

Pursuant to Articles 16 and 61, paragraph (1) of the Administration Law (Official Gazette of BiH No: 32/02 and 102/09) Article 14, paragraph (1) and paragraph (3) point a), Articles 56 and 57 of the Bosnia and Herzegovina Aviation Law (Official Gazette of BiH No: 39/09) Director General of the Bosnia and Herzegovina Directorate of Civil Aviation issued

## **RULEBOOK ON GROUND-HANDLING AT AIRPORTS IN BOSNIA AND HERZEGOVINA**

### **CHAPTER I - GENERAL PROVISIONS**

#### *Article 1*

#### *(Scope)*

- (1) This Rulebook lays down requirements for legal and natural persons for obtaining of approval to supply ground-handling services, requirements for air carriers for obtaining of approval for self-handling for one or several ground-handling services, types of ground-handling services provided at airports used for commercial air transport, requirements for issuance, amendment, revocation or suspension of approval for provision of ground-handling and approval for self-handling, period of validity of the approval, services for which number of suppliers may be limited, conditions in which certain services may be exempted from self-handling, conditions in which number of suppliers of services may be limited, criteria and procedure for selection of supplier of services and conditions in which number of air carriers entitled to self-handling shall be limited.
- (2) This Rulebook prescribes supplying of ground handling services at airports, open for commercial air transport, in the territory of Bosnia and Herzegovina.
- (3) List of ground-handling services under paragraph (2) of this Article is provided in Annex I of this Rulebook and forms its integral part.
- (4) This Rulebook is related to implementation of Articles 56 and 57 of the Bosnia and Herzegovina Aviation Law (Official Gazette of Bosnia and Herzegovina' 39/09).

#### *Article 2*

#### *(Definitions)*

For the purpose of this Rulebook, individual terms have the following meaning:

- a) 'airport' means a defined area on land or water, (including any objects, installations and equipment) intended to be used either wholly or in part for landing, take off and movement of aircraft;
- b) 'ECAA Agreement' means Multilateral Agreement between the European Community and its Member States, the Republic of Albania, Bosnia and Herzegovina, the Republic of Bulgaria, the Republic of Croatia, the former Yugoslav Republic of Macedonia, the Republic of Iceland, the Republic of Montenegro, the Kingdom of Norway, Romania, the Republic of Serbia and the United Nations Interim Administration Mission in Kosovo (Pursuant to UN Security Council Resolution 1244 of 10 June 1999) on establishment of European Common Aviation Area;
- c) 'airport user' means natural or legal person responsible for carriage of passengers, mail and/or freight by air from or to the airport in question.

- d) 'supplier of ground-handling services' means any natural or legal person supplying third parties with one or more categories of ground-handling services;
- e) e) 'self-handling' means a situation in which an airport user directly provides for himself one or more categories of ground-handling services and concludes no contract with a third party for provision of these services.

For the purpose of this definition, airport users shall not be deemed to be third parties where:

- 1) one holds a majority holding in the other, or
- 2) a single body has a majority holding in each;

f) 'managing body of the airport' means a body which, in conjunction with other activities, or not as the case may be, has as its objective under national law or regulation the administration and management of the airport infrastructures, and the coordination and control of the activities of the different operators present in the airport or airport system concerned;

g) 'ground-handling' means the services provided to airport users at airports as described in the Annex of this Rulebook;

## **CHAPTER II - PROVISION OF GROUND-HANDLING**

### Article 3

#### *(Provision of ground-handling)*

(1) Ground-handling services under Article 1 of this Rulebook may be supplied by:

- a) managing body of the airport
- b) airport users (self-handling)
- c) suppliers of ground-handling.

(2) Provisions of Article 8, paragraph (1), of this Rulebook related to categories of services, other than those referred to in Article 8, paragraph (2), shall apply to any airport regardless of its volume of traffic.

(3) The provisions of this Rulebook, relating to the categories of ground-handling services referred to in Article 8, paragraph (2), shall apply to all airports in the territory of Bosnia and Herzegovina whose annual traffic is not less than 1 million passenger movements or 25 000 tonnes of freight.

## **CHAPTER III - MANAGING BODY OF THE AIRPORT**

### Article 4

#### *(Managing body of the airport)*

(1) Where an airport is managed by two or more separate bodies, each of these bodies shall be considered part of the managing body of the airport for the purposes of this Rulebook

(2) Where only a single managing body is set up for several airports, each of those airports systems

shall be considered separately.

