

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

ANNEX B - LOCATION(S), AGREED SERVICES AND CHARGES

to the Standard Ground Handling Agreement (SGHA) of January 2008 (the "Main Agreement")

Between: **SEABORNE AIRLINES, INC.**

having its principal office at: 1210 Watergut
Christiansted, V.I. 00820
Contact Person: Gary Foss – President & CEO
(340) – 773-5991 T
(340) – 773-8798 F
gfoss@seaborneairlines.com

hereinafter referred to as "Carrier"

and: **EXECUTIVE AIRLINES, INC.**

having its principal office at: P.O. Box 38082 Airport Station
San Juan, PR 00937-0082
Contact Person: Attn. Jorge Ramirez
VP International Operations
(787) – 253-6544 T
(787) – 253-6374 F
Jorge.Ramirez@aa.com

hereinafter referred to as "Handling Company"

effective date: December 1, 2013

This Annex B1.0

for the location: St. Kitts
City Code: SKB

is valid from: January 15, 2014 until: January 14, 2015

replaces: NIL

PREAMBLE: This Annex B is prepared in accordance with the simplified procedure whereby the Carrier and the Handling Company agree that the terms of the Main Agreement, including Description of Services ("Annex A), as published by the International Air Transport Association shall apply as if such terms were repeated here in full. By signing this Annex B, the Parties confirm that they are familiar with the Main Agreement and Annex A. The Main Agreement, as modified by this Annex B, is hereinafter referred to as the "Agreement".

PARAGRAPH 1 HANDLING CHARGES

- 1.1. The Handling Company shall provide the services indicated on the attached Annex A, which corresponds to Annex A - Ground Handling Services to the Main Agreement, subject to subcontracting as permitted by Sub-article 3.1 of the Main Agreement.
- 1.2. For a single ground handling operation for a Turnaround Flight, consisting of the arrival and the subsequent departure of the same aircraft (TURN) at the scheduled times, and for Remain Over Nights (RONs) as applicable, the Handling Company shall charge Carrier as follows:

<u>Aircraft Type / Location</u>	<u>Service / Daily Freq.</u>	<u>Charge per flight</u>
SF340 or DHC-6 / SKB	TURN / RON	\$158.53

All charges are subject to Carrier's payment of additional charges, fees, taxes, disbursements and other amounts described in this Annex B and in Article 6 (Remuneration) of the Main Agreement.

- 1.3. The charges in this Annex B are based on the flight schedule and aircraft type provided by the Carrier to the Handling Company (see Schedule 1 attached) in accordance with Sub-article 1.3 (Scheduled Flights) of the Main Agreement.
- 1.4. Notwithstanding Sub-article 11.11 of the Main Agreement, the charges specified in sub-paragraph 1.2 of this Annex B shall remain fixed until the expiration date stated on page 1 of this Annex B, except that the Handling Company may adjust the charges if the Carrier adjusts its schedule by adding, deleting or changing the flight times by more than thirty (30) minutes, by changing aircraft type or by requesting any other material change in services. Notwithstanding Sub-article 1.3 of the Main Agreement, Carrier must provide Handling Company at least thirty (30) days' written notice of all such changes. The thirty (30) days' written notice to the Handling Company should be sent to the attention of the Handling Company station manager for the relevant location.
- 1.5. The Handling Company shall charge:
 - a) 50% of the rates specified in sub-paragraph 1.2 of this Annex B for handling a Technical Landing ;
 - b) no extra fee for handling a return to ramp, if a physical change of Load is not involved; and
 - c) 100% of the rates specified in sub-paragraph 1.2 of this Annex B for handling returns to ramp involving a physical change of Load.
- 1.6. There shall be no additional charge for providing the services for scheduled operations during peak times, at night, on Sunday, or legal holidays.

PARAGRAPH 2 ADDITIONAL SERVICES

- 2.1. Sub-article 1.4 (Extra Flights), Sub-article 1.7 (Additional Services) and Sub-article 1.8 (Other Locations) of the Main Agreement is each sustained.

PARAGRAPH 3 OFF SCHEDULE OPERATIONS

- 3.1. Due to the nature of this Agreement, the charges per scheduled arrival/departure set forth in sub-paragraph 1.2 of this Annex B shall be due and payable for all scheduled

arrivals/departures (including cancellations); except that the Handling Company shall not charge the Carrier for a cancellation if the Handling Company was advised at least 6 hours prior to the scheduled arrival/departure time of the cancelled flight.

