VNUKOVO INTERNATIONAL AIRPORT, JOINT STOCK COMPANY

APPROVED BY

Order of Vnukovo International Airport, JSC

No. 01-04/330-26 dated 21.08.2026

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# Vnukovo International Airport
# Conditions of Use

MOSCOW-2026

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# 1 Introduction

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

- ensure that the transport security requirements are observed;
- ensure that the aviation safety requirements are observed;
- ensure that the fire safety requirements are observed;
- ensure that the safety requirements regarding traffic 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;
- rationally use the resources of Vnukovo International Airport, JSC.

# 2 Scope of Application

2.1 Conditions of Use define the requirements to 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 Conditions of Use shall be binding on 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 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 Conditions of Use shall entail the application of penalties provided for herein.

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

2.6 Upon introduction of changes to Conditions of Use, responsible employees at divisions of Vnukovo International Airport, JSC in charge of coordinating User contract support shall officially notify Users in compliance with applicable rules.

2.7 The current version of 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:

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

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

**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;

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

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

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**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);

**Certificate of Commissioning of the Facility** is a document signed by the commission, comprising representatives from involved departments of Vnukovo International Airport, JSC, after the completion of construction period, mentioning all the main technical parameters of the facility being commissioned and comments made thereon;

**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 contractual lease (use) by Vnukovo International Airport, JSC, catering facilities, shops, and/or other immovable facilities located on the territory of Vnukovo International Airport;

**Contamination of artificial coating** – presence on artificial coating of the following:

- areas contaminated with fuels and lubricants, technical liquids;
- ice formed after water was spilled during operations of aircraft's water system servicing or aircraft washing in the winter period;
- contamination after pouring water on the aircraft, washing the aircraft's power plant;
- FOD (Foreign Object Damage) – foreign objects that can cause damage to the aircraft and/or injuries to personnel;
- contamination by dirt from wheels and/or by the contents of special vehicles;

**Customer** shall mean an individual utilizing 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;

**Delivery Vehicle** shall mean a mechanical equipment unit designed to move inventory equipment and supplies and/or household waste (for example, hydraulic, self-propelled, platform, load trolleys);

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

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

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

**Environmental Protection** shall mean the activities aimed at 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 consequences from such activities;

**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;

**General Conditions** – general conditions for the lease of buildings, structures and premises on the territory of Vnukovo International Airport (framework agreement);

**GH Flow Chart** – aircraft ground handling operations schedule;

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

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**Mechanical Equipment** shall mean a set of vehicles, machines, installations, sets of equipment, power tools, etc., used to ensure comprehensive mechanization of works and minimize manual labor inputs;

**Operational 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 provision of on-board catering on the territory of Vnukovo International Airport;

**Organization** shall mean Vnukovo International Airport, JSC;

**Personnel** shall mean employees of a legal entity or individual entrepreneur carrying out commercial and/or industrial activities on the territory of Vnukovo International Airport;

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

**Rescue and Firefighting** – Fire Fighting and Rescue Flight Support Service of the Airfield Facility Directorate of Vnukovo International Airport, JSC;

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

**Security Restricted Area** shall mean a transport infrastructure facility - Moscow (Vnukovo) Airport, its part (ground, underground, air), a vehicle, for which, pursuant to the requirements for ensuring transport security, special rules are established to control admission of individuals, vehicles and the movement of cargo, baggage, carry-on luggage, personal belongings, other material objects, as well as animals;

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

**Shift Director** – an airport director (working in shifts) of the Shift Directors Service of Vnukovo International Airport, JSC;

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

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

**Transport Vehicles** are devices intended for the carriage of individuals, cargo, baggage, carry-on baggage, personal belongings, animals or equipment installed on the said transport vehicles by the rules defined by transport codes and regulations, and including: motor vehicles used for regular carriage of passengers and baggage or carriage of passengers and baggage on request, or used for the carriage of dangerous goods, which requires a special permit; civil aviation aircraft used for commercial air transport and/or performance of aerial work; general aviation aircraft determined by the Government of the Russian Federation upon presentation by a federal executive body;

**Unclaimed Baggage Room** – Lost and Found Room of Vnukovo International Airport, designed for temporary storage of unclaimed baggage and found items;

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

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

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**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.

