

File No. AERA/20010/MYTP-MAB/GH /HIAL/2011-12

Consultation Paper No. 10/2012-13



Airports Economic Regulatory Authority of India

**Annual Tariff Proposal for first and second Tariff
Year of the first Control Period submitted by
Menzies Aviation Bobba Ground Handling Services
Pvt. Ltd. for providing Ground Handling Services at
Rajiv Gandhi International Airport, Shamshabad,
Hyderabad.**

New Delhi: 29th June, 2012

**AERA Building
Administrative Complex
Safdarjung Airport
New Delhi – 110 003**

The Authority had considered the Multi Year Tariff Proposal (MYTP) submitted by M/s Menzies Bobba Ground Handling Services Pvt. Ltd.(MBGH) for the first control period commencing w.e.f. 01.04.2011, in respect of the tariff for the services provided for ground handling facility at Rajiv Gandhi International Airport, Shamshabad, Hyderabad. After due stakeholder consultation, a Multi Year Tariff Order (MYTO) No. 15/2011-12 dated 13.10.2011 was issued wherein it was ordered that:

- (i) “... The ground handling services provided by Menzies Bobba Ground Handling Services Pvt. Ltd., at Rajiv Gandhi International Airport, Hyderabad is “not material”. Hence, Authority shall adopt a “light touch approach” for determination of tariff for the first control period w.e.f 01.04.2011.
- (ii) Menzies Bobba Ground Handling Services Pvt. Ltd. may submit the Annual Tariff Proposal for the first tariff year of the first control period for the consideration of the Authority within a period of 75 days of the issue of this Order in accordance with the Guidelines.....”

2. Pursuant to the issue of the MYTO, MBGH vide letter no. NIL dated 16.03.2012 and 30.03.2012 submitted their Annual Tariff Proposal (ATP) for the first tariff year (FY 2011-12) w.e.f. 30.09.2011 and vide letter no. NIL dated 30.03.2012 the ATP for the second tariff year (FY2012-13).

3. As per the clause 11.2 of the Guidelines [Airports Economic Regulatory Authority of India (Terms and Conditions for Determination of Tariff for Services Provided for Cargo Facility, Ground Handling, and Supply of fuel to the Aircraft) Guidelines 2011], the ATP is required to be submitted in the form and manner as provided in Appendix AI.8.2 wherein it is mentioned that the ATP should be supported by:

- Form B and Form F14(b),
- Details of consultation with stakeholders
- Evidence of User Agreements clearly indicating the Tariff (s) proposed by the service Provider.

3.1 MBGH have submitted Form-B & Form-14(b) along with copies of e-mail exchanges with the users in support of their first and second year tariff proposals, as documented evidence of stakeholder consultation.

3.2 MBGH in their Form 14(b) have also submitted as follows:

- i. To achieve the projected ARR only maximum ground handling rates have been suggested for airlines as user agreements will be entered into with each airline based on the IATA AHM 810 Standard Ground Handling Agreement 2004 or 2008(SGHA).
- ii. The rates with each airline will be negotiated based on services required for SGHA service items (usage of equipment and manpower), flight frequency, service level agreement, credit period and liability and indemnity requirement. Also, scope of services are very different for International & domestic. For example, Pax services included in the scope of international services. The rates

with Domestic Airlines will also differ from Customer to Customer depending on the scope of services such as Pax & ramp Service, only ramp service or ramp service without pushback etc.

iii. All charges mentioned in Form 14(b) exclude taxes which will be charged at the prevailing rates.

4. After careful consideration of the tariff proposal for the years 2011-12 & 2012-13, the Authority makes the following proposal for stakeholder consultation:

- a) The tariff for ground handling services provided by MBGH at RGI Airport, Hyderabad, for the first tariff year (01.04.2011 to 31.03.2012) of the first control period may be tentatively decided to be approved as placed at **Annexure – I** w.e.f. 30.09.2011 or such other prospective date as the Authority may decide.
- b) The tariff for ground handling services provided by MBGH at RGI Airport, Hyderabad for the second tariff year(01.04.2012 to 31.03.2013) of the first control period may be tentatively decided to be approved as placed at **Annexure – II** w.e.f. 01.04.2012 or such other prospective date as the Authority may decide.

5. In accordance with the provisions of Section 13(4) of the AERA Act, the proposal contained in para 4 above is hereby put forth for stakeholder consultation. To assist the stakeholders in making their submissions in a meaningful and constructive manner, necessary documents are enclosed at **Annexure-III**. For removal of doubts, it is clarified that the contents of this Consultation Paper may not be construed as any Order or Direction of this Authority. The Authority shall pass an Order, in the matter, only after considering the submissions of the stakeholders in response hereto and by making such decision fully documented and explained in terms of the provisions of the Act.

6. The Authority welcomes written evidence-based feedback, comments and suggestions from stakeholders on the proposal made in para 4 above, **latest by 13 .07.2012** at the following address:

Capt. Kapil Chaudhary
Secretary
Airports Economic Regulatory Authority of India
AERA Building,
Administrative Complex,
Safdarjung Airport,
New Delhi- 110003
Email: kapil.chaudhary@era.gov.in
Tel: 011-24695040
Fax: 011-24695039

Yashwant S. Bhawe
Chairperson

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16th March, 2012.

To
 The Secretary
 Airport Economic Regulatory Authority of India (AERA)
 AERA Building, Administrative Complex
 Safdarjung Airport
 New Delhi – 110003

Handwritten notes:
 OSD-II
 19/3/12
 Ngr (Fin) Mohit
 AGM (R)
 Reddy
 20/3/12
 ay pr process.
 20/3/12

Dear Sir / Madam

Sub: Submission of Annual Tariff Plan for the Tariff Year 1 (2011-12) – Form B – Reg.

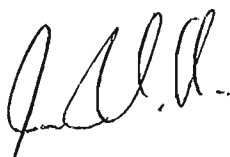
Further to our letter dated 30th September, 2011 with regard to the subject cited supra, we are herewith submitting Form B as per section AI.8 of Appendix I of the AERA Guidelines, 2011 dated 10th January, 2011 for your kind perusal and approval of the rates.

We further bring to your kind notice that the documents as required to be submitted under sections AI.8.2.1 and AI.8.2.2 have already been submitted at the time of MYTP submission in the month of April, 2011.

We will be pleased to submit any other information / documents, if required by you in this regard.

Thanking You,

For Menzies Bobba Ground Handling Services Pvt. Limited

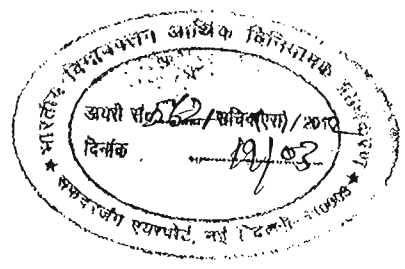


Suresh Pillai

Chief Executive Officer



Encl: Form B in original



Form B: (ref: Section AI.8 of Appendix I)

BEFORE THE AIRPORTS ECONOMIC REGULATORY AUTHORITY OF INDIA

AT NEW DELHI

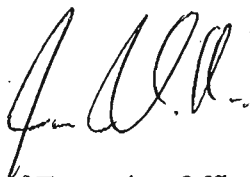
SUBMISSION OF PROPOSAL FOR DETERMINATION OF ANNUAL TARIFF FOR AND ON BEHALF OF:

M/s. Menzies Bobba Ground Handling Services Private Limited

I, Suresh Pillai, aged 41 years, resident of Hyderabad acting in our official capacity as Chief Executive Officer in M/s. Menzies Bobba Ground Handling Services Private Limited having its registered office at No. 6-3-345/1/2, Apurupa Classic, Road No.1, Banjara Hills, Hyderabad - 500 034 do hereby state and affirm as under that:

1. That I am duly authorized to act for and on behalf of M/s. Menzies Bobba Ground Handling Services Private Limited in the matter of making this submission before the Airports Economic Regulation Authority of India, New Delhi ('the Authority');
2. I am competent to make this submission before the Authority;
3. I am making this submission in my official capacity and the facts stated herein are based on official records;
4. The contents of the Annual Tariff Proposal submission which include inter alia
 - (i) Proposed detailed break-up of Tariff (s) based on Clause 11.2 where the Authority has specified a light touch approach for the duration of the Control Period, pursuant to Clause 3.2 and
 - (ii) Justifications are correct and true to my knowledge and belief and nothing material has been concealed there from.

For Menzies Bobba Ground Handling Services Private Limited



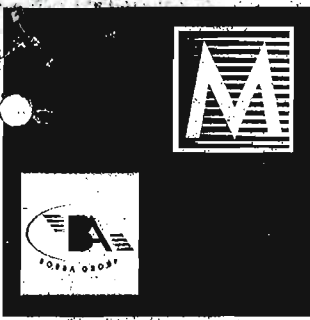
Chief Executive Officer



Place: Hyderabad

Date: 30th September, 2011

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Menzies Bobba Ground Handling Services Pvt. Ltd.

Passenger Terminal Building, Level - E
Rajiv Gandhi International Airport
Shamshabad - 500409
Ranga Reddy District
Andhra Pradesh
INDIA

T : +91 40 66602701
F : +91 40 66602706

www.menziesbobba-ghs.com

30th March, 2012.

To

The Secretary

Airport Economic Regulatory Authority of India (AERA)
AERA Building, Administrative Complex
Safdarjung Airport
New Delhi – 110003

Dear Sir / Madam

Sub: Submission of revised Form 14 (b) for ATP for the Tariff Year 1 (2011-12) – Reg.

Ref: Your letter No .AERA/20010/MYTP/MAB/GH/HIAL/2011-12/2702, dated 15/3/2012.

With reference to your letter cited supra, we are herewith submitting the revised Form 14 (b) for the determination of Annual Tariff Plan for Tariff Year 1 i.e., F.Y 2011-12 allowing no confidentiality to disclose the same to the stakeholders, for your kind perusal and approval of the rates.

We further bring to your kind attention that we have already submitted Form B for the Tariff Year 1 by our letter dated 16th March, 2012.

We will be pleased to submit any other information / documents, if required by you in this regard.

Thanking You,

For Menzies Bobba Ground Handling Services Pvt. Limited

Suresh Pillai
Chief Executive Officer

Signature

Encl: As above



OSD-II
correct
02/04/12
ASST (CSD)
MGR (MK)
May pls put up
02/4/12



Form F14 (b) -Annual Tariff Proposal for Tariff Year 1

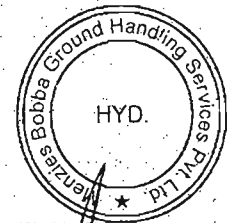
MAXIMUM RATES TO BE PAID BY SCHEDULED AIRLINES FOR GROUND HANDLING:

EFFECTIVE 30th SEPTEMBER 2011

S.N.	ICAO Code	Aircraft Types	Maximum Ground Handling Rate per Flight in INR			
			Scheduled Passenger Aircraft		Scheduled Freighter Aircraft	
			Domestic Flight	International Flight	Domestic Flight	International Flight
1	CODE C	A319,A320,A321	6100	72328	NA	NA
2	CODE C	B737	NA	57395	4244	NA
3	CODE C	ATR 42	2900	NA	NA	NA
4	CODE D	B767,MD 11	NA	138853	NA	USD 1995
5	CODE E	A330-200, A330-300	NA	162661	NA	NA
6	CODE E	A340	NA	130354	NA	NA

Notes:

- 1) To achieve the projected ARR only maximum ground handling rates have been suggested for Airlines as user agreements will be entered into with each Airline based on the IATA AHM 810 STANDARD GROUND HANDLING AGREEMENT 2004 or 2008 (SGHA).
- 2) The rates with each Airline will be negotiated based on services required from SGHA service items (usage of equipment and manpower), flight frequency, service level agreement, credit period and liability and indemnity requirement. Also, scope of services are very different for International & domestic.
For example, Pax services included in the scope of International services.
- 3) All charges mentioned above exclude taxes which will be charged at the prevailing rates.



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ANNEXURE-II



Menzies Bobba Ground Handling Services Pvt. Ltd.

Passenger Terminal Building, Level - E
Rajiv Gandhi International Airport
Shamshabad - 500409
Ranga Reddy District
Andhra Pradesh
INDIA

T : +91 40 66602701
F : +91 40 66602706

www.menziesbobba-ghs.com

30th March, 2012.

To
The Secretary

Airport Economic Regulatory Authority of India (AERA)
AERA Building, Administrative Complex
Safdarjung Airport
New Delhi – 110003

Dear Sir / Madam

Sub: Submission of Annual Tariff Plan for the Tariff Year 2 (2012-13) – Reg.

Ref: Your letter No .AERA/20010/MYTP/MAB/GH/HIAL/2011-12/2696, dated 14/3/2012.

Please find enclosed the following for your determination of our Annual Tariff Plan for Tariff Year 2 i.e., F.Y 2012-13 for your kind perusal and approval of the rates.

1. Form B
2. Extract of Resolution passed by the Board of Directors
3. Form 14 (b)
4. Documentary evidence that that consultation with stakeholders have been undertaken
5. Summary of concerns raised by the stakeholders, details of remedial action undertaken by the service provider

We will be pleased to submit any other information / documents, if required by you in this regard.