- 3.2. Any additional agent hours shall be billed to the Carrier at the following rates:

<u>Personnel Type</u>	<u>Regular Time</u>	<u>Overtime</u>
Agent SKB	USD \$7.88	USD \$15.00

- 3.3. All employee overtime in excess of 30 minutes of the then-current Schedule 1 incurred by the Handling Company caused by the Carrier's off schedule operation shall be paid by the Carrier at the rates set forth in Section 3.2 of this Annex B.

PARAGRAPH 4 ADDITIONAL CHARGES

- 4.1. The Handling Company shall charge the Carrier at current local rates for all requested services, materials, and supplies not specified in paragraph 1 of this Annex B.
- 4.2. CRS and Communication Systems, included but not limited to, all needed hardware, software for IT support and voice, as required, together with any modifications of terminal facilities incurred due to installation of those systems must be approved in advance by the local Airport Authority and shall be the responsibility of the Carrier. Upon termination of the Agreement, Carrier must return the facilities to pre-installation condition at its own expense.
- 4.3. The Carrier shall assume all costs and delivery associated with boarding passes, bag tags and all other supplies.
- 4.4. The Carrier shall pay all applicable special service charges imposed by the local airport related to services under this Agreement.
- 4.5. The Carrier shall pay all taxes, duties, fees and other charges, including without limitation those described in Sub-article 6.2 of the Main Agreement, that are imposed by any governmental unit with respect to this Agreement or the services provided by the Handling Company, except that the Carrier is not responsible for any tax measured by the gross or net income, excess profits, receipts, capital franchise, net worth, or business privileges of the Handling Company.

PARAGRAPH 5 DISBURSEMENTS

- 5.1. The charges described in this Annex B do not include disbursements that are incurred by the Handling Company in connection with the services provided to the Carrier. The Handling Company will generally seek the Carrier's prior written approval of disbursements, unless such prior approval would be impracticable.
- 5.2. Carrier shall reimburse the Handling Company for any and all disbursements made by the Handling Company on behalf of the Carrier at the Handling Company's cost plus ten (10)%.

PARAGRAPH 6 SETTLEMENT

- 6.1. Notwithstanding the provisions of Article 7 (Accounting and Settlement) of the Main Agreement, all amounts payable by the Carrier to the Handling Company under this Annex B, and/or for additional services rendered, including regular service charges and any special items, shall be billed monthly and such amounts shall be due and payable within 30 days of the Carrier's receipt of same.

- 6.2. A 15% late payment penalty to the Carrier will apply to any payment not received after 30 days of receipt.
- 6.3. All invoices will specify both the applicable contract number and the purchase or work order number(s) applicable to the specific delivery or services, if any. Each invoice will also include reasonable documentation of the services performed and any disbursements or other charges.
- 6.4. Notwithstanding Article 7 (Accounting and Settlement) of the Main Agreement, in the event the Carrier disputes any charge or fee set forth in any invoice, the Carrier shall pay the undisputed portion and notify the Handling Company in writing of the dispute. Both Parties shall then seek, in good faith, to promptly resolve the dispute. Within 10 days of the resolution of any dispute, the Carrier or the Handling Company shall make the payment as determined under the resolution.

PARAGRAPH 7 DURATION, TERMINATION

- 7.1. This Agreement shall enter into force on the effective date stated on page 1 of this Annex B and shall continue in effect until the expiration date stated on page 1 of this Annex B or until it is terminated by either Party as permitted by this Annex B.
- 7.2. Any written notice of termination to be sent pursuant to Article 11 (Duration, Modification and Termination) of the Main Agreement must be sent to the notice address set forth on the first page of this Annex B and to the attention of the individual therein named.
- 7.3. Notwithstanding Sub-articles 11.4 and 11.5 of the Main Agreement, this Agreement shall continue in force until terminated by either Party giving 60 days prior notice to the other Party. In lieu of providing the number of days' prior written notice of termination specified, the Carrier may terminate this Agreement at any time by paying to the Handling Company on or before the effective date of termination an amount equal to: (A) the average daily fees the Carrier incurred with the Handling Company during the 60 days preceding the Handling Company's receipt of the notice of termination, multiplied by (B) the number of days' prior written notice of termination specified in Article 11 (Duration, Modification and Termination) of the Main Agreement minus the number of days' prior written notice of termination actually provided by the Carrier.

