

SLA - SIMPLIFIED SERVICE LEVEL AGREEMENT

Export Processes

SERVICE DEFINITION	TARGET	MEASURING POINTS & MEASURING PERIOD			KPI TO BE MONITORED	MEASURED BY (CARRIER GH, OTHERS)
		1 st YR	2 nd YR	3 rd YR		
Prepare Cargo Manifest(s)	FFM Flight Manifest to be sent latest 60 min after STD	100%	100%	100% If applicable	FFM	Carrier
PRECONDITION: DUO/LDM/CPM/MVT Message from Load Control ATD 30 min						
Delivery of Cargo/Mail related documentation from/to agreed points and aircraft	Documents delivered from warehouse to aircraft within 60 min before STD.	n/a	n/a	n/a	To be defined & agreed by both.	Ground Handler
PRECONDITION: none						
Accept Cargo	Export Reception –Trucking Manifest check Maximum waiting time of 15 minutes	90%	92%	95%	Time between arrival at export reception and service at export counter	Ground Handler
PRECONDITION: After all formalities have been completed						
Accept Cargo	Export Trucking – Maximum waiting time of 2 hr (Queuing time)	90%	92%	95%	Time between documentation handover at cargo and acceptance of first piece unloaded from truck/FOH	Ground Handler
PRECONDITION: Complete and correct documentation by the Forwarder						
Accept Cargo	Latest acceptance time before STD:				Arrival time at acceptance – RCS	Ground Handler
	- General Cargo (loose Cargo) – 12H	92%	95%	95%		
	- Shipper Built Units - 4H	90%	95%	98%		
	- Special products (Courier, Express) – 3h	90%	95%	98%		
	- Mail – 4 hr	90%	95%	98%		
	- Pharma - 4hr	90%	95%	98%		
	- PER – 4hr	90%	90%	90%		
- E-Com “MAWB” – 4hr	90%	95%	98%			
Accept Cargo	FOH freight on hand in GHA Warehouse 2hr before STD	95%	97%	98%	Last piece FOH	Ground Handler
	Except Courier 90 min before STD					
PRECONDITION: Validates ready for carriage, dependency delivery by shipper/agent.						
Accept Cargo	Full freight acceptance complete in GHA Warehouse 2hr before STD	95%	97%	98%	Last piece RCS	Ground Handler
	Except courier 90 min before					

Initials of Handling Company _____

Initials of Carrier _____

	STD.					
PRECONDITION: Validates ready for carriage, dependency delivery by shipper/agent						
Provide warehouse and storage facilities for Cargo	Sufficient storage locations and appropriate storage facilities for every special load (Except VAL & PER)	100%	100%	100%	Results of regular audits by GHA Facility matrix	Ground Handler/Carrier
PRECONDITION: Validates ready for carriage, dependency delivery by shipper/agent						
Prepare Cargo	- FBL sent by the Carrier latest 12h before STD for passenger flights	100%	100%	100%	FBL sent	Ground Handler
	- FBL sent by the Carrier latest 24h before STD for freighter flights	100%	100%	100%		
PRECONDITION: none						
Prepare Cargo	Build-up instructions sent by the Carrier to the GH latest 12 hours before STD	98%	98%	98%	Final build-up instruction sent	Ground Handler
PRECONDITION: none						
Perform acceptance check on pre-built cargo	Weight & Volume checks for a minimum of 20% of shipments – RFC Checks	97%	97%	97%		Ground Handler
						Clean flight-Freighter report or weekly report to be sent to the carrier including ULD/AWB NO.
PRECONDITION: Transit shipments to be defined						
Prepare Cargo	Final load information sent to load control unit latest 120 mins before STD	98%	98%	98%	Sending of final on-load message	Carrier
PRECONDITION: none						
Load Outbound Cargo	Export cargo ready for loading 120 mins before STD	98%	98%	98%	Transportation order for ramp transport unit	Ground Handler
PRECONDITION: Provided that building instructions for last pallet received on time (4:30 hours before STD)						
Provide/Arrange for screening of cargo and mail	100% screening of cargo and mail according to Authority requirements, IATA Regulations and GHA Procedures	100%	100%	100%	To be defined according to local laws.	Ground Handler and carrier
PRECONDITION: Conditions to transfer/transit cargo to be defined						
Take physical inventory of ULD stock and maintain records (SCM)	Guarantee weekly accurate inventory				To be defined only AKE and cargo units as per GH agreement	Ground Handler
PRECONDITION: none						
Cargo flown as planned by the Carrier	- Global compliance with load plan of 95%	90%	95%	97%	FAB – Final manifest vs booking list Base on the IRR codes related to GH	Carrier
	- Compliance with load plan for special products (Courier, e-Com, Express,	100%	100%	100%		

