



Director General of Civil Aviation Authority of Kosovo,

Pursuant to Articles 15.1(f), 21.2 and 69, of Law No. 03/L- 051 on Civil Aviation,

Having regard to UNMIK's signature of the Multilateral Agreement on the Establishment of a European Common Aviation Area ("the ECAA Agreement") on behalf of Kosovo, and the provisional entry into force of the ECAA Agreement for Kosovo on 10 October 2006,

Whereas, the Republic of Kosovo has undertaken the international obligations of Kosovo, including those concluded on her behalf by UNMIK,

For the purpose of setting out the rules and procedures governing access to the groundhandling market at civil aviation airports in the Republic of Kosovo in accordance with the Multilateral Agreement on a European Common Aviation Area and its requirement that Council Directive 96/67/EC on access to the groundhandling market shall be made part of the internal legal order of the Republic of Kosovo,

Hereby issues the following:

**REGULATION No. 4/2011 ON
ACCESS TO THE GROUNDHANDLING MARKET**

**Article 1
Scope**

1.1 This Regulation applies to any airport located in the territory of the Republic of Kosovo, subject to the provisions of the ECAA Agreement, which is open to commercial traffic in the following circumstances:

- (a) The provisions of Article 6.1 relating to categories of groundhandling services listed in the Annex, other than those referred to in Article 6.2, shall apply to any airport regardless of its volume of traffic.
- (b) The provisions relating to the categories of groundhandling services referred to in Article 6.2 shall apply to airports whose annual traffic is not less than 1 million passenger movements or 25 000 tonnes of freight.

1.2 Without prejudice to paragraph 1, the provisions relating to the categories of groundhandling services referred to in Article 7 shall apply to any airport located in the territory of the Republic of Kosovo, subject to the provisions of the ECAA Agreement, which is open to commercial traffic, whose annual traffic is not less than 2 million passenger movements or 50. 000 tonnes of freight.

1.3 Where an airport reaches one of the freight traffic thresholds referred to in this Article without reaching the corresponding passenger movement threshold, the provisions of this Regulation shall not apply to categories of groundhandling services reserved exclusively for passengers.

1.4 Groundhandling services listed in the Annex of this Regulation may be provided by:

- (a) managing body of an airport,
- (b) airport users (self-handling),
- (c) suppliers of groundhandling services

1.5 The Republic of Kosovo shall publish, for information, in the most appropriate manner, a list of airports referred to in this Article in accordance with the Law on Civil Aviation. The list shall first be published within three months following the entry into force of this Regulation, and thereafter annually. CAA shall, before 1 July of each year, forward to the Commission the data used to compile the list.

Article 2 **Definitions**

For the purposes of this Regulation:

“airport” means any area of land especially adapted for the landing, taking-off and manoeuvres of aircraft, including the ancillary installations which these operations may involve for the requirements of aircraft traffic and services including the installations needed to assist commercial air services;

“airport system” means two or more airports grouped together to serve the same city or conurbation, as referred to in Council Regulation No. 1008/2008 of 24 September 2008, on common rules for air services in the Community and Regulation No. 2010/01 of the Ministry of Transport and Post-Telecommunication of the Republic of Kosovo;

“managing body of the airport” means a body which, in conjunction with other activities or not as the case may be, has as its objective under the Republic of Kosovo

law or regulation the administration and management of the airport infrastructures, and the coordination and control of the activities of the different operators present in the airport or airport system concerned;

“airport user” means any natural or legal person responsible for the carriage of passengers, mail and/or freight by air from, or to the airport in question;

“groundhandling” means the services provided to airport users at airports as described in the Annex to this Regulation;

“self-handling” means a situation in which an airport user directly provides for himself one or more categories of groundhandling services and concludes no contract of any description with a third party for the provision of such services; for the purposes of this definition, among themselves airport users shall not be deemed to be third parties where:

- one holds a majority holding in the other; or
- a single body has a majority holding in each;

“supplier of groundhandling services” means any natural or legal person supplying third parties with one or more categories of groundhandling services;

“CAA” means the Civil Aviation Authority of the Republic of Kosovo;

“ECAA or ECAA Agreement” means the European Common Aviation Area or the agreement establishing the ECAA which includes the Main Agreement, its Annexes and Protocols;

“Joint Committee of ECAA” means the committee established under Article 18 of the ECAA Agreement

“Commission” means the European Commission.

Article 3 **Managing body of an airport**

3.1 Where an airport or airport system is managed and operated not by a single body but by several separate bodies, each of these bodies shall be considered part of the managing body of an airport for the purposes of this Regulation.

3.2 Similarly, where only a single managing body is set up for several airports or airport systems, each of those airports or airport systems shall be considered separately for the purposes of this Regulation.

3.3 If the managing bodies of airports are subject to the supervision or control of a public authority of the Republic of Kosovo, that authority shall be obliged, in the

context of the legal obligations devolving upon it, to ensure that this Regulation is applied.

Article 4 Separation of accounts

4.1 Where the managing body of an airport, the airport user or the supplier of groundhandling services provide groundhandling services, they must rigorously separate the accounts of their groundhandling activities from the accounts of their other activities, in accordance with current commercial practice.

4.2 Annual financial report of the independent auditor must state his/her remarks on whether the separation of accounts mentioned in paragraph 1 was carried out and, in cases where the governing body of the airport provides ground services, there are no financial flows between the activities of groundhandling services and its other functions.

4.3 Separation of accounts in paragraph 1 includes the separation of revenues and expenses related to the provided groundhandling services from revenues and expenses of other activities.

4.4 Report of the auditor under paragraph 2 shall be submitted to CAA no later than six months after the end of the previous financial year.

4.5 CAA might choose to engage its own independent auditor for the purpose of ensuring compliance with this Article.

Article 5 Airport Users' Committee

5.1 CAA shall ensure that, for each of the airports concerned, a committee of representatives of airport users or organizations representing airport users is set up.

5.2 All airport users shall have the right to be on this committee, or, if they so wish, to be represented on it by an organization appointed to that effect.

Article 6 Self-handling

6.1 CAA shall take the necessary measures in accordance with the arrangements laid down in Article 1 to ensure the freedom to self-handle.

6.2 The managing body of an airport may apply in writing to CAA to limit the number of approved self-handlers at an airport or part of an airport to such number

as requested in the application, being not less than 2, and provided they are chosen on the basis of relevant, objective, transparent and non-discriminatory criteria, for any or all of the following categories of groundhandling services:

- baggage handling,
- ramp handling,
- fuel and oil handling,
- freight and mail handling as regards the physical handling of freight and mail, whether incoming, outgoing or being transferred, between the air terminal and the aircraft,

The written application from the managing body of the airport should contain justifications for the limitations proposed.

6.3 Pursuant to an application under paragraph 2, the CAA, in consultation with the Airport Users' Committee, may limit the number of approved self-handlers at an airport to such number as deemed fit, however, such number may not be less than 2 and shall specify:

- (i) the airport and, where appropriate, the part of the airport to which it applies,
- (ii) the category of service to which it relates,
- (iii) the number of self-handlers of groundhandling services authorized to supply such services, and
- (iv) the period for which it shall apply.

6.4 Where the number of airport users wishing to self-handle is limited pursuant to paragraph 3 of this Article, the self-handling for the relevant categories shall be allowed in accordance with Article 11 of this Regulation, to those airport users who have carried the most passengers during the preceding calendar year to/from the airport on which they wish to self-handle.

Article 7

Groundhandling for third parties

7.1 CAA shall take the necessary measures in accordance with the arrangements laid down in Article 1 to ensure free access by suppliers of groundhandling services to the market for the provision of groundhandling services to third parties. The approval of suppliers of groundhandling shall be granted by the CAA pursuant to Article 11 of this Regulation.

7.2 CAA shall have the right to require that suppliers of groundhandling services are established within the European Common Aviation Area.

7.3 The managing body of an airport may apply in writing to the CAA to limit the number of approved suppliers at an airport or part of an airport to such number as requested in the application, being not less than 2 for any or all of the following categories of groundhandling services:

- baggage handling,
- ramp handling,
- fuel and oil handling,
- freight and mail handling as regards the physical handling of freight and mail, whether incoming, outgoing or being transferred between the air terminal and the aircraft.

The written application from the managing body of the airport should contain justifications for the limitations proposed.