(3) BHDCA shall be the authority responsible for implementation of provisions of this Rulebook, in accordance with responsibilities prescribed by this Rulebook.

#### Article 5

##### *(Separation of accounts)*

(1) Where the managing body of an airport, the airport user or the supplier of ground-handling services provide ground-handling services, they must rigorously separate the accounts of their ground-handling activities from the accounts of their other activities, in accordance with current commercial practice.

(2) Annual financial report of an independent authorized auditor shall contain the statement that the separation of accounts under paragraph (1) of this Article is carried out and, in the situation in which managing body of the airport provides ground-handling, that there are no financial flows between the activity of the managing body as airport authority and its ground-handling activity.

(3) The separation of accounts under paragraph (1) of this Article shall mean separation of all revenues and expenses relating to ground-handling from revenues and expenses from other activities.

(4) Absence of financial flows under paragraph (2) of this Article means absence of flow of financial assets between ground-handling and other activities.

(5) The report of auditor under paragraph (2) of this Article shall be submitted to BHDCA within the period of 6 months following the end of the previous financial year.

### **CHAPTER IV - AIRPORT USERS' COMMITTEE**

#### Article 6

##### *(Airport Users' Committee)*

(1) Airport Users' Committee shall be set up for each airport subject to provisions of this Rulebook.

(2) All airport users shall have the right to be on this committee, or, if they so wish, to be represented on it by an organization appointed to that effect.

(3) Airport Users' Committee shall issue Rules of Procedure for operations of the Committee.

(4) Managing body of the airport shall establish Airport Users' Committee within three months following entry into force of this Rulebook.

### **CHAPTER V - SUPPLIERS OF GROUND-HANDLING**

#### Article 7

##### *(Free access to ground-handling market)*

(1) Free access shall be ensured for suppliers of ground-handling services to the market for the provision of one or several ground-handling services specified under Annex I of this Rulebook.

(2) Supplier of ground-handling may be a natural or legal person registered for provision of ground-handling whose principal place of business is in the territory of the State that is signatory of the ECAA Agreement.

(3) Airport operator shall be obliged to allow them to provide ground-handling under conditions specified by this Rulebook.

(4) By way of exception from paragraph (1) of this Article, BHDCA may limit the number of suppliers for the following categories of ground-handling:

a) baggage handling,

b) ramp handling,

c) fuel and oil handling,

d) freight and mail handling as regards the physical handling of freight and mail, whether incoming, outgoing or being transferred, between the air terminal and the aircraft.

(5) Provision of ground-handling shall be allowed to at least one of suppliers that is not directly or indirectly controlled by:

a) managing body of the airport;

b) any airport user who has carried more than 25 % of the passengers or freight recorded at the airport during the year preceding that in which those suppliers were selected;

c) body controlling or controlled directly or indirectly by entities referred to under points a) and b) of this paragraph.

(6) Where pursuant to paragraph (4) of this Article number of suppliers is limited, an airport user, whatever part of the airport is allocated to him shall, for each category subject to restriction, have an effective choice between at least two suppliers of ground-handling services, under the conditions laid down in paragraphs (4) and (5) of this Article.

(7) Where number of suppliers of ground-handling is restricted in accordance with paragraph (4) of this Article, the decision on restriction shall be notified to the managing body of the airport and shall be publicised at the web pages of the concerned airport and shall be available to all interested airport users.

#### Article 8

##### *(Self-handling)*

(1) Airport user may perform one or several categories of ground-handling services in accordance with Article 1 of this Rulebook.

(2) By way of exception from paragraph (1) of this Article, at airports whose annual traffic is not less than 1 million passenger movements or 25 000 tonnes of freight, BHDCA may, at request of the managing body of the airport, limit number of airport users wishing to perform self-handling for the following categories of ground-handling, but the number of users shall be no fewer than two:

- a) baggage handling
  - b) ramp handling,
  - c) fuel and oil handling,
  - d) freight and mail handling as regards the physical handling of freight and mail, whether incoming, outgoing or being transferred, between the air terminal and the aircraft.
- (3) Request under paragraph (2) of this Article shall contain:
- a) indication for which of categories under paragraph (2) of this Rulebook the restriction is requested,
  - b) reasons justifying the restriction, and
  - c) plan of appropriate measures to overcome reasons for restriction.
- (4) Restriction under paragraph (2) of this Article shall not:
- a) unduly prejudice the aims of this Rulebook,
  - b) give rise to distortions of competition between suppliers of ground-handling services and/or self-handling airport users;
- and
- c) extend further than necessary.
- (5) When number of airport users wishing to perform self-handling is limited in accordance with paragraph (2) of this Article, self-handling shall be authorized in accordance with Article 13 of this Rulebook to those airport users that in the previous calendar year carried the largest number of passengers to/from the airport at which they wish to organize self-handling.
- (6) BHDCA may at any time, but no less frequently than every three years, review the list of airport users authorized for self-handling on the basis of the number of passengers carried in the previous calendar year. When the review indicates that there is a new airport user interested in self-handling with larger number of carried passengers, BHDCA shall, at latest six months after the review of the list of airport users authorized for self-handling, replace the airport user, with the lowest number of carried passengers, with that new airport user wishing to perform self-handling.
- (7) When number of airport users wishing to perform self-handling is limited in accordance with paragraph (2) of this Article, managing body of the airport shall be notified of the decision, and the decision shall be publicised at the airport web-page of the concerned airport and shall be available to all interested airport users.
- (8) An administrative dispute may be initiated against the BHDCA decision under paragraph (2) of this Article that is final in administrative procedure.

#### Article 9

*(Centralised infrastructure)*

- (1) Centralized infrastructures used for the supply of ground-handling services whose complexity, cost or environmental impact does not allow for division or duplication, such as baggage sorting, de-icing, water purification and fuel-distribution systems shall be managed by the managing body of the airport or another body that BHDCA deems capable of management over that infrastructure.
- (2) Besides the centralized infrastructures under paragraph (1) of this Article, taking into account the existing constraints of the available space and capacities of the airport, other facilities of that airport may be declared for centralized infrastructure.
- (3) Body responsible for managing over that infrastructure shall submit to BHDCA a request to declare the airport infrastructure for centralised.
- (4) The request under paragraph (3) of this Article shall contain:
  - a) name and purpose of the infrastructure requested to be declared centralized;
  - b) specific constraints of the available space or capacity which justify the request, and
  - c) be accompanied by a plan of appropriate measures to overcome the constraints, when possible.
- (5) BHDCA shall issue a decision to declare the specific airport infrastructure for centralised.
- (6) Decision under paragraph (5) of this Article shall not:
  - a) unduly prejudice the aims of this Rulebook,
  - b) give rise to distortions of competition between suppliers of ground-handling services and/or self-handling airport users;and
  - c) extend further than necessary.
- (7) Managing body of the airport shall be notified of the decision to declare certain infrastructure for centralized, and the decision shall be publicised at the web-page of the concerned airport and shall be available to all interested suppliers of ground-handling and to airport users.
- (8) Managing body of the airport or body managing the centralized infrastructure shall ensure free access to the centralized infrastructure and transparent, objective and non-discriminatory use of that infrastructure to all suppliers of ground-handling services or self-handling airport users within the limits provided for in this Rulebook.

## **CHAPTER VI - EXEMPTIONS**

### Article 10

#### *(Exemptions)*

- (1) Due to specific constraints of available space or capacity, arising in particular from congestion and

area utilization rate, managing body of the airport may submit a written request to BHDCA to:

- a) limit the number of suppliers for one or more categories of ground-handling services other than those referred to in Article 7, paragraph (2) of this Rulebook. In this case the provisions of Article 7, paragraphs (3) and (4), of this Rulebook shall apply.
  - b) reserve to a single supplier one or more of the categories of ground-handling services referred to in Article 7, paragraph (3), of this Rulebook,
  8. reserve self-handling to two airport users for categories of ground-handling services other than those referred to in Article 8, paragraph (2), of this Rulebook. In this case the provisions of Article 8, paragraph (5), of this Rulebook shall apply.
  - c) to ban self-handling or to restrict it to a single airport user for services referred to in Article 8, paragraph (2), of this Rulebook.
- (2) BHDCA may approve the request for exemption under paragraph (1) of this Article.
- (3) All exemptions under paragraph (1) of this Article must:
- a) specify the category of ground-handling services for which the exemption is granted,
  - b) list the specific constraints of available space or capacity which justify the exemptions, and
  - c) be accompanied by a plan of appropriate measures to overcome the constraints.
- (4) Exemptions under paragraph (2) of this Article shall not:
- a) unduly prejudice the aims of this Rulebook,
  - b) give rise to distortions of competition between suppliers of ground-handling services and/or self-handling airport users;
- and
- c) extend further than necessary.
- (5) The exemptions granted for cases under paragraph (1), points a), c) and d) of this Article shall not exceed the duration of three years.