Thanking You,

For Menzies Bobba Ground Handling Services Pvt. Limited

Suresh Pillai
Chief Executive Officer



Encl: As above

05/050-II
02/04/12

AGM (SW)
MGR (MK)
May pls put up:
02/4/12

05/050-II
2/4/12

Form B: (ref: Section A1.8 of Appendix I)

BEFORE THE AIRPORTS ECONOMIC REGULATORY AUTHORITY OF INDIA

AT NEW DELHI

SUBMISSION OF PROPOSAL FOR DETERMINATION OF ANNUAL TARIFF FOR AND ON BEHALF OF:

M/s. Menzies Bobba Ground Handling Services Private Limited

I, Suresh Pillai, aged 41 years, resident of Hyderabad acting in our official capacity as Chief Executive Officer in M/s. Menzies Bobba Ground Handling Services Private Limited having its registered office at No. 6-3-345/1/2, Apurupa Classic, Road No.1, Banjara Hills, Hyderabad - 500 034 do hereby state and affirm as under that:

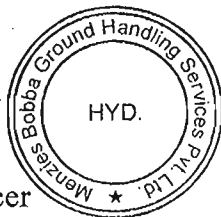
1. That I am duly authorized to act for and on behalf of M/s. Menzies Bobba Ground Handling Services Private Limited in the matter of making this submission before the Airports Economic Regulation Authority of India, New Delhi ('the Authority');
2. I am competent to make this submission before the Authority;
3. I am making this submission in my official capacity and the facts stated herein are based on official records;
4. The contents of the Annual Tariff Proposal submission which include inter alia

(i) Proposed detailed break-up of Tariff (s) based on Clause 11.2 where the Authority has specified a light touch approach for the duration of the Control Period, pursuant to Clause 3.2 and

(ii) Justifications are correct and true to my knowledge and belief and nothing material has been concealed there from.

For Menzies Bobba Ground Handling Services Private Limited

Chief Executive Officer



Place: Hyderabad

Date: 29th March, 2012


Extract of Resolution passed by the Board of Directors at their Meeting held on 29th March, 2012 at Cargo Terminal 1, Bengaluru International Airport, Devanahalli, Bengaluru – 560 300 at 11.00 A.M..

"RESOLVED that the Company do submit the proposal for determination of Annual Tariff for Tariff Year 2 i.e., Financial Year 2012-13 along with necessary Forms and Documents as required to be submitted to Airports Economic Regulatory Authority of India (AERA), New Delhi in terms of it's Guidelines dated 10th January, 2011.


RESOLVED FURTHER that Mr. Suresh Pillai, CEO of the Company be and is hereby authorized to sign / execute the necessary documents with regard to this submission".

//Certified copy//

For M/s. MENZIES BOBBA GROUND HANDLING SERVICES PVT LTD.,



Kamesh Peri
Director.

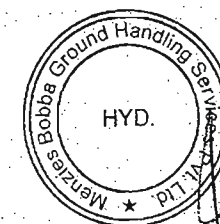


MAXIMUM RATES TO BE PAID BY SCHEDULED AIRLINES FOR GROUND HANDLING:**EFFECTIVE 1st APRIL 2012**

S.N.	ICAO Code	Aircraft Types	Maximum Ground Handling Rate per Flight in INR			
			Scheduled Passenger Aircraft		Scheduled Freighter Aircraft	
			Domestic Flight	International Flight	Domestic Flight	International Flight
1	CODE C	A319,A320,A321	6100	75221	NA	NA
2	CODE C	B737	NA	57395	4456	NA
3	CODE C	ATR 42	2900	NA	NA	NA
4	CODE D	B767,MD 11	NA	145796	NA	USD 2095
5	CODE E	A330-200, A330-300	NA	162661	NA	NA
6	CODE E	A340	NA	162661	NA	NA

Notes:

- 1) To achieve the projected ARR only maximum ground handling rates have been suggested for Airlines as user agreements will be entered into with each Airline based on the IATA AHM 810 STANDARD GROUND HANDLING AGREEMENT 2004 or 2008 (SGHA).
- 2) The rates with each Airline will be negotiated based on services required from SGHA service items (usage of equipment and manpower). flight frequency, service level agreement, credit period and liability and indemnity requirement. Also, scope of services are very different for International & domestic. For example, Pax services included in the scope of International services.
The rates with Domestic Airlines will also differ from Customer to Customer depending on the scope of services such as Pax & Ramp service, Only Ramp service or Ramp service without Pushback etc.
- 3) All charges mentioned above exclude taxes which will be charged at the prevailing rates.



June 20, 2012.

The Secretary
Airport Economic Regulatory Authority of India (AERA)
AERA Building, Administrative Complex
Safdarjung Airport
New Delhi – 110003

Dear Sir / Madam

Sub: Submission of Annual Tariff Proposals (1st & 2nd Tariff years) –
Reg.

Ref: Your letter No .AERA/20010/MYTP/MAB/GH/HIAL/2011-12/432,
dated 30/5/2012.

With reference to your letter cited supra, we hereby agree for the non-confidentiality of the submissions relating to **‘Summary of concerns raised by the Stakeholders and details of remedial action undertaken by the service provider’** earlier submitted with regard to Annual Tariff Proposals for the 1st & 2nd years and the same may be disclosed in the public domain for meaningful stakeholder consultation.

We are now herewith enclosing other submissions relating to **‘Documented evidence of consultation with stakeholders’** which can only be disclosed in the public domain for stakeholder consultation.

We will be pleased to submit any other information / clarification, if required by you in this regard.

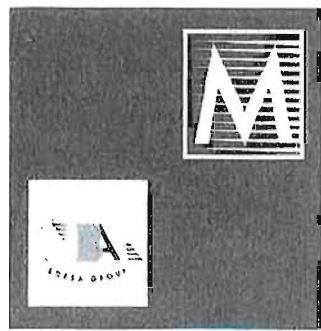
Thanking You,

For Menzies Bobba Ground Handling Services Pvt. Limited



Suresh Pillai
Chief Executive Officer

Encl: Documented evidence of consultation with stakeholders



Menzies Bobba Ground
Handling Services Pvt. Ltd.

Passenger Terminal Building, Level - E
Rajiv Gandhi International Airport
Shamshabad - 500409
Ranga Reddy District
Andhra Pradesh
INDIA

T : +91 40 66602701
F : +91 40 66602706

www.menziesbobba-ghs.com

From: Sudha Prasad
Sent: 10 October 2008 17:06
To: Bill Dean; Salah Zainal; Anjana Ajit
Cc: Munir Parambath; Anurag Srivastava; Kamesh Peri; Martin Jones; gabriela.katakova@menziesaviation.com
Subject: RE: G9 SGHA Annex B1.0-MBGHS

Dear Mr. Zainal,

Greetings from Menzies Bobba Ground Handling Services!

At the outset accept my best wishes on the start up of three destinations this month, IEV, NBO & HYD. We do understand you must be really tied up with these new routes.

Mr. Dean has already responded with positive indications on the required services, which have now been included in the attached SGHA Annex-B1.0 draft.

For a quick reference, have included the following service items

Section 1 - 1.3.1
Section 2 - 2.1.7 (f- upto seven days), 2.2.6, 2.2.8
Section 3 - 3.5.1, 3.5.2, 3.6.2 (a)(2)

Section 4 - 4.2.3, Though there is no HF between ground to air, we have direct communication link between our OCC (Operations Control Centre) & AOCC (Airport Operations Control Centre) & ATC, we have instant messaging between our OCC & AOCC/ATC, so we can respond immediately with any calls from the aircraft and if ACARS available, then communication can be through ACARS to SITA address in OCC. Have attached our communications list with SITA Addresses for your quick reference

Section 6 - With reference to DCS, in the absence of your own DCS, we confirm, that we have access to Airport Local DCS and our staff are trained in LDCS. & hence we suggest using Airport Local DCS with no additional cost to G9. PNL can be sent from G9 HO via e-mail through an excel file or through dedicated LDCS SITA Address which can be subsequently uploaded to LDCS.

For printing of Boarding Passes and Baggage Tags, there is a fixed format for Boarding Cards Print out; for Baggage tags, we can use either 18" or 21" baggage tags. Air Arabia IT can give PECTABS to GHIAL IT (G9 Configuration files with Logo & other required specs for formatting), GHIAL IT will format baggage tags printing according to Airline requirement. We can co-ordinate with GHIAL IT/Technical department for the same. GHIAL IT needs Aircraft Type & Seat Map to configure in LDCS. Cost involved is only for procurement of blank Boarding Cards and Baggage Tags. GHIAL has a vendor who supplies these boarding cards and baggage tags. We can liaise with GHIAL for the same.

Sincerely hope this answers your query regarding DCS & suits your requirements

Section 7 - 7.1.1 included.

Should you have any other suggestions and specific requirements, kindly do let us know, you could write back or call us for further clarifications required if any, before our meeting on 20Oct, 2008. Looking forward to a long term business relationship with Air Arabia in HYD.

Assuring you of safe and secure services at all times.

Warm Regards
Sudha Prasad
Business Development Manager
Menzies Bobba Ground Handling Services Pvt. Ltd.
Rajiv Gandhi International Airport, Shamshabad
RR District, Andhra Pradesh
Mob: +91 9908889346
E-mail: sudha.prasad@menziesbobba.com

From: Bill Dean
Sent: Thu 10/9/2008 4:47 PM
To: Salah Zainal; Sudha Prasad; Anjana Ajit
Cc: Munir Parambath; Anurag Srivastava; Kamesh Peri; Martin Jones;
gabriela.katakova@menziesaviation.com
Subject: RE: G9 SGHA Annex B1.0-MBGHS

Dear Mr. Zainal,

Thank you for your email regarding ground handling at Hyderabad by MenziesBobba

I realize you must be very busy with new routes opening , and I can confirm that meeting us on the 20th October and then making a decision would not cause a problem for us if you were decide in favour of MenziesBobba

I have looked through the extra SGHA items and see no real problems there for the inclusion of all the items except Sections 4 and 6 , but Ms. Prasad will confirm back on these items very shortly, before we meet on the 20th.

On Section 4 , we do not have a VHF , but we get almost instantaneous messages from aircraft via our direct link with the airport control centre and ATC , so we can react very quickly to any calls from the aircraft .

On Section 6 , we will work with the airport authority immediately to come up with a cost effective solution. We do have access to the airports own DCS house system and our staff are trained in the system, but from our original meeting with your team I understood that Air Arabia would be using an internet based system. Ms.Prasad will advise the cost of bag tags and boarding cards . We will advise back on the DCS situation prior to our meeting .

We look forward to meeting you and your team on the 20th October

Best Regards

Bill Dean
CEO MenziesBobba
Mobile 0092 9908017208

From: Salah Zainal [<mailto:szainal@airarabia.com>]
Sent: Thu 10/9/2008 2:35 PM
To: Salah Zainal; Sudha Prasad; Bill Dean; Anjana Ajit
Cc: Munir Parambath
Subject: RE: G9 SGHA Annex B1.0-MBGHS

Dear Mr Dean

Both myself and Munir reviewed the both contract NACIL and Manzies .although I was planning to travel next week however now I am require to fly to NBO next week which means I will not be able to travel to India before 19th . Not sure if this is fine with you or it's a bit late , will appreciate your confirmation if you will be able to handle us in a short notice if we selected Manzies as our handling agent . Secondly apart of all below services which we have asked to include I have a major concern of the DCS cost which may play a big role of the decision.

Dear Ms. Prasad,

Thanks for your mail, we had gone through your Draft which is meeting most of requirements except following few points. Please include these points in your proposal draft and forward a soft copy at your earliest so that we can prepare ourselves before our Meeting this month.

- Section 1 - add 1.3.1
- Section 2 - add 2.1.7 (f), 2.2.6, 2.2.8
- Section 3 - add 3.5.1, 3.5.2, 3.6.2
- Section 4 - Please clarify whether you have HF freq. from ground to air (4.2.3)
- Section 6 - Since we are not having our own DCS can you please provide a third party
DCS either Local, AI/IC RTB or else ? It was understood in our initial Meeting that there is no DCS with yourselves. Advise the cost or same including the stationery, i.e. *Boarding Passes and Tags*.
- Section - add 7.1.1

We are planning to visit HYD on 20th OCT to meet and finalize our GHA in HYD.
Please advise whether it's not too late as we are in very tight schedule due to other commitments
due to other 2 new destinations.

Salah Zainal
Head of Ground Operation
Tel : 009716 5088966
Fax : 009716 5580044
E-mail szainal@airarabia.com
airarabia.com

From: Sudha Prasad [<mailto:sudha.prasad@menziesbobba.com>]
Sent: Tuesday, September 30, 2008 11:15 AM
To: Munir Parambath

Cc: Anurag Srivastava; Bill Dean; Kamesh Perj; Gabriela Kartakova; Anjana Ajit
Subject: RE: G9 SGHA Annex B1.0-MBGHS

Dear Mr. Parambath,

Id Greetings from Menzies Bobba Ground Handling Services!

Sincerely hope you have had time to go through our proposal in detail and should there be any suggestions or required amendments, before your visit to HYD in the first week of October, kindly let us know, so that we could be ready with your requirements during our meeting.

Looking forward to hearing from you soon.

Warm regards

Sudha Prasad
Business Development Manager
Menzies Bobba Ground Handling Services Pvt. Ltd.
Rajiv Gandhi International Airport, Shamshabad
RR District, Andhra Pradesh
Mob: +91 9908889346
E-mail: sudha.prasad@menziesbobba.com

From: Sudha Prasad
Sent: Thu 9/11/2008 3:36 PM
To: mparambath@airarabia.com
Cc: Anurag Srivastava; Bill Dean; Kamesh Perj; Gabriela Kartakova; aajit@airarabia.com
Subject: G9 SGHA Annex B1.0-MBGHS

Dear Mr. Parambath,

Greetings from Menzies Bobba Ground Handling Services!