PARAGRAPH 8 SUPERVISION, ADMINISTRATION AND COMMUNICATION

- 8.1. At all times during which the Handling Company's employees are required to perform the services under this Agreement, the Handling Company agrees to maintain a competent work supervisor (or other employee with responsibility for overseeing the performance of the services), located in the general area of the Carrier's facilities at which the services are to be performed, and keep the Carrier's corporate management (or the designated agent in charge) advised of the location(s) and telephone number(s) where such work supervisor (or other employee with responsibility for overseeing the performance of the services) may be contacted to be advised of emergencies, worker absences, accidents involving workers or substandard performance of work.

PARAGRAPH 9 TRAINING

- 9.1. The Carrier shall be responsible for providing the training it deems the Handling Company needs to perform the services hereunder. The Handling Company shall use reasonable efforts to facilitate the provision of training under this Section.
- 9.2. The Handling Company shall make available to the Carrier its ground handling manual and any related training programs. The Carrier shall provide the Handling Company with

training related to any differences between the Carrier's and Handling Company's ground handling programs.

- 9.3. The Handling Company's employees who shall initially be assigned to perform the services hereunder shall be required to complete Carrier-mandated training courses. The Carrier shall be responsible for providing initial training to such employees, which will include, when necessary, transportation, training facilities, instructors, training materials and exams. In addition, the Carrier shall be responsible for all expenses related to the employees initial training, including without limitation, wages.
- 9.4. In the case of subsequent/replacement employees of the Handling Company hired and/or assigned to perform hereunder, the Handling Company shall be responsible for providing Carrier approved training, including payment of applicable salaries and benefits. The Carrier may choose to send the Handling Company's employees to the Carrier's corporate training facilities. In such cases, the Carrier shall provide transportation, lodging, training facilities, instructors, training materials, and exams. The Handling Company shall be responsible for the payment of the salaries and benefits to its employees.

PARAGRAPH 10 STANDARD OF WORK – GENERAL

- 10.1. Notwithstanding anything to the contrary in Article 5 (Standard of Work) in the Main Agreement, the Handling Company shall use commercially reasonable efforts to provide the services described in sub-paragraph 1.1 according to the Carrier's reasonable instructions, the Handling Company's own procedures, industry standards and applicable rules, and to provide treatment of Carrier's aircraft, crews, passengers and loads no less favorable than the treatment given to Handling Company's own similar operations.
- 10.2. THE HANDLING COMPANY MAKES NO WARRANTIES OR REPRESENTATIONS TO THE CARRIER WITH RESPECT TO THE PRODUCTS OR SERVICES PROVIDED HEREUNDER OR OTHERWISE REGARDING THIS AGREEMENT, WHETHER ORAL OR WRITTEN, EXPRESS, IMPLIED OR STATUTORY. WITHOUT LIMITING THE FOREGOING, ANY IMPLIED WARRANTY OR CONDITION OF MERCHANTABILITY, AND THE IMPLIED WARRANTY OR CONDITION OF FITNESS FOR A PARTICULAR PURPOSE ARE EXPRESSLY EXCLUDED AND DISCLAIMED.
- 10.3. The Carrier shall notify the Handling Company in writing of any deficiencies in the Handling Company's performance hereunder and the requested corrective action. The Carrier may also request for more significant deficiencies, as it may reasonably determine, that the Handling Company, within a reasonable timeframe, develop and implement a commercially reasonable corrective action plan.

PARAGRAPH 11 STANDARD OF WORK – SECURITY

- 11.1. Notwithstanding anything to the contrary in Article 5 (Standard of Work) in the Main Agreement, the Handling Company shall use commercially reasonable efforts, in accordance with applicable laws, to maintain the security and safety of passengers, the general public and personnel employed at the airport and to safeguard the security and integrity of personal, public and corporate property. This includes compliance with all applicable Transportation Security Administration (TSA) regulations and TSA or airport security plans in effect at the station.

- 11.2. The Carrier shall coordinate with the Handling Company all training requirements deemed necessary or imposed by TSA – DHS or any foreign similar local agency that may be in addition to or different from the security training requirements already met by the Handling Company. All such training costs shall be the responsibility of the Carrier.

