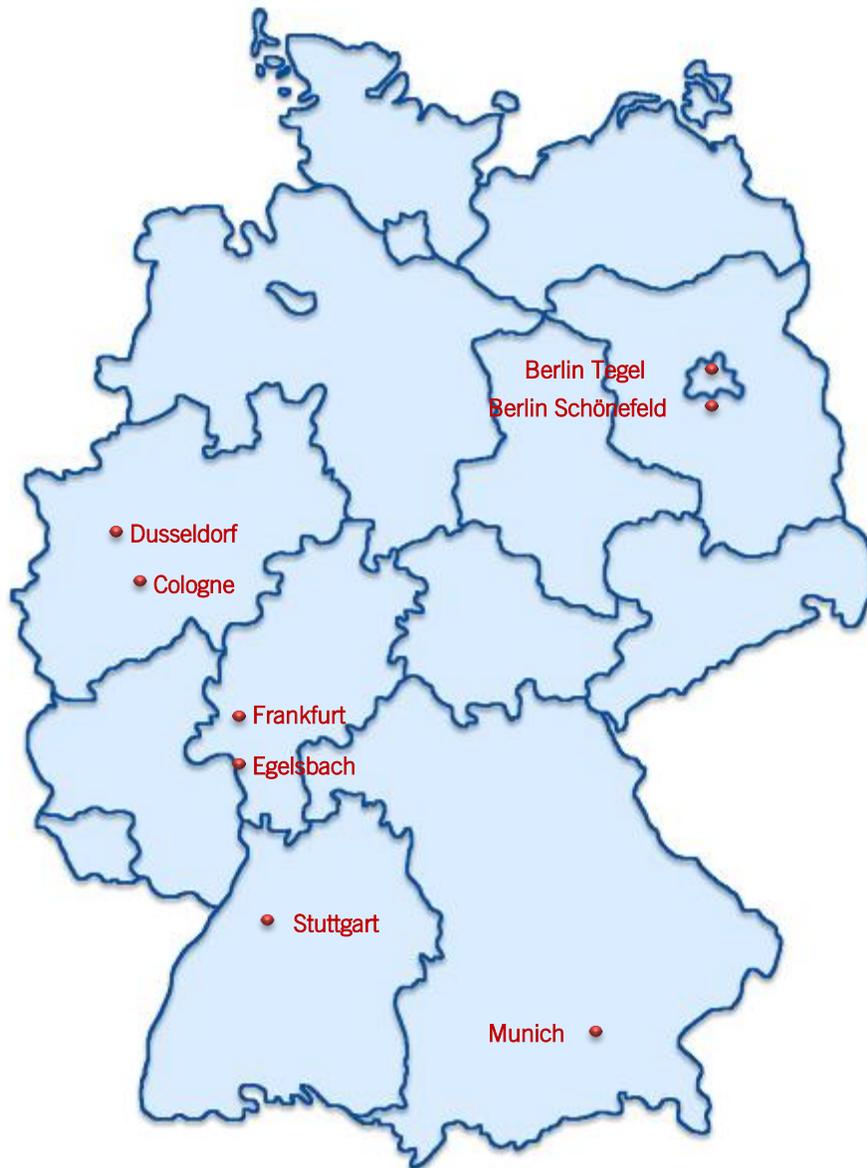


Business Aviation Network Germany



Nationwide

Handling and Supervision - Mineral Oil Tax Exemptions and Refund - Landing Permits
Passenger Duty Tax Support – Operational Support – First Class Catering - Storage

