



# Conditions for handlers of commercial flights

version 1-1-2026

# Conditions for handlers of commercial flights

## **Colophon**

Conditions for handlers of commercial flights

**Issue** 1-1-2026

**Version** 1.5

**Eindhoven Airport N.V.**

**Office** Luchthavenweg 13

Telephone +31 (0) 40 2919 829

**Terminal** Luchthavenweg 25,  
5657 EA Eindhoven

# Conditions for handlers of commercial flights

# Table of Contents

## Chapter 1

Legal framework	6
-----------------	---

## Chapter 2

Purpose and Commitment 2030	7
-----------------------------	---

## Chapter 3

Performance	9
On-time performance (OTP)	9
TPIs	9

## Chapter 4

Planning	10
----------	----

## Chapter 5

Administration & Compliance	11
-----------------------------	----

## Chapter 6

Quality	13
Complaint handling	13
KPIs	13
Queues	13
Reclaim hall	13
Mishandled baggage	14
Boarding process walkways platform	14
Updates	14

## Chapter 7

Available infrastructure	15
Information systems	16

## Chapter 8

Cybersecurity	17
---------------	----

## Chapter 9

Innovation, management and efficient use of assets	18
	18

## Chapter 10

Consumables	19
-------------	----

## Chapter 11

Equipment	20
-----------	----

## Chapter 12

De-icing Conditions	22
Introduction	22
Objective	22

Scope of application	22
Responsibilities	22
De-icing/anti-icing zone	22
Storage of liquids	23
Vehicles	23
Environmental management	23
Safety and training	23
Training & Education of Personnel	23
Safety measures	23
<b>Chapter 13</b>	
<b>Safety &amp; security</b>	<b>24</b>
Contingency organisation and compliance	24
Escorting passengers and walkways	25
Incident procedure in accordance with laws and regulations	25
<b>Chapter 14</b>	
<b>Sustainability</b>	<b>26</b>
<b>Chapter 15</b>	
<b>Consultations</b>	<b>27</b>
<b>Chapter 16</b>	
<b>Start-up procedure, training and certification</b>	<b>29</b>
Start-up procedure for groundhandling in the event of a new or amended handling contracts by airlines	29
Training, certification	29
<b>Chapter 17</b>	
<b>Fees</b>	<b>31</b>
<b>Chapter 18</b>	
<b>Procedure in the event of underperformance</b>	<b>33</b>
Applicability	33
Staff shortages and absenteeism due to illness	33
Underperformance	34
Transparency and equal treatment	34
Special sanctions	34



# Legal framework

In line with [Article 16 of the Airports \(Groundhandling\) Regulations](#), users that provide self-handling services and suppliers of groundhandling services that provide groundhandling services at Eindhoven Airport (according to [Directive 96/67/EC](#)) have free access to the airport's installations to the extent necessary for the provision of their services. EANV has drawn up the conditions set out in this document with regard to this access, to ensure the efficient and safe use of the airport's assets and the quality of operations at EANV. The conditions are relevant, objective, transparent and non-discriminatory.

EANV stopped providing groundhandling services at the airport on 1 April 2019. On 1 April 2021, it set several conditions to be met by users that provide self-handling services and suppliers of groundhandling services. With these conditions (version 1.6) as from 1 January 2026, Eindhoven Airport will be making a further contribution to creating a more accessible groundhandling market, improving the quality, safety and sustainability of the airport. Besides these specific conditions, the following [\(general\) conditions](#) apply to users that provide self-handling services and suppliers of groundhandling services (also referred to jointly as: "handlers" or "ground handlers"):

- Airport Regulations of Eindhoven Airport
- Eindhoven Airport General Use Conditions
- General Environmental Conditions of Eindhoven Airport
- Safety & Security Manual
- Eindhoven Airport Access Policy
- General Parking Conditions
- General IT Conditions of Eindhoven Airport
- House Rules of Eindhoven Airport
- HSE Standard for maintenance work and construction projects

### [Integrity within Eindhoven Airport | Eindhoven Airport:](#)

- Supplier Code
- Responsible Business Policy

Eindhoven Airport expects handling agents to report any instances of careless, unethical or dishonest conduct, or any other actual or suspected malpractices, as referred to in the supplier code (reports will always be treated with due care and confidentiality):

- via the Aviation Partners & Facilitation Manager, or
- via Eindhoven Airport's Integrity Reporting Line ([meldpuntintegriteit@eindhovenairport.nl](mailto:meldpuntintegriteit@eindhovenairport.nl)).



# Purpose and Commitment 2030

### Purpose

As an airport company, our aim is to enrich the region as well as everyone who lives, works and visits the area. Eindhoven Airport is committed to making a positive impact on the image and significance of the region. In addition, our activities contribute as much as possible to the welfare and prosperity of the region. Therefore, our purpose is as follows: **We want to strengthen the region.**

The focus of our strategy is aligned with this goal. We have identified three key pillars that we use to guide our plans and ambitions: quality, living environment and sustainability. Our target date is the year 2030.

In addition to refining our purpose, we have also added a mission statement, '**Bringing people together**', which describes what we do every day and how we do it. By bringing people together, we are not only fulfilling our role as a facilitator of connections by air, but we are also embracing our role as a committed player in the region and as a sustainable employer for everyone at the airport. This ultimately enables us to make a contribution to a strong region on every front.



## **Commitment 2030**

Eindhoven Airport is there to serve the region. We contribute to the availability and accessibility of the region on an international scale. The starting point here is making sure this is done in balance with the environmental concerns.

An advisory report was issued regarding these balance aims and the development of Eindhoven Airport through 2030: 'Opnieuw Verbonden' (Reconnected). A key focus of this advisory report is on reducing noise exposure. The goal is to reduce noise levels by 30% by 2030 compared to 2019.

In addition to reducing noise for the surrounding community, Eindhoven Airport is also taking its responsibility for preventing dangerous climate change seriously. We are ensuring the sustainability of our own operations so that we ourselves will be carbon neutral by 2030. Equally important, however, is the significant reduction of CO2 emissions due to air travel. We have therefore set a target of reducing CO2 emissions caused by air travel by 30% by 2030 compared to 2019.





# Performance

### On-time performance (OTP)

The on-time performance (OTP) of day-to-day operations is a very important objective for EANV and all the parties involved in aircraft handling there. OTP is affected by many processes at the airport. All the various parties and departments should be aware that they influence each other's performance, which means that they have an indirect influence on OTP too. This requires proactive communication: between the various task areas, with EANV and with other partners at the airport, for example the security company, the Royal Netherlands Marechaussee and Dutch Customs. They all have a role to play in the achievement of OTP.