3.2 The following abbreviations and designations shall be used herein:

**RW** – runway;

**GPU** – ground power unit;

**TW** – taxiway;

**CCC** – Coordination and Control Center of the Production Directorate of Vnukovo International Airport, JSC;

**FOD (Foreign Object Debris)** — foreign objects (production and consumption waste).

# 4 General User Requirements

## 4.1 The User shall:

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

4.1.2 Not violate contractual relations in accordance with paragraph 4.1.1 of Conditions of Use, concluded between the User and the Organization, when carrying out commercial and/or industrial activities on the territory of Vnukovo International Airport.

4.1.3 Comply with the requirements of the current legislation of the Russian Federation, including those related to the civil aviation, the requirements of the current internal regulatory and organizational documents of the Organization, as well as the requirements of Conditions of Use.

*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 compliance with applicable rules.*

4.1.4 Implement a quality management system to provide quality services.

4.1.5 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.

4.1.6 Familiarize against signature the personnel performing their official duties on the Airport territory with the requirements of transport security.

4.1.7 Provide training, knowledge testing, probation, testing of practical driving skills for the personnel, directly operating special vehicles and mechanical equipment on the territory of the Airport, including training in the management of approach/departure to/from the aircraft (if necessary) in the manner prescribed by RI-02.02-11 Training and Certification of Drivers and Managers of Approach (Departure) of Special Vehicles to/from Aircraft on the Aprons of the Moscow (Vnukovo) Airfield.

4.1.8 Provide conditions for the performance of functional duties by personnel in accordance with occupational health requirements. The User is responsible for any harm to the health of personnel (by the fault of the User).

4.1.9 Render high-quality and affordable service to disabled passengers and customers and other persons with disabilities as per the requirements of the legislation of the Russian Federation.

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

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4.1.11 Ensure that personnel are familiar with the current version of Conditions of Use in paper form or on an electronic information resource, and also provide free access to Conditions of Use at personnel's workplaces.

4.1.12 To prevent violations of the requirements specified in Conditions of Use, which are the basis for making claims and fines against the User, the User shall ensure that the requirements of Conditions of Use are fulfilled by the personnel, as well as by any physical or legal entities engaged both by the User himself/herself and by any contractors of the User to perform work/provide services in the interests of the User. In cases the persons named herein violate the requirements of Conditions of Use, the claim and fine are issued directly to the User.

4.1.13 Make sure that the personnel knows and complies with the requirements of the Organization's regulatory documents governing the implementation of operational and technological procedures and business processes in which the User is involved.

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

4.1.15 Provide the Organization with information about subscribers of the User's telephone or 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.

4.1.16 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.

4.1.17 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.

4.1.18 The User shall review the claims and provide a response to the appeal as per the requirements of the current legislation of the Russian Federation.

4.1.19 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 fine in the amount of Five Thousand (5,000) rubles.*

4.2.1 Comply with all instructions of the security personnel in terms of observing the rules of access and intra-facility control, and prevent any insults and actions that interfere with proper performance of duties by the security personnel.

4.2.2 When staying on the territory of the Airport to perform their duties regardless of their workplace location personnel shall always have a permanent Security Restricted Area pass placed clearly visible on the outer garments.

4.2.3 Personnel are required to wear a permanent Security Restricted Area pass on a branded lanyard with corporate identity for visual identification and confirmation of affiliation with the Organization. Personnel are prohibited from wearing permanent Security Restricted Area passes on ribbons (lanyards) with the Organization's identity.

4.2.4 Not arrange illegal rooms/places for overnight stays.

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4.2.5 Prevent sleeping outside designated areas on the Airport territory/at the workplace, except for specially equipped recreation areas. It is prohibited to use production facilities for the accommodation, rest and sleep of personnel (the main signs of being in a state of sleep: loss of active, especially purposeful activity, adoption of a certain motionless posture, closed eyes). It is also prohibited to place any bedding (bed linen, blankets, pillows), as well as furniture intended for sleeping (beds, couches, folding beds, mattresses of all types). Non-folding sofas may be placed only in waiting areas for office visitors.

