

Conditions of Use

Airport: Lucknow International Airport Limited (LIAL)

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

Effective Date: 21st October 2024

VERSION 1.1

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1. Introduction

Lucknow International Airport Limited (“**LIAL**”) oversees the development, operations, and management of Chaudhary Charan Singh International “**Airport**” (“**CCSIA**”)

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

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

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

2. Scope

- 2.1 Conditions of Use are applicable to and govern the relationship with all Stakeholders availing any facilities at the Airport. By utilizing or continuing to utilize any facilities at the Airport, a Stakeholder shall be deemed to have consented to be legally bound and irrevocably accepted the terms and conditions delineated in the CoU document. These Conditions of Use, subject to any alterations, may be communicated by LIAL in writing periodically or notified on LIAL’s website.
- 2.2 No provision shall be construed as conferring a right for a Stakeholder to utilize Airport facilities without the permission of Lucknow International Airport Limited.
- 2.3 These conditions shall come into force with immediate effect to be referred to as the ‘Effective Date’.
- 2.4 The stakeholder concerned may employ or persist in employing the airport facilities and services only if the conditions established by LIAL are strictly followed.
- 2.5 Subject to Applicable Laws and conditions herein, LIAL has the right to modify, substitute or waive any of these conditions by prior written notice to the Stakeholders or by notification on its website. The updated version shall be accessible on the LIAL’s website. It is the duty of the Stakeholder to check LIAL’s website at regular intervals to see if the CoU has been amended. If the Stakeholder continues to use the Airport Facilities and Services, and or/ continues to perform services after having been notified of the amendments, the said amendments are deemed to have been accepted.

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

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

3. Use of Airport Facilities and Services

3.1 As per the terms of concession agreement dated (February 14th, 2020) ("**Concession Agreement**"), LIAL is entrusted with the operation, management, and development of CCSIA. Pursuant to the Concession Agreement, LIAL has been granted the authority to, among other things, provide specific facilities and services, as outlined in Schedule 1 "Airport Facilities (Infrastructure) and Services (Operations)".

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

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

- (i) Provide information and data related to their respective operations as required by LIAL from time to time.
- (ii) Take necessary precautions to prevent loss or damage to the property or equipment provided /installed by LIAL, its concessionaire/ service provider or harm to any Person at the Airport.
- (iii) Not obstruct, hinder with, or impede the use of Airport Facilities and Services by any other authorized person permitted by LIAL.
- (iv) Promptly notify LIAL of any damage or circumstances posing a risk to LIAL's equipment provided/installed for the Stakeholders. With prior written consent from LIAL, Stakeholders may relocate or repair LIAL's equipment/ fixtures.
 - a. The Stakeholder must undertake the necessary approvals (including but not limited to license, registration certificate, permits, insurance, etc.) required for operating vehicles on the Airside and its driver/ operator of such vehicle is medically fit and appropriately trained.
 - b. The Stakeholder hereby agrees and acknowledges that unless otherwise explicitly stated, both the Stakeholder and all its personnel/staff/contractors function as independent operators and contractors that neither the Stakeholder nor any affiliated individual shall be construed, in any manner whatsoever, as an employee, agent, or contractor of LIAL.

- c. LIAL shall make reasonable efforts to promptly notify the Stakeholder of any Airport Facilities and services that become unavailable, suspended, or withdrawn, and shall endeavor to offer alternatives to such Airport Facilities and services.
- d. LIAL reserves the right, at any given moment and on occasions, when necessary, to demand that the Stakeholder:
 - (i) Relocate an Aircraft to another location within the Airport; or
 - (ii) Remove an Aircraft from the Airport.

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

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

3.5 When feasible, LIAL will provide prior notification to the Stakeholders, before making any service or facility unavailable at the Airport, subject to other conditions specified herein.

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

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

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

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

- (i) Notify the relevant parties in advance.
- (ii) Implement measures to minimize the impact of such events.

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

3.10 Operational Readiness Activation and transition (ORAT)

- (i) The Stakeholder along with its GHA are required to participate in Operational Readiness Activation and Transition ("**ORAT**") activities leading to operationalization of new Airport infrastructure which will involve participating in ORAT trials.
- (ii) The Stakeholder shall deploy personnel for training and familiarization activities.
- (iii) The Stakeholder shall deploy required equipment and vehicles for testing and trials including interface testing of IT and other equipment.
- (iv) The Stakeholder shall participate in the development of standard operating procedures and process development for putting the new infrastructure to use.
- (v) The Stakeholder shall have pre-operational validation of the new infrastructure and related processes.

4. Compliance

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

- (i) Comply with all Applicable Laws, international conventions, and treaties, AVSEC orders, circulars or office memorandums published by the Bureau of Civil Aviation Security (BCAS) and any changes thereof from time to time.
- (ii) Ensure background verification and training for all the staff in Aviation Security ("**AVSEC**") in accordance with regulatory requirements.
- (iii) Implement all suitable measures to safeguard essential infrastructure, data, information, and communication systems.
- (iv) Comply with the Bureau of Civil Aviation Security's (BCAS) Airport Entry Pass (AEP) guidelines.
- (v) Designate a central authority/single point of contact ("**SPOC**") for all security-related matters and communication with LIAL.
- (vi) Stay informed about in all publications/Notice to Airmen ("**NOTAMs**") released periodically concerning operations, infrastructure, procedure, and hazards.
- (vii) Abide by the terms outlines in the prevailing Aerodrome Manual, Airport Emergency Response Plan (AERP), Safety Management System Manual (SMS), Airside Vehicle Operations Manual, and Disabled Aircraft Removal Plan as amended or revised periodically.

- (viii) Establish appropriate measures such as background checks, rigorous selection processes, and security staff training to mitigate insider threats.
- (ix) Obtain all necessary approvals from a Competent Authority and LIAL for its security program and submit relevant copies to LIAL.
- (x) Seek LIAL's permission for all aircraft-related activities such as maintenance, high power run-up, compass swing, special exercises/ training, commercial activities on the Airside etc.; and
- (xi) Coordinate with LIAL for scheduled maintenance activities on the Airside and Landside, and plan operations accordingly. LIAL shall provide advance notice of such scheduled maintenance activities.
- (xii) LIAL enforces 'zero tolerance' Foreign Object Debris (FOD) policy, mandating all Operators to strictly adhere to Zero-FOD principles in all Airport operations. This includes ensuring that all Operators, contractors, and individuals occupying Airport space maintain cleanliness and keep their allotted areas free from debris and materials that could pose slip, trip, and all hazards or fire hazards.
- (xiii) Other conditions, instructions, orders and directions issued by LIAL for the day-to-day operation of the Airport.
- (xiv) All terms and conditions of any agreement, if executed between LIAL and the Stakeholders

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

5. Permission to carry out works

The Concession partner shall fill and submit the Permission to carry out works ("**PERCOW**") documents along with the Method of work plan ("**MOWP**") for any works related with indoor and structural modification of spaces accorded to them as outlined in **Schedule 12**.

6. Flight Catering

Stakeholders are required to procure on-board catering exclusively from the authorized flight catering agencies as approved by LIAL.

7. Ground Handling and Self Handling

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

7.2 It is hereby clarified that if a Stakeholder engages in self-handling for ground handling activities, without having any agreements with LIAL in this regard, such Stakeholder shall be bound by the term's outlines herein the CoU.

7.3 Furthermore, Passenger Control such as movement of Passengers from the Terminal to the Aircraft and vice versa should be the sole responsibility of the Airline Operator. Stakeholders shall bear full responsibility for care of their passengers and baggage, in case of mishandling. Stakeholders must ensure the availability of Ambulift, either with them or with ground handling agency, in accordance with all applicable laws, including the Civil Aviation Requirements (CAR) on "Carriage by Airpersons with Disability (Divyangjan) and/or Persons with Reduced Mobility."

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

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

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

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

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

7.9 Passenger Services:

- Airlines should ensure presence of its SHA/ GHA for active flights at arrival carousels to address passenger queries.

- Que combing staff should be available during check-in / boarding.
- DGR boards should be visible displayed at all check-in counters.
- Pax should be addressed by name
- Staff should be neatly dressed,

7.10 GSE:

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

7.11 Pax Bussing:

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

7.12 Safety:

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

7.13 Records:

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

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

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

for more than 90 days.

7.16 PRM:

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

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

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

8. Aircraft Rescue and Firefighting

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

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

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

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

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

- 8.6 The Stakeholder shall coordinate with ARFF to arrange periodic internal familiarization of aircraft for ARFF crew, without any cost to LIAL. The Stakeholder shall obtain the necessary permissions for such familiarizations.
- 8.7 The Stakeholder shall provide aircraft rescue charts, rescue videos and other safety information relevant to aircraft operating at the Airport and shall keep the ARFF department updated in case of changes or amendments.
- 8.8 The Stakeholder shall provide details of SPOC such as name, address, email and telephone number to ARFF and Emergency Management teams (including AOCC, Duty Manager-Terminal Operations, Duty Manager-Landside Security and SOCC) for emergency response.
- 8.9 The Stakeholder shall not, without prior notification to LIAL, store/ dump any combustible or flammable material on the Airside, except at designated places. They shall adhere to all applicable laws, waste disposal procedures and recommendations issued by LIAL from time to time. Storage of flammable material/ diesel/ petrol in the airside is not permitted. If due to operational requirements storage is required, then necessary permissions should be obtained from ARFF and adequate fire prevention measures taken near the storage area. No flammable/ combustible material is to be stored in the office area.
- 8.10 While utilizing the office space at the terminal, Stakeholders must adhere the measures outlined in **Schedule 4**.
- 8.11 No loose or exposed cables should be permitted. No work shall be permitted without proper three-pin plugs/ sockets.
- 8.12 Appropriately rated switch gears (MCB/ MCCB) should be used. Wire fuses should not be permitted and only HRC fuses should be used.
- 8.13 Ensure that fire safety equipment, such as fire extinguishers, emergency exit doors, fire hydrants are not blocked by people or material.
- 8.14 Install clear and visible fire safety signage throughout the Airport to indicate emergency exits, fire extinguisher locations and evacuation routes of outlets and offices.
- 8.15 Stakeholders to ensure smoking regulations within the Airport premises. Smoking is only permitted in designated smoking areas.

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

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

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

8.19 Cooking in open areas is strictly prohibited.

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

9. Airport Safety Management

9.1 The Stakeholder must establish and promptly provide to LIAL, upon request, a safety program or guidelines, procedures, and agreements outlining their approach to addressing safety and security concerns. This security program must meet LIAL's satisfaction at all times, and Stakeholder must adhere to it consistently.

9.2 Stakeholders shall submit the following documents to LIAL:

- (i) ERP
- (ii) SMS Manual
- (iii) Risk Register
- (iv) Disabled Aircraft Removal Plan including complete details of SPOC in case of exigency.
- (v) Agreement Copy between Airlines and Air India / Disable aircraft removal kit provider for providing DARK in case required.
- (vi) Details of Recovery Manager and list of personnel trained on Disabled Aircraft Removal

If a Stakeholder asks LIAL, in writing, subject to any express or implied confidentiality which LIAL may have with third parties (including the Government of India) or other need for confidentiality,

LIAL shall give the following documents to the Stakeholders:

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

- 9.3 The Stakeholder must ensure that operations at the airport, including those provided by its suppliers, contractors, agents, and other third-party service providers approved by LIAL, are conducted in a safe manner. During the performance of these activities, Stakeholders must comply with all safety and security regulations and requirements stipulated by LIAL, relevant authorities, and industry standards.
- 9.4 The Stakeholder shall furnish details of their authorized representative (SPOC) including name, address, email id and telephone number to ARFF and Emergency Management teams (including AOCC, Duty Terminal Manager - Operations, Duty Manager- Airside) for emergency response.
- 9.5 Stakeholders must ensure that their employees, contractors, sub-contractors, consultants and any individuals requiring access to any part of security restricted areas, or any other areas subject to restricted access, obtain the appropriate, valid Airport Entry Permit. These passes must be visibly displayed at all times on the person above the waist, and the vehicles entering such areas with the authorized personnel. The vehicle pass must be displayed on the vehicle. Stakeholders must collect/ issue AEPs for every shift. No staff should be in possession of an AEP after office hours.
- 9.6 Stakeholders shall undertake background checks of all its employees and ensure that police verification is carried out for all its employees.
- 9.7 LIAL reserves the unconditional right to conduct Safety and Quality audits of Stakeholders in accordance with its SMS. The primary purpose of these audits is to ensure that safety, compliance and conformance standards are present, appropriate and effective. The audit process shall follow a structured process and as such Stakeholders are required to make relevant evidence available upon request.
- 9.8 Separate conditions, in compliance with statutory requirements, govern the handling, transportation, treatment, and storage of hazardous goods and substances. Goods and substances presenting fire or explosion hazards, combustible liquids or gases, radioactive substances, chemicals, or other environmentally hazardous goods and substances must be stored in dedicated containers, lockers, and rooms and protected from unauthorized access.

Any incident or accident shall be immediately reported to CCSIA Apron Control Duty Manager at <<6358860145>>

10. Airport Security

- 10.1 Stakeholders must permit only authorized personnel to access the airport facilities & aircraft for performing their duties and for authorized purposes. The same principle applies to their own staff.