Hope alls well at your end.

Please find attached our SGHA Annex B1.0 carefully drafted keeping in view, specific handling requirements discussed during our meeting early this month.

We are keen on providing Air Arabia comprehensive ground handling services at RGIA. Should you have any comments or suggestions on any of the terms and conditions, please do let us know.

If required, would appreciate an opportunity to meet up again and sincerely hope this will help us conclude the agreement at the earliest.

Looking forward to hearing from you soon.

Warm regards
Sudha Prasad
Business Development Manager
Menzies Bobba Ground Handling Services Pvt. Ltd
Mob: +91 9908889346

From: Sudha Prasad
Sent: Thu 9/4/2008 5:21 AM
To: mparambath@airarabia.com; ajit@airarabia.com
Cc: Anurag Srivastava; Bill Dean
Subject: Menzies Bobba Ground Handling Services

Dear Mr. Parambath & Ms. Anjana Ajit,

Greetings from Menzies Bobba Ground Handling Services!!

Thank you at the outset for taking time off from your busy schedule to meet us up at our GSE office on 2Sep, 2008. Have taken notes of your requirements for Ground Handling services and shall soon revert with our proposal.

In the meantime, please find attached our Communications list, Equipment list, Organization chart and our Company Profile.

Looking forward to a long term business relationship with Air Arabia.

Shall soon forward our Training details as well. Please do let us know of further requirements if any.

Warm regards

Sudha Prasad
Business Development Manager
Menzies Bobba Ground Handling Services Pvt. Ltd
Mob: +91 9908889346

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From: Peter Hewett [mailto:PHewett@etihad.ae]
Sent: 24 April 2011 11:09
To: Sudha Prasad
Cc: Suresh Pillai
Subject: RE: CPI Increase Effective 01Jan, 2011

Sudha,

Sorry for the late reply however we have had the approval to move forward as per our initial agreement as follows;

Hold the rates in HYD until 31st October 2012 followed by an extension of the agreement until 31st December 2014 with the agreement increase of CPI however capped at 6% for 2013/2014.

I will have the paper work issued and I will revert soonest.

Thanks

Peter Hewett
Director of Corporate Commercial Agreements

Etihad Airways
P.O. Box 35566,
Abu Dhabi Intl Airport,
Abu Dhabi,
United Arab Emirates.

Tel: +971 (2) 511 2316
Mobile: +971 50 812 3046
Email: phewett@etihad.ae

www.etihadairways.com

The National Airline of the United Arab Emirates

From: Sudha Prasad [mailto:sudha.prasad@menziesbobba.com]
Sent: Friday, April 01, 2011 4:44 PM
To: Peter Hewett
Cc: Suresh Pillai; Paul Smith (HYD)
Subject: RE: CPI Increase Effective 01Jan, 2011

Dear Peter,

As we are already in the new financial year (eff 01Apr, 2011for India), would appreciate your confirmation of the options sent to you. On hearing from you, shall prepare the addendum to Annex B1.0 accordingly. Could we conclude the agreement latest by 15Apr, 2011 please?

Many thanks
Sudha

From: Sudha Prasad
Sent: Wednesday, March 02, 2011 8:00 AM
To: Peter Hewett
Cc: Suresh Pillai; Paul Smith (HYD)
Subject: RE: CPI Increase Effective 01Jan, 2011

Dear Peter,

Many thanks. Look forward to concluding the same by next week.

Warm regards
Sudha Prasad
Business Development Manager
Menzies Bobba Ground Handling Services Pvt. Ltd
E-Level, PTB, RGIA,
Shamshabad, RR District
Mob:+91 9908889346
Tel: +91 40 66977115
From: Peter Hewett [mailto:PHewett@etihad.ae]
Sent: Wednesday, March 02, 2011 12:34 AM
To: Sudha Prasad
Cc: Suresh Pillai; Paul Smith (HYD)
Subject: RE: CPI Increase Effective 01Jan, 2011

Sudha,

I am currently away in Australia and this will be presented to our Tender Board next week which I am confident that we can go forward with the proposal.

Thanks

Peter Hewett
Director of Corporate Commercial Agreements

Etihad Airways
P.O. Box 35566,
Abu Dhabi Intl Airport,
Abu Dhabi,
United Arab Emirates.

Tel: +971 (2) 511 2316
Mobile: +971 50 812 3046
Email: phewett@etihad.ae

www.etihadairways.com

The National Airline of the United Arab Emirates
From: Sudha Prasad [mailto:sudha.prasad@menziesbobba.com]
Sent: Tuesday, March 01, 2011 4:39 PM
To: Peter Hewett
Cc: Suresh Pillai; Paul Smith (HYD)
Subject: RE: CPI Increase Effective 01Jan, 2011

Dear Peter,

Sincerely hope you have been able to discuss internally about the options proposed. We are eagerly awaiting your response.

Thanks
Sudha Prasad
Business Development Manager
Menzies Bobba Ground Handling Services Pvt. Ltd
E-Level, PTB, RGIA,

Shamshabad, RR District
Mob:+91 9908889346
Tel: +91 40 66977115
From: Sudha Prasad
Sent: Thursday, February 17, 2011 6:36 PM
To: 'PHewett@etihad.ae'
Cc: Suresh Pillai; Paul Smith (HYD)
Subject: FW: CPI Increase Effective 01Jan, 2011

Dear Peter,

Have tried reaching you a while ago.
Awaiting your confirmation on our proposal and acceptance of our attached addendum to annex B1.0.

Thanks & Rgds
Sudha Prasad
Business Development Manager
From: Sudha Prasad
Sent: Thursday, February 03, 2011 7:06 PM
To: 'Peter Hewett'
Subject: RE: CPI Increase Effective 01Jan, 2011

Dear Peter,

It was great speaking to you a while ago.

As discussed, we are keen on extending our business relationship with Etihad Airways, not only Globally but in HYD as well.
We have been discussing on CPI increase primarily in view of high inflationary costs in India, which is mainly to support operational/overheads expenditure.

In order to arrive at a financially viable solution, would strongly recommend the following:

1. CPI waiver for two years i.e until end of 2012, provided we could bind the contractual period for another two years until 31 December 2014.
2. CPI will be capped at 6% effective 01January, 2013 which will be valid until 31Dec, 2014
3. Validity of the contract to be extended until 31December, 2014.

To give you a brief on cost savings:

Option-1
Current Rate INR 61090
With CPI effective 01Jan, 2011 @ 8% INR 65978

Financially Viable Option:

Rate freeze for two years until end of 2012- INR 00000
CPI effective 01Jan, 2013 & until 31Dec, 2014----INR 00000

May I request you to please review and revert at the earliest.

Please find attached draft Addendum to Annex B1.0. Please do revert with clarifications required if any.
Eagerly await your favorable response.

Warm regards
Sudha Prasad

From: Sudha Prasad
Sent: Thursday, February 03, 2011 6:41 PM
To: 'Peter Hewett'
Subject: RE: CPI Increase Effective 01Jan, 2011

Dear Peter,

Signed contract.

Rgds
Sudha

From: Sudha Prasad
Sent: Sunday, November 14, 2010 4:28 PM
To: 'Peter Hewett'
Cc: Paul Smith (HYD); Suresh Pillai; Airport Manager HYD
Subject: RE: CPI Increase Effective 01Jan, 2011

Dear Peter,

Thanks for your consideration. Shall certainly check the actual costs and revert at the earliest.

Warm regards
Sudha

From: Peter Hewett [<mailto:PHewett@etihad.ae>]
Sent: Sunday, November 14, 2010 2:49 PM
To: Sudha Prasad
Cc: Paul Smith (HYD); Suresh Pillai; Airport Manager HYD
Subject: RE: CPI Increase Effective 01Jan, 2011

Sudha,

I understand where you are coming from however the CPI is a general index which in this case would apply to manpower cost as mentioned in your email below. Can you advise what percentage is the manpower cost of the total turn rate that we have in place today as I want to work with you to see how we can achieve an agreed position.

In the UAE we have also had CPI increases but we have not been in the position to increase fares to the public however we have reviewed our own internal cost to reduce the impact of any CPI increase which I am sure you have done as well.

The proposed increase of 8% from the current rate (U\$0000) is a little steep to accept especially when we have received bids for other Indian stations where as the rate was

below our current handling rate in HYD. The new rate would be U\$000 per turn which would be the 2nd highest rate for an A320 operation in India.

Our view would be to try and at least maintain for 2011 and if this cannot be achieved then at least until June 2011 then an agreed increase based on labor cost only not equipment.

Thanks

Peter Hewett
Director of Corporate Commercial Agreements

Etihad Airways
P.O. Box 35566,
Abu Dhabi Intl Airport,
Abu Dhabi,
United Arab Emirates.

Tel: +971 (2) 511 2316
Mobile: +971 50 812 3046
Email: phewett@etihad.ae

www.etihadairways.com

The National Airline of the United Arab Emirates

From: Sudha Prasad [<mailto:sudha.prasad@menziesbobba.com>]

Sent: Sunday, November 14, 2010 12:03 PM

To: Peter Hewett

Cc: Paul Smith (HYD); Suresh Pillai; Airport Manager HYD

Subject: RE: CPI Increase Effective 01Jan, 2011

Dear Peter,

Regret delay in responding.

We would very much understand the requirement for minimizing cost impact, and you can be assured our support for mutual cost adjustments will be extended at all times. You will agree that in the recent past, we have taken that initiative and reduced WCHR charges and thus giving a very effective cost reduction tool to start with. CPI increase is implemented majorly to cover the overhead costs for which we have no control (explanation covered in my previous mail). We seek your understanding, that CPI is only a minimum increase and when you consider this increase in USD, the impact will be negligible. Would like to reiterate our revenues are only through Ground Handling Services which are in no way dynamic but fixed unlike on the Cargo front where there are additional revenues through shippers/terminal charges etc., and our costs continue to spiral with double digit inflation.

As you are aware in HYD, Menzies Bobba Ground Handling Services and HMA CPL are two separate companies and we gain no benefit with rising Cargo volumes, it will in turn involve extra resources on the ramp side with no extra revenue for MBGHS.

In view of above concerns, of course from both parties, may we mutually agree for an acceptable minimal CPI rate ...?

We thank you very much for your understanding and look forward to hearing from you soon.

Warm regards

Sudha Prasad
Business Development Manager
Mob:+91 9908889346
Tel: +91 40 66977115

From: Peter Hewett [<mailto:PHewett@etihad.ae>]
Sent: Wednesday, November 10, 2010 12:16 PM
To: Sudha Prasad
Cc: Paul Smith (HYD); Suresh Pillai; Airport Manager HYD
Subject: Re: CPI Increase Effective 01Jan, 2011

Sudha,

Can we relook at this increase to see if we can maintain cost for at least 2011 in order to achieve our goal which is to break even at the end of 2011.

Given the slow return of the passenger figures and even slower return of increased yield we need to appeal to see what can be achieved.

I understand that cargo figures have started to show good growth and with this you will see increase in revenue from the Carriers through direct contract charges and additionally through the shipper/consignee in the way of Terminal Handling Charges.

I would appreciate what ever measures can be taken to minimise any cost impact for 2011.

Best regards

Peter Hewett
Director of Corporate Commercial Agreements
Etihad Airways
+971 50 812 3046
(Sent via Blackberry)

From: Sudha Prasad
To: Sudha Prasad ; Peter Hewett
Cc: Paul Smith (HYD) ; Suresh Pillai ; Airport Manager HYD
Sent: Tue Nov 09 17:55:13 2010
Subject: RE: CPI Increase Effective 01Jan, 2011
Dear Peter,

Greetings from MBGHS!

Further to our telecom, as you have not received this mail earlier, resending it again.
Would appreciate if you could review and revert.

Thanks & regards
Sudha

From: Sudha Prasad
Sent: Sunday, October 31, 2010 6:00 PM
To: 'Peter Hewett'
Cc: Paul Smith (HYD); Suresh Pillai; 'Airport Manager HYD'
Subject: CPI Increase Effective 01Jan, 2011

Dear Peter,

Trust all is fine and we thank you for your consistent support. Over the last one year it has been pleasing to see Etihad Airways business steadily grow in terms of passenger & Cargo load factors in Hyderabad market. We sincerely hope the high levels of service provided by Menzies Bobba have helped contribute to this success and you can be assured of our ongoing commitment to position HYD as the best performing station in Etihad Airways network.

As I am sure you will appreciate, in order to continue with our excellent service standards, it is necessary for us to continue to invest in our business as well as manage the impact of uncontrollable cost increases imposed upon us. As you must be aware, in Hyderabad we have no other revenues other than ground handling and to keep ahead of the uncontrollable cost increase from areas such as Labour, Suppliers, Airport authority etc it is necessary for us to implement the agreed CPI increases.

Although the contract, with reference to clause 2.10 of SGHA Annex B1.0, allows for a CPI increase in line with the Government of India annualized published rate, which is currently published at 10.3%, as available until August, 2010 for all groups, (according to http://mospi.nic.in/Mospi_New/upload/t4_20Oct10.pdf) may we agree for an increase of just 8% on the turnaround rate (On Handling charges in 1.1.1 in SGHA Annex B1.0) with effect 01 January, 2011 which is significantly lower than the annualized published rate ? This is in recognition of our strong partnership not only in HYD but in view of our growing Global partnership as well.

We would like to conclude this agreement either through a side letter to Annex B1.0 with revised handling rates or a revised SGHA incorporating the revisions made to till date, as per your advice.