4.2.6 Present a permanent Security Restricted Area pass at the request of authorized representatives of the Organization carrying out activities to ensure transport security on the Airport territory.

4.2.7 Provide the Organization with a certified copy of the valid User's civil liability insurance contract to third parties in accordance with the General Conditions, as well as concluded/effective agreements/contracts (if it is statutorily required by the legislation) in the course of commercial and/or production activities on the Airport territory.

4.2.8 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.

4.2.9 If garbage is discovered at the Moscow (Vnukovo) airfield, take all possible actions/measures to prevent the movement of foreign objects by the wind across the territory of the Moscow (Vnukovo) airfield, collect and dispose of the garbage in the nearest garbage container/bin/trash can, or FOD container.

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

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

4.2.12 Ensure that the equipment is operated only in good (operational) technical condition.

4.2.13 Not use materials and supplies/equipment that have characteristic external signs of damage, deformation or look unpresentable.

4.2.14 Not take any actions that interfere with the normal operation of doors equipped with access control system and devices that ensure their closing (door closers).

4.2.15 Ensure availability of clear markings (logo, name) regarding affiliation with the organization on all equipment and small-scale mechanization equipment (trucks, cleaning equipment, etc.) used in your activities.

4.2.16 Prevent unauthorized movement or changes to the layout of passenger seat sections in the airport terminal halls.

4.2.17 Not use passenger elevators for transportation of delivery vehicles, including those with production and consumption waste and/or large items.

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

4.2.19 Not disrupt the technological and operational processes of the Organization and other Users.

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4.2.20 Post information, using information media, stands, etc., agreed upon with the Organization. Exclude presence of information media, stands etc. at the sales and service counters (cash desks, SIM card sales counters, etc.), if not agreed with the Organization. Exclude the presence of any types of products, lighting devices and information media not agreed with the Organization on the glass partitions of the facility.

4.2.21 Not display information media, stands, etc. that have damage (tears, greasy surfaces, mechanical damage to structures, traces of homemade repairs with tape, electrical tape, etc.). Information labels must be made by printed (typographic) methods. Handwritten inscriptions are not permitted.

4.2.22 Ensure placement of information media, stands and other similar items in strict accordance with the requirements of STO-05.02-01 Standard for the Design and Condition of Common Areas at Vnukovo International Airport Terminal A.

4.2.23 Keep all utility rooms/ office furniture and equipment items (cabinets, bedside tables, racks, etc.) locked.

4.2.24 When staying at facilities not included in the Security Restricted Area, comply with the requirements regulated by RI-09.02-03 Instructions on Access and In-Site Modes at Transport Infrastructure Facilities of Moscow (Vnukovo) Airport and other regulatory documents of the Organization:

- notify about the loss of a permanent access control system pass on the day the loss is found;
- return in case of dismissal the permanent access control system pass within five (5) calendar days from the dismissal date;
- return the permanent access control system pass within thirty (30) calendar days after its expiration.

4.2.25 Not consume food or drinks (except drinking water) outside of specially designated areas: food service establishments, coffee shops, canteens, etc.

**4.3 The User shall:**

*Any violation of the requirements specified in this section shall be subject to a fine in the amount of Ten Thousand (10,000) rubles.*

4.3.1 Wear a high-visibility vest or high-visibility special clothing of the 2nd (second) protection class on the aprons of the Moscow (Vnukovo) airfield, including the apron, as well as the adjacent territory within the boundaries of the **Security Restricted Area (**production zones, technical sites, garages, workshops, hangars, technical and storage facilities, etc.).

*Note: For repeated violation of this requirement within one year (from the date of signing the claim), the permanent **Security Restricted Area** pass will be revoked.*

**4.4 The User shall:**

*Any violation of the requirements specified in this section shall be subject to a fine in the amount of Twenty Thousand (20,000) rubles.*

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

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

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

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

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

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

4.4.7 Prevent actions that damage structures, equipment, escalators, elevators, walls, flooring, doors, glass enclosures and partitions, and other property of the Organization.