- 10.2 Any personnel entering the Security Hold Area and airside will be subject to frisk search, and their belongings will be thoroughly checked by the Airport Security Group (ASG) or CISF Staff. Personnel entering an aircraft will be subject to a frisk search, and their belongings will be thoroughly checked by the Aircraft Operators' Security Staff.
- 10.3 Any hand-carried baggage by passenger(s) shall be allowed subject to security clearance by the Airport Security Group (ASG) or CISF.
- 10.4 No Stakeholders shall operate to/from airports in India unless their security program is approved by the Director General of the BCAS. Any changes to such approved program shall require prior approval from the Director General, BCAS.
- 10.5 In case of high alert and upon specific instruction from the BCAS, Stakeholders must conduct a secondary frisking of passengers and check hand baggage again by aircraft operator certified security staff.
- 10.6 Stakeholders must develop and implement an Aviation Security (AVSEC) program in accordance with the requirements of the national civil aviation security program. A written copy of the aircraft operator's AVSEC Program must be submitted to the Director General BCAS for approval.
- 10.7 It shall be the duty of the Stakeholders to adhere to the provisions outlined in the approved security measures.
- 10.8 The Security Programme of Stakeholders must outline practices and procedures to safeguard passengers, crew, ground personnel, aircraft and facilities from unlawful interference. Each Security Programme of Stakeholders must include all instructions/ guidelines as prescribed by BCAS. At the minimum, they must include:
- (i) Pre-flight/transit and post flight security checks of the aircraft shall be conducted by the concerned airline operator as per guidelines outlined in BCAS Order no. 09/2018 (procedure for aircraft security check and search).
 - (ii) Reconciliation of hold baggage with boarding passengers, including transit and transfer passengers.
 - (iii) Procedure to ensure that no weapons, explosives, and other dangerous devices are left on board by disembarking passengers at transit stops.
 - (iv) Measures to safeguard cargo, courier and express parcels, mail stores, catering supplies and checked baggage including all airport check in baggage.

- (v) Procedures to carrying passengers under judicial or administrative proceedings (as per periodic BCAS instructions).
- (vi) Procedures for the carriage of weapons in the cabin compartment and aircraft hold (as per periodic BCAS instructions).
- (vii) Control of access to parked aircraft.
- (viii) Security of parked aircraft beyond operational hours.
- (ix) Action and procedures in case of bomb threats, hijackings and sabotage and other threat to operations.
- (x) In-flight procedures when suspected item(s) is/are found or believed to be on board an aircraft.
- (xi) Evacuation and search of aircraft on the ground.
- (xii) Special security measures to be enacted during periods of increased threats on specified routes.
- (xiii) Measures to ensure effectiveness including adequate training of staff including X-BIS screening, physical check of baggage etc., and periodic testing of effectiveness and updating of the security program; and any other AVSEC responsibilities assigned by the Director General, BCAS.

10.9 The airlines are responsible for ensuring that baggage remains untampered with until it is loaded onto the aircraft or claimed by the passenger.

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

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

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

10.13 Stakeholders shall ensure its staff is not involved into the acts of Fraud, theft, Malpractice, and other such activities at the airports that are illegal or unethical. LIAL reserves right to take suitable action in such scenarios. All security incidents must promptly be reported to the LIAL as well as regulatory/ ASG/ Police, as the case may be.

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

10.15 Stakeholders shall ensure security of their infrastructure, items, equipment that has been brought by them for working purpose

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

10.17 For any further clarification, Stakeholder may contact Airport Security at [cso.lko@adani.com & ismc.lko@adani.com].

11. Stakeholder Representative

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

12. Disabled Aircraft Removal

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

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

12.3 Stakeholders must ensure the availability of adequate aircraft recovery equipment, procedures and personnel for the recovery of disabled aircraft within the time specified by the LIAL or within a timeframe mutually agreed between LIAL and Stakeholders. Failure to remove a Disabled Aircraft from the runway, taxiway or contact stand within the specified period will result in a charge being

imposed on the Stakeholders. This charge shall be equivalent to the loss of business incurred by LIAL, as certified by an independent Chartered Accountant appointed by LIAL.

12.4 Subject to air traffic clearances and any operational guidelines issued by LIAL for the Common Use Facilities, Stakeholders must

- (i) have in place a Disabled Aircraft removal plan in accordance with statutory guidelines, regularly update it, and provide a copy to LIAL.
- (ii) either relocate a Disabled Aircraft to another position at the Airport, or,
- (iii) remove a Disabled Aircraft from the Airport at their own cost and responsibility within the specified time, as per LIAL's directives.
- (iv) ensure that senior personnel are delegated (Engineering Head, Flight Safety, Recovery Manager, etc.) for strategic planning purposes.

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

13. Medical Facilities

13.1 In line with our commitment to providing our Passenger health facilities, LIAL offers Medical & First aid services. Our medical center is well-equipped with doctors, paramedics, and ICU ambulances to address any medical emergencies.

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

- (i) Handling medical emergencies at the Airport.
- (ii) Providing ambulance services for transfers between the city side and aircraft, and vice versa.

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

14. Office Space

14.1 Stakeholders must submit a written request to commercial department, LIAL (commercial.lko@adani.com) for the allocation of office space needed. The written request should explicitly state the purpose for which space is required, such as:

- (i) Administrative purposes
- (ii) Engineering

- (iii) Aircraft maintenance
- (iv) Equipment, parking, vehicle storage, etc.

14.2 Upon receipt of the request, commercial department LIAL will assess its feasibility based on the availability of offices/ space and will issue a license corresponding to the area requested by the Stakeholders. LIAL will consider the following factors when evaluating Stakeholders' requests.

- (i) The written application must specify the area in square meters.
- (ii) Creditworthiness– Information about Stakeholders' credit accounts, payment history, consistency of past payments and outstanding debt.
- (iii) LIAL will only consider issuing a space license, if the nature of the activity for which space is required aligns with the terms outlined in Concession Agreement.

15. Tangibles Policy

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

16. Environmental Considerations

16.1 Stakeholders conducting business at Airport have a duty and the obligation to comply with all applicable safety and health standards as well as all relevant laws governing their employees' actions and conduct on the job.

16.2 Stakeholders must comply with the following requirements:

Environmental commitment as outlined in LIAL's Environment Management Policies.

- (i) Adherence to all aviation environmental guidelines, circulars, and notifications, including waste management directives issued by DGCA and other government authorities.
- (ii) Provide required support to attain LIAL sustainability targets i.e. water positive, zero waste to landfill, no net loss to biodiversity, carbon neutral, by providing required data and performing required actions.
- (iii) Take adequate measures of water conservation at site and explore the options of utilization of recycled water.
- (iv) Practice purchase of environment-friendly products and services.
- (v) Participate in carbon management and stakeholder partnership plan to achieve Scope 3 reduction.
- (vi) Take adequate measures to minimise Green House Gas (GHG) emissions from vehicles, aircraft and ground support equipment.
- (vii) Encourage use of EVs and EV charging stations
- (viii) Take adequate measures to reduce noise emission, in compliance and adherence with statutory requirements.

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

16.3 Stakeholders are encouraged to adhere to Civil Aviation Requirements Section 10 – Aviation Environmental Protection Series ‘B’ part 1 for “Climate Change Initiatives and Local Air Quality Monitoring in Civil Aviation”.

16.4 Stakeholders must define key environmental performance indicators (KPIs) based on the requirements of the environmental management plan and continuously monitor, evaluate, and analyze environmental protection levels for ongoing improvement.

16.5 LIAL reserves the right to audit the Stakeholders’ compliance with the LIAL Environment Management Plan.

17. Slots & Airport Operations Control Centre

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

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

17.3 Stakeholders may submit slot requests in either UTC or local time format, however, LIAL will respond exclusively in local time format. LIAL requires at least 24 hours to process slot requests after receiving necessary information from the Stakeholder including flight number, route, number of seats and aircraft type, MTOW, scheduled arrival and departure times, proposed period of operations and service type using IATA codes where applicable.

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

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

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

- 17.7 If a Stakeholder intends to base an aircraft for scheduled air services at the Airport overnight, separate approval must be obtained in advance from Adani Airport Holdings Ltd.'s Airline Marketing Team. The general terms and conditions towards night parking allocation and utilization must be adhered to by the Stakeholder, as specified by LIAL, in Schedule 6.
- 17.8 Stakeholders are encouraged to inform LIAL well in advance about their future flight operations from Lucknow well to assist LIAL in long-term capacity planning.
- 17.9 In the event of unforeseen operational delays, airlines should communicate the expected time of arrival and departure to AOCC. No new slot request is required if the operation will take place within 24 hours of the agreed slot time.
- 17.10 General aviation operators must contact AOCC via email (aocc.lko@adani.com) to obtain arrival or departure slots, prior to operation.
- 17.11 General aviation operators to have MoU signed with available MRO at SVPIA for availability of tow bar and minimum aircraft spares.
- 17.12 General Aviation operators including NSOP airlines, please refer to the CoU for General Aviation or SOPs issued by the GA Terminal (GA.LKO@adani.com), as outlined in Schedule 11.
- 17.13 Ad hoc landings and aircraft operations are contingent upon parking terminal capacity and resource availability.
- 17.14 Check-in counters will generally be assigned for STD minus 4 hours (International) / 3 hours (Domestic) until STD minus 1 hour for international flights and 45 minutes for domestic flights regardless of aircraft type (wide body or narrow body).
- 17.15 Stakeholders shall ensure the following at Check-in counters:
- a. Removal of stationery from temporary storage areas offered at check-in counters, after the flight, by Check-in agents.
 - b. Decorum and hygiene of Check-in counters, which includes proper alignment, and placement of Queue managers after use at designated area only.
 - c. Not to permit wheelchairs inside the counters.
 - d. No misuse of baggage tubs, check-in counters, Conveyors.

- 17.16 Stakeholders must provide the booked load of the flight in advance (at previous day). Counter(s) assignments will be determined by AOCC based on factors such as booked load, operational and maintenance requirements. Dynamic allocation of Counters will be implemented, with special service counters like Crew, First Class, Business Class, etc. allocated based upon availability.
- 17.17 The boarding gate will be assigned by AOCC based on requirement and availability. Airlines operating flights from contact stands (PBB) with more than 01 hours of ground time must relocate their aircraft to a remote stand after passengers and baggage disembarkation to optimize contact stand usage. Aircraft relocation must occur within the specified timeframe:
- (i) Narrow body aircraft: 45 minutes from aircraft "on blocks".
 - (ii) Wide body aircraft: 60 minutes from aircraft "on blocks".
- 17.18 Upon instruction from LIAL or LIAL's authorized representative, the operator of any aircraft parked or stored at the Airport must relocate the aircraft as requested. Failure to comply will result in LIAL or LIAL's Representative moving the aircraft at the expense of the owner and/or the operator, the Stakeholder. LIAL shall not be liable for any damage to the aircraft during the relocation process.
- 17.19 Stakeholders will actively participate in ACDM and furnish necessary information for ACDM application.

18. Information and Data Sharing

- 18.1 LIAL requires information from Stakeholder to calculate the Charges for their use of Airport Facilities and services. If Stakeholders utilize Airport Common Use Facilities and services subject to charges based on passenger numbers and aircraft movement, they must provide the following information to LIAL at the end of each day of usage:
- (i) the number of embarking passengers on the Stakeholder's aircraft operating at the Airport on that day
 - (ii) the number of disembarking passengers who are transfer or transit passengers from the Stakeholder's aircraft operating at the Airport on that day; and
 - (iii) any further information and/or disaggregation of passenger numbers LIAL reasonably requires for determining the Charges payable by the Stakeholder.
- 18.2 The Stakeholder must provide the information specified in Clause 17.1 within twenty-four hours of each use of LIAL's Airport Facilities and Services. If unforeseeable circumstances prevent the Stakeholder from providing this information within the specified period, they must furnish it to LIAL as soon as it becomes available.

- 18.3 The Stakeholder is obligated to inform LIAL of any changes to the configuration of any aircraft it operates or intends to operate.
- (i) If LIAL has not received configuration details previously, it reserves the right to calculate charges based on the highest category the aircraft falls into.
 - (ii) If the Stakeholder fails to provide details of a Change of Configuration concerning an aircraft it operates, LIAL reserves the right to calculate charges based on any previously notified configuration. No refund of Charges for the period before LIAL receives and processes the notification of the Change of Configuration will be provided, regardless of when the change occurred.
- 18.4 For the purposes of this Clause 17, Change of Configuration means a change in any or all of the following:
- (i) Type of aircraft
 - (ii) Number of seats
 - (iii) Engine type
 - (iv) Certified noise levels; and
 - (v) Engine NOx emission.
- 18.5 The Stakeholder acknowledges that LIAL shall use the information it provides under Clause 17 to calculate the Charges for using LIAL's Airport Facilities and Services. Failure to comply with Clause 17 may result in LIAL's charging the Stakeholder based on the assumption that each seat on the aircraft was occupied by a passenger (other than a transit passenger or transfer passenger).
- 18.6 The Stakeholder agrees that LIAL (or its agents or accountants) may conduct an audit of the Stakeholder's records and systems related to the shared information under Clause 17, at LIAL's expense and with reasonable notice.
- 18.7 In addition to the above, the Stakeholder shall provide the following information to LIAL:
- (i) The number of all embarking passengers (including children and infants) on the Stakeholder's aircraft operating at the Airport on each flight, with transit passengers, transfer passengers, infants and positioning crew shown separately
 - (ii) The number of all disembarking passengers (including children and infants) on the Stakeholder's aircraft operating at the Airport on each flight, with transit passengers, transfer passengers, infants and positioning crew shown separately
 - (iii) The total number of passengers, transfer passengers and transit passengers (including children and infants) and the total weight of cargo and mail (expressed in kilograms) embarked and disembarked at the Airport.
 - (iv) Fleet details including the maximum takeoff weight and seating capacity respect of each aircraft owned or operated by the Stakeholder.