PARAGRAPH 12 STANDARD OF WORK – DANGEROUS GOODS

- 12.1. Notwithstanding anything to the contrary in Article 5 (Standard of Work) in the Main Agreement, the Handling Company shall use commercially reasonable efforts to comply with Carrier's policies regarding Dangerous Goods.
- 12.2. The Carrier shall coordinate with the Handling Company all training requirements deemed necessary by the U.S. Department of Transportation (DOT), Federal Aviation Administration (FAA), International Civil Aviation Organization (ICAO), Federal Hazard Communication Program, Carrier's home state, or other appropriate authority. All such training costs shall be the responsibility of the Carrier.
- 12.3. If the Carrier's approving authority for handling dangerous goods (DOT, FAA, ICAO, home state or other appropriate authority) accepts the Handling Company's Hazardous Materials Policies for handling Carrier's dangerous goods, additional training may not be necessary provided that the Carrier furnishes a copy of the approving authorities' written approval and acceptance of the Handling Company's Dangerous Goods Procedures. A copy of this written approval must be retained at the local station.
- 12.4. If Dangerous Goods are generally not accepted for transportation by the Carrier, a list of exceptions such as emergency equipment, dry ice, medical supplies, company material, etc., must be provided in writing to the Handling Company.
- 12.5. The Handling Company shall ensure that all its employees assigned to perform hereunder receive basic and recurrent training on dangerous goods/hazardous materials handling and awareness, as applicable.

PARAGRAPH 13 STANDARD OF WORK – INTERNATIONAL PASSENGERS

- 13.1. Notwithstanding anything to the contrary in Article 5 (Standard of Work) in the Main Agreement, the Handling Company shall comply with Carrier's policies regarding the International Passenger Manifest Rule – DOT 14 C.F.R. Part 243.
- 13.2. The Carrier shall be responsible for providing the Handling Company with procedures and training that comply with the International Passenger Manifest Rule. All such training costs shall be the responsibility of the Carrier.

PARAGRAPH 14 CONFIDENTIALITY

- 14.1. Article 2 (Fair Practices) of the Main Agreement is deleted in its entirety. Except as otherwise provided in this Agreement, any confidential information communicated, whether before or after the date of this Agreement ("**Confidential Information**") by one Party to the other Party or its affiliates or their respective officers, directors, agents, representatives, subcontractors or employees (collectively herein the "**Recipient**") be received in strict confidence, shall be used only for purposes of this Agreement and shall not be disclosed by the Recipient for the longer of one (1) year from the date of termination of this Agreement or from the date of the initial disclosure of such confidential information without the prior written consent of the disclosing Party.
- 14.2. In addition, the Recipient shall make available the disclosing Party's Confidential Information only to those of its officers, directors, agents, representatives, subcontractors or employees with a need to know such Confidential Information for the purposes of this

Agreement. The Recipient shall not make Confidential Information available to the disclosing Party's competitors, even if such competitors are shareholders or directors of the Recipient.

- 14.3. Each Party agrees to take all reasonable precautions to prevent the disclosure of the Confidential Information to outside parties, except as required by legal, accounting regulatory requirements beyond the reasonable control of the Recipient (e.g., either Party may provide a summary of, or other Confidential Information regarding, this Agreement to potential investors, securities regulators, lenders or others as required).

PARAGRAPH 15 AUDIT

- 15.1. The Handling Company shall at all time keep complete and accurate books, records and documents from which may be determined: the basis for billing; compliance with all applicable statutes, regulations, orders, ordinances and security programs; and compliance with this Agreement. The Handling Company shall maintain the foregoing records as required by law.
- 15.2. Notwithstanding anything to the contrary in Article 5 (Standard of Work) in the Main Agreement, the Handling Company shall cooperate with those conducting the audit and shall undertake commercially reasonable corrective actions.

PARAGRAPH 16 LIMITATION ON LIABILITY

Notwithstanding anything to the contrary in Article 8 (Liability and Indemnity) of the Main Agreement, the Handling Company's liability for loss of or damage to Carrier's aircraft shall not exceed the lesser of (i) the applicable deductible under the Carrier's hull all risk insurance and (ii) the following limits:

<u>Aircraft Types</u>	<u>Liability Limit</u>
SF340	USD\$ 500,000
DHC-6	USD\$ 200,000

PARAGRAPH 17 INSURANCE

- 17.1. Handling Company, at its sole cost and expense, shall procure and maintain during the term of this Agreement, with insurers of recognized financial responsibility, the following insurance:

Type	Coverage	Minimum Limits
Aviation liability insurance	airport liability, comprehensive general liability (including premises, products and completed operations, contractual liability and personal injury coverage) covering all services performed by the Handling Company, including the ownership, operation or use of all licensed and unlicensed vehicles	\$50,000,000 bodily injury and property damage combined; \$25,000,000 annual aggregate in respect of personal injury, but with a \$50,000,000 limit in respect of personal injury to passengers of Carrier
Cargo Liability		\$25,000,000
Workers Compensation		Statutory Limits
Employers Liability		\$1,000,000

- 17.2. Handling Company shall provide the Carrier certificates of insurance evidencing the above coverage within five (5) business days after the execution of this Agreement and thereafter annually upon renewal of such policies. Certificates of insurance must be sent to the following address:

SEABORNE AIRLINES, INC.
1210 Watergut
Christiansted, V.I. 00820

- 17.3. The certificates described in sub-paragraph 18.2 of this Annex B shall, as respects the aviation and freight cargo liability coverage:
- a) Name as additional insured the Carrier, its parent corporation, subsidiaries and affiliates and each of their directors, officers, employees and agents.
 - b) Provide that the indemnification and other liabilities assumed by the Handling Company hereunder are specifically insured under the contractual liability section of such policies.
 - c) Be primary without any right of contribution from any insurance carried by the Carrier (except to the extent of Carrier gross negligence or willful misconduct).
 - d) Waive any and all rights of subrogation the insurer may or could have against the Carrier (except to the extent of Carrier gross negligence or willful misconduct).
 - e) Include the insurer's agreement that Handling Company breach of any representation set forth in its policy shall not invalidate the insurance as to the Carrier.
 - f) Include the insurer's agreement that the coverage shall extend to loss or damage to aircraft.

- 17.4. All of the insurance policies required herein shall provide that Carrier shall be given at least thirty (30) days prior written notice of any cancellation or adverse material change in such policy.

PARAGRAPH 18 TRANSFER OF SERVICES

- 18.1. Neither Party may assign this Annex B without the prior written consent of the other Party; except that either Party may assign this Annex B to any entity into which it is merged or consolidated, or which acquires by purchase, operation of law or otherwise, all or substantially all of its assets or operations.

PARAGRAPH 19 EMPLOYEES; EMPLOYEE BENEFITS AND INSURANCE

- 19.1. The Handling Company is an independent contractor and has no relationship with the Carrier other than a vendor/vendee relationship. The employees of the Handling Company or its subcontractors performing the services to the Carrier remain the employees of the Handling Company or its subcontractors, as applicable. There is no joint employer relationship and the Handling Company and its subcontractors each shall make all decisions as to the supervision of their respective employees engaged in performing the services pursuant to this Agreement.
- 19.2. The Handling Company accepts full and exclusive liability for the payments of, as applicable, worker's compensation and employer's liability insurance premiums with respect to its own employees and for the payment of all taxes, contributions or other payments for unemployment compensation or old age benefits, pensions or annuities now or hereafter imposed upon employers.

PARAGRAPH 20 NOTICES

- 20.1. Notwithstanding Sub-article 11.3 of the Main Agreement, any notice or communication required or permitted to be given hereunder shall be deemed to be duly given if delivered by hand, by overnight courier, sent by Certified Mail return receipt requested or by telegraphic/electronic means with confirmation of receipt, addressed to the respective Parties at the addresses set forth on the first page of this Annex B, or to any other place, or to the attention of any other person, as either Party may from time to time specify by written notice to the other.
- 20.2. Any such notice, request, or other communication will be considered given on the date of hand or courier delivery if delivered by hand or overnight courier, or three (3) days after the date of deposit in the mail as provided above. Rejection or other refusal to accept or inability to deliver because of changed address of which no notice was given will not affect the validity or the effectiveness of the notice, request or other communication. By giving at least ten (10) days' prior written notice thereof, either Party may from time to time and at any time change its mailing address hereunder.

