**MINIMUM QUALITY STANDARDS**

**FOR SERVICES PROVIDED BY GROUND HANDLING COMPANIES**

**OPERATING AT SOFIA AIRPORT**

(extract related to passenger services)

**3. Quality Criteria for Passenger Services**

**Arrival:**

3.1 Ensures availability of responsible staff for opening/closing the doors at passenger gates within the terminal.

3.2 Directs passengers from the aircraft to the correct entrance of the terminal and ensures that sufficient staff is present at Lost & Found to welcome each arriving passenger and remain in the arrivals hall until all passengers have cleared the flight and the baggage claim process is complete.

**Departures:**

3.3 Ensures hand baggage gauges are available at check-in desks, whenever required by the airline.

3.4 A minimum of one gate agent is available at the boarding gate at least 30 minutes before STD to ensure that gate signage is in place and priority/non-priority queues are properly organized using tensa barriers and gate bag gauges.

3.5 Makes dedicated boarding/delay announcements for specific flights in accordance with airline procedures (subject to the availability of audio infrastructure).

3.6 Ensures identification of passengers prior to boarding and reconciliation of boarded passengers with their baggage. Performance level for this criterion is 100%.

3.7 Prevents damage, theft, or unauthorized access/use of passengers’ property while it is under the care and control of the Ground Handling Company.

3.8 The criteria specified in 3.1, 3.2, 3.3, 3.4, 3.5, and 3.7 shall be met for at least 95% of all handled flights.

**4. Quality Criteria for Passenger Transportation**

**Arrival**:

4.1 Provides transport for passengers between aircraft and terminal for remote stands.

4.2 Maximum time for positioning the first passenger bus at the aircraft stand for arriving flights: ATA + 5 minutes (unless specific airline procedures prevent compliance with this target).

4.3 After the departure of the first bus under 4.2, the next bus shall be positioned immediately to ensure seamless service. This applies to all subsequent buses.

4.4 All buses must be equipped with functioning air-conditioning systems to ensure passenger comfort under all weather conditions.

**Departures:**

4.5 Apron buses shall be positioned at the gate no later than 5 minutes after the start of boarding.

4.6 Apron buses shall ensure smooth and uninterrupted transport to/from the terminal gates.

4.7 The criteria specified in 4.1, 4.2, 4.3, 4.4, 4.5, and 4.6 shall be met for at least 95% of all handled flights.

4.8 All bus drivers must be properly qualified according to internal requirements and hold a valid Airside Driving Permit, which is subject to regular inspection by the Airport Operator.