

VNUKOVO INTERNATIONAL AIRPORT, JOINT STOCK COMPANY

APPROVED

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**Vnukovo International Airport
Conditions of Use**

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1 Introduction

This M-04.01-01 Vnukovo International Airport Conditions of Use (hereinafter, the "Conditions of Use") has been developed and effected to:

- Ensure that the aviation and transport safety requirements are observed;
- Ensure that the flight safety requirements are observed;
- Ensure that the fire safety requirements are observed;
- Ensure that the safety requirements for movement at the Moscow (Vnukovo) airfield are observed;
- Ensure environmental safety on the territory of Vnukovo International Airport;
- Improve the Customer service quality;
- Mitigate reputational risks;
- Ensure rational use of the Organization's resources.

2 Scope

2.1 These Conditions of Use define the requirements for legal entities and individual entrepreneurs engaged in commercial and/or production activities (hereinafter referred to as the "Users") on the territory of Vnukovo International Airport.

2.2 The requirements of this Conditions of Use are mandatory for all Users on the territory of Vnukovo International Airport.

2.3 Employees of Vnukovo International Airport, JSC shall monitor the compliance with the requirements of this Conditions of Use by identifying, recording, and further processing violations in the manner prescribed at Vnukovo International Airport, JSC.

2.4 Violation of the requirements set forth in the Conditions of Use shall entail the application of penalties provided for herein.

2.5 Vnukovo International Airport, JSC may amend this Conditions of Use quarterly (not later than the twentieth (20th) day of the month following the reporting quarter), where necessary.

2.6 Upon amending this Conditions of Use, the responsible employees of the divisions coordinating contracts with the Users shall officially notify the Users in the prescribed manner.

2.7 The current version of this Conditions of Use is available on the official website of Vnukovo International Airport, JSC at www.vnukovo.ru.

3 Terms, definitions, designations and abbreviations

3.1 The following terms and definitions shall be used herein:

Front Apron shall mean the area under the ceiling of Terminal A and the section along the building of Terminal A (on the apron side) of Vnukovo International Airport;

Aviation Safety shall mean the state of aviation protection from illegal interference with civil aviation activities;

Brand identity shall mean a set of graphic elements (logo, font, color palette, pattern), which is used to create the special recognizable design of the media of Vnukovo International Airport JSC;

Certificate of commissioning of the facility shall mean a document signed by the commission of representatives of the interested departments of Vnukovo International Airport JSC after the completion of the construction period, reflecting all the main technical parameters of the facility being commissioned and the identified comments to it;

Airfield shall mean the area with buildings, facilities, and equipment located thereon intended for takeoff, landing, taxiing, and parking of aircraft;

Vending Machines shall mean equipment used for the sale of goods and services using automated systems (dispensing machines);

Runway shall mean a certain rectangular section of the Moscow (Vnukovo) airfield prepared for landing and takeoff of aircraft;

Environmental Pollution shall mean the ingress into the environment of substances and/or energy, properties, location, or quantity of which have an adverse impact on the environment;

Pollutant shall mean a substance or mixture of substances and microorganisms, which in quantities and/or concentrations exceeding the standards set for chemicals, including radioactive or other substances and microorganisms, have an adverse impact on the environment and human life and health;

Customer shall mean an individual using the services of the User;

Customer Area shall mean the place of service where the User interacts with the Customer on the territory of Vnukovo International Airport;

Commercial Activities shall mean any income-generating activities arranged and carried out on the territory of Vnukovo International Airport;

Commercial Facility shall mean premises and/or areas offered for lease (use) by Vnukovo International Airport, JSC on the grounds of a contract, catering facilities, shops, and/or other immovable facilities located on the territory of Vnukovo International Airport;

Controlled area shall mean the territory of Vnukovo International Airport, JSC, where uncontrolled stay of persons or vehicles without permanent or one-time access is not allowed;

Organization shall mean Vnukovo International Airport, JSC;

Environment shall mean a set of natural environment components, natural and man-made natural objects, as well as man-made objects;

Environmental Protection shall mean the activities intended for preservation and reinstatement of the natural environment, rational use and reproduction of natural resources, prevention of adverse impact of economic and other activities on the environment, and elimination of their consequences;

Carrier shall mean an individual or a legal entity that owns an aircraft under the title, on lease terms or on any other legal grounds, uses this aircraft for flights and has an Air Operator Certificate (License);

Apron shall mean the territory of the Moscow (Vnukovo) airfield intended to accommodate aircraft for the purpose of passenger boarding/drop-off, mail and/or cargo loading/unloading, refueling, parking, or maintenance, as well as the territory of the Front Apron;

User shall mean a legal entity or individual entrepreneur engaged in commercial and/or production activities on the territory of Vnukovo International Airport;

Visitor shall mean an individual present on the territory of Vnukovo International Airport, but not being an employee of the User or Vnukovo International Airport, JSC, as well as not using the services provided on the territory of Vnukovo International Airport;

Production Activity shall mean any airport activities carried out by the User and related to ground handling and operational maintenance of aircraft, provision of fuel and lubricants and special fluids, passenger service, baggage, mail, and cargo handling as well as on-board catering on the territory of Vnukovo International Airport;

Taxiway shall mean a certain path at Moscow (Vnukovo) airfield, designated for taxiing aircraft and intended to connect one part of the airfield with another;

Special motor transport shall mean vehicles allowed into the transport security area of Vnukovo International Airport; special vehicles designed for maintenance of pavements of the Moscow (Vnukovo) airfield; special vehicles intended for ground handling of aircraft at the Moscow (Vnukovo) airfield;

Mechanical equipment shall mean a set of vehicles, machines, installations, sets of equipment, power tools, etc., used to ensure comprehensive mechanization of work and minimize the cost of manual labor;

Ground support equipment shall mean general and special-purpose ground handling equipment intended for ground handling of aircraft at the Moscow (Vnukovo) airfield;

Territory of the Airport shall mean real estate items, including land plots, buildings, constructions, and structures owned or utilized by Vnukovo International Airport, JSC on any legal grounds or actually used by it;

Transport Security shall mean the state of protection of transportation facilities and vehicles against unlawful interference;

Environmental Control shall mean a system of measures intended to prevent, detect, and suppress any violations of legislation in environmental protection, ensuring the User's compliance with requirements, including regulations and regulatory documents, federal standards, and rules in environmental protection.

3.2 The following abbreviations and designations shall be used herein:

FOD (Foreign Object Debris) – foreign objects (production and consumption waste);

DF – drainage facilities;

RW – runway;

AC – aircraft;

F&L – fuels and lubricants;

AD(sh) – airport director (working in shifts) of the Shift Directors Service of Vnukovo International Airport, JSC;

PIC – Pilot-in-Command;

UBR – unclaimed baggage room of Vnukovo International Airport, designed for temporary storage of unclaimed baggage and found items;

CP – checkpoint;

APP – aircraft parking position;

GPU – ground power unit;

FSD – Fire Safety Department of the Production Directorate of Vnukovo International Airport, JSC;

EP – environmental protection;

DIL – deicing liquid;

TW – taxiway;

CONDITIONS OF USE – Vnukovo International Airport User Conditions of Use;

DTAS – the Aviation Security Service of the Directorate for Transport and Aviation Safety of Vnukovo International Airport, JSC;

ACS – access control system;

SEFS – the Fire Fighting and Rescue Flight Support Service of the Airfield Complex Directorate of Vnukovo International Airport, JSC;

FSMS – the Flight Safety Management System;

MOS – aircraft Maintenance Operation Schedule;

IES – inventory equipment and supplies;

MCC – the Management and Coordination Center of the Production Directorate of Vnukovo International Airport, JSC;

ES – emergency situations.

4 General User Requirements

4.1 The User shall:

4.1.1 Perform commercial and/or production activities on the territory of the Airport only if there are concluded contracts/agreements for lease/service/works and/or other contracts/agreements between the User and the Organization.

4.1.2 Comply with the requirements of the current legislation of the Russian Federation, including in the field of civil aviation, the requirements of the current internal regulatory and organizational documents of the Organization, as well as the requirements of this Guidance.

Note – The applicable regulatory documents of the Organization setting out the conditions or concerning the User's activities on the territory of the Airport are posted in the Users' personal account, in the Partners section of the official website of the Organization at www.vnukovo.ru, or may be provided at the User's request in the prescribed manner.

4.1.3 Familiarize the User's personnel performing their official duties on the Airport territory with the requirements of transport (aviation) security.

4.1.4 Provide for the User's personnel, directly operating special vehicles and mechanical equipment on the territory of the Airport, the training, knowledge testing, probation, testing of practical driving skills, including training in the management of approach/departure to/from the AC (if necessary) in the manner prescribed by the Instructions "Training and Certification of Drivers and Managers of Approach (Departure) of Special Vehicles to/from Aircraft on the Aprons of the Moscow (Vnukovo) Airfield".

4.1.5 Provide conditions for the performance of functional duties by personnel, in accordance with labor safety requirements. The User is responsible for any harm to the health of personnel (through the fault of the User).

4.1.6 Render high-quality and affordable service to disabled passengers and customers and other persons with disabilities in accordance with the requirements of the legislation of the Russian Federation.

4.1.7 Ensure compliance with the established rules of official conduct and compliance with the requirements for the appearance of personnel, in accordance with Section 18 of this Conditions of Use.

4.1.8 Ensure familiarization and free access of the User's personnel to a copy of this Conditions of Use at the workplace on paper or on an electronic information resource. When detecting violations of/ noncompliance with the requirements of this Conditions of Use, the timely and complete elimination of inconsistencies shall be ensured.

4.1.9 Immediately inform the Organization in case of emergency situations, accidents and incidents in accordance with the procedure governed by the Organization's internal regulations.

4.1.10 Not infringe the rights or legitimate interests of the Organization, passengers, customers, visitors, and other Users.

4.1.11 Not use the image, reputation, or brand identity of the Organization to achieve their own goals, not act on behalf of the Organization, nor represent its position without having the appropriate authority.

4.1.12 Refrain from any actions that may inflict material damage on the Organization or adversely affect its image or reputation.

4.1.13 Provide the Organization with information on subscribers of the telephone network or the User's computer network, in accordance with the requirements of Federal Law No. 126-FZ On Communications dated July 07, 2003, for reference and information services:

- Full name of the subscriber;
- Position;

– Detailed information on the telephone location or IP address of the subscriber's device.

If the telephone or subscriber's devices (computer, tablet, smartphone) are used by several employees, the User shall provide information on the location and the name of the structural division.

4.1.14 When concluding a contract with the Organization, the current contact information (e-mail address, contact telephone number) of the structural divisions responsible for claim work shall be indicated.

The User shall review the claims and provide a response to the appeal in accordance with the requirements of the current legislation of the Russian Federation.

The User shall send a response to the Organization with the results of the claim investigation with an indication of the corrective measures taken using contact details indicated in the official claim.

4.2 **The User shall:**

Any violation of the requirements specified in this section shall be subject to a penalty in the amount of Five Thousand (5000) rubles.