- (v) Details of the engine NOx emissions and engine specifications in respect of each aircraft owned or operated by the Stakeholder.
- (vi) Details of the noise certification value for sideline, flyover, and approach in respect of each aircraft owned or operated by the Stakeholder.
- (vii) Details of cargo arriving at and departing from the Airport on aircraft and road feeder services as provided in the freight flight manifest.
- (viii) The Stakeholder's name and postal address, email address, phone and fax numbers, IATA/ICAO prefix and SITA address
- (ix) Aircraft registration (including aircraft substitutions)
- (x) Variations to schedule (including flight number, aircraft type, route, and scheduled time of operation)
- (xi) Estimated time of operation
- (xii) Scheduled time of operation (in UTC) of all flights from point of origin to the Airport with flight durations greater than 4 (four) hours
- (xiii) Stand departure delays greater than 15 (fifteen) minutes.
- (xiv) Flight plan call signs
- (xv) Turnaround linked flight numbers and registrations (including changes)
- (xvi) An estimated departure time to an accuracy of +/- 5 (five) minutes
- (xvii) Information as required in Schedule 7; and
- (xviii) Traffic Information/ usage of message.

18.8 The Stakeholder acknowledges that LIAL may verify from time-to-time the information that the Stakeholder has provided to LIAL by any means, including:

- (i) Reference to data collected by the DGCA and any other Competent Authority; and
- (ii) Directly counting passengers embarking or disembarking the aircraft operated by the Stakeholder.
- (iii) Reference to data collected by the Indian Immigration Service.

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

- (i) LIAL may use the information for the purpose of Airport capacity planning and forecasting including disclosing the information to LIAL's professional advisers under declaration of oath of confidentiality; or
- (ii) LIAL may use the information for aggregation into 'total domestic and regional passenger' or 'total international passenger' data for the Airport, which LIAL may disclose into the public domain; or
- (iii) LIAL may disclose the information if Stakeholders agree in writing; or
- (iv) If LIAL is required to do so by Applicable Laws.

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

- (i) Information already presents in the public domain at the time of disclosure or information, though originally confidential, subsequently becomes part of the public domain through no fault of the LIAL.
- (ii) information, which was in LIAL's possession, prior to receipt from the respective Stakeholder, as reasonably evidenced by written records or other writings in existence, or by actual proof of use by the LIAL prior to the disclosure by the respective Stakeholder.

19. Transit/Transfer passengers.

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

20. Inadmissible Passenger

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

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

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

20.4 A Stakeholder shall provide LIAL with the final date of departure of the inadmissible passenger.

21. IT Services & Requirements

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

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

- (i) In case of any disruption or flight cancellation, Stakeholders must ensure that their DCS and website are updated promptly, and a valid SITA message (or other approved electronic method) is sent electronically to LIAL as soon as possible after the disruption or cancellation occurs.
- (ii) Whenever Stakeholders make any change to or replacement of their DCS that could potentially impact the wider airport community, they must notify LIAL accordingly.

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

- (i) Aircraft type and registration details, including any substitutions.
- (ii) Any variations to the schedule such as changes in flight number, aircraft type, number of seats, route, and scheduled time of operation.
- (iii) Estimated Times of Operation with an accuracy of +/- 5 minutes, including complete delay codes.
- (iv) Turnaround linked flight numbers and registrations including any changes.
- (v) Delay codes compliant with IATA AHM 730.
- (vi) Movement Messages (MVT).
- (vii) Arrival and Departure Load Distribution Messages (LDM).
- (viii) Passenger Transfer Message (PTM) for Arriving flights.
- (ix) Baggage information messages (BIM's)
- (x) Automated message confirming loading of baggage at its point of reconciliation.

21.4 Each Stakeholder must utilize the common IT infrastructure services provided by LIAL or its appointed concessionaire / IT service provider to ensure consistency across Airport systems.

21.5 Stakeholders shall adopt the technologies deployed/ intimated by LIAL

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

- (i) CUTE, CUPPS, BRS
- (ii) LAN (wired & wireless), telephony, passive cabling.

- (iii) CCTV, ACS services.
- (iv) Radio communication systems.
- (v) FIDS information access; and

21.7 Stakeholders must share their operational, performance and commercial data with LIAL IT Team upon request.

21.8 The data shared by the Stakeholders with LIAL will be used for the following purposes:

- (i) Airport operations.
- (ii) Airport capacity planning.
- (iii) Improving passenger experience.
- (iv) Improved collaboration with all stakeholders; and
- (v) Any other passenger focused purpose.

21.9 Information Security

- (i) Stakeholders must adequately train their personnel to implement of Airport information security policies and procedures.
- (ii) When utilizing LIAL services, Stakeholders must implement and maintain effective information security procedures to ensure: (a) Security and confidentiality in the consumption of LIAL services, (b) Protection against anticipated threats or hazards to the security or integrity, and (c) Protection against unauthorized access or use of LIAL services.
- (iii) The Stakeholder may engage third- party vendors for certain internal business processes, allowing them access to and use of the system under the terms of this CoU, provided:
 - a. The Stakeholder assumes full responsibility for all system usage by third-party vendors.
 - b. the Stakeholder ensures third-party vendor compliance with the terms of this CoU.
- (iv) In case of a security threat or breach, the Stakeholder and LIAL will collaborate to determine if notification to a third-party is necessary. Neither LIAL nor the Stakeholder will notify a third party of a security breach without prior consultation.

22. Smoking and Vaping Policy

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

23. Cleanliness and Hygiene

Stakeholders shall be held responsible for maintaining and promoting cleanliness and hygiene at the Airport. Littering, spitting and chewing tobacco is strictly prohibited and no person shall spit within the premises of the Airport except in the spittoons provided for the purpose and a notice

containing this provision and the penalty for its violation shall be prominently displayed at suitable places on the premises.

24. Signage, Display & Advertisement at the Airport

- 24.1 LIAL is authorized to display the Stakeholder's corporate logo within the Airport for purposes of flight information wayfinding. The Stakeholder must provide its logo specifications to LIAL when requested.
- 24.2 The Stakeholder is prohibited from displaying its logo and name in any area of the Airport without written permission from LIAL, including check-in counters, transfer areas, ticket sales desks, departure gates and lounges.
- 24.3 Unless authorized in writing by LIAL, no person shall post or distribute commercial signs, advertisements, literature, circulars, pictures, sketches, drawings, handbills, or any other form of printed or written commercial matter or material at the Airport.
- 24.4 All signage of the Stakeholder. Including at the SBDs must adhere to LIAL's standards and receive approval from LIAL.
- 24.5 Airline Operators are allowed to display operational communication materials next to their allocated check-in counters only during their operation hours. It is the responsibility of the Operator to remove and store the materials immediately after closing the counters, including stationery.
- 24.6 Stakeholders must follow LIAL's standard operating procedures for events, promotions, campaigns, or any similar activities at the Airport and should contact LIAL's Commercial Team for approval of displaying materials (operational, non-operational and promotional) in the check-in area and boarding gates.
- 24.7 Any media-related activity must obtain prior written approval through LIAL's Commercial Team.
- 24.8 LIAL retains all rights regarding the display, distribution, or penetration of signs, advertisements, and other printed materials at the airport. Stakeholders must obtain prior written permission from LIAL for any such activity. LIAL also maintains rights over wireless and communication antennas at CCSIA, Lucknow, and all media-related activities must be approved by LIAL Corporate Communications department.
- 24.9 LIAL conducts regular audits at CCSIA, Lucknow. If Stakeholders are found violating regulations, they will be required to remove any unnecessary materials immediately. If Stakeholders fail to do so within the specified time, LIAL will remove the materials and Stakeholders must promptly reimburse LIAL for the costs incurred in their removal.

25. Commercial Photography, Film and Recording at Airport Premises

- 25.1 Stakeholders shall not take any still or motion pictures or videos for commercial use or public exhibition, publication, or display, or film, make or produce any motion picture, television programme or commercial advertisement in or at any point of the Airport, including, but not limited to, the passenger terminal, unless the following documents, permissions have been received and the prescribed payments made in advance for carrying out the intended activity:
- Stakeholders shall complete and submit a permit application (after approval has been granted by DGCA) to LIAL, at least 10 days in advance of intended filming. The same shall be reviewed and approved by the Chief Airport Officer, LIAL
 - LIAL reserves the sole and discretionary right to restrict the number of entry- permits to be issued for the shoot.
- 25.2 Photography/ Videography/ Cinematography for commercial use, public exhibition, publication, or display, or to film any motion picture, television programme or commercial advertisement on or at the Airport property shall require payment of the prescribed charges to LIAL, as applicable.

26. Tariff and Charges

- 26.1 The Stakeholders are responsible for paying charges for using the Airport Facilities and services ("**Charges**") which excludes all applicable taxes. LIAL will notify Stakeholders of any applicable taxes separately.
- 26.2 LIAL will issue invoices for the Charges payable by each Stakeholder. Stakeholders must make payment within the timeframe specified in the invoice, using any of the payment methods prescribed by LIAL.
- 26.3 Stakeholders become accountable for paying Charges to LIAL from the date of their usage and access of the Airport Facilities and services.
- 26.4 Stakeholders are responsible for ensuring timely payments for services available at the Airport, as per the agreements with respective service providers such as fuel suppliers, cargo terminal operators, flight caterers, and IT service providers.
- 26.5 Stakeholders must adhere to the credit policy outlined in Schedule 10.

27. Security Deposit

- 27.1 Stakeholders are required to furnish a security deposit to LIAL, either in the form of an interest-free cash deposit or a Bank Guarantee ("**Bank Guarantee**") issued by a nationalized or scheduled commercial bank in India, as per the format as provided in Schedule 9, and as specified by LIAL for an amount equal to LIAL's reasonable estimate of the Airport charges, likely to be incurred by the Stakeholders over a two-month period. The security deposit may be subject to revision based on the Stakeholder's operation or applicable tariffs periodically.
- 27.2 Please refer to Credit policy outlined in Schedule 10.
- 27.3 Stakeholders must always comply with the aforementioned Credit Policy.

28. Non-Payment of Charges

- 28.1 Stakeholders must acknowledge timely payment of all the invoices issued by LIAL. In the event of a dispute between the Stakeholder and LIAL, the Stakeholder remains responsible for paying LIAL the invoiced amount. However, any disputed payment made will be subject to the final resolution of the dispute.
- 28.2 Failure to make timely payments may result in LIAL restricting the defaulting Stakeholder from using the Airport Facilities and Services without further notice. LIAL's commitment to providing Airport Facilities and Services is contingent upon the Stakeholder consistently adhering to the terms and conditions of this agreement and fulfilling its payment obligations.
- 28.3 If the Stakeholders fails to pay the Charges according to LIAL's Credit Policy, the Stakeholder shall incur an interest rate of 1.5% per month on the outstanding amount from the day it becomes payable.
- 28.4 The Stakeholder acknowledges that LIAL retains contractual and continuing lien on the Stakeholder's property at the Airport until the Stakeholder pays all charges and interest and, accordingly, LIAL reserves the right to retain the Stakeholder's property, including the aircraft at the Airport, as it deems fit.
- 28.5 The exercise of above rights by LIAL is without prejudice to rights available to LIAL under this CoU or otherwise under the Applicable Laws.

29. Recovery of Money due to Damages

- 29.1 The Stakeholder shall bear responsibility for any damage occurring at the Airport, including the Airside and other infrastructure, caused by themselves, their employees, agents, representatives, aircraft, or other vehicles.
- 29.2 If the Stakeholder causes damage at the Airport, including but not limited to the Airside, LIAL will issue a debit memo to the Stakeholder detailing the actual charges incurred. The determination of these charges will be conducted by appropriate vendors or agencies appointed by LIAL.

30. Varying Charges

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

31. Insurance

- 31.1 The Stakeholder is required to procure and sustain, at its own cost, an insurance policy that comprehensively covers all risks and liabilities with a reputable insurance provider, confirming to industry norms.
- 31.2 Upon request, the Stakeholder must furnish a copy of this policy to LIAL:
- (i) Airline Public Liability Insurance Policy
 - (ii) Workers' Compensation Insurance Policy
 - (iii) Airline Insurance on Automobiles and Other Ground Vehicles
 - (iv) Commercial General Liability Insurance Policy
- 31.3 The Stakeholder must procure and maintain all insurance policies as outlined in Clause 29.1 at its own expense and must provide evidence of such coverage to LIAL.
- 31.4 If LIAL determines at any time that increased insurance coverage is necessary:
- (i) due to an increased risk of loss to LIAL, as a result of passage of time, and/or
 - (ii) due to changes in industry standards requiring different coverage,

the Stakeholder agrees to adjust the minimum limits and types of insurance policies accordingly upon receipt of written notice from LIAL.

