

Conditions for handling agents of commercial flights

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Colophon

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Client EANV

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Legal framework

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

Eindhoven Airport stopped providing groundhandling services at the airport on 1 April 2019. With these conditions version 1.2 as from 1 April 2022, Eindhoven Airport will make a further contribution to making the groundhandling market accessible, improving the quality, safety and sustainability of the airport. In addition to these specific conditions, the following (general) conditions apply to users who provide self-handling services and to suppliers of groundhandling services (hereinafter jointly also referred to as "handling agents"):

- General Terms and Conditions of Use of Eindhoven Airport
- General Environmental Conditions of Eindhoven Airport
- Airport Regulations of Eindhoven Airport
- House Rules of Eindhoven Airport
- Safety & Security Manual of Eindhoven Airport
- Eindhoven Airport Access Policy 2020
- Conditions for Eindhoven Airport Pass
- Conditions for Issue and Collection of Eindhoven Airport Passes 2021
- General Parking Conditions
- General IT Conditions of Eindhoven Airport

This document have been drafted in Dutch and translated into English. Exclusively the Dutch text is legally binding and takes precedence over the English translation in case of possibly discrepancy between the interpretation of provisions in Dutch and English. In case of questions about the interpretation of this document, exclusively the Dutch text shall be applied according to the Dutch regulatory framework.

Purpose & Strategy of Eindhoven Airport

The basis for our activities



Good Neighbour
Eindhoven Airport is accessible, open and inviting.

Stately entrance
A proud showpiece for a distinctive region.

Inspiring test bed
Live testing by knowledge partners from Brainport.

Connector to the world
A human airport with a balanced network of destinations.

Eindhoven Airport stands for convenience and extra attention. The most convenient airport in Europe, its core values being: smart, sympathetic, stylish and standing together. How are these core values reflected?

Landside

- Parking
- Catering
- Hotel

Airside

- Covered walkways
- Zen Security
- PRM journey
- Business lounge

Airlines & Handling

- On-time performance
- Digital & IT

Responsible operations
Our daily working method:





On-Time Performance

In its daily operations, On-Time Performance (OTP) is a very important objective for Eindhoven Airport and all parties involved in aircraft handling. OTP is affected by many processes at the airport and all parties and departments should be aware that they influence each other's performance and thus have an indirect influence on OTP. This requires proactive communication between the various task areas, with Eindhoven Airport and with other partners at the airport, such as the security company, the Royal Netherlands Marechaussee and Dutch Customs. They each have their own role to play in this.

Eindhoven Airport and the handling agents continuously work together to improve OTP. This ambition, the emphasis also being on improving specific identified delays, is redefined annually by Eindhoven Airport after consultations with parties. Eindhoven Airport measures OTP and expects handling agents to seek consultations with Eindhoven Airport to improve/achieve the ambition. This includes the sharing of data.

Eindhoven Airport uses a number of Top Performance Indicators (TPIs) and Key Deliverables. These are overall objectives in which the handling agents also have a share. For 2021, the TPIs and ambitions relevant in this context are:

- NPS (Net Promoter Scores) score: +35
Eindhoven Airport measures passenger satisfaction by means of NPS
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, runway incursions.
Source: Intelix & KLu for Runway Incursions
- OTP (punctuality of departing flights): 73%.
Definition: % of flights departed on time: AOBT (Actual Of-Block Time) - SOBT (Scheduled Off-Block Time) is 15 minutes or less.
Source: SkyGuide & Qlick Dashboard.



Planning

Eindhoven Airport explores the possibilities of doing some or all of the planning itself in the future. Planning has now been outsourced.

The following assets and services are concerned: Stand, gates, baggage chutes (outbound and inbound baggage), check-in desks and self-service equipment.

Eindhoven Airport is considering doing this itself, especially if more than 1 handling agent will establish operations at Eindhoven Airport. On the one hand to prevent discrimination, on the other hand to ensure that available assets can be used to the full for a good customer experience.