4.4.8 When using engineering systems:

- not damage the utility lines of the water supply system, sewerage, heating networks, drainage facilities and structures thereon (by negligence, damage that does not cause disruption of the overall system performance);
- neither close/restrict access to the elements of utility systems: water supply, sewerage, heating networks, and drainage facilities nor block access thereto.
- make tie-ins in water supply, sanitation, and heat supply systems only after coordination with the heat engineering and sanitary support unit of the Organization.
- not open manholes on wells and chambers of utility systems such as water supply, sewerage, heating networks, drainage systems, without the consent of the heat engineering and sanitary technical support service of the Organization;
- not carry out water intake from heat supply and fire extinguishing systems of buildings and structures;
- not clog the utility systems of water supply, sewerage, heating networks, drainage systems with production and consumption waste;
- not use fire hydrants and fire cranes for purposes other than intended;
- not use cables and wires with damaged insulation, not use amateur-built electric heaters for heating purposes;
- connect additional electrical installations only after approval from the Flight Electrical and Lighting Support Service of the Organization’s Technical Directorate.

4.4.9 Perform works with an issued permit for excavation and construction works on the territory of the Airport and the User’s vehicle traffic routes agreed with the Organization.

4.4.10 While at facilities outside the Security Restricted Area:

a Not pass to/ enter the territory of the facility using another person's pass.

b Not transfer the access control system pass to other persons.

c Not transfer transport passes to other persons.

d Not allow the use of a transport pass in printed form on another 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 facilities;

g Not allow entry into the territory of Vnukovo mail and cargo complex with a parking ticket and an application for cargo handling/delivery from a warehouse, issued by Vnukovo-Cargo LLC and/or an air waybill issued by a carrier without the purpose of cargo delivery/receipt.

4.4.11 Comply with the requirements regulated by RI-09.06-02 Official Parking Lots User Guide 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 or access roads to the service parking.

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b Not park the vehicle in the service parking lot on the horizontal markings of yellow color prohibiting vehicle parking at this place.

c Not leave the vehicle at the staff car park of Vnukovo mail and cargo complex for a period of more than two (2) days without the consent of the Organization.

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

4.4.12 Not contaminate pavements of the Moscow (Vnukovo) airfield with industrial and consumer waste, sand, snow, ice, mud, fuels and lubricants, water, contents of toilet tanks, deicing liquid and other pollutants, regardless of the volume and extent of contamination, which may also result in pollution of environmental protection sites.

4.4.13 Neither accumulate/dispose of production and consumption waste in a place not intended for these purposes, nor arrange intermediate storage of waste.

4.4.14 Not litter, clutter or pollute the Airport area.

4.4.15 Not litter the Airport territory with seals used for sealing.

4.4.16 Avoid actions aimed at damaging baggage handling system equipment. Misuse of the baggage handling system equipment, and inflicting material damage or destruction to baggage handling system equipment and structures is prohibited.

4.4.17 Prevent damage to ventilation and air conditioning system components and structures, including air ducts, motors, air handling units, air curtains, fan coils, control panels, control cabinets, air conditioners, etc. Misuse of ventilation and air conditioning system equipment, as well as inflicting material damage or damage to ventilation and air conditioning system components and structures is prohibited.

4.4.18 Use all territories/areas/facilities of the Airport in accordance with their intended purpose. The intended purpose is understood as the established direction of use of a territory/area/facility for conducting certain types of activities.

4.4.19 Not store materials, tools and other related production equipment used during repair/finishing work (stepladders, scaffolding, fences, etc.) outside the rented areas/facilities.

# 5 Requirements to the User to Ensure Transport Security

## 5.1 The User shall:

5.1.1 Comply with the requirements of the legislation of the Russian Federation regarding transport security, internal regulatory documents of the Organization governing the procedures related to ensuring transport security at the transport infrastructure facilities of Vnukovo International Airport (including those regulated by RI-09.02-03 Instructions on Access and Intra-Facility Modes at Transport Infrastructure Facilities of Moscow (Vnukovo) Airport.