Facilities and Capabilities

Location	IATA IACO	FBO Manager / Contact	Facilities	Service Capabilities	
Düsseldorf	DUS EDDL	Mr. Mark Voss Tel. +49 211 421 70 62 Fax +49 211 421 70 63 OPS: vip.dus@jetaviation.de PRIV: mark.voss@jetaviation.de	Own Ramp Own Terminal Own Lounges Conference R. Own Hangar Own Fuel Own GSE	Handling Fuel Operations Transport Other	Full Handling (AC/PAX/Crew) Shell into-plane service, all brands, pref. rates available Entry Permits (Germany), Dispatch Courtesy Crew Car, Limousine, Taxi MTX coordination, Storage Rooms 24h on demand
Berlin Schönefeld	SXF EDDB	Mr. Philipp Walter Tel. +49 30 6091 8260 Fax +49 30 6091 8261 OPS: vip.ber@jetaviation.de PRIV: philipp.walter@jetaviation.de	Own Lounge Hangar access	Handling Fuel Operations Transport Other	Full Handling (AC/PAX/Crew) all brands, pref. rates available Entry Permits (Germany) Courtesy Crew Car, Limousine, Taxi MTX coordination, Storage Rooms 24h operations
Berlin Tegel	TXL EDDT	Mr. Philipp Walter Tel. +49 30 6091 8260 Fax +49 30 6091 8261 OPS: vip.ber@jetaviation.de PRIV: philipp.walter@jetaviation.de	Own Lounge Hangar access	Handling Fuel Operations Transport Other	Full Handling (AC/PAX/Crew) all brands, pref. rates available Entry Permits (Germany), PPR Courtesy Crew Car, Limousine, Taxi MTX coordination, Storage Rooms 24h on demand
Munich	MUC EDDM	Mr. Klaus Besold Tel. +49 160 216 74 37 Fax +49 211 421 70 63 OPS: vip.muc@jetaviation.de PRIV: klaus.besold@jetaviation.de	Own Lounge Hangar access	Handling Fuel Operations Transport Other	Full Handling (AC/PAX/Crew) all brands, pref. rates available Entry Permits (Germany) Limousine, Taxi MTX coordination, Storage Rooms 24h on demand
Frankfurt	FRA EDDF	Mr. Marcell Hellmann Tel. +49 69 6902 9534 Fax. +49 69 6905 9239 OPS :ops@bac-frankfurt.com PRIV: dirk-laufenberg@bac-cologne.com	Own Lounge Hangar access	Handling Fuel Operations Transport Other	Full Handling (AC/PAX/Crew) all brands, pref. rates available Entry Permits (Germany) Limousine, Taxi Storage Rooms 24h on demand
Frankfurt Egelsbach	QEF EDFE	Mr. Marcell Hellmann Tel. +49 69 6902 9534 Fax. +49 69 6905 9239 OPS :ops@bac-frankfurt.com PRIV: dirk-laufenberg@bac-cologne.com	Hangar access (construction in progress)	Handling Fuel Operations Transport Other	Full Handling (AC/PAX/Crew) all brands, pref. rates available Entry Permits (Germany) Limousine, Taxi Storage Rooms 24h on demand
Cologne	CGN EDDK	Mr. Dirk Laufenberg Tel. +49 2203 95 999 0 Fax. +49 2203 95 999 15 OPS : ops@bac-cologne.com PRIV: dirk-laufenberg@bac-cologne.com	Own Terminal Own Lounges Conference R.	Handling Fuel Operations Transport Other	Full Handling (AC/PAX/Crew) Shell into-plane service, all brands, pref. rates available Entry Permits (Germany), Dispatch Limousine, Taxi MTX coordination, Storage Rooms

Stuttgart	STR EDDS	Mr. Dirk Laufenberg Tel. +49 711 948 3482 Fax. +49 0711 948 3481 OPS : operation@kurz-aviation-service.com PRIV: dirk-laufenberg@bac-cologne.com	Own Ramp Own Terminal Own Lounges Conference R. Own Hangar Own Fuel Own GSE	Handling Fuel Operations Transport Other	Full Handling (AC/PAX/Crew) Shell into-plane service, all brands, pref. rates available Entry Permits (Germany), Dispatch Limousine, Taxi MTX coordination, Storage Rooms
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Service Levels – Our Promise

Jet Aviation / BAC- Kurz Aviation confirms that it will use its best efforts to provide the Services outlined below within the limits of the possibilities and upon reasonable and timely request. At all times the delivery of such Services shall not compromise safety and security procedures and Jet Aviation / BAC- Kurz Aviation must comply at all times with the current environmental, immigrations, customs, safety & security regulations and requirements in the jurisdiction at the respective airport.