In consultation with Eindhoven Airport, agreements can be made about the planning supplied by Eindhoven Airport.

To ensure optimal planning and flow of all processes at the airport, handling agents must digitally provide Eindhoven Airport with real-time event data (in anonymized form) from AirDCS.



Administration & Compliance

Eindhoven Airport expects handling agents to timely and correctly enter the following information in the Airport Operational Database (AODB) named Skyguide”:

- Passenger numbers (signed by the relevant user and handling agents)
- Number of litres of de-icing/anti-icing liquid for the environment
- 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 (periodical)
- OTP report by user (provided by handling agents)

The correct and timely (no later than 3 minutes after departure) entering of Actual In-Block Time (AIBT) and Actual Off-Block Time (AOBT) is a critical process for Eindhoven Airport. Times entered in Skyguide will be copied directly into the public communications to our passengers.

Eindhoven Airport agrees that links with digital systems of the handling agents are preferred because this will prevent duplication of work for the handling agents and is open to proposals from the handling agents in this respect.

*For the purpose of registration of arrival and departure times, the AIBT and AOBT must be registered, the following definition being applicable:
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 containing OTP data.

The Airport Operations Manager or Airport Operations Officer must be informed when Airport delay codes (IATA codes 85 to 89) are entered in Skyguide.

Handling agents report to Eindhoven Airport (Accountmanager Airlines & Handlers) in case of deviations or late (3 minutes after departure) entry of the AIBT and AOBT. Eindhoven Airport carries out random checks. In the case of more than 3 errors per month, the handling agent concerned is expected to present a plan of action to prevent these deviations.

Errors are understood to be: incorrect time entered. For example: local time instead of Zulu time.

Deviations are understood to be: entered more than 3 minutes late. If the entry is more than 15 minutes late, it is considered to be an error. See Chapter 16 for escalation.



Quality

Eindhoven Airport measures its quality based on complaints, passenger surveys and KPIs, among other things.

A Complaint handling

Complaints about groundhandling services which are received by or on behalf of Eindhoven Airport are forwarded to the airline. Complaints about groundhandling services which are received by handling agents should be forwarded to the airline and not to Eindhoven Airport. Complaints about aviation activities and PRM are handled by Eindhoven Airport.

Insight and monitoring by Eindhoven Airport with regard to complaints about groundhandling services will take place by logging the complaints received by or on behalf of Eindhoven Airport.

A top 5 of complaints will be made by or on behalf of Eindhoven Airport which will be discussed with the handling agents during regular meetings. In order to determine and continue to monitor quality and passenger satisfaction, it is important to share complaints. This also applies to complaints from passengers about groundhandling services.

B KPI's

The KPIs relate to all operations at Eindhoven Airport.

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

Queue KPI

Eindhoven Airport uses the following target for D&G (Drop&Go) and Conventional check-in: 95% of all passengers may not stand in a queue for longer than 11 minutes. Eindhoven Airport measures the waiting time by carrying out random checks. If this target is not achieved, the Accountmanager Airlines & Handlers of Eindhoven Airport will consult with the handling agents. Together, they will assess what steps can be taken in order to achieve this target.

Reclaim hall

The FIBA/LABA (first bag last bag) times agreed between the handling agents and the user are also leading for Eindhoven Airport, insofar as they meet the minimum requirement of Eindhoven Airport (FIBA: 25 minutes and LABA: 40 minutes). This is to ensure safety and proper baggage flow and to maximize the use of infrastructure and assets. Achieving the best possible customer experience is a must. The correct use of the FIBA/LABA screens and the allocation of the correct baggage belt are of great importance here.

EANV records FIBA/LABA times and these will be discussed with the handling agents during the operational meeting.

Data Generic target (peaks) & percentiles are extremely important for capacity in the arrivals hall. Standard for peaks: FIBA \leq 30 minutes. Handling agents have a weekly steering tool which they can use to detect any deviations. The focus is on minimizing peaks by taking corrective actions. Peaks of FIBA \Rightarrow 30 minutes which cannot be explained are considered to be incidents.

