



Conditions of Use – King Abdulaziz International Airport

Passenger & Cargo

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A copy of this document can be found at www.kaia.sa/Economic-Regulation. Alternatively, please contact airline.relations@jeddahairports.sa in the event you are unable to access the Conditions of Use and require a copy.

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- JEDCO HEALTH & SAFETY GUIDELINES
- KAIA AERODROME MANUAL
- KAIA AERODROME EMERGENCY PLAN
- KAIA AERODROME SMS MANUAL
- AIRSIDE OPERATING REGULATIONS (AOR)
- AIRSIDE DRIVING REGULATIONS (ADR)
- AIRSIDE TEMPORARY NOTICES (ATN)
- AIRSIDE SAFETY ALERT (ASA)
- OPERATIONS SAFETY INSTRUCTION (OSI)
- AIRPORT OPERATIONS ADVISORY NOTICES (AOAN)
- JEDCO DETAILED INSURANCE SCHEDULE

1. DEFINITIONS OF TERMS

In these Conditions, the singular includes the plural, and the plural includes the singular.

In these Conditions, the words "include", "includes" and "including" shall mean include, includes or including without limitation.

If any part of these Conditions is unenforceable, these Conditions are taken to be modified to remove that part. The rest of these Conditions remain valid and enforceable and are not affected by that part being removed.

'ACL', 'the Coordinator', 'Slot Coordinator' or 'the Schedules Coordinator' means Airport Coordination Limited.

'ADP' means Airside Driving Permit.

'AEP' means Airport Emergency Plan.

'Airport', 'KAIA', 'Jeddah Airport' or 'JED' or 'OEJN' means King Abdulaziz International Airport in Jeddah.

'Airport Charges' are charges levied on Airport Users in connection with the landing, parking and other services offered to the Airport User including security charges, facility charges, utility charges and Passenger Charges.

'Airport Operator' means JEDCO.

'Airport Users' means a person offering or operating airlines for passenger, mail and/or cargo carriage. the airline and/or its related parties operating and using, directly or indirectly, the Facilities and Services at KAIA.

'Airside' refers to those zones within the Airport that are subject to explicit security control.

'ALARP' means As Low as Reasonably Possible.

'AOC' is the body that represents the relevant Airport User in respect of their operations at the Airport, including the clearance and handling of passengers, crew, baggage, cargo, and aircraft.

'AOCC' means Airport Operations Control Centre.

'Arriving Passenger' means inbound passenger entering the Kingdom of Saudia Arabia as their final destination.

'ATD' means Actual Time of Departure.

'Authority' means the General Authority of Civil Aviation (GACA).

'AVP' Airside Vehicle Permit.

'Carrier' means an Airline Airport User.

'Certificate of Airworthiness' shall include any validation thereof and any flight manual or performance schedule related to the aircraft.

'Chapter 2' Aircraft types refers to aircraft with noise standards described in Chapter 2 of Annex 16 – Volume 1 '*Subsonic Jet Aeroplanes – Application for Type Certificate Submitted before 6 October 1977*'. Noise evaluation measurement to effective perceived noise level in EPNdB shall be as described in Appendix 1 of Annex 16 with maximum noise levels not to exceed those

described in Annex 16 – Volume 1, Chapter 2, 2.4 *‘Maximum Noise Levels’*.

‘SANS’ means Saudi Air Navigation Services.

‘Departing Passenger’ means any passenger whose final destination is a place outside Jeddah.

‘Diverted Flight’ is a flight that has been routed from its scheduled arrival destination to a new temporary arrival destination due to emergency cases, weather conditions etc.

‘Environment’ means the natural and man-made environment including all or any of the following elements: air (including air within buildings and other natural or man-made structures above or below the ground), water, land and any ecological systems and living organisms (including man) supported by those elements.

‘Facilities’ and **‘Services’** means the aircraft movement, passenger processing and other general facilities and services provided by JEDCO to Airport Users except to the extent that those facilities and services are restricted by JEDCO or provided to Airport Users under a separate contract, lease, licence or other authority. See Regulated Services definition in relation to provision of services that are covered by the regulated non-aeronautical tariffs.

‘FBO’ or **‘Fixed-Based Operator’** is the primary provider of aeronautical services to General Aviation Airport Users at the Airport.

‘FOD’ means Foreign Object Debris.

‘GACA’ means the General Authority of Civil Aviation of the Kingdom of Saudi Arabia.

‘General Aviation’ (GA) refers to all flights other than military, cargo, and regular public transport operations (scheduled and non-scheduled airline flights). GA flights range from light propeller to large/wide Body flights, including Private, Ambulance, Rescue Relief and Diplomatic flights.

‘Ground Handler’ or **‘Handler’** means an approved Ground Handling agent, licensed to operate at KAIA.

‘ASR’ means Aviation Services Representative (formerly known as General Sales Agent).

‘IATA’ means the International Air Transport Association.

‘Inadmissible Passenger’ refers to a passenger who is refused admission to the Kingdom of Saudi Arabia by the General Directorate of Passports “Jawazat”, and/or a passenger who is refused onward carriage through the KINGDOM OF SAUDI ARABIA due to improper or missing documentation such as, but not limited to, absence, expired or forged: visa, passport, travel, or health documents.

‘JEDCO’ means Jeddah Airports Company, the appointed Airport Operator for King Abdulaziz International Airport.

‘KSA’ means Kingdom of Saudi Arabia.

‘Maximum Take-Off Weight’ (MTOW) refers to the maximum total weight of the aircraft and its contents at which it may safely take-off anywhere in the world under the most favorable conditions in accordance with Certificate of Airworthiness in force for that aircraft.

‘MCT’ means Minimum Connecting Time.

‘Narrow-body aircraft’ means any single-aisle plane used mainly for short and medium haul flights with seats arranged 2 to 6 abreast, with a fuselage diameter of typically of 3 to 4 meters (10 to 13 feet) and accommodating fewer than 200 passengers such as Airbus A319 and A320, Boeing 717, 727, 737, and 757, McDonnell Douglas DC9, MD 80, and MD 90.

‘NOTAM’ means an airport-issued notice to airmen.

‘Passenger’ or **‘PAX’** means any person carried on an aircraft except for the flight crew and cabin staff operating the flight.

‘Passenger Charges’ refer to the charges on passenger services listed in the Schedules of Charges.

‘Peak Hours’ will be determined at least two weeks prior to the commencement of the Season and communicated to Airport Users.

‘Peak Seasons’ refers to the period covering higher demand associated with Umrah, Hajj, Eid al-Adha and Eid al-Fitr.

‘GACA’s Quality Programs’ include Airport Performance Monitoring Program (APM) and its appended schedules, and Airport Total Quality Evaluation program (ATQE).

‘Regulated Services’ means those services whose provision is governed by the Economic Regulations of Airports with the airport operator obliged to follow the cost relatedness requirements, covering the operating costs, maintenance, and investments associated with the provision of that particular service as well as including a reasonable return on investment when setting for the first time or updating those specific core non-aeronautical services tariffs. They are currently defined as:

- property leasing fees for first line service providers
- airport facility usage fees:
 - shared space for check-in counters
 - specialized airport facility access fees
- airport technology and baggage processing fees:
 - baggage management and handling system fees
 - common user terminal equipment and/or airport system usage fees
- airport services and utility fees:
 - essential utility charges (electricity, water, internet, air conditioning)
 - airside driver license fees
 - staff identity cards and vehicle apron passes
- access related charges:

- staff car parking charges
- public transport access fees
- taxi service access

‘SAR’ or Riyal is the lawful currency of the Kingdom of Saudi Arabia.

‘Schedule of Charges’ refers to the Schedule set out in Annex I.

‘Series of slots’ means at least five slots having been requested for the same time on the same day of the week regularly in the same Season and allocated in that way or, if that is not possible, allocated at approximately the same time.

‘Season’ means, in each year (a) for the IATA Northern Summer season, the period commencing on the last Sunday in March and ending on the last Saturday in October and (b) for the IATA Northern Winter season, the period commencing on the last Sunday in October and ending on the last Saturday in March.

‘Service Provider’ means an entity providing third parties with one or more categories of ground handling or air cargo services, as per the economic license issued by the Authority.

‘SMA’ means Senior Manager Airside.

‘Slot’ or **‘Slots’** means the scheduled time of arrival or departure available or allocated to an aircraft movement on a specific date at an airport coordinated under the terms of the Economic Regulations of Airports.

‘Transfer Passenger’ means any passenger arriving and departing on a different aircraft, or on the same aircraft bearing different flight numbers.

‘Transit Passenger’ means any passenger who arrives at the airport in an aircraft and departs from the airport in the same aircraft, where such an aircraft is operating through a flight transiting the airport. It also refers to a passenger in transit through the airport who must depart in a substituted aircraft.

‘ULD’ means Unit Load Device.

‘VAT’ means value added tax payable in accordance with the applicable laws and regulations in force in the Kingdom of Saudi Arabia from time to time.

‘Wide-body aircraft’ shall refer to any twin-aisle plane with seats arranged 7 to 10 abreast, typically with a fuselage diameter of 5 to 6 meters (16 to 20 ft.) and accommodating between 200 and 600 passengers such as Airbus A300, A310, A330, A340, A380 and A350, Boeing 747, 767, 777 and 787.

2. GENERAL CONDITIONS

2.1. Introduction

- 2.1.1.** According to Section 2 (Requirements on the Airport Operator) of Chapter 6 (Conditions of Use of the Economic regulations airports), these Conditions set out the terms, policies and procedures that govern the use of facilities and the provision of essential aviation services for all Airport Users at King Abdulaziz International Airport (“KAIA”). Please contact airline.relations@jeddahairports.sa if you have any queries.
- 2.1.2.** These Conditions constitute an agreement between the Airport Operator and Airport Users as to its subject matter. Airport Users and their subcontractors, unconditionally and irrevocably, accept and are bound by these Conditions, as amended from time to time, from the first date of use of Facilities and Services at KAIA.
- 2.1.3.** The use of any Facilities at the Airport by any Airport User constitutes full and irrevocable acceptance of these Conditions.
- 2.1.4.** Headings in these Conditions are for convenience only and shall not affect the interpretation of these Conditions.
- 2.1.5.** No clause shall be taken to confer a right for an Airport User to use Airport facilities without JEDCO’s permission.
- 2.1.6.** These Conditions in relation to their subject matter, supersede any prior understanding or agreement between the parties and any prior condition, warranty, indemnity, or representation imposed, given or made by a party, other than as set out in these Conditions.
- 2.1.7.** The Conditions of Use will become effective 60 days after the publication date, in line with the Economic Regulations of Airports.
- 2.1.8.** JEDCO reserves the right to withhold enforcement at its discretion of any clause contained within this document, provided that this decision does not contravene any provisions or articles contained in other related laws and regulations.
- 2.1.9.** Airport Users shall only be permitted to use or continue to use any Facilities and Services at the Airport subject to, and conditional upon, the strict compliance with the terms and conditions stipulated in these Conditions. JEDCO reserves the right to modify such Conditions after General Authority of Civil Aviation (“GACA”) approval, where the Airport Users have breached any of these Conditions and published/notified to relevant parties in accordance with the Economic Regulations of Airports.
- 2.1.10.** Airport Users must comply with instructions, orders or directions published from time to time by JEDCO that may supplement, vary or discharge any of the terms and conditions of use set out in these Conditions.
- 2.1.11.** All Airport Users trading at KAIA undertake to keep confidential any confidential information obtained under these Conditions, not to disclose such confidential information to any other person and not to use such confidential information, other than for the purposes set out in these Conditions.
- 2.1.12.** Full compliance with directives and regulations periodically specified by GACA, other relevant international and regional Aviation authorities (upon adoption by KSA), including but not limited to the National Civil Aviation

Security Program (“**NCASP**”), and their appendices as required.

- 2.1.13.** Foreign Airport Users shall submit to the Security department at JEDCO (at safety.sustainability@Jeddahairports.sa), and upon request to GACA, a written Aircraft Operator Security Program appropriate to meet the NCASP requirements. JEDCO, in coordination with the local authorities, reserves the right to inspect any aircraft or facilities at the Airport as per the Aircraft Operator Security Program to ensure compliance with the NCASP.
- 2.1.14.** Carriers are responsible for ensuring that flight plans submitted by their office or agent comply with correct ICAO flight planning principles (contact airline.relations@jeddahairports.sa for more detail).
- 2.1.15.** Aircraft defined in ICAO Annex 16 as “Noise Chapter 2” are prohibited from operating at KAIA.
- 2.1.16.** Aircraft must be capable of flying Standard Arrival Routes (“**STAR**”) and Standard Instrument Departures (“**SID**”) with the required degree of accuracy and shall be equipped in accordance with rules and regulations governing the airspace in which the aircraft will be operating.
- 2.1.17.** The allocation of terminals and access to Facilities shall be managed and regularly reviewed by JEDCO, considering their availability, capacity constraints, and the best use of available Facilities.
- 2.1.18.** JEDCO does not provide:
- a) border control services
 - b) en-route services
 - c) meteorological services
 - d) quarantine waste disposal
 - e) apron and ground handling services other than:
 - 1. aircraft marshalling
 - 2. concierge services
 - 3. Royal/VIP Suites
 - 4. storage of ULDs (i.e. stillage)
 - 5. provision of office space
 - f) Our charges do not include fees for the services in this clause (2.1.18) or fees for anything JEDCO provide outside the scope of these Conditions.
- 2.1.19.** There are no provisions or articles which conflict with Saudi Civil Aviation Law or other related laws and regulations. In the event of a conflict between any of the provisions of these conditions and Saudi Civil Aviation Law or other related laws and regulations, the text of the Saudi Civil Aviation Law or other related laws and regulations shall be enforced.

2.2. Amendments and Updates

- 2.2.1.** These Conditions of Use shall be reviewed and amended from time to time, to reflect changes in the requirements and policies at KAIA following GACA approval and published/notified to relevant parties in accordance with the Economic Regulations of Airports and as outlined in JEDCO’s Consultation Committee Protocol.

2.3. Supplementary Documents

- 2.3.1. JEDCO shall provide available documents or links to the appropriate sites to assist the Airport Users in gathering information concerning codes, regulations, and ordinances. Refer to Annex VIII for a list.
- 2.3.2. Airport Users are obliged to ensure that all their personnel are well-informed of, and fully understand the requirements stipulated in the supplementary documents.
- 2.3.3. Airport Operations Advisory Notices (AOAN) shall also be distributed by email, please contact aocc@jeddahairports.sa to subscribe.

2.4. Governing law and Jurisdiction

- 2.4.1. These Conditions of Use shall be governed by and construed according to the laws of the Kingdom of Saudi Arabia.
- 2.4.2. JEDCO and all Airport Users agree to amicably attempt to resolve any controversy or dispute arising from or in relation to these Conditions. Such that should JEDCO and Airport Users fail to amicably resolve the controversy or dispute within (60) days from the date of notification from either party, all controversies and disputes shall irrevocably be referred to and finally settled by the exclusive jurisdiction of Jeddah Courts, Kingdom of Saudi Arabia.
- 2.4.3. These Conditions of Use are not intended and shall not be taken as waiving or limiting the powers and authority of JEDCO conferred on it by the applicable laws and regulations of the City of Jeddah and/or the Kingdom of Saudi Arabia.
- 2.4.4. A reference to a particular Legislation is a reference to it as it is in force from time to time taking account of any amendment, extension, consolidation, or re-enactment and includes any subordinate legislation from time to time made under it.

2.5. Liability

- 2.5.1. In any event, neither JEDCO nor their respective employees, officers or agents shall be liable for any direct or indirect loss and/or expense of profit suffered by an Airport User, or for damage to aircraft, its parts or accessories, or any property or asset contained in the aircraft, occurring while the aircraft is at the Airport or in the course of landing or taking-off at the Airport, arising or resulting directly or indirectly from any act, omission, negligence or default on the part of JEDCO, or their employees, officers or agents unless such actions are done with the intent to cause damage, or reckless and negligence, or carried out with knowledge that damage would probably result.

2.6. Insurance and Indemnity

- 2.6.1. Operator Airside Liability and General Third-party Liability Insurance

All Airport Users must ensure appropriate airside/aviation insurance with a minimum limit of liability SAR 187,500,000 (\$50M)

for each and every claim, to indemnify the Insured in respect of all sums that they may become legally liable to pay (including claimant's costs and expenses) as damages including accidental coverage for themselves and their sub-contractors in the event of:

- a) death, or bodily injury, illness, disease contracted by any person
- b) loss or damage to property
- c) interference to property or any easement right of air, light, water or way or the enjoyment or use thereof by obstruction, trespass, nuisance, loss of amenities, or any like cause, happening during the Period of Insurance and arising out of or in connection with the operator's activity including airside liability

Proof of such coverage shall be provided to JEDCO at airline.relations@jeddahairports.sa upon request.

2.6.2. Additional insurance

Airport Users will make sure that all other insurances compulsory by the law of Kingdom of Saudi Arabia will be maintained by the Airport User, (and sub-contractors). These insurances shall include the following but not be limited to:

- a) Automobile Liability;
- b) Workmen Compensation and Employers Liability (SAR3.750M limit); and
- c) Health Insurance.

2.6.3. All Airport Users shall obtain and maintain or cause to be obtained and maintained, at its sole expense, Insurance Policies from financially sound and reputable insurers (rated A) licensed by (IA) Insurance Authority (insurance regulator in Saudi Arabia) that generally contain provisions which are reasonably standard in the international insurance market with respect to airport facilities of a similar size, technology and location, as the case may be. The Insurance Policies shall provide at least the types of insurance coverage and terms described in this clause and in Annex VII, subject to the constraints of availability on commercially reasonable terms in the local, regional and/or international insurance market at the times such insurance is required to be obtained. Proof of such coverage shall be provided to JEDCO at airline.relations@jeddahairports.sa and insurance@jeddahairports.sa.

2.6.4. All Airport Users must procure and maintain valid insurances from a registered bank in the Kingdom of Saudi Arabia in accordance with the JEDCO's Insurance Policy Requirements (refer to Annex VII).

2.7. Health & Safety

2.7.1. All Airport Users and Service Providers conducting business at KAIA and/or with JEDCO have a duty and obligation to comply with all applicable safety and health standards, rules, regulations, and orders that apply to their employees' actions and conduct on the job.

2.7.2. JEDCO is committed to providing a safe and healthy work Environment and ensuring the safety and health of the customers. All Airport Users and Service Providers conducting business at JEDCO facilities should proactively ensure that all employees and customers have an Environment free from recognized safety and health hazards that could

cause accidents and injuries.

- 2.7.3.** All Airport Users and Service Providers shall follow the safety and health standards established by JEDCO (available upon request via safety.sustainability@jeddahairports.sa) and shall be conscious of their conduct and their effect of the Environment exerting the utmost efforts to ensure to adhere to environmental regulations.
- 2.7.4.** To ensure the highest level of operational safety and a continuous improvement of safety performance at JEDCO, Airport Users (and their contracted service providers) shall maintain and operate a Safety Management System (“SMS”) and Quality Management System (“QMS”) that meets all pertinent regulatory requirements and/or industry best practices. Airport Users shall also ensure collaboration with and adherence to JEDCO’s SMS and QMS principles and policy.

2.8. Environment and Waste Management

- 2.8.1.** All Airport Users must comply with Saudia Arabia’s environmental laws and regulations and targets, as well as JEDCO’s policies on noise pollution, air quality, spillage, water management, and energy efficiency, which can be made available upon request via safety.sustainability@jeddahairports.sa.
- 2.8.2.** Airport Users shall support JEDCO initiatives for waste reduction at KAIA and shall implement efficient waste disposal systems to manage increased waste during Peak Hours, including Hajj and Umrah.
- 2.8.3.** Airport Users shall support all health and safety investigations conducted at KAIA, and shall provide, at the request of JEDCO, access to evidence and interviews to clarify the underlying issues related to the incident.
- 2.8.4.** Airport Users must adhere to all relevant notices regarding waste management at KAIA. More detail can be made available upon request via safety.sustainability@jeddahairports.sa.
- 2.8.5.** Airport Users must liaise with all relevant parties to ensure that any waste bags that are unsafe for carriage will be disposed of within 24 hours of them not making their flight. Please refer to the SOP for disposal of rotting items in the baggage hall. More detail can be made available upon request via safety.sustainability@jeddahairports.sa.
- 2.8.6.** Airport Users shall have an effective environmental policy and comply with existing legislation and regulations regarding the protection of the Environment. Airport Users shall, wherever possible, support a precautionary approach to environmental matters, undertake initiatives to promote greater environmental responsibility and encourage the diffusion of environmentally friendly technologies by implementing sound life-cycle practices.
- 2.8.7.** Chemical and other materials posing a hazard if released to the Environment shall be identified and managed to ensure their safe handling, movement, storage, recycling, or reuse and disposal.
- 2.8.8.** Wastewater and solid waste generated from operations, industrial processes, and sanitation facilities shall be monitored, controlled, and treated as required prior to discharge or disposal.
- 2.8.9.** Air emissions of volatile organic chemicals, aerosols, corrosives, particulates, ozone depleting chemicals, and combustion by-products generated from operations shall be characterized, monitored, controlled, and treated as

required prior to discharge or disposal.

- 2.8.10.** Waste of all types, including water and energy, are to be reduced or eliminated at the source or by practices such as modifying production, maintenance and facility processes, materials substitution, conservation, recycling, and re-using materials.

2.9. Force Majeure

- 2.9.1.** Force majeure refers to unforeseen and uncontrollable events that may prevent parties from fulfilling their obligations under the Conditions of Use. Such events include, but are not limited to, natural disasters, acts of terrorism, wars, governmental actions, or decrees, strikes, and any other circumstances beyond the reasonable control of the parties involved.
- 2.9.2.** In the event that a party is unable to fulfil its obligations under the Conditions of Use due to a force majeure event, the following notification procedure must be adhered to:
- a) **Immediate Notification:** The affected party must notify JEDCO in writing as soon as reasonably possible, but no later than 48 hours after the occurrence of the force majeure event.
 - b) **Detailed Report:** The notification must include a detailed description of the force majeure event, the extent to which the event prevents the party from fulfilling its obligations, and the anticipated duration of the event.
 - c) **Supporting Evidence:** The affected party must provide supporting evidence of the force majeure event, including any relevant documentation, government announcements, or third-party confirmations.
- 2.9.3.** Upon receipt and verification of the force majeure notification, JEDCO may grant relief from liability to the affected party under the following conditions. If the event is confirmed to be a force majeure event, the JEDCO will determine the extent of relief from liability to be granted, which may include an extension of time for performance or a waiver of certain obligations for the duration of the force majeure event, to the extent that performance is prevented by the event. The affected party must take all reasonable steps to mitigate the impact of the force majeure event and resume performance of its obligations as soon as reasonably possible.
- 2.9.4.** Force majeure relief will not be granted under the following circumstances:
- a) **Foreseeable Events:** Events that could have been reasonably foreseen and avoided by the affected party.
 - b) **Lack of Preparedness:** Failure to take reasonable precautions or maintain adequate contingency plans.
 - c) **Pre-existing Conditions:** Conditions that existed prior to the commencement of the Conditions of Use and were known or should have been known to the affected party.
- 2.9.5.** The provisions of this section do not exempt the affected party from fulfilling any of its obligations that are not directly impacted by the force majeure event. JEDCO reserves the right to request additional information as needed to assess the validity of the force majeure claim. The decision of JEDCO regarding the granting of relief from liability shall be final and binding.

2.10. Disabled and Abandoned Aircraft

- 2.10.1.** Any owner, lessee, Airport User, or other person having control, or the right of control of any disabled or abandoned aircraft at the Airport shall be jointly and severally responsible for its prompt removal and disposal, including any and all parts thereof. This responsibility is subject to any requirements or direction by GACA or any other party having jurisdiction that may delay such removal or disposal pending an accident investigation.
- 2.10.2.** By using the Airport, any owner, lessee, Airport User or legal entity having control, or the right of control over any aircraft agrees and consents, notwithstanding any provision in any agreement, lease, permit or other instrument to the contrary, that the Chief Executive Officer of JEDCO (“the CEO”) or designated personnel may take all necessary action to promptly remove or dispose of disabled or abandoned aircraft obstructing any part of the Airport. Notification will be provided and any costs incurred by or on behalf of the Airport for such removal or disposal shall be borne by the owner, lessee, Airport User or legal entity having control, or the right of control over the aircraft and shall be paid to JEDCO per invoice to be issued by JEDCO within 45 days.
- 2.10.3.** Any claim for compensation against JEDCO, its officers, agents or employees, for any loss or damage sustained to any disabled or abandoned aircraft or its parts or assets as a result of such removal or disposal, is waived, and the owner, lessee, Airport User or other person or legal entity having control, or the right of control of the aircraft shall indemnify, hold harmless and defend JEDCO, its employees, and agents against any liability for injury, death, or damage to property arising from such removal or disposal. Therefore, all aircraft owners, lessees, or Airport Users are required to submit their Aircraft Recovery Plans to the JEDCO Emergency Planning Department and provide copies of their Aircraft Recovery Manuals/Documents to emergency.planning@jeddahairports.sa.
- 2.10.4.** This clause may be supported and enabled by other formal documentation, transferring responsibility and acceptance of the above clause in the event of the need to recover such an affected aircraft. Any owner, Airport User or lessee will complete associated documentation according to this clause to enable necessary preparation by all parties, such that, in the event that an aircraft is to be recovered, delays are minimized.

2.11. Right of JEDCO to Control the Airfield

- 2.11.1.** The CEO of JEDCO, or his designated representative, shall have the right at any time to close the Airport in its entirety or any portion thereof to air traffic, to delay or restrict any flight or other aircraft operation, to refuse take-off permission to aircraft, and to deny the use of the Airport or any portion thereof to any specified class of aircraft or to any individual or group, when such action is deemed necessary and desirable to avoid endangering persons or property and to ensure the safe and proper operation of the Airport without any liability towards Aircraft owners or Airport Users of the Airport.
- 2.11.2.** In the event the CEO of JEDCO, or his designated representative, determines that the condition of the Airport

or any part thereof is unsafe for landings or take-offs, a Notice to Airmen (“**NOTAM**”) shall be issued, or caused to be issued, closing any affected area or the entire Airport.

2.12. Parking Responsibility

- 2.12.1.** When instructed by the CEO of JEDCO, or designated representative, the Carrier of any aircraft parked or stored at the Airport shall move the said aircraft from its parked or stored location accordance with such instructions and directions. If the Carrier refuses to comply with such directions and instructions, the CEO of JEDCO or his designated representative may notify the Carrier and order the aircraft to be moved at the expense of the owner or Carrier, and JEDCO shall not be liable for any damages that may occur in the course of such moving.
- 2.12.2.** By accepting the handling of a Carrier’s asset/aircraft, the Ground Handler (for Scheduled Airline aircraft) or FBO (for General Aviation aircraft) acknowledges and accepts full liability for the asset/aircraft throughout its stay on the Airport premises, and beyond and in case of outstanding charges, including but not limited to the settlement of all applicable Airport Charges.

2.13. Restricted Aircraft Operations

- 2.13.1.** The CEO of JEDCO, or designated representative, may restrict the allowed types of aircraft operations for operational considerations, with prior notification to the Airport Users.
- 2.13.2.** No person, Airport User, aircraft owner or controller shall park or store any non-airworthy aircraft on Airport property for a period exceeding thirty (30) days without the written permission of JEDCO. This provision does not apply to aircraft under maintenance in fully enclosed and leased premises, or aircraft under repair by JEDCO’s authorized maintenance provider, which shall also be communicated in writing to JEDCO.

2.14. Prohibited Aircraft Operations

- 2.14.1.** The CEO of JEDCO, or their designated representative, may prohibit or restrict any type of operation deemed detrimental to the safe, efficient, and proper operation of the Airport, including, but not limited to, parachute jumping/sky diving, ultra-light aircraft and tow banner pick-up or drop-off on Airport property.

3. SLOT RIGHTS, REQUIREMENTS, AND SCHEDULE COORDINATION

3.1 Landing Permission & Traffic Rights

3.1.1. Application for landing permission and traffic rights to operate at KAIA shall be submitted, along with the proposed schedule and Aircraft Operators Security Programme (AOSP), to GACA at the following address:

1. Fax +966 (11) 5253222 or 5253111
2. Toll-free 8001168888
3. Outside the Kingdom: 00966112687866
4. Central: 0115253333
5. Address: P.O. Box 47360 - Riyadh 11552
6. Email: gaca-info@gaca.gov.sa

3.1.2. Upon the granting of traffic rights, the Airport Users must apply for clearance of its proposed schedule on a Season-by-Season basis directly with the Schedules Coordinator appointed by the Airport.

3.1.3. GACA levies fees on the issuance of certain landing permits depending on the type of operation. For further information please contact +966 (0) 112687866 or gaca-info@gaca.gov.sa.

3.2. Carrier Classification

3.2.1. All commercial Passenger Operators are classified as either scheduled or charter. Classification is assessed by the Slot Coordinator (ACL) for new and existing Carriers on a Seasonal basis. All Carriers are required to fully cooperate and provide all information requested by the Slot Coordinator to support the assessment of a Carrier's classification.

3.2.2. Carriers will be classified as charter for requests made within twenty-eight (28) days of operation, or where the greatest Series of Slots is less than eight (8) consecutive weeks.

3.2.3. Schedule requests shall adhere to the IATA SSIM Chapter 6 format.

3.3. Local Rules

3.3.1. Local rules and regulations aimed at enhancing the utilization of capacity at KAIA have been implemented and are integral to these Conditions. It is the Carrier's responsibility to familiarize themselves with these rules. Details of these local rules can be found under the relevant 'Jeddah Airport' tab on the ACL website acl-uk.org, or by referring to Annex III.

3.4. Slot Performance Committee and Terms of Reference

- 3.4.1.** Carriers' slot performance and adherence are monitored based on confirmed coordinated Slot times. The Coordinator will monitor Slot adherence, investigate any instances of misuse or abuse, and take appropriate action in accordance with the IATA Worldwide Slot Guidelines ("WASG"). All Carriers are required to cooperate fully and provide any information requested by the Coordinator during such investigations. It is the Carrier's responsibility to be familiar with the SPC Terms of Reference, details of which are available on the Slot Coordinator (ACL) website.
- 3.4.2.** Requests for Slots, cancellations or changes will be processed by the Coordinator up to twenty-four (24) hours prior to the time of operation, Sunday to Friday, during the Coordinator's office hours (Jeddah: Sunday – Friday, 08:30 – 16:00). All requests must be submitted in the IATA SSIM Chapter 6 format and sent to the Slot Coordinator at KSA_Slots@ACL-UK.org.
- 3.4.3.** Carriers may manage their schedules via the Online Coordination System ("OCS") twenty-four (24) hours a day. Requests made through OCS can be submitted at any time prior to the time of operation. For more information, visit www.online-coordination.com.
- 3.4.4.** Outside of the Coordinators office hours and within twenty-four (24) hours of operation, requests should be directed to the Airport Operations Control Centre ("AOCC") for Slot clearance at adm@jeddahairports.sa. Carriers should receive confirmation of Slot approval from AOCC prior to commencing the operations.
- 3.4.5.** Ad hoc Umrah and Hajj aircraft schedule requests should be submitted at least seventy-two (72) hours in advance of the requested arrival time to obtain GACA flight clearance approval prior to the forty-eight (48) hour deadline.
- 3.4.6.** Aircraft subject to unforeseen operational delays should contact AOCC at kopsds@jeddahairports.sa to advise the expected time of arrival and departure. In cases of unforeseen operational delays where the operation will occur within twenty (24) hours of the agreed Slot time. Examples of unforeseen operational delays include aircraft technical issues or weather conditions that could not have been anticipated.

3.5. Requirements specific to new Carriers

- 3.5.1.** No Carrier shall operate to or from KAIA without first obtaining Slots from ACL and prior landing permission from GACA. Slots will only be confirmed upon documented receipt and acceptance of all necessary requirements from the regulator (GACA) and the airport operator (JEDCO). Once the documentation is accepted, the Coordinator shall complete the Slot coordination in line with IATA WASG.
- 3.5.2.** Schedules should be sent in IATA SSIM Chapter 6 format to ACL within the timeframes specified by the schedules calendar to the address below. Submissions of schedule requests received later than the deadlines specified in the schedules calendar will receive lower priority in the Slot allocation process and may affect the determination of historic precedence in subsequent Seasons. Email: KSA_Slots@ACL-UK.org.
- 3.5.3.** The Slots allocated at initial coordination will be granted temporary approval if they fit within the available capacity of the Airport. It is the Carrier's responsibility to supply ACL with all necessary documentation by the Season Return

Deadline, in accordance with the WASG. Failure to provide the required documentation will result in the Slots being returned to the pool.

- 3.5.4.** The allocated slots by ACL are subject to the respective handling agreements with the contracted Ground Handler. Changes to aircraft type will require confirmation that they can be facilitated within the requested Slot timings.
- 3.5.5.** Before using the Airport facilities and services, Carriers shall provide JEDCO with their trading name, address, and contact details. This includes the names, addresses, telephone numbers, and all other contact details of key personnel who can be contacted at any time regarding emergencies, security, operational, or financial matters related to the Carrier's operations. These details shall be submitted via email to airline.relations@jeddahairports.sa.

3.6. Requirements specific to existing Carriers

- 3.6.1.** The Carrier is required to contact GACA for landing permission and traffic rights on a Season-by-Season basis. The Slots allocated by ACL should be included as part of the application to GACA. All Slots allocated by ACL are contingent upon a permit being issued by GACA. If a permit is not issued by GACA, the Slots will be withdrawn and reallocated where possible.
- 3.6.2.** No Carrier shall operate to or from JED without first obtaining Slots from ACL and securing prior landing permission from GACA and JEDCO.
- 3.6.3.** The Carrier must apply for clearance of its proposed schedule on a Season-by-Season basis directly with the Airport Coordinator appointed by JEDCO adhering to the timeframe specified by the schedules calendar, by contacting:
Airport Coordination Ltd. (ACL); email KSA_Slots@ACL-UK.org
Tel: +44 (0) 208 564 0626
- 3.6.4.** Schedules should be sent in IATA SSIM Chapter 6 format to the following address:
Airport Coordination Ltd. (ACL) Email: KSA_Slots@ACL-UK.org
Tel: +44 (0) 208 564 0626
- 3.6.5.** Existing Carriers will be designated as Charter where the greatest Slot Series is less than eight consecutive weeks.
- 3.6.6.** In the event an existing Carrier intends to make changes to a schedule that has already been approved by GACA, the Carrier shall obtain prior landing permission from GACA as per the amended schedule. The Slot should be modified by sending a cancellation and request for a new Slot in IATA SSIM Chapter 6 format to KSA_Slots@ACL-UK.org or via the Online Coordination System ("OCS").
- 3.6.7.** Schedule requests/submissions received later than the deadlines specified in the Schedules Calendar will receive lower priority in the Slot allocation process and affect the determination of historic precedence in subsequent Seasons.
- 3.6.8.** As the Coordinator for JED, ACL will manage submitted schedules within the available capacity of the Airport facilities. During periods where submitted schedules exceed the capacity of the Airport facilities, the Coordinator will, where

possible, propose alternative schedules or inform the Carrier that no Slots are available.

3.6.9. Carriers are required to adhere to the allocated times provided by the Coordinator. Further details on the Slot allocation process can be obtained from ACL by emailing: info@acl-uk.org.

3.6.10. All Slots allocated by ACL are subject to the respective handling agreements with the contracted Ground Handler.

3.7. Late Notice Schedule Requests

3.7.1. Carriers must utilize Slots in the same manner as originally agreed upon. If any change to the original Slot agreement is necessary, such as requiring a longer ground time or a change of equipment, a new Slot must be requested immediately.

3.7.2. Requests for ad hoc movements at JED will be processed by ACL, up to twenty-four (24) hours before operation. These flights are subject to prior GACA landing permission and traffic rights.

3.7.3. Requests should be submitted in IATA SSIM Chapter 6 format or via the Online Coordination System ("OCS") platform.

3.7.4. Requests outside ACL office hours and within twenty-four (24) hours should be directed to AOCC (at kopsds@jeddahairports.sa) to obtain schedule clearance and remain subject to prior landing permission from GACA.

3.7.5. Cargo Carriers may manage their own schedules via the 'Online Coordination System' ("OCS") platform. Further information and the application form is available at www.online-coordination.com.

3.7.6. All ad hoc landing permissions and traffic rights issued by GACA are subject to the availability of parking for the specified aircraft on the required apron, terminal capacity for Passenger flights and resource availability.

3.8. Late Cancellation and Non-Utilization

3.8.1. Carriers must utilize Slots in the same manner as originally agreed upon. If any change to the original Slot agreement is necessary, such as requiring a longer ground time or a change of equipment, a new Slot must be requested immediately.

3.8.2. Late cancellations and/or non-utilization of slots which are in breach of Worldwide Slot Guidelines (found at www.iata.org) and the Local Rules at KAIA will result in the loss of the historic slot rights and their redistribution via the Slot pool.

3.9. Ad Hoc, Charter Carriers and Helicopter movements

3.9.1. Ad hoc and charter helicopter Carriers are not permitted at JED.

4. OPERATIONAL REQUIREMENTS, TERMINALS, AND PASSENGER FACILITIES

To ensure the highest level of customer service delivery and a continuous improvement of service standards at JEDCO, Carriers, and their contracted service providers, shall maintain a minimum Level of Service as defined in the 'JEDCO's Operational Standards Policy' (please refer to Annex IV), that meets pertinent regulatory requirements from GACA and/or industry best practices. This shall include all requirements and performance metrics defined in relevant GACA Quality Programs. JEDCO reserves the right to impose financial or non-financial penalties on Airport Users and/or Service Providers that fail to adhere to JEDCO's standards.

4.1. Facilities

- 4.1.1.** Access to all facilities and services will be allocated by JEDCO, having regard to their availability and the requirements of all Airport Users. Facilities including, but not limited to, Stands, Gates, Check-in, Baggage Belts, shall be allocated according to the business rules and preferences developed in collaboration with KAIA's Airport Users and stakeholders.
- 4.1.2.** Airport Users shall only make use of check-in counters, boarding gates, and stands allocated to their operations by JEDCO, and only for the duration approved by JEDCO.
- 4.1.3.** Airport Users shall be allocated four (4) desks for Narrow-body aircraft operations, 6 (six) desks for Wide-body aircraft operations, and 8 (eight) desks for Code F aircraft. To optimize check-in facilities, JEDCO may amend the number of designated check-in desks (outside of a common check-in area) allocated to different types of operation (Narrow-body or Wide-body), based on available operational data and infrastructure requirements.
- 4.1.4.** Airport Users shall collaborate with JEDCO to promote the use of Self-Service Kiosks ("SSKs") and shall support self-service initiatives at KAIA.
- 4.1.5.** Airport Users may be required to conduct processes in remote, temporary or group check-in/baggage processing facilities (inside or outside the terminal buildings), particularly during Peak Seasons. This may include mobile check-in equipment.

4.2. Service Delivery

- 4.2.1.** Airport Users shall ensure collaboration with JEDCO's management and employees, as well as adherence to 'JEDCO's Operational Standards Policy' (as defined in Annex IV) and GACA's Quality Programs. This shall include the provision of all information requested by JEDCO, from time to time, to enable service delivery assessment and monitoring across all areas of Airport operations.
- 4.2.2.** Airport Users must ensure that resourcing and retention plans provide sufficient coverage across all passenger journey touchpoints to maintain the agreed level of service at KAIA (as defined in Annex IV).
- 4.2.3.** Airport Users irrevocably agree, consent, and undertake to pay to JEDCO, any costs incurred owing to necessary

measures and initiatives required to ensure that the minimum level of services (as defined in Annex IV) towards Passengers is met at all times.

- 4.2.4. Airport Users shall return 'Lost & Found' items to passengers in a timely manner, and any complaints will be dealt with through a professional approach. If items are left on aircraft and are required for onward travel (e.g Passport, Visa), Airport Users agree to prioritize the reuniting of passengers with these items so their onward journey is not affected.
- 4.2.5. Airport Users shall undertake any responsibilities and processes to support successful operations during Peak Seasons at KAIA. Airport Users may be required to conduct processes outside of KAIA's Terminal buildings, such as in Remote or Group check-in processing facilities, external baggage processing facilities.

4.3. Joint Planning

- 4.3.1. Airport Users shall also be required to participate in initiatives supporting Peak Season operations such as the Makkah Road initiative.
- 4.3.2. Airport Users shall work with government bodies/authorities to ensure all requirements are met during Hajj and Umrah seasons.
- 4.3.3. Airport Users and Ground Handlers shall collaborate with JEDCO in initiatives and activities to improve data sharing and joint planning at KAIA. Such initiatives may include systems, apps, and other digital tools (e.g Community App, SMS, QMS).
- 4.3.4. Airport Users and Service Providers shall collaborate with JEDCO in attending daily, weekly, and monthly planning and reporting meetings, hosted by JEDCO and/or other KAIA stakeholders.

4.4. Cleanliness

- 4.4.1. Airport Users must ensure that all facilities allocated to them by JEDCO (including but not limited to accommodation, service counters, belts) are always kept to the highest standard of cleanliness (as defined in Annex IV).
- 4.4.2. In the event that an Airport User, in failing to meet the required standard of cleanliness, endangers passengers or colleagues, JEDCO will issue a financial penalty and reserves the right to suspend access to Airport Facilities and Services until such time as JEDCO can satisfy itself that remedial action will address the non-compliance.

4.5. Queue Management

- 4.5.1. Airport Users shall assign a queue coordinator to manage queues during the operations at KAIA, particularly at Peak Hours. Any queues or congestion resulting from passenger activities must be managed and controlled at all times by the Airport User and their allocated Ground Handler. This includes, but is not limited to: Customer Service counters, Check-in Desks, Transfer desks and ticketing counters, or other airport areas including Check Points, Group processing

Facilities and Bus processing areas. In the event of consistent breaches of this condition, JEDCO reserves the right to issue financial penalties in line with Annex II.

4.6. Airside Bussing

- 4.6.1.** Due to the extended travel distances between Aprons and Terminals, passenger bussing operations are only permitted as per the below. Flights unable to meet these criteria, shall provide sufficient ground time to relocate to the appropriate apron via a towing manoeuvre, suggested 45-60 minutes:
- a) Terminal 1: Aprons 1-5, 8 and 11
 - b) North Terminal: Aprons 1-7
 - c) Hajj Terminal (East): Aprons 1-7
- 4.6.2.** KAIA operates a significant bussing operation through Umrah and Hajj Peak Seasons, with increased attention required across Checkpoints, Lounges and Terminal areas. Airport Users must ensure full attendance across all passenger touchpoints at the request of JEDCO to support passengers through business-as-usual processes and times of disruption. This may include multi-site presence and requests for assistance by JEDCO and other stakeholders at KAIA.
- 4.6.3.** Airport Users may be required to provide additional towing capacity upon JEDCO's request to meet increased demand during Peak Hours at KAIA.

4.7. Passenger Communications

- 4.7.1.** Airport Users and Service Providers must ensure that flight information is displayed correctly throughout the terminal, by contacting the AOCC for support to allow the correct information to be always displayed, and, where necessary, screens and FIDS are adjusted through use of relevant systems.
- 4.7.2.** Airport Users and Service Providers shall, where possible, recruit and provide multilingual staff to improve guidance through the Airport, particularly during Hajj and Umrah Peak Seasons. Airport Users and Service Providers must also provide training for their airport staff on cultural and religious practices to ensure respectful and appropriate interactions at KAIA. Airport Users and Service Providers may be requested to provide evidence of their staff and subcontractors' qualifications.
- 4.7.3.** Airport Users and Service Providers shall collaborate with JEDCO in initiatives and activities aimed at improving passenger flow and communications at KAIA. This may include requests for Airport Users and/or Service Providers to add gate information on boarding passes, display logo and flight details across passenger-facing facilities (including check-in desks and boarding gates), optimize queuing layouts, and provide specific guidance to passengers.

4.8. Flight Catering

- 4.8.1.** As per JEDCO's safety and security standards, Airport Users are not permitted to purchase on-board catering from food outlets in the terminal, concourses, or third-party suppliers. Any in-flight catering and support requirements must be addressed to: airline.relations@jeddahairports.sa.

4.9. Ground Handling and Ground Service Equipment

- 4.9.1.** Carriers must contract a GACA-licensed Ground Handling service provider at KAIA.
- 4.9.2.** Carriers must ensure that their contracted Ground Handlers deliver services in accordance with the standards or requirements set by IATA, ICAO, GACA, JEDCO and the Carrier's own performance standards in all aspects.
- 4.9.3.** Ground services contracted or provided directly (self-handling) by the Carrier shall cover all ground handling services defined in Annex 1 of the GACA Economic Regulations for Ground Handling and Air Cargo Service Providers (per the following list) and be subject to the requirements set out in the relevant GACA Quality Programs.
- a) Ramp handling
 - b) Passenger handling
 - c) Baggage handling
 - d) Load control and dispatch
 - e) Unit load device control
 - f) Aircraft servicing
 - g) Into-plane fuel services
 - h) Representation and supervision
 - i) Surface transport
 - j) In-flight catering services
 - k) Air cargo handling
- 4.9.4.** Airport Users and Handlers may be requested to provide a full equipment inventory, with ground services equipment and passenger bussing equipment assessed against the airport minimum standards and shall notify JEDCO in writing of any changes to Ground Service Equipment and/or passenger bussing equipment for prior approval, per Schedule C of GACA's Airport Performance Monitoring Program.
- 4.9.5.** JEDCO may, from time to time, conduct audits of Carriers, Handlers and Service Providers, to proactively identify challenges, risks, and continuous improvement opportunities ahead of Peak Seasons. Carriers, Handlers and Service Providers shall collaborate with JEDCO during such audits. Providing access to all reasonable information.
- 4.9.6.** Airport Users are required to hold a valid certificate as evidence that their Ground Service Equipment adheres to required quality standards. Regardless of its category (temporary, permanent, vehicle, special, equipment, escorted, car, controlled area, driving permit etc.), the issuing of (an) Airport security pass(es) to individuals and/or equipment is a process governed by JEDCO in collaboration with the relevant authorities.
- 4.9.7.** It is the responsibility of all Airport Users to ensure that all equipment of vehicles, including tugs, tractors and ULD

devices and containers are maintained in line with the manufacturer's recommendations and as such all equipment that is defective is removed from the operation.

4.9.8. Airport Users shall not exceed the number of 3 (three) towed devices as agreed by the safety team at KAIA and per IATA's Ground Operations Manual.

4.9.9. Airport Users must provide and use non-diesel vehicles in all baggage hall areas.

4.10. Baggage Handling and Unit Load Devices

4.10.1. It is the Airport User's responsibility to ensure that all check-in processes are followed and that security questions related to baggage acceptance are addressed to all Passengers.

4.10.2. Airport Users must ensure that hand baggage adheres to size and weight requirements, and that processes are followed to manage excess hand baggage at check-in desks to avoid congestion at I-validate and Gate Information Display areas. Airport Users and Handlers shall provide the appropriate level of staff resources to manage crowds and processes at KAIA.

4.10.3. Airport Users must comply with any baggage standards defined or promulgated by JEDCO, GACA and/or Authorities in KSA.

4.10.4. Airport Users must ensure that contracts with handling agents incorporate the achievement of airport KPIs articulated in Annex IV at a minimum and, if requested, provide evidence of such clauses.

4.10.5. Airport Users must provide annual and upon request by JEDCO, clear operational plans for handling the increased baggage demand during Peak Seasons.

4.10.6. Airport Users must implement procedures and policies which facilitate the prioritization of time sensitive Transfer Passenger baggage at KAIA.

4.10.7. Airport Users must ensure that all bags adhere to the relevant state security screening protocols, reconciliation (BRS) and tail-to-tail processes, per the relevant Standard Operating Procedure, which will be made available upon request via OpsPlanningLeadershipTeam@jeddahairports.sa.

4.10.8. Airport Users must have clearly defined process for reticketing baggage missing flights and for the storing of left behind or lost baggage.

4.10.9. Airport Users must ensure that baggage labels are attached correctly and are of the appropriate quality (paper & print) in accordance with IATA standards.

4.10.10. Airport Users must ensure that check-in processes lead to a minimal amount of Unauthorised-To-Load ("UTL") bags entering the system. More detail can be made available upon request via OpsPlanningLeadershipTeam@jeddahairports.sa.

4.10.11. Airport Users are not permitted to use LD-9 device and pallets for use in baggage halls in Terminal 1 - inclusive of make-up, arrivals, and Zone E transfer areas. JEDCO requires Airport Users to use LD-3 and LD-8 devices and Wessex

dollies. Exceptional time limited dispensation can be requested and must be agreed in writing and in advance from JEDCO.

- 4.10.12.** Airport Users shall store ULDs exclusively in the ULD storage areas allocated by JEDCO. No ULDs shall be stored outside these areas, except upon written authorization from JEDCO. Issues related to storage of ULD should be escalated to JEDCO at the earliest opportunity. Any storage of ULDs outside of approved areas and causing a risk to aerodrome operations, except with written permission from JEDCO, will be subject to removal to a safe area and release upon a payment linked to the cost associated with the movement of such ULDs to a safe area.
- 4.10.13.** Airport Users shall not use the baggage hall areas at KAIA as storage of ULD devices and containers. Airport Users and Handlers are responsible for safe storage in the ULD holding areas assigned by JEDCO in T1 and North Terminal.
- 4.10.14.** Airport Users must at all times ensure the removal of ULD equipment not in use and vehicles from the baggage hall to facilitate the free and unimpeded circulation of vehicles used by other baggage hall Airport Users.
- 4.10.15.** Airport Users must have sufficient equipment and resources to effectively manage the loading and the off-loading of all baggage to meet the standards set in achieving the 'First and Last Bag' KPIs at KAIA per 'KAIA Operations Standards Policy' (see Annex IV).
- 4.10.16.** Upon request, all Airport Users shall provide data on 'First and Last Bag' times and evidence for not achieving KAIA targets with a corrective action plan.
- 4.10.17.** Airport Users must define a process for baggage segregation, to be followed by their nominated Ground Handlers at KAIA and at outstations. Segregation should include, where relevant, 'First Class', 'Business Class', 'Transfers' and 'Economy', to be offloaded in order of priority (last on – first off).
- 4.10.18.** Airport Users shall ensure that all relevant Container/Pallet Distribution Message (CPM), Load Message (LDM) and manifests clearly reflect the loading of the aircraft process both at KAIA and from outstations.
- 4.10.19.** All Airport Users shall provide terminating messages (BSM) for each arriving flight and departing flights to and from KAIA.
- 4.10.20.** Airport Users shall support and comply with the 'Passenger Without Bags' initiative.

4.11. Zamzam Water

- 4.11.1.** Airport Users must support more efficient processes for Zamzam water check-in, management, and distribution at KAIA, in order to comply with JEDCO's Operational Standards Policy and the requirements and targets set in the Schedules of GACA's Airport Performance Monitoring Program
- 4.11.2.** Airport Users shall comply with JEDCO's Zamzam Water handling procedures, to be made available upon request at kopsds@jeddahairports.sa.

4.12. Cargo

- 4.12.1.** Airport Users shall adhere to regulations that are related to chemical substances and their management in accordance with the Royal Decree M/38.
- 4.12.2.** Airport Users shall contact the airline to re-export dangerous goods which do not have prior approval in adherence to GACA regulations.
- 4.12.3.** Airport Users shall contact the airline to re-export the dangerous goods which exceeded 10 days without taking any procedure in adherence to GACA regulations.
- 4.12.4.** Airport Users shall transport perishable goods to a cold warehouse and prioritize shipments that carry life-saving drugs or living human organs. They shall ensure that vaccines, medical supplies and ordered living organs are loaded within the prescribed time and temperature required.
- 4.12.5.** Airport Users must store valuable goods in closed and sealed cabinets in the precious goods area.
- 4.12.6.** Airport Users shall not accept live animals as commercial goods unless special approval has been obtained from the competent authorities.
- 4.12.7.** Airport Users shall comply with instructions for the transfer of human bodies.
- 4.12.8.** When handling dangerous goods, Airport Users shall ensure that:
- a) the correct label is placed according to the classification of hazardous materials;
 - b) the pilot of the aircraft is informed and notified of the dangerous goods when they are loaded into the aircraft via a Special Notification to Captain (NOTOC);
 - c) all dangerous goods must be accepted after their approval by the competent authorities, and all persons who accept dangerous goods are qualified, trained and licensed by a GACA approved training center;
 - d) dangerous goods and hazardous materials are handled and packaged in accordance with IATA regulations; and
 - e) acceptance and rejection of dangerous goods and hazardous materials are performed in accordance with IATA regulations.

5. SAFETY, ENVIRONMENTAL COMPLIANCE, AND EMERGENCY SERVICES

5.1. Emergency Planning and Response

- 5.1.1.** Each Airport User shall comply with all laws, rules, regulations, notices, directives, and orders issued by JEDCO or GACA or any local authority in respect of emergency and crisis management.
- 5.1.2.** For all types of emergencies including medical emergencies, JEDCO's AOCC should be contacted at:
- JEDCO Airport Operations Control Centre (AOCC): aocc@jeddahairports.sa**
- 5.1.3.** Failure to report emergency cases to the mentioned area may delay response times, and JEDCO will not be liable for any damages, losses, costs and/or expenses whatsoever suffered or incurred as a result of the failure or delay in reporting.
- 5.1.4.** To ensure an effective emergency response and management at KAIA, Airport Users are required to coordinate with JEDCO, including at a minimum:
- a) Nominate representative/s with the responsibility and authority for emergency planning and response to the JEDCO Emergency Planning Department.
 - b) Designate a responsible person to represent the Airport User in the Emergency Operations Centre during an emergency involving the Airport User. If the Airport User does not have a representative available, they must formally contract this service through a Handling Agent (the contracted ground handler) and notify JEDCO of such an arrangement.
 - c) Establish actions specified in the Airport User's Emergency Plan, to be undertaken by the Airport User alone.
 - d) Identify actions to be performed by the contracted Handling Agent and notify the JEDCO Emergency Planning Department.
 - e) Establish and share a timeline for the actions to be taken.
 - f) Establish a GACA accepted Family Assistance Plan.
- 5.1.5.** If the Airport User fails to comply with the above requirements and/or coordination does not meet JEDCO's standards in the event of an incident, the Airport User acknowledges and agrees that JEDCO will procure (or cause to be procured) the necessary urgent/imminent emergency response. JEDCO shall take required actions, which may include instructing a Handling Agent to assist passengers and crew in accordance with the AEP. The Airport User shall bear all costs incurred by JEDCO in this process and shall promptly settle such costs within thirty (30) days from the date of the invoice issued by JEDCO.
- 5.1.6.** JEDCO reserves the right to determine which flights will be allowed to operate to and from KAIA in the event of any emergency or crisis that reduces the handling capacity at the Airport.
- 5.1.7.** In a scenario where the Airport capacity is reduced, each Airport User shall also work with JEDCO to reduce flight operations schedules.

5.2. Safety

5.2.1. JEDCO requires Airside Airport Users to:

- a) Participate in and adhere to JEDCO's SMS, as detailed in Part 6 of the Aerodrome Manual;
- b) Follow the JEDCO Aviation SMS policy from the SMS Manual (Part 2);
- c) Ensure that incidents and accidents Airside are reported to the Duty Manager Airside ("DMA") at +966 53 319 4705 and adm@jeddahairports.sa;
- d) Ensure that incidents and accidents within the Terminals are reported to the AOCC;
- e) Nominate a focal point for Airside safety concerns to the SMA, Aerodrome SMS JEDCO. This delegate is required to actively participate in safety forums and coordinate their organization's participation in safety campaigns;
- f) Proactively identify hazards, assess risks and implement controls to lower risks to As Low As Reasonably Practicable ("ALARP") within their operation;
- g) Employ trained, qualified and competent staff, and provide evidence of such training and qualifications to JEDCO upon request; and
- h) Receive and disseminate, as appropriate, all JEDCO safety and operational instructions (see clause "Methods of Promulgating Information").

5.2.2. JEDCO reserves the unconditional right to conduct Safety and Quality Assurance audits of stakeholders in accordance with our documented SMS and QMS. The primary purpose of these audits is to ensure that safety, compliance, and conformance standards are present, appropriate and effective. The audit process shall follow a structured process and as such stakeholders are required to make relevant evidence available upon request.

5.2.3. All organizations are required to participate unreservedly in any/all safety investigations and safety/quality audits conducted by JEDCO.

6. DATA PROVISION AND REPORTING

6.1. Exemptions

- 6.1.1.** Airport Users shall comply with data requests issued by JEDCO for the purposes of invoicing, reconciliation and supporting the planning, operation, and performance management of the Airport.
- 6.1.2.** The Airport User shall comply with the data requirements outlined in these Conditions. Proven and voluntary non-compliance will be addressed through the Data Submission Policy and its associated committee.
- 6.1.3.** It should be noted that proven and voluntary non-compliance will impact Airlines' operations as outlined in the Data Provision Policy available at OpsPlanningLeadershipTeam@jeddahairports.sa.
- 6.1.4.** JEDCO and/or the appointed Coordinator shall be entitled to publish any such information for the purpose of comparing the Airport User's performance (e.g. On Time Performance) in a format that GACA, JEDCO and/or the appointed Coordinator may deem appropriate at the necessary date intervals that GACA, JEDCO and/or the appointed Coordinator determines.

6.2. IT Requirements

- 6.2.1.** Airport Users agree to take reasonable steps to inform JEDCO in advance of IT systems or IT infrastructure changes within the Airport User's organization that they judge will impact JEDCO's operational IT systems.
- 6.2.2.** Airport Users must have in place a system for electronic data exchange of SITA messages (or other approved electronic method) between the Airport User's Departure Control Systems ("DCS") and JEDCO and:
 - a) take all reasonable steps to ensure that accurate data is contained within the Airport User's central systems (including any websites) and the DCS at all times;
 - b) ensure that in the event of flight cancellation, the Airport User's DCS and website is updated and a message in IATA SSIM Chapter 6 format message is sent to the Schedules Coordinator (ACL) to slots@acl-international.com as soon as reasonably possible after the cancellation is identified; and
 - c) where the Airport User makes any change to or replacement of the Airport User's DCS that has a risk of impacting the wider airport community, the Airport User must notify JEDCO in advance.
- 6.2.3.** Further clarification regarding message format or means of communication can be sought from JEDCO team by writing to OpsPlanningLeadershipTeam@jeddahairports.sa or referring to the appendix of information provided in these Conditions.
- 6.2.4.** The SITA addresses used for this purpose are JEDK0XH or JEDK2XH.

6.3. Reference Data

- 6.3.1.** The Airport User shall submit to JEDCO on demand and in agreed format:

- a) Fleet details including aircraft type and registration, number of seats, MTOW (in kilograms) of each aircraft owned or operated by the Airport User;
 - b) Details of the Aircraft's Ascertained NOx Emissions in respect of each aircraft owned by the Airport User;
 - c) Details of the noise certification values for sideline, flyover, and approach in respect of each aircraft owned or operated by the Airport User;
 - d) New and amended ownership or registration details to be advised before twentieth of the month preceding first usage;
 - e) Scheduled time of operation in (UTC) of all flights from point of origin to JED with flight duration; and
 - f) Flight plan call signs matching the flight number.
- 6.3.2.** Further clarification regarding message format or means of communication can be sought from JEDCO team by writing to OpsPlanningLeadershipTeam@jeddahairports.sa or referring to the appendix of information provided in these Conditions.

6.4. Payload Data

- 6.4.1.** The Airport User shall submit to JEDCO within twenty-four (24) hours and in agreed format information related to the movement of its aircraft or aircraft handled by the agent at the Airport for each of those movements. This will include:
- a) information about the total number of Passengers originating, terminating, transiting or transferring (male, female, children, infant, crew, split by travel class), baggage, and the total weight of cargo and mail (expressed in kilograms) embarked and disembarked at the Airport; and
 - b) The name and postal address, phone and fax numbers, IATA/ICAO prefix, and SITA address of the Airport User who is to be invoiced.
- 6.4.2.** Further clarification regarding message format or means of communication can be sought from JEDCO team by writing to OpsPlanningLeadershipTeam@jeddahairports.sa or referring to the appendix of information provided in these Conditions.

6.5. Operational Data

- 6.5.1.** The Airport User shall provide JEDCO with timely transmission of complete and accurate operational data by automatic electronic means, using and conforming to IATA messaging and communication standards, once the aircraft is airborne from outstation destined to JED for pre-arrival planning.
- 6.5.2.** The required operational data includes:
- a) Variations to schedule (including flight number, aircraft type, number of seats, route, and scheduled time of

operation);

- b) Aircraft type and registration (including aircraft substitutions);
- c) Turnaround linked flight numbers;
- d) Estimated Times of Operation to an accuracy of +/- 5 minutes (including estimated landing time at JED for arriving flights);
- e) Actual Times of Operation (including off-block and take-off times at outstation for arriving flights);
- f) Passenger Service Charges (PSC) and Passenger Facility Charges (PFC) messages as detailed in these Conditions;
- g) Passengers Security and Safety Fee (PSSF) messages as detailed in these Conditions;
- h) Advance Passenger Information Fee (API) messages as detailed in these Conditions;
- i) Passenger Forecasts and Booked Loads (originating, terminating, and transferring in JED) two (2) weeks prior to operation; and
- j) The following list of standard messages for all flights arriving to and departing from JED:

| ACRONYM | TYPE OF MESSAGE | IATA REFERENCE | DEADLINE |
|-------------|--|---------------------|----------------|
| MVT | Aircraft Movement Message (AA, AD, EA, ED, NI) | IATA AHM 780 | ASAP |
| ASM | Ad-hoc Scheduled Message | IATA SSIM Chapter 5 | ASAP |
| DIV | Aircraft Diversion Message | IATA AHM 781 | ASAP |
| DELAY CODES | Various | IATA AHM 730/731 | ASAP |
| LDM | Load Message | IATA AHM 583 | after take-off |
| PTM | Passenger Transfer Message | IATA PSCRM RP 1718 | after take-off |
| PSM | Passenger Service Message | IATA PSCRM RP 1715 | after take-off |
| BPM | Baggage Processing Message | IATA PSCRM RP 1745 | (via BRS) |
| BSM | Baggage Source Message (Including Short - Connections and Terminated) | IATA PSCRM RP 1745 | (via BRS) |
| BTM | Baggage Transfer Message | IATA PSCRM RES 709 | after take-off |
| BUM | Baggage Unload Message | IATA PSCRM RP 1745 | ASAP |
| BNS | Baggage Not Seen Message | IATA PSCRM RP 1745 | after take-off |
| CPM | Container / Pallet Distribution Message | IATA AHM 587 | after take-off |
| UCM | ULD Control Message | IATA AHM 587 | after take-off |

| | | | |
|-----|---------------------------|---------------------|----------------|
| CAL | Change Assistance List | IATA PSCRM RP 1708a | after take-off |
| SLS | Statistical Load Summary | IATA AHM 588 | after take-off |
| PAL | Passenger Assistance List | IATA PSCRM RP 1708a | after take-off |

6.5.3. JEDCO IT systems recognize and strictly apply the following IATA standards:

- Standards for Message Formats IATA AHM 710
- Standards for Message Corrections IATA AHM 711
- Airport Codes IATA AHM 010
- Delay Information Codes IATA AHM 730/731
- Interline Baggage Tag Form IATA RES 740

6.5.4. This is a mandatory requirement under GACA directive. The data should be sent via SITA txt message to JEDK0XH or JEDK2XH, or via email to Kaia-OPS-STA@jeddahairports.sa and kopsds@jeddahairports.sa to be used as fall back or contingency. Please note that the address above should only be used for the communication of automated operational messages following the standard IATA format.

6.5.5. All airlines concerned with the movement of aircraft for the arrival and departure from and to the International and Regional airports of the Kingdom of Saudi Arabia, must comply with sending SITA messages (PRL), in addition to all other SITA messages, which were previously circulated. If the airline does not comply with sending the required messages, flight fees will be calculated based on the aircraft's maximum load.

6.5.6. Please refer to JEDCO's Data Provision Policy for further details on messaging requirements, which is available from OpsPlanningLeadershipTeam@jeddahairports.sa.

6.5.7. Airport Users that do not comply with LDM messaging requirement on either leg of the flight will be charged full load on the rotation, and no disputes will be accepted.

6.5.8. Airport Users and Service Providers must provide GACA with all the required data in order to measure the quality of services as part of GACA's Quality Programs

6.6. Passengers with Reduced Mobility

6.6.1. Airport Users must ensure that prior to commencement of Operations, they have an agreement in place with a PRM provider operating at the airport.

6.6.2. All Airport Users should submit pre-notification data for their PRM Passengers to the SITA address: JEDK0XH or JEDK2XH.

6.6.3. If the Airport User does not have a SITA address, the Airport User's appointed Ground Handler will have another real-

time option of pre-booking passengers for the PRM service at JED by using email as follows: Kaia-OPS-STA@jeddahairports.sa.

6.6.4. The format of the SITA/email needs to be in a recognized IATA format, the subject must start with PAL or CAL. The example format set out below should be followed as this is automatically picked up by the system:

PAL

ZB742/03 SEP LGW PART 1

-ALC

1 HARRIS/RUTH.

R/WCHR ENDPAL

6.6.5. If passenger pre-notification is sent via email, the email subject line must begin with either the words PAL or CAL. The body of the email must immediately begin with the PAL or CAL, with no salutations or line breaks. PRM email address is detailed above.

6.6.6. The SSR codes which are acceptable and will ensure correct allocation are listed below. Please adhere to this list when providing notification of a PRM Passenger.

| | |
|------|--|
| WCHR | Passenger cannot walk long distance but can ascend/descend stairs. |
| WCHS | Passenger cannot walk long distance, is unable to ascend/descend stairs but can move inside the cabin unaided. |
| WCHC | Passenger unable to walk at all, cannot ascend/descend stairs and cannot move inside the cabin. Will need to be lifted in and out of seat on board the aircraft. |
| BLND | Passenger is blind or visually impaired. |
| DEAF | Passenger is deaf or hearing impaired. |
| DPNA | Passenger has a mental or sensory disability. |
| PETC | Passenger is travelling with an assistance dog. |
| STCR | Passenger is being transported in a medical stretcher onboard the aircraft. These passengers are often travelling with medical personnel and will be meeting a pre-arranged ambulance or transport. |
| WCMP | To be used in addition to another SSR code, this will indicate that the passenger has their own wheelchair or mobility aid which is Manually Powered. |
| WCBD | To be used in addition to another SSR code, this would indicate the passenger is travelling with their own wheelchair or mobility aid which is Battery powered with a Dry cell. |
| WCBW | To be used in addition to another SSR code, this will indicate that the passenger is travelling with their own wheelchair or mobility aid which is battery powered with a Wet cell. |
| WCLB | To be used in addition to another SSR code, this will indicate that the passenger is travelling with their own wheelchair or mobility aid which is powered by a Lithium-ion Battery Check-in Desk information. |

6.7. Data Verification

- 6.7.1.** JEDCO may request, within sixty (60) days of departure, copies of aircraft load sheets to enable verification of all details with respect to the Passengers carried on any or all flights departing from that Airport during a specified period and extracts from aircraft flight manuals to enable verification of aircraft weight, noise characteristics and the engine NOx emissions level. The Airport User shall, following a request in writing made by JEDCO, supply it with the original copies of such documents.
- 6.7.2.** Where the Airport User, or its handling agent, fails to provide the information required in this section within the period stipulated herein, JEDCO shall be entitled to assess the charges payable hereunder by the Airport User by reference to the MTOW, the maximum Passenger capacity and the maximum NOx emissions level of the aircraft type.
- 6.7.3.** If the Airport User detects an error in the information provided to JEDCO, the Airport User must, within thirty (30) days, provide the correct information along with a change note. JEDCO reserves the right not to correct changes received later than thirty (30) days after the relevant operation.
- 6.7.4.** JEDCO will use its best endeavours to maintain the confidentiality of any information that the Airport User provides and classifies as commercially sensitive. This paragraph shall not affect non-disclosure obligations pursuant to separate contracts entered into between JEDCO and any Airport User.
- 6.7.5.** JEDCO will provide the appropriate technical and organizational measures, which safeguard against the unauthorized or unlawful processing of personal data, and against accidental loss or destruction of, or damage to, personal data.
- 6.7.6.** On occasions when third party organizations process personal or sensitive personal data on behalf of JEDCO, appropriate arrangements will be made to safeguard data confidentiality.
- 6.7.7.** The Airport User acknowledges that JEDCO may verify, from time to time, the information provided by directly counting Passengers embarking or disembarking aircraft operated by the Airport User.
- 6.7.8.** The Airport User is requested to use its best endeavours to assist JEDCO in identifying the reason for any discrepancies between the information provided by the Airport User and the information collected by JEDCO.

6.8. Delivery Data

- 6.8.1.** Queries regarding data delivery must be sent to the following address:

Airport Operations Control Centre (AOCC) email: aocc@jeddahairports.sa

6.9. Airport User's Local Contact Details:

- 6.9.1.** Airport Users must provide JEDCO with full contact details of its local station and key personnel in their headquarter offices. It is the responsibility of the Airport User to update JEDCO of any changes made to the contact details within seven (7) working days of such change.

7. OTHER GENERAL RESTRICTIONS AND PROCEDURES

7.1. Inadmissible Passenger Policy

7.1.1. Definition: An Inadmissible Passenger refers to a passenger who is refused admission to KSA by the General Directorate of Passports, and/or a Passenger who is refused onward carriage through KSA due to improper documentation such as, but not limited to, absence, expired or forged visa, passport, travel or health documents.

7.1.2. Purpose: This policy outlines the procedures and steps that must be followed in handling an Inadmissible Passenger arriving in or transiting through the KSA and JED.

7.1.3. Procedures:

- a) It is the responsibility of the Airport User (inbound/delivering carrier) to make sure that Passengers travelling to KSA have the proper documentation. In the event of an Inadmissible Passenger arriving or transferring at JED, it is the sole responsibility of the Airport User (inbound/delivering carrier) to arrange and cover the cost of a ticket to either (a) country of origin, or (b) any place where the Passenger is admissible.
- b) After receiving the Inadmissible Passenger Form from the General Directorate of Passports, the Airport User (inbound/delivering carrier) must ensure the removal of the Passenger from the country on the first available flight to the Airport of origin or to any place where the Passenger is admissible (within twenty-four (24) hours).
- c) During the waiting time, the Airport User shall take full responsibility for the Passenger's welfare in the terminal and provide all necessary amenities, in line with the Passenger Rights Protection Regulations.
- d) The Airport User (inbound/delivering carrier) shall provide the final date of departure of the Inadmissible Passenger(s) to JEDCO's Operations team as per JEDCO's SOPs.
- e) A Passenger deemed inadmissible at the destination country who originated from Jeddah, should only be sent back to Jeddah if they are admissible into Jeddah and KSA. If the Passenger is not admissible into Jeddah, they must be sent to a location where they are admissible.

7.1.4. Billing and Collection Procedures: the JEDCO Finance Department will issue invoice(s) and collect penalties upon receiving the final date of departure from the contracted Airport Users and the Deportee Advice Form from Immigration along with the following documents:

- a) Passenger passports copy and visa copy
- b) Ticket copy endorsed by the respective Airline(s)
- c) Airline name and flight number/date of operation

7.1.5. For more details on the operations and billing procedures for Inadmissible Passengers', please contact the JEDCO at OpsPlanningLeadershipTeam@jeddahairports.sa and Jedco.AR-invoices@jeddahairports.sa.

7.2. Passenger Rights Protection

- 7.2.1.** Airport Users shall ensure strict compliance with GACA's Passenger Rights Protection Regulations and shall bear full liability for the fulfillment of passengers' minimum welfare requirements. Flight disruptions may arise due to circumstances including, but not limited to, flight cancellations, delays, or significant incidents resulting in airport closure or substantial reductions in operational capacity.
- 7.2.2.** Relaying any type of charges to the passenger on Airport premises, including but not limited to fines, excess baggage charges, operational cost, wheelchairs, shall be explicit and supported in writing, such as through the conditions of carriage. Failing this, the relaying of any such charges to the Passenger will be strictly forbidden.
- 7.2.3.** In the event of any disruption, the affected Airport User shall designate a duly informed responsible representative to act as disruption / delay coordinator for direct communication with passengers and JEDCO Operations. This representative shall ensure continuous availability and presence at the check-in area, assigned boarding gate and rebooking area as applicable throughout the disruption period.
- 7.2.4.** In the event of a flight cancellation occurring prior to the scheduled check-in reporting time, the Airport User shall notify JEDCO's Airport Operations Control Centre (AOCC) without delay and shall communicate the cancellation to passengers in line with the Passenger Rights Protection Regulations.
- 7.2.5.** Details and updates pertaining to any disruption shall be promptly disseminated through the Airport User's official social media channels, website (if applicable), and communicated directly to passengers via SMS or telephone.
- 7.2.6.** During the entire duration of the disruption, Airport Users shall prioritize the needs of vulnerable passengers, including but not limited to those with reduced mobility, special needs, unaccompanied minors, senior citizens, and families with young children.
- 7.2.7.** Check-in desks and transfer desks shall be staffed at sufficient levels to provide comprehensive assistance to passengers regarding rebooking, cancellations, and refund requests. The Airport User shall ensure that passengers are rebooked on the next available flight, taking into account the passengers' preferences to the greatest extent possible.
- 7.2.8.** Airport Users shall establish and communicate clear complaint procedures.
- 7.2.9.** JEDCO reserves the right to intervene and provide direct assistance to passengers if the affected Airport User fails to adhere to the above-stated minimum standards. Any and all costs incurred by JEDCO in providing such assistance shall be fully recoverable from the defaulting Airport User, payable upon demand.

7.3. Airport Security Pass

- 7.3.1.** Regardless of its category (temporary, permanent, vehicle, special, equipment, escorted, car, controlled area, driving permit etc.), the issuance of Airport security passes to individuals and/or equipment is a process governed by JEDCO, GACA and RSAF in collaboration with relevant authorities.

- a) For Airside access related to airport familiarization, Aviation Business Management activities, or inaugural flights, please contact the JEDCO's Commercial team at airline.relations@jeddahairports.sa.
- b) For Airside access for government or civil aviation delegations, media, community groups and suppliers, please contact JEDCO's Commercial team at airline.relations@jeddahairports.sa.
- c) For any other requests, please contact the relevant pass office directly and/or refer to the Airport security pass issuance terms and conditions.

7.3.2. JEDCO or its designated person retains the right to withhold the issuance of a pass or passes if the required documentation required is incomplete, not submitted in a timely manner, a pass is already issued to another ASR representing the same Airport User, or for any other reason deemed relevant, which may or may not be disclosed to the requestor.

7.3.3. JEDCO or its designated person, retains the right to withdraw full or partial Airside access without notice when such action is deemed necessary.

7.3.4. In the event a pass is withdrawn, cancelled, expired, or is no longer required due to circumstances such as the temporary suspension or permanent halt of an Airport User, it is the sole responsibility of the pass-holder, their sponsor, and/or the Airport User the pass-holder represents to return the pass to the pass office within two (2) days.

7.3.5. All personnel granted Airport Security Passes shall ensure to use them for their desired purpose and as assigned by GACA, JEDCO and RSAF, and further ensure that no other individual apart from the authorized person uses it such that the authorized ID holder shall bear the responsibility of the ID and anyone using it in the manner not intended to.

7.3.6. Stolen and lost IDs must be immediately notified to JEDCO at safety.sustainability@Jeddahairports.sa to ensure the safety and access of individuals to the restricted areas, such that the pass-holder, their sponsor, and/or the Airline the pass-holder represents shall be responsible to notify and any consequences resulting from the lack or delay of notification.

7.4. Fuel, Hydraulic and Dangerous Goods Spillage

7.4.1. Any Airport User irrevocably agrees and consents, notwithstanding any provision in any agreement, lease, permit or other instrument to the contrary, that the CEO of JEDCO or his designated person may take any necessary actions to promptly clean-up an aircraft, vehicle, equipment, infrastructure, fuel, hydraulic, or dangerous goods spillage and the disposal of contaminated materials required for the clean-up. Furthermore, any Airport User using the Airport irrevocably agrees, consents, and undertakes to pay JEDCO for all any and costs incurred by or on behalf of the Airport for such cleaning and disposal of contaminants, in accordance with the "Polluter Pays" principle.

7.5. Smoking

- 7.5.1.** Smoking is not permitted inside the terminals, concourses, Airside, and aerodrome facilities at KAIA (including staff offices and back-of-house spaces), except in areas that have been designated, approved, and clearly marked as smoking areas. This includes the use of cigarettes, e-cigarettes, and vaping devices. JEDCO reserves the right to remove employees from site and confiscate Security Passes to those who do not comply with this instruction.

7.6. Commercial Photography, Film and Recording on Airport Property

- 7.6.1.** Unless authorized in writing by JEDCO, no person shall take still, motion, or sound motion pictures, or make sound recordings or voice recordings, for commercial, training, or education purposes, or use electronic amplification devices in public areas of the terminals or on the public areas of any facility under the administration of JEDCO.
- 7.6.2.** Authorization requests for commercial photography, film and recording at KAIA should be directed to airline.relations@jeddahairports.sa, with a schedule of charges to be provided upon request.
- 7.6.3.** JEDCO, its authorized representatives, and agents reserve the right, subject to Personal Data Protection Law, to photograph and/or film Airport Users' facilities, vehicles, equipment, personnel and/or aircraft in the context of general Airport operations as part of its efforts to create communication support materials to establish the context of its international operations and client base for use on its website, newsletters and internal and/or international communication vehicles. Any independent media or third-party requests to film or take pictures of specific Airport Users' brands or operations will be referred directly to the Airport User representative for review and approval as required.

7.7. Media and other Commercial Activity on Airport Property

- 7.7.1.** Unless authorized in writing by JEDCO, no person shall post or distribute commercial signs, advertisements, literature, circulars, pictures, sketches, drawings, handbills, or any other form of printed or written commercial matter or material at the Airport.
- 7.7.2.** Airport Users are allowed to display operational communication materials next to their allocated check-in counters only during their operation hours and with express approval by JEDCO. JEDCO has an authorization process for reviewing and approving the Airlines' operational communication materials at KAIA. It is the responsibility of the Airport User to comply with this approval process and to remove and store the materials, including all stationaries, immediately after closing the counters. JEDCO reserves the right to instruct the Airport User to immediately remove any operational communication material should they be in violation of Airport regulations or are contradictory to any applicable rules, regulations, and policies.
- 7.7.3.** For displaying non-operational materials and promotional campaigns, Airport Users should contact the JEDCO Commercial Unit directly for approval in advance of wanting to use such materials, at

airline.relations@jeddahairports.sa.

7.7.4. Airport Users will be required to remove and dispose of unnecessary materials within fifteen (15) minutes after counters' closure time to allow adequate time for those counters to be effectively used by other Airport Users.

7.7.5. JEDCO conducts regular audit exercises and will instruct the removal of any non-complaint materials. If subsequent reoccurrences are observed, JEDCO reserves the right to immediately confiscate and/or dispose of any Airport Users' material (including stationaries) that are in breach of the above and recover the cost of the disposal.

7.8. Methods of Promulgating Information

7.8.1. The Airport Operators Committee is a standing association of Airline companies operating in Jeddah. It serves as a platform created by Airlines for JEDCO and its stakeholders to share relevant information and updates with the community in areas such as Airside operations, terminal operations, air traffic, commercial matters, operational improvements, and other updates. The AOC allows the Airline community to work together to suggest operational improvements and highlight product or service deficiencies arising from JEDCO and/or stakeholders that are common to members, with the aim of addressing them. If you wish to become a member, please contact JEDCO at airline.relations@jeddahairports.sa.

7.8.2. Formal communications relating to regulations and/or charges shall be in writing.

7.8.3. Please refer to Annex VIII for a list of critical documents.

7.9. Foreign Object Debris (FOD)

7.9.1. JEDCO operates according to a 'zero tolerance' FOD policy and requires all Airport Users and visitors to abide by the principles of Zero-FOD in all operations at the Airport, and the provisions of operational notifications, as promulgated in JEDCO's "ATN" and "ASA".

7.10. Airside Driving

7.10.1. Airside driving standards are governed by the provisions of JEDCO's Airside Driving Permit ("ADP") system, supported Airside Driving Regulations. Possession of a valid ADP is mandatory for all Airside vehicle/GSE operations. More information, including the application and training process, is available upon request.

7.11. Passenger Control

7.11.1. Airport Users are responsible for Passenger control between the terminals and remote parking stands and vice versa and are liable to ensure the secure process of Passenger transfers between an aircraft parked on a remote bay and the terminal buildings.

8. AIRPORT CHARGES

8.1. General Information

- 8.1.1.** Please refer to Annex I for the list of Airport charges associated with services provided at KAIA.
- 8.1.2.** Acceptance of the Conditions of Use to operate at Jeddah airport is based on acceptance of the charges as set out in Annex I.
- 8.1.3.** Any update to the charges shall be published and new rates come into effect from the date of notification following GACA approval.

9. PAYMENT

9.1. Payment Terms for Chartered Flights

- 9.1.1.** Airport Users without established credit facilities with JEDCO must process advance payments for unscheduled (chartered) flights. Payment must be made at least five (5) working days prior to the first arrival/departure at KAIA.
- 9.1.2.** For an ad hoc flight, Carriers must provide an advance payment. For Carriers holding a series of Slots, an advance payment equivalent to three (3) months' billing is required. Carriers must notify KAIA no later than 30 working days before the operation. JEDCO will issue the advance payment invoice within 5 days of receiving the notice, and the Carrier must settle the invoice within 30 days from issuance or the first week after month end.
- 9.1.3.** Invoices will be offset against the advance payments secured with JEDCO (if any), which must be replenished every billing cycle.
- 9.1.4.** JEDCO reserves the right to suspend or cease services if there is non-compliance with the advance payment terms stipulated.
- 9.1.5.** For more details on the advance payment process, please contact Jedco.AR-invoices@jeddahairports.sa.

9.2. Payment Terms for Scheduled Flights

- 9.2.1.** Credit for Airport Charges is granted only to Carriers of Scheduled Flights who meet JEDCO's credit terms. JEDCO will secure its accounts receivable by obtaining a Bank Guarantee or equivalent (Collateral) to the estimated billing value for the Carrier's operation period. Bank Guarantees must be valid for at least one year and obtained from a licensed bank in KSA using the standard bank guarantee text (as per the Saudi Central Bank standard). Collateral requirements may be waived on a very limited basis for select airlines, considering their financial standing and the strategic importance. Any such exemptions will be granted solely at the discretion of JEDCO.
- 9.2.2.** Airport Users must specify the services they require on a credit basis. Credit limits and required collateral will be determined by JEDCO's Finance Department based on the Airport User's financial credit history at KAIA, among other factors. Credit limits and estimated three (3) months' charges will be monitored and re-evaluated quarterly. Airport Users may be requested to provide additional collateral if their estimated charges increase significantly.
- 9.2.3.** Credit customers must enter into and sign a JEDCO credit application form upon approval of credit facilities.
- 9.2.4.** If the Airport User appoints an Aviation Services Representative (ASR), the ASR must provide Airline authorization documents with the credit application form. Invoices will be issued in the Airport User's name, addressed to the ASR.
- 9.2.5.** Credit customers must pay all due invoices in full within thirty (30) days from the invoice issuance date.

9.3. Establishing Credit Line

- 9.3.1.** Credit limits and required collateral will be determined by JEDCO based on the Airport User's financial credit history

at KAIA and other relevant factors.

9.3.2. Airport Users with approved credit facilities, other than a waiver, must sign a JEDCO credit and Customer Information Form (CIF) application forms. For Airport Users appointing an ASR, the ASR must provide authorization documents along with the credit application and CIF.

9.3.3. Credit limits and the estimated three (3) months' charges will be reviewed quarterly. Airport Users may be required to provide additional collateral if their estimated charges increase significantly.

9.4. Invoicing Mechanism

9.4.1. Invoices for scheduled flights are to be issued via email weekly, unless otherwise notified.

9.4.2. Invoices will be based on information provided as per Conditions of Use requirements.

9.5. Settlement of Invoices

9.5.1. Invoices for Chartered Flights will be offset against the advance payments secured with JEDCO (if any) and additional advance payments required should be submitted to ensure compliance with clause (9.1.2).

9.5.2. Credit customers must settle invoices in full within thirty (30) days from the invoice issuance date.

9.5.3. All invoices must be paid in full without deductions, including VAT for local services. JEDCO will not bear any bank transfer charges, exchange differences, or other fees.

9.5.4. Failure to comply with the payment terms may result in the suspension of services or further actions as outlined in JEDCO's payment and credit policies.

9.5.5. Non-Payment Consequences: In the event of non-payment, JEDCO reserves the right to immediately commence relevant legal procedures, introduce financial protection measures such as advance payments and bank guarantee requirements and immediately remove access to certain Facilities and Services until the outstanding amount has been settled or acceptable credit terms agreed.

9.6. Disputed Invoices

9.6.1. Disputes must be raised within thirty (30) days from the invoice issuance date, accompanied by the invoice and supporting documents.

9.6.2. The non-disputed portion of the invoice must be paid within the original payment terms. Failure to do so may result in suspension of services or other actions.

9.6.3. For invoice disputes, contact Jedco.AR-invoices@jeddahairports.sa. Requests sent to the wrong department will not be considered for later claims.

9.7. Covenant

- 9.7.1. Airport Users must adhere to JEDCO's payment and credit terms and conditions as stipulated.
- 9.7.2. JEDCO reserves the right to request additional documentation or collateral as part of the ongoing credit evaluation process.
- 9.7.3. CIF Obligation: Airport Users are responsible for ensuring that their CIF information is up to date. Any changes must be reported to JEDCO within 15 days.

9.8. Event of Default

- 9.8.1. Default occurs if the customer fails to settle outstanding invoices by the due date, exceeds the credit limit, or fails to renew collateral or fulfill advance payment requirement as required.
- 9.8.2. Failure to respond to JEDCO's requests for collateral renewal within the specified timeframe will also be considered an event of default.

9.9. Event of Default Consequences

- 9.9.1. In the event of default, JEDCO reserves the right to terminate credit facilities and encash collateral immediately.
- 9.9.2. Airport Users in default will be required to transition to an advance payment method to settle Airport Charges for future operations.
- 9.9.3. In the event that an Airport User has breached the payment terms contained in the Conditions of Use, JEDCO reserves the right to immediately commence relevant legal procedures, introduce financial protection measures such as advance payments and bank guarantee requirements, immediately remove access to certain Facilities and Services and suspend access to slots at KAIA until the outstanding amount has been settled or acceptable credit terms agreed.

9.10. Exemptions

- 9.10.1. Exemptions relate to any flight types specified in the Civil Aviation Law, or the Civil Aviation Tariff Law, or any other laws, regulations or directives to be exempted from any aeronautical charges. Any exemptions shall be determined by laws, regulations or GACA directives.
- 9.10.2. Diverted Flights are not exempt from Airport Charges, and all applicable charges outlined in the Schedule of Charges will apply.

9.11. Credit Application and Customer Information Form (CIF)

- 9.11.1. Airport Users must establish credit facilities by completing and submitting a JEDCO credit application and CIF

form.

9.11.2. For more details on the credit application process, contact Jedco.AR-invoices@jeddahairports.sa and anbinmahfouz@jeddahairports.sa.

ANNEXES

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Annex I: SCHEDULE OF CHARGES

AERONAUTICAL CHARGES

| Charges for Aeronautical Services | | | |
|-----------------------------------|--------------|--|--|
| The service | Charge (SAR) | Unit | Provisions of implementing |
| Airport Building Charge (ABC) | 25 | Domestic departing passenger | <p><i>The following passenger categories are exempted from ABC charges:</i></p> <ul style="list-style-type: none"> - General aviation passengers using private aviation buildings and facilities. - Infant passengers - Crew members assigned to perform duties on board (pilots, aeronautical engineers, air navigators, or technicians) - Crew members who have been registered on the airline carrier's list as cabin crew members and hold an identification badge (pilots, aeronautical engineers, air navigators or technicians) - Transit Passengers who will stay inside the aircraft and will not use airport facilities - Sky Marshals |
| | 160 | International departing passenger | |
| | 12.50 | Domestic departing passenger (Transfer) | |
| | 65 | International departing passenger (Transfer) | |

| The service | Charge (SAR) | Unit | Provisions of implementing |
|---|--------------|--|--|
| Aircraft energy supply charges: Ground Power Unit (GPU) | 350 | For each one hour docked or part on Aircraft code (C) | The charge is incurred if the Airport Operator or the contractor provides the full operated service |
| | 405 | For each one hour docked or part on Aircraft code(E) (Less than 350 Tons) | |
| | 405 | For each one hour docked or part on Aircraft code(E+) (more than 350 Tons) | |
| | 780 | For each one hour docked or part on Aircraft code (F) | |
| Aircraft energy supply charges: Pre-Conditioned Air (PCA) | 400 | For each one hour docked or part on Aircraft code (C) | The charge is incurred if the Airport Operator or the contractor provides the full operated service |
| | 425 | For each one hour docked or part on Aircraft code(E) (Less than 350 Tons) | |
| | 425 | For each one hour docked or part on Aircraft code(E+) (more than 350 Tons) | |
| | 850 | For each one hour docked or part on Aircraft code (F) | |
| Landing | 13 | Per (1,000) Kg or part thereof, for aircrafts weightage from 1 kg to 5000 kg | Landing Charges are calculated based on the Maximum Take-off Weight (MTOW) of aircraft as stated in the aircraft's airworthiness certificate. Fractions starting from (500) five |
| | 14 | Per (1,000) Kg or part thereof, for aircrafts weightage from 5001 kg to 45,000 kg | |
| | 15 | Per (1,000) Kg or part thereof, for aircrafts weightage from 45,001 kg to 136,000 kg | |

| | | | |
|---------|----|--|---|
| | 17 | Per (1,000) Kg or part thereof, for aircrafts weightage More than 136,000 kg | <i>hundred kilograms are rounded up, and anything less than that is not calculated</i> |
| Parking | 6 | For every 1000 Kg or part thereof, for every 8 hours and up to 24hours after the first 2 hours from parking the aircraft at its designated place | <i>Airport Parking Charges are calculated based on the Maximum Take-off Weight (MTOW) of aircraft as stated in the aircraft's airworthiness certificate. Fractions starting from (500) five hundred kilograms are rounded up, and anything less than that is not calculated</i> |
| | 6 | For every 1000 Kg or part thereof, for each 24 hours after the 24 hours from parking the aircraft at its designated place. | |

| The service | Charge (SAR) | Unit | Provisions of implementing |
|---|--------------|---|--|
| Airport Security Charges | 8 | For each domestic - international departing passenger | <ol style="list-style-type: none"> <i>Airport security service charges are only applied to departing domestic and international passengers</i> <i>The following passenger categories are exempt from paying the Security Charges and Special Security Charges:</i> <ul style="list-style-type: none"> <i>- Infant passengers</i> <i>- Crew members assigned to perform duties on board (pilots, aeronautical engineers, air navigators, or technicians)</i> <i>- Crew members who have been registered on the airline carrier's list as cabin crew members and hold an identification badge (pilots, aeronautical engineers, air navigators, or technicians)</i> <i>- Transit passengers who will stay inside the aircraft and will not use airport facilities</i> <i>- Sky Marshals</i> <i>Domestic and international transfer passengers and General Aviation passengers using private aviation buildings and facilities are exempt from paying the Airport Security Charges only</i> <i>Airport Security Charges and Special Security Charges shall not be incurred directly from passengers as part of the ticket fare</i> <i>Airport Special Security Charges are payable in addition to the Airport Security Charges of SAR 8</i> |
| Special Security Charges (payable in addition to the Security Charges of SAR 8) | 13 | For each departing passenger to USA/UK | |

| The service | Charge (SAR/Flight) | Unit | Provisions of implementing |
|--|---------------------|---|--|
| Passenger Boarding Bridge Charges (PBB) | 500 | For each two hours docked or part thereof for code (C) aircrafts | <i>The charge is incurred if the Airport Operator or the contractor provides the full operated service</i> |
| | 650 | For each two hours docked or part thereof for code(E) aircrafts (Less than 350 Tons) | |
| | 745 | For each two hours docked or part thereof for code(E+) aircrafts (more than 350 Tons) | |
| | 1030 | For each two hours docked or part thereof for code (F) Aircrafts | |
| Video Docking Guidance System (VDGS) on aircraft parking | 400 | Per arriving flight | <i>The charge is incurred if the Airport Operator or the contractor provides the full operated service</i> |
| Passenger Transport Charges (Bus) | 450 | Per flight, on 1st Class for Code (C, E, E+, F) Aircrafts | |
| | 550 | Per flight, on Guest class for Code (C) Aircrafts | |
| | 750 | Per flight, on Guest class for Code (E) Aircrafts | |
| | 750 | Per flight, on Guest class for Code (E+) Aircrafts | |
| | 900 | Per flight, on Guest class for Code (F) Aircrafts | |

REGULATED NON-AERONAUTICAL CHARGES

| Property Leasing charges for first-line service providers | | | |
|---|---|--------|--------------|
| Regulated non-Aeronautical services | | Charge | Units |
| Lease – land | Lease – land – cargo* | 250 | SAR/sqm/year |
| | <i>* It is allowed to add a revenue sharing not exceeding (15%) when contracting with air cargo service providers in a manner that does not contradict with GACA BoD decision No. (36/577) dated 07/06/2023 regarding the lease terms in cargo facilities at the kingdom's airports</i> | | |
| | Lease – land – MRO | 20 | SAR/sqm/year |
| | Lease – land – In-flight services* | 20 | SAR/sqm/year |
| | <i>* It is allowed to add a revenue sharing not exceeding (8%) when contracting with in-flight catering service providers</i> | | |
| | Lease – land – others (if applicable) | 20 | SAR/sqm/year |
| Lease – building | Lease – building – Apron operation buildings | 141 | SAR/sqm/year |
| | Lease – building – Cargo | 141 | SAR/sqm/year |
| | Lease – building – MRO | 141 | SAR/sqm/year |
| | Lease – building – Other facilities | 141 | SAR/sqm/year |
| Lease – offices | Lease – offices in Terminal 1 | 1,634 | SAR/sqm/year |
| | Lease – offices in other terminals | 1,132 | SAR/sqm/year |
| Lease – Fuel farm | | 142 | SAR/sqm/year |

| Other Regulated Non-Aeronautical Services | | | | |
|---|--|--|---------|-------------------------------|
| Regulated non-Aeronautical services | | | Charge | Units |
| Airport facility usage charges | Shared space for check-in counters | | 17.10 | SAR per check-in counter/hour |
| Airport technology and baggage processing charges | Baggage management and handling system charges | | 2.60 | SAR/ departing bag |
| | Common user terminal equipment and/or airport system usage charges | | 1.60 | SAR/departing pax |
| Airport service and utility charges | Basic utilities (electricity, water, internet, air conditioning) | Electricity | 1%- 10% | of the total contract value |
| | | Water | 1%- 10% | of the total contract value |
| | | Air conditioning | 1%- 10% | of the total contract value |
| Access related charges | Staff car parking | Staff car parking charges (remote) | 1,387 | SAR/lot/year |
| | | Staff car parking charges (multistorey) | 18,505 | SAR/lot/year |
| | | Staff car parking charges (VIP) | 40,775 | SAR/lot/year |
| | | <i>* 10 parking lots are assigned to each national airline, and one parking lot is assigned to each foreign airline from the multi-storey staff parking category, with a charge of 4,745 SAR/ lot/ year.</i> | | |
| | Train access charge | | 1,804 | SAR/sqm/year |
| | Public transport access charge | | 5.30 | SAR/lot/day |
| | Taxi Service access | | 8 | SAR/lot/day |
| | Lease – Hangars | | 1,060 | SAR/sqm/year |

Annex II: VIOLATIONS AND PENALTIES

1. Purpose

To establish a clear and consistent process for identifying, investigating, and resolving violations of the Conditions of Use at King Abdulaziz International Airport, ensuring safety, security, and compliance with legal and regulatory obligations.

2. Scope

This process applies to all airport users, including but not limited to:

- Airline operators
- Ground handling agents
- Tenants and (concessionaires)
- Contractors
- General aviation and private aircraft operators
- Individuals or entities using airport facilities or services

3. Process Overview

a. Identification of Violation

Violations may be identified through routine inspections, automated monitoring systems, reports from staff or third parties, or audits. Regular compliance and/or non-compliance reporting will not be circulated as it may contain sensitive and/or confidential information. In the event of non-compliance, JEDCO will contact the specific User(s) involved.

A formal report will be completed with all relevant details, including violation classification, time, date, nature of the incident, and any supporting evidence.

Classifications, Monitoring and Non-Compliance

(i) *Safety & Security*

- Monitoring will be conducted by audit reviews of the required documentation, via inspections and on a regular basis by airport staff during operational hours.
- Non-compliance will cover such elements as a failure to maintain and operate a Safety Management System (SMS), a failure to support health and safety investigations and inadequate incident reporting.

(ii) *Slots Adherence*

- Monitoring will be conducted by the Coordinator who will review performance against confirmed coordinated slot times.
- Non-compliance will cover both usage of slots ie the proportion of slots utilized and the adherence to allocated slot times.

(iii) *Operational (including use of airport infrastructure)*

- Monitoring will be conducted by audit reviews of the required documentation, via inspections and on a regular basis by airport staff during operational hours.
- Non-compliance will cover breaches of operational metrics and standards contained in the Operational Standards Policy.

(iv) *Quality of Service*

- Monitoring will be conducted by audit reviews of the required documentation, via inspections and on a regular basis by airport staff during operational hours.
- Non-compliance will cover breaches of the Minimum Level of Service metrics and standards contained in the Operational Standards Policy as well as such elements as cleanliness and queue management.

(v) *Data provision*

- Monitoring will be conducted by automated system reporting which will identify Payload and Operational data gaps alongside audit reviews of reference data.

Non-compliance will cover the non-provision of Reference, Payload and Operational data requests outlined in the Conditions of Use.

b. Initial Review

A dedicated cross departmental airport operator team including at least one representative from Operations, Strategy, Finance and Facilities Management will review the report within 14 business days of receipt but sooner if the violations pose an immediate threat to safety, security or another critical aspect of the airport facilities and services.

If the violation is confirmed to be valid and material, a case file is opened.

In instances of Safety or Security breaches, JEDCO will implement an expedited process based on the severity of the instance, urgency of remedial action requirements and in conjunction with the appropriate authorities and Airport User(s).

In instances of data provision breaches linked to billing (such as the non-provision of BSMs), the review process will not apply due to the automated invoicing systems. However, the existing invoice dispute process will still apply.

c. Notification to Offending Party

A written Notice of Violation (NoV) is sent to the party responsible within 5 business days of confirmation that a violation has been identified.

The notice will include:

- Description of the violation
- Reference to relevant Conditions of Use clause(s)
- Required corrective actions
- Deadline for response (10 business days)
- Potential consequences of non-compliance in accordance with the published penalties

d. Response and Investigation

- The offending party may submit a response with an explanation, corrective actions taken, or a dispute.
- Further investigation may be conducted, including interviews, inspections, and evidence review.
- If necessary, a meeting may be convened with the parties involved.
- All parties should engage in reasonable endeavours to support the investigation process.

e. Determination and Action

Based on the investigation, the Airport Authority will determine:

- No violation occurred (case closed)
- Violation occurred (corrective actions required)
- Serious violation occurred (penalties imposed)

Actions may include:

- Written warning
- Mandatory corrective action plan
- Financial penalties (as per Conditions of Use)
- Suspension or revocation of access or operating privileges
- Legal proceedings (in extreme cases)

f. Appeal Process

- The offending party may appeal the decision within 10 business days of notification.
- Appeals must be submitted in writing with supporting evidence.
- An Appeals Panel will review the case within 15 business days and issue a final decision.

g. Penalties

(a) Safety & Security

Penalties include immediate remedial action, restriction of access to Facilities and Services and the imposition of financial consequences in line with the table below.

(b) Slots Performance

The Coordinator will take action in accordance with the IATA Worldwide Slot Guidelines and may result in the loss of historic slot rights.

(c) Operational (including use of airport infrastructure)

Penalties include immediate remedial action, restriction of access to Facilities and Services and the imposition of financial consequences in line with the table below.

(d) Quality of Service

Penalties include immediate remedial action, restriction of access to Facilities and Services and the imposition of financial consequences in line with the table below.

(e) Data Provision

Penalties include immediate remedial action, restriction of access to Facilities and Services and the imposition of financial consequences in line with the table below. Particular focus should be given to the

provision of Baggage Source Message which is required to issue the appropriate baggage charge with the penalty for non-provision representing the charge for a 'full aircraft'.

| Violation Classification | Non compliance criteria | Financial penalty | Related section |
|---------------------------------|---|--|------------------------|
| Safety and Security | <i>A failure to adhere to the safety and security requirements contained in the Conditions of Use including but not limited to a failure to maintain and operate a Safety Management System (SMS), a failure to support health and safety investigations and inadequate incident reporting.</i> | 1 st breach – SAR 1,000 2 nd breach – SAR 5,000 3 rd breach – SAR 10,000+ Multiple breaches may result in suspension of access to Airport Facilities and Services until such time as JEDCO can satisfy itself that remedial action will address the non-compliance. | 2, 5, 7 |
| Slot utilisation | Adherence to Worldwide Slot Guidelines regarding slots misuse* | 1 st breach – corrective actions 2 nd breach - financial penalty not exceeding SAR 10,000 per slot and/or Loss of historic slot rights as per the SPC decision. | 3 |
| Operational | <i>Breaches of the KAIA Operational Standards Policy</i> | 1 st breach – SAR 1,000 2 nd breach – SAR 2,000 3 rd breach – SAR 5,000+ Multiple breaches may result in suspension of access to Airport Facilities and Services until such time as JEDCO can satisfy itself that remedial action will address the non-compliance. | Annex IV |
| Operational | <i>Storage of ULDs outside of approved areas except with written permission from JEDCO</i> | 1 st breach – SAR 1,000 2 nd breach – SAR 2,000 3 rd breach – SAR 5,000+ Multiple breaches may result in suspension of access to Airport Facilities and Services until such time as JEDCO can satisfy itself that remedial action will address the non-compliance. | 4.10 |
| Operational | <i>Spillage of fuel or other such contaminated material that requires cleaning and disposal</i> | 1 st breach – SAR 1,000 2 nd breach – SAR 5,000 3 rd + breaches – SAR 10,000 Multiple breaches may result in suspension of access to Airport Facilities and Services until such time as JEDCO can satisfy itself that remedial action will address the non-compliance. | 7.4 |
| Quality of Service | <i>A failure to meet the required Minimum Level of Service standards contained in the KAIA Operational Standards Policy – if applicable**</i> | 1 st breach – SAR 1,000 2 nd breach – SAR 2,000 3 rd breach – SAR 5,000+ Multiple breaches may result in suspension of access to Airport Facilities and Services until such time as JEDCO can satisfy itself that remedial action will address the non-compliance. | Annex IV |
| Quality of Service | <i>A failure to meet the required standard of cleanliness which endangers passengers or colleagues</i> | 1 st breach – SAR 1,000 2 nd breach – SAR 5,000 3 rd breach – SAR 10,000+ Multiple breaches may result in suspension of access to Airport Facilities and Services until such time as JEDCO can satisfy itself that remedial action will address the non-compliance. | 4.4 |
| Quality of Service | <i>A failure to ensure that 1) a queue coordinator is present and 2) queues are managed within the agreed check in footprint</i> | 1 st breach – SAR 1,000 2 nd breach – SAR 2,000 3 rd breach – SAR 5,000+ | 4.5 |

| | | | |
|-----------------------|---|---|---------------|
| | | <i>Multiple breaches may result in suspension of access to Airport Facilities and Services until such time as JEDCO can satisfy itself that remedial action will address the non-compliance.</i> | |
| Data provision | <i>A failure to provide the requested data / information as outlined in the Conditions of Use</i> | <i>1st breach – SAR 1,000</i> <i>2nd breach – SAR 2,000</i> <i>3rd breach – SAR 5,000+</i> <i>Multiple breaches may result in suspension of access to Airport Facilities and Services until such time as JEDCO can satisfy itself that remedial action will address the non-compliance.</i> | 6 |
| Data provision | <i>Airport Users failure to provide Baggage Source Message for each Departing and Arriving flight</i> | <i>Narrow body aircraft - SAR 2,500 per flight representing Baggage Management and Handling System charge</i> <i>Wide body aircraft - SAR 5,000 per flight representing Baggage Management and Handling System charge</i> | 4.10.19 / 6.5 |

* Each season, airline compliance with slots will be reviewed during the Slot Performance Committee (SPC) chaired by MATARAT. At the committee, a corrective action plan shall be agreed between the airline(s), airport and MATARAT. If no actions or improvement is evident at the following SPC, penalties will be applied accordingly and increased seasonally based on the frequency of non-adherence to slots.

**The penalty shall be imposed only if the respective KPI is deemed applicable. In this context, applicability refers to the actual restrictions to implement the respective KPI, including airport infrastructure, safety and security requirements.

4. Record-Keeping

All violation cases and related documents will be recorded and retained for a minimum of 5 years. A summary of violations may be reported to relevant regulatory bodies (GACA) as required.

5. Review and Update

This process shall be reviewed annually or upon significant changes in regulatory requirements or airport operations.

Annex III: LOCAL RULES

1. JED IATA Designation

- i. JED was designated as IATA Level 3 – Slot Coordinated from the start of the Summer 2022 Season. This move reflects increasingly scarce capacity at its Peak Hours of operation and the intention to implement a slot process that can promote best utilization of the capacity in these periods.
- ii. For further clarification, please contact JEDCO at: OpsPlanningLeadershipTeam@jeddahairports.sa.

2. Slot Enforcement Local Rule

- i. Airlines that repeatedly or intentionally operate services at a time significantly different from the allocated slot as part of a Series of slots or use slots in a significantly different way from that indicated at the time of allocation, shall not be entitled to historic status for that Series of slots regardless of the utilization of the slots during the Season. The coordinator may decide to withdraw from that airline the Series of slots in question for the remainder of the Season and place them in the pool after having heard the airline concerned and after issuing a single warning.
- ii. If an Airline is unable to achieve 80% usage of any Series of slots, the coordinator may decide to withdraw from that airline the Series of slots in question for the remainder of the scheduling period and place them in the pool after having heard the air carrier concerned.
- iii. The Coordinator may withdraw slots allocated to an Airline for any services without a recognized destination and place them in the pool on 31 January for the following summer Season or on 31 August for the following winter Season after having heard the air carrier concerned and after issuing a single request for the Airline to declare a destination.
- iv. The coordinator may withdraw the Series of slots provisionally allocated to an Airline in the process of establishing itself and place them in the pool on 31 January for the following summer Season or on 31 August for the following winter Season if the undertaking does not hold an operating license or equivalent on that date or if it is not stated by the competent licensing authority that it is likely that an operating license or equivalent will be issued before the relevant Season commences.
- v. Refer to the Slot Adherence Policy for additional details about the Slot Enforcement mechanism at JED.
- vi. Where changes in capacity are brought about as a result of change in the North Terminal layout, the departures capacity is reduced for all Airport Users. All new slot requests from the start of Summer 2023 will be managed in accordance with the IATA Worldwide Airport Slot guidelines (WASG), to the revised capacity assessment.
- vii. All Airport Users with historical slots will continue to be afforded their historical slot entitlements according to IATA s Worldwide Airport Slot Guidelines (WASG), subject to the compliance with the standard rules around utilization as laid out in the IATA World Scheduling Guidelines. Failure to adhere to the rules will result in the loss of historic status and future applications will be treated as new services and subject to the rules relevant to these services as laid out above.

3. Charter Local Rule

- i. Carrier designation is assessed by the Coordinator (ACL) for new and existing Carriers. ACL may be contacted at:

Airport Coordination Ltd (ACL): KSA-slots@acl-international.com / Tel: +44 (0) 208 564 0626
- ii. Carriers who use service type C as charter may not operate at Jeddah International Airport.
- iii. Carriers who hold historic status at Jeddah International Airport may operate charter services if the seasonal total of charter movements does not exceed the total of scheduled passenger movements.
- iv. Non-charter Carriers are required to follow the standard schedule application process as described in the Conditions of Use for KAIA.
- v. Charter services operated by Non-Charter Carriers
 - a. Services that hold a series of slots, fewer than 80% of the available weeks, during a season at the IATA slot handback deadline will not gain historic status in future seasons. Therefore, schedule requests for the same operation in future seasons will not be guaranteed a slot.
 - b. Slots held for 80% and greater will be subject to the determination of Historic Status as detailed in the IATA Worldwide Scheduling Guidelines.
- vi. Operations that already have historic status prior to the publication of these rules at JED
 - c. The historic status of existing operations will only be maintained for Carriers not designated as charter. These will however be subject to the standard rules around utilization as laid out in the IATA World Scheduling Guidelines. Failure to adhere to the rules will result in the loss of historic status and future applications will be treated as new services and subject to the rules relevant to these services as laid out above.

4. Positioning and Transit Flights Local Rule

- i. New entrants or additional services by existing Carriers at JED
 - a. New Carriers or existing Carriers at JED requiring slots for positioning flights and/or transit flights are required to follow the standard schedule application process as described in Jeddah Airports Company's (JEDCO's) Conditions of Use.
 - b. Services that hold a series of slots for positioning or transit flights will not gain historic status in future seasons. Therefore, schedule requests for the same operation in future seasons will not be guaranteed a slot.
- ii. Training flights are only permitted by home-based carriers and must obtain ad hoc slots to operate at JED.
- iii. Operations that already have historic status prior to the publication of these rules at JED
 - a. The historic status of existing positioning and transit operations will be maintained. These will however be subject to the standard rules around utilization as laid out in the IATA World Scheduling Guidelines (WASG). Failure to adhere to the rules will result in the loss of historic status and future applications will be treated as new services and subject to the rules relevant to these services as laid out above.

5. Cargo & Freighter Local Rule

- i. Effective 31 October 2023 and beyond:
 - b. Ground times longer than 2 hours within the Peak Hours stand utilization period will not be permitted.
- ii. For clarifications on the policy and to discuss operations at JED, please contact the JEDCO at:
OpsPlanningLeadershipTeam@jeddahairports.sa. For slot allocation kindly contact Jeddah Airports appointed slot coordinator at ksa-slots@acl-international.com.

6. Historic Eligibility

- i. Services that hold a series of slots at the IATA Slot Return Deadline will not gain historic status in future seasons where any of the following apply:
 - a. The number of weeks in a series is less than 80% of the total weeks in the season. This rule applies to all IATA SSIM chapter 6 service Types. For historic eligibility, the Carrier must be able to demonstrate ticket sales for each series.
 - b. The allocated slots are for positioning, transit or charter flights. This rule applies to IATA SSIM chapter 6 service types G, R, C, O, L, P, T, K, E, W, X.
 - c. New freight integrator services, in accordance with the Cargo Local Rule. This rule applies to IATA SSIM chapter 6 service types F, V, M, A, H.
 - d. Where an Airport User's operational performance is consistently non-compliant with the performance standards required at JED and the Airport User has failed to satisfy JED of its ability to remedy the situation. This includes the provision and maintenance of mandated policy documentation and operating procedures, On Time performance, baggage handling, ground handling and security audit performance.
- ii. Schedule requests for the same operation in future seasons will not be guaranteed a slot.
- iii. Historic eligibility will be reviewed regularly following the IATA Slot Return Deadline. The coordinator may withdraw any historic eligibility of an Airport User, if pursuant to the points, the slot series is not held or operated as intended.
- iv. Operations that already have historic status prior to the publication of these rules:
 - a. The historic status of existing operations will be maintained. These will however be subject to the standard rules around utilization as laid out in the IATA World Airport Scheduling Guidelines (WASG). Failure to adhere to the rules will result in the loss of historic status and future applications will be treated as new services and subject to the rules relevant to these services as laid out above.
- v. Exemptions:
 - a. New services beginning later in the season may be exempt from point 1, where there is intent to operate at least 80% of the total weeks in the future equivalent season.

Annex IV: KAIA OPERATIONAL STANDARDS POLICY

1 Introduction

- 1.1** This Annex sets out the levels of performance for Airport Users at KAIA and is designed to maintain and improve the quality standards at the Airport. It is an integral part of KAIA's Conditions of Use.
- 1.2** Airport Users and Service Providers shall comply with the Service Levels and Key Performance Indicators (KPIs) set out below and in accordance with JEDCO's safety instructions, policies and procedures and all applicable ICAO and GACA rules. The indicators, definitions, and targets may be updated from time to time, in accordance with mandatory regulations and in line with evolving requirements by JEDCO or other stakeholders at KAIA.
- 1.3** For each of the below KPIs, Airports Users shall:
 - a Collect and calculate performance measures as per the definitions provided by JEDCO and/or made available by GACA as part of the GACA Quality Programs;
 - b Send performance measurement data reports to JEDCO regularly, as agreed with JEDCO's Operations team; and
 - c Provide JEDCO with access to performance data records, systems, statistics, reporting and tools as and when appropriate, to align measurement methodologies and audit data accuracy.
- 1.4** Airport Users and Service Providers shall ensure that all employees are informed of the Service Levels, and that the operational process is coordinated by a lead agent.
- 1.5** Airport Users and Service Providers hereby acknowledge that their goal is to cooperate in developing a partnership approach with JEDCO and other stakeholders in the KAIA ecosystem, which will be to all parties' mutual benefit.
- 1.6** Airport Users and Service Providers shall employ only duly trained, qualified, and properly Authorized personnel, which shall always be readily identifiable as employees of said Airport User or Service Provider.
- 1.7** Per Schedule D of GACA's Airport Performance Monitoring Program, Airport Users and Service Providers shall implement procedures that ensure:
 - a The effective management, measuring and monitoring of mishandled bags
 - b Compliance with JEDCO's mandatory procedures for the use of the baggage system, including baggage injection times and baggage conformity (oversized, out-of-gauge, and Zamzam)
 - c The use of real-time aircraft movement information at the baggage infeed and make-up carousel areas
 - d Compliance with the gate boarding process standards established by JEDCO
 - e Accurate performance measuring and monitoring of passenger connection times.

2 Operational Service Levels and Key Performance Indicators

| Passenger Management | | | |
|--|----------------------------------|---|---|
| Standards | Reference | Definition | Targets |
| Queuing Times (Ticket Counters) | GACA Econ Reg (Handlers & Cargo) | Queuing time at Ticket Counters to be not more than [XX] minutes - [XX] % | 10 min – 99% Normal Ops 12 min – 90% Peak Season |
| | ACI/ASA Guidelines | | |
| Queuing Times Premium Check-In (First/Business Class) | GACA Econ Reg (Handlers & Cargo) | Queuing time at Business Class Counters to be not more than [XX] minutes - [XX] % | 5 min – 99% Normal Ops 5 min – 99% Peak Season |
| | ATQE P F-1 | | |
| | ACI/ASA Guidelines | | |
| Queuing Times (Economy Class) | GACA Econ Reg (Handlers & Cargo) | Queuing time at Economy Class Counters to be not more than [XX] minutes - [XX] % | 14 min – 99% Normal Ops 14 min – 99% Peak Season |
| | ATQE P F-1 | | |
| | ACI/ASA Guidelines | | |
| Gate Opened/Manned | GACA Econ Reg (Handlers & Cargo) | Gate opened/manned [XX] minutes prior to expected time of departure ("ETD") or scheduled time of departure ("STD") - [XX] % | International: 50 min – 99% Domestic: 35 min – 99% |
| | APM | | |
| | ACI/ASA Guidelines | | |
| Boarding Times | GACA Econ Reg (Handlers & Cargo) | Boarding to commence [XX] minutes prior to ETD/STD - [XX] % | International: 45 min – 99% Domestic: 30 min – 99% |
| | APM | | |
| | ACI/ASA Guidelines | | |
| Busing Wait Time | GACA Econ Reg (Handlers & Cargo) | Passengers not to wait longer than [XX] minutes in the bus prior to departure to the aircraft - [XX] % | 10 min – 99% |
| | APM | | |
| | ACI/ASA Guidelines | | |
| Arrivals | GACA Econ Reg (Handlers & Cargo) | Aircraft to be met by passenger services staff when aircraft door(s) open | 99% |
| | APM | | |
| | ACI/ASA Guidelines | | |
| Lost and Found | GACA Econ Reg (Handlers & Cargo) | Lost and Found staff to be available, before passengers arrive in baggage hall | 99% |
| | APM | | |
| | ACI/ASA Guidelines | | |
| Minimum Connection Time Performance | APM standard, JEDCO target | Percentage of passengers that met the Minimum Connection Time (MCT) requirements and successfully made their connecting flights | 95%: in 90 min within T1 |
| Service Quality at Lounge | ASQs | Passenger satisfaction with the comfort, amenities, and service quality in airport lounges | 4.5 |
| Mishandled/Incorrect Travel Documents | GACA Econ Reg (Handlers & Cargo) | At all times travel documents will not be mishandled and incorrect travel documents will not be accepted in processing passengers | No allowance |
| | ACI/ASA Guidelines | | |
| FIDS Accuracy | APM (C3-1) | Maximum and Average time to refresh Flight Information Display Screen due to flight information change | Immediately |
| PRM Assistance Time (Departures) | ATQE PRM-1 | The timely availability of PRM equipment and staff for passenger departures (pre-notified and non-pre notified) | Pre-not: 10 min - 80% Non-Pre not: 15 min - 80% |
| PRM Assistance Time (Arrivals) | ATQE PRM-2 | The timely availability of PRM equipment and staff for passenger arrivals (pre-notified and non-pre notified) | Pre-not: 10 min - 90% Non-Pre not: 20 min - 90% |

| Baggage Performance | | | |
|---|-------------------------------------|--|--|
| Standards | Reference | Definition | Targets |
| Baggage Check In – Transaction Time | APM standard, JEDCO target | Average transaction time at staffed check-in counter per passenger | 5 min Normal Ops 7 min Peak Season |
| Baggage Check In – Counter Usage | APM standard, JEDCO target | Average percentage of staffed counters vs allocated counters per flight. | 100% |
| Baggage Delivery to Infeed – First Bag | APM (B2-3) | Time for first bag delivery to baggage feed (custom screening where applicable) from Actual In-Block Time | NB-Contact: 15 min - 90% NB-Remote: 25 min - 90% WB-Contact: 20 min - 90% WB-Remote: 30 min - 90% |
| Baggage Delivery to Infeed – Last Bag | APM (B2-4) | Time for last bag delivery to baggage feed (custom screening where applicable) from Actual In-Block Time. | NB-Contact: 25 min - 90% NB-Remote: 35 min - 90% WB-Contact: 35 min - 90% WB-Remote: 45 min - 90% |
| Baggage Delivery to Aircraft – Last Bag | GACA Econ Reg (Handlers & Cargo) | Last baggage to be delivered to the aircraft [XX] minutes after flight closure - [XX] % | Intl: 35 min - 99% Domestic: 20 min – 99% |
| | APM | | |
| | ACI/ASA Guidelines | | |
| Baggage Delivery Sequence | GACA Econ Reg (Handlers & Cargo) | Sequence of baggage delivered: 1. First -, 2. Business -, and 3. Economy class | 99% |
| | APM | | |
| | ACI/ASA Guidelines | | |
| Baggage Minimum Connection Time | APM standard, JEDCO target | Percentage of transfer bags that met the Minimum Connection Time requirements | 95%: in 90 min within T1 |
| Mishandled Baggage - Overall rate | APM (B2-6) | Number and percentage of Mishandled Baggage incidents out of the total number bags (per 1000) | 5 bags per 1000 |
| Mishandled Baggage - Out Of Gauge | APM (B2-7) | Number and percentage of Out Of Gauge (OOG) Mishandled Baggage incidents out of the total number bags (per 1000) | 5 bags per 1000 |
| Mishandled Baggage – Hand Baggage | APM (B2-8) | Number and percentage of hand baggage left behind at gate (per 1000 bags) | 5 bags per 1000 |
| Mishandled Baggage - Non-conforming | APM (B2-9) | Number and percentage of non-conforming bags accepted at check-in (per 1000 bags) | 5 bags per 1000 |
| Mishandled Baggage - Bags left behind (Departure Gate) | APM (B2-10) | Number and percentage of the total number of checked bags left behind at departure (per1000 bags) | 5 bags per 1000 |
| Mishandled Baggage - Bags left behind at reclaim | APM (B2-11) | Number and percentage of the total number of arrival bags left behind at reclaim (per1000 bags) | 5 bags per 1000 |
| Mishandled Baggage - Failed Transfer | APM (B2-12) | Number and percentage of the total number of failed transfer bags left behind (per1000 bags) | 5 bags per 1000 |
| Check-in Hand Baggage | APM (B2-13) | Number of hand baggage required to be checked in at gate or from aircraft | To be established by GACA |
| Baggage Reconciliation | GACA Econ Reg (Handlers & Cargo) | Baggage reconciled as per Baggage Reconciliation System | 99% |
| | APM | | |
| | ACI/ASA Guidelines | | |

| Airfield | | | |
|-------------------------------------|---|---|--|
| Standards | Reference | Definition | Targets |
| Cancelled Flights | APM (A1-2) | Percentage of Cancelled Flights | <5% |
| Arrival On Time Performance | APM (A2-1) | The percentage of flights with Actual In-Block Time (AIBT) within +/- 15 mins of Scheduled In-Block Time (SIBT) | 80% |
| Departures On Time Performance | APM (A2-2) | The percentage of flights with Actual Off-Block Time (AOBT) within +15 mins of Scheduled Off-Block Time | 80% |
| Arrival Delay | APM standard, JEDCO target | Average arrival Delay (Actual vs Scheduled In-Block Time). Split between early arrivals and late arrivals | +/- 15 min |
| Departure Delay | APM standard, JEDCO target | Average departure Delay (Actual vs Scheduled Off-Block Time) | +/- 15 min |
| First Passengers' Door Opening Time | APM standard, JEDCO's Targets | Average time from aircraft's AIBT to aircraft's first passengers' door opening (for both contact and remote stands) | 4 min / 95% |
| Remote Deplaning – First Bus | APM standard, JEDCO's Targets | Average time from aircraft arrival on remote stand (Actual In-Block Time) to first bus arrival to remote stand. | 5 min / 95% |
| Aircraft Deplaning | APM (A-PR-9) | (i) Maximum and minimum time for handling equipment on stand prior to arrival. (ii) Minimum equipment requirements on stand prior to arrival (aircraft size and stand location dependent) | (ii) All GSE should be available 5 min prior to arrival on stand 95% (iii) Minimum equipment as per airline Ground Operations Manual (GOM), not defined by airports |
| GSE Availability | GACA Econ Reg (Handlers & Cargo) APM ACI/ASA Guidelines | Appropriate Ground Support Equipment ("GSE") to be available at the parking bay [XX] minutes before expected time of arrival ("ETA") – [XX] % | 5 min / 95% |
| Foreign Object Debris Clearance | GACA Econ Reg (Handlers & Cargo) APM ACI/ASA Guidelines | Conduct a pre-arrival Foreign Object Debris ("FOD") inspection and clearance of parking bay [XX] minutes before ETA and ATD - [XX] % | 5 min – 100% |
| Steps and Airbridges | GACA Econ Reg (Handlers & Cargo) APM ACI/ASA Guidelines | Steps / Air bridge to be positioned within [XX] minutes of Actual Time of Arrival ("ATA") - [XX] % | 4 min / 95% |
| Bussing Availability – Arrivals | GACA Econ Reg (Handlers & Cargo) APM ACI/ASA Guidelines | Buses to be at parking bay within [XX] minutes of AIBT - [XX] % | 2 min / 95% |
| Bussing Availability – Arrivals | GACA Econ Reg (Handlers & Cargo) APM ACI/ASA Guidelines | Buses to be available at departure gates [XX] minutes prior to ETD / STD - [XX] % | 0 min / 100% |
| Pushback Equipment | GACA Econ Reg (Handlers & Cargo) APM ACI/ASA Guidelines | Pushback Equipment to be available [XX] minutes prior to STD | 5 min / 95% |
| Stand-Gate Utilization | JEDCO's KPIs | The average number of aircraft operations (turns) that occur at a single parking stand per day at aprons A, B, C, 5 and 6. | 3 Turns |

| Safety | | | |
|-------------------------------|----------------------------------|--|---------|
| Standards | Reference | Definition | Targets |
| Aircraft Damage Incidents | GACA Econ Reg (Handlers & Cargo) | Strive to achieve zero incidents of aircraft damage - [XX] % | Zero |
| | ACI/ASA Guidelines | | |
| Vehicle Equipment Incidents | GACA Econ Reg (Handlers & Cargo) | Strive to achieve zero Vehicle Equipment incidents / accidents - [XX] % | Zero |
| | ACI/ASA Guidelines | | |
| Personal Protection Equipment | GACA Econ Reg (Handlers & Cargo) | Staff must comply with the Personal Protection Equipment (PPE) regulations at all times - [XX] % | 100% |
| | ACI/ASA Guidelines | | |
| Regulatory Compliance | GACA Econ Reg (Handlers & Cargo) | Staff must comply with the Air Operator's Airside Safety and the Airport Operator's safety regulations at all times - [XX] % | 100% |
| | ACI/ASA Guidelines | | |

| Processes & Resourcing | | | |
|--|--------------|--|---|
| Standards | Reference | Definition | Targets |
| Requirements for Simultaneous Operations | APM (A-P-1) | Ground Handler to provide staff resource plans outlining adequate supervisory and operational staff to accommodate simultaneous aircraft turnarounds | Resource plans shall be based on Summer/Winter flight schedules with augmented resources to cover additional Peak Season(s) traffic volume (passenger/baggage/aircraft) |
| Performance Measuring & Monitoring (Turnaround activities) | APM (A-PR-2) | Ground Handlers to establish effective processes and protocols that ensure performance measuring and monitoring of aircraft turnaround activities. | Evidence to be provided by Ground Handlers |
| PRM Handling | APM (A-PR-8) | Process and equipment standards for the handling of PRMs during aircraft turnround (boarding and deplaning) | JEDCO to PRM policy |

| Cargo | | | |
|---------------------------|----------------|--|---------|
| Standards | Reference | Definition | Targets |
| Stairs for Cargo aircraft | JEDCO Standard | Stairs: in position no later than 5 mins after headset man clearance | 95% |
| Load / off load shipments | JEDCO Standard | A maximum of 2 hours after ATA when the aircraft is at its stand in the cargo apron | 95% |
| Outbound shipments | GACA's SQS | The shipments shall not be transported to the stand unless the aircraft is already at the stand | 95% |
| Inbound shipments | GACA's SQS | Inbound shipments from aircraft must be transported from the service provider immediately and shall not remain or be left at the stand - they need to be transported immediately to the cargo warehouses | 100% |

Note: GACA quality programs (APM/ATEQ) are subject to changes by GACA, any changes on the targets shall be communicated to all airport users and service providers at least 60 days prior to the implementation date.

3 General Requirements

- 3.1** Airport Users and Service Providers shall obtain all necessary authorizations and other permissions which may be necessary for their business activities at the Airport, at their own cost. This shall include permits for its employees, agents, and vehicles (AVP), as stipulated in the Conditions of Use or other documents shared by JEDCO.
- 3.2** Airport Users shall not board multiple flights simultaneously at the same gate. This restriction includes bussing gates and use of same access door to buses for multiple flights.
- 3.3** In case of any unjust treatment of any passenger by any of their staff member(s), Airport Users or Service Providers shall be obliged to withdraw such staff member(s), and shall assign a new staff member(s), and shall reimburse any and all such cost which may have been caused by the same, provided proven as negligence of the staff member.
- 3.4** Airport Users and Service Providers shall implement a Foreign Object Debris (FOD) Prevention and Management programme. All foreign objects shall be disposed of in the receptacles identified by JEDCO for that purpose and shall use best endeavours to ensure that the Apron is at all times kept clean and safe.
- 3.5** Airport Users and Service Providers shall make best efforts to provide sufficient capacity to assist with extraordinary or unusual events and shall provide evidence of such efforts.
- 3.6** Airport Users and Service Providers shall develop a maintenance programme that ensures the ground support equipment (GSE) used for ground handling and other relevant airside operations are fit for efficient operations. In line with Schedule D of GACA's Airport Performance Monitoring Program, Ground Handlers are also required to equip GSE with vehicle tracking technology. The maintenance program should include at least:
 - a Preventive and corrective maintenance program;
 - b GSE inspection and service schedules;
 - c Documentation of maintenance records;
 - d Processes to handle unserviceable GSE; and
 - e Storage and return-to-service plan in the event any GSE are grounded from operations.
- 3.7** Airport Users and Service Providers shall establish effective processes and protocols that ensure dedicated supervision and performance monitoring of baggage operations, per Schedule D of GACA's Airport Performance Monitoring Program. This shall allow for real-time updates and on-site intervention to key baggage processing points, including:
 - a Baggage check-in / induction
 - b Sortation / Early bag storage

- c Oversize baggage
- d Baggage make up
- e Departure delivery
- f Transfer baggage
- g Arrivals infeed

3.8 Airport Users shall ensure JEDCO is notified of the following aircraft details:

- a registration
- b type
- c certificate of registration holder
- d owner, if different from certificate of registration holder
- e airline details
- f effective dates of operation
- g certified noise levels
- h certified maximum take of weight (tonnes)
- i percentage compliance CAEP emission standard (CAEP 4 and CAEP 6)

3.9 Ground Handlers are required to provide resource plans to ensure that staff and equipment are available at ramp and passenger boarding bridge level to process carry-on baggage required to go on aircraft holds, per Schedule D of GACA's Airport Performance Monitoring Program.

3.10 Airport Users and Service Providers shall implement high temperature payload planning protocols that ensure appropriate hold baggage capacity for scheduled passengers, and early communication (at least 24hrs in advance) of maximum payload in relation to temperature, time of day, and route, per Schedule D of GACA's Airport Performance Monitoring Program.

3.11 Aircraft after arrival on stand must shut down the Auxiliary Power Unit (APU) and use the Bridge Mounted Equipment where provided (Fixed Electrical Ground Power Unit - FEGPU, Pre-conditioned Air - PCA and Potable Water) to maintain essential services onboard the aircraft. In the event that bridge mounted equipment is unserviceable airlines may request mobile Ground Power Unit (GPU), mobile air conditioning unit (ACU) or potable water via their contracted ground handler.

3.12 For the avoidance of doubt, Airport Facility Services not provided by JEDCO include the following services that may be provided by third parties:

- a Air navigation services
- b Terminal navigation services
- c En-route navigation services
- d Meteorological services
- e Air traffic control services
- f Aircraft engineering services
- g Public road services

- h Medical services
- i Border security.

3.13 Flights operating with extended ground time exceeding 3 hours may be required to reposition aircraft to/from remote parking stands to/from contact stands serviced with passenger boarding bridges to maximize utilization of contact stands thereby ensuring achievement of customer service standards. Airport Users shall plan for repositioning of aircraft with extended ground time and comply with requests to reposition aircraft in a timely manner.

Annex V: CONTACT INFORMATION

| Key Contacts | Tel | Email |
|--------------------------------------|------------------|--|
| AOCC | +966 12 569 4444 | aocc@jeddahairports.sa |
| Operational Planning | – | OpsPlanningLeadershipTeam@jeddahairports.sa Kaia-OPS-STA@jeddahairports.sa |
| Aviation Business Development | – | Airline.relations@jeddahairports.sa |
| Finance – Invoicing | | Jedco.AR-invoices@jeddahairports.sa |
| CEO Office (Official Letters) | – | Jedco.dcc@jeddahairports.sa |
| Safety | – | safety.sustainability@Jeddahairports.sa |
| Security | +966 55 519 9270 | |
| Terminal Duty Manager | +966 55 430 6477 | Jedco.TDM@jeddahairports.sa |
| ACL (Slot Coordinators) | +44 208 564 0626 | slots@acl-international.com / JEDstaff@acl-international.com |

Annex VI: CREDIT APPLICATION FORM

To be made available upon request.

Annex VII: INSURANCE SCHEDULE – MINIMUM INSURANCE REQUIREMENTS

1. Definitions

Capitalised terms not otherwise defined in this append shall have the meanings given to them in the definition clause of the Agreement.

2. General

The operator shall obtain and maintain or cause to be obtained and maintained, at its sole expense, Insurance Policies from financially sound and reputable insurers (rated A) licenced by (IA) Insurance Authority (insurance regulator in Saudi Arabia) that generally contain provisions which are reasonably standard in the international insurance market with respect to airport facilities of a similar size, technology and location, as the case may be. The Insurance Policies shall provide at least the types of insurance coverage and terms described in clause ___ of the Agreement and in this appendix, subject to the constraints of availability on commercially reasonable terms in the local, regional and/or international insurance market at the times such insurance is required to be obtained.

The insurance coverage set out in this Insurance Schedule is the minimum coverage required to be arranged under this Agreement. Should any loss or damage occur for which the Operator is responsible under this Agreement, the Operator shall be liable for any amounts in excess of the insurance limit, the excluded portions of the claims and the amount of any deductible specified in any of the insurance policies.

2.1 Evidence of Cover

Not later than 30 Days after the date any of the Insurance Policies and coverage required to be in effect in accordance with this clause [] are issued, or renewed in accordance with their terms, the Operator shall cause its insurers or agents to provide with certificates of insurance evidencing the terms and conditions of such policies and coverage.

The Operator shall provide with copies of receipts or statements from the Operator's insurers evidencing payment by the Operator of the premiums in respect of such Insurance Policies and cover.

2.2 Application of Proceeds

The Bidder/Operator shall apply any and all insurance proceeds received in connection with the damage to or loss toward the repair, reconstruction or replacement of the relevant damaged property, in accordance with the provisions of this Agreement. The payment of insurance claims money shall be to PROCURER or by its order or directly to the third party in case of liability claim. This condition shall be part of all insurance policies issued.

3. Insurance Coverage

For Operators

3.1 Air side Liability including General Third-Party Liability:

| | |
|-------------------------|--|
| Coverage: | This insurance shall cover legal liability for damage to property of or bodily injury to third parties (including Procurer) arising out of the operator's activity including air side liability. |
| Amount Insured: | A minimum of USD 50,000,000 per occurrence. |
| Coverage Period: | From the commencement of activities at the Site, until the end of the contract period. |

3.2 Automobile Liability Insurance:

| | |
|-------------------------|---|
| Coverage: | This insurance shall cover liability for damage to property of or bodily injury to third parties arising out of the ownership, use and maintenance of motor vehicles owned by the Operator. |
| Amount Insured: | The amount required under the Legal Requirements. |
| Coverage Period: | Annually, from the signing of the agreement until the expiry of the Term. |

3.3 Health Insurance:

| | |
|-------------------------|---|
| Coverage: | This insurance shall cover all employees and their dependent family members for their health insurance as required under the Law. Dependent family members are husband or wife as well as sons up to the age of 25 and unmarried daughters. |
| Amount Insured: | The amount required under the Legal Requirements including the decrees issued by the Council of Cooperative Health Insurance (CCHI). |
| Coverage Period: | Annually, from the signing of the agreement until the expiry of the Term. |

3.4 Workmen's Compensation Insurance:

| | |
|-------------------------|--|
| Coverage: | This insurance shall cover workmen's compensation for affected employees as required under the Legal Requirements. |
| Amount Insured: | The amount required under the Legal Requirements. |
| Coverage Period: | Annually, from the signing of the agreement until the expiry of the Term. |

Annex VIII: POLICIES AND DOCUMENTS

Documents made available upon request.

- JEDCO SAFETY & ENVIRONMENT POLICY
- JEDCO HEALTH & SAFETY GUIDELINES
- KAIA AERODROME MANUAL
- KAIA AERODROME EMERGENCY PLAN
- KAIA AERODROME SMS MANUAL
- AIRSIDE OPERATING REGULATIONS (AOR)
- AIRSIDE DRIVING REGULATIONS (ADR)
- AIRSIDE TEMPORARY NOTICES (ATN)
- AIRSIDE SAFETY ALERT (ASA)
- OPERATIONS SAFETY INSTRUCTION (OSI)
- AIRPORT OPERATIONS ADVISORY NOTICES (AOAN)
- KAIA EMOTIONAL SUPPORT ANIMAL POLICY
- JEDCO DETAILED INSURANCE SCHEDULE