

Conditions for handlers of commercial flights



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Colophon

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Legal framework

In line with Article 16 of the Airports (Ground handling) Regulations, users that provide self-handling services and suppliers of ground handling services that provide ground handling 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. Eindhoven Airport N.V. (hereinafter referred to as EANV) has drawn up the conditions set out in this document about 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 ground handling 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 ground handling services. With these conditions (version 1.4) as of 1 January 2025, Eindhoven Airport will be making a further contribution to creating a more accessible ground handling market and improving the airport's quality, safety, and sustainability. Besides these specific conditions, the following (general) conditions apply to users that provide self-handling services and suppliers of ground handling 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;
- Manual for spatial media and communications



Commitment 2030

Commitment 2030

Eindhoven Airport is there to serve the region. We contribute to the availability and accessibility of the area on an international scale. The starting point is ensuring 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 operations so that we 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. To achieve this goal, we are encouraging, among other initiatives, a higher blending ratio of sustainable aviation fuels (SAFs).



On-Time Performance

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 Military Police, 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 specifically 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.

EANV uses several Top Performance Indicators (TPIs) and Key Deliverables. These are overall objectives that apply to handling agents as well.

Each year, the relevant TPIs and targets are set about:

- 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: Intelex & Military of Defence for Runway Incursions
- OTP (punctuality of departing flights)
Definition: % of flights departed on time: AOBT (Actual Of-Block Time) - SOBT (Scheduled Off-Block Time) is 15 minutes or less.
Source: AODB (Airport Operational Database) & Qlik Dashboard.



Planning

The allocation/planning of handling assets is an aviation activity and therefore under the responsibility of Eindhoven Airport. The assets in question are airport service stands (stands), gates, baggage chutes (outbound and inbound baggage), check-in desks, and self-service equipment. This is done on a non-discriminatory basis, while also ensuring that available resources can be maximized to deliver a quality customer experience and OTP. The underlying principle is therefore 'common use' to the greatest extent possible.

Eindhoven Airport aims to maximize the use of self-service assets and automation. Once a ground handler/airline is converted to self-service assets, it will not be reverted to a manual process.



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 s);
- CDM milestones;
- Flight data* by [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);

The reports below can be requested/shared on request:

- OTP report by handling agents (regularly);
- 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 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.

Each month, handling agents report to EANV via the Operational Consultations on any deviations or late entry of the AIBT and AOBT (three minutes after departure). AIBT should be entered within 3 minutes of arrival and AOBT within 3 minutes of departure. EANV carries out random checks. If there are more than three errors a month, the ground handler concerned will be required to create a plan of action approved by Eindhoven Airport to prevent or resolve the deviations in question within a one-month time frame. This is discussed in consultations with the handlers.

In any event, errors are understood to have happened when an incorrect time is entered. For example: local time instead of Zulu time.

Deviations are understood to have happened if information is entered more than three minutes late. If an entry is more than 15 minutes late, it will be considered an error. See Section 17 for information about the escalation process.



Quality

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

Complaint handling

Complaints about ground handling services that are received by or on behalf of EANV are forwarded to the relevant user (airline). Complaints about ground handling 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 insight into and monitors complaints about ground handling 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 ground handling 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 aims 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 also make sure that there are enough SSBD hosts (visible) at the SSBD/check-in area so that passengers get the assistance they need and first-line SSBD failures are resolved. 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 are decisive for EANV as well, provided these times meet Eindhoven Airport minimum requirement (Block-FIBA: 25 minutes and Block-LABA: 40 minutes). This safeguards the safety and proper baggage flow and maximizes the use of infrastructure and assets. Achieving the best possible customer experience is a must. Correct use of the FIBA/LABA screens and allocation of the correct baggage belt are key. 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 occupied during arriving flights so that passengers have the assistance and information they need at all times.

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. EANV does not accept (the charging of) fines/SS bag fees, not even if they are the result of a failure of the baggage system or other asset(s).

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, the ground handler is to inform EANV of this immediately.



Available infrastructure

Consultations with handling agents about the deployment and use of assets are held twice a year. EANV strives for common-use deployment of the assets available, which means that it is not necessary to distribute assets among the handling agents in most cases; instead, they are allocated based on the schedule and real-time operations. If EANV does not believe that this benefits efficiency, safety, and/or quality, asset distribution will be based on relevant, objective, transparent, and non-discriminatory rules and criteria.

Ground handlers are expected to use the assets properly, leave them in a usable condition, and report any malfunctions by procedures. Order and neatness are a shared responsibility of all parties using the terminal; in all other cases of malfunction, this must be properly reported by the current reporting procedure. EANV uses common-use signing/communications/functionality. This applies to the FIDS (Flight Information Display System) but also to all other assets. If an adjustment needs to be entered in signing, an asset or the AODB must be requested using the 'Request for change' and/or 'Request for media and signing' forms (Manual for spatial media and communications). EANV makes these forms available to ground handlers when requested to do so.