When there is a new request for exemption justified by other reasons than those in the previous request, not later than three months before the expiry of the approved exemption, BHDCA must take a new decision on the new request, which will also be subject to the procedure laid down in this Article.

(6) The exemptions granted for cases under paragraph (1), point b) of this Article shall not exceed the duration of two years.

(7) Managing body of the airport shall be notified of the decision on exemption under paragraph (2) of this Article, and the decision shall be publicised at the airport web-page of the concerned airport, and shall be available to all interested suppliers of ground-handling and to airport users.

#### Article 11

*(Selection of suppliers of ground-handling)*

(1) Where the number of suppliers of ground-handling services is limited in the cases provided for in Article 7, paragraph (3), and Article 10 of this Rulebook, suppliers of ground-handling services shall be selected after an invitation to tender published in at least one daily newspaper in Bosnia and Herzegovina and Official Gazette of Bosnia and Herzegovina. Any supplier of ground-handling services registered for provision of ground-handling whose principal place of business is in the territory of the State that is signatory of the ECAA Agreement may reply to the invitation to tender.

(2) Launching, public tender procedure and selection of the supplier of ground-handling services shall be conducted by the managing body of the airport, following consultation with the Airport Users' Committee, provided that the managing body of the airport:

- a) does not provide same categories of ground-handling services,
- b) has no direct or indirect control over any undertaking which provides such services, and
- c) has no proprietary shares in any such supplier of ground-handling;

(3) When conditions laid down under paragraph (2), points a), b) and c) are not met, following consultation with the Airport Users' Committee and the managing body of the airport, BHDCA shall define requirements for invitation to tender and selection criteria, launch the invitation, collect bids and select the supplier of ground-handling services under paragraph (1) of this Article.

(4) Invitation to tender must be launched not later than two months after the airport reaches the level under Article 1, paragraph (3), of this Rulebook.

(5) The selection criteria must be relevant, objective, transparent and non-discriminatory and must include standard conditions and technical specifications laid down for that airport.

(6) After specifying the selection criteria, invitation to tender shall be published and contain as minimum:

- a) categories of services for which the invitation is published,
- b) requirements to be met by suppliers of ground-handling, relating to:
  - 1) satisfactory experience,
  - 2) sound financial situation,
  - 3) appropriate organization,
  - 4) sufficient insurance cover relating to business,
  - 5) security and safety of installations, of aircraft, of equipment and of staff,
  - 6) environmental protection and
  - 7) compliance with the relevant social legislation.



- c) period for which the supplier of ground-handling will be selected,
- d) selection criteria,
- e) deadline for bids,
- f) deadline for passing of the decision on selection, and
- g) instruction of legal remedy.

(7) Suppliers of ground-handling services shall be selected for a maximum period of seven years.

(8) Against the decision on selection of ground-handling under paragraphs (2) and (3) of this Article, the dissatisfied party may lodge an appeal to BHDCA within 15 days after the receipt of the selection decision. BHDCA shall decide on the appeal. An administrative dispute may be initiated against the BHDCA decision which is final in administrative procedure.

(9) The managing body of the airport may itself provide ground-handling services without being subject to the selection procedure laid down in provisions of this Article when the managing body of the airport is one of supplier of those ground-handling services. Managing body of the airport may, without submitting it to the procedure defined under provisions of this Article, authorize some other legal person to provide ground-handling services at the airport in question under the condition that:

- a) managing body of the airport controls that legal person directly or indirectly
- or
- b) that legal person controls the managing body of the airport directly or indirectly.

(10) Where a supplier of ground-handling services ceases his activity before the end of the period for which he was selected, the procedure for selection of new supplier of ground-handling shall be conducted pursuant to provisions of this Article BHDCA may, at proposition of the managing body of the airport, require supplier of ground-handling services to ensure continuity of ground-handling services for the required period in case that the supplier decides to withdraw from the market.

(11) Airport Users' Committee shall be informed of result of procedure under this Article.

## Article 12

### *(Approval)*

(1) For categories of ground-handling services for which the number of suppliers is not limited, and for self-handling in accordance with Article 8 of this Rulebook, supplier of ground-handling services and self-handling airport user, if they are registered for provision of ground-handling services, may start providing those services following the BHDCA approval.

(2) Approval under paragraph (1) of this Article shall be issued following the written request of the supplier of ground-handling services or airport user wishing to perform self-handling. The criteria for such approval must relate to standard conditions and technical specifications defined for that airport, to satisfactory experience, to a sound financial situation and sufficient insurance cover, to the security and safety of installations, of aircraft, of equipment and of persons, as well as to environmental protection and compliance with the relevant social legislation.