7.4 Moreover, at least one of the approved suppliers may not be directly or indirectly controlled by:

- the managing body of the airport,
- any airport user who has carried more than 25 % of the passengers or freight recorded at the airport during the year preceding that in which those suppliers were selected,
- a body controlling or controlled directly or indirectly by that managing body or any such user.

7.5 Pursuant to an application under paragraph 3, the CAA, in consultation with the Airport Users' Committee, may limit the number of approved suppliers at the airport to such number as deemed fit, however, this number may not be less than 2 and shall specify:

- (i) the airport and, where appropriate, the part of the airport to which it applies,
- (ii) the category of service to which it relates,
- (iii) the number of suppliers of groundhandling services authorized to supply such services, and
- (iv) the period for which it shall apply.

7.6 Where pursuant to paragraph 5, CAA restricts the number of authorized suppliers, CAA may not prevent an airport user, whatever part of the airport is allocated to him, from having, in respect of each category of groundhandling service subject to restriction, an effective choice between at least two suppliers of groundhandling services, under the conditions laid down in paragraph 3 and paragraph 4.

7.7 In cases when certain services are subcontracted to another third-party supplier, the supplier of such services must also be approved by the CAA.

Article 8

Centralized infrastructures

8.1 Notwithstanding the application of Articles 6 and 7, the CAA, in consultation with the Airport Users' Committee, may reserve for the managing body of the airport or for another body the management of the centralized infrastructures used for the supply of groundhandling services whose complexity, cost or environmental impact does not allow of division or duplication, such as baggage sorting, de-icing, water purification and fuel-distribution systems. They may make it compulsory for suppliers of groundhandling services and self-handling airport users to use these infrastructures.

8.2 CAA shall ensure that the management of these infrastructures is transparent, objective and non-discriminatory and, in particular, that it does not hinder the access of suppliers of groundhandling services or self-handling airport users within the limits provided for in this Regulation.

Article 9

Exemptions

9.1 Where at an airport, specific constraints of available space or capacity, arising in particular from congestion and area utilization rate, make it impossible to open up the market and/or implement self-handling to the degree provided for in this Regulation, the CAA, in consultation with the Airport Users' Committee, may decide:

- (a) to limit the number of suppliers for one or more categories of groundhandling services other than those referred to in Article 7.3 in all or part of the airport; in this case the provisions of Article 7.3 and 7.4 shall apply;
- (b) to reserve to a single supplier one or more of the categories of groundhandling services referred to in Article 7.3;
- (c) to reserve self-handling to a limited number of airport users for categories of groundhandling services other than those referred to in Article 6.2, provided that those users are chosen on the basis of relevant, objective, transparent and non-discriminatory criteria;
- (d) to ban self-handling or to restrict it to a single airport user for the categories of groundhandling services referred to in Article 6.2.

9.2 All exemptions decided pursuant to paragraph 1 must:

- (a) Specify the category or categories of groundhandling services for which the exemption is granted and the specific constraints of available space or capacity which justify it;
- (b) be accompanied by a plan of appropriate measures to overcome the constraints.

Moreover, exemptions must not:

- (i) unduly prejudice the aims of this Regulation;
- (ii) give rise to distortions of competition between suppliers of groundhandling services and/or self-handling airport users;
- (iii) extend further than necessary.

9.3 CAA shall inform the European Commission three months before the entry into force of any exemptions it proposes to grant on the basis of paragraph 1. After considering the justification for the exemption and in consultation with CAA, the European Commission within three months upon receiving information from the CAA, may approve the exemption or oppose it or it may also require CAA to amend the extent of the exemption or restrict it to those parts of an airport where the alleged constraints have been proved to exist.

9.4 The managing body of the airport shall be informed about the decision from paragraph 1 and the decision will also be published on the airport concerned website and shall be available to all interested suppliers of groundhandling services and airport users.

9.5 Exemptions granted by CAA pursuant to paragraph 1 may not exceed duration of three years except for exemptions granted under point (b). Not later than three months before the end of that period, CAA must take a new decision on any request for exemption, which will also be subject to the procedure laid down in this Article.

9.6 Exemptions under paragraph 1(b) may not exceed duration of two years. However, CAA may, on the basis of the provisions of paragraph 1, request that this period be extended by a single period of two years. The Commission, assisted by the Committee referred to in Article 10, shall decide on such request.

