

Annex I: HANDLING & RELATED SERVICES APPLICABLE TO RYANAIR FLIGHTS – Version 2012/1

Ground Handling Agreement Vasteras Airport

(Front of House, Ramp and Supervision of Ramp Operations)

between

Ryanair Limited - and – Vasteras Airport

Valid from: 1st November 2012 to 31st October :

(A) Summary:

Provide Ryanair with Ground Handling services in accordance with Ryanair's requirements, as set out below.

(B) Standard of Work & Right of Inspection:

Handling Agent shall carry out the ground handling and related services as specified below in accordance with all current Ryanair's safety instructions, policies and procedures and all applicable ICAO and EU rules which may be amended. Turnaround for all Ryanair flights should be completed in accordance with Ryanair's 25 minute turnaround document and Boarding conducted in accordance with Gate Pre Q procedures. Monthly Ryanair Quality Self Audit's to be conducted and retained on file for inspection. Upon prior notice and by appointment, Ryanair shall be entitled to inspect and audit the facilities of the Airport / Handling Agent and access all appropriate documentation and records relating to the provision of such services.

(C) Termination:

The Carrier and Handling Company have entered into this agreement in the spirit of a long term co-operation for the term stated above. Notice can be given by the Carrier should the Handler consistently fail to meet the Service Delivery Standards as attached and after being given days improvement notice the handling company has failed to rectify any documented faults. Notice may not be given by the Handling Company for the duration of the contract.

Handling rates: (

Charge per turnaround including ☐ monthly completion certificate payment:

Monthly Punctuality Bonus per turnaround:

Ticket Desk

Provision of loadsheet (excluding loading instruction report)

Total for full handling

Commission on current rates (October 2011): (all to be invoiced separately)

Gate Bag Fee (fixed commission):

Commission paid on: XS Baggage, Airport Bags, Airport Check-in (re-issued boarding cards), Missed Departure Fee's, Priority Boarding, including where payments are made at kiosks. Commissions not paid on xs baggage fees pre-paid at time of booking.

Invoicing: Turnaround Rate (including Completion Cert) will be invoiced separately from Ticket Desk, Load Sheet and Punctuality Bonus. Ticket Desk and Commissions to be invoiced individually at end of each month.

Signed by:

Date:

19/11/2012

Mr. Mikael Nilsson Managing Director

For Vasteras Airport

Signed by:

Date:

20/11/12

David O'Brien Director Ground & Flight Ops

For Ryanair

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All activities below are included in the turnaround rate (unless specified otherwise):

(D) Representation and Accommodation

1. General
2. Liaise with local authorities and indicate that the handling company is acting as handling agent for Ryanair
3. Inform all interested parties concerning movements of Ryanair's aircraft (arrival, departure & delays).
4. Participate in the morning "first wave" conference call, as instructed and submit first wave report. (Base Only)
5. Provide ad-hoc office space (desk, phone & IT connection) for Ryanair's representative.

(E) Administration

6. Maintain Ryanair's manuals, circulars, etc., connected with the performance of the services.
7. Provide staff with access to www.groundops.com so they have immediate access to all Ryanair manuals.
8. Maintain and update aircraft and base libraries (Base Only).
9. Distribute information from Ryanair to crews.
10. All communication will be in English.

(F) Supervision and / or Co-ordination of Services Contracted by Ryanair with Third Parties

11. Ensure approved third parties are informed about operational data and Ryanair's requirements in a timely manner.
12. Liaise with the Ryanair's designated representative, Ground Ops Control and Ops Control as required.
13. Confirm availability and preparedness of staff, equipment, loads, documentation and services of the third parties to perform the services in advance of aircraft arrival.
14. Meet aircraft upon arrival and liaise with crew on any special requirements.
15. Conduct post arrival and pre departure walk-around to check aircraft for any damage.
16. Send timely movement, load message and passenger service signals to Ryanair Ops Control & Destination airport, in specified format, confirming actual arrival / departure times / ongoing delay notifications and actual passenger, baggage details. (MVT/LDM/PSM).
17. Note irregularities and inform Ryanair. Provide reports as / when requested.