- 31.5 It is emphasized that Clause 29 does not imply any recommendation or advice by LIAL to the Stakeholder regarding risk management. The Stakeholder solely responsible for identifying risks and procuring and maintaining adequate insurance coverage to mitigate those risks.
- 31.6 Regardless of the nature of insurance claim settlements, the Stakeholder remains liable for compensating LIAL for any losses incurred. LIAL shall not bear any additional costs in this regard. The Stakeholder must indemnify LIAL to the extent of its interest, irrespective of claim settlements.

32. Waste Management

- 32.1 Waste collection, segregation, handling, transportation and disposal are responsibility of the Stakeholder, who must ensure that all waste is managed in accordance with Applicable Laws, and/or any policies and guidelines established by LIAL periodically.
- 32.2 LIAL has waste storage facility for segregation and temporary storage of waste.
- 32.3 The Stakeholder must store solid and hazardous waste in designated areas and establish processes for collecting segregated waste, transferring it to secondary transfer stations as directed by LIAL.
- 32.4 All biomedical waste, e-waste, battery waste and other waste generated by Stakeholder must be sent to a State Pollution Control Board authorized agency.
- 32.5 All required permission for handling, storage and disposal of e-waste, biomedical waste, hazardous waste, etc. are required to be taken from the statutory authorities, as applicable.
- 32.6 To maintain airside safety and security and prevent interference from birds and animals, the Stakeholder must ensure cleanliness in and around the airside and ground handling facility. All waste management activities must comply with Applicable Laws.
- 32.7 During scheduled maintenance or emergencies, utilities such as waste management facilities, may be temporarily shut down. In such cases, LIAL is not liable, and the Stakeholder must provide reasonable support as needed.

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

33. Effect of Non- Compliance with CoU

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

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

34. Force Majeure

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

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

- (i) Natural disasters (Act of God) like lightning, earthquake, cyclone, storm, flood or any other unusual or extreme weather conditions at the Airport.
- (ii) Fire, explosion, chemical or radioactive contamination or ionizing radiation, excluding incidents caused by the affected party or its associates.
- (iii) Significant accidental damage at the Airport due to aircraft crashes, explosions, fires, or other disasters involving an aircraft during landing, parking, servicing (including the supply of fuel) or taking-off in and around the Airside.
- (iv) Epidemic or pandemic declared by the Government of India and /or Government of Uttar Pradesh and /or its agencies affecting Airport operations.
- (v) Act of war, invasion, terrorism, sabotage, blockades, embargoes, widespread riots, or civil unrest in India or at the Airport; and
- (vi) An act or event described above in (i) to (v) above primarily affecting a third party or third party which directly prevents, impedes, or delays a party in the performance of substantial portion of its obligations/performance/deliverables.
- (vii) Notwithstanding anything contained herein, strikes by Airport Employees, shall be an event of Force Majeure.

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

35. Release and Indemnity

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

- (i) Any loss or damage to a Stakeholder's aircraft, equipment, machinery, or the property of the Stakeholder's crew or passengers at the Airport, regardless of the cause.
- (ii) Personal injury sustained by the crew or passengers, or individuals servicing a Stakeholder's aircraft at the Airport, for any reason.
- (iii) Losses incurred by the Stakeholder due to Airport closure, partial closure, or unavailability of any Airport service or facility, for any reason.
- (iv) Losses incurred by the Stakeholder, or any party associated with the Stakeholder due to delays in the scheduled movement of the Stakeholder's aircraft.
- (v) Any consequential injuries, losses, or damages arising from the use of or closure of the Airport.

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

- a) Failure of the Stakeholder to comply with the Applicable Laws.
- b) Negligent acts or omissions, willful misconduct, fraud, or misrepresentation by the Stakeholder, its officers, directors, employees, subcontractors, representatives, or agents.
- c) Claims against LIAL by the Stakeholder's passengers or any third party arising from the Stakeholder's operations at the Airport.
- d) Breach of any obligations by the Stakeholder as outlined in this CoU.
- e) Employment related claims by any person employed by the stakeholder or its subcontractors or agents against LIAL.
- f) Intellectual property claims related to any software or hardware implemented or deployed at the Airport by Stakeholder, and
- g) Property damage, personal injury, or death caused by the Stakeholder, its employees, agents, representatives, aircraft, or other vehicles.

35.3 The Stakeholder shall promptly settle the amount claimed by LIAL under Clause 32.2 within 30 (thirty) days of receiving notification from LIAL regarding such claim.

36. Governing Law and Jurisdiction

This CoU shall be governed by the Indian Law. Unless otherwise stipulated in Clause 34, all matters and disputes arising from or related to this CoU shall be exclusively subject to the jurisdiction of the courts. Ahmedabad, Gujarat, India

37. Dispute Resolution

- 37.1 Any dispute, difference, claim, question, or controversy between LIAL and the Stakeholders collectively referred to as the "**Parties**" arising out of or relating to this Condition of Use ("**Dispute**") shall initially be resolved through amicable negotiations between the Parties. If the Dispute remains unresolved through amicable negotiations within thirty (30) days of receiving written notice of its existence, it shall be referred to a sole Arbitrator. Within 10 (ten) days of invoking the arbitration clause, LIAL shall provide a list of 4 (four) retired Supreme Court and/ or High Court judges ("**Nominees**") to the Stakeholders. Within 10 Days of receiving the list, the Stakeholders shall nominate 1(one) of the Nominees as the sole arbitrator. If the Stakeholders fail to nominate a sole arbitrator within the specified time, the top Nominee on the list provided by LIAL shall be appointed as the sole arbitrator, or if unavailable, the next Nominee on the list. If LIAL fails to provide the list of Nominees within 10 (ten) Days of invoking the arbitration clause, the court shall appoint the sole arbitrator as per the provisions of the Arbitration and Conciliation Act, 1996.
- 37.2 The award rendered by the sole Arbitrator shall be final and binding on the parties.
- 37.3 The arbitration proceedings shall be conducted in accordance with the Arbitration and Conciliation Act, 1996, prevailing at the time of arbitration. The venue of the arbitration shall be Lucknow, India, and the proceedings shall be conducted in the English language.
- 37.4 The arbitral award shall be issued in writing and shall be deemed be final and binding on the parties involved. The award may also include a determination of costs, which may encompass reasonable attorney fees and disbursements.

38. Assignment

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

39. Sub-Contracting

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

40. Consent or Waiver

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

41. Amendment

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

42. Clarifications

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

43. Interpretation

Unless states otherwise or unless the context requires otherwise:

- 43.1 In this CoU, unless the context requires otherwise; (i) singular includes plural and vice versa; (ii) "include" and "including" imply without limitation; and (iii) references to months mean English calendar months, with "monthly" construed accordingly.
- 43.2 Any reference to this CoU includes any variation, amendments, or replacements thereof.
- 43.3 "Person" refers to natural persons, partnership firms, companies, bodies corporate and associations, whether incorporated or not, or another organization or entity, including governmental or political subdivisions, ministries, departments, or agencies thereof.
- 43.4 Headings are included for ease of reference and do not reflect interpretation. Definitions apply to grammatical forms of defined words unless sourced from Applicable Laws. References to Schedules are to Schedules of CoU, and references to this CoU includes its recitals.
- 43.5 If any provision of this CoU becomes invalid, illegal, or unenforceable, it shall be severable, and the validity of the remaining provisions shall not be affected.
- 43.6 References to approval in this CoU are contingent upon final issuance by the Competent Authority for interpretation or governance purposes.

44. Services LIAL does not provide.

- 44.1 LIAL does not provide the following services:
- a) Air Traffic Management and Communication, Navigation and Surveillance
 - b) Meteorological services; and
 - c) Such other activities as listed in the Concession Agreement as Reserved Activities

45. Glossary

<u>Acronym</u>	<u>Full Form</u>
AAI	Airports Authority of India
ACDM	Airport Collaborative Decision Making
ACS	Access Control System
AEP	Airport Entry Permit
AERA	Airports Economic Regulatory Authority
AHM	Airport Handling Manual
AIS	Aeronautical Information Services
AOCC	Airport Operations Control Centre
APHO	Airport Health Organization
APU/GPU	Auxiliary Power Unit/Ground Power Unit
ARFF	Aircraft Rescue and Fire Fighting
ASG	Aviation Security Group
ATM	Air Traffic Management
AVSEC	Aviation Security
BCAS	Bureau of Civil Aviation Security
BER	Beyond Economical Repair
BHS	Baggage Handling System
BIM	Baggage Information Message
BIS	Bureau of Indian Standards
BRS	Baggage Reconciliation System
BTM	Baggage Transfer Message
CAR	Civil Aviation Requirement
CCTV	Closed Circuit Television

CISF	Central Industrial Security Force
CoU	Conditions of Use
CPE	Customer Premise Equipment
CUPPS	Common Use Self Service
CUTE	Common User Terminal Equipment
DCS	Departure Control Systems
DGCA	Directorate General of Civil Aviation
EBS	Early Baggage Storage
ELCB	Earth Leak circuit breaker
FOD	Foreign Object Debris
GH	Ground Handling
GHA	Ground Handling Agents
GOG	Government of Uttar Pradesh
GOI	Government of India
GOSM	Ground Operations Safety Manual
GPS	Global Positioning System
GSE	Ground Support Equipment
IATA	International Air Transport Association
ICAO	International Civil Aviation Organization
ICT	Information and Communications Technology
IP Port	Internet Protocol Port
IP TV	Internet Protocol Television
IT	Information Technology
LAN	Local Area Network
LDM	Load Distribution Message

LIAL	Lucknow International Airport Limited
LKO	Reference code assigned by IATA for Chaudhary Charan Singh International Airport, Lucknow
Mbps	Megabits Per Second
MoCA	Ministry of Civil Aviation
MOWP	Method of Working Plan
MTOW	Maximum Take-off Weight
MVT	Movement Message
NFPA	National Fire Protection Association
NOTAMs	Notice to Air Missions
OOG	Out Of Gauge
ORAT	Operational Readiness Activation and Transition
OSHAS	Occupational Health and Safety Assessment Series
PBB	Passenger Boarding Bridge
PERCOW	Permission to carry out works
PPE	Personal Protective Equipment
PSM	Passenger Service Message
PTM	Passenger Transfer Message
SBD	Self-Baggage Drop
SLPC	Secondary Ladder Point Check
SMS	Safety Management System
SOCC	System Operations Control Centre
SOOG	Super Out of Gauge
SPOC	Single Point of Contact
SSA	State Support Agreement

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SSIM	Standard Schedules Information Manual
STD	Schedule Time Of Departure
SVIPA	Chaudhary Charan Singh International Airport, Lucknow
UTC	Coordinated Universal Time
VLAN	Virtual Local Area Network
%	Percentage
&	And
@	At the rate
Etc.	Etcetera
in.	Inch

46. Definitions

- 46.1 **"LIAL"** shall mean Lucknow International Airport Limited which operates and manages CCSIA.
- 46.2 **"Airport"/ "CCSIA"** shall mean Chaudhary Charan Singh International Airport at Lucknow in the state of Uttar Pradesh and includes all its buildings, equipment, facilities, systems and including, where the circumstances so require, any expansion thereof.
- 46.3 **"Airport Facilities and services"** shall have the same meaning as ascribed to it in Clause 3 **Error! Reference source not found.**
- 46.4 **"Airside"** shall mean the area located at the at the Airport after passing through the security checks, which includes the sections only available to those who are specifically permitted and authorized to access through AEP. The purpose of an Airside area is to control access to operational areas of the Airport.
- 46.5 **"Air Transport Service"/ "Air Transport Undertaking"** shall have the same meaning as defined under the Aircraft Rules, 1937 as amended from time to time.
- 46.6 **"Applicable Law(s)"** shall mean all laws in force and effect as of the date hereof, and which may be promulgated or brought into force and effect hereinafter, by any Competent Authority, including any revisions, amendments or re-enactments, and/or any regulations, rules, bye-laws, notifications, ordinances, and protocols, codes, guidelines, notices, circulars, directions made thereunder, and judgments, decrees, injunctions, writs, orders and notifications issued by any court or record, or other requirements, orders, directives, norms of any Competent Authority, and the rules, regulations, development controls, instructions and guidelines (including policies and circulars) issued by the Competent Authority and any notifications or guidelines issued by LIAL from time to time, whether in effect on the date hereof or thereafter.
- 46.7 **"Apron"** means a defined area on the Airport intended to accommodate aircraft for the purpose of loading or unloading passengers, mail, or cargo, fueling, parking or maintenance.
- 46.8 **"AVSEC"** shall have the meaning as ascribed to it in Clause 4.1 (ii).
- 46.9 **"Bank Guarantee"** shall have the meaning as ascribed to it in Clause 23.1.
- 46.10 **"Business Day"** means any day between 9:30 a.m. and 6:30 p.m. (other than a Saturday or Sunday or a public holiday) on which banks in Lucknow, India are open for business.
- 46.11 **"Change of Configuration"** shall have the meaning as ascribed to it in Clause 17.