EANV and the handling agents work together constantly to improve OTP. After consulting the relevant parties, EANV redefines this ambition and its emphasis on improving specific identified delays on an annual basis. EANV measures OTP and expects handling agents to proactively seek consultations with it to improve and achieve the OTP ambition. This includes sharing data.

### TPIs

EANV uses a number of top performance indicators (TPIs). These are overall objectives that apply to handling agents as well.

Each year, the relevant TPIs and objectives are set with regard to:

- NPS (Net Promoter Scores) score  
EANV uses NPS to measure passenger satisfaction  
Definition: % of promoters -/- % of criticasters. The result is a score between -100 and 100.  
Source: survey among car park users who have a reservation (once a month)
- Safety score (number of days without serious incidents)  
Definition: % of days without serious incidents -/- % of days with serious incidents. The result is a score between -100 and 100. Severe = "red" in event classification. Scope: personnel, contractors, passengers and runway incursions.  
Source: Intelix & KLu for Runway Incursions
- OTP (punctuality of departing flights)  
Definition: % of flights departed on time: AOBT (Actual Off-Block Time) - SOBT (Scheduled Off-Block Time) is 15 minutes or less.  
Source: AODB (Airport Operational Database) & Qlik Dashboard.



# Planning

The allocation and planning of handling assets is an aviation activity and therefore falls under the responsibility of Eindhoven Airport. This includes the following assets: aircraft service stands (VOPs), gates, baggage chutes (for both incoming and outgoing baggage), check-in desks and self-service equipment.

Allocation is carried out in a non-discriminatory manner. At the same time, it ensures that available assets are used as efficiently as possible, with the aim of optimising customer experience and high on-time performance (OTP). The starting point here is the most efficient use possible in accordance with the common-use principle.

The legal relationship between airlines and Eindhoven Airport is governed by the common use principle of the general terms and conditions of IT Eindhoven Airport N.V., which can be consulted [here](#). As auxiliary persons of the airlines, handling agents are indirectly and directly bound by these terms and conditions.

Airlines and ground handlers at Eindhoven Airport are, in principle, required to use the self-service assets provided. The use of manual processes is not desirable, given factors such as customer experience, waiting times, public order and safety.

Manual processes may only be used (temporarily) with the permission of Eindhoven Airport or in exceptional circumstances as per instruction from Eindhoven Airport. In the case of check-in/drop-off, a standard manual process will only be considered if the number of flights of an airline is very limited and/or online check-in % is less than 50%

Once a ground handler or airline has made the transition to self-service (assets), there will be no return to manual processes in order to achieve and maintain a seamless flow.



# Administration & Compliance

EANV expects handling agents to enter the following information into the Airport Operational Database (AODB) promptly and correctly:

- Passenger numbers (signed by the relevant user (airline) and ground handlers);
- CDM milestones;
- Flight data\* in accordance with [Article 14 of the Regulations on the Safe Use of Airports and Other Sites \[Regeling Veilig Gebruik Luchthavens en andere Terreinen, RVGLT\]](#)
- Delay codes per flight and allocation of number of minutes and correct delay code (enter after flight closure).

In case of doubt or discussion about the correct use of delay codes, EANV reserves the right to use Deep Turnaround data for verification purposes. If this data shows that a delay code has been applied incorrectly, EANV will inform the ground handler concerned.

The ground handler is then obliged to adjust the delay code in accordance with the findings from the Deep Turnaround data at the request of EANV. If the ground handler fails to do so within a reasonable period of time, EANV reserves the right to adjust the delay code independently in the system.

In such cases, EANV will always communicate transparently about the reason, the data used and the proposed correction. This may include informing the airlines concerned and initiating consultations with the ground handler in question, to improve processes, ensure compliance with agreements and guaranteeing operational reliability.

Processes can be improved by analysing patterns in delays.

The reports below can be requested/shared on request:

- OTP report by handling agents
- OTP report by user (provided by handling agents)

The prompt and correct entry of Actual In-Block Time (AIBT) and Actual Off-Block Time (AOBT) - no later than three minutes after departure - is a critical process for EANV. Times entered in the AODB are copied directly into public communications intended for our passengers. EANV agrees that links with ground handlers' digital systems are the preferred choice because this prevents the duplication of work for handling agents; EANV is open to proposals from ground handlers in this respect.

\*The registration of arrival and departure times will require the registration of the AIBT and AOBT.

The following definition applies:

Definition of AOBT: *When the aircraft pushes back/vacates the parking position.*

Definition of AIBT: *When the parking brakes have been engaged at the parking position.*

Eindhoven Airport manages its own dashboard, which contains OTP data. The Airport Operations Manager on duty must be informed when airport delay codes (IATA codes 85 to 89) are entered in the AODB.

Handling agents report discrepancies and errors to Eindhoven Airport monthly through the operational handlers consultation. AIBT should be entered within 3 minutes of AIBT and AOBT within 3 minutes of AOBT. EANV carries out random checks.

A distinction is made between errors and discrepancies. Discrepancies are defined as when the AIBT/AOBT is not entered correctly within 3 minutes.

Errors include entering an incorrect AIBT/AOBT (this includes a time zone error) and if the AIBT/AOBT is not entered correctly within 15 minutes.

If there are more than three errors a month, the ground handler concerned will be required to create a plan of action within a one-month time frame with approval by Eindhoven Airport on order to prevent a repetition of these errors. This is discussed in consultations with the handlers.

See Section 18 for information about the Procedure in the event of underperformance.



# Quality

EANV measures quality based on a number of aspects, including the number of complaints received, passenger surveys and KPIs.

### **Complaint handling**

Complaints about groundhandling services that are received by or on behalf of EANV are forwarded to the relevant user (airline). Complaints about groundhandling services that are received by handling agents should be forwarded to the airline in question and not to EANV. EANV handles complaints about aviation activities and PRM.

EANV gains an insight into and monitors complaints about groundhandling services by logging the complaints received by or on behalf of EANV.

A 'top 5' complaints document will be created by or on behalf of EANV for discussion with handling agents in the regular consultations with them. The ability to identify and monitor quality and passenger satisfaction depends on the sharing of complaints. This includes passenger complaints about groundhandling services.

### **KPIs**

The KPIs relate to all operations at EANV.