4.2.1 Always have a valid personal pass with them, which shall be placed in plain view over their clothe, when staying in the territory of the Airport regardless of the location of their workplace.

4.2.2 Provide a personal pass at the request of authorized representatives of the Organization carrying out activities to ensure transport security on the Airport territory.

4.2.3 Provide the Organization with a certified copy of the valid contract of insurance of the User's civil liability to third parties (if it is statutorily required by the legislation) in the course of commercial and/or production activities on the Airport territory.

4.2.4 Notify the Organization of changes in its legal and/or postal address, as well as bank details, within seven (7) business days from the date of the changes.

4.2.5 In case of using seals for sealing in their activities only use seals of personalized colors for each enterprise.

4.2.6 Not litter, clutter nor pollute the Airport area.

4.2.7 Not clog the territory of the Airport with seals for sealing.

4.2.8 Not accumulate/ not dispose of production and consumption waste in a place not intended for these purposes, and not carry out intermediate storage of waste.

4.2.9 Not use the equipment for purposes other than intended as well as not use any property that does not belong to the User without grounds set by legislation of the Russian Federation or contract (inventory, baggage carts, racks, passenger seats, electrical equipment, tensors, etc.).

4.2.10 Not use passenger elevators for transportation of delivery vehicles (carts, pallet trucks, etc.), including production and consumption waste and/or large items.

4.2.11 Not create situations that interfere with the free movement of passengers, customers and visitors.

4.2.12 Not disrupt the technological and production processes of the Organization and other Users.

4.2.13 Use information media agreed with the Organization for posting information. Exclude information media, etc. not agreed with the Organization and located on sales and service desks (cash counters, SIM sales counters, etc.). Exclude any products and information media located on the glass partitions of the facility and not agreed with the Organization.

4.2.14 Keep all utility rooms/ equipment items (cabinets, bedside tables, racks, etc.) locked.

4.2.15 Not use IES/equipment that exhibits external signs of damage, deformation or appearance that is not presentable.

4.3 The User shall:

Any violation of the requirements specified in this section shall be subject to a penalty in the amount of Twenty Thousand (20000) rubles.

4.3.1 Not provide access to third parties to information services and services received from the Organization.

4.3.2 Use the trademark of the Organization only after concluding the respective contract.

4.3.3 Use property of others only after the conclusion of the relevant contract.

4.3.4 Not allow actions that entail damage to structures, equipment, escalators, elevators, and other property of the Organization.

5 Requirements for the User to Ensure Aviation and Transport Safety**5.1 The User shall:**

5.1.1 Comply with the aviation and transport safety requirements specified in the "Instructions on Access and Intra-Facility Modes at the Vnukovo International Airport Transport Infrastructure Facility" and other internal regulatory documents of the Organization governing the procedures related to aviation and transport safety.

5.1.2 Pass/travel to the controlled area of Vnukovo International Airport, as well as to carry out the movement of inventory only through the checkpoints and posts designated for these purposes on the basis of passes issued in accordance with the established procedure.

5.1.3 Undergo inspection in accordance with the requirements of regulations governing aviation and transport security on air transport.

5.1.4 Inform of cases of violations of aviation and transport safety, as well as offenses that may be committed on the territory of the Airport, by telephone numbers:

- Duty officer of the FSS of Russia at Vnukovo Airport – 8 (495) 991-20-54;
- Duty police officer of Vnukovo Airport – 8 (495) 436-24-10, 8 (495) 436-87-62;
- DTAS Shift Supervisor – 8 (495) 436-71-48, 8 (905) 537-14-58.

5.2 The User shall:

Any violation of the requirements specified in this section shall be subject to a penalty in the amount of Five Thousand (5000) rubles.

5.2.1 Notify of the loss of a personal pass granting the right of access to the transport security area on the day of establishing the fact of loss.

5.2.2 Return the personal pass and/or vehicle pass granting the right of access to the transport security area within thirty (30) calendar days after its expiration.

5.2.3 Notify about the dismissal/change in the staffing table (list) of employees who have a personal pass to the transport security area on the day of dismissal/ approval of changes in the staffing table.

5.2.4 Return the personal pass granting the right of access to the transport security area within five (5) calendar days from the date of dismissal of the employee.

5.2.5 Return the permanent access control pass and the vehicle pass within 5(five) calendar days from the date of termination of the vehicle operation.

5.2.6 Return the ACS permanent pass and the vehicle pass to the transport security area within thirty (30) calendar days after its expiration.

5.2.7 Not leave open/not prevent closing of doors equipped with ACS, namely airbridges, boarding gates, technical/service rooms, access to which is restricted.

5.2.8 Not stay in the controlled area of the Vnukovo International Airport after the end of working hours (shift) without the permission of the manager (head of a department, shift supervisor, etc.).

5.2.9 Not carry out the movement of any materials, products, tools, equipment, and other IES into (or remove the same from) the controlled area without a properly issued material pass.

5.2.10 Not leave open/not prevent the closing windows in the premises at the end of the working day, including windows with metal grilles.

5.2.11 When staying at the facilities not included in the transport security zone, comply with the requirements regulated by the instructions on access and intra-facility regimes at these facilities and other regulatory documents of the Organization:

- a) Notify of the loss of the personal pass on the day of establishing the fact of loss.
- b) Return the personal pass within five (5) calendar days from the date of dismissal of the employee;
- b) Return the personal pass within thirty (30) calendar days after its expiration.
- r) Comply with all the requirements of the security organization employees in terms of observing the rules of access and intra-facility modes, not allow insults and actions that prevent the security organization employees from performing their duties.

5.3 **The User shall:**

Any violation of the requirements specified in this section shall be subject to a penalty in the amount of Twenty Thousand (20000) rubles.

5.3.1 Not bring any unauthorized persons who do not have the appropriate permits to the controlled area of Vnukovo International Airport using User's personal pass without being accompanied by an DTAS employee.

5.3.2 Not pass/ enter the transport security area bypassing checkpoints and posts.

5.3.3 Not stay in the sectors of the transport security area, access to which is restricted for the pass holder.

5.3.4 Not use film cameras, video cameras, photo cameras, car recorders with Internet access without the respective permission for photo/video shooting of aviation equipment, special equipment, technical documentation, and facilities of Vnukovo International Airport, including with the use of mobile phone.

5.3.5 Not transfer on board the AC (passengers, AC crew members) objects that are not related to production activities established by the job description and governing regulatory documents.

5.3.6 Not accept any items from visitors, customers, passengers, crew members of the AC for transfer to third parties.

5.3.7 Not bring into the transport safety area of Vnukovo International Airport any items or substances restricted for movement into the transport security area and AC transportation, in the absence of a material pass for these items and substances issued in accordance with the established procedure.

5.3.8 Not use the transport pass on another vehicle.

5.3.9 Not damage/destroy any elements or components of technical security devices, engineering and technical means, and property.

5.3.10 Not transfer the personal pass to another person for the purpose of admission to the transport security area.

5.3.11 Not transfer the ACS permanent access control pass and the vehicle pass to the transport security area to another person. If the fact of transfer is established, the permanent ACS pass and the transport pass to the vehicle shall be subject to withdrawal.

5.3.12 Not pass/ drive to the transport security area using other person's pass.

5.3.13 Not clutter the service passageways, fire exits with materials or objects that hinder the free movement of people or may facilitate planting an explosive device.

5.3.14 While at the facilities outside the transport security zone:

- a) Not pass to/ enter the territory of the facility using another person's pass.
- b) Not transfer personal passes to other persons.
- c) Not transfer transport passes to other persons.
- d) Not allow the use of a transport pass by any other vehicle.
- e) Not allow any vehicle to be on the territory of the facility for more than three (3) hours with a pass issued for a period not exceeding three (3) hours.
- f) Prevent damage (disabling) of elements or components of technical security devices, engineering and technical means, and property at the facilities.

5.3.15 When using staff parking lot, comply with the requirements that are regulated by the User Manual for staff car parks of Vnukovo International Airport JSC, as well as park the vehicle in accordance with the parking markings and traffic rules:

- a) When parking the Vehicle at the parking lot, make sure the Vehicle does not interfere with the movement of other vehicles, does not block the entrance/exit, as well as the access roads to the service parking.
- b) Not park the vehicle in the service parking lot on the horizontal markings of yellow color in the vehicle stop area.
- c) Not leave the vehicle at the staff car park of Vnukovo Cargo for a period of more than two (2) days without the consent of the Organization.

Note – In case of a repeated violation of the requirements for the use of official parking lots, in addition to the collection of a fine, the parking pass shall be withdrawn.

5.4 **The User shall:**

A violation of the requirement specified in this section shall be subject to a penalty in the amount of One Hundred Thousand (100000) rubles.

5.4.1 Not move objects and substances that have external signs of similarity to weapons, explosives, etc. to the transport security area of Vnukovo International Airport.

6 Commercial Facility Use Requirements

6.1 The User shall:

6.1.1 At its own expense, independently or via contractors, prepare a commercial facility for operation within the permitted use, in particular, to clean, furnish the facility, install and connect all required equipment in agreement with the Organization unless otherwise provided for by the contract.

6.1.2 Inform the Organization (by sending a copy of the administrative document in accordance with the procedure established under the contract) on the appointment of persons responsible for the operation of engineering heating, water supply, sewage systems and sanitary fixtures, as well as the operation of electrical equipment (indicating the numbers of certificates of persons in charge and the electrical safety group).

6.1.3 Ensure the safety of inventory items and other property located in the leased commercial facility area.

6.1.4 Bear any expenses in connection with the operation of the leased commercial facility, in accordance with the contract, including the payment for routine and major repairs, as well as the purchase of materials consumed during the repair, unless otherwise provided for by the contract. Major repairs shall be performed at the expense of the User in cases of its fault in the occurrence of the reasons that caused the need for such repairs.

6.1.5 Timely transfer the leased commercial facilities to the Organization in clean condition, subject to the normal wear and tear after the expiration of the contract.

6.1.6 Comply with the requirements of the Regulations for the Arrangement of Lease Areas (Redevelopment, Routine and Major Repairs) of Vnukovo International Airport JSC when performing repair/construction/installation or other works.

6.1.7 Ensure regular collection and removal of own production and consumption waste, including after it ceases its activities on the territory of the Airport. In case of detecting a violation, the User will be issued a prescription requiring to eliminate the violation. If the violation is not eliminated, the Organization shall arrange for the elimination of such violation independently at his own expense; in turn, the User shall reimburse the Organization for the expenses incurred unless otherwise provided by the contract;

6.1.8 Comply with the requirements regulated in the Instruction "Procedure for Moving Inventory Items and Household Waste to/from the Transport Security Area of the transport infrastructure facility – Vnukovo (Moscow) Airport" while moving IES and household waste.

6.2 The User shall:

Any violation of the requirements specified in this section shall be subject to a penalty in the amount of Five Thousand (5000) rubles.

6.2.1 Use transport modules/cargo carts (transport, cargo, pallet truck, etc.) in good repair and/or with rubber wheels for moving IES in buildings on the territory of the Airport Using trolleys with plastic wheels is prohibited.