- 46.12 "**Charges**" shall have the meaning as ascribed to it in Clause 22.
- 46.13 "**Common Use Areas**" means the areas at the Airport which are made available by LIAL from time to time for use by the Stakeholder together with such third parties, as LIAL may from time to time decide, and which areas shall include the check in counters, ticketing counters, transfer areas, OOG bag counters, SOOG bag counters, holding lounges, check-in halls, the Airside Area etc.
- 46.14 "**Common Use Facilities**" means the facilities at the Airport which are made available by LIAL to Stakeholders including the outbound baggage handling system, the inbound baggage handling system, air bridges, boarding gates, the common use and curbside check-in counters, the domestic baggage claim facility, the international baggage claim facility, the Flight Information Display System (FIDS), the public address and paging system, the utilities and the computer terminals, software, hardware, counter space and others facilities specified in Schedule 1 to these Conditions of Use.
- 46.15 "**Common Use Passenger Processing System**" shall have the meaning as ascribed to it in Clause 3.
- 46.16 "**Competent Authority**" shall mean and include Government of India ("GoI"), Government of Uttar Pradesh ("GoG"), Airports Authority of India ("AAI"), Directorate General of Civil Aviation ("DGCA"), Ministry of Civil Aviation ("MoCA"), Bureau of Civil Aviation Security ("BCAS"), Airports Economic Regulatory Authority ("AERA") or any other subdivision or instrumentality thereof or any other authority empowered by the Applicable Laws.
- 46.17 "**Concession Agreement**" shall have the meaning as ascribed to it in Clause 3.
- 46.18 "**Condition of Use**" / "**CoU**" shall mean this Conditions of Use for Stakeholders and the Schedules of these conditions as amended from time to time.
- 46.19 "**Confidential Information**" shall mean any and all information, data and material disclosed/shared by LIAL with Stakeholders whether in writing or other tangible form.
- 46.20 "**Claim**" shall have the meaning as ascribed to it in Clause 31.2.
- 46.21 "**CUTE System**" means the computerized "Common User Terminal Equipment" passenger handling system, including but not limited to the automated check-in, the boarding gate readers etc.
- 46.22 "**Disabled Aircraft**" shall have the meaning as ascribed to it in Clause 11.
- 46.23 "**Disembarking Passengers**" means all passengers on board an arriving aircraft including Transit Passengers, Transfer Passengers, Infant, domestic-on-carriage, and positioning crew, but exclude operating crew.

- 46.24 "**Dispute**" shall have the meaning as ascribed to it in Clause 33.
- 46.25 "**Domestic Flight**" means a flight where the airports for both take-off and landing are within India.
- 46.26 "**FIDS**" shall have the meaning as ascribed to it in Schedule 8 (vii).
- 46.27 "**Force Majeure**" shall have the meaning as ascribed to it in Clause 30.
- 46.28 "**ICT Services**" shall mean and include, without limitation, internet connection, any wireless or other communication system, electric power cable, telephone apparatus, telephone cable, or other cable or apparatus used in any communication, security, lighting, traffic control, traffic aid or other similar system, any pipe, together with any duct for such cable or pipe and any apparatus or works ancillary to such cable, apparatus, pipe or duct, whether permanent or temporary and exclusively provided by us or any third party service provider appointed by us.
- 46.29 "**Landside**" means, the area outside the passenger terminal building and includes facilities and infrastructure in and around the terminal building, excluding the Airside at the Airport.
- 46.30 "**Landside Facilities**" include the roadway systems and access roads; curb sides; bridges and access structures, public car parking areas, administrative buildings and various other services and facilities, provided by LIAL from time to time on the Landside.
- 46.31 "**Maximum Take-off Weight**"/ "**MTOW**" in relation to an aircraft means the maximum take –off weight of the aircraft and its contents at which the aircraft may take-off anywhere in the world in the most favorable circumstances in accordance with the Certificate of Airworthiness or any other certificate where details of MTOW is given and issued by a regulatory authority for e.g. Noise Certificate or Manufacturer's Certificate having differential MTOW but highest would be considered in force in respect of the aircraft.
- 46.32 "**NOTAMs**" shall have the meaning ascribed to it in Clause 4.
- 46.33 "**Passenger**" means any persons carried on an aircraft with the exception of the flight crew and cabin staff operating the aircraft flight.
- 46.34 "**Personnel**" include an employee, servant, officer, agent, or contractor or subcontractor and anyone else under the control or direction of the Stakeholder as the case may be.
- 46.35 "**Person**" includes an individual, corporation, company, partnership, trust, body of individuals or any other entity.

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

46.37 "**Security Deposit**" shall have the meaning as ascribed to it in Clause 23.

46.38 "**Stakeholder(s)**" shall mean any person or entity who undertakes Air Transport Service and/or is involved in Air Transport Undertaking, and/or any other authorized/ permitted airline operator/aircraft operator (as applicable) and includes those who have been issued airport entry permit and an access, in each case, to the Airside at CCSIA and/or are using the Facility and Services at CCSIA.

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

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

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

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

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

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

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

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

SCHEDULE 1

Airport Facilities (Infrastructure) and Services (Operations)

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

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

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

66. Vending machines. LIAL to make investment for providing basic infrastructure facilities only.
67. VIP/Reserve lounges
68. Warehouses
69. Waste and refuse treatment and disposal.
70. Welcoming services
71. X-Ray service for carry on and checked-in luggage.

LIAL reserves the right to add other services, facilities, activities, technological improvement into this Schedule as approved by the competent authorities.

SCHEDULE 2

Tangibles Policy Document

Item	Policy	Dimensions
1. Carpets/ Mats (Business / First class counters)	<ul style="list-style-type: none"> To be placed by the Airline only at the First/ Business class counters. Carpets should not be faded Item, torn or dusty and should be in sync with the ambience of the Airport. 	Not to exceed Length: 8 Ft Width: 3 feet
1. Podiums (Document Check counters)	<ul style="list-style-type: none"> Allowed to be brought by Airlines. Branding if any not to exceed 1.5ft X 1 feet on the front of the podium. Should not be chipped off, paint faded or dusty. Use of good quality materials 	Not to exceed: L: 4Ft X W:2ft X. B: 2Ft
3. Hand Baggage Sizer at Check-in area and Baggage Sizer at boarding gates	<ul style="list-style-type: none"> Allowed to be brought by Stakeholders. Should be with the objective to display the requisite information for the hand baggage dimensions. Airline logo if any, not to exceed 1.5 Ft X 1Ft on the front. 	Not to exceed- L: 5ft X W:2Ft X B: 2ft
4. Signs/ Displays about restrictions in hand baggage and checked in baggage at Check in.	<ul style="list-style-type: none"> LIAL will be displaying relevant information as per BCAS/ DGCA guidelines at various points in the terminal. Countertop A4 size display with the relevant information, will be installed at all check-in desks by LIAL. For airline specific requirements if any, countertop tent cards may be placed by the airline during check-in and removed thereafter. 	A4
5. Queue Managers/ Tensa Barriers	<ul style="list-style-type: none"> Will be provided by LIAL at all locations 	
6. Class Segregation signage at the check-in counters	<ul style="list-style-type: none"> Class segregation will be available on the countertop LCD Displays. Additionally, if required at the time of check-in the airline can put A3/A4 size frames on top of the tensa barriers. 	
7. Signage/ Display at the Aerobridge for: Priority Boarding start time Class segregation	<ul style="list-style-type: none"> Allowed on A4/A3 size frames which can be fixed on top of the tensa barriers/ Queue Managers 	A4/A3

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8. SLPC tables and Female frisking view cutters at Boarding gates	<input type="checkbox"/> Will be provided by LIAL at the boarding gates.	
9. Priority baggage Sign near arrival reclaim belts	<input type="checkbox"/> Will be provided by LIAL at each reclaim belt.	

SCHEDULE 3 – Minimum Service Standards

Part A: Minimum Standards for Safety and Security

S. No.	Category	Parameters	Measurement Standards	Minimum Service standards
1.	Data	Financial, Operational & Safety Data	<p>Following data shall be shared by the GHA/Self handler in prescribed / Agreed format by Airport Operator on a monthly basis (7th of every month).</p> <ol style="list-style-type: none"> 1. Monthly reporting figures 2. Operational data 3. Mishandled Baggage (MHB) data 4. Baggage delivery data for arrival bags 5. Ground service equipment performance data limited to location, utilization, and maintenance. 6. Employees' details and training related data 7. Accident/ incident reports 8. Equipment failure during operations 9. Any other data required by the Airport Operator 	100%
2.	Safety	Aircraft damage	Damage to aircraft resulting in substantial damage or Aircraft on Ground (AOG) situation – Not to exceed 1 per 25,000 ATMs (Substantial damage as defined by ICAO)	100%
3.	Safety	Aircraft damage	Minor damage to aircraft – Not to exceed 1 per 10,000 ATMs	100%
4.	Safety	GSE damage	Major damage to GSE – Not to exceed 1 per 10,000 ATMs (Major damage as defined by ICAO)	100%
5.	Safety	GSE damage	Minor damage to GSE – Not to exceed 1 per 1,000 ATMs (Minor damage as defined by ICAO)	100%
6.	Safety	Fatal/ serious injury	Accident involving passenger/ crew/ employees/ stakeholders at airport, resulting in fatality / serious injury – Nil	100%

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7.	Safety	LTI	Accident involving passenger/ crew/ employees/ stakeholders at airport – 1 in 40,000 flights	100%
8.	Safety	Certification	GHA/SHA shall procure IATA's Safety Audit of Ground Operations certification ("ISAGO Certification") within One year from the Effective Date and maintain ISAGO Certification	-
9.	Safety	Audit	All audits conducted by Airport Operator / DGCA / Airlines shall be closed within 90 days and Action Taken Report (ATR) shall be submitted to Airport Operator.	-
10.	Safety	Emergency Response	The Concessionaire shall respond to Airport Operator's Emergency response plan immediately on receipt of relevant information from Airport Operator or from any other source by providing requested equipment and manpower.	-
11.	GSE	Age of motorized GSE	Age of any motorized GSE not to exceed 10 years Age of lower deck loaders, main deck loader and pushback tugs not to exceed 12 years	-
12.	GSE	Age of non-motorized GSE	Age of non-motorized GSE not to exceed 15 years	-
13.	GSE	GSE Fitness certificate	Equipment with only valid Permit issued by airport operator and Fitness certificate to operate in airport premises.	100%
14.	GSE	Geo Tagging/ Telematics	All GSE/GSV motorized or non-motorized to be geotagged and telematics enabled	-
15.	GSE	Refurbished Equipment	Refurbished Equipment shall not be allowed at the Airport under any circumstances	-
16.	GSE	Electric GSE/ GSV	A. For equipment that require replacement, which do not have immediate electric variant available in the market or for additional capacity enhancement, whenever due, shall ensure that the procurement of	-

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			<p>electrical variant be done within Six months from the date of availability of such variant or the expiry date of the conventional variant, whichever is later.</p> <p>B. Farm tractors are not allowed on ramp and should be used for towing of cargo only.</p> <p>C. All baggage tugs should be electric only.</p>	
17.	Security	Pilferage	<p>Incidents of pilferages – Nil (Passenger complaints of pilferage from check-in bags supported with evidence to be considered as pilferage cases)</p>	100%
18.	Training	Safety and Security - Familiarization	<p>Comply with safety, security, baggage operations familiarization, and other training requirements as may be notified by Airport Operator or any other relevant authority to ensure competency of the personnel.</p>	100%
19.	Training	Apron driving & CX Teams	<p>SHA/GHAs shall comply with the Airport Operator's apron driving training standards Soft Skills & Etiquettes Training for customer facing teams. Untrained staff are not allowed to perform any duties without supervision of senior staff</p>	100%
20.	Manpower	Background check	<p>GHAs/ SHAs shall perform a mandatory background check for all their employees and maintain a database of documents for all employees (As per BCAS Standards) and provide certification that background check is done.</p>	100%

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Part B: Minimum Standards for Service Delivery

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

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

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9.	On time performance	Delays in aircraft turnaround	Delays to flights – Not to exceed 2 controllable delays* per 1,000 departures. (Aircraft doors open to close timing to be measured and controllable delay of 5 minutes or more than the approved turnaround time to be considered a delay)	-
10.	Baggage Handling	Mishandled Baggage – Departure	Maximum number of departure bags mishandled not to exceed 2 per 5,000 bags	100%
11.	Baggage Handling	Processing time for PIR (Property Irregularity Report)	Processing time for PIR at arrival MHB (Mishandled Bag) desk – Not to exceed 10 minutes	100%
12.	Baggage Handling	Delivery of baggage	<p>Delivery of baggage at the Arrival baggage belt from chocks-on time:</p> <p>First bag (Dom.): 10 minutes for all</p> <p>Last bag (Dom.): 30 minutes for Code C aircraft and 45 minutes for Code E aircraft.</p> <p>First bag (Int.): 15 minutes for all</p> <p>Last bag (Int.): 40 minutes for Code C aircraft and 45 minutes for Code E aircraft.</p>	95%
13.	Ramp Handling	Bussing	<p>Bus to be available at the aircraft within 3 minutes of On-block time.</p> <p>Waiting time for arrival/ departure of buses should not be more than 60 seconds between 2 buses</p>	99%
14.	Ramp Handling	Bussing	<p>Passenger coaches should have electronic display units Outside /inside the coach displaying flight No and Route.</p> <p>Low floor buses with tilt function should be used for passenger transportation</p>	-
15.	Ramp Handling	Marshalling/ Wing walker		100%

