

**4923.**

In accordance with Article 92(1) of the Aviation Act ("Official Gazette of the Republic of North Macedonia" No. 14/24, 224/24, 3/25 and 144/25), the Director General of the Civil Aviation Agency enacted

## **REGULATION ON ACCESS TO THE GROUNDHANDLING MARKET**

### **General**

#### **Article 1**

- (1) This Regulation prescribes the access to the groundhandling market, i.e. its restriction in accordance with Council Directive 96/67/EC of 15 October 1996 on access to the groundhandling market at Community airport.
- (2) This Regulation shall apply to airports located on the territory of the Republic of North Macedonia and open to public use.

### **Definitions**

#### **Article 2**

Certain terms used in this Regulation shall have the following meaning:

- (1) **"aerodrome"** means a defined area (including any buildings, installations and equipment) on land or water or on a fixed, fixed offshore or floating structure intended to be used either wholly or in part for the arrival, departure and surface movement of aircraft;
- (2) **"airport infrastructure"** means runways, taxiways, aprons, vertical signalisation installations and terminal buildings with associated facilities and installations;
- (3) **"aerodrome operator"** means any legal or natural person operating or intend to operate one or more aerodromes;
- (4) **"airport"** means any land area specifically adapted for the landing, taking-off and manoeuvring of aircraft, including the ancillary installations which these operations may involve for the requirements of aircraft traffic and services, including the installations needed to assist commercial air services;
- (5) **"airport user"** means any natural or legal person responsible for the carriage of passengers, mail and/or freight by air from, or to the airport in question;
- (6) **"groundhandling services"** means services provided to airport users (such as aircraft, passenger, baggage, cargo and mail handling and aircraft supplying with fuel and oil handling and other services) and laid down in Annex that is an integral part of this Regulation;

- (7) **“supplier of groundhandling services”** means any natural or legal person supplying third parties with one or more categories of groundhandling services;
- (8) **“self-handling”** means a situation in which an airport user directly provides for himself one or more categories of groundhandling services and concludes no contract of any description with a third party for the provision of such services. The airport users shall not be deemed to be third parties where:
- one holds a majority holding in the other; or
  - a single body has a majority holding in each;
- (9) **“self-handler”** means an airport user that provides for itself one or more categories of ground-handling services at an aerodrome;
- (10) **“managing body of the airport”** means a legal body which, in conjunction with other activities or not as the case may be, has as its objective to manage the airport infrastructure, and to coordinate and control the activities of the different operators present in the airport or airport system concerned in accordance with the legislation of the Republic of North Macedonia;
- (11) **“ECAA”** means the European Common Aviation Area established by the Multilateral Agreement between the European Community and its Member-States, Republic of Albania, Bosnia and Herzegovina, the Republic of Bulgaria, the Republic of Croatia, the Republic of Macedonia, the Republic of Iceland, the Republic of Montenegro, Kingdom of Norway, Romania, the Republic of Serbia and the United Nations Interim Administration Mission in Kosovo on the Establishment of a European Common Aviation Area ratified with the Act of Ratification of Multilateral Agreement (“Official Gazette of the Republic of Macedonia No. 27/07, 98/09 and “Official Gazette of the Republic of North Macedonia” No. 259/19).

## **Groundhandling services**

### Article 3

- (1) Groundhandling services may be provided by:
- (a) the managing body of the airport,
  - (b) the airport user as self-handler and
  - (c) the supplier of groundhandling.
- (2) The provisions of this Regulation relating to the self-handling shall apply to all airports on the territory of the Republic of North Macedonia with an annual turnover of not less than two million passengers or 50,000 tons of cargo.
- (3) The provisions of this Regulation relating to groundhandling services provided by the entities referred to in paragraph (1)(c) of this Article shall apply to all airports on the territory of

the Republic of North Macedonia with an annual turnover of not less than two million passengers or 50,000 tons of cargo.