Queues at check-in that are longer than the time listed below and/or other processes that disrupt the airport should be avoided. The efficient use of assets is vital if the level of quality envisaged is to be achieved. The Airport Operations Manager may take action and require or impose de-escalating measures if safety and customer satisfaction are adversely affected.

### **Queues**

EANV's aim is to cap the queueing time for passengers at Self-Service Bag Drop (SSBD) and Conventional check-in at a maximum of 11 minutes. Ground handlers must deploy at least one visible SSBD host per handling agent in the SSBD/check-in area. For more than four flights, there must be at least two, allowing for adequate assistance for passengers and first-line failures of SSBD units to be solved immediately.

For example:

- Replacing rollers
- Resetting or restarting the unit
- Removing contaminants
- Resetting failures

Other failures must be reported via the Common-use support form. EANV will consult ground handlers if the requirements above are not met as they should be. The aim will be for everyone concerned to come together to see which steps can be taken.

### **Reclaim hall**

The FIBA/LABA (first bag/last bag) times agreed between handling agents and the user also apply to the relationship between Eindhoven Airport and handling agents. Handling agents are obliged to

comply with Eindhoven Airport's minimum requirement - Block-FIBA: 25 minutes and Block-LABA: 40 minutes. This minimum requirement applies in order to maintain safety and proper baggage flow, maximising the use of infrastructure and assets. In addition, this minimum requirement serves as a condition for fulfilling the [customer promise](#). Correct use of the FIBA/LABA screens and allocation of the correct baggage belt are necessary. Eindhoven Airport records FIBA/LABA times, which will be discussed with handling agents in the consultations.

The ground handler is expected to ensure that the lost & found desk in the arrivals hall is staffed at all times when flights are arriving or as soon as passengers from the flight in question are present in the hall. This is to ensure that passengers can be properly assisted and informed. This staffing requirement is a fixed operational requirement within the services provided by the ground handler. In addition, the ground handler is expected to be available at all times to the security company's control room and the Airport Operations Manager, so that they can be contacted immediately in the event of operational questions or incidents.

### **Mishandled baggage**

EANV wants to be able to gain insight into mishandled baggage data and numbers. This information should be shared with the Aviation Partners & Facilitation Manager when requested.

Eindhoven Airport is not liable for damages such as fines and/or SS-Bags fees, not even if the baggage system or other asset(s) are temporarily unavailable.

### **Boarding process walkways platform**

During the boarding process, special attention must be paid to passenger comfort and safety when boarding takes place outside. The waiting time outside under the walkway canopy must not exceed 15 minutes.

In the event of dangerous or extreme weather conditions, handlers have a (duty of care) to avoid inconvenience

to passengers, including keeping waiting times outside

(walkways and platform) as short as possible. Here, the Airport Operations Manager may issue instructions in line with the protocols in place for groundhandling performance. Handling agents must comply with these instructions.

### **Updates**

If a ground handler receives instructions from a user (airline) that deviate from the defined KPI targets and/or could impact them (for example, hand baggage policy, pre-boarding process, online check-in policy) and which then cause procedures to be adjusted and puts extra pressure on the existing process or may result in longer queues, the ground handler is to inform EANV of this immediately.



# Available infrastructure

Eindhoven Airport organises asset consultations several times a year, focusing on use and deployment of infrastructure and assets. Handling agents are invited to participate in these consultations. Eindhoven Airport applies the common use principle to the greatest extent possible. Available assets are not allocated in advance to specific handling agents, but are deployed dynamically based on the flight schedule and real-time operations.

If, in the opinion of Eindhoven Airport, this working method fails to contribute to efficiency, safety and/or quality, the allocation of assets will be based on relevant, objective, transparent and non-discriminatory criteria.

Ground handlers are expected to:

- use the assets correctly;
- leave them usable and tidy;
- report and deal with malfunctions in accordance with the applicable Common Use Support Procedures;
- contribute to order and cleanliness in the terminal, as a shared responsibility.

Other malfunctions must be reported in accordance with the current reporting procedure.

Eindhoven Airport uses common-use signage, communications and functionality, including the FIDS (flight information display system) and other assets. Changes to signage, assets or the AODB must be requested using the Request for Change and/or Media and Signage Request forms. These forms are available on request from Eindhoven Airport.

For the use of space and resources at the airport (e.g. desks, fixed network connections, Wi-Fi, wireless telephones, additional fixed telephones, server space (rack space)), an agreement must be entered into with Eindhoven Airport (also in the case of shared use). If it concerns the use of IT resources, a request in this regard should be made to Eindhoven Airport's Digital & IT department (via [it@eindhovenairport.nl](mailto:it@eindhovenairport.nl)) before agreeing. The following items are excluded from this contract and are made available on loan basis to ground handlers by EANV:

- AviaVox (EANV applies the Silent Airport policy);
- Public address system (manual), available at every gate, information desk and passage coordinator (for shared use) and port service. General calls as a result of major disturbances are made in consultation with EANV;
- Walkways: directions from Airport Operations on opening and closing fencing should be followed to ensure high-quality and efficient airport operations;
- Conventional check-in desks, including CUPPS equipment
- Self-service bag drop equipment
- Self-service check-in equipment (CUSS kiosks)
- OOG baggage drop-off point (dropping off odd-size baggage). The passenger process is to be arranged by the ground handler to avoid waiting times for passengers with OOG baggage;
- Baggage hall (incl. lifting aids attached directly to the baggage system or building);
- Parking space for equipment on the aircraft stand (see also Section 10);
- Terminal (layout); for public areas;
- Operational areas, including fixtures and communications:

- Check-in area
  - Self-service bag drop units
  - Self-service check-in kiosks
  - Check-in desk + chair
  - Computer + peripherals
  - Fixed telephone
- Gate area
  - Boarding desk(s) + chair
  - Computer + peripherals
  - Fixed telephone
- APOC
  - 1 AODB PC
  - 1 fixed telephone
- Pass readers for offices and passageways; EANV will decide if they are necessary. If EANV rejects a request, pass readers could be provided at the expense of the ground handler. However, all pass readers (and related equipment) will continue to be the property of EANV;
- Cameras; EANV will decide on their need and availability.

Ground handlers may not place any resources in general areas without the explicit consent of EANV. These resources will be removed at the expense of the ground handler in question if the ground handler fails to remove them when asked to do so by Eindhoven Airport.