Article 10

Advisory Committee

10.1 The Commission is assisted by an advisory committee which is composed by the representatives of the EU Member States and the Commission representative.

10.2 The Commission will be advised by the committee referred to in paragraph 1 on the application of Article 9.

10.3 The committee may furthermore be consulted on any other matter concerning the application of this Regulation.

10.4 CAA shall be consulted by the Commission and be given the opportunity to provide their advice or opinion on any matter concerning the application of the present Regulation.

10.5 Where reference is made to this Article, Articles 3, 7 and 8 of Decision 1999/468/EC as amended by the Council Decision 2006/512¹ shall apply.

Article 11 **Approval**

11.1 For the categories of groundhandling services where the number of suppliers is not limited, as well as for self-handling in accordance with Article 6 of this Regulation, each supplier of groundhandling services and each self-handler (each henceforth referred to as the “applicant”) shall apply in writing to the CAA for approval prior to engaging in groundhandling activities at an airport.

11.2 The CAA shall grant an approval under this Regulation where the applicant:

(a) is competent, in respect of experience, financial resources, equipment, organisation, staffing, maintenance and operating procedures to ensure the security and safety of installations, of aircraft, of equipment and of persons, and

(b) is adequately insured to cover liability in respect of employees, passengers, luggage, cargo, mail and third parties.

11.3 The CAA shall specify criteria from paragraph 2 of this Article pertaining to airports which fall under the scope of this Regulation, no later than three months after entering into force of this Regulation. These criteria shall be made public.

11.4 The CAA shall continuously monitor and if necessary, withdraw an approval granted under this Regulation when the holder fails to satisfy any of the conditions referred to in paragraph 2.

11.5 Whenever the CAA decides to withhold or withdraw an approval granted under this Regulation, the grounds for such withdrawal or withhold shall be notified

¹ Council Decision 2006/512 of 17 July 2006 amending Decision 1999/468/EC of 28 June 1999 laying down the procedures for the exercise of implementing powers conferred on the Commission.

in writing to the supplier of groundhandling services or self-handler concerned and to the managing body of the relevant airport.

11.6 By derogation from paragraph 1, where the managing body of an airport is providing groundhandling services for third parties at the time of entering into force of this Regulation, it shall be deemed to be an approved supplier for the entire range of groundhandling services in which it is engaged at that time at that airport for the period not exceeding one calendar year after the entry into force of this Regulation.

11.7 CAA shall specify in accordance with Article 25.1 (a) of the Law No. 03/L-051 on Civil Aviation and the secondary legislation on the fees and charges levied by the CAA, the scale of fees charged in connection with any approval granted under this Regulation.

Article 12

Selection of suppliers

12.1 CAA shall take the necessary measures for the organization of a selection procedure for suppliers authorized to provide groundhandling services at an airport where their number is limited in the cases provided for in Article 7.3, or Article 9.

12.2 Any supplier of groundhandling services lawfully registered for provision of groundhandling services and having official business address on the territory of the Contracting Parties to the ECAA Agreement may apply.

12.3 The selection procedure must comply with the following principles:

(a) An invitation to tender must be launched and published in accordance with the applicable law in the Republic of Kosovo.

(b) Suppliers of groundhandling services shall be chosen:

(i) following consultation with the Airport Users' Committee by the managing body of the airport, provided the latter:

- does not provide similar groundhandling services; and
- has no direct or indirect control over any undertaking which provides such services; and
- has no involvement in any such undertaking;

(ii) in all other cases by CAA, which shall first consult the Airport Users' Committee and the respective managing body.

(c) Suppliers of groundhandling services shall be selected for a period of up to seven years.

- (d) Where a supplier of groundhandling services ceases his activity before the end of the period for which he was selected, he shall be replaced on the basis of the same procedure.

12.4 The criteria for selection shall be relevant, objective, transparent and non-discriminatory and shall, *inter alia*, include standard and technical specifications established for the respective airport in consultation with the Airport User's Committee.

