

CONDITION OF USE

For King Fahd International Airport

Version NO 1

The publication date 9/10/2025

INTERNATIONAL AIRPORT - DAMMAM

مطار الملك فهد الدولي - الدمام

VERSIONS UPDATE

NO.	AMENDMENT DATE	VERSIONS	CHANGES	GACA's approval
1	DD/MM/YEAR	Version 1		
2				
3				
4				
5				
6				

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1. Definitions

For the purposes of these Conditions, the following expressions shall have the meanings given below, unless the context requires otherwise:

“**ACL**” means Airport Coordination Limited, the slot coordinator for the Airport;

“**AIP**” means the Aeronautical Information Publication by ICAO;

“**ACDM**” means Airport Collaborative Decision Making;

“**ADM**” means the Aerodrome Manual what is a structured document prepared according to regulatory standards, such as GACAR Part 139, and includes essential information about the aerodrome's site, facilities, equipment, procedures, and organizational structure. Its purpose is to ensure compliance with operational and safety requirements, maintain regulatory checklists, and provide guidance for airside services at the Airport;

“**AEP**” means the Airport Emergency Plan that is a comprehensive plan developed to manage emergency situations at KFIA. It includes procedures for coordinating responses to various emergencies, ensuring safety and security for passengers, staff, and aircraft;

“**AIP**” means Aeronautical Information Publication by ICAO as a publication issued by or with the authority of a state and containing aeronautical information of a lasting character essential to air navigation;

“**Aircraft**” means any machine that can derive support in the atmosphere from the reactions of the air other than the reactions of the air against the earth's surface;

“**Airline**” means an entity offering or operating airlines for passengers, mail and/or cargo carriage;

“**Airport**” means Dammam King Fahd International Airport in the KSA;

“**Airport Charges**” means the charges paid for the use of Airport’s facilities and services and listed in Appendix 3;

“**Airport Service Provider**” means an entity providing Airport User with one or more categories of ground handling or air cargo services, as per the economic license issued by the GACA;

“**Airport Services and Facilities**” means all services and/or facilities provided by Dammam Airports and listed in Appendix 1;

“**Airport User**” means Airline and any natural or corporate person operating, for his benefit, one or more aircraft and controlling the flight crew thereof;;

“**APM**” means the Airport Performance Monitoring Program designed by GACA;

“**ASR**” means Aviation Services Representative (previously GSA);

“**COU**” or “**Conditions of Use**” means this document published by Dammam Airports and setting the terms and conditions of use of the Airport;

“**Dammam Airports**” means the Dammam Airports Company which manages the Airport;

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“DAR” means Disabled Aircraft Recovery;

“Economic Regulations” means the Economic Regulations Airports document that is issued by GACA and published on their website and referenced in Appendix 4;

“ERP” means the Emergency Response Plan;

“Flight Number” means the combination of airline code and the number following it what identifies a particular flight between two airports;

“FRS” means the Fire & Rescue Service;

“GACA” means the General Authority of Civil Aviation in the Kingdom of Saudi Arabia;

“GACA’s Quality Programs” include Airport Performance Monitoring Program (APM) and its appended schedules, and Airport Total Quality Evaluation program (ATQE);

“GPU” means Ground Power Unit that provides electricity for the aircraft while on the ground;

Airport Service Provider means an entity providing third parties with one or more categories of ground handling or air cargo services, as per the economic license issued by GACA as stipulated in the Economic Regulations for Ground Handling and Air Cargo Services. **“GSE”** means Ground Support Equipment that is used to service the aircraft between flights;

“IATA” means the International Air Transport Association;

“ICAO” means the International Civil Aviation Organization;

“Inadmissible Passenger” means a passenger who is denied entry into KSA by the General Directorate of Passports (Jawazat);

“KFIA” or **“DMM”** means the King Fahd International Airport located at Dammam in the Eastern Province of KSA;

“KSA” means the Kingdom of Saudi Arabia;

“MCP” means the Mobile Command Post;

“MCT” means Minimum Connecting Time;

“MTOW” means Maximum Certified Take-Off Weight;

“NTSC” means the National Transport Safety Center;

“Party” or **“Parties”** means Dammam Airports and/or the Airport User and Airport Service Provider;

“Passenger” means the following categories:

“DOM” domestic flights is when a passenger leaves from the Airport and ends the flight at another domestic airport.

“DOM-INT” domestic-international flight is when a Transfer Passenger arrives on a scheduled flight from a domestic airport and continues to an international airport (outside of KSA)

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“INT” - an international flight is when a passenger is flying from the Airports to a foreign airport/country. It could be either a direct flight or a flight with stops when the flight number has not changed.

INT-DOM - international-domestic is when a Transfer Passenger, arrives on a scheduled flight from a foreign airport and continues to other Airports in KSA.

“PBB” means Passenger Boarding Bridge that is used for offloading and loading passengers from/to the aircraft;

“PCA” means Preconditioned Air unit that provides air conditioning to the aircraft while on the ground;

“PCP” means the Permanent Command Post;

“PRM” means Passengers with Reduced Mobility;

“RSAF” means The Royal Saudi Air Force;

“SAR” means the official currency of Saudi Arabia, the currency abbreviation for the Saudi Riyal;

“SLA” means the Service Level Agreement that is signed by Dammam Airports and any ground handling service provider;

“SMS” means the Safety Management System, systematic approach to managing safety, including the necessary organizational structures, accountabilities, policies, and procedures to ensure safe operations within the aviation environment;

“Transfer Passenger” means a passenger arriving on scheduled flight from an airport and continues to another international airport on another flight (different Flight Number) without leaving the passenger terminal transit zone. The departing flight must not be the return flight for a two-ways journey;

“Transit Passenger” means a passenger that arrive at the Airport by air but does not leave the Aircraft or the passenger terminal transit zone, because the flight will continue to the final destination. The passenger’s Flight number will not change in this instance;

“Working Day” means the days of the week when businesses and organizations operate, and employees are expected to work according to the Labour Law of the KSA;

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2. Interpretation

In these Conditions of Use, unless the context requires or unless expressly agreed otherwise:

- (1) where the Airport User and Airport Service Provider shall comprise more than one person, the obligations and responsibilities of such persons shall be joint and several;
- (2) where the consent or approval of Dammam Airports shall be required under the Conditions of Use, such consent or approval may be given or withheld by Dammam Airports in its discretion and subject to such terms and conditions as Dammam Airports may deem fit to impose;
- (3) where pursuant to these Conditions of Use Dammam Airports has the right to execute or decide on any matter, Dammam Airports shall have the right to execute or decide on such matter in its sole discretion;
- (4) if any contract between Dammam Airports and Airport User and Airport Service Provider shall comprise more than one document and includes this Conditions of Use, the several documents forming the contract shall be taken as mutually explanatory of each other and –
 - (a) the provisions of this Conditions of Use shall prevail in the event of any contradiction or inconsistency between the provisions of such documents and this Conditions of Use; and
 - (b) upon the expiration of the contract and its documents mentioned in (4) above, the Conditions of Use and its provisions shall be obligate Airport User and Airport Service Provider; and
 - (c) subject to sub-paragraph (a) above, in the event of any contradiction or inconsistency between the provisions of any document and the provisions of any other of such documents, the provisions of the document with a later date shall prevail;
- (5) any reference to "by-laws" means the by-laws from time to time issued by GACA and/or Dammam Airports;
- (6) words importing the singular only shall also include the plural and vice versa;
- (7) a word or expression used in any other document to be read in connection with these Conditions of Use shall have the same meaning as such word or expression defined in this Conditions of Use;
- (8) all agreements, stipulations, applications, orders, instructions, notices, requests, description, directions, declarations, permissions, consents and other communication required or permitted under the Conditions of Use to be made with or given to Dammam Airports shall be made or given in writing; and

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- (9) any phrase introduced by the expressions "including", "include", "in particular", or any similar expression shall be construed as illustrative and shall not limit the sense of the words preceding those terms.
- (10) These conditions shall take effect 60 days after publication of this document and -without prejudice to the laws and regulations and the Economic Regulations and GACA's resolutions. These conditions supersede all previous terms and conditions relating to use of the facilities and services.
- (11) If there is any provision or article in these Conditions of Use which conflicts with Saudi Civil Aviation Law or other related laws and regulations, then the Saudi laws and regulations shall always prevail.

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3. Application and validity

3.1 Purpose

These are the terms and conditions under which the Airport User and Airport Service Providers use Dammam Airports' Facilities and Services (the “**Conditions**”). The publication of these Conditions of Use constitutes an offer by Dammam Airports to permit the use of its facilities and/or services on the terms and conditions set out herein. The use of any facilities and/or services at the airport whether airside or landside constitutes acceptance of these Conditions of Use. It is intended that these Conditions of Use constitute as a contract between Dammam Airports, the Airport User and Airport Service Provider, using the facilities and/or services at the Airport. No clause shall be taken to confer a right for an Airport User and Airport Service Provider to use Airport facilities without Dammam Airports' permission.

Subject to any contrary requirement under law, Dammam Airports after GACA's approval may change, replace or waive any of these conditions at its sole discretion.

3.2 Governing Law and Regulatory Documents

- a) The Conditions of Use is not intended and shall not be taken as waiving or limiting the powers and authority of Dammam Airports conferred on it by the applicable laws of KSA or by any relevant authority. The Conditions of Use is applicable for all Airport Services and Facilities listed in Appendix 1.
- b) The documents are available on the websites specified in Appendix 4.
- c) The Conditions of Use is not intended and shall not be taken as waiving or limiting the powers and authority of Dammam Airports conferred on it by the applicable laws of KSA or by any relevant authority. The Conditions of Use is applicable for all Airport Services and Facilities listed in Appendix 1.

Each Airport User and Airport Service Provider shall at all times in its provision, occupation or use of the Airport Services and Facilities, as the case may be, observe and comply with:

- (1) all applicable laws of KSA;
- (2) directives and regulations issued from time to time or set by GACA;
- (3) GACA's Quality Programs;
- (4) all applicable international conventions and treaties, including the Convention on International Civil Aviation after adopting it by KSA;
- (5) Industry Codes of practice which aim at reducing the environmental impact of aircraft ground operations, aircraft arrivals and departures;
- (6) Dammam Airports' other rules and policies: (To request any document, Refer to Appendix 5)
 - APM Requirements,
 - Airport Security Program,
 - Airport HSE Regulations,
 - Aerodrome Manual,

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- Aerodrome Standard Operation procedures,
- Aerodrome Safety Management System
- Airport Emergency Plan.
- Conditions of Use;

The above documents are accessible through the links provided in Appendix 4 and Appendix 5.

Each Airport User and Airport Service Provider shall obtain and at all times maintain all approvals, permits, licenses, consents or exemptions which are necessary for its provision, occupation or use of the Airport Services and Facilities from GACA and/or Dammam Airports.

3.3 Airport Service Provision at KFIA

The Airport User and Airport Service Provider shall only use the Airport Services and Facilities provided by Dammam Airports or its subcontractor or agent at the Airport. Other service providers can only be selected in case of written approval by Dammam Airports. Should an Airport User use an Airport Service Provider that is not approved by Dammam Airports penalty of One Hundred Thousand Saudi Rial (SAR 100,000) applies and the Airport User and shall stop using the non-approved Airport Service Provider immediately after receiving written notice from Dammam Airports.

The Airport Service Providers shall only use other Airport Service Provider as subcontracted service provider if such Airport Service Providers has the necessary economic license issued by GACA and the approval of DAMMAM AIRPORTS to subcontract the particular ground handling or cargo handling service.

4. Term and location

4.1 Validity

This COU is valid for KFIA and shall commence and be effective after (60) days of the publication of it and shall continue in force until amended or revoked by Dammam Airports.

According to Point 10 in Section 2 this COU from its effective date supersedes all previous conditions.

4.2 Publication and Amendments

This document is published on Dammam Airports' website - www.DammamAirports.sa – and copy can be requested from aeroconcession@DammamAirports.sa.

Subject to any contrary requirement under law, Dammam Airports, after GACA's approval, may change, replace or waive any of these conditions at its sole discretion. In such case Dammam Airports will publish the amended document 60 days prior to the amendments become effective and send a copy to each Airport User's and Airport Service Providers' email address that was

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provided by them. Non-receipt of this document shall not constitute a defense to any action or proceeding brought under this COU

5. Airport operations

5.1 Airports Operating Hours

The Airport is open for operations twenty-four (24) hours a day, seven (7) days a week. Dammam Airports' administration offices are available from Sundays to Thursdays 8:00 am to 4:00 pm.

