such as but not limited to carpets, mobile signage, queuing control stanchions (items to be provided by Carrier)
 - 6. other facilities as specified in Annex B
-
- 2.1.9 Perform the following ticketing/sales functions
 - (a) reservations
 - (b) issuance of transportation documents
 - (c) ancillary services
 - (d) e-ticketing
 - (e) other as specified in Annex B

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 (limited to 5 check-in agents)
- 2. lounge
- 3. transfer counter
- 4. gate
- 5. off airport
- 6. other as specified in Annex B



- 2.2.3
- (a) Check travel documents for the flight(s) concerned. In the event that the Handling Company does not have access to information that verifies visa validities 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.
- (b) Enter passenger and/or travel document information into Carrier's and/or government system.

At the following locations:

- 1. check-in area
- 2. lounge
- 3. transfer counter
- 4. gate
- 5. off airport
- 6. other as specified in Annex B

- 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) lounge
- (c) transfer counter
- (d) gate
- (e) off-airport
- (f) other as specified in Annex B

- 2.2.5 Excess baggage
- (a) Determine excess baggage
- (b) Issue excess baggage ticket
- (c) Collect excess baggage charges
- (d) Detach applicable excess baggage coupons

at the following locations:

- 1. check-in area
- 2. lounge
- 3. transfer counter
- 4. gate



- 5. off-airport
- 6. other as specified in Annex B

- 2.2.6 Tag
- (a) checked baggage
- (b) cabin baggage

for

- 1. initial flight
- 2. subsequent flight(s)

at the following locations:

- (a) check-in area
- (b) lounge
- (c) transfer counter
- (d) gate
- (e) off-airport
- (f) other as specified in Annex B

- 2.2.7 Effect conveyance of checked baggage to the baggage sorting area

at the following locations:

- (a) check-in area
- (b) lounge
- (c) transfer counter
- (d) gate
- (e) other as specified in Annex B

- 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
- (b) lounge
- (c) transfer counter
- (d) gate
- (e) other as specified in Annex B

- 2.2.9 Collect airport and/or any other service charges from departing passengers

at the following locations:

- (a) check-in area
- (b) lounge
- (c) transfer counter
- (d) gate
- (e) other as specified in Annex B



- 2.2.10
- (a) Carry out the Carrier's seat allocation or selection system
- (b) Issue boarding pass(es)
- (c) Detach applicable flight coupons

for

- 1. initial flight.
- 2. subsequent flight(s)

at the following locations:

- (a) check-in area
 - (b) lounge
 - (c) transfer counter
 - (d) gate
 - (e) off-airport
 - (f) other as specified in Annex B
-
- 2.2.11 Handle
 - (a) Denied Boarding process
 - (b) Denied Boarding Compensation

at the following locations:

- 1. check-in area
 - 2. lounge
 - 3. transfer counter
 - 4. gate
 - 5. other as specified in Annex B
-
- 2.2.12 Direct passengers
 - (a) through controls to departure gate
 - (b) to connecting transport to the airport, in case of off airport services

- 2.2.13 Handle upgrade/downgrade functions

at the following locations:

- (a) check-in area
- (b) lounge
- (c) transfer counter
- (d) gate
- (e) other as specified in Annex B

- 2.2.14 Handle standby list

at the following locations:



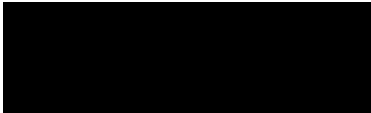
- (a) check-in area
 - (b) lounge
 - (c) transfer counter
 - (d) gate
 - (e) other as specified in Annex B
-
- 2.2.15 At the gate perform
 - (a) verification of cabin baggage
 - (b) boarding process
 - (c) reconciliation of passenger numbers with aircraft documents prior to departure
 - (d) other gate functions as specified in Annex B
-
- 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
 - (b) Arrange for
- opening/closing aircraft passenger doors
- 2.3.2 Direct passengers
 - (a) from aircraft through controls
 - (b) arriving from the airport, in case of off airport services
-
- 2.3.3
 - (a) Provide
 - (b) Arrange for
 - 1. Transfer counter
 - 2. Connection services
 - 3. Baggage recheck
-
- 2.3.4 Handle lost, found and damaged property matters
 - (a) Provide
 - (b) Arrange for
 - 1. acceptance of baggage irregularity reports