(4) If an airport reaches one of the thresholds for the transport of cargo specified in this Article or in Article 8(2) of this Regulation, while failing to reach the established threshold for the transport of passengers, then the provisions of this Regulation shall not apply to the categories of groundhandling services that relate exclusively to passengers.

(5) In the event of the annual traffic decline in a given airport, after fulfilling the requirements of this Regulation as defined in paragraph (3) of this Article, the entities referred to in paragraph (1)(c) of this Article shall not enjoy the rights prescribed by this Regulation unless they have already started providing groundhandling services. Airports experiencing annual traffic decline shall notify the Civil Aviation Agency (hereinafter: the Agency) of the traffic decline as soon as they determine that it could affect the thresholds set out in paragraph (3) of this Article.

(6) In the event that the number of suppliers of groundhandling service is limited in accordance with Article 7(3) of this Regulation, the decline in traffic referred to in paragraph (5) of this Article shall affect the airport where the number of suppliers is limited in the following manner:

(a) if the selection procedure has already been carried out in accordance with Article 11 of this Regulation and a service supplier has been selected, it shall have the right to continue providing the services, or

(b) if the competition is being prepared or ongoing, the said process shall be stopped until the airport reaches the thresholds provided for in this Regulation.

(7) The managing body of the airport shall publish and maintain updated data on all groundhandling service suppliers at that airport on its website.

### **Managing body of the airport**

#### Article 4

(1) Where an airport or airport system is managed by several separate bodies, each of these bodies shall be considered part of the single managing body of the airport for the purposes of this Regulation.

(2) Where only a single managing body of the airport is set up for several airports or airport systems, each of those airports or airport systems shall be considered separately for the purposes of this Regulation.

## **Separation of accounts/credits**

### Article 5

- (1) Where the airport operator, airport user or supplier of groundhandling services provide groundhandling services, they must separate the accounts of their groundhandling services from the accounts of their other services, i.e. of their credits.
- (2) The annual financial statements of the airport operator shall show that there are no linked financial flows between its activity as an airport operator and its activity as a supplier of groundhandling services at an aerodrome.
- (3) An independent certified auditor shall perform an audit in order to determine whether the financial report has been separated into the accounts, i.e. the credit referred to in paragraph (1) of this Article and whether there are linked financial flows referred to in paragraph (2) of this Article.
- (4) The separation of the account, i.e. the credit referred to in paragraph (1) of this Article shall mean the separation of all income and expenses from the groundhandling services from the income and expenses from other activities.
- (5) The airport operator shall submit the report from the certified auditor referred to in paragraph (3) of this Article to the Agency no later than six months after the end of the previous financial year.

## **Users' Committee**

### Article 6

- (1) The managing body of the airport shall ensure establishing of an users' committee to which the provisions of this Regulation shall apply.
- (2) All airport users shall have the right to be members of the committee, or to be represented on the committee by another person.
- (3) The airport users' board shall adopt the Committee's Rules of Procedure.
- (4) The managing body of the airport shall ensure that the Users' Committee meets at least once a year.

## **Supplier of groundhandling services**

### Article 7

- (1) Suppliers of groundhandling services shall have free access to the market for the provision of supplying one or more groundhandling services in accordance with provisions from Aviation Act and this Regulation .

(2) Supplier of groundhandling services may be a legal or natural person registered for the supplying of groundhandling services, with its registered office in an ECAA member state or another state, if this is determined by law or an international agreement ratified by the Republic of North Macedonia, which holds an approval for the supplying of groundhandling services.

(3) By way of derogation from paragraph (1) of this Article, upon request of the managing body of the airport, the Agency may limit the number of suppliers of groundhandling service for each of the following categories of groundhandling services:

- baggage handling,
- ramp handling,
- fuel and oil handling,
- 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.

(4) The number of suppliers of groundhandling service referred to in paragraph (3) of this Article may not be limited to less than two for each of the categories of groundhandling services referred to in paragraph (3) of this Article.