12.5 After defining the criteria for selection, an invitation to tender shall be publicly announced indicating at least:

- (a) category of the ground-handling services for which the tender is announced,
- (b) conditions to be met by the supplier of groundhandling services, relating to:
- satisfactory experience,
 - sound financial situation,
 - proper organizational structure,
 - sufficient civil liability insurance cover,
 - to the security and safety of installations, of aircraft, of equipment and of persons,
- (c) duration of the contract for which groundhandling service provider is chosen,
- (d) criteria for selection,
- (e) deadline for submission of applications for participation in the tender,
- (f) deadline for reaching the final decision on selection , and
- (g) right of appeal.

12.6 Where the number of suppliers of groundhandling services is limited in accordance with Article 7.3 or Article 9, the managing body of the airport may itself provide groundhandling services without being subject to the selection procedure laid down in this Article. Similarly, the managing body of an airport may, without submitting it to the foregoing procedure, authorize an undertaking to provide groundhandling services at that airport :

- if it holds under control that undertaking directly or indirectly; or
- if the undertaking holds the airport under control directly or indirectly.

12.7 The managing body of the airport shall inform the Airport Users' Committee of the decisions taken under this Article.

Article 13

Consultations

CAA shall see to it that a compulsory consultation procedure relating to the application of this Regulation is organized between the managing body of the airport, the Airport Users' Committee and the undertakings providing groundhandling services. This consultation shall cover, *inter alia*, the price of those groundhandling services for which an exemption has been granted pursuant to Article 9.1(b) and the organization of the provision of those services. Such consultation shall be organized at least once a year.

Article 14

Rules of conduct

CAA may, where appropriate on a proposal from the managing body of the airport:

- prohibit a supplier of groundhandling services or an airport user from supplying groundhandling services or self-handling, if that supplier or user fails to comply with the rules imposed upon him to ensure the proper functioning of the airport;

Those rules must comply with the following principles:

- (a) they must be applied in a non-discriminatory manner to the various suppliers of groundhandling services and airport users;
- (b) they must relate to the intended objective;
- (c) they may not, in practice, reduce market access or the freedom to self-handle to a level below that provided for in this Regulation;

- in particular require suppliers of groundhandling services at an airport to participate in a fair and non-discriminatory manner in carrying out the public service obligations laid down in laws and rules of the Republic of Kosovo, including the obligation to ensure continuous service.

Article 15

Access to installations

15.1 CAA shall take the necessary measures to ensure that suppliers of groundhandling services and airport users wishing to self-handle have access to airport installations to the extent necessary for them to carry out their activities. If the managing body of the airport or, where appropriate, the public authority or any

other body which controls it places conditions upon such access, those conditions must be relevant, objective, transparent and non-discriminatory.

15.2 The space available for groundhandling at an airport must be divided among the various suppliers of groundhandling services and self-handling airport users, including new entrants in the field, to the extent necessary for the exercise of their rights and to allow effective and fair competition, on the basis of the relevant, objective, transparent and non-discriminatory rules and criteria.

15.3 Where access to airport installations gives rise to the collection of a fee, the latter shall be approved by CAA in consultation with the Airport Users' Committee. Any such fee shall be cost-related and based on relevant, objective, transparent and non-discriminatory criteria.

Article 16

Safety and security

The provisions of this Regulation in no way affect the rights and obligations in respect of law and order, safety and security at airports.

Article 17

Social and environmental protection

Without prejudice to the application of this Regulation, and subject to the other provisions of the ECAA Agreement, CAA or another competent authority in Republic of Kosovo may take necessary measures to ensure protection of the rights of workers and respect for the environment.

Article 18

Penalties

Penalties for failure to comply with this Regulation will be regulated by the Punitive Provisions set forth under Title IV of the Law No. 03/L-051 on Civil Aviation.

Article 19

Reciprocity

19.1 Without prejudice to the international commitments stemming from the ECAA Agreement, whenever it appears that a third country, with respect to access to the groundhandling or self-handling market:

- (a) does not, *de jure* or *de facto*, grant suppliers of groundhandling services and self-handling airport users from the Republic of Kosovo treatment comparable to that granted by the Republic of Kosovo to suppliers of groundhandling services and self-handling airport users from that country; or
- (b) does not, *de jure* or *de facto*, grant suppliers of groundhandling services and self-handling airport users from the Republic of Kosovo national treatment; or
- (c) grants suppliers of groundhandling services and self-handling airport users from other third countries more favourable treatment than suppliers of groundhandling services and self-handling airport users from the Republic of Kosovo;

CAA may wholly or partially suspend the obligations arising from this Regulation in respect of suppliers of groundhandling services and airport users from that third country, in accordance with the ECAA Agreement.