- 2. entering of data into baggage tracing system (Worldtracer)
- 3. maintaining baggage tracing system files for period specified in Annex B
- 4. making payments for incidental expenses
- 5. delivery of delayed baggage to passengers (subject to separate contract on recharge)
- 6. handling of communications with passengers
- 7. repair or replacement of damaged baggage

SECTION 3. RAMP SERVICES

3.1 Baggage Handling

- 3.1.1 Handle baggage in
 - 1. baggage sorting area
 - 2. other location(s) as specified in Annex B

- 3.1.2 Prepare for delivery onto flights
 - (a) bulk baggage
 - (b) ULDs
 - (c) baggage accepted at a location as specified in Annex B

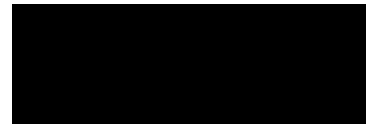
- 3.1.3 Establish the number and/or weight of
 - (a) bulk baggage
 - (b) built—up ULDs

and provide the load control unit with the information

- 3.1.4 Offload
 - (a) bulk baggage
 - (b) ULDs (ULD storage on recharge)

- 3.1.5 Prioritise baggage delivery to claim area
- 3.1.6 Deliver to claim area
 - (a) baggage
 - (b) Out of Gauge (OGG)

- 3.1.7 Transfer baggage
 - (a) Provide
 - (b) Arrange for
 - 1. Sortation of transfer baggage
 - 2. Storage of transfer baggage prior to dispatch (storage time limits to be specified in Annex B).
 - 3. Transport of transfer baggage to the sorting area of the receiving carrier



- 3.1.8 Handle crew baggage

3.2 Marshalling (provided by ATC)

- 3.2.1
- (a) Provide
- (b) Arrange for

marshalling at arrival and/or departure.

- 3.2.2 Operate automated guidance systems (by Airport Authority)

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
 - 1. landing gear locks
 - 2. engine blanking covers
 - 3. pitot covers
 - 4. surface control locks
 - 5. tailstands and/or aircraft tethering
 - 6. safety cones
 - 7. other items as specified in Annex B

3.4 Ancillary Items

- 3.4.1
- (a) Provide
- (c) Operate
 - 1. ground power unit (one action 30 min on remote included, other at extra charge)
 - 3. cooling unit (on request and extra charge)
 - 4. heating unit (on request and extra charge)
 - 5. air start unit (on request - one action per month free of charge)
- (b) Arrange for
 - 2. fixed ground power (directly by Airport Authority)



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 (on request and recharge)
 - (c) during engine starting
 - (d) for other purposes

3.6 Loading and Unloading

- 3.6.1
 - (a) Provide
 - (c) Operate
 - 1. passenger steps
 - 2. flight deck steps
 - (b) Arrange for
 - 3. loading bridges
- 3.6.2
 - (a) Provide
 - 2. crew transport between aircraft and airport terminal(s) (on request and extra charge)
 - (b) Arrange for
 - 1. passenger transport between airport and terminal(s) (by AP Authority)
- 3.6.3
 - (a) Provide
 - (b) Arrange for
 - (c) Operate

equipment for loading and/or unloading

- 3.6.4
 - (a) Provide
 - (b) Arrange for

delivery and pick-up of

- 1. Baggage
- 2. Mobility devices

at aircraft doors or other agreed points



- 3.6.5
- (a) Provide
- (b) Arrange for

- assembly and transport of

- 1. Baggage
- 2. General cargo (transport only, at extra charge)
- 3. Special shipments (transport only, at extra charge)
- 4. Mail (transport only, at extra charge)
- 5. Documents
- 6. Company mail between agreed points on the airport (A/C to terminal)

- 3.6.6
- (a) Unload aircraft, returning lashing materials to the Carrier
- (b) Load and secure Loads in the aircraft
- (c) Redistribute Loads in aircraft
- (d) Operate in-plane loading system
- (e) Report final load distribution to the Load Control unit

- 3.6.7 Open, close and secure aircraft hold doors
- (a) aircraft lower deck
- (b) aircraft main deck

- 3.6.8
- (a) Provide
- (b) Arrange for ballast

- 3.6.9
- (a) Provide
- (b) Arrange for
- safeguarding of all Loads requiring special handling during
- 1. loading/unloading
- 2. transport between aircraft and designated point on the airport

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 an recharge)