Eindhoven Airport will ensure that operational areas and resources are cleaned. However, ground handlers are asked to keep the baggage hall broom-clean daily and leave workplaces neat and tidy. When keeping the baggage hall broom-clean, efforts should be made to avoid moving dust and dirt in the direction of vulnerable equipment like CT machines (e.g., a leaf blower may not be used in the vicinity of vulnerable equipment)

Eindhoven Airport will at all times retain the right - if necessary - under Article 16(2) of the Airports (Groundhandling) Regulations, to promote effective and fair competition, to divide up the space available for groundhandling services among existing and/or new providers of handling services. This will be done based on relevant, objective, transparent and non-discriminatory rules and criteria.

### Information systems

EANV will provide ground handlers with access to some of its information systems, including its AODB and its Common Use (CUPPS) platform. EANV will grant such access through personal user accounts. The ground handler must keep personal user accounts strictly private. The ground handler must inform EANV of any personnel changes promptly so that personal user accounts can be created and locked in time.

If technically feasible, access will be provided by integrating the *identity provider* of the ground handler, thereby reusing the ground handler's login credentials.

In consultation, EANV will grant the ground handler access to its FlightAPI in order for flight information to be exchanged automatically. A license agreement is to be concluded in this regard.



# Cybersecurity

Reliable information provision and digital systems are crucial for Eindhoven Airport and its chain partners. There are also laws and regulations with which the aviation sector must comply. Eindhoven Airport, therefore, requires various actions and measures from chain partners, which are described here.

## Periodic consultations

On order to execute our daily operations, Eindhoven Airport depends heavily on its partners. In order to strengthen resilience throughout the supply chain, partners are expected to participate in periodic consultations with Eindhoven Airport at least once per calendar year. Current issues in cybersecurity are discussed during these consultations.

At a minimum, the following topics are covered:

- **Actual threats and vulnerabilities:** jointly identifying risks and discussing measures.
- **Incident response:** coordinating cooperation in the event of security incidents.
- **Security Awareness:** promoting awareness within organisations through training programmes, workshops and campaigns.
- **Threat Intelligence Sharing:** sharing information on threats, vulnerabilities and trends.
- **Support and best practices:** sharing knowledge and strategies to build effective ISMS and cybersecurity programmes.

## Reporting process

Timely reporting of security incidents is crucial to ensure a quick response, take appropriate action and mitigate any damage. This ensures the continuity of our services and contributes to a safe and reliable working environment.

If a ground handler discovers a (possible) security incident relating to information, systems, equipment or services, he or she must report it to EANV via IT Service Desk immediately, and no later than 24 hours after becoming aware of it. ([IT@eindhovenairport.nl](mailto:IT@eindhovenairport.nl)).

Reports to the IT Service Desk must contain the following information at a minimum:

- the start and end times, start and end dates, and location of the incident;
- the nature and extent of the incident;
- the department or part of the system, where the incident occurred;
- the time required to determine the damage caused by the incident;
- the nature and extent of the (personal) data affected;
- measures taken and to be taken to mitigate the consequences of the incident;
- the name and contact details of the data protection officer or other contact person from whom additional information about the incident can be obtained.

If requested by EANV, the contractor must allow and support an investigation following the security incident in consultation.



# Innovation, management and efficient use of assets

Eindhoven Airport reserves the right to implement innovations in techniques and processes that contribute to its strategic objectives. When these innovations have a direct impact on the handling process, ground handlers are involved in both the research and implementation phases.

Ground handlers are obliged to make use of available innovations and assets that contribute to a seamless flow and self-service concepts, including (but not limited to):

- Pre-scan;
- Self-service check-in kiosks (CUSS)
- Self-service drop off (SSBD)

Future expansions may include biometric passage, Deep Turnaround, A-CDM (Airport Collaborative Decision Making) and working within an APOC (Airport Operations Centre).

Eindhoven Airport strives to minimise peaks and troughs in the flight schedule as much as possible. In the context of operational management, the airport may, if necessary, issue instructions on a temporary and ad hoc basis regarding the deployment of capacity. These instructions are binding and must be followed by ground handlers based on operational necessity.

Eindhoven Airport carries out capacity analyses for its own purposes. Where these insights contribute to common objectives, they may be shared with the parties involved.

Given the limited physical space and the importance of cost efficiency in handling charges, ground handlers are expected to:

- use assets effectively and efficiently;
- actively contribute ideas on optimisations in the operational flow and the customer experience at Eindhoven Airport.

In this context, Eindhoven Airport reserves the right to apply positive and negative incentives.



# Consumables

Eindhoven Airport makes the following items available to the ground handlers:

- Bank lining
- Cones
- Blocks
- Absorbents
- Fire-extinguishing equipment
- FPS waste bins at aircraft stands

Ground handlers are expected to use these consumables properly, leave them in a usable condition and report any malfunctions in accordance with procedures.

Ground handlers are responsible for purchasing and storing luggage tags and boarding cards. All such tags and cards must be approved by Eindhoven Airport in advance (to ensure their compatibility with equipment, for example). Self-adhesive labels (Eezeetags) are required for self-service units (SSBD and SSCI). Ground handlers are to consult each other about how to use tags, boarding cards and labels efficiently in operations.



# Equipment

Pursuant to Article 10 of the Airports (Groundhandling) Regulations, the Minister of Infrastructure and Water Management may, after consultation with Eindhoven Airport, users and handling agents, decide that a third party may manage one or more central facilities at Eindhoven Airport that are intended for the provision of groundhandling services and which, due to their complexity, costs, environmental impact or for reasons of order and safety, cannot be divided or split up. Handling agents are obliged to use these facilities.

The Minister of Infrastructure and Water Management is responsible for ensuring that the management of the central facilities is transparent, objective and non-discriminatory and does not constitute an obstacle for handling agents.

Central facilities are necessary because, among other factors, specific constraints apply with regard to the available space and/or capacity at Eindhoven Airport.

Eindhoven Airport aims to have central facilities managed by a third party with effect from 1 January 2028, which handling agents will be obliged to use.

Therefore, equipment pooling by existing handling agents is necessary at Eindhoven Airport until a decision has been made under Article 10 of the Airports (Groundhandling) Regulations. Eindhoven Airport is committed to becoming a (net) zero emissions airport by 2030, for its own operations and all groundhandling equipment. Equipment pooling will help EANV achieve this objective because it will pave the way for a step-by-step transition to a sustainable equipment fleet for the short and long-term. However, issues such as safety and limited space are the main arguments for making equipment available through a pool.

