Conditions of Use

Airport: Jaipur International Airport Limited (**JIAL**)

Registered Address: Adani Corporate House, Shantigram, Near Vaishno Devi Circle, S. G. Highway, Khodiyar, Ahmedabad – 382 421, Gujarat

Effective Date: 15 July 2024

VERSION 1.1

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1. Introduction

Jaipur International Airport Limited ("**JIAL**") oversees the development, operations, and management of Jaipur International Airport, Jaipur ("**Airport**"/ "**JAI**")

JAI has been experiencing rapid growth, and JIAL is dedicated to maintaining it to international standards, prioritizing safety, security, functionality, efficiency, and environmental sustainability.

To achieve this, cooperation, support, adherence, and compliance by all **"Stakeholders"** (defined hereinafter) at the Airport are crucial to the terms and conditions laid out in this document.

Accordingly, this Conditions of Use document ("**Conditions of Use**") outlines the terms and conditions that apply to all Stakeholders for their activities at the Airport and the utilization and management of Common Use Facilities. These Conditions of Use will supplement any existing agreements with Stakeholders, if any.

2. Scope

2.1 Conditions of Use are applicable to and govern relationships with all Stakeholders, availing any facilities at the Airport. By utilizing or continuing to utilize facilities at the Airport, a Stakeholder shall be deemed to have consented to be legally bound and irrevocably accepted the terms and conditions delineated in the CoU document. The CoU, subject to alterations, may be communicated by JIAL in writing, periodically, or notified on JIAL's website.

2.2 No provision shall be construed as conferring the right for a Stakeholder to utilize Airport facilities without the permission of JIAL.

2.3 These conditions shall come into force with immediate effect – to be referred to as the 'Effective Date' – and JIAL shall take reasonable steps to notify the same. However, if the Stakeholder uses the Airport Facilities and Services without being notified of these conditions of use, the onus is on the Stakeholder to view them on JIAL's website as soon as practicable, following the Stakeholder's first use of the Airport Facilities and Services.

2.4 The concerned Stakeholder may employ or persist in employing the Airport facilities and services only if the conditions established by JIAL are strictly followed.

2.5 Subject to Applicable Laws and conditions herein, JIAL has the right to modify, substitute, or waive any of these conditions by prior written notice to the Stakeholders or by notification on its website. The updated version shall be accessible on JIAL's website. It is the duty of the Stakeholder to check JIAL's website at regular intervals to see if the CoU have been amended. If the Stakeholder continues to use the Airport Facilities and Services, and or/ continues to perform services after having been notified of the amendments, the said amendments are deemed to have been accepted.

2.6 These Conditions are not intended and shall not be taken as waiving or limiting the powers and authority of the Airport conferred on it by the applicable laws of India.

2.7 These conditions shall take effect from the 'Effective Date' and supersede all previous terms and conditions relating to the use of these Facilities.

3. Use of Airport Facilities and Services

3.1 As per the terms of the concession agreement dated 19 January 2021 ("**Concession Agreement**"), JIAL is entrusted with the operation, management, and development of the Airport. Pursuant to the Concession Agreement, JIAL has been granted the right and authority, among other things, to provide specific facilities and services, as outlined in Schedule 1 "Airport Facilities (Infrastructure) and Services (Operations)".

3.2 The Stakeholders must acknowledge that the common user passenger services which includes CUTE, CUPPS, and BRS (collectively referred to as "**Common Use Passenger Processing System**") are exclusive and can only be accessed from and through JIAL or individuals authorised/ designated by JIAL.

3.3 While utilizing the Airport Facilities and Services, the Stakeholders must:

(i) provide information and data related to their respective operations as required by JIAL from time to time.

(ii) take necessary precautions to prevent loss or damage to the property or equipment provided/ installed by JIAL, its concessionaire/ service provider.

(iii) not obstruct, hinder, or impede the use of Airport Facilities and Services by any person authorised/ permitted by JIAL.

(iv) promptly notify JIAL of any damage or circumstances posing a risk to JIAL's equipment provided/ installed for the Stakeholders. With prior written consent from JIAL, Stakeholders may relocate or repair, JIAL's equipment/ fixtures.

a. The Stakeholder must undertake the necessary approvals (including, but not limited to license, registration certificate, permits, insurance, etc.) required to operate vehicles on the Airside and ensure that the drivers/ operators of such vehicles are medically fit and appropriately trained.

b. The Stakeholder hereby agrees and acknowledges that unless otherwise explicitly stated, both the Stakeholder and its personnel/ staff/ contractors shall function as independent operators/ contractors. Neither the Stakeholder nor any affiliated individual/ organization shall be construed, in any manner whatsoever, as an employee, agent or contractor of JIAL.

c. JIAL shall make reasonable efforts to promptly notify the Stakeholder of any Airport Facilities and Services that become unavailable, suspended, or withdrawn, and shall endeavour to offer alternatives to such Airport Facilities and Services.

d. JIAL reserves the right, at any given moment and on occasions, when necessary, to demand that the Stakeholder:

(i) relocate an aircraft to another location within the Airport; or

(ii) remove an aircraft from the Airport.

This action shall be undertaken at the Stakeholder's own risk and expense, within the timeframe specified by JIAL. Failure to comply may result in JIAL taking requisite measures to relocate or remove the Aircraft, at the risk and expense of the Stakeholder.

3.4 Stakeholders may utilize Common Use Facilities and Common Use Areas, subject to reasonable requirements, for operational purposes, maintenance, government intervention/ objections and new developments or events beyond JIAL's reasonable control.

3.5 When feasible, JIAL will provide prior notification to the Stakeholders, before making any service or facility unavailable at the Airport, subject to other conditions specified herein. JIAL reserves the right to add other services/ facilities as Airport Services/ Facilities and impose Airport Charges for such additional Airport Facilities/ Services.

3.6 If, at any time, JIAL deems it necessary to declare the Common Use Facilities at the Airport wholly or partially unavailable to Stakeholders, due to operational maintenance, safety, or security reasons, JIAL will make reasonable efforts to identify alternative facilities that may be available for Stakeholders' use. JIAL shall not be held liable for any loss incurred due to changes in facilities and services. Stakeholders acknowledge that, JIAL will consider the needs of all affected parties to an extent reasonably practicable.

3.7 JIAL or its authorised representative(s) reserves the right to fully or partially close the Airport and deny access to any individual, entity or group as deemed appropriate to prevent endangerment of people or property and to ensure the safe operations of the Airport.

3.8 Access to facilities and terminal allocation will be managed and regulated by JIAL, considering availability, capacity, and the optimal utilization of Common Use Facilities.

3.9 If required by Applicable Law, during emergency situations or for reasons of Airport security and safety, JIAL may suspend, restrict, or interrupt operations at the Airport or any part thereof, or prohibit the operations of ground handling agencies/ entities. In such circumstances, JIAL shall:

(i) notify the relevant parties in advance.

(ii) implement measures to minimize the impact of such events.

JIAL shall not be held liable for any loss or damage suffered by the Stakeholder (including, but not limited to loss of profits or contract(s), loss of goodwill or other special, indirect or consequential loss) arising from the planned or unplanned closure of the Airport or any part thereof, interruption, suspension or closure of facilities, flights and services (including, but not limited to, losses or damage due to delays in aircraft movement and/ or claims made against the Stakeholder by third parties) whether directly or indirectly caused thereby.

4. Compliance

4.1 While utilizing the Airport Facilities and Services, Stakeholders shall adhere to the following:

(i) Comply with all Applicable Laws, international conventions and treaties, AVSEC orders, circulars or office memorandums published by the Bureau of Civil Aviation Security (**BCAS**) and any changes thereof time to time.

(ii) Ensure background verification and training for staff in Aviation Security ("**AVSEC**") in accordance with regulatory requirements.

(iii) Implement suitable measures to safeguard essential infrastructure, data, information, and communication systems.

(iv) Comply with the BCAS's Airport Entry Pass (AEP) guidelines.

(v) Designate a central authority/ single point of contact ("**SPOC**") for all security-related matters and communication with JIAL.

(vi) Stay informed about publications/ Notice to Airmen ("**NOTAM**") released periodically concerning operations, infrastructure, procedure, and hazards.

(vii) Abide by the terms outlined in the prevailing Aerodrome Manual, Airport Emergency Response Plan (AERP), Safety Management System Manual (SMS), Airside Vehicle Operations Manual, Bomb Threat Contingency Plan, Anti-Hijack Contingency Plan and Disabled Aircraft Removal Plan as amended or revised periodically.

(viii) Establish appropriate measures such as background checks, rigorous selection processes, and security training for staff to mitigate insider threats.

(ix) Obtain necessary approvals from a Competent Authority for the security programme and submit relevant copies to JIAL.

(x) Seek JIAL's permission for aircraft-related activities such as maintenance, high power run-up, compass swing, special exercises/ training, commercial activities on the Airside, etc.

(xi) Be in sync with JIAL for scheduled maintenance activities of Airside and Landside and plan operations correspondingly. Such scheduled maintenance activities shall be communicated by JIAL beforehand.

(xii) JIAL enforces 'zero tolerance' Foreign Object Debris (FOD) policy, mandating all Operators to strictly adhere to Zero-FOD principles in all Airport operations. This includes ensuring that all Operators, contractors, and individuals occupying the Airport space maintain cleanliness and keep their allotted areas free from debris and materials that could pose slip, trip, and hazards or fire hazards.

(xiii) Other conditions, instructions, orders and directions issued by JIAL for the day-to-day operation of the Airport.

(xiv) All terms and conditions of any agreement, if executed between JIAL and the Stakeholders.

4.2 The Stakeholder acknowledges and agrees to enter into agreements, if necessary, as required by JIAL or its service provider(s), to continue availing services at the Airport.

5. Flight Catering

The Stakeholders shall, in respect of flight catering, at all times engage and transact with flight catering agencies as approved/ authorized/ designated by JIAL from time to time.

6. Ground Handling and Self-Handling

6.1 Ground Handling services shall be exclusively provided by authorized ground handling agencies appointed by JIAL, in compliance with applicable laws. Line Maintenance services will be offered by agencies authorized by JIAL. Stakeholders must engage only those ground handling agencies appointed by JIAL and ensure compliance with JIAL's performance and efficiency standards **Schedule 3.**

6.2 It is hereby clarified that if a Stakeholder engages in self-handling for ground handling activities, without any agreements with JIAL, such a Stakeholder shall be bound by the terms outlined herein the CoU.

6.3 Further, Passenger Control such as movement of Passengers from the Terminal to the Aircraft and vice-versa should be the sole responsibility of the Airline Operator. Stakeholders shall bear full responsibility for the care of passengers and their baggage. Stakeholders must ensure the availability of Ambulift, in accordance with applicable laws, including the Civil Aviation Requirements (CAR) Series M Part III on "Carriage by Airpersons with Disability (Divyangjan) and/ or Persons with Reduced Mobility".

6.4 The Stakeholder shall duly inform/ update JIAL regarding the commencement of self-handling operations at the Airport.

6.5 The Stakeholder shall inform JIAL of space requirements, including current needs such as Ground Support Equipment (GSE), parking, office space, EBS, etc., and shall notify JIAL of any future requirements regarding the same. The Stakeholder shall also submit a current GSE deployment plan and inform JIAL of any changes to such plan based on operational needs. The Stakeholder acknowledges that JIAL reserves the right to review the actual GSE deployment plan against the submitted plan.

6.6 The Stakeholder must ensure that the provision of ground handling services and the installation of any part of the ground handling equipment or items do not adversely impact the operational efficiency, safety and security of the Airport and do not lead to environmental degradation or violate Applicable Laws.

6.7 BME: The Airport Operator may decide to provide bridge-mounted equipment at the Airport at any time in the future. The GHA/ SHA agrees and undertakes to co-ordinate and liaise with the Airport Operator or other licensee at the Airport appointed by it for the purposes of managing and operating the bridge-mounted equipment at the Airport and comply with instructions as may be specified by the Airport Operator.

6.8 The Stakeholder shall not use the APU of the aircraft on stands where FEGP / GPU is available. SHA/GHA shall ensure that all remote stands being served have an operational GPU made available.

6.9 Passenger Services:

- Airlines should ensure presence of their SHA/ GHA for active flights at arrival carousels to address passenger queries.
- Que combing staff should be available during check-in / boarding.
- DGR boards should be visible displayed at all check-in counters.
- Pax should be addressed by name
- Staff should be neatly dressed,

6.10 GSE:

- SHA/ GHA should be in possession of GSE/ GSV as mentioned in AIC 2022 issued by DGCA which is amended from time to time. In case any SHA/ GHA is not in possession of a particular type of GSE, it should provide an agreement to the Airport operator indicating its lease from other SHA/ GHA e.g. Ambulift / Air Starter Unit etc.
- Every GSE (motorised)/ GSV should be fitted with Speed Limiters, Fire Arresters and Fire Extinguishers.

6.11 Pax Bussing:

- Every passenger bus should have display units on/ inside the bus that displays Flt No/ Route.
- Only low-floor buses should be used for passenger transportation.

6.12 Safety:

- No staff to approach aircraft when aircraft anti-collision lights are on.
- FOD check before arrival and after departure of every flight shall be ensured.
- Strict PPE adherence (reflective jackets, safety shoes, gloves, face masks, rain jackets, etc.).
- Back support belts for baggage handling staff at BMA/ BBA. Equipment Marshaller for all GSE before engaging/ disengaging from aircraft.

6.13 Records:

- SHA/ GHA to submit a Business Continuity Plan (BCP) to the Airport Operator. SHA/ GHA should have an active agreement in place with other SHA/ GHA to avoid passenger inconvenience during exigencies.
- Maintain daily breath analysis reports and submit this to Airport Operator on request.

6.14 Reports: GHA/ SHA should submit an improvement plan within 14 days of intimation by the Airport Operator on service failures and after 90 days of submission of improvement plan the Airport Operator will conduct a second audit. Penalties may be applicable if service failures are not resolved.

6.15 Audits: GHA/ SHA should actively participate in all audits conducted by the Airport Operator / DGCA / Airlines and submit a final report to the Airport Operator. No Audit point should be open for more than 90 days.

6.16 PRM:

- PRM should be checked-in on priority and should not be made to wait in a queue.
- At least 20% wheelchair attendants should be female for the convenience of female passengers.

6.17 Training: Untrained staff are not allowed to perform any duties without the supervision of senior staff.

6.18 The Stakeholder must adhere to the minimum service standard guidelines with regard to Airlines and GHAs while operating at the Airport, as per **Schedule 3**.

7. Aircraft Rescue and Firefighting

7.1 The Stakeholder shall adhere to all fire and life safety requirements at facilities/ processes under its control in accordance with National Building Code of India, relevant Indian standards (prescribed by the Bureau of Indian Standards), NFPA standards, and other applicable fire safety standards.

7.2 The Stakeholder shall maintain adequate fire safety equipment as per standards prescribed by BIS, if any installed by them. The Stakeholder's processes/ operations shall not impair any fire protection system or emergency exit/ evacuation route at the Airport.