5.1.2 Comply with and follow the requirements and/or orders received from federal executive authorities related to transport security.

5.1.3 Undergo an inspection and submit for inspection personal belongings/materials and supplies, vehicles at check points and security posts as per the requirements of regulatory legal acts in transport security.

5.1.4 Inform about cases of violating transport safety, as well as offenses that may be committed on the territory of the Airport, by the following telephone numbers:

- Duty Officer of the Russian Federal Security Service unit at Vnukovo Airport – +7 (495) 991-20-54;
- Duty Office of MIA LD of Russia of the Ministry of Internal Affairs of Russia at Vnukovo Airport – +7 (495) 436-24-10, +7 (495) 436-87-62;

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- Aviation Security Department Shift Supervisor – +7 (495) 436-71-48, +7 (905) 537-14-58.

**5.2 The User shall:**

*Any violation of the requirements specified in this section shall be subject to a fine in the amount of Five Thousand (5,000) rubles.*

5.2.1 Notify about loss of a permanent Security Restricted Area pass, including a permanent vehicle Security Restricted Area pass in printed form granting access to the Security Restricted Area, on the day the loss is found.

5.2.2 Return the permanent Security Restricted Area pass, including a permanent vehicle Security Restricted Area pass in printed form granting access to the Security Restricted Area, within ten (10) calendar days after expiration of the validity period or upon expiration/termination of the contract for conducting production activities in the Security Restricted Area.

5.2.3 Notify about employee dismissal/changes to the staffing schedule (list) of employees with permanent Security Restricted Area passes on the day of employee dismissal/approval of changes to the staffing schedule.

5.2.4 Return the permanent Security Restricted Area pass, which grants access to the Security Restricted Area, within five (5) calendar days from the date of the employee's dismissal.

5.2.5 Return the permanent Security Restricted Area vehicle pass in printed form within five (5) calendar days from the date when vehicle operation is terminated.

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

5.2.7 Not move materials, products, inventory items, equipment, and other materials and supplies to/from the Security Restricted Area without a properly issued material pass as per RI-09.02-04 Procedure for Moving materials and supplies and Household Waste to/from the Security Restricted Area of the Transport Infrastructure Facility – Moscow (Vnukovo) Airport.

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

5.2.9 Not violate the integrity of seals and/or stickers used to seal doors/windows in order to ensure transport security.

**5.3 The User shall:**

*Any violation of the requirements specified in this section shall be subject to a fine in the amount of Twenty Thousand (20,000) rubles.*

5.3.1 Prevent violations of the requirements and/or orders conveyed by the Organization as received from federal executive authorities related to transport security.

5.3.2 Not bring any unauthorized persons who do not have the appropriate Security Restricted Area passes to Vnukovo International Airport using User's personal pass without being accompanied by an Aviation Security Department employee.

5.3.3 Not move to/from the Security Restricted Area, or move materials and supplies bypassing the checkpoints and inspection stations designated for these purposes. Movement of persons and materials and supplies movement must be based on availability of permanent Security Restricted Area passes issued in compliance with applicable rules.

5.3.4 Not stay in the Security Restricted Area sectors to which access for Security Restricted Area pass holder is limited.

5.3.5 Not transfer on board the aircraft (to passengers, aircraft crew members) items that are not related to operational activities as defined by the job description and governing regulatory documents.

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5.3.6 Not use a permanent Security Restricted Area vehicle pass in printed form for passage of another vehicle.

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

5.3.8 Prevent blocking of surveillance cameras view.

5.3.9 Not transfer the permanent Security Restricted Area pass to another person for the purpose of access to the Security Restricted Area.

5.3.10 Not transfer the permanent Security Restricted Area vehicle pass or the transport pass in printed form to another person. If the fact of pass transfer is established, the permanent Security Restricted Area vehicle pass and the transport pass in printed form are subject to confiscation and blocking.

5.3.11 Not enter/drive through the Security Restricted Area using permanent Security Restricted Area pass/permanent Security Restricted Area vehicle pass of another person.

