Date: __________________________ Aircraft type: __________________________

A/C Reg: __________________________ Flight number: __________________________

Position: __________________________

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Services ordered:
2008 IATA SGHA Sections

☐ Push-back 3.5.2 (a) (b) (c), 3.8.2 (b) 1.2., 3.9.1 (a), 3.9.3 (a)

☐ Towing (3.9.3.b-c) From: ____________ To: ________________________

☐ Toilet Service 3.12.1 (a) 1.

☐ Water Service 3.13.1 (a) 1.

☐ Draining water tanks 3.13.1 1.

☐ Cooling of a/c 3.4.1 (a) (c) Time from: ____________ Until: ________________________

☐ Heating of a/c 3.4.2 (a) (c) Time from: ____________ Until: ________________________

☐ Starting 3.7.1 (a) (c) (Jet/Air Starter)

☐ Exterior Cleaning 3.10.1 (a) (Cleaning Flight Deck Windows)

☐ Use of Cherry-Picker Time from: ____________ Until: ________________________

☐ De-icing 3.17.3 (a) 1. 2., 3.17.4, 3.17.5, 3.17.6. 3.17.7, 3.17.8

☐ Anti-icing (preventive 3.17.6)

☐ Loading and Unloading 3.6.1 (a) (c) 1. (passenger steps) 2. (flight deck steps) ____________ Until ________________________

(Provide suitable passenger and/or flight deck steps)

☐ Ramp Fuelling/Defuelling Operations 6.5.1, 6.5.4, 6.5.7, 6.5.8, 6.5.9

☐ Other (specify):

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Services ordered by:

Airline/Handling agent: __________________________ Name: (PLEASE PRINT) __________________________

KLM Dept.code __________________________

Kostenplaats: __________________________

For internal KLM use only

Notes: __________________________

SAP service order: __________________________

For internal KLM use only

By signing this workorder form the above handling company, airline or other accepts the "General conditions for the provision of aircraft support services" laid down by KLM Royal Dutch Airlines and available upon request and its applicable tariffs and payment conditions. Workorders signed without readable name will not be accepted. For details on requested services please see the mentioned “General Conditions” on the reverse side of this document.

Signature __________________________

KLM 1184-03.11
GENERAL CONDITIONS FOR THE PROVISION OF AIRCRAFT SUPPORT SERVICES BY KLM Royal Dutch Airlines

ARTICLE 1 DEFINITIONS
1.1 "KLM Royal Dutch Airlines", department of KLM Royal Dutch Airlines and responsible for offered services in these General Conditions.
1.2 "KLM Aircraft Services", hereafter called "Handling Company" or "KLM".
1.3 "Carrier", airline or other Service Provider which might require the services of this Handling Company under the provisions of this Agreement, hereafter called "the Carrier" or "the Handling Company" shall be entitled to engage the airline or handling agent in agreements as covered by these General Conditions.
1.4 "Workorder": the standard KLM form used for ordering services and available from www.klm.com/aircraftservices.
1.5 "Handling agent": representative of an airline or handling agent signing a work order on behalf of the Carrier or any airline or handling agent.
2.5 STANDARD OF WORK: notwithstanding Article 5 of this Agreement, the Handling Company shall make sure that damage, death, delay, injury or loss would probably result from requests given by SITA telex or via fax communication.

ARTICLE 2 GENERAL
2.1 These General Conditions replace any other published by KLM Royal Dutch Airlines for the provision of the services and are valid as of 4th April 2010.
2.2 By ordering any of the mentioned services from KLM the other party accepts these General Conditions and excludes any General Conditions of its own from the agreement in accordance with article 6:225(1) of the Dutch Civil Code.
2.3 These general conditions are applicable for:
- Airlines who have a valid SGHA agreement with KLM, including their employees, servants, agents and subcontractors; airlines who have not signed a contract for membership with KLM but this agreement does not cover services as described hereafter.
- Airlines who have not signed a contract for membership of the KLM "KIPS" (KLM De-Icing Pool Schiphol) program.
- Handling agents or other companies requesting services from KLM as described hereafter.
- Internal KLM customers.
2.4 These General Conditions are available from:
- KLM Aircraft Services, Department of KLM Ground Services at Schiphol Airport.
- Airlines who have a valid SGHA agreement with KLM, including their employees, servants, agents and subcontractors; airlines who have not signed a contract for membership with KLM but this agreement does not cover services as described hereafter.
- Handling agents or other companies requesting services from KLM as described hereafter.
- Internal KLM customers.
2.5 STANDARD OF WORK: notwithstanding Article 5 of this Agreement, the Handling Company shall make sure that damage, death, delay, injury or loss would probably result from requests given by SITA telex or via fax communication.