Jet Aviation / BAC- Kurz Aviation guarantees that at the effective date, it has and will maintain and keep current all certificates and/or registrations or any other authorizations which may be needed to undertake the services in accordance with all applicable laws, health and safety and airworthiness regulations and/or any reasonable written instructions of the Customer to Jet Aviation / BAC- Kurz Aviation.

In case the service levels agreed are not fulfilled, the Customer shall provide written notice to Jet Aviation / BAC- Kurz Aviation describing the failure occurred. Jet Aviation / BAC- Kurz Aviation will provide the Customer with its service discrepancy form on request. Jet Aviation / BAC- Kurz Aviation will then remove the failure within thirty (30) days after reception of notice or the discrepancy form.

A. Arrival Procedures and Requirements

Passenger Handling - Arrival

- Jet Aviation / BAC- Kurz Aviation shall ensure that their representative will be waiting at the aircraft door step when the aircraft reaches the ramp.
- Jet Aviation / BAC- Kurz Aviation shall meet the passengers as the aircraft doors are open, and shall collect all the required travel documents of the passengers as well as the crew members and process them for Immigration and Customs procedures and hand them over to the passenger/s and crew members respectively. In case the passengers are required present their documents themselves by the local Immigrations and Customs control Jet Aviation / BAC- Kurz Aviation shall not be obliged to do so.
- Shall ensure that no travel documents are mishandled during the process.
- Shall ensure that the passengers are taken to the VIP Lounge whenever required as per Customer's request.

Baggage Handling - Arrival

- Jet Aviation / BAC- Kurz Aviation shall confirm with the Crew on which pieces of baggage are to be off loaded from the aircraft at the destination.
- Shall ensure that all baggage is handed over to the passenger/s after all the required local customs regulations.
- Shall ensure sufficient loaders are available to assist on the baggage transfer from the aircraft to the passengers' transportation vehicle.
- Shall ensure that all baggage is reconciled after baggage screening procedures before handing them over to the passengers.

Ramp Handling - Arrival

- Jet Aviation / BAC- Kurz Aviation shall ensure that the arrival team is at the assigned aircraft parking bay at least five (5) minutes before the aircraft arrival.
- Jet Aviation / BAC- Kurz Aviation shall ensure that the apron, tarmac or aircraft bay controlled by Jet Aviation / BAC- Kurz Aviation is clear of foreign objects and/ or obstacles that may cause damage to the aircraft. Jet Aviation / BAC- Kurz Aviation does not take over responsibility for clearance of apron space, tarmac or an aircraft by under control of the airport itself or third parties.
- Jet Aviation / BAC- Kurz Aviation shall ensure that the arrival team ensures all appropriate equipment is available at the bay, including any ground support equipment required, before the aircraft arrival.
- In case Jet Aviation / BAC- Kurz Aviation is providing the into-plane fueling services, Jet Aviation / BAC- Kurz Aviation shall ensure that the fuel bowser is on standby as per the Captain's request.
- If a Catering Agent is involved, Jet Aviation / BAC- Kurz Aviation shall ensure that the Catering agent is on standby near the aircraft to meet the crew on arrival for de-catering as well as for the menu confirmation. Otherwise Jet Aviation / BAC- Kurz Aviation shall prepare for the de-catering as well as for the menu confirmation itself.