5.2 Compliance with Operational Requirements

The Airport User and Airport Service Provider shall comply with instructions, orders or directions published from time to time by Dammam Airports (according to Point 3.2 of this COU) that may supplement, vary or discharge any of the terms and conditions of use set out herein.

- a. Foreign Airport User shall submit to Dammam Airports Head of Aviation Security, and upon request to GACA, a written Airport User Security Program (AOSP), a written Supplementary Station Procedure (SSP), and a written plan for aviation security training for all staff for appropriate to meet the National Civil Aviation Security Program (NCASP) requirements and the National Civil Aviation Security Training Program (NCASTP) requirements. Dammam Airports in coordination with the local authorities has the right to inspect any aircraft or facilities at the airport as per the AOSP and SSP to ensure compliance with the National Civil Aviation Security Program, National Civil Aviation Security Training Program, National Civil Aviation Security Quality Control Program, and Facilitation Program.
- b. Airport User is reminded that in the prevailing ambient conditions, their aircraft must be able to meet the published minimum climb gradients for departure from DMM as published in the Standard Instrument Departures (SID) charts. Payload must be adjusted accordingly to ensure these requirements are met. Evidence that aircraft do not exceed MTOW shall be provided to Dammam Airports on request. Load manifest, trim sheet and load plan relating to each specific flight shall be left with the handling agents and will be subject to random checks. Dammam Airports has procedures in place for conducting random checking of aircraft payload by weight, as well as automated climb gradient monitoring to ensure compliance.
- c. Airport User is responsible for ensuring that flight plans submitted by its office or agent comply with the correct ICAO flight planning principles.
- d. Aircraft must be able to fly Standard Arrival Routes (STAR) and SID to the required degree of accuracy and be equipped in accordance with rules and regulations governing the airspace in which the aircraft will be flying.
- e. The Airport User is responsible that all shipments having the relevant GACA permits for any type of dangerous goods, especially for explosives, firearms and ammunition (both cargo and carried by passengers) before the arrival at DMM. This shall include landing permits for their destination. The Airport User should ensure with the Airport Service Provider that

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adequate storage facilities are available at DMM for the specified 'Hazard Material Class's as per GACA regulations/approvals (the document is available on the website specified in Appendix 5). The Airport User will be held liable to repatriate or properly dispose of at their own cost of any shipments and substances In accordance with [the "Abandoned items at the Airports regulations"](#) and any other applicable regulations.

- f. The allocation of terminals and access to facilities will be managed and regularly reviewed by Dammam Airports, having regard to their availability, capacity constraints and the best use of available facilities.
- g. The Airport User shall comply with Dammam Airports' Aerodrome Manual (ADM) and Airport Emergency Plan (AEP), AIP, and all Dammam Airports safety and operational procedures as outlined by Dammam Airports.

The use of any facilities at the airport by any Airport User and Airport Service Provider constitutes acceptance of these Conditions of Use. The Airport User and Airport Service Provider further agrees that Dammam Airports value and business goodwill will be damaged in the event of breach or threatened breach of these conditions. Dammam Airports will have the right and remedy to have such covenants enforced, in addition to any other relief (including damages) available under the law. Non- exercise or delay in exercising a right or remedy available under this COU or applicable law shall not constitute a waiver of such right or remedy. A waiver granted by Dammam Airports in respect of any breach by any Airport User and Airport Service Provider shall not operate or be deemed to operate as a waiver of any subsequent breach

5.3 Commencing Operations at KFIA

5.3.1 Airport User Classification:

- a. All commercial passenger aircraft operators are classified as scheduled or charter. Airport User classification is assessed by ACL on a Seasonal basis both for new and existing Airport User. All Airport Users are required to fully cooperate and provide any information requested by ACL to support the assessment of the classification.
- b. Ad hoc and charter flight are only permitted for Airport User, who hold slots in the same, not equivalent season.

5.3.2 Slot Request and Performance Committee:

- c. KFIA is a Slot coordinated airport (Level 3), the Airport User must adhere to the rules set by the coordinator, and they are required to obtain slots for all their flights to operate at KFIA.
- d. The slot allocation process by Dammam Airports/ACL complies with the IATA Worldwide Airport Slot Guidelines (WASG) with exception to cases where it is differently required by the provisions of the Economic Regulations.
- e. The Slot Coordination Committee prior to season starts is held and organized by the coordinator (ACL). This committee discusses the possibilities for increasing capacity, improvement to traffic conditions, improvement to the operational performance of the Airport Users in the previous season, complaints about the allocation of slots, the methods of monitoring the use of the allocated slots and serious problems for new entrants.

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- f. The Airport Users' slot performance and adherence are monitored according to the confirmed coordinated slot times. ACL will monitor slot adherence, investigate and take appropriate action to address any misuse or abuse. This may result in action being taken directly by ACL or escalation to the Slot Performance Committee (SPC) for further action as appropriate. SPC is a dedicated committee – other than the Slot Coordination Committee – to discuss only the low performer Airport Users and take place within the season. All Airport Users are required to cooperate and provide any information requested by the coordinator during such investigations. It is the Airport User's responsibility to be familiar with the SPC Terms of Reference, details of which can be obtained from ACL.
- g. Requests for slots, cancellations or changes will be processed by ACL up to 24 hours prior to the time of operation, Sunday to Thursday, during the coordinator's office hours (Sunday – Thursday 0730 – 1530 KSA time). The following email address shall be used for the communication: slots@acl-international.com
- h. Outside of ACL's office hours and within 24 hours of operation, requests should be directed to the Airport Duty Manager (ADM) for slot clearance at adm@DammamAirports.sa. The Airport User should receive receipt of the slot approval from ADM.
- i. Delayed aircraft must utilize slots in the same manner as originally agreed. If any change to the original slot agreement is required, e.g. a longer ground time being required, a new slot must be requested immediately.
- j. Ad hoc code F aircraft schedule requests should be made at least 72 hours in advance of the requested arrival time.

6. Airport Security, Safety and Fire & Rescue Service

KFIA is equipped with specialized tools and equipment to effectively respond to and recover from emergencies. This includes aircraft towing and propulsion equipment provided by ground handling services to ensure efficient aircraft movement. The airport has an Airport Emergency plan and established procedures for removing disabled aircraft from critical areas. This minimizes operational disruptions and ensures a smooth flow of air traffic.

6.1 Airport Security Pass

- a. Regardless of its category (temporary, permanent, vehicle, special, equipment, escorted, car, controlled area, driving permit etc.), the issuing of (an) airport security pass(es) to individuals and/or equipment is a process solely governed by Dammam Airports security department in collaboration with the relevant authorities.
- b. Dammam Airports or its designee (Dammam Airports Aviation Security, GACA Security Affairs, And RSAF) retains the right to withhold the issuing of (a) pass(es) in the event the required documentation is incomplete, not submitted in a timely manner.

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- c. Dammam Airports reserves the right to not to accept any permit application or to retrieve any permit if it is for security reasons and Dammam Airports is not obliged to justify such action when it is taken.
- d. Dammam Airports or its designee retains the right to withdraw full or partial Airside access(es) without needing to provide any notice when any such action is considered necessary for security and/or safety reasons.
- e. In the event a pass is withdrawn, cancelled, expired, or is no longer required due, for example, to the temporary suspension or permanent halt of operations of an airline: it is the sole responsibility of the pass-holder, his/her sponsor and/or the airline the pass-holder represents to return the pass to the pass office within 2 Working Days.

6.2 Environment & Health

- 6.2.1 It is the mission of Dammam Airports to provide a safe and healthy work environment and to ensure the safety and health of our customers. Airport Users and Airport Service Providers are encouraged to use a proactive approach in ensuring that all employees and customers have an environment that is free from recognized safety and health hazards that could cause accidents and injuries. All Airport Users and Airport Service Providers have a duty and the obligation to comply with all applicable safety and health standards and with all rules, regulations and orders that apply to their employees' actions and conduct on the job. The Airport Users and Airport Service Providers and their contractors should follow safety and health standards that have been set forth by the Airport HSE Regulations issued by Dammam Airports Health, Safety, Security, & Environment Department and can be obtained according to Appendix 5.
- 6.2.2 The Airport User must use the ground power units (GPU) to feed aircraft instead of auxiliary power unit (APU) within 5 minutes after On-Block Time. The passenger boarding bridges (PBB) are equipped with GPU and preconditioned air systems (PCA) that shall be used by the Airport User. In case there is no installed GPU or PCA on an aircraft stand or the installation is out of order then mobile GPU and PCA should be used. The Airport Service Provider that is responsible for operating the PBB and the built in installments shall ensure that aforementioned equipment is used when available. In case not complying with this requirement penalty applies according to Table 3 (Operational Violations) in Appendix 8.

6.3 Aerodrome Safety:

- 6.3.1 To ensure the highest level of operational safety and a continuous improvement of safety performance at KFIA, Airport Users and Airport Service Providers shall maintain and operate a Safety Management System (SMS) that meets pertinent regulatory requirements and/or industry's best practices. Airport Users and Airport Service Provider shall also ensure collaboration with and adherence to Dammam Airports SMS and

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principles and policy. Dammam Airports requires Airport Users and Airport Service Providers to:

- a. Participate in and adhere to Dammam Airports SMS, as detailed in Part 6 of the Dammam Airports Aerodrome Manual.
 - b. Ensure that incidents and accidents are reported to the Airport Duty Manager (ADM)/Airside Manager
 - c. Ensure that incidents and accidents within the passenger terminals and concourses are reported to the ADM/Terminal Manager/Supervisor
 - d. Proactively identify hazards, assess risks and implement controls to lower risks to As Low as Reasonably Practicable (ALARP) within their operation.
 - e. Employ trained, qualified and competent staff, and provide evidence of such training and qualifications to Dammam Airports upon request.
 - f. Receive and disseminate as appropriate, all Dammam Airports safety and operational instructions.
 - g. Dammam Airports reserves the unconditional right to conduct safety audits in accordance with the implemented 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.
 - h. All Airport Users and Airport Service Providers are required to participate unreservedly in any/all safety investigations and safety/quality audits conducted by Dammam Airports.
 - i. If an Airport User and Airport Service Provider chooses to operate outside the requirements provided within the Aerodrome SMS manual, evidence of their aviation safety management processes shall be submitted to the Dammam Airports Aerodrome Safety department for review and oversight.
- 6.3.2 Any Airport User and Airport Service Provider who intends to conduct an audit at its station at King Fahd International Airport, notification must be provided to Dammam Airports. Audits involving airside operations require Dammam Airports' approval. If the audit scope extends beyond the station's operations, approval from GACA is required.
- 6.3.3 In the event of ground incidents, the Airport User and Airport Service Provider must follow the Dammam Airports' emergency plan (AEP) and notify Dammam Airports' Safety Department for investigation reports or any related information. The Airport User and Airport Service Provider should notify GACA and NTSC but it is restricted from contacting any public company or media regarding the incident. Upon Dammam Airports' Safety approval, a joint investigation may be requested.

6.4 Fuel, Hydraulic and Dangerous Goods Spillage

- 6.4.1 Any Airport User and Airport Service Provider using the Airport, irrevocably agrees and consents, notwithstanding any provision in any agreement, lease, permit or other

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instrument to the contrary, that the Chief Executive Officer of Dammam Airports (the “CEO”) or his designee may take any/all necessary action(s) to effect the prompt clean-up of an aircraft, and/or vehicle, and/or other equipment or infrastructure, fuel and hydraulic/dangerous goods spillage and the disposal of contaminated materials required for the clean-up; any Airport User and Airport Service Provider using the Airport, further irrevocably agrees, consents and undertakes to pay to Dammam Airports, any and all costs incurred by or on behalf of Dammam Airports for any such cleaning and disposal of contaminants on “Polluter Pays Principle”.