- 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
 - 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
- (b) Arrange for
 - 1. Tow-in and/or push-back of aircraft (first pushback per each flight free of charge)
 - 2. Towing of aircraft between other points (at extra charge)
 - 3. Cockpit brake operator in connection with towing
 - 4. Wing-walker(s) (on request)
- 3.8.2
- (a) Towbar to be provided by the Carrier – B777 and A340
- (b) Towbar to be provided by the Handling Company (towbarless trucks only except for B777 and A340))
- (c) Store and maintain towbar(s) provided by the Carrier

3.9 Exterior Cleaning (not applicable)

3.10 Interior Cleaning

- 3.10.1 Clean
- (a) flight deck, if specified, under the control of a person authorised by the Carrier
- (b) passenger and crew compartments (other than flight deck)
 - 1. empty ash trays.
 - 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 (on recharge)



- 10. telephones, screens and other equipment
- 11. inside windows

- 3.10.2 Remove and dispose of
 - (a) litter/waste
 - (b) food and food-related material (galley waste)

- 3.10.3 Perform cabin dressing (range to be specified)
 - (a) Blankets/duvets (fold/place in designated locations)
 - (b) Arrange seat belts
 - (c) Make up berths including crew
 - (d) Replace head rests
 - (e) Replace pillow covers
 - (f) Restock toilet items
 - (g) Replace/restock seat back pocket items
 - (h) Other cabin items as specified in Annex B
 - 1. Materials provided by the Carrier
 - 2. Materials provided by the Handling Company

- 3.10.4 (on request)
 - (a) Disinfect
 - (b) Deodorize aircraft with
 - 1. materials provided by Carrier
 - 2. materials provided by Handling Company

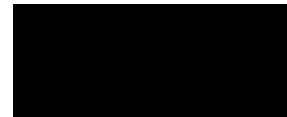
- 3.10.5
 - (a) Provide
 - (b) Arrange for

laundrying of

 - 1. cabin items (blankets/duvets/pillow cases)
 - 2. linen

- 3.10.6 Clean
 - (a) cargo compartments
 - (b) ULDs

- 3.11 Toilet Service
 - 3.11.1
 - (a) Provide
 - (b) Arrange for
 - 1. servicing (empty, clean, flush and replenish fluids)



- 2. triuator/disposal service

3.12 Water Service

- 3.12.1
- (a) Provide
- (b) Arrange for
 - 1. Draining tanks
 - 2. Replenish tanks (water standard as specified in Annex B)
 - 3. Water quality tests (on request and recharge from local hydrant)

3.13 Cabin Equipment (not applicable)

3.15 Catering Ramp Handling (not applicable)

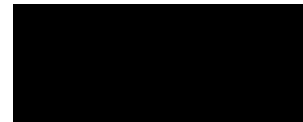
3.16 De-Icing/Anti-Icing Services and Snow/Ice Removal (on request and recharge)

- 3.16.1 Remove snow from aircraft without using de-icing fluid
- 3.16.2 Perform "pre" de/anti-icing inspection and advise flight crew or Carrier's representative of results.
- 3.16.3 Perform clear ice check
- 3.16.4
- (a) Provide
- (b) Arrange for
 - 1. anti-icing units
 - 2. de-icing units
- 3.16.5 Provide de-icing/anti-icing fluids
- 3.16.6 Remove frost, ice and snow from aircraft using de-icing fluid. Fluids to receive purity and contamination inspection prior to use.
- 3.16.7 Apply anti-icing fluid to aircraft.
- 3.16.8 Supervise performance of de-icing/anti-icing operations.
- 3.16.9 Perform final inspection after de-icing/anti-icing operations and inform flight crew of results.
- 3.16.10 Complete documentation as per Carrier's instructions

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 (on recharge)



- 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:

- 1. Load Control is performed by the Handling Company
- 2. Handling Company is performing inputs/updates when Load Control is performed by the Carrier or third party

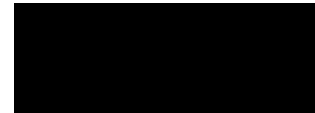
4.2 Communications

- 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
- (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
 - (b) Arrange for
- meteorological documentation and aeronautical information (on recharge)
- 1. at the airport location as defined in Annex B
 - 2. at different airport location(s)
- 4.3.3
 - (a) Provide
 - (b) Arrange for



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
- 2. at different airport location(s)

- 4.3.4
- (a) Analyse the operational conditions and prepare
- (b) request
- (c) sign

make available the operational flight plan according to the instructions and data provided by the Carrier

- 1. at the airport location as defined in Annex B
- 2. at different airport location(s)
- 3. en-route

- 4.3.5
- (a) Prepare
- (b) Request
- (c) Sign
- (d) File

the Air Traffic Services ("ATS") Flight Plan.