(5) In addition to the requirements set out in paragraphs (3) and (4) of this Article, at least one of the suppliers of groundhandling service may not be directly or indirectly controlled by:

- (a) the 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 of groundhandling services were selected,
- (c) a body controlling or controlled directly or indirectly by one of the entities referred to in points a) and b) of this paragraph.

(6) In the event that the number of suppliers of groundhandling service is limited in accordance with paragraph (3) of this Article, the airport user, regardless of which part of the airport he uses, shall have the opportunity to choose between at least two suppliers of groundhandling service in respect of each category of groundhandling service subject to the limitation, under the conditions set out in paragraphs (3), (4) and (5) of this Article.

(7) The Agency shall notify the managing body of the airport about the decision referred to in paragraph (3) of this Article. The managing body of the airport that has submitted a request for restriction of services shall publish the decision on its website.

## Self-handling

### Article 8

(1) An airport user may directly self-handle one or more categories of groundhandling services in accordance with Article 3 of this Regulation.

(2) By way of derogation from paragraph (1) of this Article, at an airport with an annual traffic of not less than two million passengers or 50,000 tonnes of cargo, at the request of the managing body of the airport, the Agency may limit the number of self-handlers of any of the following categories of groundhandling services:

- baggage handling,
- ramp handling,
- fuel and oil handling,
- 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) The number of self – handlers referred to in paragraph (2) of this Article may not be limited to less than two, provided they are chosen on the basis of relevant, objective, transparent and non-discriminatory criteria.

(4) The requirement from paragraph (2) of this Article shall contain:

- (a) the groundhandling category from paragraph (2) of this Article for which a limitation is requested,
- (b) the reasons justifying the limitation and
- (c) a plan for appropriate measures to overcome the stated reasons for limitation, where possible.

(5) The limitation referred to in paragraph (2) of this Article shall not:

- (a) undermine the objectives of this Regulation, unless insofar as it is necessary,
- (b) undermine the principle of market competition between suppliers of groundhandling services and/or self-handlers, and
- (c) be applied to a greater extent than is necessary.

(6) If the number of airport users is limited in accordance with paragraph (2) of this Article, the self-handling of the relevant services shall be permitted for those airport users who, in the previous calendar year, have transported the largest number of passengers to/from the airport where they wish to organise the self – handling.

(7) The managing body of the airport may at any time, and in any case every three years, re-examine the list of self - handlers in accordance with paragraph (6) of this Article, based on the criterion of the number of passengers transported in the previous calendar year. If the re-

examination of the list shows that there is a new interested airport user with a larger number of transported passengers, then, no later than six months after the examination of the list, it should submit a request to the Agency for amendment of the decision referred to in paragraph (2) of this Article.

(8) The Agency shall notify the managing body of the airport about the decision referred to in paragraph (2) of this Article. The managing body of the airport that has submitted a request for restriction of services shall publish the Decision on its website.

## **Centralized infrastructures**

### Article 9

(1) The centralized infrastructure used for supplying of groundhandling services whose complexity, cost or environmental impact does not allow of 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, designated by the Ministry of Transport, after prior opinion from the Agency, to manage that infrastructure.

(2) In addition to the centralized infrastructure referred to in paragraph (1) of this Article, other facilities at the airport may be declared as centralized infrastructure, taking into account the existing limitations of the available space and capacity of a particular airport.

(3) The managing body of the airport or other body which, in accordance with paragraph (1) of this Article, may manage a particular infrastructure, shall determine the infrastructure as centralized by a decision adopted after consultation with the Users' Committee and after obtaining the consent of the Agency.

(4) The decision referred to in paragraph (3) of this Article shall contain:

- (a) the name and purpose of the infrastructure to be declared centralized,
- (b) specific limitations on the available space or capacities justifying the decision, and
- (c) a plan of appropriate measures to overcome the limitations justifying the decision, where possible.