7.3 It shall be the Stakeholder's responsibility to ensure that at any given point, a minimum of 40% (forty percent) of its total work force at the Airport is trained in basic firefighting, handling of fire extinguishers and emergency evacuation procedures through ARFF. The ARFF department shall offer training support, where feasible. The Stakeholder must ensure that regular fire drills are conducted.

7.4 The Stakeholder shall cooperate with JIAL during periodic and scheduled/ unscheduled fire safety inspections and fire and life safety audits and shall comply with observations made during the audit within stipulated timeframes as per the audit reports.

7.5 The Stakeholder must strictly adhere to JIAL MOWP processes during all project work, including construction, renovation, alteration or modification, ensuring compliance with relevant fire and life safety standards. No internal partition or modifications are permitted without obtaining written permission from the competent authority.

7.6 The Stakeholder shall coordinate with ARFF to arrange periodic internal familiarization of aircraft for ARFF crew, without any cost to JIAL. The Stakeholder shall obtain the necessary permissions for such familiarizations.

7.7 The Stakeholder shall provide aircraft rescue charts, rescue videos and other safety information relevant to aircraft operating at the Airport and shall keep the ARFF department updated in case of changes or amendments.

7.8 The Stakeholder shall provide details of SPOC such as name, address, email and telephone number to ARFF and Emergency Management teams (including AOCC, Duty Manager-Terminal Operations, Duty Manager-Landside Security and SOCC) for emergency response.

7.9 The Stakeholder shall not, without prior notification to JIAL, store/ dump any combustible or flammable material on the Airside, except at designated places. They shall adhere to all applicable laws, waste disposal procedures and recommendations issued by JIAL from time to time. Storage of flammable material/ diesel/ petrol in the airside is not permitted. If due to operational requirements storage is required, then necessary permissions should be obtained from ARFF and adequate fire prevention measures taken near the storage area. No flammable/ combustible material is to be stored in the office area.

7.10 While utilizing the office space at the terminal, Stakeholders must adhere the measures outlined in **Schedule 4.**

7.11 No loose or exposed cables should be permitted. No work shall be permitted without proper three-pin plugs/ sockets.

7.12 Appropriately rated switch gears (MCB/ MCCB) should be used. Wire fuses should not be permitted and only HRC fuses should be used.

7.13 Ensure that fire safety equipment, such as fire extinguishers, emergency exit doors, fire hydrants are not blocked by people or material.

7.14 Install clear and visible fire safety signage throughout the Airport to indicate emergency exits, fire extinguisher locations and evacuation routes of outlets and offices.

7.15 Stakeholders to ensure smoking regulations within the Airport premises. Smoking is only permitted in designated smoking areas.

7.16 Stakeholders to use standard electrical systems and equipment to prevent electrical fires.

7.17 Stakeholders to ensure availability of an updated emergency response plan for a coordinated and effective response in the event of a fire emergency.

7.18 Stakeholders should take prior approval for hot work in the Airport Landside/ Airside from the ARFF department.

7.19 Cooking in open areas is strictly prohibited.

7.20 Stakeholders must ensure that fuel bowsers are inspected and authorized by the ARFF department. Relevant documents of fuel shall be submitted to the ARFF department.

8. Airport Safety Management

8.1 Stakeholders must establish and promptly provide JIAL, upon request, a safety programme or guidelines, procedures and agreements outlining their approach to addressing safety and security concerns. Such a programme must meet JIAL's satisfaction at all times, and the Stakeholder must adhere to it consistently.

8.2 Stakeholders shall submit the following documents to JIAL:

(i) ERP
(ii) Safety Management System (SMS) Manual
(iii) Risk Register
(iv) Disabled Aircraft Removal Plan
(v) Details of Recovery Manager and list of personnel trained on Disabled Aircraft Removal

If a Stakeholder asks JIAL, in writing, subject to any express or implied confidentiality which JIAL may have with third parties (including the Government of India) or other need for confidentiality, JIAL shall give the following documents to the Stakeholders:

(i) Aerodrome Manual
(ii) SMS Manual
(iii) Airport Emergency Response Plan (AERP)
(iv) Disabled Aircraft Removal Plan
(v) Airside Vehicle Operations Manual
(vi) Relevant portions of ASP, BTCP, AHCP

8.3 Stakeholders must ensure that operations at the Airport, including those provided by its suppliers, contractors, agents and other third-party service providers approved by JIAL, are conducted in a safe manner. During the performance of these activities, Stakeholders must comply with all safety and security regulations and requirements stipulated by JIAL, relevant authorities and industry standards.

8.4 Stakeholders shall furnish details of their authorized representative (SPoC) including name, address, email id and telephone number to ARFF and Emergency Management teams (including AOCC, Duty Terminal Manager - Operations, Duty Manager - Airside) for emergency response requirements.

8.5 Stakeholders must ensure that their employees, contractors, sub-contractors, consultants and any individuals requiring access to any part of security restricted areas, or any other areas subject to restricted access, obtain the appropriate, valid Airport Entry Permit. These passes must be visibly displayed at all times on the person above the waist, and the vehicles entering such areas with the authorized personnel. The vehicle pass must be displayed on

the vehicle. Stakeholders must collect/ issue AEPs for every shift. No staff should be in possession of an AEP after office hours.

8.6 Stakeholders shall undertake background checks of all their employees and ensure that police verification is carried out for all its employees.

8.7 JIAL reserves the unconditional right to conduct Safety and Quality audits of Stakeholders in accordance with its SMS. The primary purpose of these audits is to ensure that safety, compliance and performance 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.

8.8 Separate conditions, in compliance with statutory requirements, govern the handling, transportation, treatment and storage of hazardous goods and substances. Goods and substances presenting fire or explosion hazards, combustible liquids or gases, radioactive substances, chemicals or other environmentally hazardous goods and substances must be stored in dedicated containers, lockers and rooms, and protected from unauthorized access.

Any incident or accident shall be immediately reported to Airport's airside safety controller at +91 9717494658 (Mr. Hardeep Singh)

Airport Security

8.9 Stakeholders must permit only authorized personnel to access aircraft to perform their duties, and solely for authorized purposes. The same principle applies to their own staff.

8.10 Any personnel entering the Security Hold Area and airside will be subject to frisk search, and their belongings will be thoroughly checked by the Airport Security Group (ASG) or CISF Staff. Personnel entering an aircraft will be subject to a frisk search, and their belongings will be thoroughly checked by the Aircraft Operators Security Staff.

8.11 Hand-carried baggage by passenger(s) shall be allowed only subject to security clearance by the Airport Security Group (ASG) or CISF.

8.12 No Stakeholder shall operate to/ from airports in India unless their security programme is approved by the Director General BCAS. Any changes to such approved programmes shall require prior approval from the Director General, BCAS.

8.13 In case of high alert and upon specific instruction from the BCAS, Stakeholders must conduct a secondary frisking of passengers and check hand baggage again by aircraft operator certified security staff.

8.14 Stakeholders must develop and implement a security programme in accordance with the requirements of the National Civil Aviation Security Programme. A written copy of the aircraft Operator's Security Programme must be submitted to the Director General, BCAS, for approval.

8.15 It shall be the duty of Stakeholders to adhere to the provisions outlined in the approved security measures.

8.16 The Security Programme of Stakeholders must outline practices and procedures to safeguard passengers, crew, ground personnel, aircraft and facilities from unlawful interference. Each Security Programme of Stakeholders must include all instructions/ guidelines as prescribed by BCAS. At the minimum, they must include:

(i) Pre-flight/ transit and post-flight security checks of aircraft shall be conducted by the concerned airline operator as per guidelines outlined in BCAS Order no. 09/2018 (procedure for aircraft security check and search) dated 29.08.2018

(ii) Reconciliation of hold baggage with boarding passengers, including transit and transfer passengers.

(iii) Procedure to ensure that no weapons, explosives and other dangerous devices are left on board by disembarking passengers at transit stops.

(iv) Measures to safeguard cargo, courier and express parcels, mail stores, catering supplies and checked baggage including all airport check in baggage.

(v) Procedures to carrying passengers under judicial or administrative proceedings (as per periodic BCAS instructions).

(vi) Procedures for the carriage of weapons in the cabin compartment and aircraft hold (as per periodic BCAS instructions).

(vii) Control of access to parked aircraft.

(viii) Security of parked aircraft beyond operational hours.

(ix) Action and procedures in case of bomb threat, hijacking and sabotage or other threats to operations.

(x) In-flight procedures when suspected item(s) is/ are found or believed to be on board an aircraft.

(xi) Evacuation and search of aircraft on the ground.

(xii) Special security measures to be enacted during periods of increased threats on specified routes.

(xiii) Measures to ensure effectiveness, including adequate training of staff including X-BIS screening, physical check of baggage, etc. and periodic testing of effectiveness and updating of the Security Programme and any other AVSEC responsibilities assigned by the Director General, BCAS.

8.17 Airlines are responsible for ensuring that baggage remains untampered from acceptance by airline until it is loaded onto the aircraft or claimed by the passenger.

8.18 In case of an emergency, the affected carrier shall establish information counters at the Airport and in the city to provide accurate information about the welfare of the Passengers/ crew of the affected aircraft to their relatives and others.

8.19 The four-level Inline Baggage Screening System at the Airport has been commissioned in accordance with guidelines and specifications provided by BCAS. It shall be responsibility of airlines to promptly clear baggage in a timely manner from the Level 4 area.

8.20 Stakeholders shall ensure that their staff (direct and indirect) abide by all applicable rules, regulations and processes at the Airport, as enforced by JIAL, the regulator or sovereign authorities, and do not indulge in activities that have negative consequences on the image of JIAL/ the Airport.

8.21 Stakeholders shall ensure its staff is not involved into the acts of fraud, theft, malpractices, and other such activities at the Airport that are illegal or unethical. JIAL reserves right to take suitable action under aforesaid circumstances. All security incidents must promptly be reported to the JIAL as well as regulatory/ ASG/ Police, as the case may be.

8.22 Access cards shall be provided to Stakeholders for the areas that have Electronic Access Control System (other than BAEP) on a chargeable basis. Requisite data needs to be provided for registration and creation of such Access Cards.

8.23 Stakeholders shall ensure security of its infrastructure, items, equipment that has been brought by them for working purpose.

8.24 Stakeholders shall adhere to the material management process established at the Airport for taking his equipment/ machines/ items in and out from the Airport premises.

9. Stakeholder Representative

An authorised representative must be appointed by each Stakeholder. Stakeholders shall notify JIAL, in writing, about the appointment of such a representative. Until receipt of written notice to the contrary from the Stakeholder, the representative notified to JIAL would serve as the SPoC.

10. Disabled Aircraft Removal

10.1 It is imperative for Stakeholders, Owners, Lessee, Aircraft Operators or any person having control to promptly remove immovable aircraft **"Disabled Aircraft"** from the movement area in a timebound manner, subject to any requirements or directions by the Aircraft Accident Investigation Bureau, that such removal or disposal be delayed pending investigation of an accident.

10.2 To expedite the removal operation of a Disabled Aircraft without compromising safety, all relevant parties must coordinate effectively and be familiar with their roles and responsibilities. Proper procedures for the removal operation should be established and well-documented. An efficient removal operation necessitates thorough planning and readily available recovery equipment and resources.

10.3 Stakeholders must ensure the availability of adequate aircraft recovery equipment, procedures and personnel for the recovery of disabled aircraft within the time specified by the JIAL or within a timeframe mutually agreed between JIAL and Stakeholders. Failure to remove a Disabled Aircraft from the runway, taxiway or contact stand within the specified period will result in a charge being imposed on the Stakeholders. This charge shall be equivalent to the loss of business incurred by JIAL, as certified by an independent Chartered Accountant appointed by JIAL.

10.4 Subject to air traffic clearances and any operational guidelines issued by JIAL for the Common Use Facilities, Stakeholders must:

(i) have in place, a Disabled Aircraft Removal Plan in accordance with statutory guidelines, updated from time to time, and provide a copy to JIAL.

(ii) either relocate a Disabled Aircraft to another position at the Airport, or,

(iii) remove a Disabled Aircraft from the Airport at their own cost and responsibility within the specified time, as per JIAL's directives.

(iv) ensure that senior personnel are delegated (Engineering Head, Flight Safety, Recovery Manager, etc.) for strategic planning purposes.

10.5 Failure to adhere to the aforementioned conditions by Stakeholders will give JIAL the right to relocate or remove the Disabled Aircraft in accordance with document 9137 ASM Part 5 of "Airport Services Manual of ICAO". In such an event, while JIAL will endeavour to remove the Disabled Aircraft safely and effectively, it shall not be held liable for any damage, despite taking precautionary measures during the recovery operation. The entire cost and liability incurred towards such an operation shall be borne solely by Stakeholders. Additionally, Stakeholders shall also be responsible for paying landing, parking and other specified fees related to the disabled aircraft.

11. Medical Facilities

11.1 In line with our commitment to providing our Passengers health facilities, JIAL offers Medical and First Aid services. Our medical center is well equipped with doctors, paramedics and ICU ambulances to address medical emergencies.

11.2 Health and medical services at the Airport cater to the following requirements:

(i) Handling medical emergencies at the Airport.

(ii) Providing ambulance services for transfers between the city side and aircraft, and vice versa.

11.3 In the event of a medical emergency on board an aircraft, the responsibility lies with the airline. However, in such cases, Stakeholders must adhere to the guidelines outlined in **Schedule 5**:

12. Office Space

12.1 Stakeholders must submit a written request to the Airport's Commercial Department at Henry.Fernandes@adani.com for the allocation of office space. The written request should explicitly state the purpose for which the space is required, such as:

(i) Administrative purposes

(ii) Engineering

(iii) Aircraft maintenance

(iv) Equipment parking, vehicle storage, etc.

12.2 Upon receipt of the request, Commercial Department will assess its feasibility based on the availability of offices/ space and will issue a license corresponding to the area requested by the Stakeholders. The following factors will be considered when evaluating Stakeholders' requests:

(i) The written application must specify the area in square metres.

(ii) Creditworthiness – Information about Stakeholders' credit accounts, payment history, consistency of past payments and outstanding debt.

(iii) The Commercial Department will only consider issuing a space license, if the nature of the activity for which the space is required aligns with the terms outlined in Concession Agreement.

13. Tangibles Policy

Stakeholders must adhere to the Tangibles Policy Document outlined in **Schedule 2.**

14. Environmental Considerations

14.1 Stakeholders conducting business at the Airport have a duty and the obligation to comply with applicable Environment, Health & Safety standards as well as all relevant laws governing their employees' actions and conduct on the job.

14.2 Stakeholders must comply with the following requirements:

Commitment as outlined in Airport's ESG Policy.

(i) Adhere to all aviation and government environmental guidelines, circulars and notifications, including waste management directives issued by DGCA and other government authorities.