PARAGRAPH 21 GOVERNING LAW

- 21.1. This Agreement, including all annexes, including its formation and the Parties' respective rights and duties, and all disputes that might arise from or in connection with this Agreement or its subject matter, shall be governed by and construed, interpreted and enforced in accordance with the internal laws of Texas, without giving effect to its principles of conflicts of laws.
- 21.2. Carrier hereby represents and warrants that it is a business consumer with assets in excess of Five Million Dollars (USD \$5,000,000) or more according to its most recent financial statements prepared in accordance with generally accepted accounting principles, that it has sufficient knowledge and experience in financial and business matters to evaluate the merits and risks of the transaction which is the subject of this Agreement, that it is not in a disparate bargaining position when compared to the Handling Company and does hereby expressly waive, in consideration of the prices charged hereunder, the applicability of the Texas Deceptive Trade Practices - Consumer Protection Act (Tex. Bus. & Com. Code Ann. Sections 17.41 et seq.), to the Carrier, further waiving any remedy available to the Carrier under that act. The Carrier shall notify the Handling Company if and when the Carrier's assets no longer exceed Five Million Dollars (USD \$5,000,000).

PARAGRAPH 22 DISPUTE RESOLUTION

- 22.1. Article 9 (Arbitration) of the Main Agreement is deleted in its entirety. Each of the Parties irrevocably submits to the nonexclusive jurisdiction of the United States District Court for the Northern District of Texas and of any Texas State Court sitting in the City of Fort Worth for purposes of any legal proceedings out of or relating to this Agreement or any transactions contemplated hereby or thereby. Each Party, to the fullest extent it may do so under applicable law, irrevocably waives and agrees not to assert, by way of motion, as a defense or otherwise, any claim that it is not subject to the jurisdiction of any such court, any objection that it may now or hereafter have to the laying of the venue of any such suit, action or proceeding brought in any such court and any claim that such suit, action or proceeding has been brought in an inconvenient forum.

PARAGRAPH 23 MODIFICATION


- 23.1. Notwithstanding Sub-article 11.2 of the Main Agreement, any modifications or additions to this Annex B shall be effective only if made by a written amendment signed by both Parties.

PARAGRAPH 24 COUNTERPARTS

- 24.1. This Annex B may be executed in one or more counterparts, all of which shall constitute one and the same instrument. Execution may be effected by delivery of facsimiles of signature pages (and the Parties shall follow such delivery by prompt delivery of originals of such pages).

The Parties have signed this Annex B below.


EXECUTIVE AIRLINES, INC.

By: 
Name: Jorge Ramirez

Title: VP International Operations

Dated: 12-19-13

SEABORNE AIRLINES, INC.

By: 
Name: Gary Foss

Title: President and CEO

Dated: 12/16/13

ANNEX A – SERVICES

Section references are to Annex A of the Standard Ground Handling Agreement of January 2008 published by the International Air Transport Association.

SCHEDULE 1

PARAGRAPH 1 - REPRESENTATION, ADMINISTRATION AND SUPERVISION

1.1 General

- 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 movements of the Carrier's aircraft.

1.2 Administrative Functions

- 1.2.1 Maintain local procedures.
- 1.2.2 Take action on communications addressed to the Carrier.
- 1.2.3 Prepare, forward and file reports/statistics/documents and perform other administrative duties as directed by the Carrier
- 1.2.4 Maintain the Carrier's manuals, circulars, etc., connected with the performance of the services.
- 1.2.5
 - (a) Check
 - (b) Sign
 - (c) ForwardOn behalf of the Carrier invoices, supply orders, handling charge notes, work orders.

PARAGRAPH 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 When requested by the Carrier,
 - (a) Provide
 - or
 - ~~(b) — arrange for~~ special equipment, facilities and specially trained personnel, for assistance to
 - (1) unaccompanied minors.
 - (2) Disabled passengers.
 - (3) VIPs.
 - (4) Transit without visa passengers (TWOVs).
 - (5) Deportees
 - (6) Special medical transport
 - (7) Others, as specified in Annex B.
- 2.13 Assist passengers when flights are interrupted, delayed or cancelled.
- 2.14 If applicable, arrange storage of baggage in the Customs' bonded store (any fees to be paid by the passenger).
- 2.1.5 (a) Notify the Carrier of complaints and claims made by the Carrier's passengers.
 - (b) Process such claims
- 2.16 Handle lost, found and damaged property matters.
 - (a) accept baggage irregularity reports.
 - (b) enter data into baggage tracing system
 - (c) maintain baggage tracing system for periods specified in Annex B
 - (d) make payments for incidental expenses.
 - (f) arrange for delivery of delayed baggage to passengers.
 - (g) handle communications with passengers
- 2.1.7 Report to the Carrier any irregularities discovered in the passenger and baggage handling.
- 2.1.8 ~~(a) — Provide~~
 - Or