Thanking you and assuring you of our continued safe and secure services at all times

Warm regards
Sudha Prasad
Business Development Manager
Menzies Bobba Ground Handling Services Pvt. Ltd
E-Level, PTB, RGIA,
Shamshabad, RR District
Mob:+91 9908889346
Tel: +91 40 66977115

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From: Ramachandran, Murali KFA/BOM [mailto:Murali.Ramachandran@flykingfisher.com]
Sent: 11 March 2010 17:23
To: Sudha Prasad; Mathias, Ronald KFA/BOM/Airport Services
Cc: Anurag Srivastava; Paul Smith (HYD)
Subject: RE: Our Meeting on 08Mar

Dear Sudha,

Mathias is not in today. I have responded below in red.

Regards

Murali Ramachandran

Vice President Ground Services
Kingfisher Airlines Limited
Vile Parle (E), Mumbai 400099
Tel (Board): +91 22 26262200
Cell: +91 9967964488

From: Sudha Prasad [mailto:sudha.prasad@menziesbobba.com]
Sent: Thursday, March 11, 2010 12:47 PM
To: Mathias, Ronald KFA/BOM/Airport Services
Cc: Anurag Srivastava; Paul Smith (HYD); Ramachandran, Murali KFA/BOM
Subject: RE: Our Meeting on 08Mar

Dear Ronald,

Thanks. Have gone through the SGHA and tracked a few changes and inserted comments as well for your reference as acceptance.

- Date of commencement- 15May, 2010. It was agreed for 15May, 2010 as two months notification required to be given to your current GHA – **We can start in a month as my notice period to him stands at 30 days.**
- Pushback service included (one push free) – **Will confirm the model by next week.**
- Cockpit cleaning and change of headrest covers included - **Noted**
- Rate with pushback and without pushback incorporated – **Will confirm the model by next week**
- Retained cancellation clause, this is in view of the staff roster, transportation costs, you will agree that the rates offered are highly competitive and with reduction in flights, we take a beating on our revenue without any reduction in our costs as the resources will be available - **Agreed**
- Additional pushback rates- INR 1075 & INR 685 for AB/ATR - **Agreed**
- Bussing 30 flights a month free as discussed and agreed during our meeting, additional as per additional charges – **As mentioned in our meeting we are expecting this to be included in the rate like it's done for ATRs as well.**
- CPI-capped at 5% in the year 4 & 5. Rate fixed for 3 years - **Noted**
- Billing every fortnight. – **Agreed but payments will be done every month.**

- BG or deposit raised to INR 9.4m this is with pushback rate and with the changes in the billing cycle and credit requirement for settlement as discussed – **Credit period agreed was 30 days so the BG must not change unless we accept the rate with the push back.**
- Governing law acceptable - **Noted**

Kindly do let me know of clarifications required if any.

Many thanks
Sudha Prasad
Business Development Manager
Menzies Bobba Ground Handling Services Pvt. Ltd
E-Level, PTB, RGIA,
Shamshabad, RR District
Mob:+91 9908889346
Tel: +91 40 66977115

From: Mathias, Ronald KFA/BOM/Airport Services [<mailto:Ronald.Mathias@flykingfisher.com>]
Sent: Wednesday, March 10, 2010 4:57 PM
To: Sudha Prasad
Cc: Anurag Srivastava; Paul Smith (HYD); Ramachandran, Murali KFA/BOM
Subject: RE: Our Meeting on 08Mar

Dear Sudha,

Have attached revised SGHA with the necessary changes incorporated. Please review and return the same with appropriate changes, as required.

Regards.

Ronald Mathias
Manager Airport Services
Kingfisher Airlines Ltd.
Kingfisher House
Western Express Highway
Vile Parle (East)
Mumbai - 400 057

Tel: +91 22 26262382
Mob: +91 98672 30175

From: Sudha Prasad [<mailto:sudha.prasad@menziesbobba.com>]
Sent: Tuesday, 09 March, 2010 13:18
To: Mathias, Ronald KFA/BOM/Airport Services
Subject: Our Meeting on 08Mar

Dear Roland,

It was a pleasure meeting up with you yesterday.
As discussed, could you please forward draft SGHA with necessary changes for us to take it forward?

Thanks

Sudha Prasad
Business Development Manager

Menzies Bobba Ground Handling Services Pvt. Ltd
E-Level, PTB, RGIA,
Shamshabad, RR District
Mob:+91 9908889346
Tel: +91 40 66977115

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From: vipan.jain@dlh.de [mailto:vipan.jain@dlh.de]
Sent: 06 May 2009 12:39
To: Sudha Prasad
Cc: RAJESH.MALHAN@DLH.DE
Subject: RE: HYDGH contract

Dear Ms.Sudha,

It was really pleasure meeting you, rather to meet a bold lady to handle freighter etc.,).

Signed copy of SGHA already sent to Rajesh and should be with you anytime.

Thanks again and best regards,

Vipan jain

Sitz der Gesellschaft / Corporate Headquarters: Lufthansa Cargo AG, Kelsterbach, Registereintragung / Registration:
Amtsgericht Darmstadt HRB 83326
Vorsitzender des Aufsichtsrats / Chairman of the Supervisory Board: Stefan Lauer
Vorstand / Executive Board: Carsten Spohr (Vorsitzender/Chairman), Dr. Roland Busch, Karl-Heinz Koepfle, Dr. Andreas Otto

From: Sudha Prasad [mailto:sudha.prasad@menziesbobba.com]
Sent: Wednesday, May 06, 2009 11:58 AM
To: JAIN, VIPAN
Cc: MALHAN, RAJESH
Subject: FW: HYDGH contract
Importance: High

Dear Mr. Jain,

Greetings from MBGHS!

Hope alls well your end. Would appreciate if you could let us know if you have received signed copy of the agreement from HO.

Thanks & rgds
Sudha Prasad
Business Development Manager
Menzies Bobba Ground Handling Services P Ltd
Passenger Terminal Building, Level-E,
Rajiv Gandhi International Airport
RR District.
Tel-+91-40-66977115
Mob-+91-9908889346
Fax-+91-40-66602706

From: vipan.jain@dlh.de [mailto:vipan.jain@dlh.de]
Sent: 02 April 2009 10:36
To: stephan.hofmann@dlh.de
Cc: Kamesh Peri; RAJESH.MALHAN@DLH.DE
Subject: FW: HYDGH contract
Importance: High

Dear Mr.Hofmann,

As discussed, pls send yr GA to Mr.Peri and in case of any reservation ON 5.3 OR 5.3, kindly call directly or to me.

As discussed, on your GA, Mr.Peri will get 2 signed copies from their side and hand it over to me in DEL tmr and then I will process it for signature from FRA.

Thanks and regards,

Sitz der Gesellschaft / Corporate Headquarters: Lufthansa Cargo AG, Kelsterbach, Registereintragung / Registration:
Amtsgericht Darmstadt HRB 83326
Vorsitzender des Aufsichtsrats / Chairman of the Supervisory Board: Stefan Lauer
Vorstand / Executive Board: Carsten Spohr (Vorsitzender/Chairman), Dr. Roland Busch, Karl-Heinz Koepfle, Dr. Andreas Otto

From: JAIN, VIPAN
Sent: Thursday, April 02, 2009 2:36 PM
To: HOFMANN, STEPHAN
Cc: KOTHARI, SHAIENDRA
Subject: FW: HYDGH contract
Importance: High

Dear Mr.Hofmann,

As discussed.

Thanks and regards,

Vipan jain

From: Kamesh Peri [<mailto:kamesh.peri@menziesaviation.com>]
Sent: Thursday, April 02, 2009 2:31 PM
To: JAIN, VIPAN
Cc: Sudha Prasad; Anurag Srivastava; Bill Dean
Subject: HYDGH contract
Importance: High

Dear Vipanji,

Find attached the updated version as discussed.

Please note –

- Para 12 has been taken out for now. We understand the principle and at the time of actual transfer should have no issues with Novation in general.
- Under 2.1 have deleted services related to Security and have added the adhoc rate of ACU.
- Have made changes to 5.3 and added 5.4 as per advise of our legal dept. I hope it should be acceptable and in case of any clarification with your head office I can ask our legal responsible to speak to them and sort it out.

B.Rgds,
Peri

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From: Paul Smith (HYD)
Sent: 26 April 2010 18:31
To: udo.tylle@dlh.de
Cc: Sudha Prasad; sadik.elmas@dlh.de; suresh.pillai@dlh.de
Subject: RE: Hyderabad

Dear Udo,

Many thanks for your mail – I will arrange the letter accordingly

Best regards

Paul

From: udo.tylle@dlh.de [mailto:udo.tylle@dlh.de]
Sent: Monday, April 26, 2010 4:01 PM
To: Paul Smith (HYD)
Cc: Sudha Prasad; sadik.elmas@dlh.de; suresh.pillai@dlh.de
Subject: AW: Hyderabad

Dear Paul,

yes, situation is very difficult in that times, but not only operational matters, also commercial aspects are very challenging.

Anyhow, due to existing contractual situation until March, 2011 and if CPI is above 6%, we have to accept the increase.

It is fine with me, if you send me a letter for my documents, with increased charges, eff. 01.April 2010.

Good luck with your business in HYD.

With brgds
Udo

Sitz der Gesellschaft / Corporate Headquarters: Deutsche Lufthansa Aktiengesellschaft, Koeln, Registereintragung /
Registration: Amtsgericht Koeln HR B 2168
Vorsitzender des Aufsichtsrats / Chairman of the Supervisory Board: Dipl.-Ing. Dr.-Ing. E.h. Juergen Weber
Vorstand / Executive Board: Wolfgang Mayrhuber (Vorsitzender / Chairman), Dr. Christoph Franz (Stellvertretender
Vorsitzender / Deputy Chairman), Stephan Gemkow, Stefan H. Lauer

Von: Paul Smith (HYD) [mailto:paul.smith@hyderabadmenzies.com]
Gesendet: Montag, 26. April 2010 11:18
An: TYLLE, UDO
Cc: Sudha Prasad
Betreff: Hyderabad

Dear Udo,

Hope all is well and the disruption caused by the volcano in Europe has not given you and your team to many problems?

I know the team here has worked very hard supporting Suresh in dealing with your disrupted passengers.

Udo, I know the timing is not great but we are now at that time again for the annual contracted CPI increase and I just wanted to let you know that in line with clause 2.5 of our SGHA we will cap the increase at 6%. This is in an environment where the government published CPI figures are at record inflation levels of 16.9% in India!!!!

We have looked at the possibility of reducing the rate increase in recognition of the difficult times the industry is facing but with your further reduction in flights and no reduction in dedicated resources this is not possible at this time. I hope you understand.

Hope this meets with your approval and I will await to hear from you.

Kind regards

Paul

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For more information please visit <http://www.messagelabs.com/email>

From: Cynthia Dsouza - Groundservices [mailto:[cgsouza@qatarairways.com.qa](mailto:cdsouza@qatarairways.com.qa)]
Sent: 15 February 2011 16:35
To: Sudha Prasad; John Itz
Cc: Rinaldo Vels (NL email forwarder); Paul Smith (HYD); Suresh Pillai; Kamesh Peri
Subject: RE: Meeting in DOH - 01Feb

Dear Sudha,

We have reviewed the addendum and confirm our acceptance. Only thing I have changed the format as per

QR. Could you please review and confirm.

Best regards

Cynthia D'souza
Ground Services Contracts Officer

Tel: +974 44496353
Fax: +974 44657486

World's 5-star airline. qatarairways.com

From: Sudha Prasad [mailto:sudha.prasad@menziesbobba.com]
Sent: 15 February 2011 09:41
To: Cynthia Dsouza - Groundservices; John Itz
Cc: Rinaldo Vels (NL email forwarder); Paul Smith (HYD); Suresh Pillai; Kamesh Peri
Subject: RE: Meeting in DOH - 01Feb

Dear Cynthia,

Greetings from MBGHS!

With reference to the agreed terms as per trailing mail, please find attached Addendum-1 to the current contract for your review and conclusion of the agreement.

1. Validity of the contract now stands for 2 years with CPI increase of 4% each year
2. A reference to Termination due to service failure has been made in the Annex B1.0 Clause 6. As the reasons for termination are clearly defined under sub-paragraph 6.1, have not elaborated the same in the attached Addendum
3. As it is agreed that the rate adjustments will be made according to the schedule increase or drop, have incorporated Paragraph-15 & sub-para-15.1 defining the clauses on volume discounts and reverse should the volumes drop

As desired, have updated Company Info Template. Please find attached updated Station Info Directory for your reference as there have been changes in the Management team and also contact numbers of our operations team in the last few months.

Sincerely hope the attached Addendum meets your requirements and acceptable to you. Kindly revert with clarifications required if any. We highly value your business and once again thank you for extending our business partnership. Needless to mention we are very happy to continue to provide '5 star' service to a 'true 5 star' airline.

Warm regards
Sudha Prasad
Business Development Manager
Menzies Bobba Ground Handling Services Pvt. Ltd

E-Level, PTB, RGIA,
Shamshabad, RR District
Mob:+91 9908889346
Tel: +91 40 66977115

From: Kamesh Peri

Sent: Monday, February 14, 2011 12:39 PM

To: Cynthia Dsouza - Groundservices; John Itz

Cc: Rinaldo Vels (NL email forwarder); Paul Smith (HYD); Sudha Prasad; Suresh Pillai

Subject: RE: Meeting in DOH - 01Feb

Dear Cynthia,

Thanks for your mail and sincerely appreciate your confirmation. We shall send draft agreement soon along with company info template for review and signatures. Thank you once again for your business, which we greatly value and makes us proud to be associated with a true '5 Star' Airline.

