PLEASE FILL IN AND SIGN THIS SELF-ASSESSMENT FORM AND RETURN BY E-MAIL TO:
SECRETARIAT EBAA: info@ebaa.org or by FAX TO: +32 2 768 13 25

COMPANY NAME: Universal Aviation Italy Srl
AIRPORT - ICAO CODE: Milan Linate/LIML
CONTACT: Lorena Carraro Managing Director
ADDRESS: V.le dell'Aviazione, 65
20138 MILANO
FAX / PHONE NBR: +39 0270200406 / +39 0270200424 (mob +39 348 2498553 24hrs)

Handling requirement	Yes	No	Comments
REPRESENTATION			
Liaise with local authorities.	X		
Inform all interested parties concerning movements of the Operator's aircraft.	X		
As mutually agreed, effect payment, on behalf of the Operator, including but not limited to:airport, customs, police and other charges relating to the services performed	X		
COMMUNICATIONS			
Air to ground VHF radio	X		
Ground to ground Walkie -Talkie	X		
SITA / AFTN telex	X		
Mobile phone / Fixnet phone / Fax	X		
PASSENGERS AND BAGGAGE			
Passengers			
Inform passengers about time of arrival and/or departure of Operator's aircraft and surface transport.	X		
Take care of passengers when flights are interrupted, delayed or cancelled, according to instructions given by the operator. If instructions do not exist, deal with such cases according to the practice of the Handling Company	X		
Notify the Operator of complaints.	X		
Departure			
Check and ensure that passengers are expected at the aircraft with the crew	X		
Provide screening of baggage	X		
Load baggage as directed	X		
Escort passengers through controls to the aircraft.	X		
Ensure that all passenger are at the aircraft at the appropriate time.	X		
Arrival			
Escort passengers from aircraft through controls to the terminal landside area.	X		
Deliver baggage as directed	X		
Ensure that passengers continue to their final destination.	X		
Provide storage for baggage		X	
Handle crew baggage, as mutually agreed.	X		
RAMP AND AIRCRAFT SERVICING			
Marshalling			
Ensure marshalling is available on arrival / departure	X		
Parking			
Arrange parking	X		
Position and/or remove wheel chocks. (under supervision of aircrew)	X		
Loading/ Embarking and Unloading/Disembarking			
Arrange and provide suitable ground support equipment required by the operator to ensure a efficient handling.	X		
Provide crew and passenger transportation between aircraft and terminal buildings	X		

	Moving of Aircraft			
	Provide and Operate suitable tow-in and/or push-back equipment. (Tow bar to be provided by the Operator unless otherwise agreed.)		X	
	Tow in and/or push back aircraft according to the Operator's instructions.		X	
	Tow aircraft between other agreed points according to the Operator's instructions.		X	
	Provide authorised cockpit brake operator in connection with towing.		X	
	Aircraft cleaning			
	Arrange Aircraft washing	X		
	Arrange Aircraft cabin cleaning	X		
	Arrange Toilet servicing	X		
	Arrange Water servicing	X		
	Arrange heating/cooling units	X		
	Additional services			
	Arrange De-icing facilities according IATA standards	X		
	Arrange removal of trash	X		
	Pick ups and delivery of catering equipment and laundry to/from aircraft	X		
	Provide suitable storage space for the Operator's cabin material, as mutually agreed.		X	
Before arrival the operator should check with the handling agent that the equipment required to handle the aircraft type is available on site.				
FUEL AND OIL				
	Supervise fuelling/refuelling operations.	X		
	Liaise with fuel suppliers.	X		
AIRCRAFT MAINTENANCE				
	Liaise with maintenance provider	X		
	Arrange AOG clearances	?		
	Coordinate between local authorities and maintenance providers	X		
FLIGHT OPERATIONS AND CREW ADMINISTRATION				
	General			
	Inform the Operator of any known project affecting the operational services and facilities made available to its aircraft in the areas of responsibility.	X		
	Maintain a trip file by collecting all documents specified by the Operator, all messages received or originated in connection with each flight and dispose of this file as instructed by the Operator.	X		
	Flight Preparation at the Airport of Departure			
	Arrange and deliver to the crew meteorological documentation and aeronautical information for each flight	X		
	File ATC flight plan provided by the Operator	X		
	Furnish the crew with an adequate briefing.	X		
	Send movement messages to Operator and online handling agents	X		
	Follow up the progress of the flight against flight movement messages, flight plan messages and position reports received.	X		
	Provide information on flight progress to the Operators requested agent	X		
	Monitor movement of the flight within VHF range and provide assistance, as necessary add 1 hour before arrival and 15 mins after departure.	X		
	Arrange hotel accommodation for crews	X		
	Arrange transfers to/from crew hotel	X		
	Liaise with hotel's) on crew call and pick-up timings.	X		
	Direct crews through airport facilities and brief them, as required.	X		
	Coordinate slots with ATC/CFMU	X		
	Arrange airport slots	X		

Self Assessment Form

SURFACE TRANSPORT				
	Make any necessary arrangements for transport of crew and passengers and their luggage to/from their final destination if requested by the operations or the Captain.	X		
CATERING SERVICES				
	Liaise with the catering company.	X		
	Order catering on behalf of the operator	X		
	Assist crew to unload/load catering/equipment at the aircraft	X		
	Deliver newspapers and catering to aircraft	X		
	Arrange laundry service with pickup and deliver to aircraft	X		
ADMINISTRATION				
	Provide credit facilities with local suppliers on behalf of the operator	X		
	Grant credit to operators	X		
	Accept cash/credit card payment from operators	X		
	Provide price lists for services provided to the operator	X		
FACILITIES AND ACCOMMODATION				
	Customer VIP Lounges	X		
	Crew lounges and recreation area	X		
	Internet, TV and Video/DVD equipment	X		Internet available
	Snooze rooms and shower facilities		X	
	Conference Rooms	X		
SECURITY/EMERGENCY RESPONSE				
	Comply with local government security/emergency response requirements	X		
	Uphold security levels recommended by the EBAA	X		
	Arrange separate guarding/security services as required	X		
	In case of accreditation, I agree that the information enclosed will be available to the public via the EBAA Website.	X		
	Date: 06th February 2009			**Signature:**