At present, the following conditions apply:

- New or replacement equipment may only be put into service after the Safety & Security department of Eindhoven Airport has granted written approval. The request must be submitted at least one month before planned delivery or commissioning and must include the relevant specifications as well as the intended use. Requests submitted at a later time may result in delays or rejection.
- In principle, only climate-neutral replacement and additional equipment will be permitted, and it should preferably be electric. This requirement also applies to equipment belonging to new ground handlers.
- A Risk Inventory & Evaluation relating to the implementation and use of new equipment must be proactively provided to the Safety & Security department regarding the implementation and use of new/replacement equipment.
- Equipment must comply with the guidelines set out in Section 9 of the IATA Airport Handling Manual.
- Equipment must fit within the designated areas on the apron. This requirement does not apply for equipment for which EANV has been granted an exemption.

- To reduce movements (Safety), all positioned and parked equipment must be kept in the designated areas near the stand. This requirement does not apply for equipment for which EANV has granted an exemption.
- EANV will provide the charging facilities required and determine the number and capacity applicable in consultation with ground handlers and based on the space available and efficient use. Electricity charges will be passed on.
- Non-electric equipment should use HVO100 fuel. Refuelling for this type of fuel is possible on airside from a central fuel tank (with charges passed on).
- The washing and/or maintenance of equipment is subject to the specific conditions described in the [Environmental Conditions of Eindhoven Airport](#) N.V. For consultations, the Environmental Manager at EANV can be contacted for more information.
- De-icing equipment, resources and procedures are to comply with the De-icing Conditions (see Section 12).



# De-icing Conditions

### Introduction

The removal of snow and ice from aircraft and the de-icing of aircraft falls within the category of aircraft servicing groundhandling services as defined in Directive 96/67/EC.

Concerning de-icing systems, the Minister of Infrastructure and Water Management may, pursuant to Article 10 of the Airports (Groundhandling) Regulations, after consultation with Eindhoven Airport, users and handling agents, decide that a third party will manage the de-icing systems at Eindhoven Airport intended for the provision of groundhandling services, which, due to their complexity, costs, environmental impact or reasons of order and safety, cannot be divided or split up. Handling agents are obliged to use these third-party managed ice control systems.

### Objective

These conditions have been drawn up to ensure the safe and efficient performance of de-icing/anti-icing procedures for aircraft at Eindhoven Airport. De-icing/anti-icing are critical actions required to maintain aircraft airworthiness under winter conditions.

Chapter 6 of the Snow and ice-clearing manual describes a sub-process that applies to everyone working at Eindhoven Airport.

### Scope of application

These conditions apply to all ground handlers using Eindhoven Airport.

### Responsibilities

Eindhoven Airport is responsible for designating de-icing/anti-icing zones and monitoring compliance with these conditions. The Airport Operations Manager can determine the order for de-icing processes if, in the opinion of the Airport Operations Manager, this is necessary.

Ground handlers are responsible for conducting de-icing/anti-icing operations in accordance with airline procedures and ICAO Doc safety requirements and guidelines. 9640. Ground handlers must ensure that all equipment and fluids used comply with applicable standards.

De-icing/anti-icing is only allowed after receiving permission from the Airport Operations Manager, as this person will check in advance whether the infrastructure is in 'de-ice mode' to prevent environmental incidents.

### De-icing/anti-icing zone

Eindhoven Airport has designated a specific area for de-icing/anti-icing activities. This concerns aircraft stands (VOP) S1 to S10. Aircraft may only be handled at these stands, unless otherwise stipulated by Eindhoven Airport.

## Fluids used

Only de-icing/anti-icing fluids approved by Eindhoven Airport may be used. Relevant applications should be submitted to the Environmental Manager. This must be reported at least eight weeks before the start of activities, after which approval may be granted.

These liquids must meet the specifications set out in ICAO Doc. 9640 and other applicable national and international standards. Safety data sheets for the liquids in question are to be made available.

## Storage of liquids

When storing de-icing/anti-icing liquids, the specific duty of care for ground handlers applies as described in [Article 22.44 of the Eindhoven Municipal Authority Environment Plan](#). Any changes to storage operations must be coordinated with the Eindhoven Airport Environmental Manager at least 2 months before the change.

## Vehicles

Ground handlers must also comply with the conditions set out for equipment with regard to the de-icing/anti-icing of aircraft, see Section 10.

## Environmental management

Ground handlers should report the quantities and type of de-icing/anti-icing liquids used to the Eindhoven Airport Environmental Manager monthly. Eindhoven Airport aims to contribute to sustainable aviation and to this end, it will be reducing CO2 and other greenhouse gas emissions to (net) zero by 2030. Ground handlers are expected to contribute to this aim and monitor developments by, for example, choosing a bio-based alternative for de-icing/anti-icing liquids or through the mixing ratio of water and de-icing liquid during the de-icing activity for the purpose of limiting the use of de-icing liquid.

## Safety and training

Ground handlers should have described how they fulfil these conditions in one overall plan – de-icing operation. Eindhoven Airport may request this plan.

Ground handlers are responsible for carrying out activities at the start of the de-icing/anti-icing season (no later than 1 October) and committing to the De-icing conditions.

## Training & Education of Personnel

All personnel involved in de-icing/anti-icing activities are to be adequately trained. The training must meet the requirements set out in ICAO Doc at a minimum. 9640. In addition, the conditions as stated in Section 15 ‘Training & Education’ apply.

Groundhandling agents must submit the applicable (safety) procedures to the Safety & Security department of Eindhoven Airport for review and approval at the start of the service and whenever any relevant changes are made. At the request of the Safety & Security department, ground handlers must (re)submit the procedure for inspection at any time.

## Safety measures

All de-icing/anti-icing activities must take place in accordance with airline procedures, Eindhoven Airport safety procedures, and any relevant legislation in order to protect both staff and aircraft and the immediate surrounding community.



# Safety & security

### Contingency organisation and compliance

In addition to their own responsibilities regarding emergency response, ground handlers also play a role within the Eindhoven Airport emergency response organisation. They provide emergency response personnel in accordance with the agreements made with the Safety & Security department of Eindhoven Airport. The distribution of emergency response tasks and the associated training take place in consultation with Eindhoven Airport, in part to ensure compliance with applicable laws and regulations. Ground handlers are responsible for organising certified (refresher) training courses for their employees, to ensure that they continue to comply with the agreements made with the Safety & Security department.