19.2 CAA shall inform the Joint Committee of any withdrawal or suspension of rights or obligations taken pursuant to this Article.

Article 20

Right of appeal

20.1 Any decision or individual measure taken pursuant to Article 6.2 and Articles 11 to 15 of this Regulation shall be taken in full compliance with, and subject to the rights and obligations of the parties involved, to the respective provisions of the general applicable law.

20.2 An administrative appeal may be initiated with the Appeals Commission of CAA ("the Appeals Commission") against the final decision and or individual measure taken by the managing body of an airport or for inaction or silence to issue a decision or individual measure pursuant to paragraph 1 of this Article, by following this course of action:

- a) The appeal shall be filed within 30 calendar days following the date on which the challenged decision or individual measure has been taken or within 60 days when the issuance of a decision or individual measure has been unlawfully rejected.

- b) Where, pursuant to point (a) the Appeals Commission receives an appeal it shall request the managing body of an airport to submit within 10 calendar days its response in connection with the filed appeal,
- c) Response received from the managing body of an airport in accordance with point (b) above shall be forwarded to the appellant without delay, prompting the latter to provide his/her response to such a submission within 10 calendar days.
- d) Before taking final decision on an appeal, the Appeals Commission may seek from the appellant, the managing body or any other person involved, such further information which it deems necessary to enable it to decide on the appeal.
- e) When all legally required conditions prescribed by the applicable law are fulfilled, including the conditions referred to above under (a), (b) (c) and (d), the Appeals Commission shall review an appeal and may take any of the following decision:
 - i. to confirm the validity of the decision or individual measure and reject the appeal;
 - ii. to abolish/revoke the decision or individual measure and endorse the appeal;
 - iii. to modify the decision or individual measure by partially endorsing the appeal;
 - iv. to instruct the managing body of an airport to issue a decision or individual measure when its issuance has been unlawfully rejected.
- f) The Appeals Commission shall notify the appellant and the managing body of an airport or any person of the final decision taken pursuant to point (e) and the act rationale thereof;
- g) Any final decision or an individual measure taken by the managing body of an airport pursuant to paragraph 1 of this Article against which an appeal has been filed with the Appeals Commission, may not be implemented before the final decision of the latter has been taken, unless otherwise specified by the general applicable law.
- h) The decision of the Appeals Commission on an appeal shall be taken within 30 calendar days from the day of submission of the administrative appeal under point (a) or within 15 calendar days following the day on which the managing body of an airport decided to not endorse the request for review or redress of its decision or individual measure.

i) The decision from point (i) of the Appeals Commission on the appeal shall be final and may not be further appealed, save the right of the interested parties to file a request for starting an administrative conflict before the competent court.

j) The final decision, against which a request for administrative conflict has been filed with the competent court is effective and may be implemented within 15 days from the day of entry into effect, unless otherwise specified by the general applicable law.

20.3 A request for review or redress of any decision and or individual measure taken by the CAA in accordance with an Article(s) referred to in paragraph 1 of this Article, may be filed with the Appeals Commission within 15 calendar days following the date on which the challenged decision has been taken.

20.4 Following review and acceptance of such request for review, the Appeals Commission shall decide within 30 calendar days, whether to confirm the validity, revoke or amend the challenged decision of CAA.

20.5 If the decision from paragraph 3 is confirmed, no further request for review or redress shall be entertained. In that case, an interested party may initiate an administrative conflict before the competent court of the Republic of Kosovo in accordance with the general applicable law.

20.6 Any request of the interested party, pursuant to paragraph 1 of this Article , which has not been addressed in a timely manner, as prescribed by the general applicable law, may give rise to a an administrative appeal for inaction or silence with the Appeals Commission. In such a case, the Appeals Commission may decide to instruct the relevant authority within the CAA to issue a decision or individual measure when its issuance has been unlawfully rejected.

20.7 The decision taken by the Appeals Commission under the preceding paragraph may not be further appealed; however, it may give rise to the right of the interested parties to file a request for administrative conflict with the competent court.

