

Conditions for handling agents 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 (according to [Directive 96/67/EC](#)) that provide ground handling services at EANV 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 ground handling services at the airport on 1 April 2019. On 1 April 2021, it set a number of conditions to be met by users that provide self-handling services and suppliers of ground handling services. The introduction of version 1.3 of these conditions on 1 April 2024 will enable EANV to contribute further to the accessibility of the ground handling market, which it will do by 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 ground handling services (also referred to jointly as "handling agents" below):

- Eindhoven Airport General Use Conditions;
- General Environmental Conditions of Eindhoven Airport;
- Airport Regulations of Eindhoven Airport;
- House Rules of Eindhoven Airport;
- Safety & Security Manual;
- Eindhoven Airport Access Policy;
- Conditions for Eindhoven Airport Pass;
- Conditions for Issue and Collection of Eindhoven Airport Passes;
- 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.



Purpose & Strategy of EANV



Good neighbour
EANV is accessible, open and inviting.

Worthy entrance
A proud showpiece for a distinctive region.

Inspirational testing ground
Live testing by knowledge partners from Brainport.

Connector to the world

A human airport with a balanced network of destinations.

Responsible operations

Our approach to every day:



Ambition:
zero serious
accidents



A good balance
between performing
and appreciating



Each development of the
airport must be responsible
and sustainable



Healthy operations and
a healthy financial position





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 makes proactive communication vital: 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 the 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.

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

The TPIs and ambitions relevant in this context for 2023 are:

- NPS (Net Promoter Scores) score: +30
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): +97.0
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: Intellex & KLu for Runway Incursions
- OTP (punctuality of departing flights): 68%.
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

EANV is exploring the possibility of doing some or all of the planning for handling assets itself in the future. This is currently being outsourced.

The assets in question are airport service stands (stands), gates, baggage chutes (outbound and inbound baggage), check-in desks, and self-service equipment.

It would be particularly useful for EANV to manage all or some of the above if there were to be more than one handling agent at the airport. It hopes that this would prevent discrimination on the one hand and ensure that the assets available can be used to the full to achieve a good customer experience and OTP on the other hand.

In consultation with EANV, agreements can be made about the planning that EANV provides.

To ensure the optimal planning and flow of every process at the airport, handling agents must digitally provide EANV with real-time event data (in anonymized form) from the DCS.



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 and handling agents);
- Flight details* in accordance with Article 14 of the Regulations for the Safe Use of Airports and Other Aerodromes;
- Delay codes per flight and allocation of number of minutes and correct delay code (enter after flight closure);
- OTP report by handling agents (on a regular basis);
- 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 handling agents' digital systems are the preferred choice because this prevents the duplication of work for handling agents; EANV is open to proposals from handling agents 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 block times:

'The time the aircraft pushes back/vacates the parking position.' For In-Block Time, this is *'The actual time when the parking brakes have been engaged at the parking position.'*

EANV manages its own dashboard, which contains OTP data.

The Airport Operations Manager 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). EANV carries out random checks. If there are more than three errors a month, the handling agent concerned will be required to present a plan of action to prevent or resolve the deviations in question within a one-month time frame. The plan of action is discussed in the Operational Consultations.

Errors are understood to have happened when an incorrect time is entered. For example: local time instead of Zulu time.

Errors are defined as: wrong time entered. E.g.: local time instead of Zulu time. Deviations are defined as information being entered more than three minutes late. If an entry is more than 15 minutes late, it will be considered an error. See Section 16 for information about the escalation process.



Quality

EANV measures quality on the basis of a number of 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 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' of complaints will be made by or on behalf of EANV for discussion with handling agents in regular consultations. The ability to identify and monitor quality and passenger satisfaction depends on the sharing of complaints. This includes passenger complaints about ground handling services.

KPI's

The KPI's 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 D&G (Drop&Go) and Conventional check-in at a maximum of 11 minutes. Handling agents must also make sure that there are enough D&G hosts (visible) at the D&G/check-in area so that passengers get the assistance they need and first-line D&G 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's Manager Aviation Partners & Facilitation will consult handling agents 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 EANV's minimum requirement (FIBA 25 minutes and 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.