(ii) Provide required support to attain JIAL sustainability targets i.e. water positive, zero waste to landfill, no net loss to biodiversity, carbon neutral, by providing required data and performing required actions.

(iii) Take adequate measures of water conservation at site and explore the options of utilization of recycled water.

(iv) Practice purchase of environment-friendly products and services.

(v) Participate in carbon management and stakeholder partnership plan to achieve Scope 3 reduction.

(vi) Take adequate measures to minimise Green House Gas (GHG) emissions from vehicles, aircraft and ground support equipment.

(vii) Encourage use of EVs and EV charging stations

(viii) Take adequate measures to reduce noise emission, in compliance and adherence with statutory requirements.

(ix) Provide and participate in training programmes with regard to environment and safety for all the staff working at site.

14.3 Stakeholders are encouraged to adhere to Civil Aviation Requirements Section 10 – Aviation Environmental Protection Series 'B', Part 1 for "Climate Change Initiatives and Local Air Quality Monitoring in Civil Aviation".

14.4 Stakeholders must define environmental key performance indicators (KPIs) based on the requirements of the environmental management plan and continuously monitor, evaluate, and analyse environmental protection levels for ongoing improvement. The required data/ details, as sought, to be provided to JIAL, as per the desired frequency.

14.5 To achieve airport carbon neutrality, fossil fuel vehicles, where possible and feasible, must be replaced with electric vehicles.

14.6 JIAL reserves the right to audit Stakeholders' compliance with the JIAL Environment Management Plan.

15. Slots & Airport Operations Control Centre (AOCC)

15.1 Slot allocation at JIAL follows the Airport Slot Guidelines published by IATA, as mandated by MoCA, along with local rules applicable to airports.

15.2 Stakeholders must obtain approval for slots prior to flight operations. Slot requests should be sent electronically via email in the IATA Schedule Movement Advice Message format (specified in SSIM Chapter 6) to slot.jai@adani.com, including arrival and departure linkage in the body text, not as an attachment.

15.3 Stakeholders may submit slot requests in either UTC or local time format. JIAL requires at least 24 hours to process slot requests.

15.4 Slots allocated by JIAL will be cancelled if not operated continuously for 30 days, in accordance with the guidelines for slot allocation and as prescribed by MoCA.

15.5 Operational performance, measured based on block-on and block-off timings, will be evaluated in terms of flight timings.

15.6 Adherence to and performance of slot timings allocated by JIAL are monitored based on confirmed coordinated slot times. Stakeholders must cooperate and provide information to JIAL for analysis and efficiency.

15.7 If a Stakeholder intends to base an aircraft for scheduled air services at the Airport overnight, separate approval must be obtained, in advance, from AAHL's Airline Marketing Team. The general terms and conditions towards night parking allocation and utilisation must be adhered by the Stakeholder, as specified by JIAL, in **Schedule 6**.

15.8 Stakeholders are encouraged to inform JIAL, in advance, about their future flight operations from Jaipur to assist JIAL in long-term capacity planning.

15.9 In the event of unforeseen operational delays, airlines should communicate the expected time of arrival and departure to AOCC. No new slot request is required if the operation will take place within 24 hours of the agreed slot time.

15.10 General aviation operators must contact AOCC via email (aocc.jai@adani.com) to obtain arrival or departure slots, at least 24 hrs prior to operation.

15.11 General aviation operators to have MoU signed with available MRO at the Airport for availability of tow bar and minimum aircraft spares.

15.12 General Aviation operators including NSOP airlines, please refer to the CoU for General Aviation or SOPs issued by the GA Terminal ga.jai@adani.com , as outlined in Schedule 11.

15.13 Ad hoc landings and aircraft operations are contingent upon parking terminal capacity and resource availability.

15.14 Check-in counters will generally be allocated 4 hours prior to schedule departure time for International and 3 hours prior for domestic. The counters will remain allocated until 60 minutes prior schedule departure for International and 45 minutes for domestic flights regardless of aircraft type (wide body or narrow body).

15.15 Stakeholders shall ensure the following at Check-in counters:

a. Removal of stationery from temporary storage areas offered at check-in counters, after the flight, by Check-in agents.
b. Decorum and hygiene of Check-in counters, which includes proper alignment, and placement of queue managers after use at designated area only.
c. Not to permit wheelchairs inside the counters.
d. No misuse of baggage tubs, check-in counters, Conveyors.

15.16 Stakeholders must provide the booked load of a flight in advance (at least by 2000 hours of previous day). Counter(s) assignments will be determined by AOCC based on factors such as booked load, operational and maintenance requirements. Dynamic allocation of counters will be implemented, with special service counters like Crew, First Class, Business Class, etc., allocated based upon availability.

15.17 Boarding gates will be assigned by AOCC based on requirement and availability. Airlines operating flights from contact stands (PBB) with more than 01 hours of ground time must relocate their aircraft to a remote stand after passengers and baggage disembarkation to optimise contact stand usage. Aircraft relocation must occur within the specified timeframe:

(i) Narrow body aircraft: 60 minutes from aircraft "on blocks".

(ii) Wide body aircraft: 90 minutes from aircraft "on blocks".

15.18 Upon instruction from JIAL or JIAL's authorized representative, the operator of an aircraft parked or stored at the Airport must relocate the aircraft as requested. Failure to comply will result in JIAL or JIAL's representative moving the aircraft at the expense of the owner and/ or the operator/ Stakeholder. JIAL shall not be liable, for any damage to the aircraft during the relocation process.

15.19 CDM Process: Airline or its appointed ground handler shall participate in the AOCC to support the CDM/ A-CDM process for maintaining operation efficiency.

16. Information and Data Sharing

16.1 JIAL requires information from Stakeholders to calculate charges for the use of Airport Facilities and Services. If Stakeholders utilize the Airport's Common Use Facilities and Services subject to charges based on passenger numbers and aircraft movement, they must provide the following information to JIAL at the end of each day of usage:

(i) number of embarking passengers on the Stakeholder's aircraft operating at the Airport on that day;

(ii) number of disembarking passengers who are transfer or transit passengers from the Stakeholder's aircraft operating at the Airport on that day; and

(iii) any further information and/ or disaggregation of passenger numbers JIAL reasonably requires for determining the charges payable by the Stakeholder.

16.2 Stakeholders must provide the information specified in Clause 17.1 within twenty-four hours of each use of JIAL's Airport Facilities and Services. If unforeseeable circumstances prevent the Stakeholder from providing this information within the specified period, they must furnish it to JIAL as soon as it becomes available.

16.3 Stakeholders are obligated to inform JIAL of any changes to the configuration of aircraft it operates or intends to operate.

(i) If JIAL has not received configuration details previously, it reserves the right to calculate charges based on the highest category into which the aircraft falls.

(ii) If a Stakeholder fails to provide details of a change of configuration concerning an aircraft it operates, JIAL reserves the right to calculate charges based on any previously notified configuration. No refund of charges for the period before JIAL receives and processes the notification of the change of configuration will be provided, regardless of when the change occurred.

16.4 For the purposes of this Clause, Change of Configuration means a change in any or all of the following:

(i) Type of aircraft

(ii) Number of seats

(iii) Engine type

(iv) Certified noise levels; and

(v) Engine NOx emission.

16.5 Stakeholders acknowledge that JIAL shall use the information it provides under Clause 17 to calculate Charges for using JIAL's Airport Facilities and Services. Failure to comply with Clause 17 may result in JIAL's charging the Stakeholder based on the assumption that each seat on the aircraft was occupied by a passenger (other than a transit passenger or transfer passenger).

16.6 Stakeholders agrees that JIAL (or its agents or accountants) may conduct an audit of a Stakeholder's records and systems related to the shared information under Clause 17, at JIAL's expense, and with reasonable notice.

16.7 In addition to the above, the Stakeholder shall provide the following information to JIAL:

(i) The number of all embarking passengers (including children and infants) on the Stakeholder's aircraft operating at the Airport on each flight, with transit passengers, transfer passengers, infants and positioning crew shown separately;

(ii) The number of all disembarking passengers (including children and infants) on the Stakeholder's aircraft operating at the Airport on each flight, with transit passengers, transfer passengers, infants and positioning crew shown separately;

(iii) The total number of passengers, transfer passengers and transit passengers (including children and infants) and the total weight of cargo and mail (expressed in kilograms) embarked and disembarked at the Airport;

(iv) Fleet details, including the maximum takeoff weight with respect to each aircraft owned or operated by a Stakeholder;

(v) Details of the engine NOx emissions and engine specifications with respect to each aircraft owned or operated by a Stakeholder;

(vi) Details of the noise certification value for sideline, flyover and approach with respect to each aircraft owned or operated by a Stakeholder;

(vii) Details of cargo arriving at and departing from the Airport on aircraft and road feeder services as provided in the freight flight manifest;

(viii) Stakeholder's name and postal address, email address, phone and fax numbers, IATA/ ICAO prefix and SITA address;

(ix) Aircraft registration (including aircraft substitutions);

(x) Variations to schedule (including flight number, aircraft type, route and scheduled time of operation);

(xi) Estimated time of operation;

(xii) Scheduled time of operation (in UTC) of all flights from point of origin to the Airport with flight durations greater than 4 (four) hours;

(xiii) Stand departure delays greater than 15 (fifteen) minutes;

(xiv) Flight plan call signs;

(xv) Turnaround linked flight numbers and registrations (including changes);

(xvi) Estimated departure time to an accuracy of +/- 5 (five) minutes;

(xvii) Information as required in Schedule 7; and

(xviii) Traffic Information/ usage of message.

16.8 Stakeholders acknowledge that JIAL may verify from time-to-time the information that a Stakeholder has provided to JIAL by any means, including:

(i) Reference to data collected by the DGCA and any other Competent Authority.

(ii) Directly counting passengers embarking or disembarking the aircraft operated by a Stakeholder.

(iii) Reference to data collected by the Indian Immigration Service.

16.9 Wherever possible, JIAL will reasonably maintain the confidentiality of any information (advised in writing of being "confidential") provided to JIAL under this Agreement, subject to the following:

(i) JIAL may use the information for the purpose of Airport capacity planning and forecasting, including disclosing the information to JIAL's professional advisers under declaration of confidentiality; or

(ii) JIAL may use the information for aggregation into 'total domestic and regional passenger' or 'total international passenger' data for the Airport, which JIAL may disclose in the public domain; or

(iii) JIAL may disclose the information if Stakeholders agree in writing; or

(iv) If JIAL is required to do so by Applicable Laws.

16.10 The following information shall not be considered "confidential", even if marked by Stakeholders as "**confidential**":

(i) Information already presents in the public domain at the time of disclosure or information, though originally confidential, subsequently becomes part of the public domain through no fault of the JIAL.

(ii) information, which was in JIAL's possession, prior to receipt from the respective Stakeholder, as reasonably evidenced by written records or other writings in existence, or by actual proof of use by the JIAL prior to the disclosure by the respective Stakeholder.

17. Transit/ Transfer passengers.

Stakeholders are obliged to adhere to and comply with all transit/ transfer standards and regulations. They must ensure that all transit and transfer passengers possess correct documentation and connecting tickets to their destination, with a transit time not exceeding 24 hours after arrival at the Airport. The Stakeholder responsible for the transportation of passengers must take full responsibility for their welfare, safety and provide all necessary facilities.

18. Inadmissible Passenger

18.1 It is the responsibility of the inbound airline to make sure that passengers travelling to India have proper documentation. In the event of an inadmissible passenger arriving to India, it is the sole responsibility of the Stakeholder to arrange and cover the cost of a return ticket to return the passenger to their country of origin.

18.2 After receiving an Inadmissible Passenger Form from the Immigration Authorities, an inbound airline must ensure the removal of the passenger from the country on the next available flight to the airport of origin. If the inbound airline aircraft is not a turnaround operation, in most cases, the passenger must be removed from the country on the next departing flight within 24 hours following that arrival.

18.3 During the waiting time based on the above points, the inbound airline shall take full responsibility for the passenger's welfare at the Airport and provide all necessary amenities. If a Stakeholder does not have a scheduled flight, or has no available space on that flight, within 24 hours of arrival of the inadmissible passenger, the Stakeholder should arrange for the passenger to be returned on another airline and bear full costs of the ticket.

18.4 A Stakeholder shall provide JIAL with the final date of departure of the inadmissible passenger.

19. IT Services & Requirements

19.1 Stakeholders must establish a system for electronic data exchange of SITA messages or other approved electronic methods between their DCS and JIAL. They should inform JIAL of changes in IT systems or IT infrastructure within their organization, in advance, considering the potential impact on JIAL's operational IT systems.

19.2 Stakeholders must take all reasonable steps to maintain accurate data within their central systems, including websites, and the DCS.

(i) In case of a disruption or flight cancellation, Stakeholders must ensure that their DCS is updated promptly, and a valid SITA message (or other approved electronic method) is sent electronically to JIAL, as soon as possible, after the disruption or cancellation occurs.

(ii) When Stakeholders make any change to or replace DCS that could, potentially, impact the wider airport community, they must notify JIAL.

19.3 Stakeholders are also required to transmit complete and accurate operational data to JIAL in a timely manner using IATA messaging and communication standards. This includes:

(i) Aircraft type and registration details, including substitutions.

(ii) Variations to the schedule such as change in flight number, aircraft type, number of seats, route and scheduled time of operation.

(iii) Estimated Times of Operation with an accuracy of +/- 5 minutes, including complete delay codes.

(iv) Turnaround linked flight numbers and registrations, including changes.

(v) Delay codes compliant with IATA AHM 730.

(vi) Movement Messages (MVT).

(vii) Arrival and departure Load Distribution Messages (LDM).

(viii) Passenger Transfer Message (PTM) for arriving flights.

(ix) Baggage Information Messages (BIM's) or Baggage Source Messages (BSM's).

(x) Automated message confirming loading of baggage at the point of reconciliation.

19.4 Stakeholders must utilize common IT infrastructure services provided by JIAL or its appointed concessionaire/ IT service provider to ensure consistency across Airport systems.

19.5 Stakeholders shall adopt to the technologies deployed/ intimated by JIAL.

19.6 Common IT infrastructure services include the following and any other service introduced from time to time for effective and collaborative airport operations. ICT Services are set forth more particularly in detail in Schedule 8.

(i) CUSS, CUPPS, BRS.

(ii) LAN (wired & wireless), telephony, passive cabling.

(iii) CCTV, ACS services.

(iv) Radio communication systems.

(v) FIDS information access.

19.7 Stakeholders must share their operational, performance and any other data with JIAL's IT Team upon request.

19.8 The data shared by the Stakeholders with JIAL will be used for the following purposes:

(i) Airport operations;

(ii) Airport capacity planning;

(iii) Improving passenger experience;

(iv) Improved collaboration with all stakeholders; and

(v) Any other passenger-focused purpose.

19.9 Information Security

(i) Stakeholders must adequately train their personnel to implement Airport information security policies and procedures.