- 1. at the airport location as defined in Annex B
- 2. at different airport location(s)

- 4.3.6
- (a) Request
- (b) Manage

the Carrier's slot time allocation with the ATS

- 1. at the airport location as defined in Annex B
- 2. at different airport location(s)

- 4.3.7 Provide the crew with a briefing

- 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



- 4.3.10 Obtain a debriefing from incoming crews, distributing reports or completed forms to offices concerned

4.4 Crew Administration

- 4.4.1 Distribute crew schedule information provided by the Carrier to all parties concerned
- 4.4.2 Arrange hotel accommodation for crew layover
 - (a) scheduled
 - (b) non-scheduled
- 4.4.3
 - (a) Provide
 - (b) Arrange for crew transportation to/from off airport locations (at extra charge)
- 4.4.4 Direct crews through airport facilities
- 4.4.5 Liaise with
 - 1. crew layover hotel(s)
 - 2. crew transportation company
 - 3. on crew call and pick-up timings
- 4.4.6
 - (a) Prepare crew allowance forms
 - (b) Pay crew allowances
- 4.4.7 Inform the Carrier's representative of any crew indisposition or potential absence

SECTION 6. SUPPORT SERVICES

6.1 Accommodation

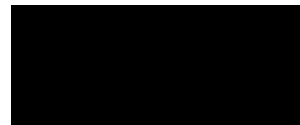
- 6.1.1 Provide the Carrier with
 - (a) office space
 - (b) storage space
 - (c) other facilities, as specified in Annex B

6.2 Automation/Computer Systems

- 6.2.1
 - (a) Provide
 - (b) Arrange for
 - (c) Operate

computer hardware and other equipment (as specified in Annex B) to enable access to

- 1. Carrier's system



- 2. Handling Company's system
- 3. other system

- 6.2.2 Perform the following functions in
 - (a) Carrier's system
 - (b) Handling Company's system
 - 1. Training
 - 2. Passenger reservations and sales
 - 3. Passenger service
 - 5. Baggage tracing (Worldtracer)
 - 6. Operations, load control
 - 7. Cargo reservations and sales
 - 8. Cargo handling
 - 9. Post office mail handling
 - 10. Maintenance reporting
 - 11. Other functions (linked to DCS only)
 - (c) other system for
 - 4. Baggage reconciliation ,

- 6.2.3 Manage Automated Self Check-in device(s) (not applicable)

- 6.3 Unit Load Device (ULD) Control (not applicable)

- 6.4 Fuel Farm (Depot) (not applicable)

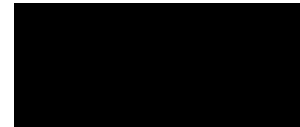
- 6.5 Ramp Fueling/Defueling Operations
 - 6.5.1 Liaise with ramp fuel suppliers

- 6.7 Catering Services—Liaison and Administration
 - 6.7.1 Liaise with the Carrier's catering supplier
 - 6.7.2 Handle requisitions made by the Carrier's authorised representative

SECTION 7. SECURITY

7.1 Passenger and Baggage Screening and Reconciliation

- 7.1.1
 - (a) Provide
 - (b) Arrange for
 - 1. matching of passengers against established data



- 2. security questioning

- 7.1.2 (provided by Airport Authority)
- (a) Provide
- (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
- (a) Provide
- (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
- (b) Arrange for
 - 1. identification of passengers prior to boarding
 - 2. reconciliation of boarded passengers with their baggage
 - 3. positive baggage identification by passengers (on recharge)
 - 4. offloading of baggage for passengers who fail to board the aircraft

7.4 Ramp

- 7.4.1
- (a) Provide
- (b) Arrange for
 - control of access to
 - 1. Aircraft (SRA zone)
 - 2. designated areas

7.5 Additional Security Services

- 7.5.1
- (a) Provide
- (b) Arrange for additional security services (on request and extra charge)