6.2.2 Not move the telephone or computer outlet without the written consent of the Organization.

6.2.3 Not transport more than one transport module/cargo cart (transport, cargo, pallet truck, etc.) with one freight forwarder for moving IES in buildings on the territory of the Airport.

6.2.4 Not store any goods and materials, pallets, delivery vehicles in the loading / unloading areas outside the loading/unloading period.

6.2.5 Place information boards with the name and contacts of the organization performing repair/construction/installation works.

6.2.6 Not reprogram radio stations.

6.2.7 Ensure the availability of information on the ownership of the premises on the front door.

6.2.8 Obtain Organization's approval of the interior, including furnishings, and the exterior of the commercial facility and not deviate from the approved design when performing the work.

6.2.9 Use office chairs of only one color scheme (black or dark blue) in a place visible to passengers, customers and visitors. In some areas, by agreement with the Organization, office chairs of the same type of a different color scheme may be used.

6.2.10 Use not more than one office chair per workplace.

6.2.11 Ensure that interior elements of customer area and exterior elements of commercial facility are in good working order and any visible mechanical damage (cracks, rubbing, chipping, mechanical damage, stickers, drawings and contamination) is absent.

6.2.12 Not use faulty lighting fixtures.

6.2.13 Not change the appearance/ approved design of the commercial facility without approval from the Organization.

6.2.14 Arrange for the cleaning of a commercial facility and/or occupied area during a time frame that does not create inconvenience for customers, passengers, and visitors.

6.2.15 Remove IES from the airport territory only with material passes, issued in the prescribed manner and valid at the time of inspection at the inspection point.

6.3 The User shall:

Any violation of the requirements specified in this section shall be subject to a penalty in the amount of Twenty Thousand (20000) rubles.

6.3.1 Eliminate the remarks specified in the facility commissioning certificate within the established period.

6.3.2 Use the commercial facility in accordance with its intended purpose and in accordance with the declared type of activity.

6.3.3 Carry out technical operation in accordance with regulations and technical standards.

6.3.4 Notify the Organization immediately of any damage, accident, or other event that may inflict damage on the property as well as immediately take all possible measures to prevent the conditions leading to the property damage and/or deterioration.

6.3.5 Maintain utility systems, internal devices of power supply, heating, water supply, sewage, ventilation and air conditioning systems in the leased premises in good condition as well as be responsible for their safety and operability.

6.3.6 Eliminate the consequences of property damage inflicted through the User's fault within five (5) business days at its own expense.

6.3.7 Conclude a contract for cleaning and disinfection of local ventilation ducts in public catering facilities.

6.3.8 Ensure timely maintenance and prevent formation of fats in the local ventilation suction (including the air duct system) in public catering facilities.

6.3.9 Maintain the commercial facility in the condition as specified in the sanitary and technical rules and regulations, including timely cleaning.

6.3.10 Comply with the requirements of the current legislation of Moscow and the Regulations for the implementation of works on furnishing lease areas (redevelopment, routine and major repairs) of Vnukovo International Airport in terms of legitimizing the redevelopment of the facility.

6.3.11 Obtain Organization's approval of the design documentation for the performance of repair / construction / installation works.

6.3.12 Arrange the storage of the design documentation and the necessary permits for the performance of works in the places of repair / construction / installation works. Provide the specified documentation for consideration on Organization's request.

6.3.13 Isolate/conceal the place of repair / construction / installation works from passengers, customers and visitors of Vnukovo International Airport.

6.3.14 Take measures required to avoid the ingress of construction and/or other dust into the customer area.

6.3.15 Prevent accumulation of wastes in the customer area.

6.3.16 Ensure compliance with the current legislation of the Russian Federation in the field of waste management.

6.3.17 Keep all places of temporary accumulation of production and consumption waste in proper sanitary condition.

6.3.18 Ensure the cleanliness of the unloading place and the route of the IES movement. The means of delivery of goods (cargo carts, etc.) shall be in good and clean condition.

6.3.19 Store and place the goods and materials within the boundaries of the leased facility defined in the lease agreement/lease agreement.

6.3.20 When storing goods, comply with the requirements of the Instructions on Fire Safety Measures in Buildings, Structures, Premises, and on the Territory of Vnukovo International Airport (For the Entire Facility).

6.4 The User shall:

Any violation of the requirements specified in this section shall be subject to a penalty in the amount of One Hundred Thousand (100000) rubles.

6.4.1 Not put commercial facilities into operation after the construction period without presentation to the Organization and signing of the facility commissioning certificate in accordance with the Regulations for the Arrangement of Leased Areas (Redevelopment, Maintenance and Overhaul) of Vnukovo International Airport, JSC.

6.4.2 Not carry out any internal redevelopment and reconstruction of premises without the approval of the Organization.

6.4.3 Not move/dismantle the wiring system without the approval of the Organization.

6.4.4 Not install unauthorized anti-tampering devices (blockers, signal suppressors, generators of radio frequency interference, etc.).

6.4.5 Not deploy own Wi-Fi access networks with a Service Set Identifier (SSID).

6.4.6 Not disconnect, transfer, replace electrical and/or communication equipment leased from the Organization.

6.4.7 Ensure the availability of grease traps and / or the conclusion of contracts for the disposal of fats for catering organizations.

6.4.8 Carry out repair/construction/installation or other works on approval of the Organization.

7 Requirements for Users Engaged in Trading Activities and/or Rendering Services to Customers**7.1 The User shall:**

7.1.1 At its expense and in accordance with the stipulated procedure, obtain and renew state licenses and/or permits if such are required for the proper conduct of the declared type of activities according to the terms and conditions of the respective contract.

7.1.2 Coordinate the list of goods/services sold/rendered on the territory of the Airport with the Organization.

7.1.3 Perform cash transactions in accordance with the requirements of the Central Bank of the Russian Federation.

7.1.4 Comply with the requirements of the current advertising legislation of the Russian Federation.

7.1.5 Observe the fair competition principles.

7.1.6 Provide reliable information on the advertised goods/services.

7.2 The User shall:

Any violation of the requirements specified in this section shall be subject to a penalty in the amount of Five Thousand (5000) rubles.

7.2.1 Not carry out advertising campaigns and promotions and not distribute advertising materials on the Airport territory without the consent of the Organization, not to place advertising materials (booklets) in the inappropriate place.

7.2.2 Place/make changes to the navigation elements of Vnukovo International Airport only in accordance with the standards regulated in the Conditions of Use "Navigation System at Vnukovo Airport".

7.2.3 Carry out commercial activities on the territory of the Airport on a 24-hour basis including holidays (unless the contract specifies a different work schedule). Information on the working hours shall be posted in a place accessible to the customer (in Russian and English) and printed.

7.2.4 Ensure the compliance of the actual work schedule of the commercial facility with the information agreed with the Organization and indicated on the information media.

7.2.5 Offer customers only permitted and saleable goods/ services.

7.2.6 Provide the customer with complete and reliable information on the goods/services sold/rendered and manufacturers thereof in a clear and understandable form, ensure that the choice of goods/services is possible. Information on the goods/ services shall be in Russian and English, in a readable format.

7.2.7 Provide information on the conditions of use and storage of the goods, the date and place of manufacture, and the warranty period.

7.2.8 Ensure that the cost of the goods/ work/ service sold to the customer corresponds to the price displayed on the price tag/ price list/ menu.

7.2.9 Provide the possibility of payment for goods/services, both in cash and by noncash method (bank cards).

7.2.10 Be sure to notify customers of the temporary closure of the facility. This information shall be arranged in the form of a plastic board with the text on A4 sheet and located in places visible to customers. The text is printed in black font

on a white background in Russian and English: "Приносим свои извинения. Мы временно не работаем. Надеемся на скорую встречу. Please accept our apology. We are temporarily closed. We hope to see you soon".

7.2.11 According to the current legislation of the Russian Federation, display the list of required documents (certificate of state registration or a certified copy thereof, license, list of all departments, and authorities, including addresses and phone numbers of regulatory authorities, operating hours, etc.) in a place accessible to customers.

7.2.12 Ensure the availability of a book of claims and suggestions in a place accessible to customers in accordance with the requirements of the current legislation of the Russian Federation concerning retail, catering, services, etc.

7.2.13 Not change the interior or exterior of the commercial facility without the consent of the Organization (including the placement of any information media and decorative elements)

7.2.14 *The text was excluded by order № 01-04/350-23 of Director General of Vnukovo International Airport, JSC of making changes dated 28.11.2023.*

7.2.15 Ensure proper functioning of lighting fixtures.

7.2.16 Ensure that the customer area is free of changing rooms for staff, staff outerwear, pallets with goods, and other items not associated with customer service.

7.2.17 Install vending machines and ATMs within the territorial limits of the leased commercial facilities indicated in the agreement.

7.2.18 Maintain round-the-clock operation, monitor the technical serviceability and neat appearance of vending machines and ATMs, perform timely maintenance.

7.2.19 Display the following reference and contact information on the vending machines and ATMs to be visible for customers:

- Name of the legal entity/ individual entrepreneur;
- Contact phone numbers of information and/or technical services;
- Equipment manuals in Russian and English.

7.2.20 Provide qualified assistance to the customer by contact telephone indicated on the vending machines and ATMs or ensure attendance of technical personnel within ten (10) minutes.

7.2.21 Fill vending machines with the appropriate range of products as required, avoid more than three (3) product items missing for sale.

7.2.22 Regularly and as necessary, fill ATMs with cash, ensure the availability of cash in small bills — if the device technically provides for this.

7.2.23 When operating vending machines and ATMs, ensure:

- a) neat appearance, structural integrity, no visible damage to vending machines and ATMs;
- b) the availability of updated and undamaged information plates/stickers on vending machines and ATMs;
- b) the location of the external electrical wires in a place inaccessible to the customers and visitors, otherwise the electrical wires shall be enclosed in special wiring boxes.

7.2.24 When providing vehicle parking services, ensure:

- a) availability of signs in Russian and English;
- b) availability of the necessary clear markings on parking lots;
- c) availability of parking spaces for vehicles of persons with disabilities and other persons with physical dysfunction.

7.2.25 When providing baggage packing services:

- a) when packing baggage and carry-on items, prevent unfixed, loose-hanging straps, handles, shoulder straps, etc. longer than forty (40) cm;
- b) if there is a snap link on a shoulder strap, make sure to detach the strap and pack it together with the main baggage;
- c) ensure the packing of baggage in such a way that there is at least one flat side that allows fixing the baggage in a stable position (this requirement does not apply to the packaging of oversized baggage).

7.3 **The User shall:**

A violation of the requirement specified in this section shall be subject to a penalty in the amount of Twenty Thousand (20000) rubles.

7.3.1 Carry out quality control of loaded products in vending machines, prevent the presence of expired products.

8 Requirements for Users Engaged in Production Activities

8.1 **The User shall:**

8.1.1 Render services in accordance with the requirements of regulatory documentation in the field of civil aviation by specific areas of activities when performing the airport activities related to AC ground handling and maintenance, supply of fuel and lubricants and special liquids, commercial passenger service, baggage, mail, and cargo handling, and on-board catering.