B. Rgds,

Kamesh Peri
SVP India
Menzies Aviation

Ph: +91 9900204805

From: Cynthia Dsouza - Groundservices [<mailto:cdsouza@qatarairways.com.qa>]

Sent: Sunday, February 13, 2011 5:41 PM

To: Kamesh Peri; John Itz

Cc: Rinaldo Vels (NL email forwarder); Paul Smith (HYD); Sudha Prasad; Suresh Pillai

Subject: RE: Meeting in DOH - 01Feb

Dear Kamesh,

We agree with your suggestions. Please forward us the draft agreement for our review. Also fill the attached

Company Info Template and return to me.

Best regards

Cynthia D'souza
Ground Services Contracts Officer

Tel: +974 44496353

Fax: +974 44657486

World's 5-star airline. qatarairways.com

From: Kamesh Peri [<mailto:kamesh.peri@menziesaviation.com>]

Sent: 11 February 2011 10:08

To: Cynthia Dsouza - Groundservices; John Itz

Cc: Rinaldo Vels (NL email forwarder); Paul Smith (HYD); Sudha Prasad; Suresh Pillai

Subject: RE: Meeting in DOH - 01Feb

Dear Cynthia,

Further to our discussion of day before I confirm the following:

4. Fixed contract for 2 years with CPI increase of 4% each year including this year.

5. Notwithstanding the fixed duration of 2 years the contract can be terminated earlier owing to 'service failures'. We will have a specific paragraph in the contract to that effect.
6. We are prepared to offer you a volume discount if your flights increase by more than 50% to current schedule. A further discount can be offered if they double to the current numbers and the said discount will apply to the additional turns. We are at this stage unable to fix a percentage of reduction and this could be agreed at a later time once we have the schedule. We would hope that reverse of above arrangement can be agreed should the volumes drop.

Kindly confirm and we shall accordingly send you Addendum draft for review and finalisation.

B. Rgds,

Kamesh Peri
SVP India
Menzies Aviation

Ph: +91 9900204805

From: Cynthia Dsouza - Groundservices [<mailto:cdsouza@qatarairways.com.qa>]
Sent: Thursday, February 10, 2011 2:06 PM
To: Kamesh Peri; John Itz
Cc: Rinaldo Vels (NL email forwarder); Paul Smith (HYD); Sudha Prasad; Suresh Pillai
Subject: RE: Meeting in DOH - 01Feb

Dear Kamesh,

With reference to your email, please note that as per our new company policy, we cannot agree to a fixed term contract

for 3 years and would like to suggest the following:-

- 4% increase with a term of one year and either party can terminate the agreement as per Article 11.4 of the Main Agreement
by giving 60 days notice
or
- 3% increase with a term of two years and either party can terminate the agreement as per Article 11.4 of the Main Agreement
by giving 60 days notice
or
- 2.7% increase with a term of three years and either party can terminate the agreement as per Article 11.4 of the Main Agreement
by giving 60 days notice

Kindly confirm your acceptance.

Best regards

Cynthia D'souza
Ground Services Contracts Officer

Tel: +974 44496353
Fax: +974 44657486

World's 5-star airline. qatarairways.com

From: Kamesh Peri [<mailto:kamesh.peri@menziesaviation.com>]
Sent: 02 February 2011 22:04
To: John Itz; Cynthia Dsouza - Groundservices
Cc: Rinaldo Vels (NL email forwarder); Paul Smith (HYD); Sudha Prasad; Suresh Pillai

Subject: Meeting in DOH - 01Feb

Importance: High

Dear John, Cynthia,

With reference to your meeting with our colleague Rinaldo yesterday in Doha and regarding the specific issue of renewing our HYD ground handling contract we would like to confirm the following:

- Roll over of contract for another 3 years i.e. from Apr2011 – Mar2014.
- CPI increase each year will be capped to 4%.

Kindly confirm your acceptance and we shall accordingly prepare contract extension document.

We greatly value your business and sincerely thank you for the same. We shall continue to provide '5 star' service to a 'true 5 star' airline.

Best Rgds,

Kamesh Peri
SVP India
Menzies Aviation

Ph: +91 9900204805

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From: Sudha Prasad
Sent: 16 February 2008 10:23
To: SV MGR - BOM
Cc: 'SAUDIA-PREM'
Subject: RE: Saudi - Revised proposal - Final

Dear Mr. Algarni,

Appreciate your supportive mail. Our endeavour is to ensure we bring International Handling Standards to HYD; would like to commence our Product specific trainings for our handling staff atleast by 1st of March to avoid difficulties at the start of the operations . As you are aware we are left with less than 30days to start operations from the new airport.

Looking forward to an early conclusion of the agreement.

Best regards

Sudha Prasad
Business Development Manager
Menzies Bobba Ground Handling Services Pvt. Ltd
Mob: +91 9908889346

From: SV MGR - BOM [<mailto:svmgrbom@saudiairlines.com>]
Sent: Fri 2/15/2008 12:59 PM
To: ALDEGHAITHER, KHALID
Cc: ZAMREEK, ADEL O; KHAYAT, ABDULAZIZ A; SUPV.CUST.SVCS.HYD; SAEIDI, IBRAHIM; BUKHARI, SHAWKAT M; SAMMAN, AYMEN A; ISKANDAR, ZAHER A; ALGEFRI, FAUZI H; ABDULRAZZAQ, FAHAD A; Sudha Prasad
Subject: RE: Saudi - Revised proposal - Final

Dear Mr. Aldeghaiter

This has reference to email dated 09th February 2008 received from Mr. Bill Dean, CEO – Menzies Bobba which is appended below.

As aware we are facing lots of difficulties with our present Ground Handling Agent – M/s. Indian Airlines. We feel that Menzies will do a better job for Saudi Arabian Airlines as Ground Handling Agents, as their equipments are brand new and owned by the company itself, which I have seen personally during my visit to the new Hyderabad Airport on 13th February 2008.

Also they have given us an option of selecting the staff whom we feel are competent and then they will employ these staff, train them and ensure that they are dedicated for handling Saudi Arabian Airlines.

In view of above we kindly request you to expedite action to finalize the agreement with them, as the Airport inauguration is on 14 March 2008 and we need to train their staff before the commencement of the operations.

Therefore, we need your urgent action in this connection to avoid problems which may occur for Saudi Arabian Airlines when it commences operations from new Hyderabad Airport.

Your kind support and urgent action is very much appreciated.

Best regards,

MOHSIN M. ALGARNI
MANAGER SAUDIA INDIA

From: Bill Dean
Sent: Fri 2/8/2008 4:52 PM
To: ALDEGHAITHER, KHALID [kdegthaither@saudiairlines.com.sa]
Cc: KHAYAT, ABDULAZIZ A; ZAMREEK, ADEL O; Kamesh Peri; Sudha Prasad; Manoj Singh; Gabriela Kartakova
Subject: FW: Saudi - Revised proposal - Final

Dear Mr.Aldeghaither,

Thank you very much for your email summarizing points out of your detailed review of our proposal. We have gone through all your comments and we would like to present you our revised proposal implementing most of your comments. In summary:

- points 1, 2, 5, 6, 8, 9, 12 – we can agree and please see those points implemented accordingly in the attached Annex B
- point 10 – implemented in the paragraph 6.2; SLA shall be attached as attachment 2; with our submission we have agreed to your SLA. The only point we have mentioned is 6 months penalty free period. The reason behind that is we will be working off completely new untested airport therefore we kindly request you to have penalty free period to be able to set up smooth operation and being able to deliver what we believe is achievable standards. In other words we would measure and aim to deliver against SLA from the day one but in case of any discrepancies we would like to have a reasonable time to be able to settle down at the new environment. Hope that is acceptable for you.
- Point 4(a) – we have calculated and put in handling rates for MD90 and Gulf-stream; according to our knowledge we refer to MD90 (F18/Y103) and executive version of Gulf-stream; for proposal please refer to the attached Annex B; in terms of MD11F/B747F we would like to ask you to provide us with schedule and service requirements to be able to work out proposal;
- Point 4(b) – one-way loaded flights – please see the proposal, world-wide standard, implemented as point 1.10; in terms of HAJ flights we would like to suggest to keep them separate, we are aware the operation is completely different and to be able to provide you with proposal we kindly request you to give us service specifications, estimated number of flights, procedures details, etc. Thank you.
- point 7 – annual CPI; we regret to say that we cannot remove this clause out of proposal, I'm sure you understand that almost all our costs will get inflated on annual basis and if those increase we have to increase our pricing; we are not in the high margin business and we cannot afford absorbing the costs increase without increasing our rates; to be able to maintain high quality standards we need to maintain our trained and experienced staff on good salary levels and also spent money on maintenance of our infrastructure. We hope you understand.

- point 11 – unfortunately we can not agree to one year contract, we understand the difficulty with governmental policies but we also believe you understand our position starting up at the new airport; we have made investment of 9£ into our equipment and infrastructure in HYD and hence we have to work with contract security; having said that we are able to agree to 3 years instead of 5; please refer to attached Annex B; we hope it is acceptable for you, anyway you obviously have a termination right on service failure; thank you for your understanding
- point 3 – we have revised our proposal with reference to your point 2 (service reduction); we need to say at this point that our attached proposal is final as we can not provide further discount from our rates; those attached in the proposal are the best we can offer to Saudi, having in mind reduction of almost 10% from our initial proposal

I believe you can accept our final proposal. We are here in Hyderabad ready to service Saudi as per world-wide standards. It is and will be a huge change comparing to current operation and therefore we cannot be comparing current pricing with the one at the new airport. I'm sure you understand that.

I hope that we can reach agreement based on the attached compromised proposal. Please let us know shortly as we are currently under **40 days** from start up and shall we be selected we would require reasonable time for set up.

Thank you very much,
Bill Dean

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From: Sasi.Chandran@omanair.com [mailto:Sasi.Chandran@omanair.com]
Sent: 09 May 2011 17:26
To: Sudha Prasad
Cc: HYD.ASM@omanair.com; Don.Hunter@omanair.com; Suresh Pillai; Paul Smith (HYD)
Subject: Re: Renewal of SGH Agreement with MBGHS

Dear Sudha

We have to go through the company formalities including HE Chairman of Oman Air, it is a time consuming process due such high level govt signatory involved.

Will forward signed copy as soon as it come from HQ.

Regards
Sasi

Sent on my BlackBerry® from Vodafone

From: Sudha Prasad <sudha.prasad@menziesbobba.com>
Date: Mon, 9 May 2011 12:26:39 +0100
To: <Sasi.Chandran@omanair.com>
Cc: <StationManagerHYD@omanair.com>; <Don.Hunter@omanair.com>; Suresh Pillai<suresh.pillai@menziesbobba.com>; Paul Smith (HYD)<paul.smith@hyderabadmenzies.com>
Subject: FW: Renewal of SGH Agreement with MBGHS

Dear Mr. Sasi,

I am in receipt of your acknowledgment stating that the proposal is submitted to HQ. Would appreciate if we could expedite concluding the proposal as we are already in the month of May and I understand from our finance billing is being done as per earlier rates. We await your favorable response.

Thanks & regards
Sudha

From: Sudha Prasad
Sent: Wednesday, April 13, 2011 5:58 PM
To: 'Sasi.Chandran@omanair.com'
Cc: Suresh Pillai; Paul Smith (HYD); 'StationManagerHYD@omanair.com'; 'Don.Hunter@omanair.com'
Subject: RE: Renewal of SGH Agreement with MBGHS

Dear Mr. Sasi,

Further to my mail, we have not heard from you. Would appreciate if we can conclude the handling contract as we are already in the month of April . Kindly do revert with queries if any.

Many thanks
Sudha

From: Sudha Prasad
Sent: Wednesday, March 30, 2011 1:10 PM
To: Sasi.Chandran@omanair.com
Cc: Suresh Pillai; Paul Smith (HYD); StationManagerHYD@omanair.com; Don.Hunter@omanair.com
Subject: RE: Renewal of SGH Agreement with MBGHS

Dear Mr. Sasichandran,

As discussed with you, CPI was only suggested by us to be able to meet the high inflation rate in India. Further to our call I have once again reviewed our costing with our finance team to be able to meet your requirement of a fixed price for three years. Following this review I am pleased to advise we are able to meet your request and our final proposal is INR 00000/- fixed for three years. Besides the reduction in the turn price I am also happy to be able to offer you additional savings for ad hoc services such as ambulift as well as an increase in number of complimentary WCHRs. This proposal has been presented keeping in mind our desire to continue our partnership with our esteemed Customer while maintaining our continued great service.

I sincerely hope you will support our proposal and if acceptable I would like to suggest we make it effective from 01April, 2011, shall await your revert.

Thanking you and assuring you of our continued safe & secure services.

Warm regards
Sudha Prasad
Business Development Manager
Menzies Bobba Ground Handling Services Pvt. Ltd
E-Level, PTB, RGIA,
Shamshabad, RR District
Mob: +91 9908889346
Tel: +91 40 66977115

From: Sudha Prasad
Sent: Monday, March 07, 2011 3:08 PM
To: 'Sasi.Chandran@omanair.com'
Cc: Suresh Pillai; Paul Smith (HYD); StationManagerHYD@omanair.com; Don.Hunter@omanair.com
Subject: RE: Renewal of SGH Agreement with MBGHS

Dear Mr. Sasichandran,

With regards CPI, I do remember we had discussed earlier to waive for two years and implement in the third year mainly to support staff costs due to high inflation in India. Our initial agreement also had CPI in the third year at a higher rate as per trailing mail but CPI rate capped @ 6% in the revised proposal after our discussions to offer reduced rates.