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) before agreeing. The following items are excluded from this contract and are made available on a 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;
- 12 self-service bag drop (SSBD) units;
- 14 conventional check-ins (four of which are combined with SSBD);
- Full-service kiosks in the landside terminal;
- 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
- Port service
 - 1 SkyGuide (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 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. 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 (Ground handling) Regulations, to promote effective and fair competition, to divide up the space available for ground handling 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 for flight information to be exchanged automatically. A license agreement is to be concluded in this regard.



Innovations & Seamless Flow

At times, EANV can implement innovations in techniques and processes that contribute to the objectives it has set for itself. EANV may involve ground handlers in the research and implementation phases involved if innovations directly affect the handling process.

Ground handlers are to use seamless flow and self-service innovations and assets. For example:

- Pre-scan;
- Drop&Go;
- Kiosks.

Assets to be added to this list in the future include the biometric passage, use of Deep Turnaround, implementation of A-CDM, and working in an APOC.

EANV makes every possible effort to limit peaks and dips in flight schedules. One of the ways in which Eindhoven Airport manages its operations is by giving temporary and ad hoc instructions concerning capacity utilization, if necessary. This is important as it paves the way for the effective resolution of any operational incidents that arise. Ground handlers are required to follow these instructions at all times (operational necessity).

EANV makes capacity analyses for its purposes. Insights may be shared if this contributes to the objectives. Due to the limited space available and the need to limit handling and other fees, EANV expects ground handlers to use assets efficiently and to share their thoughts and ideas about possible optimizations of the flow and customer experience at EANV as a whole. EANV may consider positive and negative incentives in this context.



Consumables

EANV makes the following items available to ground handlers free of charge:

- Banklining;
- Cones;
- Blocks;
- Absorbents;
- Fire-extinguishing equipment.

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

Ground handlers are responsible for purchasing 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 (Ezeetags) are required for self-service units and Drop&Go units. Ground handlers are to consult each other about how to use tags, boarding cards, and labels efficiently in operations.



Equipment

Equipment pooling is vital at EANV, Eindhoven Airport is committed to becoming a (net) zero-neutral airport in 2030, for its operations and all ground handling 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. Issues like safety and the availability of just limited space are also important arguments in favor of pooling equipment. EANV is encouraging and may in the future require ground handlers to create an Equipment Pool. EANV is also considering the possibility of having the Equipment Pool designated a 'central facility' within the meaning of Article 10 of the Airports (Ground handling) Regulations.

At present, the following conditions apply:

- The Safety Department of Eindhoven Airport must pre-approve all (new and replacement) equipment. It will consider relevant elements like durability, safety, and the space required. A processing time of approximately one month should be taken into account;
- 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 proactively be provided;
- 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 to 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 to 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 based on the space available and efficient use. Electricity charges will be passed on;
- Non-electric equipment should use HVO100 fuel. Refueling for this type of fuel is possible on the 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 11)



De-icing Conditions

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 of de-icing 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 of Eindhoven Airport can determine the order for de-icing processes if, in the opinion of the Airport Operations Manager, this is necessary, e.g. ATC.

Ground handlers are responsible for conducting de-icing/anti-icing operations according to 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 on '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 S1 to S10. Aircraft may only be handled at these stands unless otherwise stipulated by Eindhoven Airport.

Operational procedures

Fluids used

Only de-icing/anti-icing fluids approved by Eindhoven Airport may be used. Requests in this regard can be made through the Environmental Manager, Safety Manager, or Compliance & Quality Manager Safety. This must be reported at least eight weeks before the start of activities.

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 8 weeks before the change.

Vehicles

Ground handlers must also comply with the conditions set out for equipment about 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 every month. Eindhoven Airport aims to contribute to sustainable aviation and 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 to limit the use of de-icing liquid.

Safety and training

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

Ground handlers are responsible for carrying out de-icing/anti-icing activities no later than October 1 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.

The ground handler is to submit (safety) procedures to Team Safety at Eindhoven Airport for review and approval.

Safety measures

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



Safety & Security

Contingency organization and compliance

Besides being responsible for their emergency response, ground handlers play a part in EANV's emergency response organization and provide emergency response officers in line with the agreements made with the Safety Department of Eindhoven Airport. Allocation and training should take place in consultation with EANV to ensure compliance with legislation and regulations, for example. Ground handlers themselves are responsible for arranging certified (refresher) training for their employees to ensure they meet the agreements made with the Safety Department.

EANV is responsible for the airport's contingency organization and the actions taken by the airport in the event of aviation accidents or other disasters. Given this responsibility, it may decide to deploy employees differently at times: for example, in the emergency response organization, supporting the Reception process, or in the form of their physical presence in the CVO (Committee of Consultation). EANV will share information about expected disruptions (for example, snowfall and work) with ground handlers. Ground handlers must be connected to the EANV communication system as part of the contingency organization in place. The ground handlers themselves will be responsible for making sure the connection above is achieved. In extreme cases, EANV may decide to keep the terminal open at night. In this situation, ground handlers and partner companies will be notified at a time that enables them to ensure that enough staff are in place to make sure that operations run smoothly. In the event of a major disaster, ground handlers will scale up proactively and/or at the request of EANV to the extent necessary to contribute to the handling of the disaster in question. The proactive handling of disruptions could significantly reduce the chaos and complaints that ensue due to a delay, cancellation, disruptions, or emergency:

- Announcements should be made via the public address system at least once every 30 minutes;
- In the case of HOTAC handling, the aim is to handle 90% within 1.5 hours and 100% within 2.5 hours;
- If passengers are present in the terminal, then the presence and adequate staffing of ground agents is required to provide these passengers with information. Both the land-side and airside service desks are required to be manned.

