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COURSE BROCHURE

# Ground Handling Contracts and Service Level Agreements Training Course

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Dar es Salaam

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Registered in the United Kingdom and Saudi Arabia

# Ground Handling Contracts and Service Level Agreements Training Course

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Ground Handling Contracts and Service Level Agreements is a 1-week training course for airline station managers, airport commercial staff and handler contract owners, built around a ground handling SLA scorecard that each participant drafts for one station. Tighter turnarounds and handler consolidation make every clause a lever on punctuality and cost. Jupiter Prime Training presents the subject through station-level contracting cases.

## Why Ground Handling Contracts and Service Level Agreements Matter Now

Three forces shape handler contracting today: airlines pressing for shorter turnarounds with fewer staff on the apron, airports licensing a limited number of handlers per terminal, and handlers merging into larger networks. A carrier with vague scope annexes pays for disputes, unplanned surcharges and missed departure slots, while a carrier with measurable service levels can link handler fees to on-time departures and baggage delivery. The course draws on the standard ground handling agreement structure of a main agreement plus annexes.

## Who Gains Most from Ground Handling Contracts and Service Level Agreements

- Station leads who approve handler invoices and turnaround performance
- Commercial staff who license handlers at the terminal
- Contract owners who draft scope annexes and negotiate rates with handling companies
- Procurement specialists who run handler tenders
- Operations auditors who inspect ramp, passenger and baggage service delivery

An airline network that sends its station leads and its procurement specialists together gains most, because both sides then score handlers alike.

## Ground Handling Contracts and Service Level Agreements Capabilities

Participants learn to shape handling agreements so each clause links to a measurable service.

- Specify scope annexes for ramp, passenger, baggage and load control services — station budget owners
- Design service levels with targets, measurement points and data sources — handler performance meetings
- Calculate penalty and incentive schedules tied to delay codes — finance and commercial approval
- Weigh tender bids on price, staffing, equipment and transition risk — supplier selection panels
- Build an audit checklist for apron and terminal service delivery — quality and station leads
- Assess renewal, renegotiation or exit options at contract end — airline network planners

## Key Ground Handling Contracts and Service Level Agreements Terms

- Main agreement — The master contract setting general terms, liability and indemnity between a carrier and its handler.
- Scope annex — The station-specific schedule listing the exact services, aircraft types and charges agreed for one airport.
- Service level agreement — A measurable promise on service delivery, such as first bag on belt within a set number of minutes.
- Key performance indicator — A tracked figure, such as on-time departure share, used to judge whether service levels are met.
- Service credit — A fee reduction the handler owes when a service level is missed.
- Exit plan — The agreed steps for handing staff, equipment and data to a new handler.

## Ground Handling Contracts and Service Level Agreements Day by Day

### Day 1: The Handling Market and Contract Structure

- Handler Market Models — Choosing Self-Handling, Third-Party or Hybrid Cover
- Main Agreement and Annex Architecture — Where Liability and Charges Sit
- Airport Licensing of Handlers — Effect on Bargaining Power at Each Station
- Service Catalogue Mapping — Defining Ramp, Passenger and Baggage Duties
- Liability and Indemnity Clauses — Allocating Aircraft Damage and Delay Exposure

### Day 2: Writing Scope Annexes and Service Levels

- Scope Annex Drafting — Fixing Aircraft Types, Frequencies and Service Hours
- Service Level Targets — Setting First Bag, Last Bag and Boarding Times
- Measurement Points and Data Sources — Who Records Each Timestamp
- Load Control and Turnaround Duties — Splitting Tasks With the Station Team
- Rate Cards and Additional Charges — Controlling Ad Hoc Service Billing

### Day 3: Penalties, Incentives and Tendering

- Service Credit Schedules — Linking Fee Reductions to Missed Targets
- Bonus and Gain-Share Clauses — Rewarding Punctuality and Baggage Accuracy
- Delay Code Attribution — Deciding Which Delays the Handler Owns
- Handler Tender Documents — Structuring Requests for Proposal by Station
- Bid Evaluation Matrix — Comparing Price, Staffing and Equipment Plans

### Day 4: Audits, Disputes and Renewal

- Station Service Audits — Inspecting Apron, Check-In and Baggage Hall Delivery
- Monthly Performance Reviews — Turning Indicator Trends Into Corrective Actions
- Dispute Escalation Ladder — Resolving Invoice and Delay Claims Early
- Renewal and Renegotiation Options — Timing Notice and Rate Resets
- Handler Transition Plans — Moving Staff, Equipment and Data Safely

## Day 5: Practising the Ground Handling SLA Scorecard

- Scope Annex Case Review — Applying Annex Drafting to a Live Station
- Service Level Calibration — Testing Targets Against Recent Turnaround Records
- Credit and Bonus Simulation — Applying Penalty Logic to a Disputed Month
- Tender Shortlist Exercise — Applying the Bid Matrix to Three Handlers
- Ground Handling SLA Scorecard — Completing Targets, Weights and Review Cycle

## Applying Ground Handling Contracts and Service Level Agreements After the Course

- Run a scope annex gap review at one station, matching billed services against the annex.
- Lead the next monthly handler review using the scorecard, with delay code attribution agreed before the meeting.

## Ground Handling Contracts and Service Level Agreements Questions FAQ

### What are ground handling contracts and service level agreements, and why do they matter now?

They are the agreements that define which ramp, passenger and baggage services a handler delivers and to what measurable standard. With tighter turnarounds and fewer handlers per airport, clear service levels decide punctuality, cost and how disputes end.

### Which roles gain most from ground handling contracts and service level agreements training?

Station leads, commercial staff, contract owners, procurement specialists and service auditors gain most.

### How does ground handling contracts and service level agreements training differ from a ground operations course?

It focuses on the contract, not the ramp task itself. It teaches how to specify, price, measure and enforce what a handler owes, rather than how turnarounds run.

### What do you bring back from ground handling contracts and service level agreements training?

You bring back a drafted service level scorecard for one station, with targets, weights, credit rules and a review cycle.

## Ground Handling Contracts and Service Level Agreements: The Way Forward

The ground handling SLA scorecard first informs the next renewal or tender decision at the chosen station. Station leads, procurement and finance use it to review, compare bids and release credits. After its first quarter in use, revisit the weights given to punctuality versus baggage accuracy as traffic patterns change.