(5) The decision referred to in paragraph (3) of this Article shall not:

- (a) undermine the objectives of this Regulation, unless necessary,
- (b) undermine the principle of market competition between groundhandling suppliers and/or self-handlers, and
- (c) be applied to a greater extent than is necessary.

(6) The managing body of the airport or other body managing the centralized infrastructure in accordance with paragraph (1) of this Article shall publish the decision referred to in paragraph

(3) of this Article on its website together with the fees and requirements for the use of the centralized infrastructure.

(7) The managing body of the airport or other body managing the centralized infrastructure in accordance with paragraph (1) shall ensure free access to the centralized infrastructure and transparent, objective and non-discriminatory usage for all suppliers of groundhandling services or self-handling airport users within the limits provided for in this Regulation.

(8) The use of the centralized infrastructure is mandatory for the suppliers of groundhandling services and for self - handlers.

## **Exemptions**

### Article 10

(1) Where at a certain airport there are specific limitations of available space or capacity, arising from traffic congestion and the level of space utilization, which prevent the opening of the market and/or the implementation of the self – handling to the degree provided for in this Regulation, the managing body of the airport may request in writing the Agency to:

- (a) limit the number of suppliers for one or more categories of groundhandling services other than those referred to in Article 7(3) of this Regulation in all or part of the airport. In this case the provisions of Article 7(3) and (5) of this Regulation shall apply;
- (b) reserve to a single supplier one or more of the categories of groundhandling services referred to in Article 8(3);
- (c) reserve self-handling only to two airport users for categories of groundhandling services other than those referred to in Article 9(2) of this Regulation. In this case the provisions of Article 8(5) of this Regulation shall apply;
- (d) ban self-handling or to restrict it to a single airport user for the categories of groundhandling services referred to in Article 8(2) of this Regulation.

(2) All exemptions decided pursuant to paragraph (1) of this Article must:

- (a) specify the category or categories of groundhandling services for which the exemption is granted;
- (b) laid down the specific constraints of available space or capacity which justify it;
- (c) be accompanied by a plan of appropriate measures to overcome the constraints.

(3) The request from paragraph (1) of this Article shall be approved by the Agency.

(4) The exemptions approved in accordance to paragraph (3) of this Article must not:

- (a) unduly prejudice the aims of this Regulation, unless necessary;

(b) give rise to distortions of competition between suppliers of groundhandling services and/or self-handlers; and

(c) extend further than necessary.

(5) Exemptions granted pursuant to items (a), (c) and (d) from paragraph (1) of this Article may not exceed a duration of three years. Not later than three months before the end of that period the Agency must take a new decision on any request for exemption, which will also be subject to the procedure laid down in this Article.

(6) The exemption under paragraph 1(b) of this Article may not exceed a duration of two years. The Agency may on the basis of the provisions of paragraph 1 request that this period be extended by a single period of two years.

### **Selection of suppliers**

#### Article 11

(1) When the number of suppliers of groundhandling service provided in paragraph (3) of Article 7 and in Article 10 of this Regulation is limited, the suppliers of groundhandling service shall be selected on the basis of a public notice containing the following elements:

(a) the type of services for which the public notice is published,

(b) the conditions that the supplier of groundhandling service must meet, i.e. to possess an approval for the provision of groundhandling services,

(c) the period for which the supplier of groundhandling service will be selected,

(d) the selection criteria,

(e) the deadline for bidding,

(f) the deadline for making a selection decision and

(g) instructions on legal remedies.

(2) The selection criteria referred to in paragraph (1) of this Article shall be relevant, objective, transparent and non-discriminatory and shall be established after prior consultation with the airport Users' Committee.