ARTICLE 3 CHARGES
3.1 Charges will be made according to the KLM price list and are available upon request.
3.2 Handling agents or other companies will be charged directly by KLM for services requested after signing the work order. Payment is expected within 30 days of the invoicement. For representation of this regulation see article 3.1. Handling agents or other companies signing workorders "on behalf of" an airline will not be accepted.
3.3 The use of a workorder form shall not be interpreted as a commitment by KLM to deliver the Services at the exact time and location requested by the customer. Services are available when resources are available.

ARTICLE 4 TRANSFER OF SERVICES
4.1 The Handling Company may subcontract some of the services as mentioned in these General Conditions.

ARTICLE 5 SETTLEMENT
5.1 For IATA members, settlement of account shall be efectuated through IATA Clearing House. Non-IATA members will be invoiced.
5.2 For handling agents or others see article 3.2.

ARTICLE 6 LIABILITY AND INDEMNITY
6.1 In this Article, all references to:
(a) "the Carrier" or "the Company" shall include their employees, servants, agents and subcontractors;
(b) "ground support equipment" shall mean all equipment used in the performance of handling services included in Annex A, whether fixed or mobile, and
(c) "act or omission" shall include negligence.
6.2 Except as stated in Sub-Article 8.5 of the Main Agreement, the Handling Company shall not make a claim against the Handling Company and shall indemnify it (subject as hereinafter provided) against any legal liability for claims arising from or in connection with the performance of the handling services and expenses incidental thereto, in respect of:
(a) delay, injury or death of persons carried or to be carried by the Carrier, or carried by the Handling Company, or death, injury, or loss or damage resulting therefrom;
(b) injury or death of any employee of the Carrier;
(c) damage to or loss of baggage, cargo or mail carried or to be carried by the Carrier, and
(d) damage to or loss of property owned or operated by, or on behalf of, the Carrier and any consequences thereto.
6.3 The Handling Company in respect of damage, death, delay, injury or loss or recklessly and with the knowledge that damage, death, delay, injury or loss would probably result, shall be responsible only if the damage, death, delay, injury or loss or recklessly and with the knowledge that damage, death, delay, injury or loss would probably result, shall be responsible only if
6.4 Notwithstanding Sub-Article 8.1(d), the Handling Company shall be liable to the Carrier for any physical loss or damage to the Carrier's Aircraft caused by the Handling Company's negligent act or omission PROVIDED ALWAYS THAT the Handling Company shall be liable to any such loss or damage to the Carrier's Aircraft in an amount not exceeding the deductible under the Carrier's Hull All Risk Policy which shall not, in any event, exceed USD 1,500,000 except that loss or damage in respect of any incident below USD 3,000 shall be indemnified.
6.5 This article is not applicable for airlines that have a valid SGHA in place with KLM for handling at Schiphol airport and have agreed other liabilities.

ARTICLE 7 ENVIRONMENT
7.1 The handling company assures the Carrier that the handling activities provided under this agreement shall be performed in accordance with applicable environmental laws, permits and licenses.

ARTICLE 8 JOINT AVIATION REQUIREMENTS
8.1 The Handling Company assures that, services falling under the provisions of EU OPS in force will be rendered, complying with the standards and recommended practices of this regulation see article 8.1. Handling agents or other companies signing workorders "on behalf of" an airline will not be accepted.
8.2 In case of disputes arising from the implementation of this agreement, its appendices and/or amendments, the parties hereto will endeavour to settle such disputes by mutual consent. If the parties are unable to do so within a 10 (ten)-day period, the dispute shall only be brought before the competent Court of Law at Amsterdam, The Netherlands.

ARTICLE 10 AVAILABLE SERVICES
10.1 De-Icing services
10.1.1 De- and Anti-icing services are defined as the removal of any form of contamination such as snow, frost, ice and slush from aircraft surfaces and protection against reformation afterwards.
10.1.2 No charges will be made for the post-treatment contamination Anti-icing service.
10.1.3 De- and Anti-icing services can be provided at the gate or remote position.
10.1.4 Whether the Carrier will undergo the De- and/ or Anti-icing treatment at a gate position or at the remote location will be decided by the Carrier but are held by a Court not to be applicable to such act or omission.
10.1.6 The Handling Company shall be accountable for any damages (e.g. de-ice and/or) and/or cancellations and the costs caused by such events resulting from the unavailability of De-Icing services as described hereafter.
10.1.7 For cancellation of de-icing requests after the aircraft reaches the remote position or after the de-icing truck arrives at the (gate) position, 30% of the treatment fee will be charged.
10.1.8 For cancellation of de-icing requests after the aircraft reaches the remote position or after the de-icing truck arrives at the (gate) position, 30% of the treatment fee will be charged.