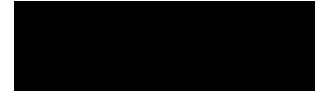


- 1.7 In case of any Carrier's flight diversion to PRG, surcharge of 30% from basic handling rate shall be applied.
- 1.8 Any baggage offloading for security reasons (except off 7.1.4 (4)) shall be charged at 30 % of turnaround charge as per Paragraph 1.
- 1.9 Flights with arrival delayed more than 60 min. (from STA) shall be charged at additional 20% of turnaround charge. Delays up to 60 min. from STA shall not be charged extra.
- 1.10 Flight cancellation made 12 – 24 hours before STD shall be charged at 50 % of turnaround charge. Flight cancellation made less than 12 hours before STD shall be charged at 75 % of turnaround charge.
- 1.11 Irregularity handling - In case of the flight cancellation additional costs for the passenger assistance may be applied. (Handling staff, check-in counters, supervisor assistance, etc.) – with confirmation of the Carrier.

PARAGRAPH 2. ADDITIONAL SERVICES AND CHARGES

2.1 All services not included in Paragraph 1 of this Annex B1.0 will be charged for as follows:

SERVICE	TYPE OF SERVICE / EQUIPMENT	UNIT	CZK
2.1.3 (a)(1)	Unaccompanied minors UMNR	per action (limited to 2 UMs)	█
2.1.3 (a)(3)	VIP assistance	Per PAP	█
2.2.3 (a) (2)	Lounge (VAT 21%) Subject to separate lounge agreement	Per PAP (up to 120 min) Rate valid for first year of contract only	█
3.1.4 (b)	ULD offload - storage	Per ULD per day	█
3.4.1 (a)(1,2)	GPU remote (first 30 min free of charge)	Per 30 min	█
3.4.1 (a)(c)(3)(4)	Cooling / Heating (remote stand only)	Per 30 min	█
3.4.1 (a)(c)(5)	ASU 270 ppm (once a month included)	Per start/action	█
3.6.2. (a)(2)	Crew transport between a/c and terminal	Per action	█
3.6.5	Cargo, mail & documents transport between a/c and terminal	Per OW ride	█
3.6.8 (a)	Ballast	1pc/25kg	█
3.8.1 (a)	Push-back up to 180 t 180-280 t /over 280 t	Per action first free of charge per each flight	█ █



3.16	DE- ICING SERVICES		
	A320/B738	Per action	██████
	A321/A310/B739/ B773/A332/A333/A343/	Per action	██████
	De-Icing/Anti icing liquid type I (100%)	Per litre	████
	De-Icing/Anti icing liquid type II (100%)	Per litre	████
	Warm water consumption	Per 1 m3	████
	4.3.2 (b) (1)	Meteo, aeronaut. doc.	Per action
7.5.1 (a)	Additional Security Services (the aircraft exterior and holds)	1 action	██████

2.2 Any prices stipulated by this agreement are exclusive of VAT or any other taxes. VAT (if any) shall be levied additionally according to valid Czech tax law.

PARAGRAPH 3. DISBURSEMENTS

3.1 Any disbursements made by the Handling Company on behalf of the Carrier will be reimbursed by the Carrier at cost price plus an accounting surcharge of 10%.

PARAGRAPH 4. AREA OF RESPONSIBILITY

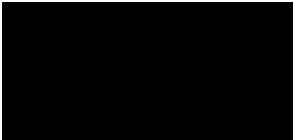
4.1 The area of responsibility as mentioned in Sub-Sections of Annex A is Prague location.

PARAGRAPH 5. TRANSFER OF SERVICES

5.1 In accordance with Sub-Article 3.1 of the Main Agreement, the Handling Company subcontracts the services of Annex A Section(s):
 2.1.3 (2, 6) PRM PAX (provided by MaidPro s.r.o, ID No.: 27370267, with its registered seat at K Letišti 1049/57, 161 00 Praha 6 Ruzyně, Česká republika
 VAT Reg. No.: 27370267
 2.1.8. (a) (1) Check-in counters (provided directly by PRG Airport)
 Provider: Letiště Praha, a. s. K Letišti 6/1019, 160 08 Praha 6, Česká republika,
 VAT Reg. No.: CZ 699003361

PARAGRAPH 6. PAYMENT

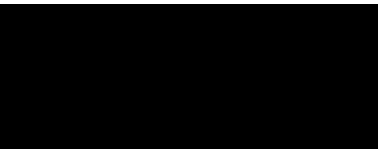
6.1 Notwithstanding Sub-Article 7.2 of the Main Agreement, payment of account shall be effected in CZK through the Carriers' office. The amount due shall be within 30 days after receipt of the invoice. The day of receipt of Invoices is considered the third day of issue of the Invoice.