Eindhoven Airport is ultimately responsible for the airport's contingency organisation and for responding to aviation accidents or other emergencies. In this context, Eindhoven Airport may decide to deploy groundhandling staff in a different way than usual, for example within the emergency response organisation, to support the reception process or for physical presence in the CVO (Consultative Committee).

The airport will share information about expected disruptions (such as snowfall or construction work) with the ground handlers promptly. As part of the emergency response organisation, ground handlers must be connected to Eindhoven Airport's communication system. The relevant technical connection is the responsibility of the ground handler.

In exceptional situations, Eindhoven Airport may decide to keep the terminal open at night. This will be communicated in good time so that ground handlers and partner companies can adjust their staffing levels accordingly and ensure sufficient staffing for the required functions.

In the event of major incidents, ground handlers are expected to scale up their operations proactively, and/or at the request of Eindhoven Airport, insofar as this contributes to the effective resolution of the situation. Proactive approaches to disruptions help prevent grievances and disorder. In the event of delays, cancellations, disruptions, or emergencies, the following minimum requirements apply:

- Announcements must be made at least every 30 minutes;
- For HOTAC handling, the aim is to handle 90% of the cases within 1.5 hours and 100% within 2.5 hours.
- Assisting passengers during disruptions (deployment of buses, hotel accommodation and other necessary support services).
- If passengers are present in the terminal, ground handlers must be physically present, with sufficient staff to inform passengers at both the landside and airside service desks.

As part of their operational responsibilities, ground handlers are expected to participate in emergency drills and related tests.



## **Escorting passengers and walkways**

During aircraft rotations, ground handlers will ensure that passengers are not present in unsafe areas around aircraft and will also safely escort incoming passengers across the apron to the walkway or terminal entrance (see also OM EA 3.25 Escorting and supervising passengers on the apron). Handling agents will also be responsible for ensuring that proper use is made of EANV's infrastructure (walkways/doors and bank lining airside).

## **Incident procedure in accordance with laws and regulations**

Ground handlers must have an up-to-date incident procedure in place at all times. This procedure must be approved by EANV on an annual basis and contain the following elements at the very least:

- The obligation for all employees to report environmental and other incidents and damage to the Airport Operations Manager immediately;
- The categorisation of incidents and damage;
- Handling procedure; duties, powers and responsibilities;
- Evaluation and actions taken to prevent recurrence of an incident. Written feedback to EANV and the user about time frames and contact persons.

Ground handlers are required to have a valid ISAGO registration (or a similar registration/certification approved by Eindhoven Airport).

An SMS (safety management system) must be in place and incidents must be reported proactively (up to 72 hours after the incident) to the Safety Manager of at EANV and followed up immediately. EANV or another competent authority will reserve the right to carry out operational inspections in respect of safety, quality and security. Ground handlers will provide all reasonable assistance during these inspections.

In addition, the ground handlers will also cooperate in the annual audits carried out by Eindhoven Airport and/or another competent authority.

Ground handlers are obliged under [Article 17\(1\) Groundhandling Regulations](#) to comply with all legal regulations and requirements applicable in the Netherlands. Ground handlers, as an employer within the meaning of the [Working Conditions Act \[Arbeidsomstandighedenwet\]](#), must take care of, inter alia, the health and safety of its employees and comply with the Works Councils Act (WOR) where applicable.

Ground handlers must comply with and be familiar with and circulate the following procedures and manuals:

- Airport Manual (latest version) and the supporting procedure and related work instructions;
- Safety & Security Manual;
- Airport regulations.



# Sustainability

The targets applicable to all ground handlers for 2030 concern:

- (Net) zero emissions related to activities at the airport, including groundhandling equipment;
- Zero waste: 100% reuse/recycling of operational and infrastructure flows;
- 50% less use of natural raw materials (materials of non-renewable origin: minerals, metals and fossil);
- 100% sustainable transport to and from the airport for both employees and suppliers;

Ground handlers are also required to participate in the Partner Environment Consultations that are organised twice a year, to provide the total CO2e footprint data and progress on the above-mentioned 2030 targets (for which the Environmental Manager at EANV can be contacted) and to comply and be familiar with the Environmental Conditions of EANV.

The following are examples of specific environmental conditions relating to groundhandling services:

- Ground handlers are obliged to immediately report any spillages on the EANV site to the Airport Operations Manager, for example: fuel, de-icing liquid and oil. If a spillage requires EANV to use the services of a specialist company, the costs incurred will be charged to the party responsible in line with airport regulations.
- All (hazardous) substances used/stored by ground handlers on the EANV site must be assessed by the EANV Environmental Coordinator in advance by means of an MSDS sheet (Material Safety Data Sheet) before they can be used/stored.
- The use of HVO 100 is required for equipment that is not electric yet.
- Ground handlers must separate the waste produced and use the various waste streams designed for this purpose. A procedure has been put in place for the CAT 1 and CAT 2 waste streams at EANV. Ground handlers must comply with this procedure.

All objectives apply to all ground handlers and must be met in full and on time.



# Consultations

Ground handlers are obliged to participate proactively in the following consultations and decision-making processes:

- Ground handlers must be present during flight operations in the APOC
- Participation in consultations and workshops for the purpose of initiating, developing and implementing (process) innovation to improve efficiency and quality
- Emergency consultations; OCT (operational coordination team) and CVO (consultation committee)
- The other consultations listed below:

Consultation	Chair	Participants	Frequency
Briefing	AOM	Ground handlers, Kmar, Customs, EA	2x a day
Partner environmental consultations	Environmental manager	Partner companies	2x a year
Winter operational preparation (WOV)	AOM	Ground handlers	In case of special weather conditions
Winter period evaluation	AOM	Ground handlers	Annually in April
PSO	Safety Manager	Ground handlers, security company, refuelling services, cleaning company, aircraft maintenance companies, Aircraft & Component, Transavia TD.	Monthly
Runway Safety Team	Air mobility command / safety manager	Ground handlers, Airlines, AMC, EA	2x a year
Operational handlers consultations	AOM	Ground handlers	Monthly
Ground handler tactical consultation	Aviation partner & facilitation manager	Ground handlers	Two per month
Asset consultations	Technical services team leader	Groundhandling, security company	1x per 6 weeks
Airport operating committee	Aviation partner & facilitation manager	Airlines & ground handlers	1x per year

Cyber security consultation	Information security officer	Airlines & ground handlers	1x per year
-----------------------------	------------------------------	----------------------------	-------------



