

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: ASE-Associated Services Experts
AIRPORT - ICAO CODE: OMDB
CONTACT: Mr. Mohamed El Kaaki ~ COUNTRY MANAGER
ADDRESS: PO Box 55482, Dubai, UAE
FAX / PHONE NBR: +9714 2146978 / +9714 2146975

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		
COMMUNICATIONS			
Air to ground VHF radio			
Ground to ground Walkie -Talkie			
SITA / AFTN telex	yes		DXBKXXH
Mobile phone / Fixnet phone / Fax	yes		+971502770683/+97142146975/+97142146978
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			
Load baggage as directed			
Escort passengers through controls to the aircraft.			
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.			
Deliver baggage as directed			
Ensure that passengers continue to their final destination.			
Provide storage for baggage			
Handle crew baggage, as mutually agreed.			
RAMP AND AIRCRAFT SERVICING			
Marshalling			
Ensure marshalling is available on arrival / departure			
Parking			
Arrange parking			
Position and/or remove wheel chocks. (under supervision of aircrew)			
Loading/ Embarking and Unloading/Disembarking			
Arrange and provide suitable ground support equipment required by the operator to ensure a efficient handling.			
Provide crew and passenger transportation between aircraft and terminal buildings			

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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.)		
	Tow in and/or push back aircraft according to the Operator's instructions.		
	Tow aircraft between other agreed points according to the Operator's instructions.		
	Provide authorised cockpit brake operator in connection with towing.		
	Aircraft cleaning		
	Arrange Aircraft washing		
	Arrange Aircraft cabin cleaning		
	Arrange Toilet servicing		
	Arrange Water servicing		
	Arrange heating/cooling units		
	Additional services		
	Arrange De-icing facilities according IATA standards		
	Arrange removal of trash		
	Pick ups and delivery of catering equipment and laundry to/from aircraft		
	Provide suitable storage space for the Operator's cabin material, as mutually agreed		
<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.		
	Liaise with fuel suppliers.	yes	
AIRCRAFT MAINTENANCE			
	Liaise with maintenance provider		
	Arrange AOG clearances		
	Coordinate between local authorities and maintenance providers		
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.	yes	
	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	
	Flight Preparation at the Airport of Departure		
	Arrange and deliver to the crew meteorological documentation and aeronautical information for each flight	yes	
	File ATC flight plan provided by the Operator	yes	
	Furnish the crew with an adequate briefing.	yes	
	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	yes	
	Monitor movement of the flight within VHF range and provide assistance, as necessary add 1 hour before arrival and 15 mins after departure.		
	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		
	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

Assist crew to unload/load catering/equipment at the aircraft

Deliver newspapers and catering to aircraft

Arrange laundry service with pickup and deliver to aircraft

ADMINISTRATION

Provide credit facilities with local suppliers on behalf of the operator

yes

Grant credit to operators

yes

Accept cash/credit card payment from operators

Provide price lists for services provided to the operator

yes

FACILITIES AND ACCOMMODATION

Customer VIP Lounges

Crew lounges and recreation area

Internet, TV and Video/DVD equipment

Snooze rooms and shower facilities

Conference Rooms

SECURITY/EMERGENCY RESPONSE

Comply with local government security/emergency response requirements

Uphold security levels recommended by the EBAA

Arrange separate guarding/security services as required

In case of accreditation, I agree that the information enclosed will be available to the public via the EBAA Website.

yes

Date: 02 FEB, 2010

Signature:

