

BIDDING DOCUMENTS

Title of procurement package: Provision of Passenger Handling Services for
Vietnam Airlines' flights at MUC airport
for the period 01 October 2025 to 30 September 2028
Procuring Entity: Passenger Service Department
Vietnam Airlines JSC

Hanoi 21/07/2025

On behalf of Vietnam Airlines JSC
Director of Passenger Service Department



Ngô Hồng Minh

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ABBREVIATION

| | |
|------|------------------------------------|
| VNA | Vietnam Airlines JSC |
| EUR | EUR |
| SLA | Service Level Agreement |
| DOW | Date of week |
| ETD | Estimated Time of Departure |
| ETA | Estimated Time of Arrival |
| LT | Local time |
| AC | Aircraft |
| SGHA | Standard Ground Handling Agreement |

INVITATION FOR BID

Vietnam Airlines JSC would like to request your esteemed company for the Proposal to provide passenger handling services for Vietnam Airlines' flights at MUC airport for the period 01 October 2025 to 30 September 2028 with enclosed Bidding Documents.

Please kindly submit your Bid as soon as possible but no later than 16h:00 on 29 July.....2025 (Hanoi local time) by **email** or **by post** at working hours to the following addresses:

- **By post:**

Passenger Service Department

Vietnam Airlines JSC

200 Nguyen Son, Bo De Ward, Ha Noi City - Viet Nam

Contact point:

- Vu Thi Kim Lien /Ground Service Division
- Nguyen Danh Phong/Ground Service Division

Tel: (84) 24 38732732 ext 1589

Fax: (84) 24 38735754

- **Email:** lienvtk@vietnamairlines.com
phongnd@vietnamairlines.com

Note: The file size of the Bid sent via email must not exceed 20MB.

Should you have any questions or need further information, please kindly contact us at the above address.

ON BEHALF OF VIETNAM AIRLINES JSC

Director of Passenger Service Department



Ngô Hong Minh

1. REQUIREMENTS FOR ELIGIBLE GOODS/SERVICES

1.1 Some information provided by the Carrier

1.1.1 Planned Schedule: (According to Vietnam Airlines Tentative Winter Schedule 2027)

| Sector | Flight No | DOW | ETD (LT) | ETA (LT) | AC |
|-----------|-----------|---------|----------|----------|------|
| MUC - SGN | VN32 | _2_4__ | 11:50 | 04:55+ | B787 |
| SGN - MUC | VN33 | 1_3____ | 23:50 | 06:20+ | B787 |
| MUC - HAN | VN34 | 1____6_ | 12:20 | 04:30+ | B787 |
| HAN - MUC | VN35 | ____5_7 | 23:50 | 6:05+ | B787 |

1.1.2 Strategic plan on number flights at for 03 years (From 2026 to 2028)

| A/c Types | Year 2025 (from 01 oct 2025 to 31 Dec 2025) | Year 2026 | Year 2027 | Year 2028 (from 01 Jan 2028 to 30 Jun 2028) |
|-----------|---|-----------|-----------|---|
| A787/A350 | 52 | 522 | 522 | 392 |

1.1.3 Information on wide-body aircraft type in VN's fleet:

| Aircraft type | Configuration | Details | MTOW |
|---------------|---------------|--------------|-------------|
| B787-9 | 274 seats | 28C/35I/211Y | 247,207 kgs |
| B787-9 | 311 seats | 28C/283Y | 250,830 kgs |
| B787-10 | 367 seats | 24C/343Y | 254,000 kgs |
| A350-900 | 305 seats | 29C/40I/235Y | 275,000 kgs |
| A350-900 | 305 seats | 29C/36I/240Y | 268,000 kgs |

1.1.4 Tentative duration on service purchase by the Carrier: 03 years (planned from 01 October 2025 to 30 September 2028)

1.2 Details of purchasing goods/services:

The Passenger Handling Company shall provide by itself including but not limited to passenger service, flight operation, weight and balance (in case of need) to make the package services with relevant manpower and equipment which are shown in the below table. If the passenger handling company cannot provide by itself, they shall arrange part of services with other service providers which can be subcontractors at MUC.

Note:

- VN is doing CLC.
- Ramp and cabin cleaning is signed directly by VN with the Ramp provider (except the service item 3.5)

Aircraft in operation: B787/A350

| No | Requested services (SGHA2018 is used for listing) (SGHA 2013/2023 is also acceptable) | Qualified (Commit to provide services) | |
|----|--|---|----|
| | <i>Note: Another SGHA Version can be used in the Handler's submitted proposal as long as it is mutually agreed</i> | Yes | No |
| | Passenger Handling 1.1 Representation 1.1.2, 1.1.3, 1.1.4 1.2 Administrative Functions 1.2.3(a,b,d,e,h,k), 1.2.4, 1.2.6 (a) 1.3 Supervision and/or Co-ordination 1.3.1 (a), 1.3.3, 1.3.4, 1.3.5, 1.3.6, 1.3.8, 1.3.9 | | |
| | SECTION 2. PASSENGER SERVICES 2.1 General 2.1.1, 2.1.2, 2.1.3 (R)(a/1,2,3,6,7), 2.1.4, 2.1.6 (a,b), 2.1.7, 2.1.8 (a/5, b/1,2,3,6), 2.1.9 (R) 2.2 Departure 2.2.1, 2.2.2 (a,d), 2.2.3, 2.2.4(a,b/1,2/i,iv), 2.2.5 (a,b,c-by credit card swipe via DCS,d/1 Notes: EMDA maybe apply), 2.2.6 (a,b/1,2/i,iv), 2.2.7 (a,d), 2.2.8 (a,d), 2.2.10 (a,b,c/1,2/i,iv), 2.2.11 (a/1,4), 2.2.12 (a), 2.2.13 (a,d), 2.2.14 (a,d), 2.2.15, 2.2.16, 2.2.17 2.3 Arrival 2.3.1, 2.3.2, 2.3.3 (b/1, 3/-check-in facility at departure gate), 2.3.4 (a/1,2,3,6, b/4,5) | | |
| | 3.5 Ramp to Flight Deck Communication 3.5.1, 3.5.2 | | |
| | SECTION 4. LOAD CONTROL AND FLIGHT OPERATIONS 4.1 Load Control 4.1.2 (b/2) (VN will do CLC) 4.2 Communications 4.2.1, 4.2.2, 4.2.3 4.3 Flight Operation 4.3.1, 4.3.2 (a/1), 4.3.3 (a/1), 4.3.4(b,c,d/1), 4.3.5(a,b,c,d/1), 4.3.7, 4.3.9 | | |
| | SECTION 6 SUPPORT SERVICES 6.2 Automation/Computer Systems 6.2.2 ((a/3/-Amadeus Altea, b/4, c/5/-world tracer), | | |

| | | | |
|---|---|-----|--|
| | 6.7 Catering Services – Liaison and Administration 6.7.1, 6.7.2 | | |
| | SECTION 7. SECURITY 7.1 Passenger and Baggage Screening and Reconciliation 7.1.1 (a), 7.1.4 (a) | | |
| | Others | | |
| 1 | Weight & Balance (in case) | Yes | |

Requirements for service: in accordance with the evaluation criterion, which are prescribed in Section 4 of this RFP.

Note:

- *Services mentioned on the above table is VNA's most desired service package. In case the provider is incapable of offering one or more of the above-mentioned services which shall not affect the flight operation or VNA can seek alternative solutions due to such service shortage, it can still be accepted. Under this circumstance, the result of the service provider's evaluation shall not be influenced.*
- *The above service items can be adjusted on mutual agreement which shall depend on operational conditions and features of each station.*

2 ELIGIBILITY

- BIDDERS

- 2.1 Holding valid Certificate of Business Registration or equivalent documents issued by an authorized body or organization such as company's owner's name, address, head office, legal capital, function and scope of business and in accordance with the law of the country where the Handler's business is operated.
- 2.2 Company Safety Manual and Quality Manual or equivalent document that show company's capability.
- 2.3 Until the time when the Handler submits their proposal, the Handler must have no disputes, claims, conflict of interest and contract violation with VNA.

- BID DOCUMENTS

Verify the Eligibility of Bid Documents

- a) Submission date of the Bid.
- b) Eligibility of Bidders as stipulated in Section 2 (after clarification or supplementing documents as required by VNA, if any).
- c) The validity (signature, time, stamp if possible) of the Bid as required in Application for Bid, Power of Attorney (if any), Price proposal table.
- d) The validity of Proposal as stipulated in Item 5.1.2.
- e) Eligibility and qualification of goods/services as specified in Section 1;
- f) Other items (if any).

Proposal shall be rejected and not be further considered if it perpetrates any one of the above requirements

3 PRICE PROPOSAL

3.1 Price proposal:

Price proposal is the price quoted by Handlers in the Application for Bid (Form No. 1 attached) after deducting the discount stated at the Letter of bid discounts (if any). The Proposal Price includes all the costs necessary for implementing the bidding package as required in bidding documents. All costs shall be quoted in the form of individually-detailed and aggregated tables.

3.2 Letter of Bid discounts:

In the presence of any discount, Handlers must submit the Letter of bid discounts to VNA together with the Bid or separately from the Bid, provided that the Letter of bid discounts is received by VNA before the submission deadline. If the Letter of bid discounts is submitted together with the Bid, the Respondent must inform VNA by submission deadline, or must have the Letter of bid discounts declared in the table of contents of the Bid.

3.3 Price Proposal Table:

Price Proposal Table must be fully filled as requested at Form No. 3 (Section 5.8) and signed by the legitimate representative of the Handlers, including all costs associated such as software cost, managed services cost, training, installation, implementation costs etc.

Failure to complete the Price Proposal Table may lead to the disadvantage in Bid evaluation or Bid elimination.

3.4 Bid currency: EUR.

Exchange rate for Bid evaluation: EUR/VND: 26.546.

3.5 Payment:

Payment will be made by bank transfer within 30 days from the date of preferred monthly invoices issued by the Ground Handling Company who wins the Bid. Invoices will be issued on the basis of the Carrier's confirmation on the number of flights to be operated per month.

4 EVALUATION CRITERIA

4.1. Evaluation criteria of Bidders' experience and eligibility

| No. | Requested criteria | Guidance for documents to be submitted | Evaluation | |
|-----|---|---|----------------|-------------|
| | | | Pass | Fail |
| 1. | Number of years having experience of supplying ground handling services (mother company | Business registration certificate and/or other relevant | ≥ 2 years | < 2 years |

| | | | | |
|----|---|----------------------------|---------------|---------------|
| | and/or group of the handling company is also accepted) | | | |
| 2. | Report of experience: 02 similar contracts on provision of passenger handling services for airlines in most recent 5 years as in Form No.4 Section 5.8 (See the Note for definition of similar contracts) | Form No 4 to be filled - v | ≥ 2 Contracts | < 2 Contracts |

Note: Similar contract means the contract that covers full services including but not limited to passenger service, flight operation, W & B, and supporting services.

4.2. Technical evaluation criteria:

| No. | Requested criteria | Guidance for documents to be submitted | Evaluation | |
|-----|--|--|--------------------------------------|--|
| | | | Pass | Fail |
| 1. | Capability to serve VIP flight (except another handler is appointed by airport authority to provide handling for VIP flight) | One of guidances: - Draft SGHA or- - Email of confirmation on VIP handling experience or - Tick “Yes” in this | Yes | No |
| 2. | Company Manual (such as Safety Management, Quality Assurance etc) and/or equivalent documents that shows company capability | Documents copied | Qualified Commit to provide service | Not qualified/ Not commit to provide service |
| 3. | Capability to provide or arrange the services which are specified in Paragraph 1.2 (Details of purchasing goods/services) | Draft IATA SGHA 2013 or 2018 or 2023 | Qualified/ Commit to provide service | Not qualified/ Not commit to provide service |
| 4. | - Training records are available | Documents copied | Qualified/ Commit to provide service | Not qualified/ Not commit to provide service |
| 5. | Commitment to follow the Carrier’s training programme on | | Yes | No |

| | | | | |
|--|--|-----------------------------|-----------------------------------|---------------------------------------|
| | Carrier's own DCS training program installation (including DCS check-in and weight & balance (if any) as in Form No 6. | Clearly shown in draft SGHA | | |
| | Conclusion | | Qualified for all criteria | Not qualified for all criteria |

Note: In case the Bidder has not gained ISAGO Certificate which is valid at the moment, the Bidder is requested to further fill in the Checklist 1, 2 attached with this Bid document.

5 OTHER REQUIREMENTS

5.1 Preparation and submission of Bids

a) Contents of Bids

b) Language of the Bids as well as all correspondences and documents between VNA and the Bidders shall be written in English.

c) Bids prepared by Bidders include the following contents:

- Documents to prove the eligibility of the Bidder (such as: valid Certificate of Business Registration or equivalent documents);
- Application for Bid as stipulated in Form No.1 of the bid documents, signed by bidder's legitimate representative (the official representative by law or the legitimately authorized person accompanied with the letter of authorization in accordance with Form No. 2 of bid documents)
- Power of attorney (if any) as stipulated in Form No.2.
- Price proposal table as stipulated in Form No. 3.
- Documents to prove the Bidder's experiences and proficiency: Introduction of the Bidder; experience record in lastest 5 years as in Form 4 (section 5.8); other documents that can prove the Bidder's experience and proficiency to meet the standard evaluation criteria in section 4.1.
- Other documents (if any).

5.1.1 Effective period of Bids

The effective time period of bid is 120 days from submission deadline stipulated in Item 5.1.2 (b).

5.1.2 Submission of Bids

- a) Handlers may submit proposals for one or both airports. Bidding for only one airport will not impact the evaluation. Each airport will be assessed separately based on the partner's capabilities and participation.
- b) Bids prepared by Handlers shall be typed, written, printed with inerasable ink, continuously page numbers. The file size of the Bid sent via email must not exceed 20MB. The Application for Bid, (if any), documents to supplement and verify the Bid (if any) are required to have the signature of the Handler's legitimate representative and

with company stamp (if any). Inserted texts, erased texts, or overwrite in the typed document shall be only valid if accompanied by the signature of the person who signs the Application for Bid and with company stamp (if any).

- c) The Bid shall be sent to the email or by post, provided that VNA receives the Bid no later than the Submission Deadline: 16h:00 on 29 July..... 2025 (Hanoi local time). The Bid submitted after the submission deadline is deemed illegitimate, and shall be rejected. The Submission Deadline stated in this Article shall be strictly followed but may be extended by mutual consent between The Handlers and VNA. Prior to the expiration time, if any of the Handlers fail to meet the Submission Deadline or need more time to prepare requested documents, they may request VNA to extend the Submission Deadline. However, due to prior fixed timeline of the tender, the request of time extension is not preferred and VNA may not accept the Handlers' request to guarantee VNA's tight timeline (if any). The Handlers should submit in due course.

Contact point:

- Ms. Vu Thi Kim Lien/Manager – Ground Service Division
Email: lienvtk@vietnamairlines.com
 - Copy to Ground Handling Team
Email: phongnd@vietnamairlines.com;
- d) In the event that the Bidder submits the Bid via multiple ways (e.g., both hard copy and email submissions), and all are received prior to the submission deadline, the latest version received before the deadline shall be considered for evaluation.

5.2 Clarification of Bids

- 5.2.1 During the process of Bid evaluation, VNA can request Handlers to clarify some of the contents in their Bids including the unusual price. The Handler may also be requested to add documents to the submitted Bid when there lacks of evidences to prove the Handler's eligibilities, capacity and experience, or other requested documents (including legitimate business registration certificate, certificates related to their specialize field, selling permit of the manufacturer, or the certificate of Joint Venture, or other equivalent documents as requested in the Bidding Documents), without any changes of basic contents of submitted Bid and bid price.
- 5.2.2 Handlers can request VNA to clarify some of the contents in Bids. Clarifications and discussions must not affect the bid submission deadline.
- 5.2.3 The clarification of Bids is only implemented between VNA and Handlers whose Bids need to be clarified and shall be either directly discussed (VNA may invite the Handler to come for face-to-face discussion, and the contents of enquiries and responses shall be recorded in writing), or indirectly (VNA requests for clarification and the Handler responds in writing). There shall be a deadline for the clarification of Bids. All clarification information must be made in writing and shall be kept by VNA as a part of the Bid.

In the event of exceeding time limit for clarification, if the Handler does not reply in written form, or the Handler's responses do not meet VNA questions, VNA shall consider and further proceed in accordance with applicable law.

5.3 Bid evaluation

Bid evaluation shall be carried out in compliance with the following procedure:

5.3.1 Verify the Eligibility of Bids

- a) Submission date of the Bid. In case the Handler sends the Bids by both methods (direct copy + email) and both arrive before the Bids submission deadline, VNA will evaluate the valid Bids sent last.
- b) Eligibility of Handlers as stipulated in Section 2 (after clarification or supplementing documents as required by VNA, if any).
- c) The validity (signature, time, stamp) of the Bid as required in Application for Bid, Power of Attorney (if any), Price proposal table.
- d) The validity (signatures, time) of documents such as Application for Bid, Power of Attorney (if any), Price proposal table.
- e) The validity of Proposal as stipulated in Item 5.1.2.
- f) Eligibility and qualification of goods/services as specified in Section 1.
- g) Other items (if any).

Proposal shall be rejected and not be further considered if it perpetuates any one of the above requirements.

5.3.2 Evaluation of the Handler eligibility and capacity:

Evaluation of the Handler's eligibility and capacity shall be conducted in compliance with the criteria stated in Item 4.1 of this Bidding Documents, using the "Pass/Fail" standard. The Handler is considered to meet requirements of eligibility and capacity when all criteria are assessed as "Pass" and the Bid of such Handler shall be taken into technical evaluation.

5.3.3 Technical Evaluation

Evaluation of the Technical criteria shall be conducted in compliance with details in Item 4.2 of this Bidding Documents, using the "Pass/Fail" standard. The Handler is considered to meet requirements of eligibility and capacity, experience when all criteria are assessed as "Pass".

5.3.4 Comparison of Handlers' price proposals

A Handler shall be selected if it meets the following conditions of price:

- a) VNA shall determine the price proposal to be taken into comparison after fixing and correcting errors (if any) according to the provisions of the Vietnam Bidding Law, and subtracting the discount amount stated in the Letter of Bid discount (if any). Bid with lowest price (after correcting errors and applying discounts) shall be ranked first (1st) place. The price-based evaluation will be analyzed on the same list of services among Handlers.

The list of services that VNA will take into account shall include: i) the package list of services which are equivalent to basic rate per flight that Handlers shall propose plus ii) extra services which are equivalent to extra rate per flight. Extra services may vary among Handlers and may be calculated on the number of average use of service per flight. The extra services may include but not limited to WHCRs, INAD, MASS, arising manpower v.vv).

- b) In the event that the Handlers have the same proposal price (after correcting errors and applying discounts), VNA shall rank the Handlers based on the comparison of other criteria such as settlement conditions; technical attributes, quality of goods/services; scale, capacity, experiences of the Handlers, the Handler's handling ability at other stations that VN has regular flights; other conditions that are more beneficial for the beneficiaries from goods/services (the content that encourages the Handlers to offer more favorable conditions is stipulated in Form No.3, Section 5.8).

5.3.5 Negotiate with Handlers (Directly or indirectly based on VNA's request)

If there are 3 or more Handlers meet the RFP's requirements, VNA will negotiate with the top 3 Handlers. If there are less than 3 Handlers that meet the RFP's requirements, VNA will negotiate with all Handlers who meet the RFP's requirements.

The negotiation of the contract is based on Proposal and clarification documents (if any) of the Handler and VNA's RFP. The negotiation includes but is not limited to: price, product list, product specifications, quantity, delivery schedule,...

Post-negotiation price is the basis for re-ranking the Handler.

The officially-submitted price of handlers according to Bid requirements must be less than or equal to the VNA planned total cost for the whole term of the contract.

The negotiation shall be conducted either directly or indirectly or both in combination, and the specific method will be notified by VNA.

5.3.6. Post-negotiation Handler ranking

The Proposal having the lowest price shall be ranked the first.

5.4 Conditions for proposal award:

A Handler shall be selected if it fully meets the following conditions:

- Having valid and legitimate Bid, meeting technical requirements stipulated in the Bidding Documents in item 4.2. Technical evaluation criteria;
- Meeting experience and eligibility requirements stipulated in the Bidding Documents in item 4.1. Evaluation criteria of Handlers' experiences and proficiency;
- The Handler's name does not appear in two or more Bids as a major supplier, and not violate the prohibited acts under the provisions of Vietnam Bidding Law;
- Have Bid with the price proposal after errors rectification, and applying discounts (if any) not exceeding the approved price of the package. Based on the price proposal/ flight or other additional charge (if any) submitted by the Handler, the Carrier will calculate the total charge per purchasing package (one, two, three or more years depending on its approved purchasing package);
- Lowest post-negotiation price;
- In all circumstances, Vietnam Airlines JSC reserves the right to select Handler to be awarded;
- VNA also reserves the right to annul the Proposal process and reject all Proposals at any time prior to award of Agreement, without thereby incurring any liability to the affected Offeror or any obligation to explain the affected Offeror of the grounds for

the VNA's action. VNA shall inform the Offeror in the case of annulling the Proposal process.

5.5 Announcement of the bid result

After having the approved decision of the successful vendor, VNA will send written notification to all vendors who submitted Proposals without any reason explanation to unsuccessful vendors. Notification to successful vendor will include time and venue for contract conclusion.

5.6 Contract negotiation and finalization

In order to sign contract for the procuring package, contract negotiation and finalization shall be carried out based on the approved result of supplier selection, bidding documents, and the selected Handler's Bid.

5.7 Handling Violations:

In the event that the selected Handler takes any prohibited acts, the Handler shall be punished based on the violating level.

5.8 Forms:

- Form 1: Application for Bid
- Form 2: Power of Attorney
- Form 3: Price Proposal
- Form 4: Experience record
- Form 5: Commitment to be qualified or provide services
- Form 6: Comittment to Carrier's own DCS training program.

APPLICATION FOR BID

_____, date ____ month ____ year ____

To: Vietnam Airlines JSC

After studying the Bidding Documents and Bidding Documents amendment document number *[number of amendment document (if any)]* which we have received, we *[full name of the Respondent]*, commit to supply *[name of products written]* as required by the Bidding Documents with the detailed Price Proposal Table attached. Also, we commit to ensure until the time we submit this proposal, we have no disputes, claims, conflict of interest and contract violation with Vietnam Airlines JSC.

If our Bid is accepted, we commit to supply products/services in compliance with terms and conditions agreed in the contract.

This Bid is valid for 120 days, from 16h:00 on 29 July 2025.....(Hanoi local time).

Legitimate Representative of Bidder ⁽¹⁾

[Full name, title, signature and seal]

Remarks:

(1) In the event that the legitimate representative of Bidder gives authority for subordinate to sign Application for Bid, Power of Attorney as per Form No. 2 must be attached. In the event that company regulations or other relevant documents assigned the authorization to sign the Bid by subordinate, copies of official dispatched documents must be attached (in that case, Power of Attorney by Form No.2 is not required). The winner, before signing the contract, must submit to the VNA the certified copies of these documents. If any inaccuracy of the initial listed information is detected, the Bidder is considered violating the Vietnam Bidding Law and will be treated according to stipulations at Item 5.7 of this Bidding Documents.

POWER OF ATTORNEY ⁽¹⁾

Today, date ____ month ____ year ____, at ____

I, *[full name, ID card or Passport No, title of legal representative written]*, am the legal representative of *[full name of Respondent]* with address number at *[address of Respondent]* by this document to give authority to *[name, ID card or passport numbers, title of attorney]* to implement following duties during process of bidding for the package of “Provision of Passenger Handling Services for Vietnam Airlines’ flights from (airport of operation) organized by Vietnam Airlines JSC.:

- *To sign Application for Bid;*
- *To sign documents, materials for contacting with the Offer during process of bidding, including explanation document, making clear Bid;*
- *To participate in processes of negotiation, contract improvement;*
- *To sign contract with Offer/Investor if being selected] ⁽²⁾*

Above mentioned attorney only implements authorized duties as legitimate representative of *[Respondent’s name]*. *[Full name of Respondent]* must takes responsibility completely for duties of *[attorney’s name]* to implement in scope of authorization.

Power of attorney becomes effective from ____ to ____ ⁽³⁾. This power of attorney is made into ____ copies with the same legal value, mandatory keeps ____ copy, attorney keeps ____ copy.

Attorney**Mandatory**

[Full name, title, signature and seal, (if any)]

[Name of legitimate representative of contractor, title, signature and seal]

Remarks:

- (1) In the event of authorization, the original copy of power of attorney must be submitted to VNA with Application for Bid form as stipulated at Point b Item 5.1.1. The authorization of legal representative for the deputy, subordinate, branch director or head of representative office of Bidder to legally represent the Bidder to carry out contents of above mentioned works. The use of seal in case of being authorized must be the seal of Bidder or the seal of relevant authorized unit or individual. The authorized people are not allowed to authorize other people.
- (2) Scope of authorization includes one or many above mentioned works.
- (3) To write date of validity and invalidity of power of attorney that is suitable with bidding process.
- (4) This paper will be exempted if the person signing the bidding documents is the person authorized to sign the Ground Handling Contract (show the signing authorization).
- (5) This paper can be replaced by other legitimate documents that have equivalent legal value of authorization of above mentioned works.

PRICE PROPOSAL TABLE

1. Price proposal table:

| No | Content | Unit | Flight numbers planned by the Carrier for 1 years | Unit charge (before VAT) | Charge (before VAT) | All tax |
|-----|-------------------------|--------|---|-----------------------------|------------------------|------------|
| I | Package basic charge | flight | | | A1 | B1 |
| II | Extra basic charge | flight | | | A2 | B2 |
| | | | | | | |
| | | | | | | |
| III | Other charge (if any) | flight | | | A3 | B3 |
| III | Total charge before VAT | | | | A=A1+A2+A3 | |
| IV | All tax | | | | | B=B1+B2+B3 |
| V | Total charge after VAT | | | | C= A+B | |

2. The Bidder commits to provide goods/services in compliance with the standards for technical evaluation stipulated in Section 4.2 of this Bidding Documents or the Bidder specifies the detailed criteria according to the criteria specified in Section 4.2.
3. The Bidder is encouraged to provide other favorable conditions for beneficiaries of goods/services (if any). VNA shall consider the aforementioned condition during the bid evaluation stipulated in item 5.3.4.b.

Authorized Representative of the Bidder
(Name, title, signature and seal)

EXPERIENCE RECORD

**(Of similar contracts implemented by the Bidder
on provision of passenger handling services for airlines in nearest 5 years)**

Name of the Bidder: _____

| No | Contact name and number | Sign date | Contractual partner (The bidder is providing services at present time) | Address | Contact point of contractual partner (if possible) | Value of contract (in bid currency) (if possible) |
|----|-------------------------|-----------|--|---------|--|---|
| 1 | | | | | | |
| 2 | | | | | | |
| 3 | | | | | | |

Authorized Representative of the Bidder
(Name, title, signature and seal)

COMMITMENT TO SLA TO BE QUALIFIED OR PROVIDE SERVICES

Please state « Yes » or « No » or adjustments (if any)

Note : - The SLA can be adjusted on mutual agreement.

- SLA will be in conjunction with SGHA and supposed to be signed at the same time with SGHA.

The Passenger Handling Company 's performance will be monitored in accordance with the mutually agreed service standards and performance targets. Regular meetings will be held between the Passenger Handling Company and the Carrier to assess the level of performance against the targets set.

A. General:

1. All staff must be trained with a Safety Management System (SMS) in accordance with with IATA AHM 610 and/or ICAO Annex 19, local and international regulations, or other governing rules.
2. All staff of the Passenger Handling Company must show politeness, warmth, friendliness and with Services Straight From The Heart mentality and attitude to maintain image of Vietnam Airlines as a reputable airline in providing excellent customer services to the passengers.
3. All staff of the Passenger Handling Company must have the capabilities in both English and local language.
4. The passenger service staff assigned to handle the Carrier shall be dedicated (if applicable) and shall not be assigned to provide handling to other airlines concurrently.
5. There will be periodic meetings, weekly or monthly to be mutually agreed, between the local management offices of the parties to review the performance.
6. The Passenger Handling Company ensure their staff have sufficient valid certificates for handling Vietnam Airlines flights according to IATA and Vietnam Airlines regulation.
7. The Passenger Handling Company shall ensure all the agents in different customer handling touch points follow all the policies and procedure of Vietnam Airlines related to airport operation, passenger handling and customer service like Passenger handling manual (PHM), Ground operation manual (GOM), Dangerous good manual (DGM) etc. Vietnam Airlines documents must be available (hard or soft copy) for staff can access during their working time.
8. The Service Delivery Standards outlined below and the application of penalties specified are subject to the Carrier operating on schedule (+/-15 minutes) and/or when the schedule is impacted, adequate prior notification is provided and factors being within the control of the Passenger Handling Company in accordance with the applicable delay codes. Fairness will be applied in the administration of the standards. The Passenger Handling Company has the right to challenge reported delays provided it can be proven that the Passenger Handling Company is not solely accountable for the delay.
9. At all times the Service Delivery must not compromise safety/security procedures.

10. Items marked with “covered by central ground handling infrastructure” or “covered by the airport operator” are mentioned as a matter of completeness in order to review on a monthly basis

In what follows, the following definitions are considered:

- ATA = actual time of arrival (touchdown)
- ATD = actual time of departure (airborne)
- STA = scheduled time of arrival (according to flight schedule)
- STD = schedule time of departure (according to flight schedule)
- ETA = estimated time of arrival
- ETD = estimated time of departure
- ONB = on-blocks (anti-collision lights turned off)
- OFB = off-blocks (start of push-back)
- TOBT = targeted off-block-time
- TSAT = targeted start-up approval time

B. Performance target:

The performance of the Passenger Handling Company is required to meet the KPIs set by the Carrier that shown in the following table.

All the target is reviewed annually and change accordingly if needed.

| KPI | | Target | Explanation |
|---|-----------------|---------------|---|
| Punctuality - within 15 minutes of STD/ETD (refer only to flight delays attributable to Passenger Handling Company) | | $\geq 99.7\%$ | The percentage of On-time flights in total departure flights is more than 99.7% |
| Customer reflex | Check-in | $\geq 81\%$ | Base on a customer online survey carried out by Vietnam Airlines |
| | Boarding | $\geq 78\%$ | |
| | Post flight | $\geq 78.5\%$ | |
| | CSI check-staff | $\geq 83\%$ | |
| Baggage mishandling (delay baggage, damaged baggage etc) | | ≤ 4.0 | Rate of mishandling baggage (pieces per 1000 passengers) is lower than 4.0. |

C. Ground Handling

I. Check-in

1. The Passenger Handling Company shall attend to any special handling request for the flight such as INF, CHD, family, WCHR, MEDA, Frequent Flyers etc.
2. The Passenger Handling Company shall ensure all check-in equipment/signage shall be in use. Sufficient stock of check-in documents like boarding pass, lounge invitation

card, baggage tag and meal coupon etc. shall be available before check-in counters open.

3. The Passenger Handling Company shall make staff available on the basis of the number of check-in counters according to types of aircraft as below:

| Aircraft | Counter for Business/ Premium Class/ Priority passengers | Counter for economy class passenger | Total |
|-----------|--|---|-------|
| A350/B787 | 3 | 4 | 7 |

Note:

- Check-in agents must be present right after the counters are open.
 - One Lead agent (overlooking Check-in and Gate procedure at 240 minutes until STD) and can act as floor walker (when necessary)
 - Seven Agents at 240-minute until 60 minutes before STD
 - One Arrival agent at ONB -5 minutes +90 minutes at Arrival Hall
 - One Lost & Found agent at ONB -5 minutes +90 minutes at central Lost & Found desk.
 - One Turnaround Coordinator.
4. The check-in counters shall be operated according to the following opening time:

| | |
|----------------------------|-------------------|
| STD - 4 hrs to STD -60mins | All counters open |
|----------------------------|-------------------|
 5. Queuing time for passengers at business counters and priority counters is not more than 6 minutes, for passengers at economy counter is not more than 15 minutes. (depending on the arrival of the passengers at the check in hall)
 6. The check-in process shall be done as quickly and efficiently as possible, with the check-in processing time at business counters, priority counters is not more than 4 minutes and at economy counters not more than 6 minutes (provided that no miscommunication by non-speaking English/local language occur and provided no excess baggage occur).
 7. The lead agent, who can act as the check-in supervisor for each flight, should be available at all times to effectively supervise, anticipate, and solve any problems that may arise. Furthermore, the lead agent may also act as a floor walker when necessary, under the guidance of the carrier, and is responsible for welcoming and instructing passengers, as well as effectively managing the queue.
 8. Check-in staff shall address passenger by name and extend warm and friendly greeting and farewell to the passengers, receive/hand over passenger's document by both hands. The passenger must be advised of gate number and boarding time.
 9. When accepting passenger's baggage, check-in staff must follow to the Dangerous Good Regulation, passengers must be asked about the content of their baggage. Check-in staff shall ensure that all baggage is correctly tagged and weighted, name label is attached if passenger request.
 10. Check-in staff shall issue lounge invitation to eligible passengers in accordance with Vietnam Airlines policy.

11. Check-in staff shall check if passengers are holding valid travel documents, visa or air tickets required.
12. The Passenger Handling Company shall perform other necessary tasks including entering frequent flyer data into the system, processing passenger's request to redeem miles point, collecting excess baggage charge.
13. The Passenger Handling Company shall assign at least one staff to assist passengers at kiosk check-in (if applicable).
14. The Passenger Handling Company shall handle the irregularities like deny boarding, involuntary downgrading in accordance with the Vietnam Airlines policy and procedure.
15. The Passenger Handling Company shall carry out a test of the manual fallback systems for check-in once per year without any disruption to the Carrier.
16. If there are equal or more than five times in a calendar month where the Passenger Handling Company is in shortage of the mentioned check-in staffing, from the fifth time onwards, EUR 100,00 per assignment will be credited to the Carrier. An overview of the affected days will be provided by the Carrier and discussed with the Handling Company on a monthly basis.
17. For any flight where the Passenger Handling Company is short of staffs in Check-in area, EUR 50,00 per staff per hour will be credited to the Carrier. However, in any circumstance, at least 04 check-in agents must be present on duty 240 minutes before ETD. In addition, another EUR 50,00 per staff per hour for not complying with the contract will also be credited to the Carrier. An overview of the affected flights on affected days will be provided by the Carrier and discussed with the Handling Company on a monthly basis.

II. Boarding/Departure Handling

1. Boarding of passengers shall be carried out in accordance with the Vietnam Airlines procedures. Generally, special passengers shall be boarded first.
2. The Passenger Handling Company shall ensure correct departure time and gate number(s) are displayed in flight display system and boarding gate signage set up
3. Assign at least four staffs including one working supervisor from the existing check-in crew to be ready at the gate for executing boarding procedure. One staff is to control the queuing lines and pre-check the boarding pass and travel document of passengers. Staff must be well briefed before handling passenger who needs special assistance as required, e.g. passenger with tight connection, special passengers, MAAS, UM, infant, etc. At least two staff shall be present at the gate -120min STD. The additional two staff shall be present no later than -60min STD.
4. Boarding staff shall address passenger by name and extend warm and friendly greeting and farewell to the passengers, receive/hand over passenger's document by both hands.
5. The Passenger Handling Company shall control carry-on baggage that does not comply with Vietnam Airlines regulation.
6. Boarding calls are to be audible, distinct, pleasant and courteous. Boarding announcements shall be made sufficiently in advance of commencement of pre-boarding. All announcements shall be made in English and local language.

7. The Passenger Handling Company shall advise passengers who are in Business lounge about boarding status (via activating the “boarding status” on the flight information monitors available at the lounge).
8. The Passenger Handling Company shall provide timely advice to the Vietnam Airlines representatives if there are passengers who has not boarded at minus 15 minutes to estimated time of departure.
9. The Passenger Handling Company shall handle involuntary upgrades/ downgrades/ denied boarding in accordance with Vietnam Airlines policy.
10. The Passenger Handling Company shall perform second verification of passenger documents while boarding passengers to ensure that passengers are holding valid documents for travelling.
11. The Passenger Handling Company shall ensure that checked baggage for passengers that have not been accepted for the flight will not be loaded on board the aircraft.

III. Delay and Cancelled Flight

1. In the event of delay, disruption or cancellation, the Passenger Handling Company is to consult, plan and co-ordinate with Vietnam Airlines for necessary arrangement and provides a supervisor to act as delay coordinator.
2. All staff involved in the delay handling must be fully briefed before passenger contact.
3. The Passenger Handling Company shall keep passengers informed of consistent and up-to-date information.
4. The Passenger Handling Company shall provide extra attention and service to Business Class customers, FFP card holder and passengers who need special need.
5. In the event of passengers being accommodated at hotel:
 - a) adequate staff shall be made ready to handle retrieval of baggage if necessary and to provide other necessary assistance.
 - b) The Passenger Handling Company shall provide adequate staff and supervision to re-check-in passengers and to make all necessary boarding arrangement.

IV. Arrival Handling

1. The Passenger Handling Company shall ensure correct arrival time and gate number(s) are displayed in the flight display system.
2. Agents must be well briefed and handle passengers who need special assistance as required, e.g. passengers with short connection, special passengers, UM, infant...
3. Aircraft doors must be opened within 2 minutes upon aircraft arrival on blocks.
4. Announcements shall be made at the arrival hall, if baggage delivery is delayed. Announcements shall be made in English and local language.
5. At least 1 staff shall be at baggage carousel and attend to any problem with passenger baggage.
6. The staff must be available until all passengers have been cleared from the CIQ and baggage claim area.
7. The Passenger Handling Company shall handle miss connection passenger according to Vietnam Airlines policy to provide assistance like reclaim baggage, meal, hotel...

V. Lost and Found Handling

1. The Passenger Handling Company shall follow Vietnam Airlines procedure to handle all kinds of mishandled baggage cases (AHL, DPR, FWD, OHD, RFP...etc) and management reports.
2. The Lost and Found counter/office shall be easily accessible by the passengers and adequately manned during operational and office hour.
3. Lost and Found office shall ensure that missing - AHL - and found/surplus - OHD - baggage reports are updated in system accordingly. Mandatory elements must be updated.
4. Damage/Pilferage report - DPR - must be created in system. Mandatory elements must be updated.

VII. Penalty for Mal – performance

1. In addition to the liability for physical loss of aircraft mentioned in SGHA, the Passenger Handling Company shall reimburse to the Carrier all the other indirect losses that can be made into invoices or some kinds of others which are equivalent such as costs for meals vouchers, hotel accomodation, transportation and others relevant (if any).
2. Delay codes attributable to the Passenger Handling Company will be as follows:

(B) PASSENGER AND OPS HANDLING: 11, 13, 15, 31
3. If the Passenger Handling Company causes the delay (in accordance with the delay codes as per point 1) and is fully and solely accountable for the delay, the handling charge will be deducted from the package rate as follows:

- Deay > 15 minutes:10% of turnaround cost waived of the respective handling charge.
- Delay > 30 minutes:20% of turnaround cost waived of the respective handling charge.
- Delay > 60 minutes:50% of turnaround cost waived of the respective handling charge.
4. Any possible immigration fines from departure station (MUC) and arrival stations (HAN/SGN) which may be applied to the Carrier due to the Handling Company's mal-performance/mistakes in handling shall be reimbursed to the Carrier by the Handling Company.

REQUIREMENT ON DCS TRAINING

Please state « Yes » or « No »

1. DCS check-in:

- a. Training duration: 06 days including 04 days for check-in module and 02 days for supervisor module « Yes » or « No »
- b. Trainee: local trainers of ground handlers « Yes » or « No »

Note: if GHA's staffs have many experience in using Carrier's DCS to serve other airlines' flights, we will consider to reduce the training duration.

2. Other content (such as lost & found system) if the bidder's system is not Worldtracer.

- a. Training duration: around 04 days « Yes » or « No »
- b. Trainee: local trainers of ground handlers« Yes » or « No, however we have trainers trained on other systems who can be nominated for certification »

Note : the duration and content of training can be adjusted on mutual agreement.

**(Handler who is currently having ISAGO certificate do not need to fill
Checklist 1, 2)**

CHECKLIST 1: CORPORATE & SAFETY MANAGEMENT QUESTIONNAIRE

| | | |
|---|--|--|
| Company's Name | | |
| Address | | |
| Contact Person's Name | | |
| Job Title | | |
| Email address | | |
| Mobile | | |
| Fax no | | |
| Year of Incorporation | | |
| Parent Company Name and Address (if applicable) | | |
| Shareholder of company | | |
| Resources | | |
| TTL Number of Staff Worldwide – | | |
| Number of Staff | | |
| Safety & Quality Management | | |
| State whether your organization has a series of documented Information Security policies and Quality Assurance policies | | |
| Are Safety Standards and procedures reviewed regularly? | | |
| Does the organization have a dedicated safety officer? | | |
| How is non-compliance with organizational safety standards and procedures identified and dealt with? | | |
| How, and by whom, are all proposed changes to operations or equipment assessed to determine their safety impact? | | |
| How are corrective actions monitored to ensure implementation? | | |

| | |
|--|--|
| Are safety critical systems and equipment inspected on a regular basis? | |
| Are risk assessments of identified and potential hazards undertaken? | |
| Have any safety incidents /accidents occurred in the last 12 months where equipment, systems or inMUCstructure was determined to be a part of the causal factors? | |
| What arrangements are in place to enable the detection of safety deviations from policy standards and procedures? | |
| Facilities | |
| <p>Does your company have the necessary facilities, work space, equipment and supporting services, as well as work environment, to satisfy ground handling operational safety requirements:</p> <ul style="list-style-type: none"> • Buildings, workspaces and associated utilities; • Facilities for people in the organization; • Support equipment, including tools, hardware and software; • Support services, including transportation and communication. <p>A suitable work environment satisfies human and physical factors and considers:</p> <ul style="list-style-type: none"> • Safety rules and guidance, including the use of protective equipment; • Workplace location(s); • Workplace temperature, humidity, light, air flow; • Cleanliness, noise or pollution. | |

CHECKLIST 2: PASSENGER SERVICE QUESTIONNAIRE

Vietnam Airlines JSC (VN) cordially appreciate if you could fill out this questionnaire and return it to us.

| | |
|--|--|
| Name of Company | |
| Contact Address | |
| Name of the person in charge of passenger handling | |
| TEL | |
| FAX | |
| E-Mail | |
| SITA Address | |

Please indicate your number of employees (Passenger Section):

| Department | Full Time Employees | Part Time Employees |
|--|---------------------|---------------------|
| Management | | |
| Administration | | |
| Training | | |
| Customer Services | | |
| Supervisor | | |
| Controller | | |
| General agent | | |
| Ticketing (Dedicate or non-dedicate) | | |
| Lost & Found (Dedicate or non-dedicate) | | |
| Lounges | | |
| Others (Door operation, PBB operation, etc.) | | |
| Employee who has more than 3 years' experience | | |

Please give details of your existing customers.

| Airline | Services Offered | | | | Check-in System (Online or Offline) | Aircraft Types | Flights per week |
|---------|------------------|-----------|--------------|-------|--|----------------|------------------|
| | Pax | Ticketing | Lost & Found | Other | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |

| | | | | | | | |
|--|--|--|--|--|--|--|--|
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |

What are your busiest hours of the day?

What are your busiest days of the week?

Do you subcontract any services to third parties?

| Service | Provider |
|---------|----------|
| | |
| | |

How do you manage third parties?

Please indicate your training environment:

| Type of room | Location | Number of rooms | Number of installed equipment | Number of terminal which are connected to CUTE Network | If not connected to CUTE network, please give difficulty level of CUTE connectivity. |
|----------------|--|-----------------|-------------------------------|--|--|
| Dedicated room | Inside terminal Bldg. | | | | |
| | Outside terminal Bldg.(inside airport) | | | | |
| | Far from airport (outside) | | | | |

| | | | | | |
|---|--|--|--|--|--|
| | Close to airport (outside) | | | | |
| Temporary room (e.g. meeting room) | Inside terminal Bldg. | | | Details on how to connect to the server/network | |
| | outside terminal Bldg.(inside airport) | | | | |
| | Far from airport (outside) | | | | |
| | Close to airport (outside) | | | | |
| Use other facility (e.g. check- in counters,etc.) | Details : | | | | |

| | Staff without experience of Airline handling | Staff with experience of Airline handling |
|---|---|---|
| What kind of training do you provide for new recruits? Please give details on training curriculum and training material. | | |
| How long does it need to start working? | | |

| | |
|---|--|
| Do you have any human resource development program for your staff regarding airline handling? If you do, please give details on how you cultivate controllers, supervisors, etc. | |
| What kind of training material do you use when you conduct education and training for a new customer? | |

| | |
|---|--|
| Do your instructors create training materials based on the carrier's material, or do you use the material which carrier provides. | |
|---|--|

| | |
|---|--|
| Are you able to provide at least 2 instructors for VN handling? Please give details on the instructors. | |
| Number of dedicated instructor | |
| Number of instructor who combines with other work | |
| Details of other work | |

| | |
|---|--|
| Are you able to provide staff with airline handling experience? If yes, how many staff can you provide? | |
| How many carriers do one agent handle? | |
| How often do you assign an agent to one carrier? | |

| | |
|--|---|
| How is the composition of the team members for your customer carrier? * (e.g. Supervisor/Controller are dedicated / General agents are not // Land side staff are dedicated / Air side staff are not) | <input type="checkbox"/> compose all dedicate staff |
| | <input type="checkbox"/> compose all non-dedicate staff |
| | <input type="checkbox"/> mixed dedicate and non-dedicate staff *Details: |

| | |
|--|--|
| Do you have any Standard Operating Procedure (SOP) management system? If you do, how do you revise, inform revised content to all staff, and make sure the notice is informed to all staff. | |
|--|--|

| | |
|---|--|
| In what method is the new handling information updated to all staff? | |
| How long does it need for all concerned staff to confirm the new information? | |

| | |
|--|--|
| Do you have any Quality Management Program? If you do, please give details on how you monitor, report and rectify, if necessary, the standards of services provided to your customer. | |
|--|--|

| | |
|---|--|
| Do you have any Safety Management System? If you do, please give details. Do you train the SMS to your staff? Please provide the proof (certificate, records...) | |
|---|--|

| | |
|--|--|
| Do you have ISAGO certificate? If yes, please provide the most recent year the certification was offered? | |
|--|--|

| | | | |
|--|------|---------------|----------------------|
| Can you provide WCHR/Baby stroller/Meet and Greet service? If yes, please give the maximum number per flight. | WCHR | Baby stroller | Meet & Greet Service |
|--|------|---------------|----------------------|

| | |
|--|--|
| Can you collect charges on behalf of Carrier? If yes, please give details on procedures to issue new ticket, EBT and MCO. (Is it possible to issue EBTs at check-in counter?) | |
|--|--|

| | |
|--|--|
| Do you have a license for money exchanger and some credit card authorization machines? | |
|--|--|

| | |
|--|--|
| Which department is in-charge of Door operation? | |
| Which department is in-charge of jet bridge operation? | |

Training and Qualification of Aircraft Servicing Staff

➤ please tick the applicable Boxes and give the number of staff for the job function group

A: Training must be completed by a written test (Yes/No)

B: A License is issued (Yes/No)

| Services provided (Terminal handling) | Is training programme in accordance with IATA regulations | A | | B | | No of employees |
|--|---|--------------------------|--------------------------|--------------------------|--------------------------|-----------------|
| | | Yes | No | Yes | No | |
| Passenger handling agent | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Load control agent | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Baggage handling agent | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

Following documents shall be attached upon submission with this request by VN.

| |
|--|
| <u>Basic Information</u> |
| 1.Organization chart of Passenger Handling department at airport 1)Responsible person of each division needs to be assigned / mentioned 2)The number of staff of each division needs to be specified |
| 2.Assign Sub contractor for Passenger Handling or not? If the sub contractor will be assigned, organization chart of the sub contractor is required |
| 3.Layout of Passenger Service office (floor plan) |
| 4.Picture of Uniform |
| <u>Working Assignment / Roster</u> |
| 1.Roster for staff as of now Working hour, number of staff and responsible person at each hour need to be described |
| 2.The image of Envisaged Roster for staff after starting VN operation 1)The basic envisaged roster image which covers VN handling 2)Working hour and number of staff, etc need to be described |
| 3.The image of envisaged daily base working assignment after starting VN operation. |
| <u>Training</u> |
| 1.Dangerous Goods Training Record 1)Records of all staff who are involved in VN handling 2)Records of customer service staff with IATA Category 3)Every staff shall take recurrent training within every 24 month 4)IATA DGR Certificate of DG instructors |
| 2.DG Training policy manuals/syllabus DG Training policy manual or equivalent which mentions training program or syllabus |
| 3.Training policy manual or syllabus other than DG training Training which is regulated by law and other related training which is necessary for passenger service operation other than training which is required by Carrier. |
| 4.The image of envisaged training plan for initial internal training for VN handling. 1)Training hours and curriculum for internal training before start up of VN handling. 2)Training schedule for internal training before start up of VN handling. |
| <u>Emergency Response</u> |
| 1.Emergency contact list Emergency contact list or contact flow chart in case of accident or incident |
| 2.Manual or equivalent regarding accident/incident Necessary procedures in case of accident/incident need to be established |