If a handling agent receives instructions from an airline which deviate from the defined KPI targets and/or may impact them (e.g. hand baggage policy, online check-in policy), the handling agent should inform Eindhoven Airport of this.

Mishandled baggage

Eindhoven Airport would like to have insight into the data and numbers of mishandled baggage per user which have an Airport Reason for loss code (IATA list). These should be shared monthly with the Accountmanager Airlines & Handlers of Eindhoven Airport, if made available by the airline.



Available infrastructure

Consultations with the handling agents about the deployment and use of assets are held twice a year. Eindhoven Airport strives for common-use deployment of available assets, which means that most assets need not be distributed among the handling agents, but assets are allocated based on schedule and real-time operations. Where this does not contribute to efficiency, safety and/or quality in Eindhoven Airport's opinion, the 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.

Eindhoven Airport 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 Skyguide, such adjustment must be requested using the 'Request for change' and 'Request for media and signing' forms (Manual for spatial media and communications). These forms are made available to the handling agents by Eindhoven Airport.

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

- AviaVox (Eindhoven Airport uses 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 Eindhoven Airport
- Walkways: directions from the Airport Operations Manager on opening and closing fencing should be followed in order to ensure high-quality and efficient airport operations
- 16 D&G units (4 of which are combined with conventional)
- 10 Conventional check-ins (4 of which are combined with D&G)
- Sufficient Full-service kiosks in landside terminal
- Sufficient Bag tag kiosks in landside terminal
- Odd size (dropping off odd-size baggage)
- FIDS (Flight Information Display System). Eindhoven Airport has a common-use policy
- Baggage hall
- Parking space for equipment on the aircraft stand (see also Chapter 11).
- Terminal (layout); for public areas
- Operational areas including permanently fixed items and communications
 - Check-in area
 - Drop&Go units
 - Check-in desk + equipment + chair
 - Pre-scan area
 - Pre-scan desk(s) + equipment
 - And/or automatic entrance gates
 - Gate area
 - Boarding desk(s) + chair

- Automatic entrance gates (and / or e-gates)
- Pass readers at offices and passageways; Eindhoven Airport will decide if they are necessary
- Cameras; Eindhoven Airport will decide if they are necessary
- Eindhoven Airport Infrastructure Data Network (in accordance with network infrastructure SLA)

Handling agents are not allowed to place any resources in general areas without the explicit consent of Eindhoven Airport.



Innovations & Seamless flow

Eindhoven Airport can implement innovations in techniques and processes which contribute to its objectives. In doing so, Eindhoven Airport can involve the handling agents in the research phase and implementation, which will certainly be the case if they directly affect the handling process.

Handling agents should use innovations/assets in the area of seamless flow/self-service, including (but not limited to):

- Boarding via e-gates
- Pre-scan
- Use of drop & go
- Kiosks

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

Eindhoven Airport makes every possible effort to limit peaks and dips in flight schedules where possible.

Eindhoven Airport implements supervision by, if necessary, giving temporary and ad hoc instructions on capacity utilization, for example. This possibility of making adjustments is necessary in order to adequately resolve operational incidents.

Eindhoven Airport makes capacity analyses for its own purposes. Insights can be shared if this contributes to the objectives.

Due to the limited space and because the handling and other fees must be kept in check, Eindhoven Airport expects the handling agents to use assets efficiently and to share their thoughts about optimizations for the flow and customer experience at Eindhoven Airport as a whole. Eindhoven Airport may consider positive and negative incentives in this context.



Consumer items

Eindhoven Airport makes the following items available to the handling agents:

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

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



Equipment

Equipment pooling is desirable at Eindhoven Airport. The commitment of Eindhoven Airport is a zero-emission airport in 2030, for its own operations and all groundhandling equipment. Equipment pooling contributes to this because it can be used to work towards a sustainable equipment fleet on a step-by-step basis and ensures that it is also maintained at Eindhoven Airport. Topics such as safety and limited space are also important arguments in favour of the wish for equipment pooling. Eindhoven Airport stimulates and may demand in the future that the handling agents create an Equipment Pool. Eindhoven Airport is also considering the possibility of having this designated as a “central facility” within the meaning of Article 10 of the Groundhandling Regulations.