8.1.2 Implement a quality management system to provide quality services.

8.1.3 Ensure compliance of production activities with the requirements of internal and external regulatory documents; manage processes; coordinate internal regulatory documents with the Organization and other Users in terms of interaction during the production process as well as to synchronize the stipulated regulatory parameters and technological requirements.

8.1.4 When providing AC maintenance services, use the Organization's unified information system (hereinafter referred to as the UIS), as well as the system for planning, managing and monitoring resources for AC ground handling, servicing passengers, cargo and mail; inform the Organization about the beginning, progress and completion of technological operations in the area of its responsibility by independent transfer/putting service marks in the UIS by mobile devices or from permanent workstations connected to the systems of the Organization.

8.1.5 Provide training, certificates, and permits for the personnel to perform work in accordance with the activities performed.

8.1.6 Ensure familiarization of the personnel with the Organization's documents regulating the production and technological procedures in which the User is involved.

8.1.7 Not violate the requirements of the baggage handling system functional specification.

8.1.8 When using communication facilities included in the local networks of Vnukovo International Airport:

- a) ensure the safety of leased subscriber devices;
- b) timely provide means of communication for scheduled maintenance.

8.1.9 When performing activities for receiving/releasing or servicing AC, take part at the instruction of the AD(sh), in civil defense and ES in terms of the following: emergency prevention and elimination of consequences, events, incidents with AC; ensuring and complying with aviation and transport safety requirements; countering acts of unlawful interference with the activities of Vnukovo International Airport.

8.1.10 When operating measuring equipment, use only functional equipment, calibrate and verify the equipment with the required frequency or before its use according to references that convey unit values in comparison with international or national standards. If such standards are not available, the User shall register and save the database of standards as documented information.

8.2 The User shall:

Any violation of the requirements specified in this section shall be subject to a penalty in the amount of Five Thousand (5000) rubles.

8.2.1 To resolve operational issues, ensure the full-time presence of a supervisor on duty in the work shift, provided with the required means of communication, to agree upon and coordinate the interaction procedure with the Organization.

8.2.2 Not use any resources of Vnukovo International Airport terminal facility without the appropriate permission (check-in counters, boarding gates, baggage claim belts, baggage handling system slides, etc.).

8.2.3 Not place any objects on the airbridge control panel.

8.2.4 Not move ground handling equipment and not walk in the maneuvering area of the airbridge while the airbridge is moving.

8.2.5 Not climb the airbridge up the service ladder until the end of the procedure for docking the airbridge with an AC when the safety beacons and/ or sirens under the tunnel are on.

8.2.6 When working with automated systems, use only the personal access code (reference), and log out from personal reference upon completion of work in automated systems used in production activities.

8.3 The User shall:

Any violation of the requirements specified in this section shall be subject to a penalty in the amount of Twenty Thousand (20000) rubles.

8.3.1 Store unit load devices within a specially designated place in accordance with the requirements established by the Organization for this type of activity.

8.3.2 When using communication facilities included in the local networks of Vnukovo International Airport:

- a) use for operations only communication devices included in the contract for communication services;
- b) not rearrange/reprogram the established frequencies of communication channels nor listen on unauthorized radio channels;
- c) not install radio-emitting equipment without approval.

8.3.3 Not carry out activities that cause the accumulation of birds or animals.

8.3.4 Not contaminate pavements with industrial and consumer waste, sand, snow, ice, mud, fuels and lubricants, drinking water, contents of toilet tanks, deicing fluid and other pollutants, regardless of the volume and extent of contamination, which may also result in pollution of environmental protection objects.

8.3.5 Not carry out the treatment and cleaning of APPs independently from snow/ice/dirt/spilled F&L without the approval of the AD(sh) and the MCC.

Note - In case of detection of contamination and/or oil spill, personnel who noticed contamination on the apron shall inform their immediate supervisor and act in accordance with the Procedure for Identifying Facts, Determining the Causes, and Eliminating Contamination of Pavements of the Moscow (Vnukovo) Airfield.

9 Requirements for Movement and Operations on Apron including Front Apron

9.1 The User shall:

9.1.1 Comply with the requirements for the arrangement of the movement of special vehicles and mechanical equipment at the Moscow (Vnukovo) airfield, governed by the regulatory documents of the Organization.

9.1.2 Comply with the requirements of the Instruction "Organization of Traffic of Special Purpose Vehicles and Mechanical Equipment at Moscow (Vnukovo) Airfield".

9.1.3 Stay on the apron only for performance of job duties.

9.1.4 Not approach the RW and TW (including bringing the machinery) to the distance closer than as indicated in the permit for excavation and construction works on the territory of the Airport and the User's vehicle movement schemes agreed upon with the Organization.

9.1.5 Not interfere with the performance of works on the operational maintenance of apron pavement.

9.1.6 When using GPU:

a) perform works on the AC on APPs equipped with stationary GPUs, only after coordinating the commencement and completion of works and person responsible for such works with the passenger boarding bridge and GPU operation group of the Technical Directorate Operation Service of the Organization, as well as the MCC.

b) allow the User's trained technical personnel, who have the appropriate permissions to use the stationary GPUs, to work with the stationary GPUs;

c) not use mobile GPUs on the APPs of the Vnukovo-1 apron if an APP is equipped with a serviceable stationary GPU as well as under passenger boarding bridges equipped with serviceable stationary GPUs.

9.1.7 Not perform works which result in contamination of the Airport territory and create unsanitary conditions.

9.2 The User shall:

Any violation of the requirements specified in this section shall be subject to a penalty in the amount of Five Thousand (5000) rubles.

9.2.1 Wear a high-visibility vest or signal overalls of protection class 2 when staying on the apron including the Front Apron.

9.2.2 Not move on foot along the apron, except for the AC service area, as well as special areas and routes regulated in the "Instructions for Organizing the Movement of Special Vehicles and Mechanical Equipment at the Moscow (Vnukovo) Airfield";

9.2.3 Not use FOD containers installed at the APP to collect items found at the APP and posing a risk of damage to equipment or injury to personnel, for unauthorized storage of used oil, fuel sludge,

containers from fuels and lubricants, used stripping materials, as well as others not related to FOD items.

9.2.4 Not leave foreign objects on the APP after the end of the AC maintenance.

9.2.5 After the work, place special equipment and inventory to specially designated storage areas.

9.2.5a Prevent the use of hand tools, special equipment and inventory without marking, which allows to reliably determine the ownership/owner of hand tools, special equipment and inventory.

9.2.6 Use fire hydrants and fire shut-off valves for their intended purpose.

9.2.7 Not exceed the maximum contractual loads for water supply and sanitation.

9.2.8 Display information, inscriptions, signs, designations on elements of utility systems of water supply, sewerage, heating networks, drainage systems only with the approval of the Organization.

9.2.9 Not damage and not remove inscriptions, signs, designations and other information required for the operation of utility systems of water supply, sewerage, heating networks, drainage systems.

9.2.10 Store soil, construction materials, tools (mechanisms), production and consumption waste in places specially designated for these purposes.

9.2.11 Dig ditches, trenches, pits and perform other land works in the areas defined by the design documentation.

9.2.12 Move along the established route to the place of excavation and construction works and back.

9.2.13 Not drive the vehicle with dirty wheels on the apron pavements (including the Front Apron)

9.2.14 Not clutter the territory with construction and other materials or objects that impede the movement of people, transport and create conditions for planting an explosive device.

9.2.15 Not exceed the set speed limit on the apron by ten (10) km/h or more.

9.2.16 Observe the rules for drawing up of itinerary documentation (presence of signatures, marks on medical examination, etc.)

9.2.17 Observe the rules of stopping and parking on the apron (including the Front Apron).

9.2.18 Not leave special motor transport, mechanical equipment and ground handling equipment on the apron (including the aperture) or in the maneuvering area with the doors not closed.

9.2.19 Not leave special motor transport, mechanical equipment and ground handling equipment on the apron (including the aperture) or maneuvering area unattended as well as leaving mechanical equipment outside specially designated locations.

9.2.20 Observe the rules of using the flashing beacon, external light fixtures and light signaling.

9.2.21 Observe the rules of crossing intersections on the apron.

9.2.22 Observe the rules for signaling before starting, changing the lane, turning, U-turning, stopping.

9.2.23 Observe the rules of driving under the terminal as well as driving under the mobile part of the airbridge.

9.2.24 Not overtake any moving vehicles.

9.2.25 Comply with the requirements prescribed by the markings on the apron (including the Front Apron)

9.2.26 Let pass vehicles having priority in accordance with the regulatory documents (including the SEFS vehicle moving at the "Alarm" signal, with the blue flashing beacons and sound signal turned on). In case of failure to let pass the specified vehicle, in addition to penalties, the coupon for the right to drive at the Moscow (Vnukovo) airfield shall be seized.

9.2.27 Observe the rules for transportation of people.

9.2.28 Observe the rules for placing the vehicle at the T sign.

9.2.29 Observe the rules when escorting the vehicle along the platform as part of an organized convoy.

9.3 The User shall:

Any violation of the requirements specified in this section shall be subject to a penalty in the amount of Twenty Thousand (20000) rubles.

9.3.1 When using GPU:

- a) not use without the appropriate permission any stationary GPUs;
- b) not use noncertified equipment, equipment having malfunctions, not inspected or not maintained;
- c) not drive special-purpose vehicles, mechanical equipment and ground handling equipment over power supply cables of ground power sources;
- d) close the slide-out column of the bunker system after the AC servicing, removing snow, ice, or production and consumption waste from the embedded hatch frame as well as checking correct cable laying, the absence of twisted cable, malfunction of the elevator system, and in other situations which require excessive effort;
- e) leave the stationary GPU (sub-AC and bunker system and supply cable 115V / 200V 400 Hz) in the deployed position only in the presence of personnel on this APP, allowed to work with a ground power source;
- f) observe the rules of technical operation of the GPU, not damage the equipment.

9.3.2 Not discharge/transfer fuel and special liquids from special purpose vehicles to special purpose vehicles and other containers on the apron (including the Front Apron)

9.3.3 When using engineering systems:

- a) not damage the utility lines of the water supply system, sewerage, heating networks, DF and structures on them (by negligence, damage that does not cause disruption of the overall system performance);
- b) not close/ restrict access to the elements of utility systems: water supply, sewerage, heating networks, and DFs as well as not block access thereto;
- c) carry out tie-ins in water supply, sanitation, and heat supply systems only after coordination with the heat engineering and sanitary support unit of the Organization;
- d) not open manholes on wells and chambers on utility systems of water supply, sewerage, heating networks, drainage systems without the consent of the Organization;
- e) not carry out water intake from heat supply and fire extinguishing systems of buildings and structures;
- f) not clog the utility systems of water supply, sewerage, heating networks, drainage systems with production and consumption waste;
- g) not use fire hydrants and fire cranes for purposes other than intended;
- h) not use cables and wires with damaged insulation, not use amateur-built electric heaters for heating purposes;
- i) connect additional electrical installations only after approval from the Flight Electrical and Lighting Support Service of the Organization's Technical Directorate.