After having discussed internally with our higher management & finance, after reviewing cost implications with reduced rate & after seeking your approval, have sent the revised proposal. We are very close to renewing the contract and with any changes to this, I am afraid will have to go back to the higher management.

Sincerely seek your understanding & cooperation for concluding as per the agreed terms.

Looking forward to hearing from you soon.

Warm regards

Sudha

From: Sasi.Chandran@omanair.com [<mailto:Sasi.Chandran@omanair.com>]
Sent: Monday, March 07, 2011 2:17 PM
To: Sudha Prasad
Cc: Suresh Pillai; Paul Smith (HYD); StationManagerHYD@omanair.com; Don.Hunter@omanair.com
Subject: FW: Renewal of SGH Agreement with MBGHS

Dear Sudha

In our earlier discussions, we have agreed to remove CPI increase from the contract, suggest remove CPI clause and re forward the agreement.

Best Regards

Sasi

From: Sudha Prasad [<mailto:sudha.prasad@menziesbobba.com>]
Sent: Thursday, March 03, 2011 2:59 PM
To: WY-RASM ASIA- Sasichandran P.V.
Cc: Suresh Pillai; Paul Smith (HYD); [StationManagerHYD](mailto:StationManagerHYD@omanair.com) (Karthikeyan Jaigobi); Don Hunter
Subject: RE: Renewal of SGH Agreement with MBGHS

Dear Mr. Sasichandran,

Many thanks for your mail. Please find attached revised SGHA Annex B2.0 for your review and processing.

Amendments as follows for your quick reference:

- Refer Section-2 Passenger Services- WCHR changed in 2.1.3(a)(1)(2)(up to 10 WCHR passengers provided within turnaround rate)
- Refer 1.1(b) Handling charges
- Refer 2.1 Additional Charges-
 - Wheelchairs raised to 10 in quantity
 - Rate reduced for Ambulift per service
- Refer sub-para 2.3 CPI changed to 6%

We once again thank you for your business and for extending our partnership.

Warm regards
Sudha Prasad
Business Development Manager
Menzies Bobba Ground Handling Services Pvt. Ltd
E-Level, PTB, RGIA,
Shamshabad, RR District
Mob:+91 9908889346
Tel: +91 40 66977115

From: Sasi.Chandran@omanair.com [<mailto:Sasi.Chandran@omanair.com>]
Sent: Thursday, March 03, 2011 10:18 AM
To: Sudha Prasad
Cc: Suresh Pillai; Paul Smith (HYD); StationManagerHYD@omanair.com; Don.Hunter@omanair.com
Subject: RE: Renewal of SGH Agreement with MBGHS

Dear Sudha

Please go ahead forward revised SGHA for agreement process.

Best Regards

Sasi

From: Sudha Prasad [<mailto:sudha.prasad@menziesbobba.com>]
Sent: Wednesday, March 02, 2011 11:54 PM
To: WY-RASM ASIA- Sasichandran P.V.
Cc: Suresh Pillai; Paul Smith (HYD); StationManagerHYD (Karthikeyan Jaigobi); Don Hunter
Subject: RE: Renewal of SGH Agreement with MBGHS

Dear Mr. Sasichandran,

Further to our conversation, have internally reviewed our cost implications to consider & support your concerns expressed for reduction in handling rates. You will agree and understand in view of high inflation in India, we have no control on certain overhead cost increases from areas such as Labour, Fuel, Airport Authority etc. In spite of high costs imposed on us, we will have to continue to invest in our business and manage the impact of high costs. We do understand, even in your Organization, you must be looking at various areas to minimize cost impact and one such initiative must be, to have a reduction in Handling rates.

Keeping in view our long standing business association since the start of operations from this New Airport and also as we highly value our partnership, we have thoroughly reviewed and offered to take revenue reduction to the extent of another 4% without jeopardizing the service standards.

In order to arrive at a solution close to your requirement, besides the rate reduction, we could consider further concessions, by

- Increasing capping on WCHR to 10 per turn around flight
- We have reviewed usage of Ambulift and could consider 5% reduction in rate from INR 8000 to INR 7600
- Offer volume discounts on incremental flight turns. We could discuss rate adjustments as and when the frequencies increased to 10 per week or double daily.
- Though the average annualized CPI increase has been in excess of 16%, we have been extremely cautious in imposing the same in our current proposal, mainly in view of our strong partnership and hence have fixed the turn rates for two years and in the third year capped at 8%. We could further reduce the capping to 6%

Sincerely hope the above revisions acceptable to you.

You will also agree that despite high inflation in India, which touched double digits in the 2009-2010, our rate increase has been maximum 5% since the start of operations which is the least compared to the actual cost implications.

Following table gives you details of our turn rates since 2008.

Airline	Aircraft Type	Days of Ops	Turn Rate 2011-2013	Turn Rate 2010	Turn Rate 2009	Turn Rate 2008	Validity
Oman Air	B-737-700/800	Daily	(revised offer)	INR 00000	INR	INR	eff 23Mar2008-3 yrs

We greatly value your business and looking forward to concluding our mutually beneficial agreement.

Thanking you for your understanding & cooperation

Warm regards

Sudha Prasad

Business Development Manager

Menzies Bobba Ground Handling Services Pvt. Ltd

E-Level, PTB, RGIA,

Shamshabad, RR District

Mob:+91 9908889346

Tel: +91 40 66977115

From: Sasi.Chandran@omanair.com [<mailto:Sasi.Chandran@omanair.com>]

Sent: Tuesday, March 01, 2011 11:13 AM

To: Sudha Prasad

Cc: Suresh Pillai; Paul Smith (HYD); StationManagerHYD@omanair.com; Don.Hunter@omanair.com

Subject: RE: Renewal of SGH Agreement with MBGHS

Thank you very much Sudha for all your support and consideration.

Best Regards

Sasi

From: Sudha Prasad [<mailto:sudha.prasad@menziesbobba.com>]

Sent: Tuesday, March 01, 2011 10:59 AM

To: Sudha Prasad; WY-RASM ASIA- Sasichandran P.V.

Cc: Suresh Pillai; Paul Smith (HYD); StationManagerHYD@omanair.com (Karthikeyan Jaigobi)

Subject: RE: Renewal of SGH Agreement with MBGHS

Dear Mr. Sasi,

Greetings from MBGHS!

It was a pleasure talking to you last evening. With reference to our discussions, have escalated your concerns expressed to our finance to work out the cost implications. Shall soon revert, latest as indicated by 02Mar, 2011 with the revised proposal. Your business is very important to us and we are looking forward to an early conclusion of the renewal process.

Thanking you once again for your business

Warm regards

Sudha Prasad

Business Development Manager

Menzies Bobba Ground Handling Services Pvt. Ltd

E-Level, PTB, RGIA,

Shamshabad, RR District

Mob:+91 9908889346

Tel: +91 40 66977115

From: Sudha Prasad

Sent: Tuesday, February 22, 2011 10:55 AM

To: 'Sasi.Chandran@omanair.com'; StationManagerHYD@omanair.com

Cc: Suresh Pillai; Paul Smith (HYD)

Subject: RE: Renewal of SGH Agreement with MBGHS

Dear Mr. Sasi,

Thank you very much for your mail.
Shall await your favorable response.

Warm regards
Sudha Prasad
Business Development Manager
Menzies Bobba Ground Handling Services Pvt. Ltd
E-Level, PTB, RGIA,
Shamshabad, RR District
Mob: +91 9908889346
Tel: +91 40 66977115

From: Sasi.Chandran@omanair.com [mailto:Sasi.Chandran@omanair.com]

Sent: Monday, February 21, 2011 6:53 PM

To: Sudha Prasad; StationManagerHYD@omanair.com

Cc: Suresh Pillai; Paul Smith (HYD)

Subject: Re: Renewal of SGH Agreement with MBGHS

Thanks Sudha, have received the proposal already and am processing same.

Best Regards
Sasi

Sent on my BlackBerry® from Vodafone

From: Sudha Prasad <sudha.prasad@menziesbobba.com>

Date: Mon, 21 Feb 2011 07:58:44 +0000

To: <sasi.chandran@omanair.com>; <StationManagerHYD@omanair.com>

Cc: Suresh Pillai <suresh.pillai@menziesbobba.com>; Paul Smith (HYD) <paul.smith@hyderabadmenzies.com>

Subject: FW: Renewal of SGH Agreement with MBGHS

Dear Mr. Sasichandran,

Greetings from MBGHS!

Please find attached our proposal which I am certain would have reached you through Mr. Karthik.

Sincerely hope you have been able to review the same.

Kindly do revert with clarifications required if any.

Thanks & regards

Sudha Prasad
Business Development Manager
Menzies Bobba Ground Handling Services Pvt. Ltd
E-Level, PTB, RGIA,
Shamshabad, RR District
Mob: +91 9908889346
Tel: +91 40 66977115

From: Suresh Pillai

Sent: Tuesday, February 08, 2011 3:19 PM

To: stationmanagerhyd@omanair.com

Cc: Sudha Prasad
Subject: FW: Renewal of SGH Agreement with MBGHS

Suresh Pillai
General Manager - Operations
Menzies Bobba Ground Handling Services Pvt Ltd
Level E, PTB, Rajiv Gandhi International Airport
Shamshabad, RR District - 500 409
India
Phone: +91 40 6697 7110
Fax : +91 40 6660 2706
Email : suresh.pillai@menziesbobba.com

From: Sudha Prasad
Sent: Tuesday, February 08, 2011 1:29 PM
To: smhyd@omanair.aero
Cc: Paul Smith (HYD); Suresh Pillai
Subject: Renewal of SGH Agreement with MBGHS

Dear Karthik,

Greetings from MBGHS!

At the outset thank you for giving me the time to discuss the renewal process of our ground handling services contract in the last week of January. With regards to renewal of the agreement, we value your concerns expressed with regards to cost impact in the coming years, mainly due to CPI and the subsequent rate revisions. Have discussed this issue internally and put up recommendations to our Board to advice measures to minimize the cost for your Airline.

Would like to conclude, we are pleased to offer you a highly competitive proposal by retaining the current handling rates for the next two years despite high inflation which is touching double digit figures and subsequently apply CPI in the third year. I am sure you will appreciate, this is mainly in view of our strong relationship built over the last three years and also Oman Air being our first customer to have signed up the ground handling agreement in 2008.

Please find attached our SGHA Annex B2.0, prepared in accordance to your requirements and based on our discussions. Kindly do revert with queries if any.

As discussed, have tried reaching Mr. Sasichandran but was given to understand he's been away in UAE & rather busy with new stations start up. Have received a text message in response to my call stating that I could co-ordinate with you for renewal of our contract.

I am sure you will agree in the last three years, having understood Oman Airs' requirements and service specifications, have not only achieved great service standards but also have contributed to airport service quality.

Your business is very important to us and needless to mention we are eagerly looking forward to renewing our business partnership with Oman Air for the coming years.

Thanking you once again and assuring you of our safe and secure services at all times

Warm regards

Sudha Prasad
Business Development Manager
Menzies Bobba Ground Handling Services Pvt. Ltd
E-Level, PTB, RGIA,
Shamshabad, RR District
Mob:+91 9908889346
Tel: +91 40 66977115
From: Sudha Prasad
Sent: Friday, January 07, 2011 12:02 PM
To: 'sasi.chandran@omanair.com'
Subject: Compliments of the Season!

Dear Mr. Sasi,

Greetings from MBGHS!

Hope alls fine your end. Wishing you a Very Happy and a Successful 2011!!
Hoping to see you sometime in HYD.