- (3) The criteria under paragraph (2) of this Article must comply with the following principles:
- a) they must be applied in a non-discriminatory manner to the various suppliers of ground-handling services and self-handling airport users,
  - b) they must reflect the intended objective,
  - c) they shall not, in practice, reduce market access or the freedom to self-handle to a level below that provided for in this Rulebook.
- (4) BHDCA shall, not later than three months after this Rulebook comes into force, in an appropriate manner define in more detail criteria under paragraph (2) of this Article, for the airports to which provisions of this Rulebook are applied. Those criteria shall be made public.
- (5) Interested party shall, at request, be informed about the procedure for obtaining of the approval.
- (6) The approval may be withheld or withdrawn only if the supplier of ground-handling services or self-handling airport user does not meet, for reasons of his own doing, the criteria referred to in paragraph (2) of this Article. The grounds for withholding or withdrawal must be communicated to the supplier of ground-handling or self-handling airport user concerned.
- (7) Managing body of the airport shall also be notified about granting of the approval or its withholding or withdrawal.
- (8) Any party having a legitimate interest may file a complaint against the criteria laid down in paragraph (2) of this Article, defined by BHDCA. Director General of the BHDCA shall decide about the complaint.
- (9) Any party having a legitimate interest, within 15 days after receipt of the decision on granting of the approval or its withholding or withdrawal, may initiate an administrative dispute against the decision.

## **CHAPTER VIII - CONSULTATIONS**

### Article 13

#### *(Consultations)*

- (1) Consultation procedure relating to application of this Rulebook shall be organized between the managing body of the airport, the Airport Users' Committee and the suppliers of ground-handling services. This consultation shall cover, inter alia, the price of those ground-handling services for which an exemption has been granted pursuant to Article 10, paragraph (1), point b) of this Rulebook, and the organization of the provision of those services. Such consultation shall be organized at least once a year.
- (2) Each body referred to in paragraph (1) of this Article, that deems that his rights have been violated as a result of the consultations, or that deems that objectives of this Rulebook will be violated, may file a complaint to BHDCA.
- (3) Director General of the BHDCA shall decide about the complaint under paragraph (2) of this Article.

### Article 14

#### *(Rules of conduct)*

- (1) BHDCA may, where appropriate, at request of the managing body of the airport:
  - a) prohibit a supplier of ground-handling services or an airport user from supplying ground-handling services or self-handling if that supplier or user fails to comply with the rules imposed upon him to ensure proper functioning of the airport;
  - b) in particular require suppliers of ground-handling services at an airport to participate in a fair and non-discriminatory manner in carrying out the public service obligations laid down in national laws or rules, including the obligation to ensure continuous service.
- (2) The rules under paragraph (1) of this Article must comply with the following principles:
  - a) they must be applied in a non-discriminatory manner to the various suppliers of ground-handling services and airport users,
  - b) they must relate to the intended objective;
  - c) they shall not, in practice, limit market access or the freedom to self-handle to a level below that provided for in this Rulebook.
- (3) An administrative dispute may be initiated against the BHDCA decision.

#### Article 15

##### *(Access to installations)*

- (1) Suppliers of ground-handling services and airport users wishing to self-handle shall have access to airport installations to the extent necessary for them to carry out their activities. If the managing body of the airport or, where appropriate, the public authority or any other body which controls it places conditions upon such access, those conditions must be relevant, objective, transparent and non-discriminatory.
- (2) The space available for ground-handling at an airport must be divided among the various authorized suppliers of ground-handling services and self-handling airport users to the extent necessary for the exercise of their rights and to allow effective and fair competition, on the basis of the relevant, objective, transparent and non-discriminatory rules and criteria.
- (3) Managing body of the airport may determine to collect fees for access to airport installations according to relevant, objective, transparent and non-discriminatory criteria.
- (4) Suppliers of ground-handling services and self-handling airport users, whose right to have access to airport installations under paragraphs (1) to (3) of this Article, has been violated, may file a complaint to BHDCA within 15 days after the violation of that right.