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			Marshalling/ Wing walker service to be available 3 minutes before on blocks and aircraft shall be checked to be clear from any FOD prior arrival	
16.	Baggage Handling	Self-Baggage Drop	GHA or Self handler to support the Airport Operator in its Self-Baggage Drop (SBD) initiative and provide adequate staff for the same.	100%
17.	Terminal Services	Handling of complaints	100% of passenger's airline related complaints received from airport operator responded within *24 hours	100%
18.	Terminal Services	Availability of wheelchairs	100% of time within 5 minutes	100%
19.	Terminal services	Handling of passengers during IROPS	GHA/Airline to handle passengers of delayed, rescheduled, diverted or cancelled flights as per passenger Charter issued by MoCA and available on Airsewa portal.	100%

KEY NOTES:

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

Evaluation

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

Processing time, queue time measurement & baggage delivery

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

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

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

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

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

SCHEDULE 4

Fire Safety

- (i) The Stakeholder shall not use electrical heater, toaster, electric kettle, and other allied electrical appliances in the offices.
- (ii) The Stakeholders shall not use naked flame/light of any kind in the offices.
- (iii) The Stakeholders shall get their electrical circuit tested, at least, once in a year and any defect noticed should be rectified immediately. Stakeholders shall submit the test report issued by electrical supervisory licensee holder or engineer to the competent authority.
- (iv) Cable should not be laid on the false ceiling or on the partition wall. Cable, where required, should be laid on metal cable trays.
- (v) Miniature circuit breaker and metal clad distribution board should only be used for electrical installation and distribution. ELCB should also be incorporated in the circuit.
- (vi) Main switch board, electrical meter, distribution board should not be fixed on the combustible material nor in the combustible panels.
- (vii) Over loading of the circuit is prohibited and no temporary connection should be made, without specific approval of the competent authority.
- (viii) Combustible material should not be stored under/close to the electric switch board/distribution board/meter and approach to electrical board should be kept clear.
- (ix) If in the allotted space, no false ceiling is provided, false ceiling will not be installed by the allottee, without specific approval from the competent authority.
- (x) Internal partition, modifications are not permitted unless written permission is obtained from the competent authority.
- (xi) Storing of any type of material above the false ceiling is prohibited.
- (xii) Allottee shall get his personnel trained in use of fire extinguishers.
- (xiii) Allottee shall not store combustible material more than seven days use in the offices situated in terminal buildings.
- (xiv) Adequate fire extinguishers shall be deployed as per BIS 2190.
- (xv) Battery operated emergency light shall be provided in shops.
- (xvi) Telephone numbers of fire control room shall be displayed at prominent locations.

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- (xvii) LIAL Fire Clearance (AFC) shall be obtained by the allottee before occupying the space/ carrying out any modification.
- (xviii) Storing of flammable liquid fuel of any type is strictly prohibited.
- (xix) The fire detection & protection system shall be always maintained obstruction free.
- (xx) All woodwork should be painted with fire resistance paint.
- (xxi) Minimum Exit width of 900 mm & minimum clear space of 500 mm from the ceiling shall be maintained.
- (xxii) In no way, the allottee shall deny the ARFF team from inspecting the office space from fire safety point of view.
- (xxiii) Tampering with Sprinkle System, smoke detector, Manual fire Call Points, blocking or suppressing LIAL's Fire Detection and Alarm Systems or Equipment is prohibited and is liable to fine.

SCHEDULE 5

Medical emergency on board (responsibility of airlines)

- (i) Proper information is passed by airlines to AOCC for any requirement of an ambulance for transferring the stretcher passenger from city side to aircraft and vice versa.
- (ii) Ensure proper coordination with all regulatory Govt. agencies.
- (iii) Movement of passenger on stretcher is through Airside. Coordination is required for ensuring timely availability of ambulance for transporting stretcher to and from the aircraft.
- (iv) Airline will ensure proper coordination and completion of necessary formalities with Assistant Commandant CISF, Immigrations/Customs (for international flights) and CISF to permit accessories like oxygen cylinders etc. along with the stretcher.
- (v) Airline to take all necessary clearance from all concerned authority for passengers accompanying the stretcher passenger.
- (vi) In case doctor declares passenger as dead, airline in coordination with Terminal Manager will coordinate with local police & APHO, inform CISF, AOCC, Head Operations, Chief Airport Officer about the incident (Customs and Immigration for international flights only).
- (vii) Under no circumstances the body should be moved, and any other legal requirement should not be disturbed in the process and wait for the body to be cleared by Police. However, all steps be taken for removal of body from the premises at the earliest in coordination with the local police & APHO.
- (viii) Airlines are supposed to pay for the other medical help beside these medical emergencies.

SCHEDULE 6

Airline Night Parking Policy

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

- (i) The assigned night parking bay at Lucknow International Airport Limited (LIAL) is not transferrable to any other airport in the Adani Airport's network.
- (ii) Non utilization of overnight parking bay for 30 consecutive days and or reduction of operations beyond 10% of DGCA approved schedule for 30 consecutive days will result in automatic withdrawal of this approval and the parking bay will be returned to the allotment pool.
- (iii) LIAL reserves the right to cancel any permission of night parking stand at any time for emergency and operational requirements.
- (iv) Airlines are required to utilize the allotted night parking bay with-in 30 days from the date of issuance of this letter.
- (v) Airlines are required to submit an interest free security deposit as prescribed/advised by LIAL after receiving the night parking request from the Stakeholder. The deposit will be refunded at the end of approved period provided there are no (a) claims pending against the airline; and or (b) any violation of terms and conditions set in this letter.
- (vi) In case of merger/takeover of airline and/or sale transfer of aircraft, the airline which takes over the other airline/aircraft may be permitted to utilize the overnight parking stand granted to the airline/aircraft which is being taken over. In such case the airline which is taking over the airlines/ aircraft will deposit/ replace requisite SD/ Bank Guarantee along with other charges.
- (vii) Allocation of overnight parking stand does not guarantee a preferred slot for landing and take-off.
- (viii) The parking stand is allotted to the specific aircraft type mentioned in the allocation letter. Airlines are not permitted to change the type of aircraft for parking unless permitted in writing.
- (ix) Night Parking will be allocated on a first-come, first-served basis.

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

SCHEDULE 7

Information and Data Sharing

Data format to be submitted by the Stakeholder to LIAL

SAMPLE Format:

Passenger Airlines – for departing flights.

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

Passenger Airlines – for arriving flights.

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

Cargo Data (All figures in MT)

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

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

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

SCHEDULE 8

IT Services & Requirements

General Terms & Conditions

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

SCHEDULE 9

Security Deposit

Bank Guarantee Format

BANK GUARANTEE NO.: _____(DETAILS)
DATE OF ISSUE: _____ (DATE OF ISSUANCE)
BANK GUARANTEE AMOUNT: INR _____
EXPIRY DATE:
CLAIM EXPIRY DATE:

DEED OF PERFORMANCE BANK GUARANTEE

To
Lucknow International Airport Limited
Adani Corporate House,
Shantigram, Near Vaishno Devi Circle,
S. G. Highway, Khodiyar,
Ahmedabad – 382 421

1. Lucknow International Airport Limited (“**LIAL**”), having agreed to accept the bank guarantee (“**Guarantee**”) for INR _____ (Rupees _____ Only) (“**Guarantee Amount**”) from _____ (name of concessionaire) having its registered office at _____ (“**Concessionaire**”) for the purpose of amounts payable by Concessionaire to LIAL for Landing Charges, Parking Charges, Passenger Service Fee, Development Fee, User Development fee and other Airport Charges with respect to its overall operations at Chaudhary Charan Singh International Airport (“**CCSIA**”), **alias specified by LIAL from time to time.**
2. This is to confirm that at the request of the Concessionaire, we, (*Insert Bank name*), a company incorporated under _____ (name of Act) and a banking company within the meaning of banking regulation act, 1949 and having Registered Office at _____ and one of its branch offices at _____, a national banking association duly constituted and in existence in accordance with the laws and, for the purposes of this Guarantee, and where claims are payable, acting through its [*Insert branch name*], presently situated at (hereinafter referred to as “**Bank**” or “**Guarantor**” unconditionally and irrevocably agree to pay to LIAL immediately on receipt of its first written demand in original on or before

Claim Expiry Date i.e., _____, whole or part of the Guarantee Amount without any protest, demur, contestation, reservation, recourse or reference to, upon demand by LIAL in writing for the breach or failure of the Concessionaire to perform all or any of its obligations (including representations, warranties and covenants) shall not be questioned and shall be final and conclusive. Upon written demand by LIAL, the Guarantor shall forthwith make

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payment of the sum set out in such demand notice without any conditions, reservations, contest, or requirement of any proof whatsoever shall be payable by the Guarantor to LIAL within 2 (two) working days from the date of demand so received by the Guarantor. LIAL shall have the right to invoke this Guarantee as many times as it deems fit, and in part or for the full Guarantee Amount, but such invocation shall not exceed the Bank Guarantee amount. In case of invocation of this Guarantee in part, LIAL shall not be required to submit original copy of this Guarantee at the time of invocation and the Guarantor shall act upon receipt of a copy of this Guarantee along with a demand notice.

3. Notwithstanding anything herein contained above including what is stated in clauses thereof, our liability under this Guarantee is limited to the Guarantee Amount and shall be valid up to unless a demand or claim under this Guarantee is lodged with us in writing by LIAL on or before Claim Expiry Date i.e., _____ failing which all the rights under this Guarantee shall be forfeited and the Guarantor shall be relieved and discharged from all liabilities hereunder. For avoidance of doubt, it is clarified that this Guarantee shall be effective for a period of 12 months until _____ and shall have claim period of 3 months, i.e. till _____. Guarantor undertakes not to revoke the guarantee during its currency without the consent of LIAL in writing.
4. We, the Guarantor, further agree that LIAL shall have the fullest liberty, without affecting in any manner our obligations hereunder to make payment, to rescind, terminate or amend/vary any of the terms and conditions or extend time of performance by the Concessionaire from time to time or to postpone for any time or from time to time any of the powers exercisable by LIAL against the Concessionaire and/or forebear to enforce any of the terms and conditions and we, the Guarantor, shall not be released from our liabilities under this Guarantee by reasons of any such variations or extension being granted to the Concessionaire or for any forbearance

and/or commission on the part of LIAL, or any indulgence by LIAL to the Concessionaire or by any other matter or thing whatsoever which under the law relating to the sureties would, but for this provision have the effect of so releasing us from our liability under this Guarantee.
5. We, the Guarantor, agree and acknowledge that our obligations under this Guarantee shall be primary, absolute, irrevocable, continuing, and unconditional till Claim Expiry Date. We, the Guarantor, also waive till Claim Expiry Date, presentment to, demand of payment from and protest by LIAL to the Concessionaire before invocation of this Guarantee.
6. We, the Guarantor further undertake to pay to LIAL any money so demanded notwithstanding any dispute or disputes raised by the Concessionaire in any suit or proceeding pending before any court or tribunal relating thereto, our liability under this Guarantee being absolute and unequivocal.
7. LIAL shall not be required to proceed against the Concessionaire before proceeding against the Guarantor for any legal action and the guarantee herein contained shall be enforceable against the Guarantor, notwithstanding that any security or guarantee which LIAL may have obtained or obtains from the Concessionaire is at the time when proceedings are taken against the Guarantor hereunder outstanding or unrealised.
8. This Guarantee shall not in any way be affected by LIAL taking or varying or giving up any securities from the Concessionaire or any other person, firm, or company on its behalf or by the winding up, dissolution, insolvency, or death as the case may be of the Concessionaire.
9. This Guarantee or any provisions hereof shall not be determined due to the change in the constitution of the Guarantor.

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10. This Guarantee or any provisions hereof shall not be determined or affected by the liquidation or winding up, dissolution or changes in the constitution or any scheme of amalgamation, arrangement or compromise or insolvency of LIAL or the Concessionaire but shall in all respects and for all purposes be binding and operative during the currency of this Guarantee on us, the Guarantor.
11. The guarantee will be governed by Indian laws and will be subject to the jurisdiction of courts in Ahmedabad alone.
12. Notwithstanding anything to the contrary, the Guarantor's liability under this Guarantee shall not exceed the Guarantee Amount and unless a claim in writing is lodged with us before Claim Expiry Date all our liabilities under this Guarantee shall stand discharged.
13. We, the Guarantor, hereby state that we have the authority to issue this Guarantee in favour of LIAL and the undersigned has full power to do so under our internal regulations.
14. The benefits under this Guarantee may be assigned by LIAL to any person entitled to the benefits, and a certificate by LIAL to this effect shall be final and binding on the Guarantor.

Yours faithfully,

For and on behalf of (Bank)

Authorized Signatories

Signature: _____

Name: _____,

Name: _____,

Signature: _____

Signature Code: _____

Signature Code: _____

Address:

SCHEDULE 10

Credit Policy

Lucknow International Airport Ltd. (LIAL)

Credit Policy Effective from 1st February 2022

This policy document will be applicable from 1st February 2022 and shall continue till such time any revision is announced.