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

5.3.13 Prevent damage (disabling) to elements or components of technical transport security means (inspection equipment, security and alarm systems, live monitoring (video surveillance), access control systems and other technical means installed at the transport infrastructure facility).

5.3.14 Not install additional door locking elements (access control system) and video surveillance equipment in the rented areas/premises without the appropriate permission.

**5.4 The User shall:**

*Any violation of the requirement specified in this section shall be subject to a fine in the amount of One Hundred Thousand (100,000) rubles.*

5.4.1 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 documents, and facilities of Vnukovo International Airport, including with the use of mobile phone.

5.4.2 Not accept any items from visitors, customers, passengers, aircraft crew members for transfer to third parties.

5.4.3 Not bring into the Security Restricted Area any items or substances restricted for movement into the Security Restricted Area and for transportation by aircraft, unless there is a material pass for these items and substances issued in compliance with applicable rules.

5.4.4 Not move objects and substances that have external signs of similarity to weapons, explosives, etc. to the Security Restricted Area.

5.4.5 Not leave uncontrolled/unattended any objects or substances restricted for movement into the Security Restricted Area and/or prohibited for carriage on board the aircraft.

5.4.6 Not move alcoholic beverages into the Security Restricted Area without a special permit/material pass of the established form.

5.4.7 Not store alcoholic beverages in workplaces and/or rented commercial premises not intended for such purposes.

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# 6 Requirements to the User during Operation of a Commercial Facility

**6.1 The User shall:**

6.1.1 Ensure unimpeded access of authorized Organization representatives to the leased and transferred for use premises in order to monitor the fulfillment of contractual obligations and compliance with the established requirements of Conditions of Use.

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

6.1.3 Inform the Organization (by sending a copy of the administrative document prepared in accordance with the procedure established under the General Conditions, agreement/contract) on the appointment of persons responsible for operation of utilities such as heating, water supply, sewage systems and sanitary fixtures, as well as for operation of electrical equipment (indicating the certificate numbers for the persons in charge and the electrical safety group).

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

6.1.5 Bear any expenses related to operation of the leased commercial facility in accordance with the General Conditions, agreement/contract concluded, including payments for routine and major repairs, as well as purchase of materials consumed during the repair, unless otherwise provided for by the agreement/contract. Major repairs shall be performed at the expense of the User in cases when occurrence of the reasons that caused the need for such repairs is at his fault.

6.1.6 Timely, after the expiration of the contract, transfer the leased commercial facilities to the Organization in clean condition, subject to the normal wear and tear, including the arrangements for transportation of own belongings.

6.1.7 Ensure regular collection and removal of own production and consumption waste, including the period after termination of 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 its 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 RI-09.02-04 Procedure for Moving materials and supplies and Household Waste to/from the Transport Security Area of the Transport Infrastructure Facility – Moscow (Vnukovo) Airport when moving materials and supplies and household waste.

**6.2 The User shall:**

*Any violation of the requirements specified in this section shall be subject to a fine in the amount of Five Thousand (5,000) rubles.*

6.2.1 Use only serviceable delivery vehicles to move goods and/or household waste on the territory of the Airport, the vehicle wheels shall have a rubberized coating free of any damage. Use of delivery vehicles with plastic wheels is prohibited.

6.2.2 Store, place and transport materials and supplies and/or household waste in buildings on the territory of the Airport using delivery vehicles covered with an opaque covering material that completely hides the inventory items. The size of the covering material must fully correspond to the dimensions of the transported inventory items in order to prevent the spontaneous opening of the packaging/container of the transported inventory items and/or the falling of such inventory items from the delivery vehicles.

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6.2.3 Use not more than one delivery vehicle by one forwarder to move materials and supplies and/or household waste on the territory of the Airport.

6.2.4 Not store pallets, delivery vehicles in the unloading/loading areas unless during 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 Post information about the User's corporate and legal (if different) name, its operating hours (and/or reasons for deviations from the operating hours, as well as closures not provided for in the operating hours) and contact telephone numbers. The information shall be positioned in a place visible to the consumer.

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

6.2.8 Not reprogram the radio stations.

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

6.2.10 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 works.