Ground handlers are expected to participate in emergency response exercises and related tests.

Escorting passengers and walkways

During aircraft rotations, ground handlers will ensure that passengers are not present in unsafe areas around the aircraft and will also safely escort incoming passengers across the apron to the walkway or terminal entrance (see also OM EA 3.16 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 by 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 categorization of incidents and damage;
- Handling procedure; duties, powers, and responsibilities;
- Evaluation and actions are taken to prevent the recurrence of an incident. Written feedback to EANV and the user about time frames and contact persons;
- Written feedback to EANV and the user about time frames and contact persons;

All ground handlers must have a valid ISAGO registration or comparable valid registration.

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 at EANV and followed up immediately. EANV or another competent authority will reserve the right to carry out operational inspections concerning 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) Ground Handling Regulations to comply with all legal regulations and requirements applicable in the Netherlands for natural persons and legal entities. 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.

Ground handlers must comply 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

Introduction

In 2023, the [ReFuelEU Aviation](#) Regulation was adopted to increase the supply and demand of sustainable aviation fuels (SAF) and the (revised) [RED III directive](#) to promote energy from renewable sources. The ReFuelEU Aviation Regulation already has a legal blending requirement effective from 1 January 2025, which is to rise to at least 6% sustainable aviation fuels (SAF) by 2030.

As of 1 January 2025, providers of ground handling services in the fuel and oil supply category are also considered 'aviation fuel suppliers' and/or 'fuel handlers' within the meaning of the [ReFuelEU Aviation Regulation](#). From 1 January 2025, aviation fuel suppliers are legally obliged to ensure (as a minimum) that all aviation fuels made available to Eindhoven Airport users at Eindhoven Airport contain a percentage of 2% sustainable aviation fuels.

Other responsibilities

The remaining targets applicable to (all) ground handlers for 2030 concern:

- (Net) zero-emission operations at the airport including ground handling 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;
- Encourage sustainable employment and 'Corporate Social Responsibility' (CSR) projects.

Ground handlers are also required to participate in the Partner Environment Consultations that are organized twice a year, to provide the total CO₂e-footprint data (about 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 ground handling 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 using 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 expected to participate proactively in the following consultations and decision-making:

- Presence in the control room (APOC) during flight operation
- The initiation of (process) innovation;
- Twice-daily briefings;
- Emergency consultations; OCT (operational coordination team) and CVO (consultation committee);
- Partner environmental consultations;
- Winter and summer season start-up (consultations on asset deployment);
- PSO (Safety consultation platform);
- Runway Safety Team consultations;
- Operational performance consultations (supervisor level)
- Operational handlers consultations (supervisor level)
- Ground handler consultations (management level)
- Baggage consultations;
- Facilities Asset consultations;
- Airport Operating Committee (AOC) (once a year).



Training & Education

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 per 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' files.

If requested by EANV, ground handlers must provide an anonymous list demonstrating that their employees have been trained properly. 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 the training was completed successfully. In the event of an incident, EANV (the Safety Manager or Head of Airport Operations & Safety) will be able to request the specific training data of the persons involved.

The training registration system must be up-to-date and by ISAGO requirements (or a comparable registration system that has been approved by EANV).

If a new ground handler starts providing handling services, it will be expected to meet the following requirements:

- Engage in timely consultation with Eindhoven Airport and delivery of an implementation action plan at Eindhoven Airport, no later than 4 months before the start of ground handling services.
- The action plan should in any case include the subjects of personnel recruitment and IT.
- After receiving the action plan Eindhoven Airport will evaluate and provide feedback within 4 weeks.
- Only an action plan fully approved by Eindhoven Airport before the start of ground handling services will give access to the airport facilities.



Fees

Under Article 16(3) of the Airports (Ground handling) 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 based on relevant, objective, transparent, non-discriminatory, and current criteria.

New ground handlers will be charged an entrance fee to cover start-up costs. EANV will set the amount of this fee based on relevant, objective, transparent, non-discriminatory, and current criteria.



Escalation

If ground handlers fail to comply with the relevant conditions and standards, this will constitute underperformance on their part. In the event of underperformance, the ground handlers in question, the Head of Airport Operations & Security, and the Aviation Partners & Facilitation Manager at Eindhoven Airport will enter into discussions to prevent a recurrence or continuation of the shortcoming. The measures that the handling agents in question are to take will be included in the discussions above. The obligation to enter into discussions will not affect the right that EANV has to exercise its other rights. This includes escalation of the situation to the management level of the relevant ground handler and/or user (airline). The ground handler in question will always be informed of any escalation and be required to take appropriate action.