## **CHAPTER IX - RECIPROCITY**

#### Article 16

##### *(Reciprocity)*

- (1) BHDCA may wholly or partially suspend the obligations arising from this Rulebook if it appears that a foreign country does not, de jure or de facto, grant suppliers of ground-handling services and self-handling airport users from Bosnia and Herzegovina:

- a) treatment comparable to that granted to suppliers of ground-handling services and self-handling airport users from those countries in Bosnia and Herzegovina,
- b) treatment comparable to that granted to suppliers of ground-handling services and self-handling airport users with principal place of business in that country,
- c) treatment comparable to that granted to suppliers of ground-handling services and self-handling airport users from third countries.

(2) Third country under paragraph (1) of this Article means a country that is not a signatory of ECAA Agreement.

(3) If BHDCA has information that some country, signatory of ECAA Agreement, acts contrary to paragraph (1) of this Article, BHDCA shall inform ECAA Joint Committee thereof.

(4) Only if the procedure before the ECAA Joint Committee is completed without the solution, BHDCA may wholly or partially suspend the obligations arising from this Rulebook with regard to suppliers of ground-handling services and self-handling airport users from that country.

## **CHAPTER X - TRANSITIONAL AND FINAL PROVISIONS**

### Article 17

*(Entry into force)*

This Regulation shall enter into force on the eighth day after its publication in the Official Gazette of Bosnia and Herzegovina.

No: 1-3-02-59-5/11

Banja Luka, 05/02/ 2013

DIRECTOR GENERAL

Djordje Ratkovica

## ANNEX I

### LIST OF GROUND HANDLING SERVICES

1. Ground administration and supervision comprise:
  - 1.1. representation and liaison services with local authorities or any other entity, disbursements on behalf of the airport user and provision of office space for its representatives;
  - 1.2. load control, messaging and telecommunications;
  - 1.3. handling, storage and administration of unit load devices;
  - 1.4. any other supervision services before, during or after the flight and any other administrative service requested by the airport user.
2. Passenger handling comprises any kind of assistance to arriving, departing, transfer or transit passengers, including checking tickets and travel documents, registering baggage and carrying it to the sorting area.
3. Baggage handling comprises handling baggage in the sorting area, sorting it, preparing it for departure, loading it on to and unloading it from the devices designed to move it from the aircraft to the sorting area and vice versa, as well as transporting baggage from the sorting area to the reclaim area.
4. Freight and mail handling comprises:
  - 4.1. for freight: physical handling of export, transfer and import freight, handling of related documents, customs procedures and implementation of any security procedure agreed between the parties or required by the circumstances;
  - 4.2. for mail: physical handling of incoming and outgoing mail, handling of related documents and implementation of any security procedure agreed between the parties or required by the circumstances.
5. Ramp handling comprises:
  - 5.1. marshalling the aircraft on the ground at arrival and departure;
  - 5.2. assistance to aircraft packing and provision of suitable devices;
  - 5.3. communication between the aircraft and the air-side supplier of services;
  - 5.4. the loading and unloading of the aircraft, including the provision and operation of suitable means, as well as the transport of crew and passengers between the aircraft and the terminal, and baggage transport between the aircraft and the terminal;
  - 5.5. the provision and operation of appropriate units for engine starting;

- 5.6. the moving of the aircraft at arrival and departure, as well as the provision and operation of suitable devices;
- 5.7. the transport, loading on to and unloading from the aircraft of food and beverages.
6. Aircraft services comprise:
  - 6.1. the external and internal cleaning of the aircraft, and the toilet and water services;
  - 6.2. the cooling and heating of the cabin, the removal of snow and ice, the de-icing of the aircraft;
  - 6.3. the rearrangement of the cabin with suitable cabin equipment, the storage of this equipment.
7. fuel and oil handling comprises:
  - 7.1. the organization and execution of fuelling and de-fuelling operations, including the storage of fuel and the control of the quality and quantity of fuel deliveries;
  - 7.2. the replenishing of oil and other fluids.
8. Aircraft maintenance comprise:
  - 8.1. routine services performed before flight;
  - 8.2. non-routine maintenance requested by the airport user;
  - 8.3. the provision and administration of spare parts and suitable equipment;
  - 8.4. the request for or reservation of a suitable parking and/or hangar space.
9. Flight operations and crew administration comprise:
  - 9.1. preparation of the flight at the departure airport or at any other point;
  - 9.2. in-flight assistance, including re-dispatching if needed;
  - 9.3. post-flight activities;
  - 9.4. crew administration.
10. Surface transport comprises:
  - 10.1. the organization and execution of crew, passenger, baggage, freight and mail transport between different terminals of the same airport, but excluding the same transport between the aircraft and any other point within the perimeter of the same airport;
  - 10.2. any special transport requested by the airport user.