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	Pharma, PER) of 100%					
PRECONDITION: Offloads beyond GH control						
Control of Off loadings	Information about all offloaded cargo to be delivered to CRM maximum 120 min after ATD	95%	97%	98%	FAB – Final manifest vs booking list As per SLS with GHA times need to be check	Carrier
PRECONDITION: Offloads beyond GH control – providing GH gets the CPM and DUO from LC						

Import Processes

SERVICE DEFINITION (REF TO ANNEX A WHEN APPLICABLE)	TARGET	MEASURING POINTS & MEASURING PERIOD			KPI TO BE MONITORED	MEASURED BY (CARRIER GH, OTHERS)
		1 st YR	2 nd YR	3 rd YR		
Notify consignee or agent on the arrival of shipment (Import)	Documents ready for delivery to the consignee/agent 90 min after RCF (or after arrival at the WH)	90%	92%	95%	To be defined	Ground Handler
PRECONDITION: none						
Provide or arrange for delivery of cargo/mail related documentation from the aircraft to agreed points (Import)	Documents delivered from aircraft to WH within 60 min after ATA (or after arrival at the WH)- GHA cover with separate SLA agreement.				CRC	Ground Handler
PRECONDITION: none						
Unloading, breakdown, check and release cargo to the consignee or agent (Import)	All import freight check-in at warehouse after arrival at the WH	90%	95%	95%	RCF Arrival of cargo at the warehouse (CRC) until checked-in (RCF)	Ground Handler
	General Cargo - 12hrs					
	Freighter – 8Hrs belly					
	Express Cargo 2 hr					
	PER – 4hr					
Pharma – 4hr						
VAL - 2hr						
PRECONDITION: none						
Irregularities	Irregularity level below:				Number of irregularities compared to total number of AWBs handled	Carrier
	- Maximum Missing cargo/AWB	1%	1%	1%		
	- Maximum Damage cargo/AWB	1%	1%	1%		
	- Maximum UTL (unable to locate)/AWB	1%	1%	1%		

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	- Maximum Shipments missing from WH under trace from RCF/RCS /AWB	1%	1%	1%		
	- Maximum % irregularities after RCF reported via FSU	1%	1%	1%		
Release cargo to the consignee or agent	Cargo ready for collection in:				NDF – Consignment arrived at destination & the consignee or the agent has been informed	Ground handler
	- Express cargo in 90 min after arrival at WH	98%	98%	98%		
	- Perishable cargo in 90 min after arrival at WH	98%	98%	98%		
	- General cargo in 8 h Pax , 12h freighter after arrival at WH	98%	98%	98%		
PRECONDITION: Dependency on Customs or other Governmental Authorities						
Release cargo to the consignee or agent	Import reception -	90%	92%	95%	Time between arrival at import reception and service at import counter	Ground Handler
	Maximum waiting time of 20 min					
PRECONDITION: None						
Release cargo to the consignee or agent	Import Trucking – Maximum waiting time of 2Hr	90%	92%	95%	Time between service at reception and positioning of first cargo onto truck dock	Ground Handler
PRECONDITION: None						
Release cargo to the consignee or agent	Shipment actually delivered to agent in a maximum of 30 min after been released by the Authorities/Customs	95%	95%	95%	DLV	Ground Handler
PRECONDITION: Dependency on Customs or other Governmental Authorities						
Transfer and Transit Cargo	Transfer all shipments as per agreed transfer times . “GH controllable”	95%	95%	95%	FAB for transfer/transit shipments	Ground Handler
PRECONDITION:						
Release cargo to the consignee or agent	Cargo ready for collection in:				NFD	Carrier
	- Express cargo in 90 min after arrival at WH	98%	98%	98%		
	- Perishable/Pharma cargo in 90 min after arrival at WH	98%	98%	98%		
	- General cargo in 8 h Pax /12 hr Freighter after arrival at WH	90%	95%	98%		
PRECONDITION: Dependency on Customs or other Governmental Authorities						