(ii) While utilizing JIAL's services, Stakeholders must implement and maintain effective information security procedures to ensure: (a) Security and confidentiality in the consumption of JIAL's services, (b) Protection against anticipated threats or hazards to the security or integrity, and (c) Protection against unauthorized access or use of JIAL's services.

(iii) Stakeholders may engage third-party vendors for internal business processes, allowing them access to and use of the system under the terms of this CoU, provided:

a. Stakeholder assumes full responsibility for all system usage by third-party vendors.

b. Stakeholder ensures third-party vendor compliance with the terms of this CoU.

(iv) In case of a security threat or breach, Stakeholders and JIAL will collaborate to determine if notification to a third-party is necessary. Neither JIAL nor the Stakeholder will notify a third party of a security breach without prior consultation.

20. Smoking and Vaping Policy

Smoking and Vaping are strictly prohibited inside Airport terminal(s), airside, aerodrome facilities and concourses, except in areas that have been designated and approved as smoking areas.

21. Signage, Display & Advertisement at the Airport

21.1 JIAL is authorized to display a Stakeholder's corporate logo within the Airport for purposes of flight information wayfinding. The Stakeholder must provide logo specifications to JIAL, when requested.

21.2 Stakeholders are prohibited from displaying the logo and name in any area of the Airport without written permission from JIAL, including check-in counters, transfer areas, ticket sales desks, departure gates and lounges.

21.3 Unless authorized in writing by JIAL, 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.

21.4 All signage of Stakeholders including at the SBDs must adhere to JIAL's standards and receive prior approval from JIAL.

21.5 Airline Operators are allowed to display operational communication materials next to their allocated check-in counters only during their operation hours. It is the responsibility of the respective Airline Operator to remove and store the materials immediately after closing the counters, including stationery.

21.6 Stakeholders must follow JIAL's standard operating procedures for events, promotions, campaigns, or any similar activities at the Airport and should contact JIAL's Commercial Team for approval of displaying materials (operational, non-operational and promotional) at the check-in areas and boarding gates.

21.7 Any media-related activity must require prior written approval from JIAL's Corporate Communications Team.

21.8 JIAL retains all rights regarding the display, distribution, or penetration of signs, advertisements, and other printed materials at the Airport. Stakeholders must obtain prior written permission from JIAL for any such activity. JIAL maintains rights over wireless and communication antennas at the Airport and all media-related activities must be approved by JIAL's Corporate Communications department.

21.9 JIAL conducts regular audits at the Airport. If Stakeholders are found violating regulations, they will be required to remove any unnecessary materials immediately. If Stakeholders fail to do so within the specified time, JIAL will remove the materials and Stakeholders must promptly reimburse JIAL for the costs incurred in their removal.

22. Commercial Photography, Film and Recording at Airport Premises

22.1 Stakeholders shall not take any still or motion pictures or videos for commercial use or public exhibition, publication, or display, or film, make or produce any motion picture, television programme or commercial advertisement in or at any point of the Airport, including, but not limited to, the passenger terminal, unless the following documents, permissions have been received and the prescribed payments have been made in advance for carrying out the intended activity:

- Stakeholders shall complete and submit a permit application (after approval has been granted by DGCA) to JIAL, at least ten (10) days in advance of intended filming. The same shall be reviewed and approved by the Chief Airport Officer, JIAL.
- JIAL reserves the sole and discretionary right to restrict the number of entry- permits to be issued for the shoot.

22.2 Photography/ Videography/ Cinematography for commercial use, public exhibition, publication, or display, or to film any motion picture, television programme or commercial advertisement on or at the Airport property shall require payment of the prescribed charges to JIAL, as applicable.

23. Tariff and Charges

23.1 Stakeholders are responsible for paying charges for the use of the Airport Facilities and services ("**Charges**",) along with all applicable taxes. JIAL will notify Stakeholders of any applicable taxes separately.

23.2 JIAL will issue invoices for the Charges payable by each Stakeholder. Stakeholders must make payment within the timeframe specified in the invoice, using any of the payment methods as prescribed by JIAL.

23.3 Stakeholders become accountable for paying Charges to JIAL from the date of their usage and access of the Airport Facilities and Services.

23.4 Stakeholders are responsible for ensuring timely payments for services available at the Airport, as per the agreements with respective service providers, such as fuel suppliers, cargo terminal operators, flight caterers, and IT service providers.

23.5 Stakeholders must adhere to the credit policy outlined in **Schedule 10**.

24. Security Deposit

24.1 Stakeholders are required to furnish an interest-free security deposit to JIAL, either in the form of an interest-free bank deposit or a Bank Guarantee ("**Bank Guarantee**") issued by a nationalised or scheduled commercial bank in India, as per the format as provided in **Schedule 9**, and as specified by JIAL for an amount equal to JIAL's reasonable estimate of the Airport charges, likely to be incurred by Stakeholders over a two-month period. The security deposit may be subject to revision based on a Stakeholder's operation or periodically applicable tariffs.

24.2 Stakeholders must comply with the aforementioned Credit Policy.

25. Non-Payment of Charges

25.1 Stakeholders must make timely payment of all invoices issued by JIAL. In the event of a dispute between a Stakeholder and JIAL, the Stakeholder remains responsible for paying JIAL the invoiced amount. However, any disputed payment made will be subject to the final resolution of the dispute.

25.2 Failure to make timely payments may result in JIAL restricting the defaulting Stakeholder from using the Airport Facilities and Services without further notice. JIAL's commitment to providing Airport Facilities and Services is contingent upon a Stakeholder consistently adhering to the terms and conditions of this agreement and fulfilling its payment obligations.

25.3 If the Stakeholders fails to pay the Charges according to JIAL's Credit Policy, the Stakeholder shall incur an interest rate of 1.5% per month on the outstanding amount from the day it becomes payable.

25.4 The Stakeholder acknowledges that JIAL retains contractual and continuing lien on the Stakeholder's property at the Airport until the Stakeholder pays all charges and interest and, accordingly, JIAL reserves the right to retain the Stakeholder's property, including the aircraft at the Airport, as it deems fit.

25.5 The exercise of above rights by JIAL is without prejudice to rights available to JIAL under this CoU or otherwise under the Applicable Laws.

26. Recovery of Money Due to Damages

26.1 Stakeholders shall bear responsibility for any damage occurring at the Airport, including the Airside and other infrastructure, caused by themselves, their employees, agents, representatives, aircraft, or other vehicles.

26.2 If a Stakeholder causes damage at the Airport, including but not limited to the Airside, JIAL will issue a debit memo to the Stakeholder detailing the actual charges incurred. The determination of these charges will be conducted by appropriate vendors or agencies appointed by JIAL.

27. Varying Charges

Subject to directives from Governmental or Regulatory Authorities and other notifications by JIAL, any aeronautical charges may be adjusted by providing a written notice to Stakeholders of a proposed increase in charges or security deposit. Such variation will take effect from the date specified in the notice.

28. Insurance

28.1 Stakeholders are required to procure and sustain, at their own cost, an insurance policy that comprehensively covers all risks and liabilities, from a reputable insurance provider, conforming to industry norms.

28.2 Upon request, the Stakeholder must furnish a copy of the following policies to JIAL:

(i) Airline Public Liability Insurance Policy

(ii) Workers Compensation Insurance Policy

(iii) Airline Insurance on Automobiles and Other Ground Vehicles

(iv) Commercial General Liability Insurance Policy

28.3 Stakeholders must procure and maintain all insurance policies as outlined in Clause 29.1, at their own expense, and must provide evidence of such coverage to JIAL.

28.4 If JIAL determines, at any time, that an increased insurance coverage is necessary:

(i) due to an increased risk of loss to JIAL, as a result of passage of time, and/ or

(ii) due to changes in industry standards requiring different coverage,

Stakeholders agree to adjust the minimum limits and types of insurance policies, accordingly, upon receipt of written notice from JIAL.

28.5 It is emphasized that Clause 29 does not imply any recommendation or advice by JIAL to Stakeholders regarding risk management. Stakeholders are solely responsible for identifying risks and procuring and maintaining adequate insurance coverage to mitigate those risks.

28.6 Regardless of the nature of insurance claim settlements, Stakeholders remain liable for compensating JIAL for any losses incurred. JIAL shall not bear any additional costs in this regard. Stakeholders must indemnify JIAL to the extent of its interest, irrespective of claim settlements.

29. Waste Management

29.1 Waste collection, segregation, handling, transportation, and disposal are the responsibilities of the Stakeholder, who must ensure that all waste is managed in accordance with Applicable Laws, and/ or any policies and guidelines established by JIAL, periodically.

29.2 JIAL operates a solid waste segregation and processing facility/ plant capable of handling organic waste processing and inorganic waste recycling. This facility can manage solid waste, hazardous waste and e-waste.

29.3 Stakeholders must store solid and hazardous waste in designated areas and establish processes for collecting segregated waste and transfer to secondary transfer stations, as directed by JIAL.

29.4 All biomedical waste, e-waste and other hazardous waste generated by Stakeholders must be sent to a State Pollution Control Board-approved recycling plant.

29.5 All required permission for handling, storage and disposal of e-waste, biomedical waste, hazardous waste, etc. are required to be taken from the statutory authorities, as applicable.

29.6 To maintain airside safety and security and prevent interference from birds and animals, Stakeholders must ensure cleanliness in and around the airside and ground handling facilities. All waste management activities must comply with Applicable Laws.

29.7 During scheduled maintenance or emergencies, utilities such as waste management facilities may be temporarily shut down. In such cases, JIAL will not be liable, and Stakeholders must provide reasonable support, as needed.

JIAL reserves the right to audit Stakeholders' compliance with the waste management practices. Further, all the required data/ details, as sought must be provided to JIAL, as per the desired frequency.

30. Effect of Non-Compliance with CoU

If Stakeholders fail to adhere to any provisions of this CoU, JIAL may issue a written notice of non-compliance, providing Stakeholders with a 7 (seven)-day notice period to rectify the situation. If Stakeholders are unable to remedy the non-compliance within the aforesaid period, JIAL reserves the right to take the following actions:

(i) Restrict Stakeholders from using the Common Use Passenger Processing System, at the Airport.
(ii) Withhold allocation of resources, areas, services, etc. at the Airport.
(iii) Initiate the process to vacate the Stakeholders from the Airport, with costs and service charges, if applicable, to be borne by the Stakeholders.

31. Force Majeure

31.1 JIAL may suspend or excuse its obligations under this CoU in the event of force majeure ("**Force Majeure**") preventing it from fulfilling its duties.

31.2 '**Force Majeure**' shall mean and include:

(i) Natural disasters (Act of God) like lightning, earthquake, cyclone, storm, flood or any other unusual or extreme weather conditions at the Airport.

(ii) Fire, explosion, chemical or radioactive contamination or ionising radiation, excluding incidents caused by the affected party or its associates.

(iii) Significant accidental damage at the Airport due to aircraft crashes, explosions, fires, or other disasters involving an aircraft during landing, parking, servicing (including the supply of fuel) or taking-off in and around the Airside.

(iv) Epidemic or pandemic declared by the Government of India and /or Government of Rajasthan and/ or its agencies affecting Airport operations.

(v) Act of war, invasion, terrorism, sabotage, blockades, embargoes, widespread riots, or civil unrest in India or at the Airport; and

(vi) An act or event described in (i) to (v) above, primarily affecting a third-party or third-party which directly prevents, impedes, or delays a party in the performance of substantial portion of its obligations/ performance/ deliverables.

(vii) Notwithstanding anything contained herein, strikes by Airport Employees shall be an event of Force Majeure.

31.3 JIAL shall not be liable, in any manner whatsoever, to the Stakeholders for any losses, damages, costs, expenses, claims, demands, and/or proceedings relating to or arising out of occurrence or existence of any event of Force Majeure.

32. Release and Indemnity

32.1 JIAL and/or its affiliates, shareholders, officers, employees, directors, representatives, or agents shall not be liable for:

(i) Any loss or damage to a Stakeholder's aircraft, equipment, machinery, or the property of the Stakeholder's crew or passengers at the Airport, regardless of the cause.

(ii) Personal injury sustained by the crew or passengers, or individuals servicing a Stakeholder's aircraft at the Airport, for any reason.

(iii) Losses incurred by a Stakeholder due to Airport closure, partial closure, or unavailability of any Airport service or facility, for any reason.

(iv) Losses incurred by a Stakeholder, or any party associated with a Stakeholder due to delays in the scheduled movement of a Stakeholder's aircraft.

(v) Any consequential injuries, losses, or damages arising from the use of or closure of the Airport.

32.2 Stakeholders shall undertake to defend, indemnify, save, and hold harmless JIAL, its affiliates, shareholders, officers, directors, employees, representatives and agents, from and against any claims, losses, liabilities, damages, demands, suits, causes of action, judgments, penalties, costs or expenses (including legal costs and attorneys' fees) ("**Claim**") arising from:

32.2.1 Failure of Stakeholder to comply with the Applicable Laws.

32.2.2 Negligent acts or omissions, willful misconduct, fraud, or misrepresentation by a Stakeholder, its officers, directors, employees, subcontractors, representatives, or agents.

32.2.3 Claims against JIAL by a Stakeholder's passengers or any third party arising from a Stakeholder's operations at the Airport.

32.2.4 Breach of any obligations by a Stakeholder as outlined in this CoU.

32.2.5 Employment-related claims by any person employed by the stakeholder or its subcontractors or agents against JIAL.

32.2.6 Intellectual property claims related to any software or hardware implemented or deployed at the Airport by a Stakeholder, and

32.2.7 Property damage, personal injury, or death caused by a Stakeholder, its employees, agents, representatives, aircraft, or other vehicles.

32.3 Stakeholders shall promptly settle any amount claimed by JIAL under Clause 33.2 within 30 (thirty) days of receiving notification from JIAL regarding such claim.

33. Governing Law and Jurisdiction

This CoU shall be governed by the laws of India. Unless otherwise stipulated in Clause 35, all matters and disputes arising from or related to this CoU shall be exclusively subject to the jurisdiction of the courts of Ahmedabad, Gujarat, India.

34. Dispute Resolution

34.1 Any dispute, difference, claim, question or controversy between JIAL and Stakeholders collectively referred to as the "**Parties**" arising out of or relating to this Condition of Use ("**Dispute**"), shall initially be resolved through amicable negotiations between the Parties. If the Dispute remains unresolved through amicable negotiations within thirty (30) days of receiving written notice of its existence, it shall be referred to a sole arbitrator. Within 10 (ten) days of invoking the arbitration clause, JIAL shall provide a list of 4 (four) retired Supreme Court and/ or High Court judges ("**Nominees**") to the Stakeholder. Within 10 days of receiving the list, the Stakeholder shall nominate 1 (one) of the Nominees as the sole arbitrator. If the Stakeholder fails to nominate a sole arbitrator within the specified time, the top Nominee on the list provided by JIAL shall be appointed as the sole arbitrator, or if unavailable, the next Nominee on the list. If JIAL fails to provide the list of Nominees within 10 (ten) days of invoking the arbitration clause, the court shall appoint the sole arbitrator as per the provisions of the Arbitration and Conciliation Act, 1996.