6.5 Fire & Rescue Service

- 6.5.1 The Airport User and Airport Service Provider shall comply with the Dammam Airports requirements as set out in this clause for the purposes of Emergency management of the Airport.
- a. As the Dammam Airports is responsible for maintaining and ensuring that the KFIA-AEP is updated at regular intervals. The KFIA-AEP Primary objective is to stipulate the procedures for various emergencies that can be anticipated at KFIA.
 - b. The Airport User and Airport Service Provider are required to follow the KFIA-AEP. Furthermore, the Airport User and Airport Service Provider must submit its own ERP. This response plan must be submitted to Dammam Airports to assist in their procedures in the event of an emergency that may occur on board the aircraft or during its operations.
 - c. The Airport User and Airport Service Provider can obtain the KFIA-AEP from Dammam Airports.
 - d. If the Airport User and Airport Service Provider fails to meet the requirements or if the coordination does not comply with Dammam Airports standards in the event of an incident, Dammam Airports will arrange for the necessary urgent or imminent emergency response. Dammam Airports will take the required actions, which may include but are not limited to instructing a Airport Service Provider to assist passengers, crew members, and families in accordance with the Dammam Airports -AEP. The Airport User and Airport Service Provider will be responsible for all costs incurred by Dammam Airports during this process and must settle these costs promptly upon Dammam Airports’ instruction (invoice).
 - e. To ensure effective emergency response and management at KFIA, Airport Users and Airport Service Providers are required to include, but not limited to, in their own ERP, the following:
 - i. Airport User and Airport Service Provider Emergency contact numbers.
 - ii. Nomination of representative/s with the responsibility and authority for emergency planning and response to the Dammam Airports Emergency Plan.
 - iii. Designate responsible people or representatives from the Airport User to be present at the Permanent Command Post (PCP) and the Mobile Command Post (MCP) during an emergency involving this aircraft. If an Airport User does not have a representative available, it shall contract this service through a Airport Service Provider and inform Dammam Airports of this arrangement.

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- iv. Establish Family Assistance Procedures per the requirements stipulated under the GACAR Part 5 and Dammam Airports Aerodrome Manuals (ADM)—Part 6 - SAFETY MANAGEMENT SYSTEM (SMS)—ANNEX 12B.

6.6 Disabled Aircraft Removal (DAR) Procedure

Dammam Airports is responsible for the development and continuous updating of a disabled aircraft recovery plan. Furthermore, Dammam Airports is responsible for the implementation of all procedures and processes as laid down in the said plan. The procedure below will briefly explain the primary roles and responsibilities as well as other important information.

Responsibilities

1. The Airport User will always retain complete responsibility for the removal of the disabled aircraft. All Airport User at KFIA are expected to have aircraft recovery plans.
2. It is the responsibility of Dammam Airports, as the aerodrome operator, to coordinate the aircraft recovery operation and ensure that the disabled aircraft is removed in a timely and efficient manner. It is also responsible for ensuring that an aerodrome coordinator of disabled aircraft removal operations from Dammam Airports airside operations is appointed.
3. The Airport User or their designated agent is responsible for the following:
 - a. Ensuring that they are equipped with the necessary insurance and technical advice, supervision and the provision of all necessary equipment and materials.
 - b. Salvaging and removing the disabled aircraft as quickly as possible. Regular Airport Users must ensure that they have adequate facilities to conduct their own recovery operations, or where they do not have these facilities; they must make contractual arrangements with another agency capable of undertaking the recovery on their behalf.
 - c. Inform Dammam Airports of their aircraft recovery contingency arrangements and keep them informed of any changes.
 - d. Making any arrangements with Saudi Customs regarding the removal of freight and/or cargo.
4. If the Airport User or its designated agent refuses to remove a disabled aircraft or neglects to do so, within one hour after the NTSC authorities have cleared it, and the aircraft is creating either an obstruction, an embarrassment to Dammam Airports or otherwise, obstructs them in carrying out their responsibilities as an aerodrome license holder, Dammam Airports with approval from NTSC will take independent action to remove the aircraft without any liability to Dammam Airports.
5. Dammam Airports has contracted a specialized company to remove disabled aircraft upon request. If the Airport User involved in the accident agrees, they can directly negotiate with that company.
6. Dammam Airports accepts no responsibility for any loss or damage of any kind resulting from this action, and the Airport User will be held responsible for all costs and losses, including all costs in connection with the removal of the disabled aircraft. This also includes all costs for the entire removal or salvage operation. The Airport User may optionally

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contract Dammam Airports for support or to conduct the entire actual removal/salvage of the disabled or wrecked aircraft.

A form of indemnity absolving Dammam Airports of third-party liability is to be signed by parties in such cases. The Airport User is required to pay any charges for work involved in causing damage to airport property as a result of the aircraft breakdown and its subsequent salvage. The NTSC are responsible for authorizing the release of the disabled aircraft. In minor incidents, the NTSC may make the decision not to attend the site and will ask for photographs of the site, a marking of the location, and a drawing diagram of the incident site. However, their approval must still be required in this scenario prior to moving the aircraft.

6.7 Inadmissible Passengers

- 6.7.1 It is the Airport User's sole responsibility to ensure that all arriving, transit and transfer passengers carried on the Airport User's aircraft have the required travel documentation to enter the KSA or to transit through the KSA and enter their country of final destination.
- 6.7.2 It is the Airport User's sole responsibility to arrange, and cover any cost thereof, for any Inadmissible Passenger to either travel (i) to his/her country of origin, or (ii) to any other country where he/she is admissible within twenty-four (24) hours of receiving an admissible passenger form (or equivalent documentation) from the relevant authorities such as General Directorate of Passports "Jawazat". The Airport User shall inform us as soon as possible of the travel arrangements for the Inadmissible Passenger.
- 6.7.3 During the waiting time at the Airport, the Airport User shall be responsible to ensure adequate welfare for the Inadmissible Passenger in the terminal. If the Inadmissible Passenger's waiting time exceeds three (3) hours, you shall provide him/her with meals and refreshments free of charge, commensurate to the waiting time. If the Inadmissible Passenger's waiting time exceeds eight (8) hours or, in any event, in case of overnight stay, the Airport User shall provide hotel accommodation.

7. Airport Performance Monitoring Program

The APM Framework is primarily directed towards improving operational performance at KSA's airports. Under the framework, Dammam Airports is required to submit regular reports demonstrating compliance with APM Requirements and performance against the minimum standards set for APM Performance Metrics.

To achieve optimum performance levels, Dammam Airports requires the full cooperation of the Airport Users.

7.1 APM Strategic Requirements

(APM Requirements under Schedule B: S-0-2 and S-0-3)

- a. The Airport User shall provide information to Dammam Airports towards development and maintenance of a readiness assessment and strategic masterplan towards KSA Vision 2030 and beyond, as required by Dammam Airports.

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- b. The Airport User shall accept and adopt ACDM terminology as introduced by Dammam Airports, and as related to its operation.

7.2 APM People Requirements

(APM Requirements under Schedule C: G-P-1, G-P-2, G-P- 3, G-P-4, and G-P-5)

- a. The Airport User has and deploys a training plan for employees assigned to work on the Airport, details of which are to be shared with Dammam Airports on request. The Airport User personnel must be adequately trained, and training is to be provided by a recognized training organization. Regular refresher training should also be provided.
- b. The Airport User must have programs and policies to encourage staff retention. These could include structured training programs, and encouragement of participation in professional development programs.
- c. The Airport User personnel are required to meet language proficiency standards as specified by Dammam Airports for both verbal and written communication (Arabic and / or English depending on the roles and responsibilities, as well as the language adopted at the airport for the issuance of instructions).
- d. The Airport User shall support Dammam Airports in implementing a system to assess staff and resource levels required for effective delivery of airport operations, by operational area, as required by Dammam Airports.
- e. The Airport User shall participate in airport aircraft, baggage, and passenger working groups and/or committees to be established by Dammam Airports to enable effective operations, and address performance issues with airport partners.

7.3 APM Facility and Technology Requirements

(APM Requirements under Schedule C: G-F-1 and G-T-5)

- a. The Airport User shall contribute to seasonal capacity assessments of facilities, equipment, and associated services as required by Dammam Airports.
- b. The Airport User shall be required to enter into an open data sharing agreement with Dammam Airports in relation to operational performance data associated with the Airport User's operations at the Airport, as determined by Dammam Airports. Such an agreement would apply, as a minimum, to the Airport User's aircraft, passenger and baggage operations, all data related to the operational data.

7.4 APM Specific Airfield requirements

(APM Requirements under Schedule D: A-PR-6, A-PR-7, A-PR-8, A-PR-9, A-T-1, and A-T-3)

- a. The Airport User shall comply with Dammam Airports' minimum standards with regards to passenger bussing, PRM passenger handling, and aircraft deplaning.

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- b. The Airport User shall not be permitted to board multiple flights simultaneously at the same gate (including bus gates), or to use the same access door to passenger buses when boarding simultaneous flights.

7.5 APM Specific Baggage Requirements

(APM Requirements under Schedule D: B-PR-1, B-PR-2, B- PR-4, B-PR-6, and B-PR-7)

- a. The Airport User shall comply with Dammam Airports' minimum standards with regards to baggage transfer and associated MCTs, management of mishandled bags, and management of Out-of-Gauge baggage, and shall comply with mandatory procedures with regards to the use of the baggage handling system. Annex 2
- b. The Airport User shall establish protocols for high temperatures payload planning that ensures appropriate holding baggage capacity for scheduled passengers and avoids being left behind checked baggage.

7.6 APM Specific passenger requirements

(APM Requirement under Schedule D: P-PR-1)

- a. The Airport User and Service Providers shall comply with GACA's Quality Programs Dammam Airports' minimum standards with regards to passenger gate boarding, passenger transfer and associated MCTs. Annex 2.

8. Airport Facilities

8.1 Access to Airport Facilities

Dammam Airports provides airport facilities and services for the Airport Users' operations at DMM, either by itself or by third parties. Access to all facilities and services will be allocated by Dammam Airports, having regard to their availability and the requirements of all Airport Users. Facilities including, but not limited to, stands, boarding gates, check-in counters, baggage belts, shall be allocated according to the business rules and preferences developed in collaboration with the Airport Users and stakeholders. Airport Users shall only make use of check-in counters, boarding gates, and stands allocated to their operations by Dammam Airports, and only for the duration approved by Dammam Airports

8.2 Use of Airport Facilities

Dammam Airports and the Airport User shall use best endeavors to collaborate with all stakeholders to improve the efficiency of use of airport facilities. The list of airport services and facilities is in Appendix 1. All operational procedures within the facilities, including procedures in the event of interruption to airport services and facilities, are in the Aerodrome Manual.

The drawings of the operational areas are in Appendix 7.

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9. Ground Handling Services

9.1 Airport Service Providers

The ground handling services are available through third party service providers. The list of such services is in Appendix 1.

9.2 Contracting Obligation

The Airport User shall ensure that the Airport Service Provider that provides services has a contract with the Airport User. The Airport User may contract with more than one licensed Airport Service Provider. The Airport Service Provider shall enter into an SLA with Dammam Airports. The Airport User shall include in its agreement with the Airport Service provider all relevant APM requirements and performance measures targets as per APM Schedules (B, C, D and E). However, if the Airport User has more strict quality requirements than set forth by the APM then the Airport User can impose their more stringent quality standards on the Airport Service provider in their contract.

9.3 Self Handling

In case the ground handling services be provided directly by the Airport User themselves (self-handling) it shall be subject to the requirements and performance measures targets outlined in GACA's Quality Programs. In this case the Airport User shall sign an SLA with Dammam Airports where the APM requirements and performance measures targets shall be included.

9.4 Resource Management

According to Paragraph 7 of this COU, the Airport Service Provider shall ensure that an appropriate level of resources is in place to provide the required level of service for all ground-handling activities.

9.5 GSE Management

The Airport Service Provider shall ensure the procurement and provision of all GSE required for the timely provision of ground handling services. The Airport Service Provider shall purchase, operate and maintain all GSE as required for the performance of the ground handling services and ensure that all its equipment does not exceed 15 years from the manufacturing date. The Airport Service Provider may be requested to provide a full equipment inventory, with GSE and passenger bussing equipment assessed against the airport minimum standards and shall notify Dammam Airports in writing of any changes to GSE and/or passenger bussing equipment for prior approval, per Schedule C of GACA's Airport Performance Monitoring Program.

The GSE and vehicles shall be appropriate for providing the particular ground handling service, the GSE will be in good condition, including physical appearance, and maintained as per the manufacturers maintenance schedule which shall be made available to Dammam Airports on request. The Airport Service Provider shall ensure all its equipment shall always comply with the

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required standards. Airport Service Provider shall develop a maintenance program that ensures the GSE used for ground handling and other relevant airside operations are fit for efficient operations. The maintenance program should include the following areas:

- a) Preventive and corrective maintenance program;
- b) GSE inspection and service schedules;
- c) Documentation of maintenance records;
- d) Processes to handle unserviceable GSE; and,
- e) Storage and return-to-service plan in the event any GSE are grounded.

The Airport Service Provider shall appoint a senior technical person at the Airport responsible for the day-to-day technical maintenance and serviceability of all equipment. The Airport Service Provider shall ensure all its equipment shall be checked at least once a day before engaging in any service.