9.3.4 Perform works with an issued permit for the excavation and construction works on the territory of the Airport and the User's vehicle movement schemes agreed with the Organization.

9.3.5 Not destroy or damage objects on the apron: GPU, airbridges, lighting tower, etc.

9.3.6 Not damage AC structural elements (including damage to the paintwork).

9.3.7 Drive the vehicle only if you are authorized to drive the vehicle on the apron. Not transfer of vehicle control to a person who does not have the right to drive the vehicle on the apron.

9.3.8 Comply with the requirements for stopping a vehicle or submit the documents at the request of authorized persons.

9.3.9 Not drive the vehicle in the presence of malfunctions in which driving of a vehicle is prohibited.

9.3.10 Observe the vehicle traffic rules when performing work on AC taxiing routes and taxiways.

9.3.11 Observe the rules of cargo and baggage transportation, rules of towing a vehicle on the apron.

9.3.12 Drive the vehicle into the AC handling area under the control of a driver who is entitled to drive near AC.

9.3.13 Observe the rules of approaching AC, passage of a vehicle under the AC structural elements, only if this is provided for by the handling technology and/or the scheme of approach/departure and violation of the rules of maneuvering in the handling area of this type of AC.

9.3.14 Perform the duties on the management of the approach/departure of a vehicle to/from AC, with a certificate on the management of the approach/departure.

9.3.15 Not commit a road traffic accident, collision with an obstacle, mobile ground handling equipment, (violation regardless of the severity of the consequences).

9.3.16 Not leave the traffic accident site, as well as not leave the site of collision with the AC, if the User is involved in the accident.

9.3.17 Not interfere with the taxiing or towed AC and not drive between an escort vehicle and the AC.

9.3.18 Not interfere with an AC ready for towing or taxiing.

9.3.19 Not pass between an AC taxiing-in to the APP and a person meeting it.

9.3.20 Operate vehicles that have access to work at the Moscow (Vnukovo) airfield, with installed and operable global positioning system equipment (GLONASS). Vehicle movement in controlled areas (technological sector of the transport security area) with a nonfunctioning/disabled positioning system (GLONASS) is a violation.

9.4 **The User shall:**

Any violation of the requirements specified in this section shall be subject to a penalty in the amount of One Hundred Thousand (100000) rubles.

9.4.1 Not damage the utility systems of water supply, sewerage, heating networks, sanitation and drainage systems and communications (a violation is damage by negligence that entailed a disturbance in operability or requiring the system repair).

9.4.2 Not damage AC on the ground.

9.4.3 Not drive the vehicle in a state of alcoholic or narcotic intoxication as well as not transferring control to a person who is in a state of alcoholic or narcotic intoxication.

9.4.4 Not allow persons who are under the influence of pharmaceutical drug that impair reaction and attention, as well as persons experiencing pain or fatigue, to the operation of a vehicle

9.4.5 Drive the vehicle to the runway and taxiway only after appropriate authorization.

10 AC Ground Handling Requirements

10.1 The User shall:

10.1.1 Comply with the requirements established by regulatory documents when carrying out operations for AC refilling with fuel and lubricants.

10.1.2 When towing the AC:

- a) comply with the procedure regulated in the "Instructions for towing AC at the Moscow (Vnukovo) airfield";
- b) engage in the AC towing procedure the personnel having:
 - special training and allowance to perform the AC towing procedure;
 - the certificate issued by competent civil aviation authorities and a signed contract for the performance of works (rendering the services) for AC ground handling;
 - vehicles that provide the required traction force to perform the AC towing procedure, operated in accordance with the requirements of regulatory technical documentation;
- c) During the AC towing procedure, the following is required:
 - immediately stop the procedure if there is a danger to people or a threat of damage to the AC;
 - in challenging towing conditions and with poor visibility of the apron markings, take additional measures to prevent damage to the AC (stop towing, reduce speed, provide additional personnel for the towing crew);
 - stop the procedure to avoid damage to the AC in case of damage to the towing carrier.

10.1.3 When performing deicing treatment of the AC:

- a) perform AC deicing treatment in accordance with the documented procedure for ground handling of the Carrier, provided for in the operational documentation of the AC as well as in accordance with the Instructions on Organization of Deicing Treatment of Aircraft at the Moscow (Vnukovo) Airfield;
- b) register the number of incoming, stored, and released deicing liquids and notify the competent civil aviation authority that certifies airfields of a decrease in the stock of DIL that ensures the smooth operation of Vnukovo International Airport;
- c) at the Organization's request, provide information on the amount of spent DIL, including information on the collection, transportation, and disposal of this waste (licenses, contracts, certificates of delivery and acceptance for transportation, deeds, and other documents confirming the neutralization/disposal of waste);
- d) clean the APP after the AC treatment with DIL, collect and transport the DIL to the place of temporary accumulation of waste for the purpose of further disposal in the shortest possible time.

10.2 The User shall:

Any violation of the requirements specified in this section shall be subject to a penalty in the amount of Five Thousand (5000) rubles.

10.2.1 If AC is placed on an APP not equipped with an airbridge, passengers shall perform boarding/drop-off from the Vnukovo International Airport building/AC only if there is a waiting vehicle on site.

10.2.2 Arrange preliminary check of the APP readiness for the absence of foreign objects and contaminants (dirt, sand, snow, ice, oil stains and other objects), before putting the A/C to an APP.

10.2.3 Ensure control over flight handling by one apron handling agent. Not transfer control over flight handling from one apron handling agent to another.

10.2.3a Ensure control of the absence of foreign objects and contamination of pavement on the APP by the apron handling agent after the completion of handling of the flight.

10.2.4 Arrange AC placement on the APP in compliance with the APP marking.

10.2.5 Observe the time parameters established for each AC ground handling operation in the MOS, a violation is an increase in the duration of AC ground handling, which led to a delay in AC departure by more than 15 (fifteen) minutes.

10.3 The User shall:

Any violation of the requirements specified in this section shall be subject to a penalty in the amount of Twenty Thousand (20000) rubles.

10.3.1 Not use an open flame during AC handling.

10.3.2 Arrange AC refueling when connecting the tanker to the airfield grounding device.

10.3.3 When starting and testing engines:

a) the starting and testing of AC engines shall be carried out in cases provided for in the operational documentation as well as by the decision of the PIC or the manager of maintenance work performed on the AC;

b) to carry out testing of AC engines with the permission of the AD(sh) and in agreement with the MCC in specially designated places;

c) the starting and testing of AC engines shall be carried out only by personnel trained and approved in accordance with the stipulated procedure to perform the specified works on this type of AC;

d) the start of the AC engines shall be performed on the APP where AC taxiing in/out is carried out on the thrust of its own engines and start points, and testing thereof including testing of the reverse thrust shall be carried out in specially designated places in agreement with the Organization;

e) the airfield power supply sources shall be connected to the on-board network before starting the engines and disconnected — at the command of the starter, while the technical personnel shall move towards and away from the AC bypassing the dangerous areas determined for this type of AC;

f) perform all actions (operations) to prepare for the start of the AC engines, to perform the start of the AC engines, to warm up, test, and turn off the AC engines in accordance with the requirements of the operational documentation.

Note – If during the start of the AC engines or the AC engine testing, there is a danger to people or AC, any officer who is at the APP shall immediately give the prescribed signal (command) to turn off the AC engine to the person starting or ensuring the start of the AC engines.

11 Requirements to Operation of Equipment

11.1 The User shall:

11.1.1 Maintain the equipment in serviceable condition.

11.1.2 Ensure compliance of the equipment with the requirements of GOST 12.2.003-91 System of Occupational Safety Standards (SOSS). Production equipment. General Safety Requirements, GOST 12.2.007.0-75 System of Occupational Safety Standards (SOSS). Electrical equipment. General Safety Requirements and ensure the safety of work during installation, operation, repair, etc.

11.1.3 When using equipment elements, prevent any potential damage (to wires, pipelines, cables, etc.).

11.1.4 Ensure that live parts of the equipment, which are sources of danger, are safely isolated, fenced off and installed in places inaccessible to personnel.

11.1.5 Prevent any potential hazardous and harmful effect on the personnel by structural materials of equipment in any specified operating modes and permitted operating conditions, as well as any potential fire and explosion situations.

11.1.6 Ensure that the equipment, including that of foreign origin, conforms to the requirements of GOST 31812-2012 "Ground Handling Equipment for Civil Aircraft and Helicopters". General Technical Requirements," the equipment shall be certified and approved for use in the Russian Federation.

11.1.7 Ensure the presence in design of special equipment and its individual parts for devices that prevent the danger in case of a complete or partial interruption of the power supply and prevent accidental activation of actuators when the power supply is restored.

11.1.8 Prevent the risk of falling, overturning, and spontaneous displacement under all provided operating and installation (dismantling) conditions in the special equipment and its individual parts.

11.1.9 Provide access to maintenance and control of special equipment.

11.1.10 When using special equipment, ensure compliance with all instructions and regulations of this equipment.

12 Flight Safety Requirements

12.1 The User shall:

12.1.1 Comply with the requirements of regulatory legal acts and internal regulatory documents to ensure flight safety, when carrying out production activities on the Airport territory.

12.1.2 Develop, coordinate with the Organization and approve the FSMS Conditions of Use of its enterprise.

12.1.3 Determine the responsible manager who, regardless of other functions performed, will be responsible on behalf of the User for the implementation and maintenance of the FSMS.

12.1.4 Make the personnel aware of the Organization's flight safety policy.

12.1.5 Make the personnel aware of the System of Voluntary Reporting of Hazards and Risks That Adversely Affect the Safety of Flights and the Quality of Aviation Services Provided in the Organization. This information is posted on the official website of the Organization at www.vnukovo.ru.

12.1.6 Develop and implement procedures that ensure the analysis, assessment, and control (reduction of the extent and/or probability) of flight safety risk factors.

12.1.7 Maintain the database of regulatory and technical documentation developed and provided by the Organization, in terms of flight management and flight safety and timely inform personnel of changes.

12.1.8 Participate in the work of the Moscow (Vnukovo) Airfield Flight Safety Council as well as in the work of the RW Safety Group (as agreed).

12.1.9 Upon receipt of a report on an aviation incident or accident, the operational manager of the User performing the AC maintenance at Vnukovo International Airport shall report to the AD(sh) and the shift supervisor of the MCC for transmission to the Organization's Flight Safety Inspectorate.

13 Environmental Safety Requirements

13.1 When carrying out the activities resulting in emissions of harmful pollutants into the atmospheric air, discharges of sewage, water, and production and consumption waste the **User shall:**

13.1.1 Have the valid documentation in the field of environmental protection, environmental management and waste management (certificates, projects, programs, plans, standards, limits, licenses, etc.) issued in the manner determined by the regulatory legal acts of the Russian Federation in the field of environmental protection.

13.1.2 Pay for the adverse impact on the environment when carrying out economic and/or other activities that have an adverse impact on the environment (with the exception of Users carrying out economic and/or other activities exclusively at category IV facilities) in accordance with Federal Law No. 7-FZ On Environment Protection dated January 10, 2002.