- 6.2 The electronic invoice and specified documents should be sent to the headquarters of the Carrier by email to the following email address: [REDACTED] with an email copy to PRG station [REDACTED]
- 6.3 Invoices must be completely transparent and written in English. All Invoices have to show the kind of service/exact dates/period for Invoicing and exact number of events (i.e. handled flights, UM/s, wheelchairs, etc.) during that period along with the agreed rate as per valid contract.
- 6.4 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.
- 6.5 The Handling Company will Invoice the Carrier on monthly basis. Payment shall be made in favor of Handling Company to below nominated bank account.
- 6.6 Each party shall bear their own expenses and bank fees related to the wire transfer.
- 6.7 In case of delay in payment the Handling Company is entitled to claim interest of the late payment 0.2 % from the respective sum of the invoice for every delayed day.
- 6.8 In case of any breach of terms of payment by the Carrier, the Handling Company reserves the right to provide handling including all other related services only upon cash or credit card payment for every single turnaround and / or pre-payment for handling services until all debts are settled up.
- 6.9 In case it becomes obvious that the Carrier will not honor its payment obligation (insolvency, bad reputation regarding payment behavior) the Handling Company is entitled to refuse to provide handling services. In this case the Handling Company shall provide handling services only upon cash or credit card payment for every single turnaround and / or pre-payment for handling services.

BANK DETAILS:

Handling Company:	Czech Airlines Handling, a.s.
Account currency:	CZK
Name of the Bank:	Citibank Europe plc.
Bank Address:	Bucharova 2641/14, 158 02 Prague 5, Czech Republic
Beneficiary:	Czech Airlines Handling, a.s.
IBAN:	CZ30 2600 0000 0020 6148 0107
SWIFT/BIC:	CITICZPX
Carrier:	[REDACTED]
Account currency:	[REDACTED]
Name of the Bank:	[REDACTED]
Bank Address:	[REDACTED]



Beneficiary:	[REDACTED]
IBAN:	[REDACTED]
SWIFT/BIC:	[REDACTED]

PARAGRAPH 7 – LIMIT OF LIABILITY, INDEMNITY, INSURANCE

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

Type of Aircraft	Limit per Incident (USD)
A319/A320/A321/B737 series	750.000,--
A310/A330/A340/B777	1.000.000,--

The Handling Company shall be liable up to 300,00 USD for ULD's if such damage is caused to a property that was rented by the Carrier; rent payment of such property also shall be covered by the Handling Company such as to cover the period of the repairs, including the length of time required for any certifications, tests, bureaucratic / administrative etc. processes in relation to such repairs where the equipment rented by the Carrier is rendered / deemed inoperable / useless / unsafe / not – airworthy and alike where it is practically of no commercial value to the Carrier and / or a cause of loss to the Carrier in any way.

PARAGRAPH 8. DURATION, MODIFICATION AND TERMINATION

- 8.1 Notwithstanding Sub-Article 11.4 and 11.5 of the Main Agreement, the term of this Annex B 1.0 shall be concluded under firm and fixed terms (except for CPI increase) for a definite period of 4 (four) consecutive years commencing on 22 November 2016 till 31 December 2020 (hereinafter referred to as "Initial term"). Both Parties hereby agree that the Annex B 1.0 shall be automatically extended upon the expiration of the Initial term for the indefinite period of time and shall continue in force until terminated by either Party giving 60 (sixty) days prior written notice to the other Party.
- 8.2 Notwithstanding Sub-Article 11.4 and 11.5 of the Main Agreement the early termination of this Annex B 1.0 shall apply exclusively if the Handling Company constantly fails to perform the services as agreed between the Parties by this Annex B 1.0 and/or if the Carrier shall not fulfil the agreed payment terms.
- 8.3 The above mentioned rates shall remain fixed for twelve months. Afterwards the Handling Company is entitled to increase the rates on yearly basis by the official CPI level (stated by Czech National Bank) with the cap of 2 % (two per cent).