(G) Passenger Services

18. Ticket sales desks opened STD -3hrs (unless otherwise agreed) to STD for sales / collection of additional fees.
19. Payments to be made using the passenger's credit card, or alternatively Handling Agent may accept cash and use their credit card to make payments in system. Cash may only be accepted on prior agreement of Ryanair.
20. Handle and re-accommodate passengers who miss their flight as per Ryanair's procedure.
21. Check-in / Bag Drop desk/s to be opened by STD -3hrs and closed STD -40 minutes (unless otherwise agreed).
22. Ensure queue barriers and hand baggage gauge are available at check-in desks.
23. All signage required for dangerous goods / EU261 notice must be displayed at check-in and boarding gate desks.
24. Weigh and / or measure checked and / or cabin baggage, record baggage figures for flight.
25. Charge all additional changes in accordance with Ryanair's policies and procedures. (Handling Agent will be held liable for uncollected fee's).
26. Provide all stationary required (bag tags, boarding cards, fragile & heavy labels / limited release tags, etc. etc)
27. Check all travel documents are valid for destination.
28. Direct passenger through security / passport control immediately after check-in.
29. Inform passengers and/or public of time of arrival and/or departure of Ryanair's aircraft.
30. Ensure we are provided PRM assistance at the expense of the airport for all passengers requesting same.
31. Provide passenger assistance / re-routing in case of delays or cancellation in accordance with Ryanair's procedures.
32. Handle on the same terms, flights periodically diverted from another airport in the Ryanair network due to but not limited to weather, industrial disputes or technical reasons. Provide onward transport to destination airport, at cost to Ryanair if requested to do so by Ryanair Ground Operations.
33. Carry suitable public Liability insurance cover of at least United States Dollars) and insurance cover up to USD or all aircraft damage incidents. Handling agent will be held liable for all aircraft damage costs and subsequent consequential costs associated with the incident.

(H) Departure

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34. Boarding to be conducted in accordance with Ryanair procedures. Gate to be organized in advance in line with Ryanair Pre Q procedures and hand baggage strictly controlled to 1 piece per passenger. Additional / oversize hand bags to be charged for as Gate Bags at current rate and placed in aircraft hold.
35. One gate agent to be available at the boarding gate by STD -40 to ensure gate signage is in place and priority / non priority queues are properly organised using tensa barrier and gate bag gauge system in accordance with the Ryanair 25 minute turnaround and Gate Pre Q procedures. Second gate agent at STD/ETD -30.
36. Gate agent to pre check pax documents and ensure all "VISA CHECK" passengers have required documents / visas.
37. Ensure cabin baggage gauge is in place at gate and that hand baggage size / quantity rules are enforced.
38. Ryanair cabin crew may assist with passenger marshalling and gate announcements (if available).
39. Make boarding / delay announcements as per Ryanair's procedures from STD -40.
40. Ensure the aircraft is parked on a contact, walk on / off stand. Gate to be displayed in airport by STD -40.
41. All staff to carry and be familiar with Ryanair's 25 minute turnaround and Pre Q documents.
42. Check and ensure that travel documents are valid for the flight for which they are presented and ensure "VISA CHECK" stamp on all Non EU/EEA boarding cards (passports, visas, identity cards, etc.).
43. The handling agent will agree a procedure with the local Immigration Authorities for the expeditious processing of inadmissible passengers at the airport. Flights must not be delayed for deportees.
44. It is expressly understood and agreed that the Handling Company shall be liable for Immigration fines and other related charges such as removal and detention costs levied to Ryanair by any Immigration and or Border Police Authority at out stations, in respect of passengers boarding at their airports. Ryanair may upon reasonable notice to Handling Company re-bill the charges levied to Ryanair as defined in this clause.
45. The Handling Company staff will be deemed negligent and in breach of their duty of care in the following cases:
 - Where the passenger's passport or travel document is not valid, out of date or not acceptable for entry.
 - Passengers arriving at their destination without the necessary visa or a visa of the required kind and valid for the holder and any other accompanying persons named in the passport.
 - Passengers arriving at their destination with a false document if the falsity is reasonably apparent.
 - Passengers arriving at their destination with a document which may be genuine but of which they are not the rightful holder, if the dissimilarities between the passengers and the photograph in the document are reasonably apparent.
 - Airports shall not be exempted to pay charges levied to Ryanair for no Visa Cases.
46. Ryanair will arrange for Immigration Training as deemed necessary or as requested by Ryanair.
47. Effect post-departure flight close off procedure in accordance with Ryanair's procedures. Send APIS details at STD.