(3) The announcement and implementation of the procedure referred to in paragraph (1) of this Article, as well as the selection of supplier of groundhandling service, shall be carried out by the managing body of the airport after prior consultation with the airport Users' Committee, provided that the managing body of the airport:

(a) does not provide similar groundhandling services

(b) has no direct or indirect control over any undertaking which provides such services and

- (c) has no involvement in any such undertaking.
- (4) If the requirements referred to in paragraph (3) of this Article are not met, the determination of the selection criteria, as well as the publication and implementation of the procedure referred to in paragraph (1) of this Article, shall be carried out by the Agency after prior consultation with the airport Users' Committee and the managing body of the airport.
- (5) The public announcement shall be published no later than 12 months from the date of meeting the requirements for the publication of a public notice in accordance with Article 3(3), Article 7(3) or Article 10 of this Regulation.
- (6) Suppliers of groundhandling services shall be selected for a maximum period of seven years.
- (7) The managing body of the airport for which the selection has been carried out in accordance with the provisions of this Article shall conclude an agreement for supplying groundhandling service with the selected supplier of groundhandling service.
- (8) Where the number of suppliers of groundhandling service is limited in the cases provided for in Article 7(3) and Article 10 of this Regulation, the managing body of the airport may independently provide groundhandling services without being subject to the selection procedure laid down in this Article, if it has an approval for the provision of groundhandling services issued by the Agency. The managing body of the airport may, without carrying out the procedure laid down in this Article, authorise another legal entity that has an approval for the provision of groundhandling services issued by the Agency to provide groundhandling services, provided that:
- (a) the managing body of the airport has direct or indirect control over that legal entity  
or
  - (b) that legal entity has direct or indirect control over the managing body of the airport.
- (9) If the supplier of groundhandling service ceases to perform its activities before the agreement expiration date, a procedure for selecting a new supplier of groundhandling service shall be implemented in accordance with the provisions of this Article.
- (10) In order to implement the procedure for selecting a new supplier of ground handling service in a timely manner, the supplier of groundhandling services referred to in paragraph (11) of this Article shall, no later than six months before terminating the supply of groundhandling services, shall notify the managing body of the airport and the Agency of the planned conclusion of its activities.
- (11) The entities referred to in paragraphs (3) and (4) of this Article that have carried out the selection of a service supplier in accordance with the provisions of this Article shall notify the airport Users' Committee of the result of the procedure for selection of supplier for groundhandling service.

(12) The managing body of the airport shall, as soon as possible, notify the Agency of any circumstances that may affect the existence of established direct or indirect control referred to in paragraph (8) of this Article.

(13) Upon termination of the direct or indirect control as defined in paragraph 8 of this Article, the legal entity previously authorized as supplier of groundhandling services may continue to supply groundhandling services for another three years from the date the Agency is notified of the termination of the direct or indirect control.

### **Safety standards**

#### Article 12

(1) The suppliers of groundhandling services and the self-handlers may begin the supply of groundhandling services upon obtaining the approval in accordance to Article 94 of the Aviation Act.

(2) For obtaining the approval referred to in paragraph (1) of this Article the suppliers of groundhandling services or the self-handlers must meet the requirements prescribed in the Regulation on requirements and manner of providing groundhandling services.

(3) The managing body of the airport shall, through the management system, in accordance with the regulations relating to air traffic safety and security, monitor the compliance and implementation of the management system in the performance of the activities of suppliers of groundhandling service referred to in Article 3(1) of this Regulation with the conditions referred to in paragraph (2) of this Article.

### **Consultations**

#### Article 13

(1) The airport Users' Committee referred to in Article 6 of this Regulation, the airport managing body and the suppliers of groundhandling services shall organize compulsory consultation procedure relating to the application of this Regulation. This consultation shall cover, inter alia, the price of those groundhandling services for which an exemption has been granted pursuant to Article 10(1)(b) and the organization of the provision of those services.

(2) Any entity referred to in paragraph (1) of this Article may file a complaint with the Agency if it considers that its rights have been violated as a result of the consultations or that the objectives of this Regulation have been violated.

(3) The Agency shall decide on the complaint referred to in paragraph (2) of this Article.

(4) The Agency shall have the right to participate in the consultations.