- (b) Arrange for
 - (1) check-in position(s).
 - (2) lounge facilities
 - (3) other services as specified in Annex B
- 2.1.9 Perform on behalf of the Carrier the following sales functions
 - (a) reservations
 - (b) issuance of transportation documents
 - (c) e-ticketing
 as specified in Annex B

2.2 Departure

- 2.2.1 Perform pre-flight editing
- 2.2.2 Manage Automated check-in system provided by the Carrier and
 - ~~(1) Provide~~
 - Or
 - (2) Arrange for
 - (a) Stock control
 - (b) Stock replenishment
 - (c) Hosting
 - (d) Routine maintenance
 - (e) Servicing and repair
 - (f) Other, as specified in Annex B
- 2.2.3 Check and ensure
 - (a) that tickets are valid for the flight(s) for which they are presented. The check shall not include the fare.
 - (b) check that tickets are not blacklisted in the industry ticket service data base. Blacklisted documents shall not be honoured and immediately report to the Carrier.
- 2.2.4 (a) Check travel documents (passports, visas, vaccination and other certificates) for the flight(s) concerned.
 - (b) Enter required passenger and /or travel document information into Carrier's system
- 2.2.5 (a) Weigh and /or measure checked and/or cabin baggage.
 - (b) Record baggage figures for all flights.
- 2.2.6 Excess baggage
 - (a) determine excess baggage using Carrier's tariff rules and procedures.
 - (b) issue excess baggage ticket
 - (c) collect excess baggage charges
 - (d) detach applicable excess baggage coupons
- 2.2.7 Tag checked and carry baggage for all flights.
- 2.2.8 effect conveyance of checked baggage to the baggage sorting area
- 2.2.9 Collect airport and/or any other service charges from departing passengers
- 2.2.10 (a) Carry out Carrier's seal allocation or selection system (positive boarding control)
 - (b) Issue boarding pass(es).
 - (c) Detach applicable flight coupons when necessary (for manual tickets) or retain Carrier's portion of boarding pass(es) for all flights.
- 2.2.11 Handle
 - (a) Denied Boarding process
 - (b) Denied Boarding compensation
- 2.2.12 Direct passengers through controls to departure gate
- 2.2.13 At the gate perform
 - (a) check-in, when necessary
 - (b) check baggage
 - (c) verification of travel documents
 - (d) handling of stand-by list
 - (e) verification of cabin baggage
 - (f) manage the boarding process
- (g) reconciliation of passenger numbers with aircraft documents prior to departure
- (h) other gate functions as specified in Annex B

2.3 Arrival

- 2.3.1 (a) perform
or
~~(b) arrange for~~
Opening/closing aircraft passenger and baggage doors
- 2.3.2 Direct passengers from aircraft through controls
- 2.3.3 (a) provide for
or
~~(b) arrange for~~
(1) Transfer desk/connection services
(2) Baggage recheck

PARAGRAPH 3 – RAMP SERVICES TO BE PROVIDED WITH THE CARRIER OWNED GSE

3.1 Baggage Handling

- 3.1.1 Handle baggage in the baggage sorting area.
- 3.1.2 Prepare for delivery onto flights
(a) bulk baggage
- 3.1.3 Establish the number and/or weight of
(a) bulk baggage
- 3.1.4 Offload
(a) bulk baggage
- 3.1.5 Prioritize baggage delivery to claim area.
- 3.1.6 Deliver to claim area
(a) baggage
(b) oversize baggage

3.2 Marshalling

- 3.2.1 (a) Provide
or
~~(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 Position and/or remove
(a) landing gear locks.
(b) engine blanking covers.
(c) pilot covers
(d) surface control locks.
(e) tailstands and/or aircraft tethering.
(f) other items as specified in Annex B (e.g. safety cones)
- 3.3.3 ~~(a) Provide~~
or
(b) Arrange for
ground power

3.4 Cooling and Heating

- 3.4.1 ~~(a) Provide~~
or
(b) Arrange for
cooling unit
- 3.4.2 ~~(a) Provide~~
or
(b) Arrange for

heating unit

3.5 Ramp to Flight Deck Communication

- 3.5.2 Perform ramp to flight deck communication
- (a) during tow-in and/or push-back.
 - (b) during engine starting.
 - (c) for other purposes.