34.2 The award rendered by the sole arbitrator shall be final and binding on the parties.

34.3 The arbitration proceedings shall be conducted in accordance with the Arbitration and Conciliation Act, 1996, prevailing at the time of arbitration. The venue of the arbitration shall be Ahmedabad, India, and the proceedings shall be conducted in the English language.

34.4 The arbitral award shall be issued in writing and shall be deemed to be final and binding on the parties involved. The award may also include a determination of costs, which may encompass reasonable attorney's fees and disbursements.

35. Assignment

The rights and obligations granted to Stakeholders under this CoU are solely for a Stakeholder's use and may not be transferred or assigned to any other party without the prior written consent of JIAL.

36. Sub-Contracting

36.1 If permitted by JIAL, Stakeholders may engage in certain activities at the Airport, subject to the terms of this CoU. However, a Stakeholder shall not sub-contract or assign these activities, either wholly or partially, to any other party without obtaining the prior written consent of JIAL. When seeking consent, a Stakeholder must provide JIAL with relevant details regarding the proposed sub-contractor, including: (i) the name of the sub-contractor; (ii) the scope of services provided by the sub-contractor; (iii) the duration for which the services would be provided by the sub-contractor; (iv) the service level agreement, and any other required information. Both a Stakeholder and its sub-contractor must adhere to the policy issued by DGCA dated 25th February 2022 (AIC No. 03/2022).

36.2 Regardless of sub-contracting arrangements, the Stakeholder remains fully responsible and liable for the services provided by its sub-contractors or assignees at all times.

37. Consent or Waiver

Any consent or waiver provided by JIAL regarding a breach of this CoU by Stakeholders shall not be deemed as a waiver of any other breach by the Stakeholder. JIAL's rights, powers, and remedies under this CoU or under Applicable Laws shall not be affected by any such consent or waiver.

38. Amendment

JIAL reserves the right to amend, change, modify, add, or remove certain terms of this CoU, at its discretion, including for operational requirements or due to changes in Applicable Laws. The revised CoU will be made available on JIAL's website (https://jaipur.adaniairports.com/). While JIAL will endeavour to notify Stakeholders of any material changes or updates to the CoU, it is not obligated to do so. Stakeholder's continued use of the Airport Facilities and services after such amendments, changes, or updates will constitute acceptance of the revised CoU.

39. Clarifications

In case of any doubts regarding the interpretation of any provisions of this CoU, clarifications issued by JIAL shall be considered final and binding on Stakeholders.

40. Interpretation

Unless states otherwise or unless the context requires otherwise:

40.1 In this CoU, unless the context requires otherwise; (i) singular includes plural and vice versa; (ii) "include" and "including" imply without limitation; and (iii) references to months mean English calendar months, with "monthly" construed accordingly.

40.2 Any reference to this CoU includes any variation, amendments, or replacements thereof.

40.3 "Person" refers to natural persons, partnership firms, companies, bodies corporate and associations, whether incorporated or not, or another organization or entity, including governmental or political subdivisions, ministries, departments, or agencies thereof.

40.4 Headings are included for ease of reference and do not reflect interpretation. Definitions apply to grammatical forms of defined words unless sourced from Applicable Laws. References to Schedules are to Schedules of CoU, and references to this CoU includes its recitals.

40.5 If any provision of this CoU becomes invalid, illegal, or unenforceable, it shall be severed, and the validity of the remining provisions shall not be affected.

40.6 References to approval in this CoU are contingent upon final issuance by the Competent Authority for interpretation or governance purposes.

41. Services JIAL does not provide.

41.1 JIAL does not provide the following services:

41.1.1 Air Traffic Management and Communication, Navigation and Surveillance

41.1.2 Meteorological services; and

41.1.3 Such other activities as listed in the Concession Agreement as Reserved Activities.

42. Definitions

42.1 **JIAL**" shall mean Jaipur International Airport Limited which operates and manages the Jaipur International Airport, Jaipur.

42.2 "**Airport"/ "JAI**" shall mean Jaipur International Airport located at Jaipur in the state of Rajasthan and includes all its buildings, equipment, facilities, systems and including, where the circumstances so require, any expansion thereof.

42.3 "**Airport Facilities and services**" shall have the same meaning as ascribed to it in Clause 3.

42.4 "**Airside**" shall mean the area located at the Airport after passing through the security checks, which includes the sections only available to those who are specifically permitted and authorized to access through AEP. The purpose of an Airside area is to control access to operational areas of the Airport.

42.5 "**Air Transport Service"/ "Air Transport Undertaking**" shall have the same meaning as defined under the Aircraft Rules, 1937 as amended from time to time.

42.6 "**Applicable Law(s)**" shall mean all laws in force and effect as of the date hereof, and which may be promulgated or brought into force and effect hereinafter, by any Competent Authority, including any revisions, amendments or re-enactments, and/or any regulations, rules, bye-laws, notifications, ordinances, and protocols, codes, guidelines, notices, circulars, directions made thereunder, and judgments, decrees, injunctions, writs, orders and notifications issued by any court or record, or other requirements, orders, directives, norms of any Competent Authority, and the rules, regulations, development controls, instructions and guidelines (including policies and circulars) issued by the Competent Authority and any notifications or guidelines issued by JIAL from time to time, whether in effect on the date hereof or thereafter.

42.7 "**Apron**" means a defined area on the Airport intended to accommodate aircraft for the purpose of loading or unloading passengers, mail, or cargo, fueling, parking or maintenance.

42.8 "**AVSEC**" shall have the meaning as ascribed to it in Clause 4.1 (ii).

42.9 "**Bank Guarantee**" shall have the meaning as ascribed to it in Clause 25.1.

42.10 "**Business Day**" means any day between 9:30 a.m. and 6:30 p.m. (other than a Saturday or Sunday or a public holiday) on which banks in Jaipur, Rajasthan, India is open for business.

42.11 "**Change of Configuration**" shall have the meaning as ascribed to it in Clause 17.

42.12 "**Charges**" shall have the meaning as ascribed to it in Clause 24.

42.13 "**Common Use Areas**" means the areas at the Airport which are made available by JIAL from time to time for use by the Stakeholder together with such third parties, as JIAL may from time to time decide, and which areas shall include the check in counters, ticketing counters, transfer areas, OOG bag counters, SOOG bag counters, holding lounges, check-in halls, the Airside Area etc.

42.14 "**Common Use Facilities**" means the facilities at the Airport which are made available by JIAL to Stakeholders including the outbound baggage handling system, the inbound baggage handling system, air bridges, boarding gates, the common use and curbside check-in counters, the domestic baggage claim facility, the international baggage claim facility, the Flight Information Display System (FIDS), the public address and paging system, the utilities and the computer terminals, software, hardware, counter space and others facilities specified in Schedule 1 to these Conditions of Use.

42.15 "**Common Use Passenger Processing System**" shall have the meaning as ascribed to it in Clause 3.

42.16 "**Competent Authority**" shall mean and include Government of India ("GoI"), Government of Rajasthan ("GoR"), Airports Authority of India ("AAI"), Directorate General of Civil Aviation ("DGCA"), Ministry of Civil Aviation ("MoCA"), Bureau of Civil Aviation Security ("BCAS"), Airports Economic Regulatory Authority ("AERA") or any other subdivision or instrumentality thereof or any other authority empowered by the Applicable Laws.

42.17 "**Concession Agreement**" shall have the meaning as ascribed to it in Clause 3.

42.18 "**Condition of Use"/ "CoU**" shall mean this Conditions of Use for Stakeholders and the Schedules of these conditions as amended from time to time.

42.19 "**Confidential Information**" shall mean any and all information, data and material disclosed/shared by JIAL with Stakeholders whether in writing or other tangible form.

42.20 "**Claim**" shall have the meaning as ascribed to it in Clause 33.2.

42.21 "**Disabled Aircraft**" shall have the meaning as ascribed to it in Clause 11.

42.22 "**Disembarking Passengers**" means all passengers on board an arriving aircraft including Transit Passengers, Transfer Passengers, Infant, domestic-on-carriage, and positioning crew, but exclude operating crew.

42.23 "**Dispute**" shall have the meaning as ascribed to it in Clause 35.

42.24 "**Domestic Flight**" means a flight where the airports for both take-off and landing are within India.

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42.25 "**FIDS**" shall have the meaning as ascribed to it in Schedule 8 (vii).

42.26 "**Force Majeure**" shall have the meaning as ascribed to it in Clause 32.

42.27 "**ICT Services**" shall mean and include, without limitation, internet connection, any wireless or other communication system, electric power cable, telephone apparatus, telephone cable, or other cable or apparatus used in any communication, security, lighting, traffic control, traffic aid or other similar system, any pipe, together with any duct for such cable or pipe and any apparatus or works ancillary to such cable, apparatus, pipe or duct, whether permanent or temporary and exclusively provided by us or any third party service provider appointed by us.

42.28 "**Landside**" means, the area outside the passenger terminal building and includes facilities and infrastructure in and around the terminal building, excluding the Airside at the Airport.

42.29 "**Landside Facilities**" include the roadway systems and access roads; curb sides; bridges and access structures, public car parking areas, administrative buildings and various other services and facilities, provided by JIAL from time to time on the Landside.

42.30 "**Maximum Take-off Weight**"/ "**MTOW**" in relation to an aircraft means the maximum take –off weight of the aircraft and its contents at which the aircraft may take-off anywhere in the world in the most favorable circumstances in accordance with the Certificate of Airworthiness or any other certificate where details of MTOW is given and issued by a regulatory authority for e.g. Noise Certificate or Manufacturer's Certificate having differential MTOW but highest would be considered in force in respect of the aircraft.

42.31 "**NOTAMs**" shall have the meaning ascribed to it in Clause 4.

42.32 "**Passenger**" means any persons carried on an aircraft with the exception of the flight crew and cabin staff operating the aircraft flight.

42.33 "**Personnel**" include an employee, servant, officer, agent, or contractor or subcontractor and anyone else under the control or direction of the Stakeholder as the case may be.

42.34 "**Person**" includes an individual, corporation, company, partnership, trust, body of individuals or any other entity.

42.35 "**Restricted Area**" means the areas at the Airport determined by JIAL in its sole discretion, from time to time, and to which access may be restricted by JIAL.

42.36 "**Security Deposit**" shall have the meaning as ascribed to it in Clause 25.

42.37 "**Stakeholder(s)**" shall mean any person including but not limited to sub-contractors, servants and assignees or entity who undertakes Air Transport Service and/or is involved in Air Transport Undertaking, and/or any other authorized/ permitted airline operator/aircraft operator (as applicable) and includes those who have been issued airport entry permit and an access, in each case, to the Airside at the Airport and/or are using the Facility and Services at the Airport.

42.38 "**SPOC**" shall have the meaning as ascribed to it in Clause 4.1.

42.39 "**Summer Schedule**" is the period commencing on the last Sunday in March and ending on the last Saturday in October.

42.40 "**Winter Schedule**" is the period commencing on the last Sunday in October and ending on the last Saturday in March.

42.41 "**Tax**" or "**Taxes**" shall mean all taxes, levies, imposts, duties, charges, fees, deductions, assessments, demands or withholdings that are, or that are to be, imposed, levied, collected, withheld, or assessed, together with all interest, fines, penalties, claims, or other liabilities arising under or relating thereto.

42.42 "**Transit Passenger**" means a passenger who arrives at the Airport in an aircraft and departs from the Airport in the same aircraft, where such an aircraft is operating a through flight transiting the Airport and includes a passenger in transit through the Airport who must depart in a substituted aircraft because the aircraft on which the passenger arrived has been declared unserviceable.

Note: A passenger is treated in Transit only if onward travel journey is within 24hrs from Arrival into Airport and is part of same ticket. In case two separate tickets are issued, it would not be treated as a "Transit" passenger.

42.43 "**Transfer Passenger**" means any passenger, who arrives at the Airport on a flight on one aircraft and, without leaving the Airport boards another Aircraft to another destination.

In case, any definition as provided in the Conditions of Use is different from what has been agreed by JIAL and the Stakeholders in any Agreement, it shall have the meaning assigned to in that Agreement.

43. Glossary

Acronym	Full Form
AAHL	Adani Airport Holdings Limited
AAI	Airports Authority of India
A-CDM	Airport Collaborative Decision Making
ACS	Access Control System
AEP	Airport Entry Permit
AERA	Airports Economic Regulatory Authority
AHCP	Anti Hijack Contingency Plan
AHM	Airport Handling Manual
Airport	Jaipur International Airport, Jaipur
AIS	Aeronautical Information Services

AOCC	Airport Operations Control Centre
APHO	Airport Health Organization
APU/GPU	Auxiliary Power Unit/Ground Power Unit
ARFF	Aircraft Rescue and Fire Fighting
ASG	Aviation Security Group
ASP	Airport Security Plan
ATM	Air Traffic Management
AVSEC	Aviation Security
BCAS	Bureau of Civil Aviation Security
BER	Beyond Economical Repair
BHS	Baggage Handling System
BIM	Baggage Information Message
BIS	Bureau of Indian Standards
BRS	Baggage Reconciliation System
BTCP	Bomb Threat Contingency Plan
BTM	Baggage Transfer Message
CAR	Civil Aviation Requirement
CCTV	Closed Circuit Television
CISF	Central Industrial Security Force
CoU	Conditions of Use
CPE	Customer Premise Equipment
CUPPS	Common Use Self Service
CUSS	Common Use Self Service
DCS	Departure Control Systems
DGCA	Directorate General of Civil Aviation

DGR	Dangerous Goods Regulations
EBS	Early Baggage Storage
ELCB	Earth Leak circuit breaker
FOD	Foreign Object Debris
GH	Ground Handling
GHA	Ground Handling Agents
GOR	Government of Rajasthan
GOI	Government of India
GOSM	Ground Operations Safety Manual
GPS	Global Positioning System
GSE	Ground Support Equipment
IATA	International Air Transport Association
ICAO	International Civil Aviation Organization
ICT	Information and Communications Technology
IP Port	Internet Protocol Port
IP TV	Internet Protocol Television
IT	Information Technology
JAI	Reference code assigned by IATA for Jaipur International Airport, Jaipur
JIAL	Jaipur International Airport Limited
LAN	Local Area Network
LDM	Load Distribution Message
Mbps	Megabits Per Second
MoCA	Ministry of Civil Aviation
MOWP	Method of Working Plan
MTOW	Maximum Take-off Weight
MVT	Movement Message

NFPA	National Fire Protection Association
NOTAMs	Notice to Air Missions
OOG	Out Of Gauge
OSHAS	Occupational Health and Safety Assessment Series
PBB	Passenger Boarding Bridge
PPE	Personal Protective Equipment
PSM	Passenger Service Message
PTM	Passenger Transfer Message
SBD	Self-Baggage Drop
SLPC	Secondary Ladder Point Check
SMS	Safety Management System
SOCC	System Operations Control Centre
SOOG	Super Out of Gauge
SPOC	Single Point of Contact
SSA	State Support Agreement
SSIM	Standard Schedules Information Manual
STD	Schedule Time Of Departure
UTC	Coordinated Universal Time
VLAN	Virtual Local Area Network
%	Percentage
&	And
@	At the rate
Etc.	Etcetera
in.	Inch