(I) Arrival / Baggage Tracing

48. Arrange for opening / closing terminal passenger doors
49. Direct passengers from the aircraft through passport controls *and ensure that arrivals office with staff is available to meet every Ryanair arrival and remain in the arrivals hall until all passengers have cleared from the relevant flight*
50. Have a PC with internet access in this office with trained staff to record any missing/ damaged baggage in World Tracer Web in accordance with Ryanair's Baggage procedures.
51. Forward baggage mishandled by airport / handling agency at earliest opportunity to passenger's destination address at cost to the airport / handling agent or indemnify Ryanair for all costs.
52. Airport/Handling agent liable for _____ euro per bag short shipped.
53. Handle all lost property from Ryanair flights and accept passenger calls on lost property queries and have storage facilities for Ryanair replacement baggage stock.

(J) Ramp Services / Baggage Handling

54. Handle baggage in the baggage sorting area; ensure that all trolley covers are secure during transit.
55. Ensure bags are secure and attended at all times.
56. First Bag to be delivered by ATA + 20 / Last Bag by ATA + 40.
57. Deliver baggage, oversized baggage to claim area in accordance with local procedures
58. Arrange for sortation of rush baggage, security screening and storage of rush baggage prior to despatch and transport of rush baggage to the sorting area of the receiving carrier.
59. Prepare a hold baggage manifest in accordance with EC & Local Regulations.
60. Secure bags in the aircraft holds using nets provided.
61. Provide baggage reports as requested.

(K) Marshalling

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- 62. Provide aircraft marshalling at arrival and / or departure (as required). Ensure stands clear of all FOD & Equipment.
- 63. Marshal the passengers on the ramp at all times in accordance with Airport & Ryanair's procedures.
- 64. Ensure PIGs (passenger guidance system) and cones are used on all turnarounds as per Ryanair procedures to prevent passengers from walking under the aircraft wings.

(L) Parking

- 65. Provide position and / or remove wheel chocks.
- 66. Arrange priority parking of Ryanair aircraft in the closest possible vicinity of (crew briefing rooms at bases) and passenger embarkation / disembarkation gates so as to enable passengers to embark / disembark on foot to and from the terminal building.
- 67. Provide suitable ground power unit (GPU) or FEGP free of charge for all turnarounds and overnight stops.
- 68. Give Ryanair the option of supplying its own GPU to support maintenance activities and provide re-fuel service. Ryanair will pay for the fuel. Fuelling process must be free of charge.

(M) Cooling and Heating

- 69. Arrange for aircraft heating or cooling unit (as required)

(N) Ramp to Flight Deck Communication

- 70. Perform ramp to flight deck communication (headsets) during tow-in and / or push back and during engine start.