9.6 Audits and Performance Reviews

Dammam Airports may, from time to time, conduct audits of Airport User and Airport Service Provider, to proactively identify challenges, risks, and continuous improvement opportunities and the Airport User and Airport Service Provider shall collaborate with Dammam Airports during such audits and shall provide access to all reasonable information.

The Airport User and Airport Service Provider shall participate in:

- a. Performance review meetings to review compliance with the COU and the Requirements and Metrics
- b. Operational governance and review meetings as directed by Dammam Airports.
- c. Operational data sharing: the Airport User and Airport Service Provider shall provide Dammam Airports with access to operational performance data in relation to its Airport operations.

10. Consultations

With reference to Article (6) of the Economic Regulations, the Airport Users and Airport Service Providers, and Dammam Airports shall have regular scheduled meetings with respect to the COU and other matters relating to the services and facilities at the airport, including performance against the Requirements and Metrics of the Airline as well as contracted ground handling service providers. These meetings shall be part of the Airline Operating Committee (AOC) meetings.

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11. Operational Data Requirements

The Airport Users and Airport Service Providers shall comply with data requests of Dammam Airports for the purposes of invoicing, reconciliations and supporting the planning, operation and performance management of the Airport. The Airport User and Airport Service Provider shall comply with the data requirements outlined in these Conditions of Use and proven and voluntary non-compliance will be addressed through the Data Submission Policy and its associated committee. In case of incomplete or missing data provision by the Airport User and/or the Airport Service Provider penalty applies according to Appendix 8.

Dammam Airports and/or the appointed coordinator shall be entitled to publish any such information for the purpose of comparing the Airport User's performance (e.g. On Time Performance) in a format that Dammam Airports and/or the appointed coordinator may deem appropriate at the necessary date intervals that Dammam Airports and/or the appointed coordinator determines.

11.1 Operational Data

11.1.1 The Airport User shall provide Dammam Airports with timely transmission of complete and accurate operational data by automatic electronic means using (and conforming to) IATA messaging and communication standards once the aircraft is airborne from outstation destined to DMM for pre-arrival planning.

11.1.2 The required operational data shall include:

- a. Variations to schedule (including flight number, aircraft type, number of seats, route and scheduled time of operation)
- b. Aircraft type and registration (including aircraft substitutions)
- c. Turnaround linked flight numbers.
- d. Estimated Times of Operation to an accuracy of +/- 5 minutes (including estimated landing time at DMM for arriving flights).
- e. Actual Times of Operation (including off-block and take-off times at outstation for arriving flights).
- f. Passenger Service Charges (PSC) and Passenger Facility Charges (PFC) messages as detailed in these Conditions of Use.
- g. Passengers Security and Safety Fee (PSSF) messages as detailed in these Conditions of Use.
- h. Advance Passenger Information Fee (API) messages as detailed in these Conditions of Use.
- i. Passenger Forecasts and Booked Loads (originating, terminating, and transferring in DMM) two weeks prior to operation.
- j. The following list of standard messages for all flights arriving to and departing from DMM.

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k. For the required texts refer to Appendix 6.

11.1.3 Airport Users and Service Providers must provide GACA with all the required data in order to measure the quality of services as part of GACA's Quality Programs

11.2 Data Verification

11.2.1 Dammam Airports may request, within 60 (sixty) days of departure, copies of aircraft load sheets to enable verification of all details with respect to the passengers carried on any or all flights departing from that airport during a specified period and extracts from aircraft flight manuals to enable verification of aircraft weight, noise characteristics and the engine NOx emissions level. The Airport User shall, following a request in writing made by Dammam Airports, supply it with the original copies of such documents.

11.2.2 Where the Airport User, or its Airport Service Provider, fails to provide the information required within the period stipulated herein Dammam Airports shall be entitled to assess the charges payable hereunder by the Airport User by reference to the maximum passenger capacity of the aircraft, the Maximum Take Off Weight (MTOW) and the maximum NOx emissions level of the aircraft type;

a. If the Airport User detects an error in that information provided to Dammam Airports (or Airport Service Provider), then the Airport User must within 30 (thirty) days provide to us the correct information along with a change note. Dammam Airports reserves the right not to correct changes received later than 30 (thirty) days after the relevant operation.

b. Dammam Airports will use our best endeavours to maintain the confidentiality of any information that the Airport User provides to us and classifies it as commercially sensitive. This paragraph shall not affect non-disclosure obligations pursuant to separate contracts entered into between Dammam Airports and any Airport User.

c. The Airport User acknowledges that we may verify from time to time information the Airport User have provided to us by directly counting passengers embarking or disembarking aircraft operated by the Airport User.

d. The Airport User is requested to use its best endeavours to assist Dammam Airports to identify the reason for any differences between the information provided by the Airport User and the information collected by Dammam Airports.

11.2.3 Dammam Airports will provide the appropriate technical and organizational measures, which safeguard against the unauthorized or unlawful processing of personal data, and against accidental loss or destruction of, or damage to, personal data.

11.2.4 On occasions when third party organizations process personal or sensitive personal data on behalf of Dammam Airports, appropriate arrangements will be made to safeguard data confidentiality.

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12 Airport charges

12.1 Airport Services and Charges

The charges for Airport Services – provided by Dammam Airports to the Airport User on the basis of the legal relationship otherwise existing between the Parties – to the extent defined by the any-time AIP and stipulated in Appendix 3 shall be paid by the Airport User to Dammam Airports under the invoicing and payment conditions pursuant to Section 13 of this document.

The applicable Airport Charges are published on Dammam Airports website www.DammamAirports.sa

12.2 Applicable Charges

a) Airport Building Charge (ABC):

The ABC Charge is payable per each departing passenger (international, domestic and transfer) for the use of the passenger terminal. Dammam Airports issues the invoice to the Airport User for this charge according to Section 13 and Appendix 3.

b) Energy Supply Charges -GPU and PCA:

GPU and PCA charges are payable for using these units while the aircraft is on the ground receiving ground handling services. The fee is calculated per hour and Dammam Airports issues the invoice to the Airport User for these charges if the PBB built-in infrastructure is used according to Section 13 and Appendix 3. In case the Airport Service Provider provides such units then the Airport User shall pay these charges to the Airport Service Provider.

c) Landing Fee:

This fee is payable for using the runways and taxiways of the Airport. The fee is calculated according to the MTOW of the aircraft and Dammam Airports issue the invoice to the Airport User for this charge according to Section 13 and Appendix 3.

d) Parking Fee

This charge is payable for using the apron of the Airport for parking the aircraft during the turnaround and ground handling activities. The fee is calculated by the MTOW of the aircraft and the time for parking and Dammam Airports issue the invoice to the Airport User for this charge according to Section 13 and Appendix 3.

e) Airport Security Charges

The fee is payable for each international and domestic departing passenger. In case UK/US bound departing passengers the special security fee is payable in addition to the Airport Security Charge Dammam Airports issues the invoice to the Airport User for this charge according to Section 13 and Appendix 3.

f) PBB Charge

The charge is payable when PBB is used for offloading and loading passengers from/to aircraft. It is calculated by aircraft category and time spent on the PBB. Dammam Airports issues the invoice to the Airport User for this charge according to Section 13 and Appendix 3.

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g) Video Docking and Guiding System Charge (VDGS)

This charge is payable for using the VDGS system on arrival of the aircraft. Dammam Airports issues the invoice to the Airport User for this charge according to Section 13 and Appendix 3.

h) Passenger Transport Charges (Bussing)

This charge is payable when the bus is used to transport the passengers between the aircraft and the passenger terminal. The charge is payable per trip (movement of the bus) and by aircraft type. The service provided by the Airport Service Provider therefore the invoices are issued by the Airport Service Provider to the Airport User.

i) Airport Facility Usage Charge

This charge is payable for the use of the check in counters at the departure area. Dammam Airports allocates the check in desk according to the aircraft size. For narrowbody aircraft, minimum three (3) check – in counters will be allocated per flight and for widebody aircraft, minimum four (4) check – in counters will be allocated per flight.

All counters will be opened (3) hours before the scheduled departure time and will be closed one (1) hour before the scheduled departure time. The extra check in counter request form is in Appendix 9.

In case the Airline requires more than the allocated counters, the followings shall be followed:

- If the time of the request is less than 24 hours before the scheduled departure time or during Weekends and Holiday, the request shall go via the Airport Duty Manager (ADM) (Email: adm@DammamAirports.sa) however, this is subjected to the availability of the counters at the time of the request.
- If the time of request is more than 24 hours before the scheduled departure time, the request shall go to the Planning and Performance Department. (Email: dmmslot@DammamAirports.sa).

Airlines must ensure that the check in agents are highly qualified and competent to perform the check in process in very professional manner and shortest time possible to avoid long queue times. It is highly recommended that the Airline or its Airport Service Provider provide a floorwalker per flight in order to support having smooth boarding process and less queuing time.

The charge is payable per check in counter and per hour and Dammam Airports issues the invoice to the Airport User for this charge according to Section 13 and Appendix 3. J

j) Airport Technology and Baggage Processing Charge

This charge includes baggage management and handling charge and using the airport system usage or common user terminal equipment charge. The baggage handling charge is calculated per departing bag and the system usage charge is calculated per departing passenger. Dammam Airports issues the invoice to the Airport User for this charge according to Section 13 and Appendix 3.

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12.3 Other Charges

Ramp Services, Flight Operations Services, Baggage Load Control, Flight Operation Services, and Baggage Reconciliation System (BRS) are airport services provided by the Airport Service Providers not by Dammam Airports. The information regarding ground handling companies and services at KFIA please see Appendix 1.

12.4 Airport Charges Consultation

Dammam Airports shall consult the Airport Users and Airport Service Providers when it plans to modify the airport charges, complying with the Economic Regulations. The consultation requirements are set in Article 6 Chapter 1 Section 2 of the Economic Regulations document.

13 Payment of charges

13.1 Methods of payment

Dammam Airports will issue an invoice for the Airport Charges. All Airport User or their authorized agents are required to settle all due fees and charges within thirty (30) days from the issuance date of the invoice. The invoice shall be sent directly to the Airport User's email address from the receiving date of the invoice. The Airport User shall settle the invoice in full within thirty (30) days. It is the Airport User responsibility to update the finance department for any changes in the list of Airport User 's email addresses.

Objections to the invoice must be submitted in writing within thirty (30) days from the issuance of the invoice. If no written objection is received within this period, the invoice shall be deemed accurate and payable, and no objections will be accepted thereafter.

For Airport Users without an office or authorized agent in KSA, an additional thirty (30) days will be added to the period specified above. Invoices sent to the head office outside the KSA must be settled within this extended period.

If the Airport User requires more information about Dammam Airports' payment and invoicing process use email address KFFIN-Rev@DammamAirports.sa

13.2 Payment of invoice

Charges must be paid directly to DAMMAM AIRPORTS's bank account below.

Name of Bank	Name of Branch	Address	Swift Code	Account Number
Saudi National Bank	SNB	Khobar, Regional Building	NCBKSAJE	SA661000029547498000110

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The full amount must be received by Dammam Airports in cleared funds within thirty (30) days from the date of the invoice. Dammam Airports may request bank guarantee from an Airport User if it is deemed to be necessary due to financial performance or new entrant status of the Airport User.

14 Commercial Photography, Film and Recording at the Airport

14.1 Unless authorised in writing by Dammam Airports, the Airport User and the Airport Service provider shall not take still, motion, sound motion pictures, sound records or recording of voice for commercial, training or educational purposes, nor use electronic amplification devices in public areas of the Airport.

14.2 Dammam Airports, its authorised representative and agents reserve the right to photograph and/or film airline facilities, vehicles, equipment, personnel and/or aircraft in the context of general airport operations as part of our efforts to create communication support materials to establish the context of our international operations and client base for use on our website, newsletters and internal and/or international communication media. Any independent media or third-party requests to film or take pictures of the Airport User's and the Airport Service Provider's brand and operations will be referred directly to the Airport User and the Airport Service Provider for review and approval as required.

15 Media and Other Commercial Activity at the Airport

15.1 Unless authorised in writing by Dammam Airports, the Airport User and the Airport Service Provider shall not 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. Any media related activity must be submitted for approval to our Corporate Communication department.

15.2 The Airport User and the Airport Service Provider are allowed to display operational communication materials next to your allocated check-in counters, only during its hours of operation. The Airport User and the Airport Service Provider shall remove and store the relevant materials (including all stationaries) immediately (within fifteen (15) minutes) after closing the check-in counters.