Warm regards
Sudha Prasad
Business Development Manager
Menzies Bobba Ground Handling Services Pvt. Ltd
E-Level, PTB, RGIA,
Shamshabad, RR District
Mob:+91 9908889346
Tel: +91 40 66977115

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SUMMARY OF CONCERNS
RAISED BY
STAKEHOLDERS



MINUTES OF OPERATIONAL REVIEW MEETING WITH KINGFISHER AIRLINES-07SEP, 2011

Area	Issue	Who	Date	Status	Review Date	
<p>Ramp Handling Services Present</p> <p>Venue- Kingfisher Conf room KINGFISHER</p> <p>Time- 1500Hrs Salim, Bhaskar</p> <p style="text-align: right;">MBGHS</p> <p style="text-align: right;">Suresh, Srinivas, Raveesh & Satish</p> <p style="text-align: right;">Minutes compiled by Srinivas</p>						
	<p>water / Lav carts allocation should be by two different operators.</p> <p>BTs found without corner buffers and same has been brought to near aircraft.</p> <p>BFLs without rear buffers</p> <p>Cargo BTs</p> <p>Bags need to be secured during rains-</p> <p>Staff reporting in operations.</p> <p>PPE</p> <p>Equipment Marshalling</p>	<p>At present we are providing one operator for both water/Lav cart service as few operators have resigned. Operators recruitment is in process once it is through we will be able to provide two operators. Operators recruitment is in high priority their ADP process should expedite as early as possible.</p> <p>As and when noticed BTs without corner buffers it should be isolated from the operational area, and to be parked near ULD storage area, Information to be given to GSE for further action. Please brief all operators accordingly.</p> <p>All BFLs are fitted with rubber buffers, If any damage noticed in BFL's rear buffers should inform GSE immediately for further action. Always allocate BFLs fitted with rubber buffers.</p> <p>It was noticed that frequently incoming cargo BTs are being overloaded with cargo while transferring from aircraft to warehouse.</p> <p>Supervisors to monitor operations effectively during rains, TLs to ensure staff should be ready with necessary arrangements like wiping BTs before offloading bags, covering BTs with tarpaulin prior to the flight arrival, using maximum white box trolleys.....etc.This is one of the serious issues which need to be fixed as passenger compliant of wet bags received on arrival.</p> <p>Bhaskar mentioned that staff are not reporting in BMA at 0415 hrs. Please ensure staff must report in BMA on time as check-in starts at 0415hrs.</p> <p>Cabin cleaning staff are not wearing ear defenders at all time. Brief all cabin cleaning team for strict compliance. Safety officers needs to monitor and update BRI accordingly.</p> <p>While aligning/retracting equipment's operator is not following the guide person's guidance, This is a severe safety concern, operators must follow the guide person at all times and guide person also must visible to the operator accordingly. Safety officers need to monitor strongly.</p>	<p>Srinivas/Ramp DM</p> <p>Srinivas/Ramp DM</p> <p>Srinivas-DM Ramp-GSE Mgr</p> <p>Srinivas-DM Ramp</p> <p>Srinivas/Ramp DM</p> <p>Ramp DM-Srinivas</p> <p>Anand/Srinivas</p> <p>DM-Ramp</p>	<p>w.i.e</p> <p>w.i.e</p> <p>w.i.e</p> <p>w.i.e</p> <p>w.i.e</p> <p>w.i.e</p> <p>w.i.e</p> <p>w.i.e</p>	<p>ongoing and to be monitored</p> <p>ongoing and to be monitored</p> <p>Open</p> <p>Open</p> <p>Ongoing and to be monitored</p> <p>ongoing and to be monitored</p> <p>ongoing and to be monitored</p>	<p>Next Meeting</p> <p>Daily</p> <p>Daily</p> <p>Daily</p>

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MINUTES OF OPERATIONAL REVIEW MEETING WITH KINGFISHER AIRLINES-02AUG, 2011

Ramp Handling Tue- Kingfisher Conf ro Time- 1500Hrs	Present	KINGFISHER Salim, Bhaskar Pradeep, Mahesh Cabin Appearance- Madhu Cargo-None.	MBGHS Srinivas, Raveesh, Anand N & Sudha
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Area	Issue	Who	Date	Status	Review Date
	Minutes along with action points of the previous meeting were discussed. Issues related to 31Jul, 2011 were highlighted by Bhasker				
	Action points of previous meeting by Bhasker				
Ramp	Cluster departures-toilet & water service to commence D-60 for base departures. Prioritization of clusters need to be looked into. Srinivas to address the team accordingly	Srinivas/Ramp DM	w.i.e	ongoing and to be monitored	03-Aug
Tugs	For IT2473/3431/162—bags are released from BMA late. Srinivas to fix this problem immediately	Srinivas/Ramp DM	w.i.e	ongoing and to be monitored	
Audit	17-18Aug. Ramp audit. BFL buffers. Trolleys buffers, coaches interiors. To ensure emergency hammer positioned in the slot. Step ladders, water/toilet carts-spark arresters to be fixed	Srinivas-DM Ramp-GSE Mgr	w.i.e		02-Aug
	SQ is due			Open	
Coaches	Point from the previous meeting:Coaches reaching late at the boarding gate. Equipment coordinator needs to be present for ATRs during peak movement. Srinivas to plan a static coordinatory and ensure he is not allocated for any other job function other than EC	Srinivas/Ramp DM	w.i.e		08-Aug
	Vacuum cups for fixing KF magnetic sticker inside the coaches to be procured by Salim from KF HO.	Salim	w.i.e	Open	
Baggage Handling	It was informed that 13Jul bags were mishandled. There was a complaint from one of the guests Apr, May damaged bags count -5, Jun-6, Jul-7. BMA/Ramp to be more proactive about damaged bags. Number of damaged bags are on the rise..this needs to be looked into & immediate corrective action to be taken. However according to Srinivas, KF needs to check & prove that damage occurred by GH staff.	Bhasker-Srinivas-Ramp DM	w.i.e	ongoing and to be monitored	
	Blue seals are available in Check-in, BMA & with KF staff near the hold doors. Check-in bags cannot be loaded without blue seals. Staff in BMA to ensure to put the seals (whereever missing) before releasing them to the ramp	Anand/Srinivas	w.i.e	ongoing and to be monitored	03-Aug
Cabin Appearance	AC vent also need to be checked. Ready folders ziploc is not being done & not being carried to ATRs. Staff shortage during morning clusters. Grooming is a concern. CC staff to wear ear defenders	DM-Ramp	w.i.e	ongoing and to be monitored	03-Aug
Well Done	CC staff integrity was appreciated				

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Cargo	To ensure availability of second tug after 0700Hrs. Not loading Cargo as per orientation of labels. Srinivas confirmed that training completed and staff aware of the markings etc. However Srinivas to take it up with the team and ensure proper handling. Eg: up & down arrows marked on the cartons	Srinivas-Ramp DM w.l.e	ongoing and to be monitored	03-Aug
Valets	Trainee badges are more than the actual Name badges. Uniforms received and handed over to the staff. Buffer cannot be furnished by the vendor. Valets are still found taking tips. Ensure Valet supervisors are more proactive than being reactive. Cross utilize resources from within the team (from arrivals/departures) whenever the requirement arises	Raveesh w.i.e	ongoing and to be monitored	03-Aug
Security	Red Alert-15Aug. Pradeep requested that team is addressed about the alerts & also about taking initiative for frisking, display of AEP Entry through access control door for AB all through for CC	Anand/Srinivas	for 15Aug and also ongoing	03-Aug 03-Aug
	No staff to approach the aircraft with their personal belongings (bags), especially during shift break. Anand to ensure read & sign done	Anand/Srinivas w.i.e		03-Aug
VAL Cargo	Val Cargo will commence soon. Set procedures are there and awareness to be discussed with Supv/TL. Security briefing to commence effective 10Aug, 2011 onwards	Anand/Srinivas		10-Aug
GTM	GTM ratings for HYD to be improved. Requested for complete contract for deep cleaning as well to ensure to have a dedicated team for Cabin Appearance Dept.	check with Shalaka for comprehensive contract	Srinivas to brief CC TL to ensure CC quality maintained	

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MINUTES OF MONTHLY MEETING WITH Saudia 06 May, 2011

Ground Handling Services for Saudia

Present From

Agenda: To discuss operational issues

1. Pax Services, 2. Ramp & Baggage Services, 3. Cabin Cleaning, 4. Operations, 5. Other points

Venue- SV Office
Time- 1130Hrs
MAY

MBGHS:Suresh Pillai, Srinivas, Raveesh, Satish, Rajnikant, Anand N & Sudha

SV -Prem & Wahid

Agenda Point	Issue	Responsible-Action Step	Target Date
Safety	Safety presentation was given by Anand, which will be done on quarterly basis. Results of Customer Survey Analysis shared with Prem & Mushtaq	Anand/Sudha	July
Operations	According to Prem, Operations are under control now. Corrective actions are being taken immediately after error detection	Duty Manager/Ops Supv Srinivas- Duty Manager-Corrective measures have been taken to ensure a minimum of two ramp assistants & one Operator along with the Ramp Supervisor available until completion of pushback service	w.i.e
Ramp services	Require a tug in BBA to remove the containers and pallets.		w.i.e
Arrival Baggage	Priority/Biz class Bags are getting delayed, whenever priority bagg loaded in ey container, whenever there's mixed loading done, immediately info should be passed on to SV staff. SV raising SQPRs and corrective action being taken by SV	Srinivas to brief Ramp Supv/BMA TL	w.i.e
	Mushtaq requested to prioritize delivery of JED bags as the number of JED pax less compared to RUH pax. JED containers to be offloaded first after offloading first/priority baggage. Segregate JED containers on the ramp itself. After DCS, it will be easier to check the container numbers.	Srinivas to brief Ramp Supv/BBA TL	w.i.e
Action	Manpower- Adequate staff on the ramp, BBA & BMA ;must respond to RT messages. Due to shortage of staff, containers are being released late to the aircraft. Hold doors are being closed just before departure. BMA-5-6staff & BBA-5-6. Wahid will be in BMA and will guide/demonstrate the team to expedite bagg delivery. Bagg will be delivered in 55min. Suresh said based on the efficiency of staff. Wahid said D-20 containers should reach the aircraft.	Srinivas to deploy an efficient TL/Supv to ensure containers to reach the aircraft D-20	w.i.e & Ongoing
Cabin Cleaning	No issues. Quality being maintained but numbers should be adequate.	Srinivas to ensure 16+1TL dedicated for SV with immediate effect	w.i.e
PSA+SSA	35/287 & 14 & 347. Biz class service failure. Lounge cards Incoming/outgoing fts are full, WCHR's average 10 in and 11/12-out, whatever staff strength of SSAs given handling is being managed. Raveesh confirmed that PSA strength is adequate and also giving one extra staff for business class pax facilitation. In view of additional requirement, he said there are 15 staff that is 13+2, irrespective of leaves (this is exclusive of staff assigned, biz class pax facilitation). Required SSA count of 11 to be maintained	Raveesh/DM	w.i.e & Ongoing
Crew Bags	Prem suggested that with immediate effect crew bags to be name labelled and tagged as well		
OTP	SQPR for MAR to be sent	Prem	

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MINUTES OF MONTHLY MEETING WITH OMAN AIR 21 Apr. 2011

Agenda: Action points of the previous meeting.
 1. Ground Handling Services for Oman Air
 2. Safety 3. Pax Services
 4. Ramp & Baggage Services, 5. Cabin Cleaning, 6. Operations, 7. Trainings
 8. Any other points

Venue- WY office
 Time- 1100Hrs

Present: From
 MBGHS: Suresh,
 WY-Karthik

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Agenda Point	Action	Reponsible	Target Date
Safety	Safety alerts to continue to be sent	Anand/Srinivas	W.i.e
OCC	No one from OCC attends their briefing, neither in person nor over phone - This is a repeat point. Henceforth, relevant OCC staff to either attend their briefing in person or take a briefing over phone. No exceptions.	DM	15-Mar-11
GSE-BFL	BFL no 4 & 6 are very slow for offloading - As it was informed that the speed cannot be adjusted without repercussions. Hence BFL 4 & 6 not to be used on WY flights with immediate effect.	Srinivas-Jaikumar	W.i.e
Pax services	Pax team : Lounge cards are being issued to passengers who are not entitled for lounge access - Shiva to brief all PSA & read and done to be taken. Raveesh to follow up with Shiva.	Raveesh/Shiva	W.i.e
OTP	OTP to be shared on monthly basis by WY	Karthik	

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MINUTES OF MONTHLY MEETING WITH LH CARGO 21 Dec, 2011

Agenda: Action points of the previous meeting. 1. Safety 2. Manpower 3. Ramp 4. GSE 5. Trainings	Ground Handling Services for Lufthansa Cargo	Present: From	
	Venue- LH C office	MBGHS: Suresh, Srinivas, & Sudha	
	Time- 1700Hrs		
		LH Cargo- Kannan & Guru	
Agenda Point	Action	Responsible	Target Date
Safety	Safety presentation due from Anand. Suresh spoke briefly about the contents of the presentation. According to Kannan, safety officer present on the ramp should not only observe and report unsafe practices if any but also immediately take action and give guidance as well. An eg: Safe way of connecting ASU, when ASU is being connected, staff should move away from the aircraft as the vent may hit back resulting in bad injury. For connecting ACU/ASU, trestle should be used. GSE technicians need to be more confident with GSE handling.	MBGHSPL CONFIDENTIAL Anand N	Next meeting
Safety	Trestle to be fixed as it keeps wobbling. GSE mgr to fix the same. Positioning of the fuel bowser to be at an angle. Ramp agent should inform Reliance for proper positioning of the bowser and also same to be positioned before positioning FMC	GSE Mgr/DM Ramp	Ongoing
GSE	Ordered for 5 more PDs. Standby MDL not available. Suresh informed that GSE technicians have been well trained to fix MDL and also critical spare parts available at the Station.	GSE Mgr	Ongoing
OCC	There should be proper follow up for FIC/ADC. For five flights there was a delay in getting FIC/ADC.	OCC	Ongoing
Trainings	CAT-7 & 8 (identification and acceptance); CAT-10 (Load) full day training of 8 hours session. For CAT 7,8 & 10 supposed to be the Basic training to be a class room training. This will be a local training. CAT 10 can be a refresher training through CBT—Pending from Rajesh M (as he's a certified trainer)	Guru/Rajesh	TBA
Check out	After Das check out is done, Shiva's check out will be planned		
Others	Cancellations during Christmas and New year. Mail to be sent by Guru	Guru/Suresh/DM	
	Leaf blower is not required in HYD		Closed
Punctuality report	No concern. Quick turnarounds take place in HYD.		