(O) Loading and Unloading

- 71. Provide 1 sets of passenger steps (second steps required if aircraft own steps unserviceable).
- 72. Provide passenger transport between aircraft and airport terminal for remote stands. Separate buses must be available for inbound / outbound passengers. Separate or segregated bus must be provided for Priority passengers.
- 73. Provide / operate suitable equipment for turnaround / loading / unloading and baggage delivery.
- 74. Baggage loading and unloading (plus engineering spares).
- 75. Unload aircraft, returning lashing materials to Ryanair, load and secure loads in the aircraft
- 76. Check all holds to ensure loads offloaded / loaded correctly and close and secure hold nets and aircraft hold doors.
- 77. Remove FOD / rubbish from aircraft holds.

(P) Starting

- 78. Provide and operate Air Start Unit when required.

(R) Safety Measures

- 79. Provide or Arrange for fire-fighting and other equipment on all ground equipment (as necessary).
- 80. All staff to have recurrent fire and dangerous goods training.
- 81. All relevant ramp equipment (belt loaders, baggage trolleys, portable steps, ambilifts, catering trucks) to have sufficient rubber buffering attached to prevent damage should it come in contact with any part of the aircraft.

(S) Moving Aircraft

- 82. Provision for tow-in and / or push-back tractor (towbarless tugs must be Boeing / JAR Ops approved)
- 83. Provision tow-bar (as required).
- 84. Tow aircraft between other points (if required).
- 85. Provide wing-walker's during pushback as per Ryanair's procedures.

(T) Interior Cleaning (Overnight cleaning applies to Base Operations only)

- 86. Provide ad-hoc cleaning as required.
- 87. Remove and destroy rubbish bags from incoming flights.

(U) Toilet / Water Service

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- 88. Provision of toilet service overnight and on request.
- 89. Provision water service, potable and non-potable, treated to reduce calcium carbonate content.

(V) Handling of Catering Material

- 90. Liaise with Ryanair's catering suppliers as required
- 91. Transfer catering between aircraft changed for operational reasons


(W) De-icing/ Anti-icing Services and Snow/ Ice Removal

- 92. Free delivery and application of de-icing fluid when required by Ryanair with fluid recharged to Ryanair at cost (maximum 1 euro) per litre cost at 100% mix, the cost will reduce accordingly by the % of water mixture used.
- 93. Ensure that the provider of de-icing/anti icing service to Ryanair will adhere to the de-icing/anti-icing procedures as set out in the Ryanair de-icing/Anti-icing manual as published from time to time on www.groundops.com.
- 94. All staff that perform de-icing duties shall be adequately trained to support the operation with particular emphasis on:
 - Snow removal techniques
 - 1 and 2 step de-icing and the differences between both processes
 - Post treatment checks
 - Where possible, practical training should be given to all personnel involved in the de-icing of aircraft and if no practical training given, then a competency assessment should be carried out by a supervisor on each individual during the performance of a de-icing process
- 95. Records are required to be retained for all initial and recurrent training for audit purposes.
- 96. Handling Agent is responsible for ensuring that the following steps of the de-icing/anti-icing procedure have been completed correctly.
 - Fluid checks (mixture and temperature checks)
 - De-icing/anti-icing the aircraft and Post treatment check
 - Ryanair De-icing/Anti-icing Request Form signed and presented to the Captain.
 - Supervise performance of de-icing/ anti-icing operations.
 - Perform final inspection after de-icing/ anti-icing operations and inform flight crew of results.
 - Provision of 'hot air blower' similar to ground conditioning unit to de-ice engine fan blades (as required).
 - Removal of non-environmental icing through use of the de-icing backpack.
 - Fluid in and maintenance of backpack prepared for use at each turnaround.
 - Airport / handling agent must have available a set of engineering steps at all airports to allow inspections