EANV records FIBA/LABA times, which will be discussed with handling agents in the operational consultations.

If a handling agent receives instructions from an airline that deviate from the defined KPI targets and/or could impact them (for example, hand baggage policy, online check-in policy), it should inform EANV of this immediately.

Mishandled baggage

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

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



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.

Handling agents are expected to use the assets properly, leave them in a usable condition and report any malfunctions in accordance with procedures. Order and neatness are a shared responsibility of all parties using the terminal.

EANV uses common-use signing/communications. This applies to the FIDS (Flight Information Display System) but also to all other assets. If an adjustment needs to be entered in Signing or the AODB, this 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 handling agents when requested to do so.

A contract must be concluded with EANV for the use of various areas, desks, and resources (also in the case of shared use). The following items are excluded from this contract and are made available by EANV:

- AviaVox (EANV applies the Silent Airport policy);
- Public address system (manual), available at every gate, information desk and passage coordinator, 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 in order to ensure high-quality and efficient airport operations;
- 14 D&G units (two of which are combined with conventional units);
- 10 Conventional check-ins (two of which are combined with D&G);
- Full-service kiosks in landside terminal (if made available for operations);
- Bag tag kiosks in landside terminal (if made available for operations);
- Odd size (dropping off odd-size baggage);
- FIDS (Flight Information Display System). EANV has a common-use policy;
- Baggage hall;
- 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
 - Drop&Go units;
 - Check-in desk + equipment + chair.
 - Pre-scan area
 - Pre-scan desk + equipment;
 - And/or automatic entrance gates.
 - Gate area

- Boarding desk(s) + chair;
 - (Automatic) entrance gates (and/or e-gates).
- 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 handling agent. However, all pass readers will continue to be the property of EANV;
- Cameras; EANV will decide on their need and availability;
- Eindhoven Airport Data Network (in accordance with network infrastructure SLA).

A handling agent that uses (or shares use of) EANV space and/or furniture and equipment will do so on a loan basis unless another (special) agreement is to be or has been concluded at the request of and according to EANV.

Handling agents may not place any resources in general areas without the explicit consent of EANV. These resources will be removed at the expense of the handling agent in question if it fails to remove them when asked to do so by EANV.

EANV will ensure that operational areas and resources are cleaned. However, handling agents are asked to keep the baggage hall broom-clean on a daily basis 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 (for example, a leaf blower may not be used in the vicinity of vulnerable equipment).

EANV will at all times retain the right - if necessary - under Article 16(2) 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 new providers of handling services. This will be done on the basis of relevant, objective, transparent and non-discriminatory rules and criteria.



Innovations & Seamless Flow

EANV will sometimes implement innovations in techniques and processes that contribute to the objectives it has set for itself. EANV may involve handling agents in the research and implementation phases involved, which it will certainly do if innovations directly affect the handling process.

Handling agents should use seamless flow and self-service innovations and assets. For example:

- Boarding via e-gates;
- Pre-scan;
- Drop&Go;
- Kiosks.

Assets to be added to this list in the future include Biometrics, A-CDM, and working in an APOC.

EANV makes every possible effort to limit peaks and dips in flight schedules.

If necessary, it will give temporary and ad hoc instructions on capacity utilization, amongst other things. This is important as it paves the way for the effective resolution of any operational incidents that arise. Handling agents 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 handling agents 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 handling agents free of charge:

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

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

Handling agents are responsible for purchasing luggage tags and boarding cards. All such tags and cards must be approved by EANV in advance (to ensure their compatibility with equipment, for example). Self-adhesive labels (Ezeetags) are required for self-service units and Drop&Go units. Handling agents should consult each other about how to use tags, boarding cards and labels efficiently in operations.



Equipment

Equipment pooling is vital at EANV, which has committed itself to becoming a (net) zero CO₂ airport by 2030 - in terms of its own 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 favour of pooling equipment.