At present, at least the following conditions apply:

- Equipment (new/replacement) must be pre-approved by Eindhoven Airport; relevant elements such as durability, safety and space required will be considered. A processing time of approximately 1 month should be taken into account.
- The starting point is that only zero-emission equipment is allowed as a replacement/addition, including equipment from new handling agents.
- Proactively offering a related Risk Inventory & Evaluation regarding the implementation and use of new equipment.
- Equipment complies with the guidelines set out in Chapter 9 of the IATA Airport Handling Manual.
- Equipment must fit within the designated areas on the apron. Except for equipment for which Eindhoven Airport has been given permission to deviate from this.
- Positioned/parked equipment must be within the designated areas near the stand to reduce movements (Safety). Except for equipment for which Eindhoven Airport has given permission to deviate from this.
- Eindhoven Airport will provide the necessary charging facilities and will, in consultation with the handling agents, set an adequate number and capacity, taking into account the available space and efficient use.
- The washing and/or maintenance of equipment is subject to specific conditions that apply as described in the Environmental Conditions of Eindhoven Airport N.V. The Environmental Coordinator of Eindhoven Airport N.V. can be contacted for this.

For reasons of overall efficiency and safety, preferably 1 party is granted permission for de-icing at Eindhoven Airport.



Safety & Security

Apart from being responsible for their own emergency response, handling agents play a part in the emergency response organization of Eindhoven Airport and provide emergency response officers. Distribution and training should take place in consultation with Eindhoven Airport in order to comply with laws and regulations, for example.

Handling agents should render all reasonable assistance in offering their employees training and repeat training.

Eindhoven Airport is responsible for the airport's contingency organization and the actions taken by the airport in the event of aviation accidents or other disasters. Based on this responsibility, it may decide to deploy employees differently, for example in the emergency response organization or to support the Reception process or the CVO (Committee of Consultation)

Eindhoven Airport will share information on expected disruptions (e.g. snowfall, works) with the handling agents.

For the purposes of a well-functioning Emergency Response organization, handlers' communication system must be connected to Eindhoven Airport's communication system. This connection must be facilitated by the handler and approved by Eindhoven Airport.

In extreme cases, Eindhoven Airport may decide to keep the terminal open at night; this will be communicated in good time with the handling agents and partner companies so that they can plan their staffing.

In the event of major disasters, the handling agents will scale up proactively and/or at the request of Eindhoven Airport to the extent that this contributes to the handling of the disaster.

Proactive handling of disruptions could prevent a lot of complaints and chaos in the event of delays/cancellations/disruptions/calamities:

- The public address system should be used at least every 30 minutes.
- In 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, the handling agents are expected to be present to provide these passengers with information.

The handling agents are expected to participate in emergency response exercises and the related tests.

Incident procedure in accordance with laws and regulations.

The handling agents must have an incident procedure in place and keep this procedure up-to-date. The procedure must be approved annually by Eindhoven Airport and should contain at least the following elements:

- Obligation for all employees to report environmental and other incidents and damage to the Airport Operations Manager immediately.
- Categorization of incidents and damage.
- Handling procedure; duties, powers, responsibilities.
- Evaluation and actions taken to prevent recurrence of the incident.
- Written feedback to Eindhoven Airport and the user as regards terms and contact persons.

Handling agents must have a valid ISAGO registration or comparable valid registration.

An SMS (safety management system) must be present and incidents must be reported proactively (up to 72 hours after the incident) to the Safety Manager of Eindhoven Airport and must be followed-up immediately.

Eindhoven Airport or another competent authority reserves the right to carry out operational inspections in the area of Safety, Quality and Security. The handling agents will extend all reasonable assistance in this.