16 Non-Compliance

16.1 Noncompliance or Violation

Dammam Airports is the management body of KFIA and as such it must ensure safety, security, and compliance with legal and regulatory obligations including this COU. Dammam Airports established a clear and consistent process for identifying, investigating, and resolving violations of the COU or any other document, manual that is issued by Dammam Airports for the use of KFIA. These other documents, manuals are referred to in Point 3.2 of this COU (Other Documents).

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Noncompliance is referred to as violation what defined as any act or omission that contravenes the COU or Other Documents, including but not limited to unauthorized operations, failure to pay fees, safety breaches, or damage to property. Serious violations are defined as any violation that involves harm to lives and property, public health, public environment, public facilities, or the operational movement of airports, and/or acts related to fraud and deception; such violations are not of a nature that can be corrected and whose impact cannot be avoided so that the situation is restored to what it was before the violation occurred.

16.2 Application

This process applies to all airport users, including but not limited to:

- Airport Users
- Airport Service Providers
- Tenants and concessionaires
- Contractors
- Individuals or entities using airport facilities or services

16.3 Responsible Dammam Airports Personnel

- Airport Operations Manager: Oversees enforcement of this COU and Other Documents and coordinates violation resolution.
- Compliance & Legal Team: Provides interpretation and legal guidance on violations.
- Security & Safety Teams: Support investigation and enforcement actions as needed.

16.4 Process Overview

16.4.1 Identification of Violation

Dammam Airports shall use the following methods to identify violations at KFIA:

- routine inspections,
- automated monitoring systems,
- reports from staff or third parties, and
- audits to identify violations at KFIA.

16.4.2 Reporting

After identifying a violation, a formal report shall be completed by Dammam Airports staff (in Point 14.3) with all relevant details, including time, date, location, nature and details of the incident, and any supporting evidence. The reports are prepared by interviews with the parties involved and witnesses, by using CCTV camera recordings, and using relevant system data, if applicable.

The identified violation shall fall into one of these groups:

- *Safety & Security*: to follow the Safety Management System (SMS) procedures,
- *Slots Adherence*: to comply with the Slots-related requirements and follow procedures of the SPC framework.
- *Operational*: to adhere to operational standards and procedures,
- *Quality of Service*: set KPIs, and failure to meet a minimum required percentage of any KPI constitutes a violation.

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- *Data provision*: to provide the requested data / information on a timely basis and as requested,
- *Airport Facility Usage*: to ensure proper, efficient and authorized use of airport facilities,

16.4.3 Initial Assessment by Dammam Airports

Dammam Airports shall conduct a preliminary evaluation to assess the severity of the violation, the potential risk involved and whether immediate corrective action is necessary to ensure safety (if safety related incident).

16.4.4 Notification to Offending Party

A written Notice of Violation (NoV) shall be sent to the party responsible within 3 working days. The notice shall include:

- Description of the violation
- Reference to relevant COU or Other Documents clause(s)
- Required corrective actions
- Deadline for response fifteen (15) working days
- Potential consequences of non-compliance

16.4.5 Investigation and Response by the Offending Party

The offending party shall review the report within fifteen (15) working days. Within these days a detailed investigation shall be conducted by the offending party which may involve interviewing employees, reviewing procedures, examining equipment, and analyzing data. This step aims to uncover root cause and contributing factors.

The offending party shall submit a response with an explanation, corrective actions taken, or a dispute after concluding the investigation.

16.4.6 Determination and Action

Based on the investigation, the Airport Authority will determine:

- No violation occurred (case closed)
- Violation occurred (corrective actions required)
- Serious violation occurred (penalties imposed)

If the violation is confirmed to be valid and material, a case file is opened by Dammam Airports. The findings from the investigation are analyzed to determine the extent of the violation and its implications. This may include evaluating compliance with legal and regulatory requirements. The depth and nature of the investigation depends on the violation nature, which violation group it belongs to. Actions may include:

- Written warning
- Mandatory corrective action plan
- Financial penalties
- Suspension or revocation of access or operating privileges
- Legal proceedings

16.4.7 Appeal Process

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The offending party may appeal the decision within 10 working days of notification. Appeals must be submitted to Dammam Airports in writing with supporting evidence. An Appeals Panel will review the case within fifteen (15) working days and issue a final decision.

16.4.8 Record-Keeping

All violation cases and related documents will be recorded and retained for a minimum of 5 years. A summary of violations may be reported to relevant regulatory bodies as required.

16.5 Review and Update

This process in Point 14.4 shall be reviewed annually or upon significant changes in regulatory requirements or airport operations.

17 Liabilities

17.1 Dammam Airports Liability

17.1.1 Neither Dammam Airports, nor its officers, employees, servants or agents shall be liable for:

- Any loss or damage, caused for any reason, to an Aircraft (including its parts or any property contained therein), ground equipment, property of passengers, crew or other personnel, at the Airport (or in the course of landing at or taking-off from the Airport);
- Personal injury caused for any reason to a passenger, crew or other personnel at the Airport

unless, and then only to the extent, caused by an act or omission done by Dammam Airports' officers, employees, servants or agents, with intent of causing damage or recklessly and with knowledge that damage would probably result.

17.1.2 Neither Dammam Airports, nor our officers, employees, servants or agents shall have any liability to you or be obliged to indemnify you in respect of any:

- a) Indirect loss;
- b) Consequential losses;
- c) Loss of profits;
- d) Loss of revenue;
- e) Loss of goodwill;
- f) Loss of opportunity;
- g) Loss of business;
- h) Increased costs or expenses;
- i) Wasted expenditure.

17.2 Airport User and Airport Service Provider Liability

The Airport User and Airport Service Provider shall submit its insurance policy which covers its airport operations and maintains such appropriate coverage for their entire operations at KFIA. In all cases, the Airport User and Airport Service Provider shall defend, indemnify and hold Dammam Airports, its officers, officials, and employees harmless from any and all claims, injuries, damage, losses or suits including attorney fees, arising out of or in connection with its activities or the performance of its activities.

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18 Force Majeure

Force Majeure shall mean an exceptional event or circumstance:

- which is beyond a Party's control,
- which such Party could not reasonably have provided against before entering into the COU agreement,
- which, having arisen, such Party could not reasonably have avoided or overcome, and
- which is not substantially attributable to the other Party.

Force majeure may include, but is not limited to exceptional events or circumstances of the kind listed below, so long as conditions (a) to (d) above are satisfied:

- war hostilities (whether war be declared or not) invasion, act of foreign enemies,
- rebellion, terrorism, revolution, insurrection, military or usurped power, or civil war,
- riot, commotion disorder, strike, or lockout by persons other than the Customer's Personnel and other employees of the Customer,
- munitions of war, explosives materials, Ionizing radiation or contamination by radioactivity, and natural catastrophes such as earthquakes, tsunami, cyclone, sandstorms or extreme weather conditions, or pandemic.

If the performance of Dammam Airports' obligations is delayed for one of the reasons mentioned above, the time for meeting the obligations is extended as far as considered reasonable with regard to all circumstances affecting the case.

Notwithstanding the above, Force Majeure shall not apply to obligations of either Party to make payments to the other Party.

19 Settlements of Disputes

Any dispute or difference arising from this COU shall be amicably resolved, failing which they shall be decided by the courts concerned in the KSA in accordance with its laws and regulations.

20 Contact Details

Please contact the Aeronautical Development Department with any difficulties you might have, or any concerns related to the COU. Send us an email on aeroconcessions@DammamAirports.sa. The contacts of the different departments of Dammam Airports are in Appendix 5.

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21 Confidentiality

21.1 The Parties undertake to keep confidential any information which the Parties obtain under this COU, not to disclose such information to any other person and not to use such information, other than for the purposes set out in this COU.

21.2 Point 19.1 shall not apply to the disclosure of information if and to the extent it is:

- a) required by law; or
- b) required by any competent regulatory authority, court, law enforcement agency or recognised stock exchange; or
- c) that it is permitted pursuant to the terms of these Conditions; or
- d) that such information is in the public domain other than through breach of Point 21.1

provided that any information shall only be disclosed pursuant to points (a) or (b) above by the Parties after notification to the Parties (as applicable in the circumstances) if such notification is practicable in the circumstances.

21.3 The Airport User and the Airport Service provider acknowledge and agree that Dammam Airports will use the information the Airport User and Airport Service provider provides to Dammam Airports under these COU for the purpose of keeping passengers informed of the status of regular operations, general or business commercial and/or regulatory activities or for the purpose of the delivery of the Airport Facilities and Services.

The Airport User and the Airport Service Provider acknowledge and agree that Dammam Airports may share information provided to Dammam Airports in accordance with this COU with relevant third parties who have a need to know in connection with such purposes as are set out in point 19.3 or elsewhere in this COU, provided that if such information is disclosed it is done so on terms which preserve confidentiality to the same extent as set out in points 21.1 and 21.2.

The Airport User and the Airport Service provider acknowledge and agree that Dammam Airports may share information with third parties about the Airport User's and Airport Service provider's operations in relation to identifying Airlines or ground Airport Service providers who may be responsible for damage to property by aviation-related damage.

22 Governing Law

22.1 This COU shall be governed by the laws of KSA and the jurisdiction for court shall be in Dammam.

22.2 There are no provisions or articles which conflict with Saudi Civil Aviation Law or other related laws and regulations. However in case there is any provision in this COU document that conflicts with Saudi laws and regulations then the Saudi law and regulation always prevail.

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23 Waivers

23.1 Any waiver by any Party of any right under this COU or of any breach by another Party shall be effective only if made in writing and signed by such Party and shall not constitute or be deemed as a waiver of any other right or any other breach, whether of a similar or dissimilar nature to the right or breach being waived. Failure on the part of a Party to complain of any act of any Party or to declare any person in default, irrespective of how long that failure continues, does not constitute a waiver by that Party of its rights with respect to that default.

23.2 Waive mentioned in (1) shall not include any financial obligations waivers stipulated in this COU.

24 Severability

If any of the provisions of this COU are held to be invalid or unenforceable under the applicable law of any jurisdiction, the remaining provisions shall not be affected, and any such invalidity or unenforceability shall not invalidate or render unenforceable that provision in any other jurisdiction. In that event, the Parties agree that the provisions of this COU shall be modified and reformed so as to effect the original intent of the Parties as closely as possible with respect to those provisions that were held to be invalid or unenforceable.

25 Partnerships

Nothing in this COU is intended to, or shall operate to, create a partnership between the Parties, or to authorize either Party to act as agent for the other, and neither Party shall have authority to act in the name or on behalf of or otherwise to bind the other in any way (including the making of any representation or warranty, the assumption of any obligation or liability and the exercise of any right or power).

26 Rights Cumulative

The rights and remedies under this COU are cumulative, may be exercised as often as necessary, and are not exclusive of any other rights and remedies that may exist under applicable law.

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APPENDIX 1

Airport Services

1. Dammam Airports provides the following services and facilities to Airport Users and Airport Service Providers:

1.1. Aircraft Movement Facilities and Services

- a. Landing facilities – runways, aeronautical ground lighting, wind direction indicators, other visual aids for navigation as required by GACAR Part 139
- b. Airside grounds, taxiways and aprons
- c. Airfield lighting, airside roads
- d. Airside safety
- e. Aircraft parking bays
- f. Aircraft turnaround facilities – fuel hydrant system, 400Hz ground power, pre-conditioned air
- g. Designated airside equipment storage areas

1.2. Passenger and Baggage Processing Facilities and Services

- a. Forward airline support areas
- b. Passenger Boarding bridges
- c. Departure lounges and holding lounges
- d. Public address systems, closed circuit surveillance systems
- e. Baggage make-up, baggage handling, baggage reclaims areas
- f. Flight and baggage information display systems
- g. Passenger check-in and screening areas
- h. Landside roads, landside lighting and covered walkways.

1.3. General Facilities and Services

- a. A clean and friendly airport environment
- b. Clean water supply
- c. Airport facilities and roads shall be maintained in good repair and condition
- d. Maintenance and repairs shall be undertaken in a timely manner
- e. Electricity supply and standby power in operational areas
- f. Airside access passes for personnel having completed the required security checks
- g. Airside vehicle passes for service vehicles that have been inspected and certified in good condition, and licensed in accordance with national laws and regulations
- h. Internal telecommunications including Wi-Fi internet access

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2. Airport Services and Facilities provided by third parties

2.1 Other Airport Services and facilities

- a. Terminal navigation services
- b. En-route navigation services
- c. Meteorological services
- d. Air traffic control services
- e. Aircraft engineering services
- f. Public road services
- g. Medical services
- h. Border control

2.2 Airport Handling Services

- a. Ground administration and supervision
- b. Passenger handling
- c. Apron handling
- d. Baggage handling
- e. Cargo and mail handling
- f. Surface transport of passengers (buses)
- g. Catering
- h. Refueling and oil handling
- i. Aircraft services and cleaning
- j. Aircraft maintenance
- k. Passenger and baggage security screening and reconciliation
- l. Security screening of non-passengers
- m. Cargo and mail security screening
- n. Ramp and aircraft security services
- o. Waste management.