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

1. Standard Policy

1	Billing Cycle	<ul style="list-style-type: none"> • For Indian and Overseas Scheduled Airlines / Non-Scheduled Operators: Weekly (7 days) i.e. 1st to 7th, 8th to 15th, 16th to 23rd and from 24th to end of the month • In exceptional cases and at the discretion of management (E.g.: when aircraft is grounded for more than 5 days), invoices for billable charges shall be raised in the subsequent billing cycle. • All invoices will be sent to the Airline with necessary supporting documents via email
2	Exemption from Payment of Airport Charges	<p>Any exemption for the charges will be as per the mandates, directives and notifications issued by the MoCA, DGCA or by any other.</p> <p>Government agencies from time to time.</p>
3	Queries and Clarifications on Billings	<p>For any queries and clarifications, Airline shall revert in writing within two (2) working days from the date of submission of bills. If no queries/ clarifications are raised in</p>

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		writing, it shall be construed that the bills raised are accurate and no queries shall be accepted thereafter
4	Charges and Rates	Aeronautical Charges will be based on orders issued by AERA/MoCA from time to time
5	Time for raising invoice	Airlines are required to submit Weekly Traffic Data within three days of billing cycle. Same will be used for billing purposes
6	Credit Period	15 days from the date of invoice and only on submission of Security Deposit. Any delay in submitting the data (as mentioned in point 5 above) beyond the stipulated 3-day period will be accounted as being within the credit period and the same will be reduced accordingly
7	Credit Limit	Shall at no point of time exceed the value of Security Deposit provided by the airline or aircraft operator
8	Security Deposit	As mentioned in Point 2 below and as per any amendments made to this policy from time to time Security Deposit will be in the form of Bank Guarantee and or interest free Cash Deposit as stipulated for the type of charges. Security Deposit provided by Scheduled Airlines shall be considered and shall be subject to availability of sufficient funds in these financial instruments to cover the existing dues as well as the amount that would arise due to Non- Scheduled Operations. All Bank Guarantees to be renewed 15 days prior to its expiry date, failing which the same will be encashed and converted. to Cash Deposit.
9	Form of Security Deposit	(i)Cash Deposit; or (ii)Bank Guarantee of Schedule Commercial Bank or foreign bank having operations in India
10	Payment Mode by Airlines	<ul style="list-style-type: none"> • Amounts payable shall be made in full and by way of payment method mentioned in invoice on or before the

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		<p>applicable due date and shall be credited to the bank account mentioned on the invoice.</p> <ul style="list-style-type: none"> All invoices including the interest invoices shall be paid in full without any deductions towards discounts, collection charges, any disputed charges, or any other reason whatsoever. Tax Deducted at Source (TDS), if applicable, can be deducted at source. TDS amount shall be deposited by the airline with the Government on time and as per the provisions stated in the Income Tax Act
11	Currency	<p>Wherever indicated on the invoice, Airlines shall pay the amounts in Indian Rupee. Wherever Airport Charges are defined in US\$, same shall be converted as per RBI Reference Rate prevailing on the first day of</p> <ul style="list-style-type: none"> billing cycle or as mentioned in AERA issued Tariff Orders
12	Taxes on Airport Charges	<p>Aeronautical Charges reflected in the AERA issued Tariff orders excludes taxes. Airlines shall pay all applicable taxes under applicable law over and above the aeronautical charges as indicated in the invoices.</p>
13	Interest on Delayed Payment	<p>If the Airline fails to make the payment of the invoiced amount in full by applicable due date, the unpaid amount shall be considered as overdue outstanding, and interest shall be charged at the rate of one and half percent (1.5 %) per month. Interest shall be charged pro-rata basis on unpaid amount for each day of delay.</p>
14	Accounting treatment of Payments	<ul style="list-style-type: none"> Once the payment has been made, Airline shall submit the details of the payment made against each of the invoices raised. Payment received shall first be adjusted towards overdue interest, if any, and then towards pending invoices as per FIFO basis

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		<ul style="list-style-type: none"> In case of Part Payment, Payment shall be adjusted first towards the dues for which collection charges are not applicable
15	Action on Delayed Payment	<p>If Airline fails to make the payment of any of the invoices along with interest within a maximum period of thirty(30) Days from date of invoice</p> <ol style="list-style-type: none"> I. Bank Guarantee will be encashed and / or the overdue amount (including interest charges) adjusted against the held Cash Deposit II. Operations of the Airline will be put on Cash and Carry Basis III. Suspend any or all the services to the Airline after 15 days from date of change status to "Cash and Carry." <p>Credit facility may restart on furnishing of additional Security Deposit and full payment of all outstanding dues (including interest charges). In case of adjustment of Cash Deposit or Encashment of Bank Guarantee against dues, the same shall be used first to clear interest charges invoiced to the Airline.</p>
16	For Scheduled Airlines put on Cash and Carry	Dues payable for both Scheduled and Non-Scheduled operations, shall be paid in full by Wire Transfer or Demand Draft or Credit/Debit Card or UPI before the flight departs from the Airport.
17	I For Non-Scheduled Operators	<p>Non-Scheduled Operators are required either:</p> <ul style="list-style-type: none"> To make payment on Cash and Carry basis wherein, the dues shall be paid in full by wire transfer or Demand Draft or Credit/Debit Card or UPI before the flight departs from the Airport; or Maintain a Pre-Deposit Account with the Airport for a pre-determined fixed amount or as per the mandates issued

18	Renewal of existing Agreements/ ADP/AVP/AEP	Shall be considered only if payments of all the past dues have been cleared within time specified and demonstration of consistent good payment track record.
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2. Security Deposit

- a. For Airlines currently operating at the airport:

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

- b. For New Airlines

The Airline shall provide a Security Deposit in the form of interest free Cash Deposit OR a Bank Guarantee as per the format issued from time to time and with a validity period of one (01) year with a claim period of three (03) months for an amount equivalent to two (02) months of projected aeronautical billings.

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

3. Following to be noted

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

4. Vendor Creation Details

<u>Fin. i3</u> Name of the Company (Account Beneficiary) Concern person Name Email ID Phone Number Vendor Address & Bank Details Bank Account No. Name of Bank Name of Bank Branch Branch Address IFSC Code Type of account SWIFT Code (Intermediary Bank) PAN No. GSTNo. TAN No.	<hr/> <p style="text-align: center;">Lucknow International Airport Ltd LIAL Mr. Sachin Kumar Gupta finance.lko@adani.com +91 9818590480</p> <p style="text-align: center;">As per information reflected in the invoice 920020066056336 Axis Bank Shantigram Township Branch Shantigram Township Branch, 22 Ground Floor, Shoppers Plaza, Adani Shantigram Township, Near Vaishnodevi Temple, S G Highway Ahmedabad - 382421 UTIB0003414 ESCROW AXISINBB032 AASCA7032M 09AASCA7032M1Z3 AHMA20445F</p>
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For any queries or for any additional information for setting up Bank Guarantee / Deposits, please coordinate with "Concern Person" as per contact details listed in the table.

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

SCHEDULE 11

General Aviation Operations

General Terms & Conditions

1. Application for landing permission and departure permission to operate to CCSIA should be directed along with the proposed schedule to LIAL as prescribed in Annexure 2 & 2A.
2. No Operator shall operate to or from CCSIA without first obtaining written Slot confirmation from LIAL or its designee.
3. LIAL or its designee will manage the submitted schedules within the identified capacity levels of the Airport facilities. In periods where submitted schedules result in over-capacity of the Airport facilities, the Operators are expected to work constructively with LIAL or its designee to reduce demand in those periods to levels below capacity limit through the accommodation of their schedule in less busy periods.
4. In the event an existing Operator intends to make changes to a schedule that has already been approved by the LIAL, the Operator shall obtain prior landing/ departure permission from LIAL as per the amended schedule by sending a cancellation and requesting for a new service as prescribed under Annexure 2 and 2A.
5. Operators' performance shall be monitored according to the confirmed coordinated service times. Poor performance or the intent to operate in a manner other than agreed with LIAL may be investigated and necessary action be taken in line with the LIAL's service enforcement procedures as detailed out in Annexure 1. All Operators are required to cooperate and provide any information requested by the LIAL during investigation.
6. Operators should submit the Passenger Name List (PNL) to LIAL's GA team at least 24 hours prior to the flight departure in agreed format as set out in Annexure 3.
7. LIAL reserves its discretion to withdraw any parking permission or service (short term or long term) granted to the Operators for the purpose of airport development. In this regard, the Operators agrees that there will be no liability on LIAL whatsoever.
8. Operators are responsible for passenger control between the terminals and remote parking bays and vice-versa and are liable to ensure the secure process of passenger transfers between an aircraft parked on a remote bay and the terminal buildings in accordance with the prescribed procedures published by LIAL from time to time.
9. Operators shall comply with LIAL's airside safety and security procedures as published in its various manuals. LIAL reserves the unconditional right to conduct Safety/ Security audits of stakeholders in accordance with the implemented SMS.
10. LIAL operates to a 'zero tolerance' FOD policy and requires all Operators to adhere by the principles of Zero-FOD in all operations at the Airport. All Operators, contractors, and persons occupying space at the Airport shall keep the space allotted to them clean and free from debris and materials that could create slip, trip and fall hazards and fire hazards.

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11. To ensure the highest level of operational safety and a continuous improvement of safety performance at LIAL, the Operators (and their contracted service providers) shall maintain and operate a Safety Management System (SMS) that meets pertinent regulatory requirements and/or industry best practices. Operators shall also ensure collaboration with and adherence to LIAL' SMS and relevant policies.
12. Smoking is not permitted inside LIAL's GA terminal, Airside and Aerodrome facilities, except in areas that have been designated and approved as smoking areas. This includes the use of cigarettes, e-cigarettes, and vaping devices.
13. Any incident or accident shall be immediately reported LIAL's airside safety controller. The coordinates are detailed out in Annexure 4.
14. Employee trained, qualified and competent staff, and provide evidence of such training and qualifications to LIAL upon request.

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

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

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

Annexure 1: Format for Request of Slot, Cancellation of Service and Rescheduling of Service

GENERAL INFORMATION					
OWNER/OPERATOR		OWNER/OPERATOR			
GHA		GHA			
CONFIRMATION OF TOW BAR ONBOARD / AVAILABLE WITH GHA		CONFIRMATION OF TOW BAR ONBOARD / AVAILABLE WITH GHA			
ACFT TYPE		ACFT TYPE			
MTOW		MTOW			
WING SPAN/LENGTH/OUTER MAIN GEAR WHEEL SPAN		WING SPAN/LENGTH/OUTER MAIN GEAR WHEEL SPAN			
ACFT REGN / FLIGHT NO (FILED WITH ATS)		ACFT REGN / FLIGHT NO (FILED WITH ATS)			
SPECIAL INFORMATION IF ANY		SPECIAL INFORMATION IF ANY			
FLIGHT DETAILS					
	DATE	TIME	ORIGIN/DEPARTURE STATION		(IATA / ICAO) CODE
ETA			FROM		
ETD			FOR		
<p>Note :</p> <ol style="list-style-type: none"> 1. ALL THE COLUMNS MUST BE FILLED UP. 2. THE SERVICE APPROVAL WILL BE SUBJECT TO HAVING TOW BAR ON BOARD. 3. IN CASE OF MULTIPLE MOVEMENTS, ADDITIONAL ROWS MAY BE ADDED IN THE ABOVE PARA FOR 'FLIGHT DETAILS' 					

Annexure 2A

Co-ordinates for applying for services

Email to: aocc.LKO@adani.com	CC to: GA.LKO@adani.com
Phone Number- +91-6358860132	Phone Number- +91-9523097189

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Annexure 4: Contact Details of Apron Control

Email to: Imran.bakali@adani.com Phone Number: +91-8905998570	CC to: asm.lko@adani.com Apron. Control----- Phone Number: +91-6358860145
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SCHEDULE 12

Permission to carry out works

Integrated work permit

Permit No.....

Date:

Location Site**Area****SECTION:**

Permit Valid From: **To**

Type of PTW: -

General Work Hot Work Electrical Work Work at Height

Excavation Work Confined Space

Details of job to be undertaken

(1) Equipment to be used-		
(2) Works description:	Work Order / Service Order:	No. of Workmen:
	Engineer/Supervisor:	
	Working Agency:	
	Entry Through Gate no.-	
(3) Safety Precautions:		
<input type="checkbox"/> Job specific PPE's (Safety shoe, safety helmet, Reflective jacket, Hand glove etc.) should be implemented. <input type="checkbox"/> Work to be supervised by a qualified supervisor. <input type="checkbox"/> Barricade the area or/and on need basis. <input type="checkbox"/> Fall prevention system should be implement for work at height. <input type="checkbox"/> Fire extinguisher should be available for hot work. <input type="checkbox"/> Proper housekeeping should be maintained during and after the completion of work activity. <input type="checkbox"/> Proper safety precaution should be taken for electrical work. <input type="checkbox"/> Underground utility should be check before excavation work. <input type="checkbox"/> Copy of PTW should be available at work location. Any others:		

4. Permit Initiating:

I understand the hazard involved and have taken all necessary precaution/controls as mentioned above.