SCHEDULE 1

Airport Facilities (Infrastructure) and Services (Operations)

Airport Facilities (Infrastructure) and Services (Operations) include the following services and equipment:

1. Aerodrome control services
2. Air navigation services relating to the Airport
3. Aircraft cleaning services
4. Aircraft fueling services
5. Airfield
6. Airfield lighting
7. Lounges
8. Airside and landside access roads and forecourts
9. Airside and perimeter security including access control and patrolling
10. Apron and aircraft parking area
11. Apron control and allocation of aircraft stands
12. Arrivals concourses and meeting areas
13. Baggage systems including outbound and reclaim
14. Banks/ automated teller machine(s). JIAL to make investment for providing basic infrastructure facilities only
15. Bird scaring
16. Money exchange facility
17. Cargo handling
18. Cargo terminals
19. Check-in area
20. Cleaning, heating, lighting, and air conditioning public areas
21. Common Use Passenger Processing System
22. Customs and immigration halls
23. Duty free sales. JIAL to make investment for providing basic infrastructure facilities only
24. Emergency services
25. Facilities for the disabled and other special needs people
26. Fire service
27. Flight catering services
28. Flight information and public-address systems
29. Foul and surface water drainage
30. Freight consolidators/forwarders or agents
31. General aviation ground handling/ terminals
32. General retail shops. JIAL to make investment for providing basic infrastructure facilities only
33. Ground handling equipment
34. Ground handling services

35. Ground power for aircraft
36. Guidance systems and marshalling
37. Hangars
38. Heavy maintenance services. JIAL to undertake these only if such services are in relation to airport and/or aircraft
39. ICT Services
40. Information desks
41. Infrastructure for the airport complex like roads, drains, water supply etc
42. Inter-terminal transit (wherever applicable)
43. Landscaping and horticulture
44. Landside Facilities
45. Lifts, escalators, and passenger conveyors
46. Line maintenance services. JIAL to undertake these only if such services are in relation to airport and/or aircraft
47. Lost property
48. Noise insulation and sound proofing
49. Passenger and hand baggage search
50. Policing and general security
51. Porter service
52. Prayer Rooms
53. Pre-conditioned air for aircraft
54. Restaurants and other refreshment facilities. JIAL to make investment for providing basic infrastructure facilities only
55. Runway
56. Signage
57. Special Assistance Services
58. Taxiways
59. Toilets (including for disabled) and nursing mothers' rooms
60. Tourist information services. JIAL to make investment for providing basic infrastructure facilities only
61. Trolley service
62. Utilities (including electricity, gas, telecommunications, and water)
63. Vehicle fueling services. JIAL to undertake these only if such services are in relation to airport and/or aircraft
64. Vehicle parking
65. Vehicle rental. JIAL to make investment for providing basic infrastructure facilities only
66. Vending machines. JIAL to make investment for providing basic infrastructure facilities only
67. VIP/Reserve lounges
68. Warehouses
69. Waste and refuse treatment and disposal
70. Welcoming services

71. X-Ray service for carry on and checked-in luggage

JIAL reserves the right to add other services, facilities, activities, technological improvement into this Schedule as approved by the Competent Authorities.

SCHEDULE 2

Tangibles Policy Document

Item	Policy	Remarks
1. Carpets/ Mats (Business / First class counters)	• To be placed by the Airline only at the First/ Business class counters. • Carpets should not be faded Item, torn or dusty and should be in sync with the ambience of the Airport.	Placing carpets by airline will not be allowed under below circumstances: 1. Soiled / Faded Airline Carpets. 2. Sub-optimal quality such as torn carpets will not be maintained; 3. Inconsistent branding colour etc of Airline brands.
2. Hand Baggage Sizer at Check-in area and Baggage Sizer at boarding gates	• Allowed to be brought by Stakeholders. • Should be with the objective to display the requisite information for the hand baggage dimensions. • Airline logo if any, not to exceed 1.5 Ft X 1Ft on the front.	Dimensions allowed L: 5ft X W:2Ft X B: 2ft
3. Signs/ Displays about restrictions in hand baggage and checked in baggage at Check in.	• JIAL will be displaying relevant information as per BCAS/ DGCA guidelines at various points in the terminal. • Countertop A4 size display with the relevant information, will be installed at all check-in desks by JIAL. • For airline specific requirements if any, countertop tent cards may be placed by the airline during check-in and removed thereafter.	Dimension: A4 Format.
4. Queue Managers/ Tensa Barriers	Will be provided by JIAL at all locations	-
5. Class Segregation signage at the check-in counters	Class segregation will be available on the countertop LCD Displays. Additionally, if required at the time of check-in the airline can place one A3/A4 size frame on top of the tensa barrier.	-
6. Signage/ Display at the Aerobridge for: Priority Boarding start time Class segregation	Allowed on (Two) A4/A3 size frames which can be fixed on top of the tensa barriers/ Queue Managers	Dimension: A4 / A3 Format
7. SLPC tables and Female frisking view cutters at Boarding gates	Will be provided by JIAL at the boarding gates.	

8. Priority Baggage Signage near arrival reclaim belts	Will not be provided by JIAL at reclaim belts.	For OOG bags, an area is identified to handover their belongings such as cricket bat, wheelchairs or baby-pram etc.

SCHEDULE 3 – Minimum Service Standards

Part A: Minimum Standards for Safety and Security

S. No.	Category	Parameters	Measurement Standards	Minimum Service standards
1.	Data	Financial, Operational & Safety Data	Following data shall be shared by the GHA/Self handler in prescribed / Agreed format by Airport Operator on monthly basis (7th of every month). 1. Monthly reporting figures 2. Operational data 3. Mishandled Baggage (MHB) data 4. Baggage delivery data for arrival bags 5. Ground service equipment performance data limited to location, utilization, maintenance. 6. Employees' details and training related data 7. Accident/ incident reports 8. Equipment failure during operations 9. Any other data required by the Airport Operator	100%
2.	Safety	Aircraft damage	Damage to aircraft resulting in substantial damage or Aircraft on Ground (AOG) situation – Not to exceed 1 per 25,000 ATMs (Substantial damage as defined by ICAO)	100%
3.	Safety	Aircraft damage	Minor damage to aircraft – Not to exceed 1 per 10,000 ATMs	100%
4.	Safety	GSE damage	Major damage to GSE – Not to exceed 1 per 10,000 ATMs (Major damage as defined by ICAO)	100%
5.	Safety	GSE damage	Minor damage to GSE – Not to exceed 1 per 1,000 ATMs (Minor damage as defined by ICAO)	100%
6.	Safety	Fatal/ serious injury	Accident involving passenger/ crew/ employees/ stakeholders at airport, resulting in fatality / serious injury – Nil	100%
7.	Safety	LTI	Accident involving passenger/ crew/ employees/ stakeholders at airport – 1 in 40,000 flights	100%

8.	Safety	Certification	GHA/SHA shall procure IATA's Safety Audit of Ground Operations certification ("ISAGO Certification") within One year from the Effective Date and maintain ISAGO Certification	-
9.	Safety	Audit	All audits conducted by Airport Operator / DGCA / Airlines shall be closed within 90 days and Action Taken Report (ATR) shall be submitted to Airport Operator.	-
10.	Safety	Emergency Response	The Concessionaire shall respond to Airport Operator's Emergency response plan immediately on receipt of relevant information from Airport Operator or from any other source by providing requested equipment and manpower.	-
11.	GSE	Age of motorized GSE	Age of any motorized GSE not to exceed 10 years Age of lower deck loaders, main deck loader and pushback tugs not to exceed 12 years	-
12.	GSE	Age of non-motorized GSE	Age of non-motorized GSE not to exceed 15 years	-
13.	GSE	GSE Fitness certificate	Equipment with only valid Permit issued by airport operator and Fitness certificate to operate in airport premises.	100%
14.	GSE	Geo Tagging/ Telematics	All GSE/GSV motorized or non-motorized to be geotagged and telematics enabled	-
15.	GSE	Refurbished Equipment	Refurbished Equipment shall not be allowed at the Airport under any circumstances	-
16.	GSE	Electric GSE/ GSV	A. For equipment that require replacement, which do not have immediate electric variant available in the market or for additional capacity enhancement, whenever due, shall ensure that the procurement of electrical variant be done within Six months from the date of availability of such variant or the expiry date of the conventional variant, whichever is later. B. Farm tractors are not allowed on ramp and should be used for towing of cargo only. C. All baggage tugs should be electric only.	-

17.	Security	Pilferage	Incidents of pilferages – Nil (Passenger complaints of pilferage from check-in bags supported with evidence to be considered as pilferage cases)	100%
18.	Training	Safety and Security - Familiarization	Comply with safety, security, baggage operations familiarization, and other training requirements as may be notified by Airport Operator or any other relevant authority to ensure competency of the personnel.	100%
19.	Training	Apron driving & CX Teams	SHA/GHAs shall comply with the Airport Operator's apron driving training standards Soft Skills & Etiquettes Training for customer facing teams. Untrained staff are not allowed to perform any duties without supervision of senior staff	100%
20.	Manpower	Background check	GHAs/ SHAs shall perform a mandatory background check for all their employees and maintain a database of documents for all employees (As per BCAS Standards) and provide certification that background check is done.	100%

Part B: Minimum Standards for Service Delivery

The GHAs (including self-handling airlines) will have to achieve following Minimum Service Levels

S. No.	Category	Parameters	Measurement Standards	Minimum Service standards
1.	Passenger Handling	Check-in Queue time	Check-in counters to be manned as per allocation, Time spent by a passenger in a queue before reaching the check-in counter shall not exceed: 3 minutes for first class/ business class passengers 10 minutes for economy class passengers	95%
2.	Passenger Handling	Check-in Transaction time	Time taken to process one passenger at check-in/ transfer counter not to exceed: 60 sec for Domestic 180 sec for International	95%
3.	Passenger Handling	Embarkation	No passenger to be held in PBB/Flexi link after boarding has started	100%
4.	Passenger Handling	Embarkation	Passenger to be boarded in aircraft after receiving cabin clearance only	100%
5.	Passenger Handling	Passengers with Reduced Mobility (PRM)	Response time for PRMs handling request to be within 5 minutes	100%
6.	Passenger Handling	Passengers with Reduced Mobility (PRM)	24x7 manning of PRM desk (wherever available)	100%
7.	Passenger Handling	Transfer desk Waiting time/ queuing	Max waiting time at Transfer counters – Not more than 10 mins.	95%
8.	Passenger Handling	CUSS Kiosks	CUSS kiosks to be manned to assist passengers (1 staff for one CUSS Island)	100%
9.	On time performance	Delays in aircraft turnaround	Delays to flights – Not to exceed 2 controllable delays* per 1,000 departures. (Aircraft doors open to close timing to be measured and controllable delay of 5 minutes or more	–

			than the approved turnaround time to be considered a delay)	
10.	Baggage Handling	Mishandled Baggage – Departure	Maximum number of departure bags mishandled not to exceed 2 per 5,000 bags	100%
11.	Baggage Handling	Processing time for PIR (Property Irregularity Report)	Processing time for PIR at arrival MHB (Mishandled Bag) desk – Not to exceed 10 minutes	100%
12.	Baggage Handling	Delivery of baggage	Delivery of baggage at the Arrival baggage belt from chocks-on time: First bag (Dom.): 10 minutes for all Last bag (Dom.): 30 minutes for Code C aircraft and 45 minutes for Code E aircraft. First bag (Int.): 15 minutes for all Last bag (Int.): 40 minutes for Code C aircraft and 45 minutes for Code E aircraft.	95%
13.	Ramp Handling	Bussing	Bus to be available at the aircraft within 3 minutes of On-block time. Waiting time for arrival/ departure of buses should not be more than 60 seconds between 2 buses	99%
14.	Ramp Handling	Bussing	Passenger coaches should have electronic display units Outside /inside the coach displaying flight No and Route. Low floor buses with tilt function should be used for passenger transportation	-
15.	Ramp Handling	Marshalling/ Wing walker	Marshalling/ Wing walker service to be available 3 minutes before on blocks and aircraft shall be checked to be clear from any FOD prior arrival	100%
16.	Baggage Handling	Self-Baggage Drop	GHA or Self handler to support the Airport Operator in its Self-Baggage Drop (SBD) initiative and provide adequate staff for the same.	100%

17.	Terminal Services	Handling of complaints	100% of passenger's airline related complaints received from airport operator responded within *24 hours	100%
18.	Terminal Services	Availability of wheelchairs	100% of time within 5 minutes	100%
19.	Terminal services	Handling of passengers during IROPS	GHA/Airline to handle passengers of delayed, rescheduled, diverted or cancelled flights as per passenger Charter issued by MoCA and available on Airsewa portal.	100%

KEY NOTES:

- Any other policy changes which may impact any parameters shall be considered as per directives of Competent Authority.
- All the data points to be collated by AOCC as nodal agency and share the compliance report to HO every month as per mutually agreed date.

Evaluation

Every Quarter, A Joint review will be conducted amongst the Nodal Agency of Airport and SHA/GHAs for the parameters not met as required. Further, Airport Operator shall issue a non-compliance letter. Three consecutive letters will demand a detailed investigation, the report of which will be circulated with the concerned/ relevant stakeholders for necessary action and if the performance is still not up to satisfactory level, then appropriate steps will be initiated by the Airport Operator at the sole risk and consequence of the SHAs/GHAs, including, but not limited to, termination of the agreement.

Processing time, queue time measurement & baggage delivery

- All processing time and queue time measurements to be carried out during peak hours and jointly by representatives of airport operator and GHA.
- Number of samples – Statistically a minimum sample above 30 is of use/valid. Based on frequency of audits the sample should be fixed.
- Peak hour for departures will be defined as a period of continuous 60 minutes having maximum number of departures during the 24-hour period.
- Baggage Arrivals - Peak hour for arrivals will be defined as a period of continuous 60 minutes having maximum number of arrivals during the 24-hour period.

Response to PRM/Wheelchair assistance – To be measured jointly by airport operator and GHA basis interaction with PRM (event based)

Mishandled baggage - Baggage, which is damaged, delayed, lost or pilfered. (currently called "Baggage Mishandled" in IATA Reso 780)

Reporting Mechanism – Airport Safety Management System manuals, Incident reports & Monthly reports.

Audit & Evaluation Mechanism – Monthly Audits by GHA/Self Handling Airlines, Sample/random measurement & Quarterly Joint Audits by Airport Operator & GHA/Self Handling Airline.

SCHEDULE 4

Fire Safety

(i) The Stakeholder shall not use electrical heater, toaster, electric kettle, and other allied electrical appliances in the offices.