Crew Assistance - Arrival

- Jet Aviation / BAC- Kurz Aviation shall coordinate with the Crew on arrival and liaise with them for all Ground Services requirements for the crew and passengers landside and airside
- Jet Aviation / BAC- Kurz Aviation shall coordinate with the Flight Operations Center of customer or with the Crew on arrival appropriate hotel accommodation for crew and passengers
- Jet Aviation / BAC- Kurz Aviation shall arrange for a secured, clean, spacious and quality transportation arrangement from the ramp to the landside whenever required or requested by the Crew.

B. Departure Procedures and Requirements

Passenger Handling - Departure

- Jet Aviation / BAC- Kurz Aviation shall ensure that a representative is present to meet the passengers at the FBO entrance or the Airport Terminal building and escort them to the VIP lounge or straight to the airport (if requested).
- Jet Aviation / BAC- Kurz Aviation shall assist the passengers for all Customs, Immigration and Security procedures prior to boarding the aircraft.
- Jet Aviation / BAC- Kurz Aviation shall ensure that no travel documents are mishandled during the process.
- Jet Aviation / BAC- Kurz Aviation shall ensure that the passengers are taken to the VIP Lounge

wherever required as per Customer's request.

- Jet Aviation / BAC- Kurz Aviation shall ensure that Customer's captain will be updated on the passenger's arrival at the airport and will not take them to the aircraft before getting the permission for boarding from the captain.
- Jet Aviation / BAC- Kurz Aviation shall ensure that all passengers are taken to the VIP lounge/waiting area and served with light refreshments until the aircraft is ready to board.
- Jet Aviation / BAC- Kurz Aviation shall ensure that the passengers are taken to the aircraft on a secured, clean and well maintained limousine or van whenever required or on captains request.

Baggage Handling – Departure

- Jet Aviation / BAC- Kurz Aviation shall coordinate with the passengers as well as with the crew on the total number of baggage that has to be loaded onto the aircraft
- Jet Aviation / BAC- Kurz Aviation shall ensure on request that all the baggage are weighed
- Jet Aviation / BAC- Kurz Aviation shall ensure that all baggage is handed over to the crew after all the required local customs regulations screening procedures and load them into the aircraft with the supervision of a crew member.
- Jet Aviation / BAC- Kurz Aviation shall ensure sufficient helpers/porters are available to assist on the baggage transfers from the terminal/FBO to the aircraft
- Jet Aviation / BAC- Kurz Aviation shall ensure that all the baggage is carried to the aircraft in a secured vehicle and with the assistance of an appropriate number of porters/helpers.
- Jet Aviation / BAC- Kurz Aviation shall inform the Customer well in advance if there are no baggage screening machines available at the airport on departure and coordinate with the captain for alternate arrangements.

Ramp Handling – Departure

- Jet Aviation / BAC- Kurz Aviation shall ensure that adequate manpower and equipment are on site prior to departure.
- Jet Aviation / BAC- Kurz Aviation shall ensure that a ramp supervisor/coordinator will be assigned to monitor ramp activities and ensure smooth handling and on-time departure of the flight.
- In case Jet Aviation / BAC- Kurz Aviation is providing the into-plane fueling services, it shall ensure that the fuel bowser is on standby as per the Captains request.
- Loading and servicing of the aircraft shall be completed fifteen (15) minutes / latest at off-block time to meet the published airport taxi times prior to STD. Jet Aviation / BAC- Kurz Aviation does not take over responsibilities for delays due to customs or immigrations issues, delayed baggage delivery, etc.

Crew Assistance – Departure

- Jet Aviation / BAC- Kurz Aviation shall ensure that the crew transportation has been arranged and coordinated for a pick up time from the hotel as per the Captains request.
- Jet Aviation / BAC- Kurz Aviation shall ensure that all the crew members will be met by an English Speaking representative at the entrance of the FBO/Airport Terminal and escorted through the departure Customs, Immigrations and Security procedures.
- Jet Aviation / BAC- Kurz Aviation shall ensure that an authorized agent/assistance will be provided for Customer's Crew members, if the FBO/Ground Handler does not have the access to the Immigration/ Customs/Security areas for a hassle free process.
- Jet Aviation / BAC- Kurz Aviation shall ensure that a clean, spacious transportation will be arranged to pick up the crew members from the Terminal/FBO to the aircraft whenever required or on Captains request.