	Site Supervisor	Section-In-charge	Security	ARFF	Terminal operation team	Safety In-charge
Signature						

5. Permit closing: -After completion of job, removal of all materials / men from site has done by Working Agency. Now Equipment & Area is safe for operation. The above Equipment / Facility can be restored.

	Site Supervisor	Section-In-charge	Security	ARFF	Terminal operation team	Safety In-charge
Signature						

NOTE: This PTW shall deemed to be cancelled if there is any change in work condition, climate (rain, storm) & team working and breaching of safety norms.

- This PTW shall be valid only for 6 working days.

Checklist to ensure Safety (Multiple categories may apply to any given job): - Check items completed prior to start.

<p>1. Hot Work (Welding, Grinding, Cutting, Brazing, Hot Rapping) <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><u>Precautions Taken</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> Flammables /Combustibles (charged gas line, cylinder, paper, rags, wood, etc.) protected <input type="checkbox"/> Fire Watch Established <input type="checkbox"/> Welding & Cutting equipment integrity checked & positioned properly. <input type="checkbox"/> Cables / Hoses routed over the ground and do not pose a tripping hazard <input type="checkbox"/> Area hazards reviewed <input type="checkbox"/> Electrical connections through ELCB of 30 mA sensitivity <input type="checkbox"/> Electrical equipment's are free from damage and earthed properly <input type="checkbox"/> Performer/s are competent and equipped with appropriate PPEs i.e. including face shield with adequate shade number /welding goggles/ cotton / Fire Retardant Apron etc. <input type="checkbox"/> No tampering / manipulation attempted in safety device of the equipment's <input type="checkbox"/> Only industrial type electrical appliances are in use <input type="checkbox"/> Cables / fuses are of adequate size & capacity fit with the requirement <input type="checkbox"/> Hoses are free from damage and connected with Jubilee clamp. <input type="checkbox"/> No cable joint within 1 m from the holder / grinding machine and completely insulated within M/C body <input type="checkbox"/> Gas cylinders used: Oxygen / Industrial LPG / Dissolved Acetylene <input type="checkbox"/> Gas cutting torch of reputed make, ISI marked, installed with NRV / 3-way torch and / or Flash back arrestors are in use. <input type="checkbox"/> Regulator pressure gauges in working condition, visible and not damaged. <input type="checkbox"/> Welding cable and earthing cable are crimped with proper size lugs. <p>Fire Protection</p> <p><u>Precautions Taken</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> Combustible gas or liquid containers removed <input type="checkbox"/> Area wet down <input type="checkbox"/> Spark / Spatters shields / Ceramic Cloth installed / used. <input type="checkbox"/> Other (explain) _____ <p>Equipment Provided</p> <ul style="list-style-type: none"> <input type="checkbox"/> Fire extinguishers Type: <input type="checkbox"/> CO2 <input type="checkbox"/> Dry Chemical Powder <input type="checkbox"/> Other _____ Size _____ Quantity _____ <p>2. Excavations Exceeding (1.8 m) <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><u>Precautions Taken</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> Contractor has a competent person assigned to inspect & control condition of excavation on site. <input type="checkbox"/> Underground utilities identified <input type="checkbox"/> Power equipment grounded <input type="checkbox"/> Electrical or mechanical overhead clearances checked <input type="checkbox"/> Protective / Indicative Barricading (beyond 1 m from edge) done; area warning placed <input type="checkbox"/> Means of egress (ladder or steps) placed <input type="checkbox"/> Side walls shored or laid back <input type="checkbox"/> Area adequately lighted <input type="checkbox"/> Material or soil removed from excavation edge <input type="checkbox"/> Excavator is fit for the job <input type="checkbox"/> Banks man provided to guide the operator <input type="checkbox"/> Method of dewatering is established and ensured the stoppage of water return <input type="checkbox"/> Excavated pit edges free from heavy over-burden, stack of materials <input type="checkbox"/> People are prevented from working inside pits if heavy vehicle movement in the vicinity due to which soil collapse may take place. <p>3. Height Work (More Than 1.8 M High) <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><u>Precautions Taken</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> Only medically fit personnel engaged in work and list is available. <input type="checkbox"/> Ladder(s)/ Approach way inspected prior to use. <input type="checkbox"/> Ladder properly supported and leveled: <input type="checkbox"/> Tied Top <input type="checkbox"/> Tied Bottom <input type="checkbox"/> Distance between the ladder support and the ladder base is at least ¼ the total length of the ladder. <input type="checkbox"/> Ladder been provided with skid resistant feet <input type="checkbox"/> Scaffolds/platforms inspected for good repair and proper construction (secured flooring and guardrails). <input type="checkbox"/> Presence of competent person assigned to ensure safe erection, maintenance, or modification of scaffolds. <input type="checkbox"/> Scaffolders inspected for proper access, egress by competent persons. Green Tag visible. <input type="checkbox"/> Standard guardrail (900-1050mm top rail, 500 mm mid-rail, and 90- 150 mm toe board) been used whenever possible. <input type="checkbox"/> Platforms, walkways on scaffolds are wide of minimum of 600 mm wherever possible. <input type="checkbox"/> All component of the scaffold more than 12' away from any exposed power lines. <input type="checkbox"/> Floor openings covered/ Guarded <input type="checkbox"/> Work area roped off and warning signs in place. <input type="checkbox"/> Proper Housekeeping is done <input type="checkbox"/> Personnel assigned warned of floor opening& other hazardous exposure/opening covered. <input type="checkbox"/> Tools and other equipment stored in safe manner <input type="checkbox"/> Area cleared below prior to starting work <input type="checkbox"/> People at height are secured Equipment Provided. <input type="checkbox"/> Roof Top: Crawler Board / Securing arrangement checked <input type="checkbox"/> Full body Safety Harness with double lanyard and anchored to independent rigid object <input type="checkbox"/> Lifeline with rope grab shock absorber/fall arrestor. <input type="checkbox"/> Safety net is provided but not less than 5 M from the work area / NA. 	<ul style="list-style-type: none"> <input type="checkbox"/> Proper means of access is provided to the work platform <input type="checkbox"/> Lifting appliances operator never left the site while man bucket is in use kept at secured mode while not in use. <p>4. Crane Lifts & Critical Rigging. <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><u>Precautions Taken</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> Safety devices (limit switch, boom angle etc.) of the appliances are inspected before use <input type="checkbox"/> Operator qualified and medically fit including eyesight examined by authority <input type="checkbox"/> Lifting appliances are certified by competent authority and labeled properly. <input type="checkbox"/> Hoist chain or hoist rope free of kinks or twists and not wrapped around the load. <input type="checkbox"/> Lifting Hook has a Safety Hook Latch that will prevent the rope from slipping out. <input type="checkbox"/> Lifting gears operator been instructed not to leave the load suspended <input type="checkbox"/> Electrical power line clearance (12ft) checked <input type="checkbox"/> Signal man identified <input type="checkbox"/> Outriggers supported; Crane leveled <input type="checkbox"/> Load chart available in the crane <input type="checkbox"/> Barrier Installed <input type="checkbox"/> Riggers are competent <input type="checkbox"/> Slings are inspected for free from cut marks, pressing, denting, bird caging, twist, kinks or Core protrusion prior to use. <input type="checkbox"/> Slings mechanically spliced (Hand spliced slings may not be allowed) <input type="checkbox"/> D / Bow shackles are free from any crack, dent, distortion or weld mark, wear / tear <input type="checkbox"/> Special lift as per erection / lift plan (Life Plan mandatory for all life >5 tons) <input type="checkbox"/> Job Hazards is explained to all concern thru toolbox talk meeting <input type="checkbox"/> Guide rope is provided while shifting / lifting. <input type="checkbox"/> Maintenance record of crane available. <p>5. Electrical Work <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><u>Precautions Taken</u></p> <p>LIVE ELECTRICAL WORK CAN BE PERFORMED BY LICENCED ELECTRICIAN ONLY</p> <ul style="list-style-type: none"> <input type="checkbox"/> Power supply locked and tagged <input type="checkbox"/> Circuit checked for zero voltage <input type="checkbox"/> Portable cords and electric tools inspected <input type="checkbox"/> Safety back-up man appointed <input type="checkbox"/> LOTO implemented? If yes, Mention authorized personnel name <input type="checkbox"/> Mention isolated equipment identification <input type="checkbox"/> After the power shut down, potential current discharge by discharge rod. <input type="checkbox"/> In case of lock applied, ensure the safe custody of the key by putting it in group lock. <input type="checkbox"/> If physical isolation is not possible state, the alternative method of precaution/isolation. <input type="checkbox"/> Stored energy discharged through discharge rod. <input type="checkbox"/> 3-way power tester is available for testing live system, <input type="checkbox"/> Electrical shut down to follow LOTO. <input type="checkbox"/> Recheck to be sure about correct panel for work. <p><u>Equipment Provided</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> Approved rubber and leather gloves <input type="checkbox"/> Insulating mat <input type="checkbox"/> Fuse puller <input type="checkbox"/> Disconnect pole or safety rope <input type="checkbox"/> Non-conductive hard hat <input type="checkbox"/> Residual Current Circuit breaker (RCCB) <input type="checkbox"/> Cool Coat/Electrical Flash Suit, suitable power resistant shoes, gloves <p>6. Confined Space (CS) <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <ul style="list-style-type: none"> <input type="checkbox"/> Confined space attendant name <input type="checkbox"/> Gas test result. O2..... % CO..... LEL..... <input type="checkbox"/> Register for confined space entry/exit maintain. <input type="checkbox"/> The written confined-space entry program is firmly implemented and being enforced. <input type="checkbox"/> Whether permit issued after verification of LOTO system for all upstream and downstream equipment as applicable with respect to Process Flow Diagram (PFDP). <input type="checkbox"/> Whether CS numbered, warning displayed, PFD available with required isolation for job <input type="checkbox"/> Is there a qualified stand-by man deputed? <input type="checkbox"/> Does he/she maintain a list of personnel entries with sign and date/time of entry? <input type="checkbox"/> Gas / Oxygen deficiency/ presence of toxic – flammable vapor test done and found ok. <input type="checkbox"/> Are only 24V hand lamps used inside the vessel? <input type="checkbox"/> Proper means of exit provided. <input type="checkbox"/> Proper ventilation and lighting provided <p>7. Working area has a display board, communication board on Contract Job indicating site In- charge, Safety In-charge, their mobile number, space for displaying permit sheet.</p> <p>8. Others: _____</p>
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Annexure-1

Request for Permission to carry out Works (PERCOW) at Airside Area

File Ref:

Date:

**Project
Title:**

**Name of
Work:**

Department requested:

No	Details of work to be undertaken	Remarks
1	Location of work	
2a	Name of Engineer InCharge (LIAL) with phone number	
2b	Name of Site-Engineer InCharge (LIAL) with phone number	
3	Name of site-engineer/Supervisor (contractor) with phone number	
4	Period of Work	
5	Duration of the work (Timings)	
6	Detailed Scope of work	
7	Methodology of work	
8	Distance from centre line of RWYs, TWYs and/ OR aircraft stand/s	
9	Area/facility that needs closure due to proposed work.	
10	Restoration time in case of RWY/ TWY/ Parking stand/s	

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11	Deviation of vehicular lane if required			
12	Type and maximum height of equipment, which will be used for work.			
13	Entry/Exit gates to be used for workmen, vehicle, and equipment to reach the work site.			
14	Drawing of the work location on latest grid map shall be attached if any			
15	Remarks/Attachments e.g., Completed HIRA Format for occupational health and safety hazards associated with the activities & NOC from E&M, ARFF, CCR, Security, ATC, MET, CNS (AAI)/CISF (As applicable) etc.			
NOC/Approval of works from departments	Security	ARFF (If hot work involved)	ATC/CNS	MET department
Signature from HOD/ Representative				
Name & Designation				
NOC/Approval of works from departments	Terminal Operations (If work affects terminal operations)	E&M	Airside Operations	Safety
Signature from HOD/ Representative				
Name & Designation				
Note: If not concerned, mention "NC" and sign.				

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Annexure -2

**AIRSIDE OPERATIONS- LUCKNOW INTERNATIONAL AIRPORT LIMITED PERMISSION
TO CARRY OUT WORKS (PERCOW)**

Ref:

Date:

PERCOW No:

Project Title/Scope of Work/ Work Methodology

Location:

Specific Conditions/Conditions:

Target Dates:

Commencement

Completion

Starting/ closing time each day

NOTAM:

Works require promulgation of NOTAM

Site Handover:

During work:

Site Takeover:

Financial

Implications:

Airside Induction:

Safety Issues:

Airside Vehicle Movement

Personnel

House keeping

Due care

Compliance to OHS regulations

Incidents and Accidents:

This PERCOW is granted to the contractor, by Senior Representative of (INSERT NAME OF AIRPORT), Airside Operations who has the delegated authority to do so.

Authorized Signatory In-Charge Airside

Terms and conditions as mentioned in the PERCOW have been read and understood by me and I agree to comply by the same.

Signed by Contractor.

All conditions set out in this PERCOW shall be complied with by the contractor and all staff employed for the works.

Work-in charge

Contact No

Name	Department/ Agency	Number

Key Point Contact - Airport

Chief Airport Officer

Lucknow International Airport Limited

Lucknow, Uttar Pradesh, 226009, India

[Contact Us](#)

(<https://www.adani.com/ccsia-lucknow-airport/contact-us>)