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APPENDIX 2

APM Performance Metrics and KPIs

According to the APM Program the following operational performance data, and minimum standards, shall be provided to Dammam Airports.

1. Aircraft Operations Metrics

A1-1	Aircraft Movements
A1-2	Cancelled Flights
A2-1	Arrival On Time Performance
A2-2	Departure On Time Performance
A2-3	Arrival Delay
A2-4	Departure Delay
A2-5	First Passengers' Door Opening Time
A2-6	Remote Aircraft Deplaning - First Bus
A2-7	Remote Aircraft Deplaning- Last Bus
A2-8	Remote Aircraft Boarding – First Bus
A2-9	Remote Aircraft Boarding – Last Bus
A2-10	Landing On Time Performance
A2-11	Take-Off On Time Performance

2. Baggage Operations Metrics

B1-1	Number of baggage
B2-3	Minimum Connection Time Baggage Performance
B2-4	Mishandled Baggage - Overall rate
B2-5	Mishandled Baggage - Out of Gauge
B2-6	Mishandled Baggage – Hand Baggage
B2-7	Mishandled Baggage - Non-conforming
B2-8	Mishandled Baggage - Bags left (Departure Bags)
B2-9	Mishandled Baggage - Bags left behind at reclaim
B2-10	Mishandled Baggage - Failed Transfer
B2-11	Check-in Hand Baggage

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3. Passenger Operations Metrics

C1-1	Passenger Movements
C-2-1	On-time Boarding Rate
C-2-2	Minimum Connection Time Passenger Performance
C-2-3	Baggage Check-in – Transaction time
C-2-4	Baggage Check-in - Counter Usage

KPIs for KFIA

Airport Users and Airport Service Provider shall ensure compliance with the below Key Performance Indicators and GACA's Quality Program that is available on Dammam Airports' website titled APM Requirements Schedule B, C, D, and E.

Performance KPIs			
Standards	Description	Target	Note
Passenger Check – in Waiting Time	Economy class passengers wait less than 14 minutes or below during peak times	99%	
Passenger Check – in Waiting Time	Business class/1st class passengers wait less than 5 minutes during peak times	99%	
On – Time Boarding Rate	Flights boarding commences at scheduled boarding time	95%	
Boarding Completion Time	Boarding completed within 10 minutes before scheduled departure for Narrow – Body aircraft, and 15 minutes before scheduled departure for Wide – Body aircraft.	95%	
Baggage Delivery Time	Time taken for first to reach the baggage carousel after arrival narrow body - Contact bridge: 15 min narrow body - remote: 25 min wide body - Contact bridge: 20 min wide body - remote: 30 min	90%	
Baggage Delivery Time	Time taken for last to reach the baggage carousel after arrival narrow body - Contact bridge: 25 min narrow body - remote: 35 min wide body - Contact bridge: 35 min wide body - remote: 45 min	90%	
Mishandled (MHB) Bag	Checked luggage that is lost, delayed, damaged, or pilfered while under the Airline's care.	0.5 piece	Measured for each 1,000 bags

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Left Behind Bags (LBB)	Checked luggage that is not loaded to the aircraft together with the passenger and left at the Airport.	0.3 piece	Measured for each 1,000 bags
Slot Adherence	Flights depart/arrive within +/-15 minutes of the scheduled departure/arrival time.	95%	It is excluded from the Quality of Service Penalty (Point 4 in Appendix 8) and only the Slot Adherence penalty is applicable to this KPI

Operational KPIs			
Standards	Description	Target	Note
Flight Information	The Airlines shall provide updated and accurate flight arrival information at least 20 minutes ahead of landing.	100%	
Turnaround Activities	Airport Service Providers to establish KPI's and reporting protocol for aircraft turnaround activities.	n/a	Airport Service provider shall share measurements with Dammam Airports on request.
Ground Handling Delays	The airport Service Provider shall avoid flight departure delay.	2 flights	Measured for each 100 flights

Air Cargo KPIs			
Standards	Description	Target	Note
Start of Offloading	Offloading of freight from the freighter aircraft shall start not later than 5 minutes after aircraft on block.	95%	
Inbound Freight	The air freight shall be transported to the cargo warehouse as soon as possible after offloading from the aircraft and shall not be held on the apron for more than 25 minutes.	98%	
Outbound Freight	The prepared air freight shall be transported to the aircraft only when it is ready for loading and it shall not be held on the apron longer than 25 minutes before loading.	98%	

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Rate of Damage and Loss	Shipment getting damaged or completely lost (per 500 shipment) at KFIA.	0.1	Calculated: (damaged or lost shipments / total shipments transported) * 100
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Note¹: GACA's quality programs (APM/ATEQ) are subject to changes by GACA, any changes on the targets shall be communicated to all airport users and service providers at least 60 days prior to the implementation date.

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APPENDIX 3

Airport Charges at KFIA

The service	Charge (SAR)	Unit	Provisions of implementing
Airport Building Charge (ABC)	٢٥	Domestic departing passenger	The following passenger categories are exempted from ABC charges: <ul style="list-style-type: none"> - General aviation passengers use private aviation buildings and facilities. - Infant passengers - Crew members assigned to perform duties on board (pilots, aeronautical engineers, air navigators, or technicians) - Crew members who have been registered on the airline carrier's list as cabin crew members and hold an identification badge (pilots, aeronautical engineers, air navigators or technicians) - Transit Passengers who will stay inside the aircraft and will not use airport facilities - Sky Marshals
	١٤٠	International departing passenger	
	12.50	Domestic departing passenger (Transfer)	
	65	International departing passenger (Transfer)	

The service	Charge (SAR)	Unit	Provisions of implementing
Aircraft energy supply charges: Ground Power Unit (GPU):	350	For each one hour docked or part on Aircraft code (C)	The charge is incurred if the Airport Operator or the contractor provides the full operated service
	405	For each one hour docked or part on Aircraft code(E) (Less than 350 Tons)	
	405	For each one hour docked or part on Aircraft code(E) (more than 350 Tons)	
	780	For each one hour docked or part on Aircraft code (F)	
Aircraft energy supply charges: Pre-Conditioned Air (PCA):	400	For each one hour docked or part on Aircraft code (C)	The charge is incurred if the Airport Operator or the contractor provides the full operated service
	425	For each one hour docked or part on Aircraft code(E) (Less than 350 Tons)	
	425	For each one hour docked or part on Aircraft code(E) (more than 350 Tons)	
	850	For each one hour docked or part on Aircraft code (F)	
Landing	13	Per (1,000) Kg or part thereof, for aircrafts weightage from 1 kg to 5000 kg	Landing Charges are calculated based on the Maximum Take-off Weight (MTOW)

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	14	Per (1,000) Kg or part thereof, for aircrafts weightage from 5001 kg to 45,000 kg	of aircraft as stated in the aircraft's airworthiness certificate. Fractions starting from (500) five hundred kilograms are rounded up, and anything less than that is not calculated
	15	Per (1,000) Kg or part thereof, for aircrafts weightage from 45,001 kg to 136,000 kg	
	17	Per (1,000) Kg or part thereof, for aircrafts weightage More than 136,000 kg	
Parking	6	For every 1000 Kg or part thereof, after 2 hours from parking the aircraft at its designated place as for every 8 hours and up to 24hours.	Airport Parking Charges are calculated based on the Maximum Take-off Weight (MTOW) of aircraft as stated in the aircraft's airworthiness certificate. Fractions starting from (500) five hundred kilograms are rounded up, and anything less than that is not calculated
	6	For every 1000 Kg or part thereof, for each 24 hours after the 24 hours from parking the aircraft at its designated place.	

The service	Charge (SAR)	Unit	Provisions of implementing
Airport Security Charges	8	For each domestic - international departing passenger	<p>1. Airport security services are charged for only departing passengers domestic and international.</p> <p>2. The following passenger categories are exempt from paying airport security services and special airport security services charges:</p> <ul style="list-style-type: none"> - Infant passengers - Crew members assigned to perform duties on board (pilots, aeronautical engineers, air navigators, or technicians) - Crew members who have been registered on the airline carrier's list as cabin crew members and hold an identification badge (pilots, aeronautical engineers, air navigators, or technicians) - Transit Passengers who will stay inside the aircraft and will not use airport facilities - Sky Marshals <p>3. Only domestic and international transfer passengers and general aviation passengers using private aviation buildings and facilities are exempted from airport security services charges.</p> <p>4. Airport Security Charges and Special Security Charges shall not be incurred directly from passengers as part of the ticket fare.</p> <p>5. Special airport security services charges are payable in addition to the airport security services charges (8 riyals).</p>
Special Security Charges (payable in addition to the Security Charges of SAR 8)	13	For each passenger departing to USA/UK	

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The service	Charge (SAR/Flight)	Unit	Provisions of implementing
Passenger Boarding Bridge Charges (PBB)	500	For each two hours docked or part on Aircraft code (C)	The charge is incurred if the Airport Operator or the contractor provides the full operated service
	650	For each two hours docked or part on Aircraft code(E) (Less than 350 Tons)	
	745	For each two hours docked or part on Aircraft code(E) (more than 350 Tons)	
	1030	For each two hours docked or part on Aircraft code (F)	
Video Docking Guidance System (VDGS) on aircraft parking	400	Per arriving flight	The charge is incurred if the Airport Operator or the contractor provides the full operated service
Passenger Transport Charges (Bus)	450	Per Trip, for 1 st Class, on Aircrafts Code (C, E, E+, F)	
	550	Per Trip, for Guest class, on Aircrafts Code (C)	
	750	Per Trip, for Guest class, on Aircrafts Code (E)	
	750	Per Trip, for Guest class, on Aircrafts Code (E+)	
	900	Per Trip, for Guest class, on Aircrafts Code (F)	

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Property Leasing Charges for Airport Service Providers			
Regulated Non-Aeronautical Services		Charge	Unit
Lease - land	Lease – land - Cargo	362	SAR/sqm/year
	It is allowed to add a revenue sharing not exceeding (10%) when contracting with air cargo service providers in a manner that does not contradict with GACA BoD decision No. (36/577) dated 07/06/2023 regarding the lease terms in cargo facilities at the kingdom's airports.		
	Lease – land - MRO	20	SAR/sqm/year
	Lease – land - Catering	20	SAR/sqm/year
	It is allowed to add a revenue sharing not exceeding (10%) when contracting with in-flight catering service providers.		
	Lease - land -fuel services provider	7.20	SAR/sqm/year
	Lease - land - others / Airside	259	SAR/sqm/year
	Lease - land - others	33	SAR/sqm/year
Lease - building	Lease - building - fuel farm services provider	940	SAR/sqm/year
	Lease - building - MRO	141	SAR/sqm/year
	Lease - building - Other facilities	141	SAR/sqm/year
Lease - Operational areas (e.g., storage, workshops, etc.)		141	SAR/sqm/year
Lease- Operational areas for ground services providers (inside terminal)		2,035	SAR/sqm/year
Lease - offices	Lease - offices - inside terminal	2,085	SAR/sqm/year
	Lease - offices - outside terminal	1,556	SAR/sqm/year

Other Regulated Non-Aeronautical Services			
Regulated Non-Aeronautical Services		Charge	Unit
Airport facility usage charge	Shared space for check in counters	15.30	SAR/check in counter/hour
	Lease – Hangars	1,060	SAR/sqm/year
Airport technology and baggage processing charge	Baggage management and handling system charge	1.60	SAR/departing-bag
	Common user terminal equipment and/or airport system usage charges	2	SAR/departing-PAX
Airport service and utility charges	Basic utilities (electricity, water, internet, air conditioning)	5-10%	of the total contract value
Access related charges	Staff car park	2,714	SAR/lot/year
	Train access charge	1,803	SAR/sqm/year
	Public transport access charge	5.30	SAR/sqm/day
	Taxi service access	3,799	SAR/sqm/year

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APPENDIX 4

Governing Law and Regulatory Documents

These Conditions of Use shall be understood in accordance with the laws and regulations of KSA currently in force. Including the following:

- 1- General Authority of Civil Aviation Regulation (GACARs)

<https://gaca.gov.sa/rules-and-regulations-category/aviation-safety-and-environmental-sustainability/gacar-safety-regulations/>

- 2- Economic Regulations – Airports (2023)

<https://www.gaca.gov.sa/rules-and-regulations-category/economics/regulations-and-guidelines/economic-regulations-airports>

- 3- Economic Regulations – Air Transport (2023)

<https://www.gaca.gov.sa/rules-and-regulations-category/economics/regulations-and-guidelines/economic-regulations-air-transport-services>

- 4- National Civil Aviation Security Program (NCASP)

(Refer to Appendix 5: Security Department Contact).