C. Ground Procedures & Requirements

Parking - Arrival

- Jet Aviation / BAC- Kurz Aviation shall provide appropriate chocks (one nose-wheel and one main-wheel chock) or as per requirement for larger aircraft.
- The chocks must be suitable for aircraft use and be available before the aircraft arrival.
- Jet Aviation / BAC- Kurz Aviation shall position and/ or remove landing gear ground lock pins, where applicable, and nose steering bypass pins as per the Customer's aircraft transit/ stay over / departure check requirements only if requested and permitted by crew
- As per crew order, and only if not in airports' responsibility, Jet Aviation / BAC- Kurz Aviation shall provide safety cones as per IATA recommendations.

Water Services - Arrival

- Personnel operating the water servicing shall not be the same personnel operating the toilet servicing.
- Water Services Equipment should be regularly maintained with records available for review. If water service is provided by third party, Jet Aviation / BAC- Kurz Aviation shall warrant that the third party will regularly maintain the equipment and have records available for review.
- Regular sampling and water quality checks must be carried out on the water to be used for aircraft potable water servicing.
- The servicing crew shall ensure that there is no leak after servicing the system. Any leak and/ or defect shall be promptly reported to the maintenance personnel for rectification.
- Potable water servicing shall be completed at least fifteen (15) minutes before STD.
- Personnel shall be appropriately trained to operate the equipment and are familiar with the operation of the equipment on the aircraft. Training records shall be available for review.

Toilet Servicing

- Personnel operating toilet servicing shall not be the same personnel operating water servicing.
- Equipment should be regularly maintained with records available for review. If toilet service is provided by third party, Jet Aviation / BAC- Kurz Aviation shall warrant that the third party will regularly maintain the equipment and have records available for review.
- The servicing crew shall ensure that there is no leak after servicing the system. Any leak and/ or defect shall be promptly reported to the maintenance personnel for rectification.
- Jet Aviation / BAC- Kurz Aviation shall ensure that for turnaround flights, the toilet servicing shall be completed at least fifteen (15) minutes before STD.
- Personnel shall be appropriately trained to operate the equipment and are familiar with the operation of the equipment on the aircraft. Training records shall be available for review

Ground Support & Safety Equipment

- Personnel shall be appropriately trained to operate the ground support equipment and be familiar with the operations of the equipment on the aircraft. Training records shall be available for review. If Ground Support and Safety Equipment is provided by third party, Jet Aviation / BAC- Kurz Aviation shall warrant that the third party will have records available for review.
- Equipment shall be of adequate capacity for the specific aircraft type and should be regularly maintained with records available for review. If service is provided by third party, Jet Aviation / BAC- Kurz Aviation shall warrant that the third party will regularly maintain the equipment and have records available for review.
- If required, VIP Steps must be spotless and appropriately configured to go well with the VIP service

standard:

- 1.5 meter wide steps meter
- Handrails
- Step Lights
- Medical High-lifter cabin, spotless and disinfected and equipped with an adequate AC system, a VIP configuration is preferable.
- Safety equipment shall be at the aircraft location or are easily available in case of need as per the local requirements.
- Personnel shall be appropriately trained to operate the equipment and are familiar with the operations of the equipment on the aircraft. Training records shall be available for review.
- Aircraft pushback/ towing equipment shall be in position and connected to the aircraft at least ten (10) minutes prior to STD.
- If there are other aircraft, equipment or any other obstacles less than twenty-five (25) feet away of the Customer's aircraft being towed or pushed out, wing walkers or a marshaller (if available at airport) must be used.