## Rules of conduct

### Article 14

- (1) The Agency may, where appropriate on a proposal from the managing body of the airport:
  - (a) prohibit a supplier of groundhandling services or an airport user from supplying groundhandling services or self-handling if that supplier or user fails to comply with the rules imposed upon him to ensure the proper functioning of the airport; and/or
  - (b) prohibit the supplier of ground handling service selected in accordance with Article 11 of this Regulation, the supplying of ground handling services if it does not meet the requirements under which the approval for supplying groundhandling services was issued or acts contrary to the Regulation on requirements and manner of providing groundhandling services.
- (2) The rules referred to in paragraph (1) a) of this Article shall be adopted by managing body of the airport in order to ensure the safe provision of services and the functioning of the airport.
- (3) The managing body of the airport may, on the basis of the prohibition imposed pursuant to paragraph (1) of this Article, terminate the groundhandling service agreement concluded pursuant to Article 11 (7) of this Regulation with the selected supplier of groundhandling service.
- (4) The rules referred to in point (a) paragraph (1) of this Article shall comply with the following principles:
  - (a) they must be applied in a non-discriminatory manner to the various suppliers of groundhandling services and airport users;
  - (b) they must relate to the intended objective;
  - (c) they may not, in practice, reduce market access or the freedom to self-handle to a level below that provided for in this Regulation;
- (5) If the number of suppliers of groundhandling service at an airport is not limited for any type of groundhandling service, the managing body of the airport may require from the supplier of groundhandling services to participate in a fair and non-discriminatory manner in the fulfilment of public service obligations, including the obligation to ensure uninterrupted service provision.
- (6) Where the number of suppliers of groundhandling services is limited in accordance with Article 7(3) or Article 10 this Regulation, the manner of participation in fulfilling the public service obligations, including the obligation to ensure uninterrupted provision of services, shall be regulated by a public notice in accordance with Article 11 of this Regulation and by a groundhandling service agreement signed following the public notice in accordance with Article 11(7) of this Regulation.

(7) The airport Users' Committee shall notify the Agency and the managing body of the airport when the supplier of groundhandling service acts contrary to the rules adopted on the basis of paragraphs (4) and (5) of this Article.

### **Access to installations**

#### Article 15

(1) The suppliers of groundhandling services and self-handler 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 area available for supplying of groundhandling services at an airport must be available to all suppliers of groundhandling 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) The managing body of the airport may establish an access fee to the airport infrastructure. The fee criteria shall be determined on the basis of relevant, objective, transparent and non-discriminatory criteria.

(4) The supplier of groundhandling service or self-handler whose right of access to airport infrastructure has been violated on the basis of the requirements applied in accordance with the provisions of this Article may file a complaint with the Agency within 15 days of the violation of that right. The Agency shall decide on the complaint.

### **Submission of data**

#### Article 16

The Agency shall, at the request of the European Commission, submit the data and information necessary for the purpose of drawing up a report on the application of the provisions of EU Directive 96/67 and this Regulation.

### **Transitional and final provisions**

#### Article 17

The managing body of the airport shall establish the airport Users' Committee referred to in Article 6 of this Regulation within three months from the date of entry into force of this Regulation .

Article 18

This Regulation shall enter into force on the eight-day following its publication in the "Official Gazette of the Republic of North Macedonia" and shall start to apply from 1 March 2026.

**No. 10-1609/1**

**16 December 2025**

**Skopje**

**Director General**

**Civil Aviation Agency**

**Dragi Stojanoski**

**LIST OF GROUNDHANDLING 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 parking 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 defueling 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 comprises:
  - 8.1. routine services performed before flight;
  - 8.2. non-routine services 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.
11. Catering services comprise:
  - 11.1. liaison with suppliers and administrative management;
  - 11.2. storage of food and beverages and of the equipment needed for their preparation;
  - 11.3. cleaning of this equipment;
  - 11.4. preparation and delivery of equipment as well as of bar and food supplies.