3.6 Loading and Unloading

- 3.6.1 ~~(a) Provide~~
or
(b) arrange for
(1) passenger steps.
- 3.6.2 (a) Provide
or
~~(b) Arrange for~~
equipment for loading and/or unloading.
- 3.6.3 (a) Provide
or
~~(b) Arrange for~~
equipment and personnel to perform baggage delivery and pick-up at aircraft.
- 3.6.4 (a) Provide
or
~~(b) Arrange for~~
equipment for transport and assembly of
(1) baggage
(2) cargo
(3) mail
(4) documents
between agreed points on the airport
- 3.6.5 (a) Unload aircraft, returning lashing materials to the Carrier.
(b) Load and secure Loads in the aircraft
(c) Operate in-plane loading system.
- 3.6.6 Redistribute Loads in aircraft.
- 3.6.7 (a) Provide
or
~~(b) Arrange for~~
safeguarding of all Loads requiring special handling (e.g. valuables) during
(1) loading/unloading

3.8 Safety Measures

- 3.8.1 ~~(a) Provide~~
or
(b) Arrange for
fire-fighting and other protective equipment.

3.9 Moving of Aircraft

- 3.9.1 ~~(a) Provide~~
or
(b) Arrange for
Tow-in and/or push-back tractor.
- 3.9.2 (b) Towbar to be provided by the Carrier
- 3.9.3 (a) Tow in and/or push back aircraft.
(b) Tow aircraft between other agreed points.
(c) Provide authorized cockpit brake operator in connection with towing.

- (d) Provide wing-walker(s)

3.10 Exterior Cleaning

- 3.10.1 Perform cleaning of
 - (a) flight deck windows.

3.11 Interior Cleaning

- 3.11.2 Clean passenger and crew compartments (other than flight deck)
 - (b) dispose of litter
 - (c) clear waste from overhead stowage
 - (e) clean and tidy seats, seat belts, seat back pockets and passenger service units
 - (f) clean floors (carpets and surrounds)
 - (g) empty and clean refuse bins
 - (h) remove, as necessary, any contamination caused by airsickness, spilled food or drink and offensive stains
- 3.11.8 Collect and/or distribute in
 - (a) cabin
 - (b) toiletsitems provided by the Carrier.
- 3.11.9 Disinfect and/or deodorize aircraft with
 - (b) materials provided by Handling Company
- 3.11.10 (a) Remove
 - (b) Destroyfood and material left over from incoming flights.

3.12 Toilet Service

- 3.12.1 (a) Provide
or
(b) ~~Arrange for~~
toilet service
- 3.12.2 (a) Empty, clean, flush toilets and replenish fluids.
(b) Provide the trituator/disposal service

PARAGRAPH 4 – LOAD CONTROL, COMMUNICATIONS AND FLIGHT OPERATIONS

4.1 Load Control

4.2 Communications

- 4.2.1 (a) Compile
(b) Receive, process and send
All messages in connection with the services performed by the Handling Company, using the Carrier's originator code or double signature procedure
- (c) perform EDI (electronic data interchange transactions)
- (d) inform the Carrier's representative of the contents of such messages.
- 4.2.2 Maintain a message file containing all above mentioned messages pertaining to each flight for a minimum of 90 ninety days.
- 4.2.3 ~~(a) Provide~~
(b) Operate
means of communication between the ground station and the Carrier's aircraft.

4.3 FLIGHT OPERATIONS – General

- 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.

4.4 FLIGHT OPERATIONS – Flight Preparation at the Airport of Departure

4.6 FLIGHT OPERATIONS – En-route Flight Assistance

4.9 FLIGHT OPERATIONS – Crew Administration

PARAGRAPH 5 – CARGO AND MAIL SERVICES

5.1 Cargo and Mail Handling - General

5.1.1 Take action to prevent theft or unauthorised use of, or damage to the Carrier's nets, straps, tie-down rings and other material in the custody of the Handling Company. Notify the Carrier immediately of any damage to or loss of such items.

5.2 Customs Control

5.3 Irregularities Handling

6.5 Ramp Fuelling/Defuelling Operations

6.5.1 Liaise with ramp fuel suppliers.

PARAGRAPH 7 - SECURITY

7.1 Passenger and Baggage Screening and Reconciliation

7.2 Aircraft

7.2.1 Perform aircraft search in accordance with regulatory requirements (TSA)

Flight Schedule

Proposed Seaborne Schedule starting January 14, 2014 for SKB

SJUSKB one arrival & departure daily.