PARAGRAPH 9. NOTIFICATION

- 9.1 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:



	[REDACTED]
To Carrier:	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
	E-mail: [REDACTED]
	Attn: [REDACTED]
To Handling Company:	Czech Airlines Handling, a.s.
	Aviatická 1071/2
	160 08 Prague 6 , Czech Republic
	Telephone : +420 [REDACTED]
	E-mail: [REDACTED]

Paragraph 10. GOVERNING LAW

- 10.1 In accordance with Article 9 of the Main Agreement, this Annex B 1.0 shall be governed by and interpreted in accordance with the laws of the Czech Republic (Act No. 89/2012 Coll., Civil Code, as amended, in particular) without giving effect to the principles of conflicts of law.
- 10.2 In accordance with Article 9 of the Main Agreement, the Parties hereby agree that all disputes arising from this Annex B 1.0 or in connection therewith shall be, within the meaning of the provision of Section 89a of Act No. 99/1963 Coll., Rules of Civil Procedure, as amended, referred to the Handling Company's general court for decision.
- 10.3 This Annex B 1.0 is signed in English. Translation of this Annex B 1.0 in any other language may be made, however, in case of any discrepancy and/or inconsistency between English version and the translated version the English version shall prevail.

PARAGRAPH 11 – CONFIDENTIALITY AND DATA PROTECTION

- 11.1 Unless disclosure is required by law, judicial action, governmental authority or agency or other regulatory authority, neither Party shall disclose to any third party any information contained in, or related to, this Agreement, without first obtaining the written consent of the other Party.
- 11.2 Without prejudice to the generality of Paragraph 11.1 above, the Parties hereby agree and undertake not to make, issue or dispatch any public announcement or communication (including, but not limited to responding to inquiries by any press, radio, television or other media) relating to the subject matter of this Annex B 1.0 or any aspect of the other Party's business or



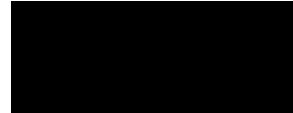
operations (including, but not limited to, the number of passengers carried, any incidents, accidents or occurrences involving the Carrier's aircraft, passengers or employees) without the prior consent of the other Party, except responding to inquiries by authorities conducting an official investigation where the Party is required by law to make such statements. In the case of any such disclosure to regulatory authorities, respective Party will notify the other Party in advance of such disclosure and consult with the other Party over the need for and scope of any such disclosure and where disclosure is required, the Party shall seek to impose a confidentiality requirement where the confidential information is not subject to statutory restrictions on disclosure by the recipient.

11.3 The confidentiality obligations in this Paragraph 12 shall continue to bind the Parties for 2 (two) years after the termination of this Annex B 1.0, for whatever reason.

11.4 The Parties hereby agree and accept that with regard to any and all personal data (i.e. data relating to identified or identifiable individuals) which has been collected by or on behalf of the Party, the other Party shall:

- (a) keep such personal data secure and not to disclose it to any third parties other than as authorized by the other Party;
- (b) act in conformity with any directive, order or request for information from that authority responsible for Data Protection matters;
- (c) act only on instructions received from the other Party;
- (d) implement appropriate technical and organizational measures to protect the personal data that is processed against accidental destruction or loss or unlawful forms of processing thereby providing an adequate level of security that gives regard to the: i. technical possibilities available; ii. cost of implementing the security measures; iii. special risks that exist in the processing of personal data; and, iv. Sensitivity of the personal data being processed;
- (e) respond immediately to every request for verification submitted by the other Party in relation to processing of personal data and to inform immediately the other Party with: i. requests for personal data by individuals (right of access requests) and also from third parties, including requests from law enforcement authorities; and, ii. any accidental loss or unauthorized access to personal data and any legal proceedings initiated on the basis of an alleged breach of any law relating to data protection;
- (f) take reasonable steps to ensure the reliability of personnel who have access to such personal data of the other Party; and,
- (g) use such personal data solely for the purposes of this Annex B 1.0 and will not make copies, or otherwise reproduce personal data processed on behalf of the other Party, unless this is necessary for the purposes of this Annex B 1.0.