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Tracing of Cargo	Effective notification to the Carrier within 4 h after breakdown of shipment of due over carriage, short received (or lost), damage cargo or delays	98%	98%	98%	RCF	Ground Handler
PRECONDITION: none						
Undelivered shipments	Undelivered shipments to be notified to the Carrier within 15 days from RCF	98%	98%	98%	DLV	Ground Handler
PRECONDITION: none						

Ramp Processes						
SERVICE DEFINITION (REF TO ANNEX A WHEN APPLICABLE)	TARGET	MEASURING POINTS & MEASURING PERIOD			KPI TO BE MONITORED	MEASURED BY (CARRIER GH, OTHERS)
		2019	2020	2021		
Ramp Services – Loading and Unloading of cargo	Turnaround of freighter aircraft:				Turnaround times	Carrier
	- 744 and 777 in 3h	98%	98%	98%		
	- 748 in 4h	98%	98%	98%		
	Ferry in – Load out	98%	98%	98%		
	- 744 and 777 in 2h	98%	98%	98%		
	- 748 in 2h	98%	98%	98%		
	Load in – Ferry out	98%	98%	98%		
	- 744 and 777 in 2h	98%	98%	98%		
- 748 in 2h	98%	98%	98%			
PRECONDITION: none						
Ramp Services – Loading and Unloading of cargo	Maximum delays due to GH of 2% per month	98%	98%	98%	OTP – On time performance	Carrier
PRECONDITION: none						
Provide/Arrange for assembly and transport of Cargo and Mail (Export)	Cargo positioned on stand ready for loading 2 hours before STD	98%	98%	98%	Transportation order for ramp transport unit	Ground Handler
PRECONDITION: none						
	Maximum delivery time to WH:				Transportation guide delivered to WH	Ground Handler
Provide/Arrange for assembly and transport of Cargo and Mail (Import)	- Special load within 60 min after ATA	98%	98%	98%		

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Provide/Arrange for assembly and transport of Cargo and Mail (Import)	- First unit of general cargo in 90 min after ATA	98%	98%	98%		
	- Postal mail to Post Office in 60 min after ATA	98%	98%	98%		
Provide/Arrange for assembly and transport of Cargo and Mail (Import)	- VAL cargo to be all time under security vigilance until stored in strong room or delivered to consignee	100%	100%	100%		
Load Control and Communications	Arrival Movement Message to be sent within 15 min after ATA	95%	95%	95%	MVT sent	Carrier
PRECONDITION: none						
Load Control and Communications	Final loading Instruction Form, W/B Manifest and NOTOC to be delivered to Flight Crew maximum 30 min before ETD	98%	98%	98%	To be defined	Carrier
PRECONDITION: none						
Load Control and Communications	Departure Movement Message to be sent within 15 min after ATD	95%	95%	95%	MVT sent	Carrier
PRECONDITION: none						
Load Control and Communications	Load Distribution Message and FMR to be sent within 60 min after ATD	95%	95%	95%	LDM and FMR sent	Carrier
PRECONDITION: none						
Compliance with Carrier's Standard Manuals and SOPs	100% Compliance level	100%	100%	100%	Audit results, checklists	Carrier
					Count of observations / findings per audit	
PRECONDITION: Carrier provides all relevant documents to the GHA – Manuals and SOPs and correspondent updates						
Safety Compliance with Industry practices, Authority rules and Carrier's requests	100% Compliance level in all Safety parameters	100%	100%	100%	Audit results, Number of incidents	Ground Handler (reports) and Carrier
Operational & Regulatory current & recurrent Trainings	Operational Staff of Cargo Handling Agent must have all required operational; and regulatory current & recurrent trainings including ULD related ,Safety Management system (SMS)	100%	100%	100%	Number of trained Cargo Personnel	Carrier