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

Handling agents must comply with, have knowledge of and further distribute the following procedures and manuals:

- Airport Manual (latest version) and the supporting procedure and related work instructions
- Knowledge of and compliance with Safety & Security Manual
- Airport regulations



Sustainability

Handling agents are obliged to participate in the Partner Environment Consultations that are organized twice a year and to provide the total footprint data for the purpose of the reduction target for CO₂ emissions. A format is provided by Eindhoven Airport for this purpose. Moreover, diesel consumption must be reported to Eindhoven Airport on a monthly basis.

Eindhoven Airport has the ambition to become more visible in the area of sustainability. Examples are separating aircraft and other waste and using more sustainable equipment (CO₂ emissions in particular).

Handling agents must comply with and have knowledge of the following procedures and manuals:

- Environmental Conditions of Eindhoven Airport

Some specific environmental conditions relating to groundhandling services:

- Handling agents are obliged to report any spilling on the Eindhoven Airport site directly to the Airport Operations Manager, for example: fuel, de-icing liquid, oil.
- All (hazardous) substances used/stored by handling agents on the Eindhoven Airport site must be assessed by the Eindhoven Airport environmental coordinator in advance by means of an MSDS sheet (Material Safety Data Sheet) before they can be used/stored.

Handling agents are obliged to separate the waste that is produced and to use the various waste streams that are designed for this purpose. A process has been set up at Eindhoven Airport for the CAT 1 waste stream. Handling agents must comply with this process.



Meetings

Handling agents are expected to participate proactively in the following meetings/ decision-making:

- Initiation of (process) innovation
- Participation in briefing twice a day
- Meetings in case of calamities; OCT (operational coordination team) and CVO (Committee of Consultation)
- Partner environmental Meeting
- Start-up of winter/summer season (meeting on asset deployment)
- PSO (Apron Safety Meeting)
- Runway Safety Team meeting
- Operational meeting
- Baggage meeting
- Facilities Operational meeting
- Airport Operating Committee (AOC) (once a year)



Training & education

All staff members of handling agents who are required to carry out a specific procedure based on their position will do so only after they have been trained in this and have passed the exam for this training. For this purpose, handling agents must have an up-to-date training manual that provides an up-to-date overview of all training courses per position as well as the frequency of repeat training. The handling agents record all training courses in a training registration system and keep all training documents and certificates in a personal file of each employee.

If requested by Eindhoven Airport, handling agents must provide an anonymous list to demonstrate that their employees are adequately trained. In any case, such a list shall include the following information: the training courses followed, the date of training, the expiry date, whether the training courses were completed successfully.

The training registration system must be up-to-date in accordance with ISAGO requirements (or a comparable registration approved by Eindhoven Airport)

If a new handling agent starts providing groundhandling services, the following is expected of the handling agent:

- 3 months before the start: an action plan for implementation at Eindhoven Airport approved by Eindhoven Airport.
- Specific attention to recruitment of personnel (including passes) & IT; this must also be approved by Eindhoven Airport.



Fees

Pursuant to Article 16(3) of the Groundhandling Regulations, Eindhoven Airport, as an airport operator, may require that handling agents pay a fee for access to the airport and the use of airport facilities. The amount of the fee will be set in consultation on the basis of relevant, objective, transparent and non-discriminatory and current criteria.

New handling agents will be charged an entrance fee to cover the start-up costs. This amount will be set by Eindhoven Airport on the basis of relevant, objective, transparent and non-discriminatory and current criteria.



Escalation

If the handling agents fail to comply with the applicable conditions and standards set, this will constitute underperformance. In the event of underperformance, the handling agents, the Head of Airport Operations & Security and the Accountmanager Airlines & Handlers of Eindhoven Airport will consult each other to prevent a recurrence of the shortcoming. The measures taken by the handling agents will be discussed during these consultations. The obligation to hold consultations does not affect the right of Eindhoven Airport to exercise its other rights, including a scale-up to the level of management of the relevant handling agent and/or the relevant airline; the relevant handling agent will always be informed of this and must take appropriate action.