Dangerous Goods - Arrival

- Jet Aviation / BAC- Kurz Aviation shall ensure that only staff trained as per local laws and regulations will handle dangerous goods and that staff will always adapt to all applicable laws and regulations with regards to dangerous goods"

De-Icing (only applicable on in following locations: Zurich, Dusseldorf, Berlin and Geneva)

- Jet Aviation / BAC- Kurz Aviation shall ensure that its own de-Icing equipment should be regularly maintained with records available for review. If the de-icing services are provided by a third party, Jet Aviation / BAC- Kurz Aviation shall warrant that the third party will regularly maintain the equipment and have records available for review.
- Jet Aviation / BAC- Kurz Aviation shall ensure that the personnel is appropriately trained to operate the equipment and is familiar with the operation of the equipment on the aircraft. Training records shall be available for review. If de-icing services are provided by a third party, Jet Aviation / BAC- Kurz Aviation shall warrant that the third party's staff is appropriately trained and familiar with the operation.
- Jet Aviation / BAC- Kurz Aviation shall ensure that the de-icing/ anti-icing fluids shall be approved for use and shall be subject to regular quality checks
- Jet Aviation / BAC- Kurz Aviation shall ensure that its own or third party's s de-icing/ anti-icing manuals and training manuals shall be available for review at any time.
- Jet Aviation / BAC- Kurz Aviation shall ensure that it can provide as per Customer's request a complete "de-icing checklist"

Medical Evacuation Flights (applies only, if the Customers is conducting regular medical evacuation flights)

- Jet Aviation / BAC- Kurz Aviation shall co-ordinate with the respective hospitals for security/ramp access for the ambulances and doctors on both arrival and departure.
- Jet Aviation / BAC- Kurz Aviation shall ensure that hospitals are informed about any delays on arrivals and departures.
- Jet Aviation / BAC- Kurz Aviation shall ensure that the oxygen refill arrangements are in order wherever it's requested by Customer's medical team.

Aircraft on Ground (AOG) / Technical Assistance

- Jet Aviation / BAC- Kurz Aviation shall ensure that all required assistance will be provided for our Crew members in case of any AOG related issues or any other technical issues with the FBO's own technical team or with any other maintenance companies based at the airport or close by.
- If required, Jet Aviation / BAC- Kurz Aviation shall coordinate with Customer's logistics' team and the local/airport customs authorities' to clear and release any AOG spare parts to be transported to the aircraft and handed over to the crew.
- Jet Aviation / BAC- Kurz Aviation shall ensure that the handling supervisor/operator notifies the pilot of any visible damage to the aircraft fuselage prior to the commencement of the services requested and wait for the pilot's approval to start the services after assessing the damage/s.

D. General Procedures & Requirements

Security

- Jet Aviation / BAC- Kurz Aviation shall ensure that the aircraft is clearly secured during the whole period on ground.
- Jet Aviation / BAC- Kurz Aviation shall ensure that security measures are in place as per the airport security regulations.
- Jet Aviation / BAC- Kurz Aviation shall immediately notify Customer for any breach or potential breach in security relating to the aircraft, the crew or the passengers and their baggage.
- Jet Aviation / BAC- Kurz Aviation shall ensure that all staff carries visible airport access passes/ photo identity while working within the proximity of the aircraft. All staff shall be able to immediately show the valid ID to the Customer's crew members at their request.

Aircraft Movement Messages

- Jet Aviation / BAC- Kurz Aviation shall ensure that the Customer will be updated with the actual time of arrival (ATA) and departure (ATD) through movement messages including the passenger count and the delay reason/s if any.
- Jet Aviation / BAC- Kurz Aviation shall coordinate with Customer's operations control center in case of any delays, incidents or accidents.
- Jet Aviation / BAC- Kurz Aviation shall inform the Customer with regards to any changes in the passenger manifest along with the aircraft movement message.
- Jet Aviation / BAC- Kurz Aviation shall ensure that a copy of all flight documents will be stored at the Jet Aviation / BAC- Kurz Aviation office for up to three months from the date of departure. All documents shall be accessible by the Customer at any required time.