13.1.3 Register facilities that have an adverse impact on the environment with the federal executive agency authorized by the Government of the Russian Federation or the executive agency of a constituent entity of the Russian Federation (based on the competence).

13.1.4 At the Organization's request, provide the required information in the field of production and consumption waste management, emissions of pollutants into the atmospheric air, discharges of pollutants into the environment.

13.1.5 Ensure an inventory of sources and emissions of pollutants into the air, including emissions from stationary and mobile sources.

13.1.6 Inform the Organization, as well as the state supervision and control authorities, immediately of emergency emissions or discharges that have caused environmental pollution that may threaten or threatens human life and health. Any concealment of an incident will be considered as a major violation.

13.1.7 Strictly comply with the established procedure for handling production and consumption waste in accordance with the requirements of the Federal Law "On Production and Consumption Waste" dated June 24, 1998, No. 89-FZ and other regulatory legal acts in the field of waste management.

13.1.8 Conclude contracts with specialized organizations for the provision of services for the collection, transportation, treatment, recycling, neutralization and disposal of production and consumption waste generated as a result of the User's activities, unless otherwise regulated in the contracts with the Organization.

13.1.9 Arrange places (sites) of temporary accumulation of own production and consumption wastes in accordance with the requirements of the legislation and preliminary coordinate their location with the Organization.

13.1.10 At the facilities of Categories I, II, and III, develop and approve a Production Environmental Control Program, carry out production environmental control in accordance with the stipulated requirements, document information, and store data obtained following the production environmental control.

13.1.11 Train personnel responsible for decision-making when carrying out economic and/or other activities that have or may have an adverse impact on the environment in the field of environmental protection and environmental safety.

13.1.12 Timely comply with the regulations, resolutions, decrees, and requirements of state control and supervision authorities and the Organizations, issued in accordance with the current legislation of the Russian Federation to comply with the environmental safety requirements and standards.

13.1.13 Pay the Organization for the costs of compensation for environmental damage by actions or omission of the User, as well as the costs of payments for discharges of pollutants into the sewerage system and / or negative impact on sewerage systems.

13.1.14 Use in its activities substances and materials, equipment and technologies for which there is a positive conclusion of the state environmental expertise, if required by the current legislation.

13.2 **The User shall:**

Any violation of the requirements specified in this section shall be subject to a penalty in the amount of Five Thousand (5000) rubles.

13.2.1 Avoid overfilling of containers, storage bins (exceeding the upper limit of the container body) with production and consumption waste.

13.2.2 In case of accumulation of production and consumption wastes of IV-V hazard classes in an open area without containers or in a leaky container, protect the surface of the waste from the effects of precipitation and wind (cover with a tarpaulin, equipment with a canopy).

13.3 The User shall:

Any violation of the requirements specified in this section shall be subject to a penalty in the amount of Twenty Thousand (20000) rubles.

13.3.1 Not destroy or damage green spaces.

13.3.2 Prevent unauthorized removal or movement of the fertile soil layer, destruction of the fertile soil layer, as well as damage to land as a result of violation of the rules for handling hazardous to human health and the environment of substances and production and consumption wastes.

13.3.3 Comply with the requirements of sanitary and epidemiological and / or environmental legislation when handling production and consumption waste (a violation is a non-compliance with the requirements for the conditions of accumulation, accumulation in places not intended for this, mixed accumulation of dissimilar waste, waste incineration, etc.).

13.4 The User shall:

Any violation of the requirement specified in this section shall be subject to a penalty in the amount of One Hundred Thousand (100000) rubles.

13.4.1 Prevent the discharge of special liquids, fuel and lubricants, household wastewater, liquid household waste and other pollutants into the ground, snow cover, water supply, sewage, heating and drainage networks.

14 Requirements for Compliance with Sanitary and Epidemiological Standards

14.1 The User shall:

14.1.1 Comply with the requirements:

- Federal Law No. 52-FZ On Sanitary and Epidemiological Public Welfare dated March 30, 1999;
- Federal Law No. 184-FZ On Technical Regulation dated December 27, 2002;
- RF Law "On Protection of Consumer Rights" dated February 07, 1992, No. 2300-1;
- Sanitary and epidemiological rules and regulations, as well as other regulations, methods, and techniques for monitoring environmental factors subject to the activities carried out.

14.1.2 When carrying out activities resulting in physical impact on the environment:

- a) take the required measures to prevent and mitigate the adverse effects of noise, vibration, electric, electromagnetic, magnetic fields, and other adverse physical effects on the environment, natural ecological systems, and natural landscapes;
- b) comply with the requirements and standards of permissible physical impacts on the environment stipulated by the legislation of the Russian Federation;
- c) avoid exceeding the aviation noise levels stipulated by the legislation of the Russian Federation;
- d) ensure compliance with the mode of the sanitary protection area of Vnukovo International Airport during production, economic and / or other activities.

14.1.3 Ensure development of a program (plan) of production control over compliance with sanitary and epidemiological requirements and transfer of a copy to the Organization, as well as the prompt transfer of information to the Organization about changes in the program (plan).

14.1.4 Carry out production control, inter alia, through laboratory studies and tests (confirmed by laboratory research reports), compliance with sanitary and epidemiological requirements, and the implementation of sanitary and anti-epidemic (preventive) measures when performing works and rendering services as well as in the production, transportation, storage, and sale of products.

14.1.5 Make sure the personnel involved in the production has preliminary and periodic medical examinations.

14.1.6 Ensure disinfection, dsinsection, and deratization in the leased premises and within five (5) meters around buildings and structures, with drawing up of Certificates of Work Acceptance with a specialized organization.

14.1.7 Ensure the implementation of measures to prevent any entry and reproduction of rodents and arthropods in the leased premises.

14.1.8 Ensure lack of physical possibility of rodent entry into the free space.

14.1.9 Ensure sealing of seams, places of entry and passage of electrical wiring, sanitary and other facilities through ceilings, walls, and other fences.

14.1.10 Ensure preventing the use of premises for housing as well as the keeping of animals in the premises.

14.1.11 Provide the conditions required for compliance with the rules of personal hygiene by personnel (availability of soap, toilet paper, etc.).

14.1.12 Observe the rules of personal hygiene when organizing public catering:

- leave and store outerwear, shoes, hats, personal belongings only in a dressing room/locker room;
- before starting work, wash hands thoroughly with soap, wear clean sanitary clothes;
- work in clean sanitary clothing, change clothing as it gets dirty;
- when visiting the toilet, take off sanitary clothes in a specially designated place, wash hands thoroughly with soap after using the toilet;
- if there are signs of cold or intestinal dysfunction, as well as suppuration, cuts, burns, contact a medical institution for treatment and report viral diseases to the operational manager.

14.1.13 Organize internal control of:

- factors of exposure to ionizing and nonionizing radiation, radiation safety;
- the efficiency of ventilation systems;
- conducting preliminary and periodic medical examinations of employees;
- sanitary condition (disinfection, disinsection, deratization);
- sanitary maintenance, cleaning, and ensuring hygiene at the facility;
- ensuring safety in the production (manufacture) of food products;
- compliance with the veterinary and phytosanitary requirements.

15 Occupational Health and Safety Requirements

15.1 The User shall:

15.1.1 Comply with the requirements of the Federal Laws of the Russian Federation, occupational safety regulations, and requirements of the current instructions, orders, and decrees of the Organization.

15.1.2 Walk only in the designated areas.

15.1.3 Not sit or lean on objects and fences not intended for this purpose.

15.1.4 Not run up and down stairs or escalators.

15.1.5 Not touch faulty electrical wires, cables of electrical installations.

15.1.6 Pay attention to safety signs, signals, and observe their requirements.

15.1.7 Use maximum caution, paying special attention to taxiing AC, started AC engines, moving apron mechanization vehicles, and motor vehicles.

15.1.8 Walk behind an AC with started engines at least ten (10) m in front (area of air suction or rotation of propellers) and at least fifty (50) m from the tail section (area of gas emission from jet nozzles), at a distance of at least 100 m from the taxiing A/C, not pass near the A/C during its treatment with special liquids.

15.1.9 During operations, pay special attention to fire safety and personal safety measures when moving on the apron, during AC loading/unloading.

15.1.10 When approaching AC, as well as special vehicles with blue or yellow flashing lights on, refrain from crossing the path of their movement.

15.1.11 When in the warehouse, wear a high-visibility vest or safety clothing of safety class 2, and a helmet when in the area of shelves.

15.1.12 When staying in the warehouse, exercise maximum vigilance with regard to the movement of electric and motor vehicles, the operation of production equipment, and works performed, avoid dangerous distance from maneuvering equipment. In the areas of passages and driveways, one shall move along the edge behind the marked line (white), making sure that it is safe to move and there is no moving equipment.

15.1.13 Enter and exit the production area of the cargo terminal using doors only. Entry and exit through the gate are prohibited.

15.1.14 Be careful when using stairs.

15.1.15 Not stay under the lifted load as well as in the dangerous area of its possible fall.

15.1.16 Not stay in high-risk areas of the Airport territory; it is allowed only in case of a production or official need.

15.1.17 Ensure only trained personnel (slingers) use lifting equipment when hitching (slinging) and uncoupling of loads on the crane hook. In this regard, it is necessary to remember that, since the hooking of loads, even with special loops, i.e., without preliminary strapping, is attributed to the category of "increased danger", it requires additional training and certification with the issuance of a certificate for admission to work as a slinger.

15.2 The User shall:

Any violation of the requirements specified in this section shall be subject to a penalty in the amount of Five Thousand (5000) rubles.

15.2.1 When working with special fluids (the range of special liquids includes organic solvents used in the AC operation, repair, maintenance, special detergents, and deicing liquids, as well as components thereof, inorganic acids, and other special-purpose products), ensure the fulfillment of the following requirements:

- a) all special liquids shall be consumed only for the purposes for which they are intended;
- b) when loading, unloading, and sorting special liquids, it is not allowed to carry packages with special liquids on the back, shoulder, tilt, drag, or throw the same;
- c) special liquids in glass packaging shall be carried by two people and only in baskets or crates;
- d) works with the liquids preventing water crystallization shall be performed with maximum sealing of technological equipment, in the presence of fire extinguishing means and supply and exhaust ventilation;
- e) while working with special liquids, employees shall stand so that the airflow does not direct the sprayed liquid in their direction;
- f) containers, inventory, tools used when working with special liquids shall be made of a material that does not form sparks on impact and does not accumulate static electricity;

- g) when working with special fluids, special attention shall be paid to the serviceability of grounding devices;
- h) employees engaged in work in harmful or hazardous working conditions and working with special liquids shall use personal protective equipment;
- i) workwear contaminated with special liquids shall first be degassed and neutralized and handed over to dry cleaning and washing separately from other workwear;
- j) it is not allowed to store food, have meals, and smoke in places of work with special liquids;
- k) it is not recommended in the course of work to touch and rub exposed skin of the face, neck, hands, etc., as well as the mucous membranes of eyes, nose, and mouth to avoid the irritating effect of chemical components of special liquids.

