

Ground Handling Services provided by Airport Apron Supervisors at Novosibirsk Airport

Office support	<p><u>Before flight arrival:</u></p> <ul style="list-style-type: none"> - getting information from the Airline/Operator, printing out, delivery to the aircraft for crew: flight plan, NOTAM, meteorological information and other documents. <p><u>After flight departure:</u></p> <ul style="list-style-type: none"> - sending out the relevant messages according to the Airline's/Operator's requirements; - formation of the report depending on the Airline's/Operator's requirements; - formation of the documents package required for keeping (Station file).
Support at the apron	<ul style="list-style-type: none"> - communication with airport Flight Control Center in case of any irregularities in flight operations including informing about planned time of arrival/departure, etc.; - communication with airport's passenger handling service in terms of disembarkation/boarding, passing relevant documents to border and customs control services (loadsheets, declarations, passenger lists, baggage manifest, etc.) on behalf of flight crew; - passing documents to the flight crew – briefing, meteorological information, communication with airport services in respect of refueling; - request of ground handling services on behalf of flight crew (toilets treatment, water replenishing, cleaning, etc.); - communication with the airport's services, border and customs control services in terms of provision of the loadsheet and required documents; - control of the passenger boarding; - provision of assistance to crew when passing through border and customs control procedures.
Additional services	<ul style="list-style-type: none"> - provision of transfer for crew; - provision of catering on request of Airline/Operator/Customer; - provision of hotel accommodation for crew on request of Airline/Operator and relevant corrections in case of flight delays; - booking of transfer from the airport to Novosibirsk city and other agreed places (provided the preliminary request service request is sent from the Airline/Operator/Customer); - provision of catering services for VIP passengers and crew (including special types of meals).