Initials of Handling Company _____

Initials of Carrier _____

	and DGR trainings					
Oversize pallets	Pallets utilized should not cross the Specified height limit	100%	100%	100%	Number of Oversize pallets incidents	Ground Handler
Misdeclared DG cargo	Proper Documentation/ DGD & checks	100%	100%	100%	Number of misdeclared incidents	Ground Handler
Damaged ULD utilization	ULDs must be used as per specified standard/SAFA Requirements	100%	100%	100%	Number of damaged ULD incidents	Ground Handler
No DGR identification tags on ULDs	ULD Identification tags must be used on ULDs having DG shipments	100%	100%	100%	Number of missing ULD identification tag incidents	Ground Handler
DGR infringements	Nil violation	100%	100%	100%	Number of DG transportation regulations deviation incidents	Ground Handler
In-house monitoring mechanism by user Company	GHA must be inspected by Carrier once in a year as per PIA Oversight checklist	100%	100%	100%	Number of non-compliance on checklist items	Carrier
SMS Training	SMS training of Cargo handling Staff shall be conducted and in line with PIACL requirements, as laid down in the SMS Manual.	100%	100%	100%	Number of trained Cargo personnel on SMS	Carrier
Gap analysis of the training	If the training does not suffice PIACL requirement then a GAP analysis shall be conducted and GHA staff shall be trained	100%	100%	100%	Inspection result	Carrier
PIA Procedures & processes	GHA must be aware of PIA procedures & processes & these must be complied	100%	100%	100%	Inspection result	Carrier
Serviceability Cargo handling	The equipment utilized for PIACL handling must be serviceable,	100%	100%	100%	Inspection result	Carrier

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Equipment	maintained and handled in safe condition.					
Previous Safety incidents/Occurrences	The Cargo Handling Agent shall provide record of previous safety occurrences /violations (near misses, incidents and accidents) of at least last 1 year to PIACL and any information for clarification of these events.	100%	100%	100%	Number of safety incidents reported	Ground Handler
Hazard Log of Cargo Handling Agent	GHA must maintain Hazards log	100%	100%	100%	Inspection by carrier	Ground Handler
PRECONDITION: Carrier provides Policy for Safety Compliance levels						
Security Compliance with Industry practices, Authority rules and Carrier's requests	100% Compliance level in all Security parameters	100%	100%	100%	Audit results, Number of incidents	Ground Handler (reports) and Carrier
PRECONDITION: Carrier provides Policy for Security Compliance levels						
Training Standards	100% Compliance level to a minimum training standards covering all areas of the GHA organization	100%	100%	100%	Training Certificates	Carrier
					Audit results	
PRECONDITION: Carrier provides Policy for Training Level Compliance levels						
Facilities and Equipment fully operational	Existence of a BCP and ERP	100%	100%	100%	Calibration records	Carrier
	Correct equipment and infrastructure maintenance				Maintenance Plans and records and	
					Audit results	
PRECONDITION: Carrier provides Policy for Facility and Equipment Level Compliance levels						

Dated : _____

Dated: _____

Initials of Handling Company _____

Initials of Carrier _____



Signature / Name & Designation of Service Provider

Signature / Name & Designation of Carrier

Initials of Handling Company _____

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