# Start-up procedure, training and certification

### **Start-up procedure for groundhandling in the event of a new or amended handling contracts by airlines**

Prior to the start of operational activities by a new ground handler, in the event of a change of handling agent by an airline, or when entering into a new contract between an existing ground handler and an existing airline, the following obligations apply:

- Before concluding a new handling contract, the ground handler must consult with the Aviation Partners & Facilitation Manager at Eindhoven Airport.
  - A definitive plan of action must be submitted to Eindhoven Airport no later than four months before the planned start of groundhandling services
  - The plan of action must be submitted using the appropriate format. An up-to-date version is provided by the Aviation Partners & Facilitation Manager at Eindhoven Airport. The following information, among other points, must be submitted using this format:
    - A substantive explanation for each section, indicating how the relevant requirements and preconditions have been met.
    - Staff recruitment and access to outlook capacity planning
    - Training and certification (ISAGO or equivalent certificate)
    - IT infrastructure and implementation plan
    - Confirmation of compliance with all provisions of the relevant generally binding sector collective labour agreement.
1. Eindhoven Airport will assess the final action plan within four weeks of receipt and provide written feedback. Only those action plans that have been fully approved by Eindhoven Airport prior to the commencement of groundhandling services will be granted access to the airport facilities.

### **Training and certification**

All groundhandling staff may only perform operational procedures after they have received demonstrable training and completed the relevant examination. Ground handlers are required to maintain an up-to-date training manual that provides an overview of all required education, training courses and the frequency of associated refresher courses for each position.

In addition, all training courses attended must be recorded in a training registration system. An individual file is kept for each employee that contains all relevant training documents and certificates. At the request of Eindhoven Airport, ground handlers must be able to demonstrate that their employees have been adequately trained. This is done by means of an anonymised training list, which contains at least the following information:

- training courses attended;
- dates of training courses;
- expiry dates of certificates;

- status of completion (pass/fail).

In the event of an incident, Eindhoven Airport may request the specific training details of the employee(s) involved. This request may be made by the Safety & Security department or the Airport Operations Manager.

The training registration system must be kept up to date and conform to the requirements of ISAGO or an equivalent approved by Eindhoven Airport.

All employees of ground handlers who are responsible for the implementation of a specific procedure because of the position they hold with the handling agent in question will only implement the procedure in question after proper training and after having passed the relevant exam. To ensure the above, ground handlers must have an up-to-date training manual that provides an up-to-date overview of all the training courses applicable to each position as well as the frequency of repeat training. Ground handlers must record all training courses in a training registration system and keep all training documents and certificates in their employees' personal files.

If requested by EANV, ground handlers must provide an anonymous list demonstrating that their employees have received proper training. The list provided must include the following information at the very least: the training courses followed, the training date, the training expiry date and whether or not training was completed successfully. In the event of an incident, Eindhoven Airport may specifically request the training records of the person or persons involved. (Safety & Security Department or Airport Operations Manager)

The training registration system must be up-to-date, in accordance with ISAGO requirements (or a comparable registration system that EANV has approved).

Employees who operate equipment must meet the established criteria and must hold a valid airside driving licence.

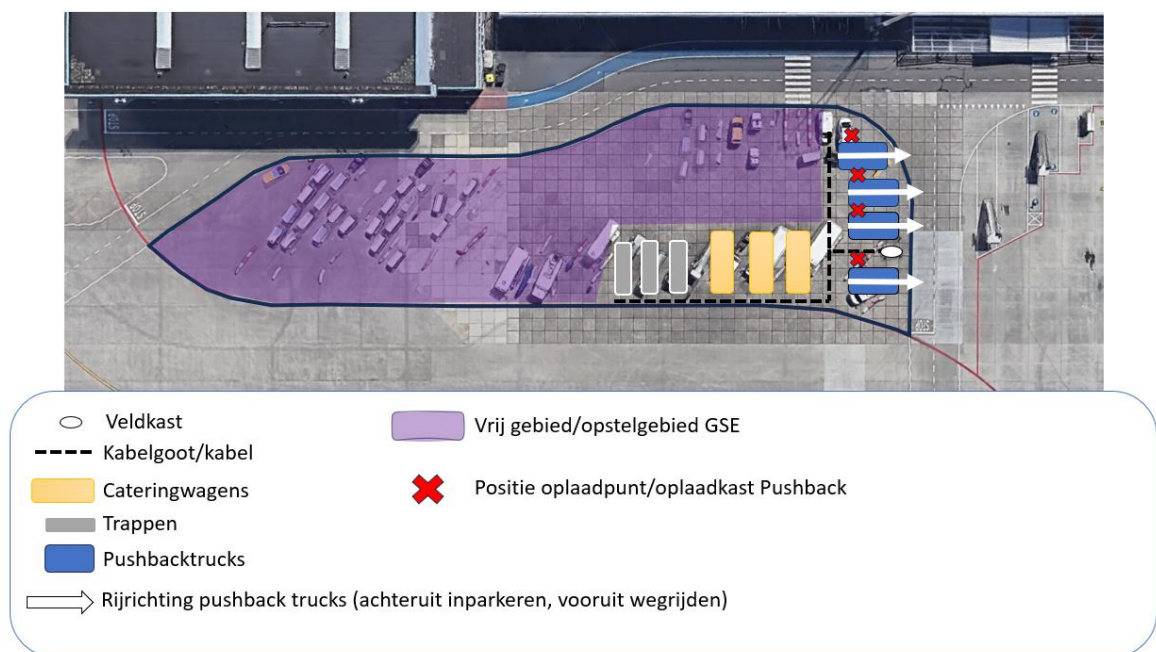


# Fees

Pursuant to Article 16(3) of the Airports (Groundhandling) Regulations, EANV - as an airport operator - may require ground handlers to pay a fee for access to the airport and use of airport facilities. After prior consultation, the amount of the fee will be set on the basis of relevant, objective, transparent, non-discriminatory and current criteria.

New ground handlers will be charged an “Entrance Fee” to cover start-up costs. This amount will be determined by Eindhoven Airport based on relevant, objective, transparent, non-discriminatory, and up-to-date criteria.

As of April 1, 2024, Eindhoven Airport has four charging stations/units – as shown in the image below – for the (electric) charging of pushback trucks.



The four charging stations are allocated pursuant to Article 16, paragraph 2 of the Regulation on Ground Handling at Aerodromes. Parking and charging of pushback trucks is only permitted at the charging stations designated and made available by Eindhoven Airport. Ground handlers do not have exclusivity in the use of the charging stations. Eindhoven Airport may, in accordance with Article 16 of the Regulation, make changes to the allocation.