(ii) The Stakeholders shall not use naked flame/light of any kind in the offices.

(iii) The Stakeholders shall get their electrical circuit tested, at least, once in a year and any defect noticed should be rectified immediately. Stakeholders shall submit the test report issued by electrical supervisory licensee holder or engineer to the Competent Authority.

(iv) Cable should not be laid on the false ceiling or on the partition wall. Cable, where required, should be laid on metal cable trays.

(v) Miniature circuit breaker and metal clad distribution board should only be used for electrical installation and distribution. ELCB should also be incorporated in the circuit.

(vi) Main switch board, electrical meter, distribution board should not be fixed on the combustible material nor in the combustible panels.

(vii) Over loading of the circuit is prohibited and no temporary connection should be made, without specific approval of the competent authority.

(viii) Combustible material should not be stored under/close to the electric switch board/distribution board/meter and approach to electrical board should be kept clear.

(ix) If in the allotted space, no false ceiling is provided, false ceiling will not be installed by the allottee, without specific approval from the Competent Authority.

(x) Internal partition, modifications are not permitted unless written permission is obtained from the Competent Authority.

(xi) Storing of any type of material above the false ceiling is prohibited.

(xii) Allottee shall get his personnel trained in use of fire extinguishers.

(xiii) Allottee shall not store combustible material more than seven days use in the offices situated in terminal buildings.

(xiv) Adequate fire extinguishers shall be deployed as per BIS 2190.

(xv) Battery operated emergency light shall be provided in shops.

(xvi) Telephone numbers of fire control room shall be displayed at prominent locations.

(xvii) JIAL Fire Clearance (JFC) shall be obtained by the allottee before occupying the space/ carrying out any modification.

(xviii) Storing of flammable liquid fuel of any type is strictly prohibited.

(xix) The fire detection & protection system shall be always maintained obstruction free.

(xx) All woodwork should be painted with fire resistance paint.

(xxi) Minimum Exit width of 900 mm & minimum clear space of 500 mm from the ceiling shall be maintained.

(xxii) In no way, the allottee shall deny the ARFF team from inspecting the office space from fire safety point of view.

(xxiii) Tempering with Sprinkle System, smoke detector, Manual fire Call Points, blocking or suppressing JIAL's Fire Detection and Alarm Systems or Equipment is prohibited and is liable to fine.

SCHEDULE 5

Medical emergency on board (responsibility of airlines)

(i) Proper information is passed by airlines/ATC to AOCC for any requirement of an ambulance for transferring the stretcher passenger from city side to aircraft and vice versa.

(ii) Ensure proper coordination with all regulatory Govt. agencies.

(iii) Movement of passenger on stretcher is through Airside in coordination with Duty manager Airside. Coordination is required for ensuring timely availability of ambulance for transporting stretcher to and from the aircraft.

(iv) Airline will ensure proper coordination and completion of necessary formalities with Assistant Commandant CISF, Immigrations/Customs (for international flights) and CISF to permit accessories like oxygen cylinders etc. along with the stretcher.

(v) Airline to take all necessary clearance from all concerned authority for passengers accompanying the stretcher passenger.

(vi) In case doctor declares passenger as dead, airline in coordination with Terminal Manager will coordinate with local police & APHO, inform CISF, AOCC, Head Operations, Chief Airport Officer about the incident (Customs and Immigration for international flights only).

(vii) Under no circumstances the body should be moved, and any other legal requirement should not be disturbed in the process and wait for the body to be cleared by Police. However, all steps be taken for removal of body from the premises at the earliest in coordination with the local police & APHO.

(viii) Airlines are supposed to pay for the other medical help beside these medical emergencies.

SCHEDULE 6

Airline Night Parking Policy

The overnight parking to base aircraft for scheduled air services is subject to acceptance of the following terms and conditions:

(i) The assigned night parking bay at Jaipur International Airport is not transferable to any other airport in the Adani Airport's network.

(ii) Non utilization of overnight parking bay for 30 consecutive days and or reduction of operations beyond 10% of DGCA approved schedule for 30 consecutive days will result in automatic withdrawal of this approval and the parking bay will be returned to the allotment pool.

(iii) JIAL reserves the right to cancel any permission of night parking stand at any time for emergency and operational requirements.

(iv) Airlines are required to utilize the allotted night parking bay with-in 30 days from the date of issuance of this letter.

(v) Airlines are required to submit an interest free security deposit as prescribed/advised by JIAL after receiving the night parking request from the Stakeholder. The deposit will be refunded at the end of approved period provided there are no (a) claims pending against the airline; and or (b) any violation of terms and conditions set in this letter.

(vi) In case of merger/takeover of airline and/or sale transfer of aircraft, the airline which takes over the other airline/aircraft may be permitted to utilize the overnight parking stand granted to the airline/aircraft which is being taken over. In such case the airline which is taking over the airlines/ aircraft will deposit/ replace requisite SD/ Bank Guarantee along with other charges.

(vii) Allocation of overnight parking stand does not guarantee a preferred slot for landing and take-off.

(viii) The parking stand is allotted to the specific aircraft type mentioned in the allocation letter. Airlines are not permitted to change the type of aircraft for parking unless permitted in writing.

(ix) Night Parking will be allocated on a first-come, first-served basis.

(x) Renewal of Night Parking is airline's responsibility and for new parking requests and renewals, airlines need to reach out to Adani Airport Holdings Ltd.'s Airline Marketing team.

SCHEDULE 7

Information and Data Sharing

Data format to be submitted by the Stakeholder to JIAL

SAMPLE Format:

Scheduled Date (IST)	Flight No.	Aircraft Registration No.	Actual Date of Departure	Actual Time of Departure (IST)	Boarding / Departing PAX	Number of infants

Scheduled Date (IST)	Flight No.	Aircraft Registration No.	Actual Date of Arrival	Actual Time of Arrival (IST)	Arrival PAX	Number of infants

Passenger Airlines

PCM and PSF format available with AOCC
Cargo Data (All figures in MT)

Date	Courier		Mail		Perishables		All Other Cargo		TOTAL	
	Inbound	Outbound	Inbound	Outbound	Inbound	Outbound	Inbound	Outbound	Inbound	Outbound

Airlines must also share the below automated messages for each flight event, as per the prescribed format.
shared by JIAL:

a. Aircraft Movement Message (MVT)
b. Load Message (LDM)
c. Passenger Transfer Message (PTM)
d. Passenger Service Message (PSM)
e. Aircraft Diversion Message (DIV)
f. Baggage Service Message
g. Forward Baggage Message (FWD)

SCHEDULE 8

IT Services & Requirements

General Terms & Conditions

- CUSS, CUPPS, BRS, SBD, SITA TEX
- LAN (wired & wireless), telephony, passive cabling.
- CCTV, ACS services.
- Radio communication systems.
- FIDS information access ("Flight Information Display System")
- Digi yatra/ E-gates
- DAS
- PAVA
- FBLB
- VDGS
- PDC SCORE
- AODB
- Video wall
- e-POS

SCHEDULE 9

Security Deposit

Bank Guarantee Format

BANK GUARANTEE NO.: _____(DETAILS)

DATE OF ISSUE: _____ (DATE OF ISSUANCE)

BANK GUARANTEE AMOUNT: INR _____

EXPIRY DATE:

CLAIM EXPIRY DATE:

DEED OF PERFORMANCE BANK GUARANTEE

To

Jaipur International Airport Limited

Adani Corporate House,

Shantigram, Near Vaishno Devi Circle,

S. G. Highway, Khodiyar,

Ahmedabad – 382 421

1. Jaipur International Airport Limited("**JIAL**"), having agreed to accept the bank guarantee ("**Guarantee**") for INR _____(Rupees _____Only) ("**Guarantee Amount**") from _____(name of concessionaire) having its registered office at _____("**Concessionaire**") for the purpose of amounts payable by Concessionaire to JIAL for Landing Charges, Parking Charges, Passenger Service Fee, Development Fee, User Development fee and other Airport Charges with respect to its overall operations at Jaipur International Airport, Jaipur ("**Airport**"), alias specified by JIAL from time to time.

2. This is to confirm that at the request of the Concessionaire, we, (*Insert Bank name*), a company incorporated under _____(name of Act) and a banking company within the meaning of banking regulation act, 1949 and having Registered Office at _____and one of its branch offices at _____, a national banking association duly constituted and in existence in accordance with the laws and, for the purposes of this Guarantee, and where claims are payable, acting through its [*Insert branch name*], presently situated at (hereinafter referred to as "**Bank**" or "**Guarantor**" unconditionally and irrevocably agree to pay to JIAL immediately on receipt of its first written demand in original on or before

Claim Expiry Date i.e., _____, whole or part of the Guarantee Amount without any protest, demur, contestation, reservation, recourse or reference to, upon demand by JIAL in writing for the breach or failure of the Concessionaire to perform all or any of its obligations (including representations, warranties and covenants) shall not be questioned and shall be final and conclusive. Upon written demand by JIAL, the Guarantor shall forthwith make payment of the sum set out in such demand notice without any conditions, reservations, contest, or requirement of any proof whatsoever shall be payable by the Guarantor to JIAL within 2 (two) working days from the date of demand so received by the Guarantor. JIAL shall have the right to invoke this Guarantee as many times at it deems fit, and in part or for the full Guarantee Amount, but such

invocation shall not exceed the Bank Guarantee amount. In case of invocation of this Guarantee in part, JIAL shall not be required to submit original copy of this Guarantee at the time of invocation and the Guarantor shall act upon receipt of a copy of this Guarantee along with a demand notice.

3. Notwithstanding anything herein contained above including what is stated in clauses thereof, our liability under this Guarantee is limited to the Guarantee Amount and shall be valid up to unless a demand or claim under this Guarantee is lodged with us in writing by JIAL on or before Claim Expiry Date i.e., _____failing which all the rights under this Guarantee shall be forfeited and the Guarantor shall be relieved and discharged from all liabilities hereunder. For avoidance of doubt, it is clarified that this Guarantee shall be effective for a period of 12 months until _____and shall have claim period of 3 months, i.e. till_____. Guarantor undertakes not to revoke the guarantee during its currency without the consent of JIAL in writing.

4. We, the Guarantor, further agree that JIAL shall have the fullest liberty, without affecting in any manner our obligations hereunder to make payment, to rescind, terminate or amend/vary any of the terms and conditions or extend time of performance by the Concessionaire from time to time or to postpone for any time or from time to time any of the powers exercisable by JIAL against the Concessionaire and/or forebear to enforce any of the terms and conditions and we, the Guarantor, shall not be released from our liabilities under this Guarantee by reasons of any such variations or extension being granted to the Concessionaire or for any forbearance

and/or commission on the part of JIAL, or any indulgence by JIAL to the Concessionaire or by any other matter or thing whatsoever which under the law relating to the sureties would, but for this provision have the effect of so releasing us from our liability under this Guarantee.

5. We, the Guarantor, agree and acknowledge that our obligations under this Guarantee shall be primary, absolute, irrevocable, continuing, and unconditional till Claim Expiry Date. We, the Guarantor, also waive till Claim Expiry Date, presentment to, demand of payment from and protest by JIAL to the Concessionaire before invocation of this Guarantee.

6. We, the Guarantor further undertake to pay to JIAL any money so demanded notwithstanding any dispute or disputes raised by the Concessionaire in any suit or proceeding pending before any court or tribunal relating thereto, our liability under this Guarantee being absolute and unequivocal.

7. JIAL shall not be required to proceed against the Concessionaire before proceeding against the Guarantor for any legal action and the guarantee herein contained shall be enforceable against the Guarantor, notwithstanding that any security or guarantee which JIAL may have obtained or obtains from the Concessionaire is at the time when proceedings are taken against the Guarantor hereunder outstanding or unrealised.

8. This Guarantee shall not in any way be affected by JIAL taking or varying or giving up any securities from the Concessionaire or any other person, firm, or company on its behalf or by the winding up, dissolution, insolvency, or death as the case may be of the Concessionaire.

9. This Guarantee or any provisions hereof shall not be determined due to the change in the constitution of the Guarantor.

10. This Guarantee or any provisions hereof shall not be determined or affected by the liquidation or winding up, dissolution or changes in the constitution or any scheme of amalgamation, arrangement or compromise or insolvency of JIAL or the Concessionaire but shall in all respects and for all purposes be binding and operative during the currency of this Guarantee on us, the Guarantor.

11. The guarantee will be governed by Indian laws and will be subject to the jurisdiction of courts in Ahmedabad alone.

12. Notwithstanding anything to the contrary, the Guarantor's liability under this Guarantee shall not exceed the Guarantee Amount and unless a claim in writing is lodged with us before Claim Expiry Date all our liabilities under this Guarantee shall stand discharged.

13. We, the Guarantor, hereby state that we have the authority to issue this Guarantee in favour of JIAL and the undersigned has full power to do so under our internal regulations.

14. The benefits under this Guarantee may be assigned by JIAL to any person entitled to the benefits, and a certificate by JIAL to this effect shall be final and binding on the Guarantor.

Yours faithfully,

For and on behalf of (Bank)

Authorized Signatories
Signature: _____ Signature: _____
Name: _____,
Name: _____,

Signature Code: _____ Signature Code: _____

Address:

SCHEDULE 10

Credit Policy

Jaipur International Airport Ltd. (JIAL)

Credit Policy Effective from 1st February 2022

This policy document will be applicable from 01st February 2022 and shall continue till such time any revision is announced.

Framework mentioned in this document will be applicable for both (a) Scheduled and Non-Scheduled operations of Scheduled Airlines; and (b) for Non-Scheduled Operators. The document is specific to Aeronautical Charges/Tariff approved by Airports Economic Regulatory Authority of India (AERA) and the mandate issued by Ministry of Civil Aviation (MoCA).