20.8 CAA may issue further guidelines which will guide the parties on internal administrative proceedings to be followed when exercising the right of appeal in connection with the decisions or individual measures taken by the CAA pursuant to the provisions of the present Regulation.

Article 21

Reporting

21.1 CAA shall communicate to the Commission the information required by it to draw up a report on the application of the present Regulation. The report shall be accompanied by any proposals for revision of the present Regulation.

21.2 CAA shall communicate to the Commission the text of the present Regulation and the main provisions of the law of the Republic of Kosovo which it adopts in the field covered by the present Regulation.

Article 22
Entry into force

This Regulation shall enter into force on 30 May 2011.

Dritan Gjonbalaj
Director General

ANNEX
LIST OF GROUNDHANDLING SERVICES

1. Ground administration and supervision comprise:
 - 1.1. representation and liaison services with local authorities or any other entity, disbursements on behalf of the airport user and provision of office space for its representatives;
 - 1.2. load control, messaging and telecommunications;
 - 1.3. handling, storage and administration of unit load devices;
 - 1.4. any other supervision services before, during or after the flight and any other administrative service requested by the airport user.
2. Passenger handling comprises any kind of assistance to arriving, departing, transfer or transit passengers, including checking tickets and travel documents, registering baggage and carrying it to the sorting area.
3. Baggage handling comprises handling baggage in the sorting area, sorting it, preparing it for departure, loading it on to and unloading it from the devices designed to move it from the aircraft to the sorting area and vice versa, as well as transporting baggage from the sorting area to the reclaim area.
4. Freight and mail handling comprises:
 - 4.1. for freight: physical handling of export, transfer and import freight, handling of related documents, customs procedures and implementation of any security procedure agreed between the parties or required by the circumstances;
 - 4.2. for mail: physical handling of incoming and outgoing mail, handling of related documents and implementation of any security procedure agreed between the parties or required by the circumstances.
5. Ramp handling comprises:
 - 5.1. marshalling the aircraft on the ground at arrival and departure (*);
 - 5.2. assistance to aircraft packing and provision of suitable devices (*);
 - 5.3. communication between the aircraft and the air-side supplier of services (*);
 - 5.4. the loading and unloading of the aircraft, including the provision and operation of suitable means, as well as the transport of crew and passengers between the aircraft and the terminal, and baggage transport between the aircraft and the terminal;
 - 5.5. the provision and operation of appropriate units for engine starting;
 - 5.6. the moving of the aircraft at arrival and departure, as well as the provision and operation of suitable devices;
 - 5.7. the transport, loading on to and unloading from the aircraft of food and beverages.
6. Aircraft services comprise:
 - 6.1. the external and internal cleaning of the aircraft, and the toilet and water services;
 - 6.2. the cooling and heating of the cabin, the removal of snow and ice, the deicing of the aircraft;
 - 6.3. the rearrangement of the cabin with suitable cabin equipment, the storage of this equipment.
7. Fuel and oil handling comprises:

- 7.1. the organization and execution of fuelling and defuelling operations, including the storage of fuel and the control of the quality and quantity of fuel deliveries;
- 7.2. the replenishing of oil and other fluids.
8. Aircraft maintenance comprises:
 - 8.1. routine services performed before flight;
 - 8.2. non-routine services requested by the airport user;
 - 8.3. the provision and administration of spare parts and suitable equipment;
 - 8.4. the request for or reservation of a suitable parking and/or hangar space.

(*) Provided that these services are not provided by the air traffic service.

9. Flight operations and crew administration comprise:
 - 9.1. preparation of the flight at the departure airport or at any other point;
 - 9.2. in-flight assistance, including re-dispatching if needed;
 - 9.3. post-flight activities;
 - 9.4. crew administration.
10. Surface transport comprises:
 - 10.1. the organization and execution of crew, passenger, baggage, freight and mail transport between different terminals of the same airport, but excluding the same transport between the aircraft and any other point within the perimeter of the same airport;
 - 10.2. any special transport requested by the airport user.
11. Catering services comprise:
 - 11.1. liaison with suppliers and administrative management;
 - 11.2. storage of food and beverages and of the equipment needed for their preparation;
 - 11.3. cleaning of this equipment;
 - 11.4. preparation and delivery of equipment as well as of bar and food supplies.