15.2.2 For protection from exposure to hazardous production factors, use personal protective equipment.

15.2.3 When refueling the AC and using lifting platforms, close the special safety and locking device (chain). Therewith, the second employee shall stay on the ground near the lifting platform. To avoid injury, it is forbidden to stand under the platform as well as touch the working mechanisms of the lifting platform.

15.2.4 Use portable electric heating devices (electric boilers, electric stoves, etc.) in production premises, with the permission of the Organization.

15.3 **The User shall:**

Any violation of the requirements specified in this section shall be subject to a penalty in the amount of Twenty Thousand (20000) rubles.

15.3.1 Not eliminate malfunctions in the lighting and power network and starting devices on your own.

15.3.2 When working at height, observe the technology of work at height and climbing work and make sure that the following dangerous and harmful production factors are absent:

- destructive structures (ladders, step ladders, scaffolding, trestles and other auxiliary equipment);
- highly slippery surface (due to ice, moisture, oiling of ground, floor, gangways, step ladders, ladders, scaffolding, trestles, etc.);
- moving special vehicles, self-propelled mechanisms, moving products and materials;
- high wind speed (when working outdoors);
- discharges of atmospheric electricity (lightning);
- physical overexertion (for example, when performing work for a long time in an uncomfortable position);
- insufficient illumination of the working area.

15.4 **The User shall:**

A violation of the requirement specified in this section shall be subject to a penalty in the amount of One Hundred Thousand (100000) rubles.

15.4.1 Not walk on the runways or taxiways.

16 **Fire Safety Requirements**

16.1 **The User shall:**

16.1.1 Comply with the fire safety requirements set out the rules of personnel behavior, the procedure for organizing production and/or maintenance of territories, buildings, structures, premises, and other facilities to ensure fire safety. Fire support of flights and infrastructure facilities that affect the safety of flights at Vnukovo International Airport shall be provided by and through the means of

SEFS and arranged in accordance with the Operational Plan for Extinguishing Aircraft Fire at Vnukovo International Airport by SEFS. Fire prevention work shall be carried out by the Fire Safety Department of the Production Directorate of the Organization.

16.1.2 Comply with the requirements of regulatory legal acts in the field of fire safety, as well as Instructions on Fire Safety Measures in Buildings, Structures, Premises, and on the Territory of Vnukovo International Airport, JSC (For the Entire Facility).

16.1.3 Develop instructions on fire safety measures at the commercial facility on the basis of regulatory legal acts in the field of fire safety, as well as Instructions on Fire Safety Measures in Buildings, Structures, Premises, and on the Territory of Vnukovo International Airport, JSC (general purpose)".

16.1.4 Arrange training of employees in fire safety measures.

16.1.5 If necessary, appoint a person responsible for fire safety who shall ensure compliance with fire safety requirements at the facility.

16.1.6 Ensure that there are plans for the evacuation of people in case of fire at the facility with a massive presence of people, as well as at the facility with workplaces on the floor for ten (10) or more people.

16.1.7 Participate in practical training on the evacuation of persons carrying out their activities at the facility.

16.1.8 Arrange a round-the-clock watch of service personnel at the facility with a round-the-clock stay of people (with the exception of trade, industrial and warehouse facilities of protection, residential buildings, facilities with personnel carrying out round-the-clock protection) and the provision of such personnel with telephone communication, serviceable electric flashlights (at least one (1) lamp for each person on duty), personal protective equipment of the respiratory system and human vision from dangerous factors of fire at the rate of at least one (1) personal protective equipment for each person on duty.

16.1.9 Ensure that the facility is compliant with the requirements stipulated in Article 12 of Federal Law No. 15-FZ On Protecting the Health of Citizens from Exposure to Ambient Tobacco Smoke and Consequences of Tobacco Use dated 23.02.2013.

16.1.10 Ensure categorization by explosion and fire hazard, as well as the definition of the zone class in accordance with Chapters 5, 7 and 8 of the Federal Law "Technical Regulations on Fire Safety Requirements" dated July 22, 2008 No. 123-FZ for industrial and warehouse purposes and outdoor installations with the designation of their categories (except for Category D premises for explosion and fire hazards) and classes of zones on the entrance doors of premises from the outside and on installations in their service area in a prominent place.

16.1.11 Ensure good working order of fire safety systems and equipment of the site (automatic firefighting and alarm units, smoke protection system plants, fire annunciation systems, fire alarm equipment, fire water supply, fire safety doors, firefighting and smoke valves, protective devices and fire-retardant obstacles).

16.1.12 In case of fire at Vnukovo International Airport infrastructure:

- a) perform actions to ensure the safety and evacuation of people;
- b) ensure that the following actions are performed by personnel who detect a fire or signs of combustion (smoke, burning smell, air temperature rise, etc.):
 - inform the FSRSS fire communication dispatcher immediately by telephone 6-81-32 or 6-28-01; if it is impossible to contact the FSRSS dispatcher, contact the EMERCOM Fire and Rescue Service of Moscow by telephone 101. The facility address, the fire location, and the reporting person's surname shall be reported;
 - notify the immediate supervisor or an employee temporarily replacing the latter;

- activate the manual fire annunciator; to do this, remove the cover and press the annunciator button;
- where possible, take feasible measures to evacuate people and extinguish the fire (with fire extinguishers, internal fire cranes).

16.2 The User shall:

Any violation of the requirements specified in this section shall be subject to a penalty in the amount of Five Thousand (5000) rubles.

16.2.1 Not smoke on the Airport territory, except for places specially designated for smoking.

16.2.2 Ensure that there are signs with the telephone number of the fire department and the full name of the person responsible for compliance with fire safety requirements at the facilities.

16.2.3 Ensure the placement of fire safety signs "Smoking and the Use of Open Fire Is Prohibited" at the facilities.

16.2.4 Not arrange dryers and hangers for clothes, wardrobes in the vestibules of the exits from the buildings, as well as not store (including temporarily) inventory and materials.

16.2.5 At the end of a working day, de-energize electrical installations and household electrical appliances, as well as other electrical installations and electrical appliances, except in cases where this is due to their functional purpose and/or provided for by the requirements of the operating instructions, with the exception of emergency lighting and fire protection systems.

16.2.6 Not operate electrical wires and cables with visible insulation faults.

16.2.7 Not use sockets, breakers, other wiring accessories with damage.

16.2.8 Not operate light fixtures with removed caps (diffusers) provided by the design, as well as not cover electric lamps and light fixtures (with incandescent lamps) with paper, cloth or other combustible materials.

16.2.9 Not use electric irons, electric stoves, electric kettles and other electric heating devices that do not have thermal protection devices, as well as missing or malfunctioning built in heat controllers.

16.2.10 Use standard (not homemade) electric heaters and extension cords to power electrical appliances, and not use uncalibrated fuse inserts or other homemade overload and short circuit protection devices.

16.2.11 Not leave electrical heating devices and other domestic electrical devices including those on standby unattended while connected to mains except for electrical devices that may and/or must operate on a round-the-clock basis in accordance with instructions of their manufacturer.

16.3 The User shall:

Any violation of the requirements specified in this section shall be subject to a penalty in the amount of Twenty Thousand (20000) rubles.

16.3.1 Not place/install on evacuation routes and evacuation exits (including in passages, corridors, vestibules, galleries, elevator halls, stairwells, staircases, doorways, escape hatches) any products, equipment, production waste, garbage and other items that prevent safe evacuation.

16.3.2 Provide facilities with primary fire extinguishing equipment in accordance with the established standards, arrange timely maintenance and recharging of fire extinguishers. Keep records of the availability, frequency of inspection and recharge time of fire extinguishers, as well as other fire extinguishing means in the Log of operation of fire protection systems.

16.3.3 Not use the fire valve of the internal fire water supply system for purposes other than fire fighting. Not clutter the approaches to fire cranes of internal fire extinguishing water supply and primary fire extinguishing means.

16.3.4 Not place special and service equipment with internal combustion engines at a distance of less than ten (10) meters from the openings of exits from stairwells, office premises and window openings.

16.3.5 Not place special and service equipment on fire hydrant well covers.

16.3.6 Arrange timely compliance with the requirements of the fire safety department of the Organization contained in the instructions or letters.

16.3.7 Perform hot works with the respective permission or not perform such works with the violation of fire safety requirements.

16.3.8 Not fix the self-closing doors of emergency exits and fire doors in the open position (if devices that are automatically triggered in case of fire are not used for these purposes).

16.3.9 Not remove or not disconnect the elements of the device for self-closing doors (door closer).

16.3.10 Determine the procedure and terms of work on cleaning of ventilation chambers, cyclones, filters and air ducts from combustible waste and sediments with the preparation of a corresponding certificate, arrange the performance of these works at least once a year with the entry of information into the Log of operation of fire protection systems.

16.3.11 Not store things, furniture and other flammable materials under stair flights and on landings.

16.3.12 Not clean the premises and clean clothes using gasoline, kerosene and other flammable and combustible liquids, as well as not warm up frozen communications transporting or containing flammable substances and materials using open fire (fires, gas burners, blowtorches, primus stoves, torches, candles).

16.3.13 Not store or use flammable or combustible liquids, gunpowder, explosives, pyrotechnic products, cylinders with flammable gases, goods in aerosol packaging, waste of any hazard classes and other fire-explosive substances and materials in attics, basements, ground and underground floors, as well as under the pile space of buildings.

16.3.14 Not remove design doors of evacuation exits from floor corridors, halls, foyers, lobbies, and stairwells or other doors preventing hazardous fire factors from spreading into evacuation paths.

16.3.15 Not change independently the placement of utility systems and equipment, as a result of which access to fire extinguishers, fire cranes, and other fire safety systems is limited and the area of operation of automatic fire protection systems is reduced.

16.3.16 Not use temporary electrical wiring, including extension cords, surge protectors, which are not designed by their characteristics to power the electrical appliances used when carrying out emergency and other construction, installation, and restoration work.

16.4 **The User shall:**

Any violation of the requirements specified in this section shall be subject to a penalty in the amount of One Hundred Thousand (100000) rubles.

16.4.1 Ensure that there are no facts of fire and destruction or damage to the property related to violation of fire safety requirements.

16.4.2 Not change the functional fire hazard class of buildings (structures, parts of buildings (structures), premises or groups of premises that are functionally interconnected) without the consent of the Organization.

16.4.3 Not perform works resulting in disruption of fire protection systems.

16.4.4 Take measures to prevent false alarms of fire protection systems during production activities, construction and installation and other works due to the release of smoke or dust.

16.4.5 Arrange storage of detailed design and as-built documentation on redevelopment and reconstruction of engineering networks and fire protection systems at the facility. Provide the specified documentation for consideration on Organization's request.

17 Requirements for the Carriers in the performance of operating activities

17.1 The Carrier shall:

17.1.1 Comply with the Organization's requirements when performing the operational activities in order to ensure high-quality, timely and safe handling of AC and passengers.

17.1.2 Comply with the requirements for informing the responsible persons of the Organization.

17.1.3 Comply with the requirements of the air traffic management authority when operating flights to/from Vnukovo International Airport.