(X) Load Control, Communications and Flight Operations

- 97. Convey and deliver flight documents between the aircraft and appropriate buildings / authorities.
- 98. Prepare, sign, distribute, clear and file as appropriate, documents including but not limited to, loading instructions, loadsheets, balance charts, Captain's load information and manifests, in accordance with local or international regulations or as required by Ryanair.
- 99. All required documentation to be on board by STD -20. Load sheet complete and with Captain STD -10.
- 100. Compile, analyse, send and maintain statistics and reports (as requested).
- 101. Maintain a flight / message file containing all documents for each flight for a minimum of ninety (90) days.
- 102. Provide / Operate suitable means of communication between the ground station and Ryanair's aircraft.
- 103. Inform Ryanair Operations of any known operational irregularities, which may lead to delays e.g. ATC (Air Traffic Control), meteorological conditions, technical problem, etc.
- 104. Develop suitable local Crisis Plans and assist Ryanair in the event of any incident.

(Y) Flight Operations – Flight Preparation at the Airport of Departure

- 105. Provision of meteorological documentation and aeronautical information 'NOTAMS' for each flight.
 - 106. Deliver documentation to the aircraft or crew briefing area (as necessary) and brief crews.
 - 107. Make available the operational flight plan according to the instructions and data provided by Ryanair.
 - 108. Provide the crew with required briefing for each flight.
 - 109. Obtain signature of the pilot-in-command in respect of any extra chargeable handling services requested.
 - 110. Provide ground handling parties with the required weight and fuel data.
 - 111. Maintain and update Airport, Base and Aircraft Libraries in accordance with Ryanair's requirements.
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(Z) Flight Operations – Crew Administration

- 112. Distribute relevant crew / schedule information provided by Ryanair to all parties concerned.
- 113. Arrange hotel accommodation for crew layover (non-scheduled) as requested by Ryanair Operations.
- 114. Provision for crew transportation (as requested by Ryanair Operations).
- 115. Inform the designated Ryanair representative of any crew indisposition or potential absence.

(AA) Cargo and Mail Service

- 116. When carried, company mail or aircraft spares shall be handled in accordance with Ryanair's procedures.
- 117. All staff must be trained to recognise and handle dangerous goods in accordance with IATA regulations. Staff must be trained in accordance with EU OPS Sub Part R and ICAO 9284 (Technical Instructions for the Safe Transportation of Dangerous Goods by Air) and comply with latest Ryanair instructions.
- 118. Check for any leaks from dangerous goods shipments and brief Ryanair Operations accordingly.
- 119. NOTOC's must be provided with all dangerous goods shipments and details advised to the destination airport.

(AB) Automation / Computer Systems

- 120. Provide and operate IT network equipment and all hardware to enable access to Ryanair's systems. (Free use of CUTE systems)

(AC) Ramp Fuelling / De-fuelling Operations

- 121. Liaise with the fuel suppliers.
- 122. Carry out fuelling and boarding in accordance with Ryanair procedures.

(AD) Security

- 123. Provide / Arrange for screening of checked baggage, rush baggage, mishandled baggage. Physical examination of checked rushed and mishandled baggage and identification / reconciliation of passengers prior to boarding.
- 124. Provide/ Arrange for identification of passengers prior to boarding, reconciliation of boarded passengers with their baggage. Passengers to identify their own baggage, as required.
- 125. Offloading of baggage of passengers who fail to board the aircraft by STD -10.
- 126. Provide / Arrange for additional security services as may required by law Temporary or Permanent.
- 127. Prevent damage, theft or unauthorised access / use of Passengers or Ryanair's property whilst in the care and control of Handling Agent.

(AE) Airport Closure / Reduction of Services

- 128. Notify Ryanair Operations by SITA to DUBOOFR on a monthly basis of any works or diminution of services planned at the airport which might be likely to effect Ryanair operations during the following six months, such as airport closures, changes in runway length, runway or taxiway closures, down grading or decommissioning of Instrument Landing Systems (ILS), changes to or removal of navigational aids, approach lights or runway lights, reduction in the level of fire cover, reduction in the level of Air Traffic Control cover, changes to SIDS and/or STARS.