- 5- Ground Handling and Air Cargo Services Economic Regulations (2023)

<https://www.gaca.gov.sa/rules-and-regulations-category/economics/regulations-and-guidelines/economic-regulations-ground-handling-and-air-cargo-services>

- 6- The Airport Performance Monitoring Framework and the associated Requirements which are given effect through Article 11 of the Economic Regulations – Airports (2023).

<https://www.gaca.gov.sa/-/media/Files/PDF/LawsAndRegulation/Economics/Economic-Regulations-Airports-EN.pdf>

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APPENDIX 5

Contact details

If you need assistance or have questions about the Terms of Service or general information, please contact the Aeronautical Portfolio Management Department.

Department	Purposes	Email Address
Aero Commercial Aeronautical Portfolio Management Director	For generic information	aeroconcession@DammamAirports.sa

For each specific department inquiry, please see the list provided below.

Department	Purposes	Email Address
Finance Accountants	Airport charges and financial services	KFFIN-Rev@DammamAirports.sa
Airport Duty Manager	Airfield & Terminal Services	adm@DammamAirports.sa
Operation Terminal	Terminal Services	ops@DammamAirports.sa
Operation Airfield	Airfield Services	aoc@DammamAirports.sa
Fire & Rescue	Fire & Rescue Service	FRS-DACO@DammamAirports.sa
Health, Safety Security, & Environment Department	Aerodrome Safety	safety.daco@DammamAirports.sa
Health, Safety Security, & Environment Department	Airport Security Pass, NCASP, and any Security Concerns	Security-inspectors@DammamAirports.sa

KFIA Emergency Contacts:

Emergency	Fire & Medical	+966 13 883 8499
Operation Dept.	Airside Control	+966 13 883 5555
Operation Dept.	Terminal Control	+966 13 883 4444

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APPENDIX 6

Required texts

For PASSENGER flight operations, the following messages shall be provided:

ACRONYM	TYPE OF MESSAGE
LDM	LOAD MESSAGE
MVT	AIRCRAFT MOVEMENT MESSAGE
SLS	STATISTICAL LOAD SUMMARY
PTM	PASSENGER TRANSFER MESSAGE
PSM	PASSENGER SERVICE MESSAGE
PRL	PASSENGER RECONCILIATION LIST
ICL	INBOUND CONNECTION LIST
FFM	FREIGHT FORWARDING MESSAGE
CPM	CARGO PALLET MESSAGE

For CARGO flights operations, the following messages shall be provided:

LDM	LOAD MESSAGE
MVT	AIRCRAFT MOVEMENT MESSAGE
SLS	STATISTICAL LOAD SUMMARY
FFM	FREIGHT FORWARDING MESSAGE
CPM	CARGO PALLET MESSAGE

a. DAMMAM AIRPORTS IT systems recognize and strictly apply the following IATA standards:

- Standards for Message Formats IATA AHM 710.
- Standards for Message Corrections IATA AHM 711.
- Airport Codes IATA AHM 010.
- Delay Information Codes IATA AHM 730/731.
- Interline Baggage Tag Form IATA RES 740

b. The data should be sent:

- Via SITA message to DMM **JEDITCR** and **DMMOPXH** and **RUHOPXH**
- Via email to jeditcr@gaca.gov.sa.mconnect.aero

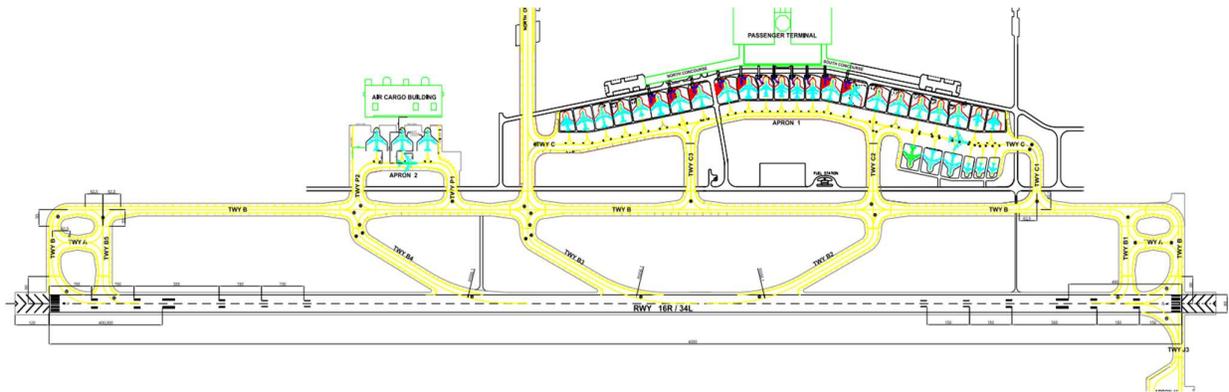
Please note that the address above should only be used for the communication of automated operational messages following the standard IATA format.

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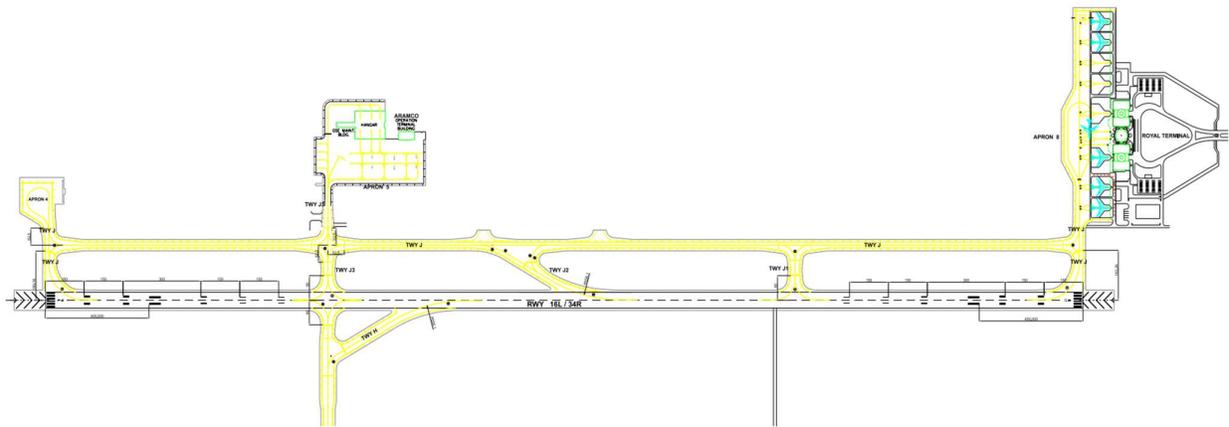
APPENDIX 7

Drawings

KFIA AIRFIELD MARKINGS, RUNWAYS, TAXIWAYS & APRONS



EAST RUNWAY



WEST RUNWAY

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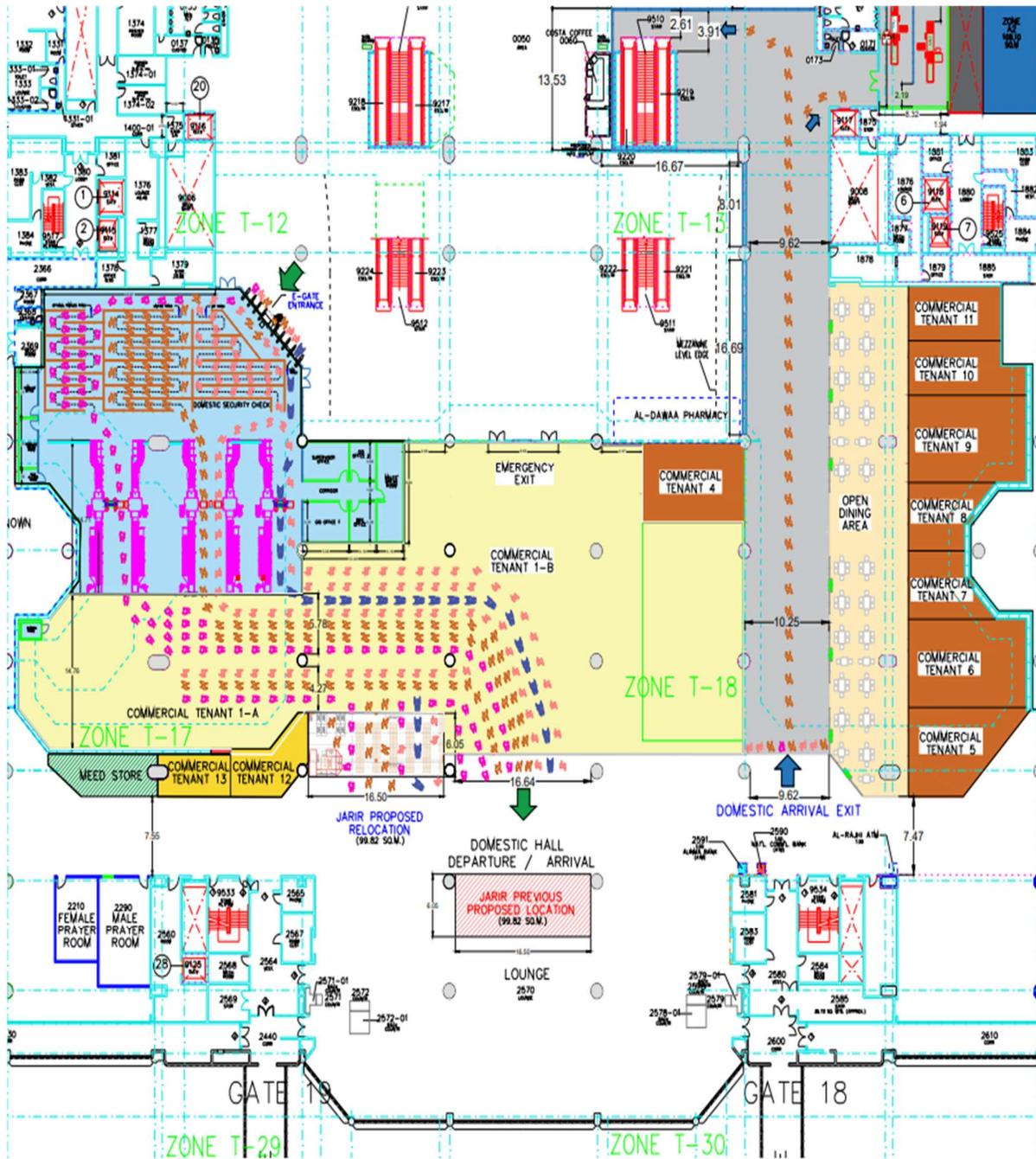
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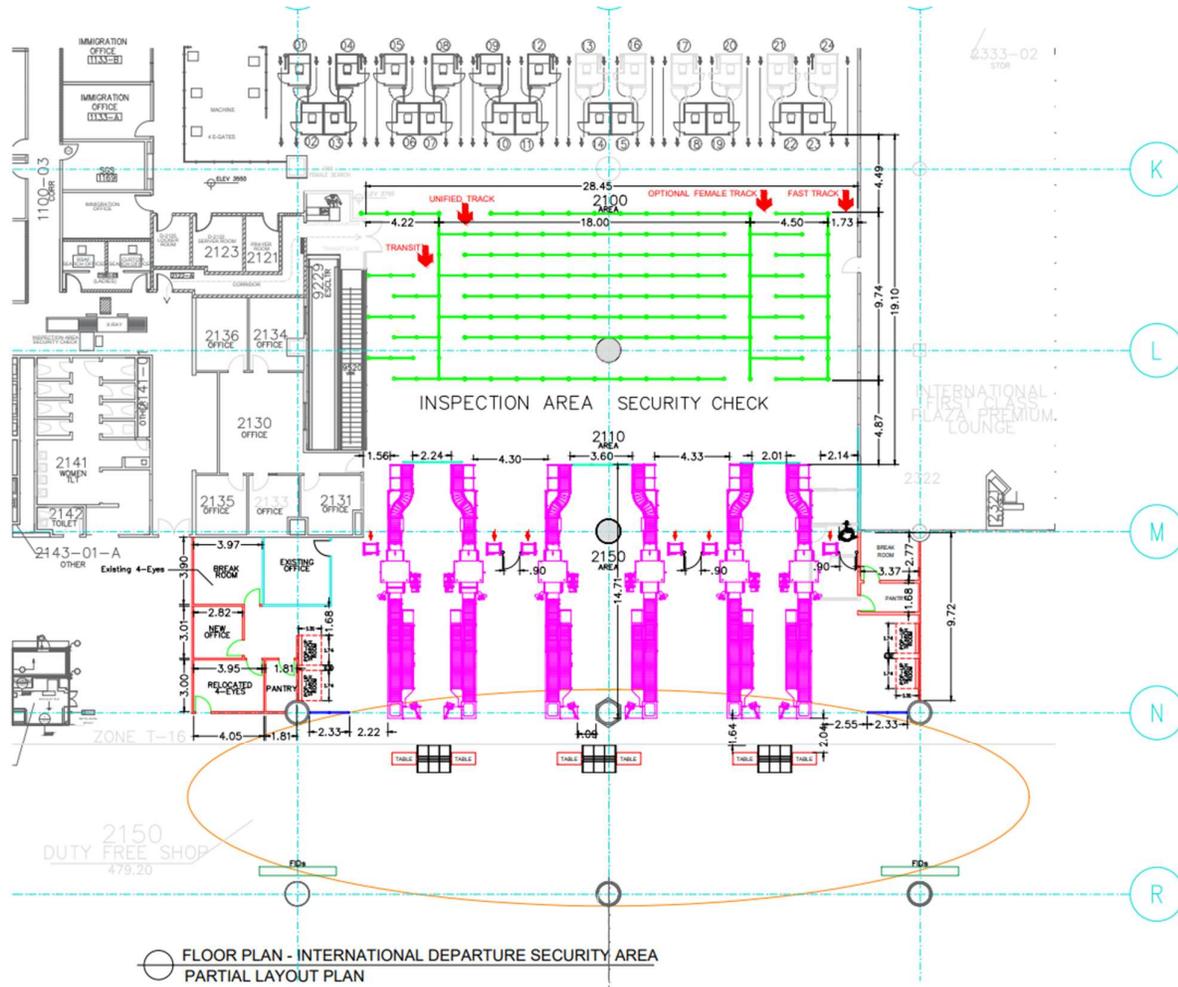