1. **Standard Policy**

1	**Billing Cycle**	• For Indian and Overseas Scheduled Airlines: Weekly (7 days) i.e. 1st to 7th, 8th to 15th, 16th to 23rd and from 24th to end of the month • In exceptional cases and at the discretion of management (E.g.: when aircraft is grounded for more than 5 days), invoices for billable charges shall be raised in the subsequent billing cycle. • All invoices will be sent to the Airline with necessary supporting documents via email
2	**Exemption from Payment of Airport Charges**	Any exemption for the charges will be as per the mandates. directives and notifications issued by the MoCA, DGCA or by any other. Government agencies from time to time.
3	**Queries and Clarifications on Billings**	For any queries and clarifications, Airline shall revert in writing within two (2) working days from the date of submission of bills. If no queries/ clarifications are raised in writing, it shall be construed that the bills raised are accurate and no queries shall be accepted thereafter

4	**Charges and Rates**	Aeronautical Charges will be based on orders issued by AERA/MoCA from time to time
5	**Time for raising invoice**	Airlines are required to submit Weekly Traffic Data within three days of billing cycle. Same will be used for billing purposes
6	**Credit Period**	15 days from the date of invoice and only on submission of Security Deposit. Any delay in submitting the data (as mentioned in point 5 above) beyond the stipulated 3-day period will be accounted as being within the credit period and the same will be reduced accordingly
7	**Credit Limit**	Shall at no point of time exceed the value of Security Deposit provided by the airline or aircraft operator
8	**Security Deposit**	As mentioned in Point 2 below and as per any amendments made to this policy from time to time
		Security Deposit will be in the form of Bank Guarantee and or interest free Cash Deposit as stipulated for the type of charges. Security Deposit provided by Scheduled Airlines shall be considered and shall be subject to availability of sufficient funds in these financial instruments to cover the existing dues as well as the amount that would arise due to Non- Scheduled Operations. All Bank Guarantees to be renewed 15 days prior to its expiry date, failing which the same will be encashed and converted. to Cash Deposit.
9	**Form of Security Deposit**	(i)Cash Deposit; or (ii)Bank Guarantee of Schedule Commercial Bank or foreign bank having operations in India
10	**Payment Mode by Airlines**	• Amounts payable shall be made in full and by way of payment method mentioned in invoice on or before the applicable due date and shall be credited to the bank account mentioned on the invoice. • All invoices including the interest invoices shall be paid in full without any deductions towards discounts, collection charges, any disputed charges, or any other reason whatsoever. Tax Deducted at Source (TDS), if applicable, can be deducted at source. TDS amount shall be deposited by the

		airline with the Government on time and as per the provisions stated in the Income Tax Act
11	**Currency**	Wherever indicated on the invoice, Airlines shall pay the amounts in Indian Rupee. Wherever Airport Charges are defined in US$, same shall be converted as per RBI Reference Rate prevailing on the first day of • billing cycle or as mentioned in AERA issued Tariff Orders
12	**Taxes on Airport Charges**	Aeronautical Charges reflected in the AERA issued Tariff orders excludes taxes. Airlines shall pay all applicable taxes under applicable law over and above the aeronautical charges as indicated in the invoices.
13	**Interest on Delayed Payment**	If the Airline fails to make the payment of the invoiced amount in full by applicable due date, the unpaid amount shall be considered as overdue outstanding, and interest shall be charged at the rate of one and half percent (1.5 %) per month. Interest shall be charged pro-rata basis on unpaid amount for each day of delay.
14	**Accounting treatment of Payments**	• Once the payment has been made, Airline shall submit the details of the payment made against each of the invoices raised. Payment received shall first be adjusted towards overdue interest, if any, and then towards pending invoices as per FIFO basis • In case of Part Payment, Payment shall be adjusted first towards the dues for which collection charges are not applicable
15	**Action on Delayed Payment**	If Airline fails to make the payment of any of the invoices along with interest within a maximum period of thirty(30) Days from date of invoice I. Bank Guarantee will be encashed and / or the overdue amount (including interest charges) adjusted against the held Cash Deposit II. Operations of the Airline will be put on Cash and Carry Basis

		III. Suspend any or all the services to the Airline after 15 days from date of change status to "Cash and Carry." Credit facility may restart on furnishing of additional Security Deposit and full payment of all outstanding dues (including interest charges). In case of adjustment of Cash Deposit or Encashment of Bank Guarantee against dues, the same shall be used first to clear interest charges invoiced to the Airline.
16	**For Scheduled Airlines put on Cash and Carry**	Dues payable for both Scheduled and Non-Scheduled operations, shall be paid in full by Wire Transfer or Demand Draft or Credit/Debit Card or UPI before the flight departs from the Airport.
17	I **For Non-Scheduled Operators**	Non-Scheduled Operators are required either: • To make payment on Cash and Carry basis wherein, the dues shall be paid in full by wire transfer or Demand Draft or Credit/Debit Card or UPI before the flight departs from the Airport; or • Maintain a Pre-Deposit Account with the Airport for a pre-determined fixed amount or as per the mandates issued
18	**Renewal of existing Agreements/ ADP/AVP/AEP**	Shall be considered only if payments of all the past dues have been cleared within time specified and demonstration of consistent good payment track record.

2. Security Deposit

a. For Airlines currently operating at the airport:

The Airline shall provide a Security Deposit in the form of interest free Cash Deposit OR a Bank Guarantee as per the format issued from time to time and with a validity period of one (01) year with a claim period of three (03) months for an amount equivalent to cumulative two (02) months of projected aeronautical billings. Level of operations will be reviewed on quarterly basis to ascertain for any increase in ATMs and the airline will be required to establish additional security deposits. Billings, payment mode and other terms are as defined under the Standard Policy above.

b. For New Airlines

The Airline shall provide a Security Deposit in the form of interest free Cash Deposit OR a

Bank Guarantee as per the format issued from time to time and with a validity period of one (01) year with a claim period of three (03) months for an amount equivalent to two (02) months of projected aeronautical billings.

Till such time the Bank Guarantee is established, the Airline shall provide a cash deposit for aeronautical charges equivalent to 21 days of operations.

3. Following to be noted

- Format for submitting the Bank Guarantee is attached as Annex 1 to this notification.
- For queries on Bank Guarantee, Cash Deposit and Security Deposit, including the amounts, you are requested to kindly get in touch with the "Concern Person" in Finance and as indicated under Point 4 below.

4. Vendor Creation Details

Description	Jaipur. JAI
Name of the Company (Account Beneficiary)	Jaipur International Airport Limited JIAL
Concern person Name	Mr. Arun Maheshwari
Email ID	Finance.jai@adani.com Arun.Maheshwari@adani.com
Phone Number	+91 8905998556
Vendor Address 8 Bank Details	As per information reflected in the invoice
Bank Account No.	JIALJAI..... (Blank number will be provided by JIAL)
Name of Bank	ICICI Bank
Name of Bank Branch	CMS Mumbai
Branch Address	
IFSC Code	ICIC0000104
Type of account	ESCROW
SWIFT Code (Intermediary Bank)	ICICINBBCTS
PAN No.	AASCA7651G
GSTNo.	08AASCA7651G1Z9
TAN No.	AHMA20522F

For any queries or for any additional information for setting up Bank Guarantee I Deposits, please coordinate with "Concern Person" as per contact details listed in the table.

Rights for Amendments: JIAL reserves the right to add, modify, amend, and alter the Policy stipulations set forth herein and will intimate the Airline in advance before implementing such changes.

SCHEDULE 11

General Aviation Operations

General Terms & Conditions

1. Application for landing permission and departure permission to operate to and from the Airport should be directed along with the proposed schedule to JIAL as prescribed in Annexure 2 & 2A.

2. No Operator shall operate to or from the Airport without first obtaining written Slot confirmation from AOCC.

3. JIAL or its designee will manage the submitted schedules within the identified capacity levels of the Airport facilities. In periods where submitted schedules result in over-capacity of the Airport facilities, the Operators are expected to work constructively with JIAL or its designee to reduce demand in those periods to levels below capacity limit through the accommodation of their schedule in less busy periods.

4. In the event an existing Operator intends to make changes to a schedule that has already been approved by the JIAL, the Operator shall obtain prior landing/ departure permission from JIAL as per the amended schedule by sending a cancellation and requesting for a new service as prescribed under Annexure 2 and 2A.

5. Operators' performance shall be monitored according to the confirmed coordinated service times. Poor performance or the intent to operate in a manner other than agreed with JIAL may be investigated and necessary action be taken in line with the JIAL's service enforcement procedures as detailed out in Annexure 1. All Operators are required to cooperate and provide any information requested by the JIAL during investigation.

6. Operators should submit the Passenger Name List (PNL) to JIAL's GA team at least 24 hours prior to the flight departure in agreed format as set out in Annexure 3.

7. JIAL reserves its discretion to withdraw any parking permission or service (short term or long term) granted to the Operators for the purpose of airport development. In this regard, the Operators agrees that there will be no liability on JIAL whatsoever.

8. Operators are responsible for passenger control between the terminals and remote parking bays 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 in accordance with the prescribed procedures published by JIAL from time to time.

9. Operators shall comply with JIAL's airside safety and security procedures as published in its various manuals. JIAL reserves the unconditional right to conduct Safety/ Security audits of stakeholders in accordance with the implemented SMS.

10. JIAL operates to a 'zero tolerance' FOD policy and requires all Operators to adhere by the principles of Zero-FOD in all operations at the Airport. All Operators, contractors, and persons occupying space at the Airport shall keep the space allotted to them clean and free from debris and materials that could create slip, trip, and fall hazards and fire hazards.

11. To ensure the highest level of operational safety and a continuous improvement of safety performance at JIAL, the Operators (and their contracted service providers) shall maintain and operate a Safety Management System (SMS) that meets pertinent regulatory requirements and/or industry best practices. Operators shall also ensure collaboration with and adherence to JIAL' SMS and relevant policies.

12. Smoking is not permitted inside JIAL's GA terminal, Airside and Aerodrome facilities, except in areas that have been designated and approved as smoking areas. This includes the use of cigarettes, e-cigarettes, and vaping devices.

13. Any incident or accident shall be immediately reported to JIAL's airside safety controller. The coordinates are detailed out in Annexure 4.

14. Employee trained, qualified and competent staff, and provide evidence of such training and qualifications to JIAL upon request.

The above is an interim condition of use and JIAL reserves its rights to issue further conditions as and when it is required or necessary.

Annexure 1: Service allocation

Sl No	Description	Domestic	International

01	VAAH based operators shall request for service approval in the format prescribed in annex 2 at least before	12 hours	**72 hours**
01A	Non VAAH based operators shall request for service approval in the format prescribed in annex 2 at least before	24 hours	**72 hours**
02	YA approval shall be provided to AOCC at least before Along with 1: Noice certificate 2: COR Certificate 3: COA Certificate	NA	**72 hours**
03	Confirmation of service by JIAL	Shall be provided within 6 hours of receiving the request on best effort basis, subject to slots availability	
04	Cancellation of service shall be intimated to JIAL before [in the format prescribed in Annexure 2 and 2A]	06 hours	12 hours
05	Service adherence window	15 minutes + -	15 minutes + -
06	Availability of Tow Bar onboard	Mandatory, if tow bar is not available with the GHA.or Operator with JIAL	
07	MRO (Maintenance repair and Operation) Facility at JIAL	Mandatory with Spare	

15. The approval of service is at the sole discretion of JIAL. Medical charters, VIP operations, Government of India Operations, VAAH based operators shall have priority over other requests.

16. Facing constraints on the runway and parking, GA operators may be held liable for financial penalties in the event of non-adherence to this CoU.

a. Failure to intimate a service cancellation shall incur a penalty of INR 500,000/- and denial of service approval for 72 hours for the defaulting aircraft registration.

b. Delay in intimation of cancellation beyond the stipulated time shall be deemed as a service cancelation without intimation and accordingly shall attract penalties as stated above.

c. A service shall be deemed to be cancelled if start-up is not requested within 20 minutes prior to departure.

d. For arrival services, a tolerance window of +/- 15 minutes is permitted. Any delay beyond that will be deemed to be a non-adherence to the service and shall result in a penalty of INR 500,000/- along with denial of services for 72 hours for the defaulting aircraft registration.

e. For repeatedly operating off the service [arrival/ departure], or not adhering to cancelation rules, a penalty of INR 1,000,000/- and denial of any service for the next 5 service requests against the defaulting aircraft registration.

f. A penalty of INR 1,500,000 shall be levied on the operator for arriving at VAAH without service approval denial of any service for the next 5 service requests against the defaulting aircraft registration.

g. Payments of the penalties shall be done immediately upon presenting of the invoice. Services shall be further denied till such time the payment is not received.

Annexure 2: Format for Request of Slot, Cancellation of Service and Rescheduling of Service- AOCC to review

GENERAL INFORMATION	
OWNER/OPERATOR	OWNER/OPERATOR
GHA	GHA
CONFIRMATION OF TOW BAR ONBOARD / AVAILABLE WITH GHA	CONFIRMATION OF TOW BAR ONBOARD / AVAILABLE WITH GHA

JAIPUR COORDINATORS MOBILE NO.	**JAIPUR COORDINATORS MOBILE NO.**
ACFT TYPE	ACFT TYPE
MTOW	MTOW
WINGSPAN/LENGTH/OUTER MAIN GEAR WHEEL SPAN	WINGSPAN/LENGTH/OUTER MAIN GEAR WHEEL SPAN
ACFT REGN / FLIGHT NO (FILED WITH ATS)	ACFT REGN / FLIGHT NO (FILED WITH ATS)
SPECIAL INFORMATION IF ANY	SPECIAL INFORMATION IF ANY

FLIGHT DETAILS					
ETA	ETA	ETA	ETA	ETA	ETA
ETD	ETD	ETD	ETD	ETD	ETD

Note:

1. ALL THE COLUMNS MUST BE FILLED UP.

2. THE SERVICE APPROVAL WILL BE SUBJECT TO HAVING TOW BAR ON BOARD.

3. IN CASE OF MULTIPLE MOVEMENTS, ADDITIONAL ROWS MAY BE ADDED IN THE ABOVE PARA FOR 'FLIGHT DETAILS'

Annexure 2A

Co-ordinates for applying for services / slot

Email to: aocc.jai@adani.com Contact no: 6358877435 .	CC to: GA.DTM@ADANI.COM Contact no: 6358849332

Annexure 3: Format for Passenger Manifest

JAIPUR INTERNATIONAL AIRPORT LTD.	**Passenger Manifest**		**Doc. No: JIAL/GA/FMT/0.4 Date-01/08/2022**
	Department: General Aviation Terminal		
OPERATOR / OWNER NAME:			
REGISTRATION NO.	DEPARTURE TIME	FLIGHT NO.	
PLACE OF DEPARTURE	DATE	DESTINATION AERODROME	
CREW DETAILS			
SR. NO.	**DESIGNATION**	**CREW NAME**	**GENDER**

1	PILOT IN COMMAND (PIC)		
2	CO. PILOT		

PASSENGER DETAILS			
SR. NO.	**PASSENGER NAME**	**GENDER**	**NATIONALITY**

COUNT DETAILS					
PAX		CREW		TOTAL	

GROUND HANDLING AGENCY DETAILS:		
SIGN AND STAMP:	SIGN AND STAMP	SIGN AND STAMP:

DTM - GENERAL AVIATION TERMINAL	**AGENT / PILOT**	**CISF - SHA INSPECTOR / INCHARGE.**
General Aviation Terminal		
Jaipur International Airport Ltd, Airport Rd., Sanganer, Jaipur, Rajasthan- 302 029		

Annexure 4: Contact Details of Apron Control

Email to: [Apron Control] dasm.jai@adani.com Phone Number 7228002300	CC to: [AOCC] aocc.jai@adani.com Phone Number 6358877435

Key Point of Contact - Airport

Chief Airport Officer

Jaipur International Airport

Jaipur International Airport Limited, Terminal 1, First Floor, Airport Rd, Sanganer, Jaipur, Rajasthan – 302 029

Contact Us

Website

For feedback, reach out to

feedback.jai@adani.com