(AF) Punctuality

- 129. In consideration of Ryanair's strict punctuality targets, the following penalties / targets apply:
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 - A punctual flight is one that has departed within 15 minutes of scheduled departure time.
 - A recovery flight which is defined as a turnaround completed in 25 minutes or less in the event of a late inbound aircraft, should also be regarded as a punctual departure for the purposes of this calculation.
 - Performance results shall be based on Ryanair's Lisline system statistics. In the event of a dispute in relation to the Actual Time of Departure, the time noted in the Captain's Voyage Report shall prevail.

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(AG) Training

- The airport and/or handling agent will provide the required staff for initial training on front of house and ramp operations. Ryanair will provide flights. Hotel costs will be at the expense of the airport / handling company.
- Two staff must attend Ryanair World Tracer Web training. Ryanair will provide flights. Hotel costs will be at the expense of the handling company.

(AH) Penalties

Repeated failure to adhere to Ryanair policies and procedures will result in the following fines:







Failure categories	Penalty
Failure to send timely and accurate movement and load messages	
Failure to close flights in New Skies after check-in	
Failure to adhere to the Ryanair 25 minute turnaround plan	
Failure to send APIS / e-Borders information as required	
Failure to load bags and secure cargo hold nets in accordance with Ryanair procedures	
Failure to organize gate for boarding in line with our Pre Q requirements and implement strict 1 bag rule	
Loading of unpaid bags (excluding approved rush bags) in hold	

Monthly regional averages of key performance indicators, as advised by Ryanair in monthly reviews and updates, will be regarded as performance targets under this Agreement. Key performance indicators include lost baggage, revenue per passenger, punctuality, and any other indicators that may be agreed between the Parties. Failure by the Handling Agent to meet performance targets in any of the performance areas for more than three consecutive months, or during any six months in any rolling twelve month period, will be regarded as a material breach of the Handling Agent's obligations under the Agreement and will allow Ryanair to terminate the agreement upon two months' notice.

(AH) Contract exceptions / exemptions (use reference number / do not delete exceptions)

Item No.	Item Description	Reason for exceptions / exemptions
92	Deicing	FR will pay VST cost per litre of deicing fluid used for Winter 2012-2013. This cost includes all rig and any other fees.

(II) Ryanair Base / Airport Sign off:

Department	Inspection Comments	Comments	Sign off / Date
Engineering			
Ground Ops			 25/1/12




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(AJ) Completion Cert

1. Agreed staffing levels are at work per shift on a minimum of 27 days of the month.
(Minimum 30% of staff in all airports / departments to be permanent) Yes: ____ / No: ____
2. Headsets: used on 95% of flights Yes: ____ / No: ____
3. GPU/FEGP: Offered on 95% of flights Yes: ____ / No: ____
4. Steps: 2 sets steps on 95% of flights Yes: ____ / No: ____
5. Baggage Delivery: First bag delivered ATA + 30mins for 90% of flights each day Yes: ____ / No: ____
6. All movement signals have been sent within ATA / ATD + 5 minutes for 90% of flights. Yes: ____ / No: ____
7. Check-in Closure: 99% of flights to be closed for check-in STD -40. Yes: ____ / No: ____
8. Fault Station missing baggage rate no higher than 0.10 bags per 1000 pax Yes: ____ / No: ____
9. Ryanair Pre Q, 25 minute Turn & Self Audit procedures adhered to 99% of flight Yes: ____ / No: ____
10. All manual updates completed accurately and on time Yes: ____ / No: ____
11. General: All letters from Ryanair, whether Operational or HR related have been responded to within 5 working days.

Signed: _____

Regional Manager, Ryanair

Signed:  _____

Station Manager, Handling Agent

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Item #	ITEM (brief destription)	Reason for exception / exemption
92	Deicing	FR will pay VST cost per litre of deicing fluid used for Winter 2012-2013. This cost includes all rig and any other fees.