6.2.11 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, selected type office chairs may have a different color scheme.

6.2.12 Use not more than one office chair per workplace.

6.2.13 Ensure serviceability and absence of visible mechanical damage (cracks, scuffs, chips, mechanical damage, stickers, drawings or contamination) on the interior elements of the customer area and the exterior of the commercial facility.

6.2.14 Not use faulty lighting fixtures.

6.2.15 Not change the appearance/approved design of the commercial facility without agreement with the Organization.

6.2.16 Arrange for cleaning of the commercial facility and/or occupied area during periods that do not create inconvenience for customers, passengers, and visitors.

6.2.17 Remove materials and supplies only with material passes, issued in compliance with applicable rules and valid at the time of inspection at the inspection station.

**6.3 The User shall:**

*Any violation of the requirements specified in this section shall be subject to a fine in the amount of Twenty Thousand (20,000) rubles.*

6.3.1 Comply with the requirements of the Regulations for the Arrangement of Lease Areas, Acceptance, Transfer and Return of Leased Facilities when performing repair/construction/installation or other work.

6.3.2 Not carry out repair/construction/installation or other works unless there is a written approval of the Organization.

6.3.3 Eliminate the remarks specified in the facility commissioning certificate within the specified period.

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

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

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

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6.3.7 Maintain in good working order the utility lines, internal electrical, heating, water supply, sewerage systems, ventilation and air conditioning systems in the rented premises, including outside the rented area, if the User's utilities/equipment are specifically installed/connected for the User's needs, and also be responsible for their safety and operability.

6.3.8 Ensure elimination of any issues or malfunctions in operation of the User's utility systems or equipment, identified by the Organization within the timeframes specified by the Organization.

6.3.9 Provide unimpeded access for authorized representatives of the Organization to sanitary equipment and water supply, sewerage, and heat supply utilities for inspection/checking, including the ability to fully visually inspect the grease trap by removing the cover without dismantling the associated connections.

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

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

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

6.3.13 Ensure timely maintenance of sanitation utilities with removal of fatty deposits formed in the pipelines of industrial sewerage in the area of the lessee's operational responsibility.

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

6.3.15 Comply with the requirements of applicable legislation of Moscow and the Regulations for the Arrangement of Lease Areas, Acceptance, Transfer and Return of Leased Facilities of Vnukovo International Airport, JSC with regard to the legalization of completed alterations to non-residential capital construction facilities and (or) parts thereof.

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

6.3.17 Arrange for storage of design documentation and the necessary permits for the performance of works at the location of repair/construction/installation works. Provide the said documentation for review at Organization's request.

6.3.18 Fence off/hide the location of repair/construction/installation works from passengers, clients and visitors of Vnukovo International Airport with installation of information boards with the name and contact information of the company carrying out these works.

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

6.3.20 Prevent accumulation of waste in the customer area.

6.3.21 Ensure compliance with the current legislation of the Russian Federation for waste management.

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

6.3.23 Ensure cleanliness of the unloading place and the route of materials and supplies and/or household waste movement using own resources. The means of delivery shall be in good and clean condition.

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

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**6.4 The User shall:**

*Any violation of the requirements specified in this section shall be subject to a fine in the amount of One Hundred Thousand (100,000) 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 as per the Regulations for the Arrangement of Lease Areas, Acceptance, Transfer and Return of Leased Facilities of Vnukovo International Airport, JSC.

6.4.2 Not make internal changes to non-residential capital construction facilities and/or parts thereof without approval of the Organization.

6.4.3 Not move/dismantle the wiring system without agreement with 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 an openly announced Service Set Identifier (SSID).

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

6.4.7 Ensure availability of grease traps and conclusion of contracts for disposal of fats in the organization of public catering, with copies of the contracts provided to the heating and sanitary-engineering support service of the Organization Technical Directorate.

## 7 Requirements to the User Engaged in Trading Activities and/or Rendering Services to Customers

**7.1 The User shall:**

7.1.1 At its expense and in compliance with applicable rules, 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 with the Organization the list of goods/services sold/rendered on the territory of the Airport.

