

Self Assessment Form

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: "Aeroport Handling" S.A. AIRPORT - ICAO CODE: LUKK CONTACT: office@handling.md ADDRESS: Republic of Moldova, Chisinau, bd. Dacia 80/3, MD-2026 FAX / PHONE NBR: +37322525114/+37322525999				
	Handling requirement	Yes	No	Comments
REPRESENTATION				
	Liaise with local authorities.	Yes		
	Inform all interested parties concerning movements of the Operator's aircraft.	Yes		
	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	Yes		Excluding payment for fuelling/refuelling
COMMUNICATIONS				
	Air to ground VHF radio		No	
	Ground to ground Walkie -Talkie	Yes		
	SITA / AFTN telex	Yes		
	Mobile phone / Fixnet phone / Fax	Yes		
PASSENGERS AND BAGGAGE				
Passengers				
	Inform passengers about time of arrival and/or departure of Operator's aircraft and surface transport.	Yes		
	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	Yes		
	Notify the Operator of complaints.	Yes		
Departure				
	Check and ensure that passengers are expected at the aircraft with the crew	Yes		
	Provide screening of baggage	Yes		
	Load baggage as directed	Yes		
	Escort passengers through controls to the aircraft.	Yes		
	Ensure that all passenger are at the aircraft at the appropriate time.	Yes		
Arrival				
	Escort passengers from aircraft through controls to the terminal landside area.	Yes		
	Deliver baggage as directed	Yes		
	Ensure that passengers continue to their final destination.	Yes		
	Provide storage for baggage	Yes		
	Handle crew baggage, as mutually agreed.	Yes		
RAMP AND AIRCRAFT SERVICING				
Marshalling				
	Ensure marshalling is available on arrival / departure	Yes		
Parking				
	Arrange parking	Yes		
	Position and/or remove wheel chocks. (under supervision of aircrew)	Yes		
Loading/ Embarking and Unloading/Disembarking				
	Arrange and provide suitable ground support equipment required by the operator to ensure a efficient handling.	Yes		
	Provide crew and passenger transportation between aircraft and terminal buildings	Yes		

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	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.)	Yes	Only for: TU-134, TU-154, IL-18/76, A-319/320/321, Boeing-727/737/757, DC-9, MD-80, BAE 145, CRJ 145, F-80/100, An-12/24/26/32, Embraer-120/145.
	Tow in and/or push back aircraft according to the Operator's instructions.	Yes	Only for: TU-134, TU-154, IL-18/76, A-319/320/321, Boeing-727/737/757, DC-9, MD-80, BAE 145, CRJ 145, F-80/100, An-12/24/26/32, Embraer-120/145.
	Tow aircraft between other agreed points according to the Operator's instructions.	Yes	Only for: TU-134, TU-154, IL-18/76, A-319/320/321, Boeing-727/737/757, DC-9, MD-80, BAE 145, CRJ 145, F-80/100, An-12/24/26/32, Embraer-120/145.
	Provide authorised cockpit brake operator in connection with towing.	Yes	Only for: TU-134, TU-154, IL-18/76, A-319/320/321, Boeing-727/737/757, DC-9, MD-80, BAE 145, CRJ 145, F-80/100, An-12/24/26/32, Embraer-120/145.
	Aircraft cleaning		
	Arrange Aircraft washing	Yes	
	Arrange Aircraft cabin cleaning	Yes	
	Arrange Toilet servicing	Yes	
	Arrange Water servicing	Yes	
	Arrange heating/cooling units	Yes	Excluding cooling units.
	Additional services		
	Arrange De-icing facilities according IATA standards	Yes	
	Arrange removal of trash	Yes	
	Pick ups and delivery of catering equipment and laundry to/from aircraft	Yes	
	Provide suitable storage space for the Operator's cabin material, as mutually agreed.	Yes	
	<i>Before arrival the operator should check with the handling agent that the equipment required to handle the aircraft type is available on site.</i>		
	FUEL AND OIL		
	Supervise fuelling/refuelling operations.		No
	Liaise with fuel suppliers.	Yes	
	AIRCRAFT MAINTENANCE		
	Liaise with maintenance provider		No
	Arrange AOG clearances		No
	Coordinate between local authorities and maintenance providers		No
	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.		No
	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.	Yes	Arrange
	Flight Preparation at the Airport of Departure		
	Arrange and deliver to the crew meteorological documentation and aeronautical information for each flight	Yes	Arrange
	File ATC flight plan provided by the Operator	Yes	Arrange
	Furnish the crew with an adequate briefing.	Yes	Arrange
	Send movement messages to Operator and online handling agents	Yes	
	Follow up the progress of the flight against flight movement messages, flight plan messages and position reports received.	Yes	
	Provide information on flight progress to the Operators requested agent		No
	Monitor movement of the flight within VHF range and provide assistance, as necessary add 1 hour before arrival and 15 mins after departure.		No
	Arrange hotel accommodation for crews	Yes	
	Arrange transfers to/from crew hotel	Yes	
	Liaise with hotel's) on crew call and pick-up timings.	Yes	
	Direct crews through airport facilities and brief them, as required.	Yes	
	Coordinate slots with ATC/CFMU		No
	Arrange airport slots	Yes	

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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.	Yes	
CATERING SERVICES			
	Liaise with the catering company.	Yes	
	Order catering on behalf of the operator	Yes	
	Assist crew to unload/load catering/equipment at the aircraft	Yes	Arrange
	Deliver newspapers and catering to aircraft	Yes	Arrange
	Arrange laundry service with pickup and deliver to aircraft	Yes	
ADMINISTRATION			
	Provide credit facilities with local suppliers on behalf of the operator	Yes	
	Grant credit to operators		No
	Accept cash/credit card payment from operators	Yes	
	Provide price lists for services provided to the operator	Yes	
FACILITIES AND ACCOMMODATION			
	Customer VIP Lounges	Yes	Arrange
	Crew lounges and recreation area		No
	Internet, TV and Video/DVD equipment	Yes	Arrange
	Snooze rooms and shower facilities		No
	Conference Rooms	Yes	
SECURITY/EMERGENCY RESPONSE			
	Comply with local government security/emergency response requirements	Yes	
	Uphold security levels recommended by the EBAA		Please specify (Provided by Chisinau International Airport)
	Arrange separate guarding/security services as required		No
	In case of accreditation, I agree that the information enclosed will be available to the public via the EBAA Website.	Yes	
Date: 10. 11. 2009		Signature:	