EANV is encouraging handling agents to create an Equipment Pool; it may even require them to do this in the future. 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:

- EANV 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 zero-emission replacement and additional equipment will be permitted and it should preferably be electric. This requirement also applies to equipment belonging to new handling agents;
- A Risk Inventory and 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 handling agents based on the space available and efficient use. Electricity charges will be 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. The Environmental Manager at EANV can be contacted for more information.

For reasons of overall efficiency and safety, the preferred choice will be for one party to have permission to carry out de-icing activities at EANV.



Safety & Security

Contingency organization and compliance

Besides being responsible for their emergency response, handling agents play a part in EANV's emergency response organization and provide emergency response officers in line with the agreements made with the EANV Safety Department. Allocation and training should take place in consultation with EANV to ensure compliance with legislation and regulations, for example. Handling agents 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 handling agents.

Handling agents must be connected to the EANV communication system as part of the contingency organization in place. The handling agents themselves will be responsible for making sure the connection above is realized.

In extreme cases, EANV may decide to keep the terminal open at night. In this situation, handling agents 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, handling agents 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 from a delay, cancellation, disruption, 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, handling agents must be present to provide them with information. The landside and airside service desks must both be manned.

Handling agents are expected to participate in emergency response exercises and related tests.

Escorting passengers and walkways

During aircraft rotations, handling agents 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.

Handling agents 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 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 handling agents 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. Handling agents will provide all reasonable assistance during these inspections.

Handling agents will also cooperate in the annual audits carried out by EANV and/or another competent authority.

EANV specifically wishes to draw the attention of handling agents to the subject of health and safety. Handling agents are responsible for the health and safety of their employees, especially where GSE is concerned. Some assets are the responsibility of the EANV. If unclear, the airport will initiate discussions.

Handling agents 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

Combating climate change is one of the biggest challenges facing society today. Fundamental changes are vital if we are to be able to live within the Earth's planetary boundaries. Policies and solutions are needed to prevent and reduce further emissions (mitigation) and to cope with the effects of climate change (adaptation). More extreme weather and climate-related events are expected as the climate continues to change. EANV wants to do its bit to make aviation sustainable and set a good example for others by focusing our efforts on significantly reducing emissions of CO₂ and other greenhouse gases. Our direct influence on scope 3, which includes GSE, is more limited, but given the huge impact these emissions have, EANV is doing its utmost to achieve a sustainable aviation future by 2030, with the following relevant targets in mind. These targets apply to handling agents as well:

- (Net) zero CO₂ emissions from activities 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.

Handling agents are also required to participate in the Partner Environment Consultations that are organized twice a year, to provide the total CO₂ 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:

- Handling agents 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 handling agents 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;
- HVO 100 must be used if possible and available for equipment that is not electric yet;
- Handling agents 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. Handling agents must comply with this procedure.

EANV requires handling agents to adopt and comply with all the objectives above.



Consultations

Handling agents are expected to participate proactively in the following consultations and decision-making:

- 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 consultations;
- Baggage consultations;
- Facilities Asset consultations;
- Airport Operating Committee (AOC) (once a year).

Training & Education

All employees of handling agents 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, handling agents 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. Handling agents 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, handling agents 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 in accordance with ISAGO requirements (or a comparable registration system that has been approved by EANV).

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

- Three months before the start: an implementation action plan at EANV, approved by EANV;
- Specific attention for the recruitment of personnel (including passes) and IT; must also be approved by EANV.



Fees

Under Article 16(3) of the Airports (ground handling) Regulations, EANV - as an airport operator - may require handling agents 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 handling agents 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 handling agents fail to comply with the relevant conditions and standards, this will constitute underperformance on their part. In the event of underperformance, the handling agents in question, the Head of Airport Operations & Security, and the Manager Aviation Partners & Facilitation at EANV will enter into discussions to prevent a recurrence 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 in the relevant organization (whether a handling agent or airline). The handling agent in question will always be informed of any escalation and be required to take appropriate action.