17.1.4 Dispose of unclaimed baggage of IAL flights before the expiration of 6 (six) months from the date of its detection and registration with the UBR.

Unclaimed baggage of IAL flights shall be declared (placed) under the customs procedure of destruction (herewith, the customs declaration shall be carried out by the customs representative under an agreement with Vnukovo International Airport JSC) or shall be returned outside the borders of the Russian Federation. The Carrier shall send a corresponding notification to the Organization not later than 5 (five) days before the start date of the destruction or return procedure outside the borders of the Russian Federation.

17.1.5 Dispose of any unclaimed baggage on DAL flights after 6 (six) months from the date of its detection and registration with the UBR.

Unclaimed baggage from DAL flights shall be transferred by the Organization either under the responsibility of the Carrier to carry out further procedure for the baggage destruction, or by written order of the Carrier it is sent to the Carrier's base airport, or the Organization carries out the procedure of destruction of unclaimed baggage from DAL flights (if it is established by the contract). The Carrier shall send the relevant notice to the Organization not later than 10 (ten) days before the start date of the destruction procedure.

Condition - The finding of unclaimed baggage at the UBR on the date of beginning of the destruction procedure is considered as ordering an additional paid service for the disposal of this luggage.

17.2 The Carrier shall:

Any violation of the requirements specified in this section shall be subject to a penalty in the amount of Two Thousand Five Hundred (2500) rubles.

17.2.1 Observe slot discipline when performing flights to/from Vnukovo International Airport, reagree slots. Deviation from the planned slot by more than two (2) hours is a violation.

17.2.2 Observe discipline regarding changes to the daily flight plan. Provide the AC turnover schedule for the next day in due time in the OAR format (applied for the Carriers in accordance with the agreement).

17.2.3 Timely release APP equipped with airbridges. Failure to release the APP for more than 3 (three) hours without coordination with the MCC is a violation.

17.2.4 Not have the AC in a commercial APP without a departure plan (AC downtime) and without coordination with the MCC.

17.2.5 Perform technical works to AC put on APPs equipped with airbridges and/or APPs with the possibility of unassisted AC taxiing-in, after coordination with the MCC.

17.2.6 Comply with the requirements stipulated by the MOS approved by the Organization. Inform in a timely manner about the replacement of the AC requiring the resources reallocation. An untimely notification about the replacement of the AC, which affected the compliance with the MOS, is a violation.

17.2.7 Send MVT messages about flight movement or planned delay.

17.2.8 Send LDM messages about the actual loading on arrival and/or departure.

17.2.9 Comply with the Organization's requirements to minimize waste of resources: check-in desks, boarding gates. Extension of registration and/or control of boarding of passengers at the request of the Carrier, requiring the redistribution of resources, is a violation.

17.2.10 Submit an application for the provision of additional services not less than one (1) hour before the requested time of service provision.

17.2.11 Ensure presence of information in the PSM message about the weapons, passengers with limited mobility, unaccompanied children, etc., requiring additional services and resources.

18 Requirements for the Job-Related Behavior and Appearance of the User's Personnel

18.1 The User shall:

18.1.1 Comply with the requirements to ensure high quality of services provided to passengers, customers and visitors of Vnukovo International Airport.

18.1.2 Ensure personnel awareness of the current version of the Conditions of Use and comply with the requirements set forth in order to prevent violations leading to the issuance of claims and fines against the User.

18.1.3 Make sure the personnel know and comply with the requirements of the Organization's regulatory documents governing the implementation of production and technological procedures and business processes in which the User is involved.

18.1.4 Ensure (not impede) unhindered access to commercial facility at any time to Organization representatives.

18.1.5 Not disclose nor use confidential information relating to the Organization.

18.1.6 In case of failure of equipment, devices, tools, immediately inform the direct supervisor. The User is prohibited from using faulty equipment and tools.

18.1.7 Inform immediately the direct supervisor of an accident that occurred at work, of signs of illness as well as of a situation that poses a threat to human lives and health.

18.1.8 Be responsible for the image and reputation of the employer in any situation, regardless of location – directly at the workplace or when representing the interests of the employer externally.

18.1.9 When interacting with passengers, customers and visitors, adhere to the rules of business etiquette. The User's personnel shall be fluent in Russian and have a competent speech. Speak English at a level that ensures the possibility of effective communication when communicating with passengers, customers and visitors on the territory of the Airport.

18.1.10 Avoid conflict situations. In the communication process, the User's personnel shall show tact and politeness, be friendly, restrained, and perform their work in good faith. The User's personnel shall not in any way express a personal attitude towards customers or make distinctions when servicing. During the entire work process, employees shall control their behavior, avoid irritation, avoid losing their composure.

18.1.11 Be considerate and attentive when serving customers. When interacting with a customer, personnel shall not be distracted by unrelated matters and talk on a mobile phone, except for work-related matters and prompt resolution of an issue regarding which the customer has approached.

18.1.12 Observe professional ethics in the process of customer service, not exert pressure when selling goods or rendering services.

18.2 **The User shall:**

Any violation of the requirements specified in this section shall be subject to a penalty in the amount of Five Thousand (5000) rubles.

18.2.1 Apply a client-centered approach in the provision of services. A confirmed valid complaint received through the Organization's feedback channels is a violation.

18.2.2 Prevent storage of outerwear, bags, food, dishes, magazines, or books, as well as any printed publications not related to production processes/professional activities, and other things in the service area and at workplaces.

18.2.3 Observe sanitary and hygiene standards and rules. Eating in a visible location and/or during customer service is not permitted. Attending the workplace with obvious signs of illness or fatigue is not permitted.

18.2.4 Not use personal mobile devices and other portable devices (tablets, e-books, audio players, etc.) that are not related to the performance of official duties (photo/video recording, talking on personal topics, including via video communication, as well as listening to and viewing of information, including through headphones).

18.2.5 While on duty, wear uniform or official-style clothing (blouses, shirts, trousers, skirts). All elements of the uniform shall be used only during performance of official duties. An employee shall look neat and well-groomed. Clothes and shoes shall be clean and tidy.

18.2.6 Prevent inappropriate behavior of User's employees in public places.

18.2.7 Not use the equipment that does not belong to the User and is intended for servicing passengers and customers of Vnukovo International Airport (baggage carts for passengers, passenger seats, waste storage containers, electrical equipment, sockets outside the work area, etc.).

18.2.8 Not use restrooms for disabled passengers and baby changing facilities for personal purposes. The passenger and service restrooms shall not be used for water intake and drainage, washing, personal purposes.

18.2.9 Not make noise leading to discomfort for passengers, customers and visitors.

18.3 **The User shall:**

Any violation of the requirement specified in this section shall be subject to a penalty in the amount of One Hundred Thousand (100000) rubles.

18.3.1 Not be intoxicated, drugged and/or under the influence of psychotropic substances on the territory of the Airport, regardless of the location of the workplace, while performing official duties.

19 Responsibility for Violation of/ Noncompliance with Conditions of Use Requirements

19.1 For any violation of/ noncompliance with the User Conditions of Use requirements, the User shall bear liability in the form of a fine in the amount according to the relevant paragraph.

19.2 The engagement of subcontractors shall not release the User from responsibility to comply with all obligations under this Conditions of Use. The User shall be fully responsible to the Organization for the quality of works/services performed/rendered by subcontractors.

19.3 The fine shall be payable within five (5) business days from the date of receiving a claim from the Organization, unless any other deadline is regulated by the existing contract/agreement between the User and the Organization.

19.4 If the User fails to meet the requirements set forth in the provisions hereof and other applicable regulatory documents of the Organization, for violation of which a special penalty is not established, a fine of five thousand rubles (RUB 5000) shall apply.

19.5 The penalties paid by Users shall not mean an exemption from compensation for damages and/or payment for repair and restoration works which may be needed in connection with the User's breach of the requirements hereof.

19.6 Correction of violations specified in the Report of Identified Violations of the User Conditions of Use shall not release the User from penalties.

20 Annexes

This Conditions of Use contains the following Annexes:

Annex A — Procedure for Handling Detected Violations of the Conditions of Use Requirements;

Annex B — Report on Detected Violations of the Conditions of Use Requirements.

Annex A

(mandatory)

Procedure for Handling Detected Violations of the Conditions of Use Requirements

1. Based on the requirements of this Conditions of Use, a responsible employee of the Organization will identify violations by using inter alia the video surveillance system of the DTAS and the data of the ACS, which are subject to recording in accordance with the "Procedure for Handling Detected Violations Within the Conditions of Use".

2. Any detected violation shall be reported. See Annex B for the Conditions of Use Violation Report Form, (hereinafter, the "Report").

2.1 When drawing up the Report, the responsible employee of the Organization shall indicate:

- Report preparation time;
- Report preparation date;
- Report preparation place;
- Full name of the authorized official of the Organization who detected the violation;
- the nature of the violation with reference to the section of the Conditions of Use;
- format of materials for recording the fact of violation (photo/video recording, including materials obtained using objective control means: video surveillance system DTAS, ACS, etc.).

2.2 The Report shall be drawn up by the authorized official of the Organization who identified the violation in two (2) copies and endorsed by the signature of the parties - the responsible authorized official of the Organization who identified the violation and drew up the Report, and the User's representative.

Terms and Conditions:

1 *The signing of the Report by the User's representative shall not mean his agreement with the violations specified in the Report. The signature confirms that the Report has been received by the User's representative.*

2 *If the User's representative, who has committed a violation of the Conditions of Use, refuses to endorse the Report with a personal signature, in addition to the preparation of the Report, employees of the Organization, within whose competence and official duties the object of violation is, shall be engaged. In this case, the name and position shall be indicated in the Report. In the column "The person who committed the violation" the following shall be indicated: **refused to sign, the report was read aloud.***

2.3 One copy of the Report drawn up and endorsed in accordance with the established procedure shall be transferred to the User's representative who violated the Conditions of Use requirements. The second copy of the Report shall remain with the Organization and be subject to further processing.

3. Further, the Report shall be subject to processing by the responsible employee of the Organization in accordance with the Instruction "Procedure for Processing Detected Violations Within the Conditions of Use".

Annex B
(mandatory)

Form of Report on Detected Violations of the Conditions of Use Requirements



Report

on Detected Violations of the Conditions of Use Requirements

Preparation time _____ hour _____ min

Preparation date _____, 20__

Preparation place _____

I, _____
(full name, position)

have detected violation _____
(User, representative of the User)

The following has been identified:

(describe the violation, indicate Conditions of Use section)

Explanation of the User's representative:

The following materials are attached to the Report:

Note:
The Report shall be made in two counterparts:
▪ 1 counterpart for the User/User's employee;
▪ 2 counterpart for the Quality Service

User's Representative _____ / _____
(full name, position) (signature)

The Report was drawn up in the presence of _____ / _____
(full name, position) (signature)

_____ / _____
(full name, position) (signature)

_____ / _____
(full name, position) (signature)

The Report was drawn up by: _____ / _____
(full name, position) (signature)