With respect to that fact that the Handling Company is a part of holding company structure the Carrier agrees that the Handling Company shall be entitled to disclose this Annex B 1.0 and information contained herein and/or any information obtained under and/or in connection with



this Agreement to Český Aeroholding, a.s., Corporate ID No.: 248 21 993, with its registered seat in Prague 6, Jana Kašpara 1069/1, Postal Code 160 08, Czech Republic ("Český Aeroholding") (including its directors, officers and employees). The Handling Company is further entitled to disclose this Agreement and/or any information obtained under and/or in connection with this Agreement to all entities (including their directors, officers and employees), in which as of the date of such disclosure Český Aeroholding directly or indirectly owns a share.

11.5 The Parties hereby agree that within this Annex B 1.0 to SGHA:

- the Carrier's identity (logo, in heading, in Paragraph 6 /Bank details and Paragraph 9.1/ Notification, Sub-Paragraph 14.2 and at the signature page);
- the level of charges stated in Paragraphs 1.1 and 2.1
- the word ██████ in Sub-Paragraphs 12.1 and 13.1

form a trade secret within the meaning of Section 504 of Act No. 89/2012 Coll., Civil Code, as amended. Parties hereby jointly declare their obligation to protect a trade secret specified hereinabove appropriately.

PARAGRAPH 12: DCS CLAUSE

12.1 The Carrier uses its own Departure Control System (DCS) named ██████ in order to handle check-in and weight & balance operations. As the Carrier has signed a CUTE EXHIBIT-1 Agreement with SITA, all charges related to CUTE will be billed directly from SITA to the Carrier. As the Carrier will use its own DCS system, there will be no charges incurred to the Carrier by the Handling Company for the usage of DCS system.

PARAGRAPH 13: TRAINING:

13.1 For the start-up, (only initial manual and automatic Weight&Balance Trainings (Load Control&Balance 1-2; ██████ Automatic Weight&Balance); initial ██████ checking and ██████ Editing Close Out) the Carrier shall provide training to the Handling Company staff and trainer for all Carrier specific training requirements at its sole cost (course fee, air transportation* including taxes and hotel accommodations) and the Handling Company will pay its staff's wages and per diems.

13.2 In case, the Carrier's instructor is needed to go to the Czech Republic for giving training for initial courses, the instructor's costs (the instructor's wages and per diems, air transportation and hotel accommodations) shall be provided by the Carrier.

In case, the Carrier's instructor is needed to go to Czech Republic for giving training for all new hire and recurrent courses, the instructor's costs (the instructor's wages, per diems and ID air transportation including taxes shall be provided by the Carrier and hotel accommodations shall be provided by the Handling Company.

* The ID air tickets shall be provided only between from/ to ██████ and vice versa.



PARAGRAPH 14: QUALITY STANDARDS

- 14.1 The service quality standards shall be jointly set, based on the specific Carrier requests (i.e. relevant GOM and Station Management requirements of the Carrier.) as listed in the Service Level Agreement (SLA) to be attached in Attachment No. 1 as an integral part of this Annex B 1.0.
- 14.2 Notwithstanding article 8 of the Main Agreement, any deviation in part of any staff / personnel / subcontractor / servant of the Handling Company from the Service Level Agreement (SLA) shall be deemed an act under reckless attitude whilst the resultant probable damage is known and forewarned; as both parties agree that the Handling Company's staff / personnel / subcontractor / servants are able, trained, experienced and licensed / certified bodies (people) to carry out the services aforementioned in the Annex B of this agreement and the equipment used for the services are up to date, well maintained and suitable for the services they are meant for, according to the valid rules and regulations (i.e. local, ICAO, IASO, JAR, IATA, [REDACTED], the relevant codes and regulations of The [REDACTED]).
- 14.3 Notwithstanding article 8 of the Main Agreement, the Parties agreed that no penalties shall be applied in within Standard Level Agreement (SLA) during period of six consecutive months starting from 01 February till 31 July 2017.
- 14.4 In case of obvious discrepancies within a period of six consecutive months provably caused by the Handling Company against the service standards set forth and listed in the (SLA), the Parties shall renegotiate a set up of the procedures and conditions of SLA* , otherwise no penalties shall be applied for following six consecutive months. During start up period 22 November 2016 till 31 January 2017 SLA* shall not be applied.

Signed the	Signed the
at Praha	at [REDACTED]
For and on behalf of Czech Airlines Handling, a.s	For and on behalf of [REDACTED]
by:	by
Jiří Jarkovský, Chairman of the Board of Directors	[REDACTED]
	[REDACTED]
by:	
Lukáš Král, Member of the Board of Directors	