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INTERNATIONAL PLAN - DEPARTURE AREA

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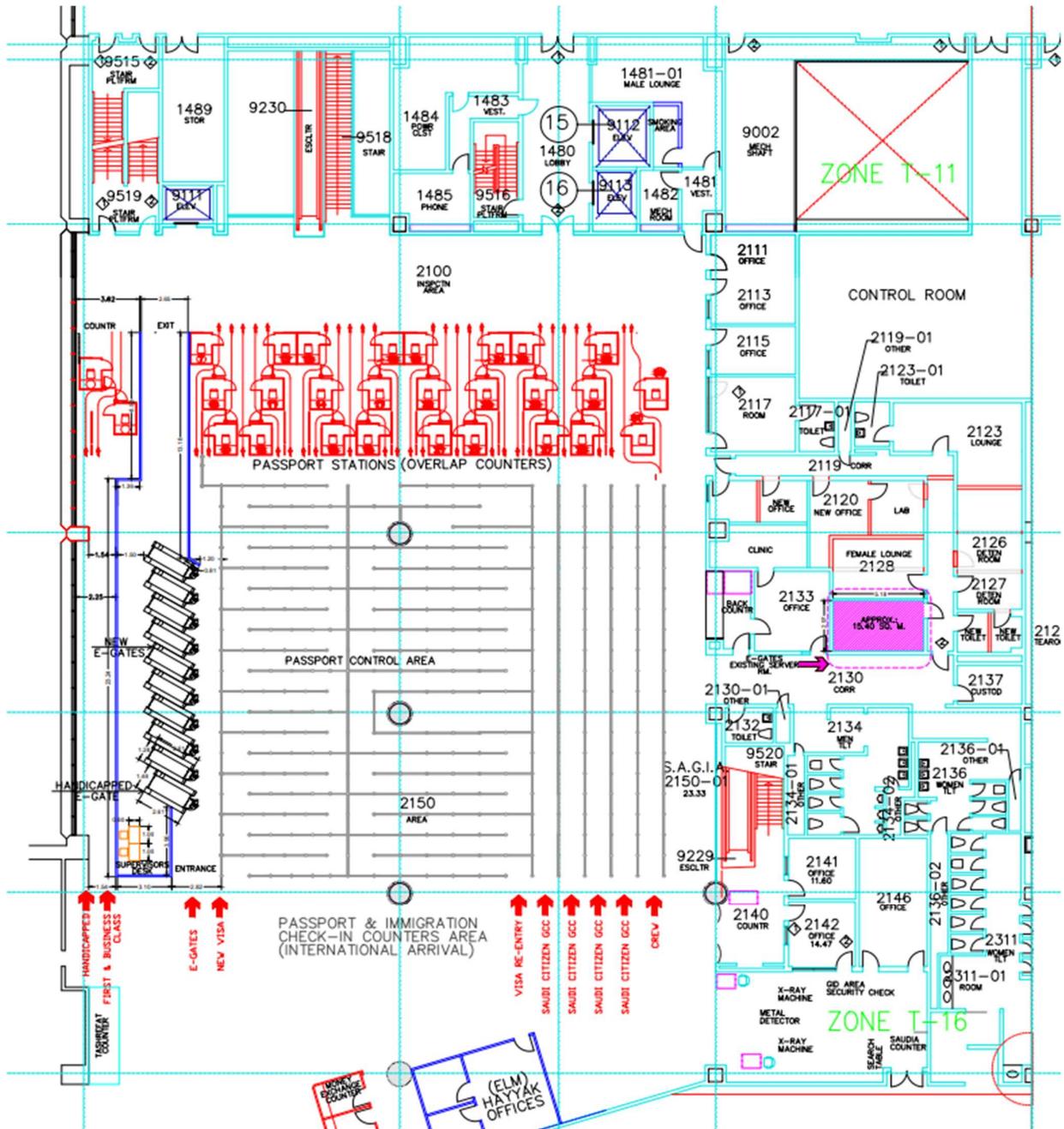
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E-GATES BOARDING LEVEL

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Appendix 8

PENALTY SCHEME (All penalties are in SAR)

1) SAFETY AND SECURITY VIOLATION

VIOLATION	PENALTY			NOTE
	1 st Violation	2 nd Violation	3 rd Violation	
Staff of Airport User and Airport Service Provider causing accident by negligence or misconduct.	2,000	4,000	8,000	
Non-compliance with general safety requirements on the airfield by the Airport User's and Airport Service Provider's staff.	1,000	2,000	4,000	
Traffic violation at the aerodrome by the staff of the Airport User and Airport Service Provider.	1,000	2,000	4,000	
Disconnecting or removing automatic fire suppression systems without prior permission or not reconnecting those systems after completion of work.	1,000	2,000	4,000	
Installation of fire protection systems or equipment not approved by the Airport, Safety, and Fire Department	1,000	2,000	4,000	
Changing or tampering with fire extinguishers, fire protection equipment, and medical equipment and causing damage to them or their protection cabinets.	1,000	2,000	4,000	
Airport User's and Airport Service Provider's staff blocking or obstructing emergency exits, corridors, emergency lighting, as well as safety systems and directional signs.	1,000	2,000	4,000	

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2) SLOT ADHERENCE VIOLATIONS

VIOLATION	PENALTY		NOTE
	1 st Violation	2 nd Violation	
On-time performance of departure/arrival aircraft being within 15-mins of STD/STA – Failure to compliance of the Scheduled time.	Warning by the Operator and Corrective Action by the Airport User	Financial penalty not exceeding SAR10,000 per slot and/or loss of historic slot rights as per as the Slot Performance Committee decision.	

3) OPERATIONAL VIOLATIONS

VIOLATION	PENALTY			NOTE
	1 st Violation	2 nd Violation	3 rd Violation	
Not complying with Dammam Airports' Baggage Acceptance Policy and causing damage to Baggage Handling System.	2,000	4,000	8,000	
Check In Counter usage violation by Airport User and Airport Service Provider staff.	2,000	4,000	8,000	The penalty applies each time this violation occurs.
Staff of Airport User and Airport Service Provider using emergency exit doors (designated for emergencies only) as an entrance	1,000	1,500	3,000	
Noncompliance or breaching any Dammam Airports document listed in Point 3.2 of this COU document.	3,000	5,000	10,000	In case the document already defines the penalty for breaching its provision then only the penalty in the document applies.
Non-compliance with instructions / urgent notifications from Dammam Airports	1,000	1,500	3,000	
The Airport User and Airport Service Provider's vehicle or equipment, including GSE, is parked or kept outside of designated areas.	2,000	4,000	8,000	The penalty applies for each vehicle/equipment that is under violation.
Unauthorized access by the staff of the Airport User and Airport Service Provider to restricted area.	3,000	5,000	8,000	

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The Airport User working / using non- approved Airport services provider	SAR 100,000 and shall stop working / using the non-approved Airport Service Provider immediately after receiving written notice from Dammam Airports	
Not using installed serviceable GPU/PCA unit at the PBB.	500	In addition to the penalty, the Airport Service Provider operating the PBB shall reimburse Dammam Airports for the lost revenue resulted from not using available GPU or PCA.

4) QUALITY OF SERVICE VIOLATIONS

VIOLATION	PENALTY			NOTE
	1 st Violation	2 nd Violation	3 rd Violation	
Failing to meet KFIA Operational KPI in Appendix2 -if applicable-*	1,500	2,000	4,000	This penalty applies for each KPI separately. It is measured monthly.
Failing to provide and arrange for passenger assistance when flights are interrupted, delayed or cancelled which such assistance includes but not limited to: 1. Issuing meal vouchers· 2. Making alternative arrangements including the re-booking of flights 3. Transportation· 4. Hotel accommodation·	2,000	4,000	8,000	

*The penalty shall be imposed only if the respective KPI deemed applicable. In this context, applicability refers to the actual restrictions to implement the respective KPI, including airport infrastructure, safety and security requirements.

5) DATA PROVISION VIOLATIONS

VIOLATION	PENALTY			NOTE
	1 st Violation	2 nd Violation	3 rd Violation	
Failing to provide the required messages as per Appendix 6 of this COU document.	1,000	2,000	3,000	For each missing message
Providing inaccurate or incomplete data in messages	1,000	2,000	3,000	For each violation
Failing to provide data or information on request by Dammam Airports, if mandatory by law, regulations or contractual obligation.	2,000	4,000	8,000	For each violation

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Failing to provide required data/information for data verification (point 11.2 of this COU).	Dammam Airports shall be entitled to assess the charges payable by the Airport User by reference to the maximum passenger capacity of the aircraft, the Maximum Take Off Weight (MTOW) and the maximum NOx emissions level of the aircraft type	
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6) AIRPORT FACILITY USE VIOLATIONS

VIOLATION	PENALTY			NOTE
	1 st Violation	2 nd Violation	3 rd Violation	
Causing damage to Dammam Airports property by negligence or misconduct of the Airport User's and Airport Service Provider's staff.	1,000	2,000	4,000	Cost of damage must be borne by the Airport User and Airport Service Provider whose staff acting by negligence or by misconduct.
Airport User's and Airport Service Provider's staff tampering with or misusing utility or equipment that is the property of Dammam Airports.	2,000	3,000	5,000	
Implementing or commissioning any work without coordination and approval of Dammam Airports which may affect/interrupt the operation at and around Airport.	5,000	7,500	10,000	In case of such implementation, installation, work harms the reputation or the brand of Dammam Airports the penalty is SAR 50,000.
Breach of Point 14 and 15 of this COU by the Airport User and The Airport Service Provider.	20,000	30,000	50,000	

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Appendix 9

Extra Check In Counter Request Form

Flight No.	
Flight Time & Date (STD)	
Airlines Name	
Planned (Allocated) Counters	
Total of Additional counters Requested	
Additional counter No.	

Requester		Dammam Airports ADM Approval	
Airline Representative Name		Name	
Date		Date	
Time		Time	
Signature		Signature	

Associated cost will be charged to the Airport User per requested counter.

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