Coordination with any Receiving Party

- Jet Aviation / BAC- Kurz Aviation shall co-ordinate with the receiving parties (e.g. relevant embassies, authorities, etc.) for any special security/safety arrangements for the passengers if required by the Customer
- Jet Aviation / BAC- Kurz Aviation shall co-ordinate with the receiving parties in advance about the procedures within the airport terminal/FBO for both arrivals and departures.
- Jet Aviation / BAC- Kurz Aviation shall co-ordinate with the receiving parties/ for relevant security access to the ramp for the passenger limousines/medical ambulances.

Invoicing Procedures

- Jet Aviation / BAC- Kurz Aviation shall check and sign on behalf of the Customer invoices, supply orders, handling charge notes, work orders, etc., as per agreement with the Customer.
- Jet Aviation / BAC- Kurz Aviation shall ensure that at time of departure, invoices are prepared and invoice information is available to crew and customer
- If requested by customers, Jet Aviation / BAC- Kurz Aviation shall disclose invoice back-up information at departure to crew and/or customer

Special Requirements & Requests

- Jet Aviation / BAC- Kurz Aviation shall co-ordinate and use its best efforts to ensure that any other special requests or special requirements from the Customer's crew members which are not specified in this agreement are met wherever/whenever required.
- Jet Aviation / BAC- Kurz Aviation shall coordinate with Customer's crew members Customer's Flight Operations Control Unit for any special requests from the passengers other than anything requested in the Ground Handling requests for prior approval.
- If applicable, Jet Aviation / BAC- Kurz Aviation shall coordinate with Customer and local authorities for any permit related services (landing permit/over flight permits), PPR, parking slots, departure arrival slots or anything related to the operation of their aircraft.
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Quality Assurance and Audits

- The terms of this agreement may be audited by the Customer/ Customer representative. Jet Aviation / BAC- Kurz Aviation shall receive a written request for such surveillance/audit 30 days in advance.
- Jet Aviation / BAC- Kurz Aviation shall maintain and store all pre-flight and post flight documents for a period of 3 month .
- Jet Aviation / BAC- Kurz Aviation shall maintain proof of periodic audits of all ground services third parties.
- Jet Aviation / BAC- Kurz Aviation shall communicate with all third parties (airport authorities, ground handling agents, fuel agents, and catering agents) on a regular basis and maintain records of relevant communication for further inspections.

Passenger Confidentiality

- Jet Aviation / BAC- Kurz Aviation shall ensure that the confidentiality of the passengers will always be maintained and shall not disclose any details to any third parties other than the airport authorities without confirmation of the Customer.
- Jet Aviation / BAC- Kurz Aviation shall ensure that only authorized/approved personnel staff of will be allowed to approach the passenger/s.
- Jet Aviation / BAC- Kurz Aviation shall ensure that all communications with the passengers regarding the flight including but not limited to, delays or technical issues of Customer's aircraft will only be done with the full consent of the crew members or with a direct instruction from the Customer's flight operations center.

Third Party Providers

- Jet Aviation / BAC- Kurz Aviation shall ensure that prompt notification of the Customer's requirements for arrival and departure is given to all parties and shall warrant that all service provided by third party providers meet the service levels as defined in this agreement.



Legal Entities and Details

FBO / Location	Bank Account
Jet Aviation Service GmbH (Germany)	Jet Aviation Aviation Service GmbH, DE-40474 Dusseldorf Commerzbank Düsseldorf IBAN: DE4330080000222440900 BIC/SWIFT: DRESDEFF300
Business Aviation Service Centres (BACF, BACS, BACC)	KURZ Aviation Service GmbH, DE-51147 Köln Volksbank Stuttgart IBAN : DE38 6009 0100 0475 0440 02 BIC/SWIFT: VOBADDESS