MINUTES OF MONTHLY MEETING WITH ETIHAD- 12May, 2011

Agenda: Action points of the previous meeting. 1. Safety 2. Pax Services 3. Ramp & Baggage Services 4. Cabin Cleaning 5. Operations 6. Trainings 7. Any other points	Ground Handling Services for Etihad	Present: From	
	Venue- EY office	MBGHS: Suresh Pillai, Sudha, Anand N, Waseem, Raveesh & PraveenDM	
	Time- 0830Hrs		
	EY 0325Hrs ETA and 0415Hrs ETD--50min GT eff 27Mar-29Oct 2011	EY- Sumit	
Agenda Point	Action	Reponsible	Target Date
Safety	Safety alerts to be sent regularly. Risk assessment reports to be sent by Sumit. BRI presentation shared with Sumit by Anand	Anand N	Ongoing
Pax services	Waseem has been doing a good job and team has also well accepted him in his new position. Job knowledge, inter personal skills have improved of Wasim	Wasim	
Safety Cones	Safety cones not received	Sumit	
	Praveen said Captain wanted GHA staff to take PB clearance from tower. Waseem to check the name of the Capt and if it is repeatedly happening, then Sumit to take it up. KLM engineering is getting the request from the Capt. DM & Waseem to check with Jayesh-KLM Engg and find out the reasons		
Trainings	None. Load sheet trainings to be planned in JUN/JUL	Sumit/Madhuri	15 June, 2011
Punctuality report	Weekly reports being sent	Sumit/Waseem/Suresh/DM	Ongoing
Summer Schedule	ETA & ETD as (03:25 & 04:15)--50min GT Eff 27MAR - 29 OCT 2011,		

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Supplier	Station	HYD					
MBGHS BA	Suresh Pillai, Raveesh, Sudha Prasad, Satish, Anand N, Laiq, Madhuri & Srinivas						
	Sumer, Zubin, Dheeraj & Ashok						
Overall Performance							
02-Jun	Over all operational performance results of April against targets was presented. According to customer feedback, quality of staff is rated high. Departure satisfaction - 71% as against the target of 68%, which is a marginal increase as compared to the previous month. The way BA handled problems, info on delayed fits, staff friendliness is pretty high as compared to other stations within India.						
Results for Jan/Feb were very low compared to last year							
General Issues & Actions							
Ref NR	Date	Issue	Action	Who	Target Date (+28 days)	Status	Review Date
		Safety & Security	Safety alerts to be sent if received any	Anand N			
	05-May	ARTG-TCS1-TCS2	Sumer suggested that we educate the customers about special security requirements. Ensure there's no rush at the boarding gate. Staff friendliness highest amongst all Indian Stations. Lounge experience dropped drastically & ratings are deplorable. Excess baggage-need to be focussed, however to improve welcome & friendliness, BA is will to drop the % collection of ex/bagg. Focus on ebt collection on extra piece. Compliance to conformation stands at 100%. Over all well done by liaq & team	Laiq/DM/Madhuri		Ongoing	
	02-Jun	Pax Services	8 Staff for 777 and 7 PSAs for 767, must ensure all counters are functional. 6 SSAs. Dolly & Laiq is going on leave together, train someboby and ensure there's a replacement planned. Raveesh to update Zubin about the replacement staff. One staff from LH team to be trained for BA back up	Raveesh		Ongoing	Next Meeting
			Lead in place of Laiq whenever he goes on leave. Either Kiran or Anusha can be the lead. Raveesh asked if Anusha also can be planned as a lead, Sumer suggested to put her on light fits and then move her on, after she gains confidence	Suresh-HR-Madhuri		Open	Next Meeting
	05-May-11	Presentation	As a part of ongoing learning process for pax services team to prepare presentations on Cities BA operates to and present to the entire team.	Laiq		Ongoing	Next Meeting
	7Apr-5May	RampTrainings	As it was discussed in the earlier meetings about PB trainings. Suresh to request Kevin Brown to locally check with BA-LON for approval of MA PB trainings, so that we could take it up at the earliest. Likewise, Sumer also to take it up with BA training dept to expedite approvals/acceptance of MA PB training. New staff who are deployed for BA, should shadow with the trained staff	Suresh		Open	Suresh has alr
			SAL- Sumer to revert with dates.	Sumer		Open	
	05May/02June		Arrival Baggage performance to be improved--Srinivas to share the data from 01-15June,	Srinivas		Open	Next Meeting
	7Apr-5May-02June	Partnership	Sumer said he would like to take up this joint partnership program for awards with MB logo & BA logo on the certificate and would like to kick off sometime in May/June, it's meant for the frontline staff & will be given half yearly & one annually for good performers.	Sumer/Suresh	TBA	Open	
CP No. 10/2012-13/MYTP	Menzies/GH/HIAL/2011-12	Arrivals	39-PIR, Y-34 PIR & biz cl 5. Auto msg for 31, we have done the tracing for 3. Sumer suggested monthly meetings with LL team as well	Vanitha		Open	Page 55 of 61

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		Others	Well done by Laiq and team on AOG fit. According to Sumer, new software can update any tax issue on BA, reissuance of tax is also easy. All calls rerouted through manager in . Every customer was met who was booked on OAL. Excellent communication with BA team & network. Team coped up with extreme pressure. Internal control compliance in place. Except for some minor glitches	DM-Sumer		Open	
			Permanent trade facilitation meeting held by Customs, someone from AOC to attend the meeting—meeting is re-scheduled for sometime in the month of JUNE				

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SUPPLIER MANAGEMENT REVIEW MEETING

Supplier				Station	HYD
MBGHS	Suresh Pillai, Raveesh, Sudha Prasad, Satish, Anand N, Laiq, Madhuri & Srinivas				
BA	Sumer, Zubin, Dheeraj & Ashok				

Overall Performance					
02-Jun		Over all operational performance results of April against targets was presented. According to customer feedback, quality of staff is rated high. Departure satisfaction - 71% as against the target of 68%, which is a marginal increase as compared to the previous month. The way BA handled problems, info on delayed flts, staff friendliness is pretty high as compared to other stations within India.			
		Results for Jan/Feb were very low compared to last year			

General Issues & Actions

Ref NR	Date	Issue	Action	Who	Target Date (+28 days)	Status	Review Date
		Safety & Security	Safety alerts to be sent if received any	Anand N			
	05-May	ARTG-TCS1-TCS2	Sumer suggested that we educate the customers about special security requirements. Ensure there's no rush at the boarding gate. Staff friendliness highest amongst all Indian Stations. Lounge experience dropped drastically & ratings are deplorable. Excess baggage-need to be focussed, however to improve welcome & friendliness, BA is will to drop the % collection of ex/bagg. Focus on ebt collection on extra piece. Compliance to conformation stands at 100%. Over all well done by laiq & team	Laiq/DM/Madhuri		Ongoing	
	02-Jun	Pax Services	8 Staff for 777 and 7 PSAs for 767, must ensure all counters are functional. 6 SSAs. Dolly & Laiq is going on leave together, train someboby and ensure there's a replacement planned.. Raveesh to update Zubin about the replacement staff.. One staff from LH team to be trained for BA back up	Raveesh		Ongoing	Next Meeting
			Lead in place of Laiq whenever he goes on leave. Either Kiran or Anusha can be the lead. Raveesh asked if Anusha also can be planned as a lead, Sumer suggested to put her on light flts and then move her on, after she gains confidence	Suresh-HR-Madhuri		Open	Next Meeting
	05-May-11	Presentation	As a part of ongoing learning process for pax services team to prepare presentations on Cities BA operates to and present to the entire team.	Laiq		Ongoing	Next Meeting
	7Apr-5May	RampTrainings	As it was discussed in the earlier meetings about PB trainings.Suresh to request Kevin Brown to locally check with BA-LON for approval of MA PB trainings, so that we could take it up at the earliest. Likewise, Sumer also to take it up with BA training dept to expedite approvals/acceptance of MA PB training .New staff who are deployed for BA, should shadow with the trained staff	Suresh		Open	Suresh has alr
			SAL- Sumer to revert with dates.	Sumer		Open	
	05May/02June		Arrival Baggage performance to be improved—Snnivas to share the data from 01-15June,	Srinivas		Open	Next Meeting
	7Apr-5May-02June	Partnership	Sumer said he would like to take up this joint partnership program for awards with MB logo & BA logo on the certificate and would like to kick off sometime in May/June, it's meant for the frontline staff & will be given half yearly & one annually for good performers.	Sumer/Suresh	TBA	Open	
		Arrivals	39-PIR, Y-34 PIR & biz cl 5. Auto msg for 31, we have done the tracing for 3. Sumer suggested monthly meetings with LL team as well	Vanitha		Open	

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		Others	Well done by Laiq and team on AOG flt. According to Sumer, new software can update any tax issue on BA, reissuance of tax is also easy. All calls rerouted through manager in . . . Every customer was met who was booked on OAL. Excellent communication with BA team & network. Team coped up with extreme pressure. Internal control compliance in place.. Except for some minor glitches	DM-Sumer		Open	
			Permanent trade facilitation meeting held by Customs, someone from AOC to attend the meeting—meeting is re-scheduled for sometime in the month of JUNE				

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MINUTES OF MONTHLY MEETING WITH Qatar Airways 10 June, 2011

Agenda: Action points of the previous meeting. 1. Safety 2. Pax Services 3. Ramp & Baggage Services, 4. Cabin Cleaning, 5. Operations, 6. Trainings 7. Any other points	Ground Handling Services for Qatar Airways	Present: From
		MBGHS: Suresh, Raveesh, Anand N, & Suresh Babu, Srinivas, Madhuri, Yousuf
	Venue- QR office	
	Time- 0800Hrs	
		QR- Afreen & Suraj, Kram

Agenda Point	Action	Responsible	Target Date
Safety	Safety presentation as an action step of customer survey analysis was given by Anand. Safety points though is a part of monthly meeting agenda points, every quarter safety issues with proper presentation will be discussed at length every quarter	Anand N	Ongoing
Safety	QR also would share the alerts if any	Afreen	Ongoing
Pax Services	Aafreen Appreciated that the team handled the manual flight very well and said that the team is progressing well and improving.		
Counter Lead	Yousuf to identify lead; Yousuf suggested Sukheshni, he has to take the feedback from QR also about Sukheshni, also try and have Roja and Kalyani doing lead as and when possible.	Ikram/Yousuf	
5 Star On Ground Service	It is very inconsistent, Ikram and Yousuf to brief the team daily in the preflight briefings. Madhuri mentioned that she will include this as part of her trainings.	Ikram/Yousuf	Immediate

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SSA	Business class handling especially at boarding gate is not proper. Raveesh mentioned that there is no issue with the SSA count on shift, better coordination should help, Yousuf should always try and allocate himself at Gate instead of the A/C door.	Ikram/Yousuf	Immediate
Security Questions	This has been a repeated point and Suresh said that if it is not improving HR action also can be considered, the Spv/TL will be accountable. Yousuf to brief team and if not followed, Yousuf to Inform Raveesh	Ikram/Yousuf	Immediate/Ongoing
Excess Baggage	Excess baggage waivers are being informed to QR staff, however the counter closing time needs improvement.	Ikram/Yousuf	Ongoing
Baggage	Business class baggage sometimes is getting delayed due to two reasons, one is either it's wrongly loaded in a/c or the offloading is not done correctly. Aafreen suggested that the break up staff should check with ramp immediately the reason for the delay, and also keep QR staff informed. Srinivas to have the familiarisation of tags for the ramp assistants done at the earliest. LL staff to be more proactive	DM/Arrival staff	Immediate
Role Plays	Role plays plan to be given to Aafreen in advance so that they can also plan accordingly to be part of the Role Plays	Ikram/Yousuf	Ongoing
Train The Trainer Load Sheet	Suresh to check and revert back	Suresh Pillai	
OTP	Platinum not achieved for May, baggage report not yet received.		

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MINUTES OF MONTHLY MEETING WITH AIR ARABIA 25Aug, 2011

Agenda: Action points of the previous meeting.

1. Safety 2. Pax Services 3. Ramp & Baggage Services, 4. Cabin Cleaning, 5. Operations, 6. Trainings 7. Any other points

Venue-G9 office
Time-1030Hrs

Present: MBGHS- Suresh, Sudha, Srinivas Raveesh Madhuri, Prawal & Satish-DM

From G9- Shaikh

Agenda Point	Action	Responsible	Target Date
Safety Presentation	It was informed to Shaikh that as a result and action step of customer satisfaction survey analysis, there would be a detailed presentation and discussions on safety matters once every quarter and will be an agenda point in the monthly meeting. BRI presentation was given by Anand.N. Next presentation in Jul. Safety PPT deferred as Anand N was present for the	Anand N	Aug Meeting
Safety issues	No Safety alerts from G9 or no concerns expressed by Shaikh	Shaikh/Suresh	Ongoing
Ramp Services	BTs should be positioned before the aircraft arrival. Srinivas said when bay 54L is allotted BTs can be positioned but 54R has a problem to position BTs due to space constraint. Load sheet staff rotation needs to be monitored by DM-- Shiv Shankar to be allocated less number of G9 flights. D to C to be given to counters open at 0030Hrs. In case of any absenteeism, Raveesh assured that there's back up for G9 check-in. Sometimes whenever staff report sick in the eleventh hour or do not show up in time, back up staff will report latest by 0100Hrs. Quality of check-in staff is not up to the mark. Khayyum, Ramkrishna & Pawan. Staff not following the procedures as per briefings, form of payment is not being checked. Madhuri to train staff for Telugu	Duty Manager	Ongoing
Pax Services	As Benjamin is leaving, Shaikh wants a dedicated staff to send post flight messages, prefer Khadeer	Raveesh	Ongoing
Post Flight Messages	As Benjamin is leaving, Shaikh wants a dedicated staff to send post flight messages, prefer Khadeer	Srinivas/DM	w.ie
Arrivals	OOG stub check needs to be done	Srinivas/DM	w.ie
Cabin Cleaning	Cabin cleaning is not a concern.	Ramp DM	
OTP	100% in JUL	Suresh/DM/RM	w.ie
Summer Schedule Eff 27-28Mar	28Mar ETA 0320-0400Hrs As Benjamin is leaving, Shaikh wants a dedicated staff to send post flight messages, prefer Khadeer 21Aug--Shivshankar asked for cargo manifest		

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