The fee per charging station/unit consists of the following elements: actual costs of energy supply, transport, measurement and consumption, including the costs of entering into the relevant agreements and the meter rental charged by utility companies. Prices are exclusive of VAT.

Eindhoven Airport will charge an advance payment per charging station quarterly, based on historical consumption. At the end of each calendar year, a settlement will be made, specified per ground handler. The advance may be revised annually based on consumption in the previous calendar year.

Eindhoven Airport is authorised to change the number and allocation of charging stations and the associated space for pushback trucks, in accordance with Articles 8 and 9 of the Regulation on Ground Handling at Aerodromes.





# Procedure in the event of underperformance

### Applicability

This chapter applies to all handling agents that provide services at Eindhoven Airport in connection with commercial flights. The provisions also apply in addition to the other conditions and regulations applicable to the airport, see Chapter 1.

### Staff shortages and absenteeism due to illness

Suppose circumstances arise in which a staff shortage or increased absenteeism due to illness impacts operational performance and could cause potential disruptions to the operational process. In that case, the Airport Operations Manager must be contacted.

If the shortage lasts longer than 5 days, the following guidelines apply.

#### 1. Written notification requirement

The ground handler concerned must immediately notify the Aviation Partner & Facilitation Manager of Eindhoven Airport in writing of the situation, including an initial assessment of the impact on operations.

#### 2. Action plan

Proactive communication is established with Eindhoven Airport in order to jointly assess the risks and discuss appropriate measures.

Within a reasonable period of time determined by Eindhoven Airport, a concrete action plan will be provided, which may include the following elements

- Description of the situation and expected duration
- Planned mitigation measures
- Quantitative updates (inflow/outflow/absence%/ambitions)

#### 3. Monitoring and follow-up

Eindhoven Airport will monitor progress and evaluate the effectiveness of the action plan together with the ground handler concerned. Additional measures will be taken if necessary. If, in the opinion of Eindhoven Airport, this does not lead to sufficient improvement, Eindhoven Airport may decide to issue an official written warning.

If this still fails to lead to the desired improvement, Eindhoven Airport may decide to impose a fine of €5,000 per week for as long as the inadequate performance persists. Eindhoven Airport will notify the handling agent of this in writing.

The aforementioned penalty clauses serve only as an incentive to comply. Articles 6:92 and 6:93 of the Dutch Civil Code do not apply. Any fines received by Eindhoven Airport will be allocated in full to the [EA Impact Fund](#).

## Underperformance

If a ground handler fails to comply with the applicable conditions and standards, this will be discussed in the Operational handlers consultations.

### **Purpose of the consultation:**

To prevent a recurrence or continuation of the inadequate performance. Corrective measures to be taken by the ground handler to remedy the situation will be discussed during this meeting. A written report will be prepared following this consultation.

The inadequate performance will be evaluated during the next consultation. If there has been no discernible improvement, the matter will be escalated to a tactical consultation with the ground handler. Any corrective actions resulting from this consultation will be recorded in writing.

If Eindhoven Airport is of the opinion that the inadequate performance persists, the matter may be escalated to an official written warning to the ground handler and/or the user concerned (airline).

The ground handler will always be notified of this situation and is obliged to take appropriate action.

The escalation procedure in the event of persistent inadequate performance.

#### **1. Notification of deficiency**

The inadequate performance will be discussed verbally in a separate consultation with the person ultimately responsible for the handling agent concerned by the Aviation Partner & Facilitation Manager. Eindhoven Airport will inform the ground handler in writing of the inadequate performance that has been identified.

#### **2. Response and proposal for compliance**

The ground handler will be allowed to submit a response or proposal for remedial action within a reasonable period of at least five working days set by Eindhoven Airport.

#### **3. Monitoring and follow-up**

Eindhoven Airport will monitor progress and evaluate the effectiveness of the action plan together with the ground handler concerned. Additional measures will be taken if necessary. If, in the opinion of Eindhoven Airport, this does not lead to sufficient improvement, Eindhoven Airport may decide to issue an official written warning.

If this still fails to lead to the desired improvement, Eindhoven Airport may decide to impose a fine of €5,000 per week for as long as the inadequate performance persists. Eindhoven Airport will notify the handling agent of this in writing.

The aforementioned penalty clauses serve only as an incentive to comply. Articles 6:92 and 6:93 of the Dutch Civil Code do not apply. Any fines received by Eindhoven Airport will be allocated in full to the [EA Impact Fund](#).

The holding of consultations does not affect Eindhoven Airport's other rights.

## Transparency and equal treatment

Fines will only be imposed in accordance with objective criteria and will be applied equally to all handling agents, taking into account proportionality and reasonableness.

## Special sanctions

Pursuant to Article 14(1) of the Airports (Groundhandling) Regulations, the Minister of Infrastructure and Water Management may, after consultation with Eindhoven Airport and users, establish a job description or technical specifications with which the handling agents must comply. The selection criteria included in the job description or technical specifications must be relevant, objective, transparent and non-discriminatory.

Pursuant to Article 14(2) of the Airports (Groundhandling) Regulations, the Minister of Infrastructure and Water Management may decide that a ground handler will only be permitted to provide services at the airport if:

- a. the applicant is in a sound financial position and has adequate insurance coverage;
- b. order and safety or the security of the installations, aircraft, equipment or persons at the airport are ensured;
- c. protection of the environment is ensured; and
- d. the applicable labour and social security legislation has been complied with.

In the event of such a decision by the minister, the handling agents will be informed of the procedure for obtaining the aforementioned authorisation. Authorisation will only be withheld or withdrawn if the handling agent fails to meet the criteria for reasons attributable to it. The reasons for withholding or withdrawing authorisation will be communicated by the minister to the handling agent and to Eindhoven Airport.

Pursuant to Article 17(2) of the Airports (Groundhandling) Regulations, the Minister of Infrastructure and Water Management may, after consultation with Eindhoven Airport, users and handling agents, take the measures necessary to protect the rights of employees and the environment.

Pursuant to Article 15(1) of the Airports (Groundhandling) Regulations, the Minister of Infrastructure and Water Management may, at the proposal of Eindhoven Airport, prohibit a ground handler from providing its services if it acts in contravention of any rules that may be imposed on it by the Minister of Infrastructure and Water Management to ensure the proper functioning of the airport.