

## **C. List of Services**

### **As per IATA AHM 810 SGHA Effective 1 January 2018:**

#### **A] Basic Package**

### **SECTION 1: MANAGEMENT FUNCTIONS**

#### **1.1 Representation**

1.1.2, 1.1.3, 1.1.4

#### **1.2 Administrative Functions**

1.2.1, 1.2.2, 1.2.3 (b to e & h, i), 1.2.4

#### **1.3 Supervision and/or Co-ordination**

1.3.1, 1.3.2, 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(a)(1)(2)(3)(4)(5)(6), 2.1.4(a)(5), 2.1.5, 2.1.6(a), 2.1.7, 2.1.8

#### **2.2 Departure**

2.2.1, 2.2.2(a)(d), 2.2.3(a)(1)(2)(b)(1)(4), 2.2.4(a)(b)(1)(2)(i)(iv), 2.2.5(a)(b)(c)(d)(1)(4),  
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), 2.2.15, 2.2.16, 2.2.17

#### **2.3 Arrival**

2.3.1, 2.3.2(a), 2.3.3(b), 2.3.4(a)(1)(2) (3 – for 5 days) (5)(6)

### **SECTION 3: RAMP SERVICES**

#### **3.1 Baggage Handling**

3.1.1(a), 3.1.2, 3.1.3, 3.1.4, 3.1.5, 3.1.6, 3.1.7, 3.1.8, 3.1.9, 3.1.10(a)(c)(1)(2)(3)(4)

#### **3.2 Marshalling**

3.2.1(a)

#### **3.3 Parking**

3.3.1, 3.3.2(a)(b)(6)

#### **3.4 Ancillary Items**

3.4.1(a)(c) (1 to 5) – *Upon Request*

#### **3.5 Ramp to Flight Deck Communication**

3.5.1, 3.5.2(a)(b) (d – *upon request*)

#### **3.6 Loading and Unloading**

3.6.1(a)(c)(1)(2), 3.6.2, 3.6.3(a)(c), 3.6.4(a), 3.6.5(a), 3.6.6, 3.6.7, 3.6.9(b)

#### **3.7 Safety Measures**

3.7.1, 3.7.2(a)(1)(2), 3.7.3

### **3.8 Moving of Aircraft**

3.8.1(a)(1)(2)(4), 3.8.2(b), 3.8.3

### **3.10 Interior Cleaning**

3.10.1(b), 3.10.2, 3.10.3(a to g) (1), 3.10.4(a)(b)(1)

### **3.11 Toilet Service**

3.11.1(a)(1)(2)

### **3.12 Water Service**

3.12.1

## **SECTION 4: LOAD CONTROL AND FLIGHT OPERATIONS**

### **4.1 Load Control**

4.1.1, 4.1.2(a)(b)(1)

### **4.2 Communications**

4.2.1, 4.2.2, 4.2.3

### **4.3 Flight Operations**

4.3.1, 4.3.2(a)(1), 4.3.3(a)(1), 4.3.4(a)(b)(c)(d)(1), 4.3.5(a)(b)(c)(d)(1), 4.3.7

## **SECTION 5: CARGO AND MAIL WAREHOUSE SERVICES**

### **5.3 Documentation Handling**

5.3.4

### **5.7 Irregularities Handling**

5.7.1, 5.7.2, 5.7.3, 5.7.4(a)

## **SECTION 6: SUPPORT SERVICES**

### **6.2 Automation/Computer Systems**

6.2.1(a)(c)(1)(2), 6.2.2(a)(3)(4)(5)(6)

### **6.3 Unit Load Control (ULD) Control**

6.3.1, 6.3.2, 6.3.3, 6.3.4, 6.3.5

### **6.5 Ramp Fueling/Defueling Operations**

6.5.1

### **6.6 Surface Transport**

6.6.1(a) (1 to 5) (i)

### **6.7 Catering Services – Liaison and Administration**

6.7.1

## **SECTION 7: SECURITY**

### **7.1 Passenger and Baggage Screening and Reconciliation**

7.1.1(a), 7.1.2(b), 7.1.3(b), 7.1.4(a)

### **7.4 Ramp**

7.4.1(a)(1), 7.4.3(a)(1)(i)(ii)(iii), 7.4.4(a)(1)(2)

### **7.5 Additional Security Services**

7.5.1(a) – *upon request*

## **B] Additional Package**

### **B1] Engineering/Maintenance Services**

## **SECTION 1: MANAGEMENT FUNCTIONS**

### **1.2 Administrative Functions**

1.2.3 (j), 1.3.6

## **SECTION 2: PASSENGER SERVICES – Not Applicable**

## **SECTION 3: RAMP SERVICES**

### **3.3 PARKING**

3.3.1, 3.3.2 (Upon Request)

### **3.4 Ancillary Items**

3.4.1 (Upon Request)

### **3.5 Ramp to Flight Deck Communication**

3.5.1, 3.5.2

### **3.7 Safety Measures**

3.7.1, 3.7.2(a)(b)(1)(2), 3.7.3

### **3.8 Moving of Aircraft**

3.8.1(a)(1)(2)(4), 3.8.2(b)

## **SECTION 4: LOAD CONTROL AND FLIGHT OPERATIONS – Not Applicable**

## **SECTION 5: CARGO AND MAIL WAREHOUSE SERVICES – Not Applicable**

## **SECTION 6: SUPPORT SERVICES**

### **6.5 Ramp Fueling/Defueling Operations**

6.5.1, 6.5.2, 6.5.3, 6.5.4, 6.5.5, 6.5.7, 6.5.8, 6.5.9

**SECTION 7: SECURITY – Not Applicable**

**SECTION 8: AIRCRAFT MAINTENANCE**

**8.1 Routine Services**

8.1.1, 8.1.2, 8.1.3, 8.1.4, 8.1.5

**8.2 Replenishing of Oils and Fluids**

8.2.1, 8.2.2, 8.2.3, 8.2.5, 8.2.7

**8.3 Non-routine Services**

8.3.1, 8.3.2, 8.3.3, 8.3.4

**8.4 Material Handling**

8.4.1, 8.4.2, 8.4.3

**8.5 Parking and Hangar Space**

8.5.1