7.1.3 Perform cash transactions as per the requirements of the Central Bank of the Russian Federation.

7.1.4 Comply with the requirements of the applicable advertising law 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 fine in the amount of Five Thousand (5,000) 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 place advertising materials (booklets) in inappropriate locations.

7.2.2 Place/make changes to the navigation elements of Vnukovo International Airport only as per the standards regulated in RD-02.01-01 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 in print shall be positioned in a place accessible to the customer (in Russian and English).

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7.2.4 Ensure 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 a readable format in Russian and English.

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 banking method (with bank cards).

7.2.10 Be sure to notify customers of the temporary closure of the facility. This information shall be presented in the form of a plastic board with the text on A4 format sheet to be located in places visible to customers. The text shall be printed in black 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 comments and suggestions in a place accessible to customers as per 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 placement of any information media and decorative elements)

7.2.14 Ensure proper functioning of lighting fixtures.

7.2.15 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.

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

7.2.17 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.

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

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

7.2.20 Regularly and as necessary, fill ATMs with cash, ensure the availability of cash in small bills — if the device is technically capable of such service.

7.2.21 Ensure 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.

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7.2.22 Persons with symptoms of infectious diseases, persons suspected of having such diseases, those who have been in contact with patients with infectious diseases, as well as personnel who are carriers of infectious disease pathogens, shall not be allowed to perform work related to manufacture (fabrication) of food products.

7.2.23 In order to prevent infectious diseases, cutting equipment (cutting boards, knives) must be assigned to specific production areas and have special markings in accordance with the products processed therein. It is permitted to apply combined markings (letter and color) to cutting equipment. Cutting equipment for raw and finished products must be stored separately.

7.2.24 Every day before the start of a shift in the cold, hot, and confectionery shops, as well as in organizations producing soft ice cream, medical personnel or other responsible persons are required to inspect exposed body surfaces of personnel for presence of pustular diseases, including personnel involved in preparation, portioning, serving, and distribution of food. Persons with pustular skin diseases, festering cuts, burns, abrasions, as well as catarrh of the upper respiratory tract are not allowed to work.

7.2.25 Ensure serviceability and absence of visible mechanical damage to wiring boxes.

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

7.2.27 When operating vending machines and ATMs, ensure the following:

a neat appearance, structural integrity, no visible damage to vending machines and ATMs;

b availability of updated and undamaged information plates/stickers on vending machines and ATMs.

7.2.28 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 disabled persons and other persons with physical dysfunction.

7.2.29 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 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 packaging of oversized baggage).

**7.3 The User shall:**

*Any violation of the requirement specified in this section shall be subject to a fine in the amount of Twenty Thousand (20,000) rubles.*

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

# 8 Requirements to the User Engaged in Production Activities

**8.1 The User shall:**

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

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8.1.2 When providing aircraft maintenance services, use the Organization Unified Information System, as well as the system for planning, managing and monitoring resources for aircraft 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 Unified Information System using mobile devices or permanent workstations connected to the systems of the Organization.

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

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

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

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

- Ensure the safety of leased subscriber devices;
- Timely provide means of communication for scheduled maintenance.

8.1.7 When performing activities for receiving/releasing or servicing the aircraft, take part at the instruction of the Shift Director, in civil defense and emergency situations in terms of the following: emergency prevention and elimination of consequences, events, aircraft incidents; ensuring and complying with transport security requirements; countering acts of unlawful interference with the activities of Vnukovo International Airport.

8.1.8 When operating measuring equipment, use only functional equipment, calibrate and verify the equipment with the required frequency or before its use against reference pieces that show unit values in comparison with international or national reference standards. If such standards are not available, the User shall register and save the database of reference standards in the form of documented information.

8.2 The User shall:

*Any violation of the requirements specified in this section shall be subject to a fine in the amount of Five Thousand (5,000) rubles.*

8.2.1 Perform technical works to aircraft placed on APPs equipped with airbridges and/or APPs with the possibility of unassisted aircraft taxiing in/out, after coordination with the CCC.

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

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

8.2.4 Place tensator barriers according to the floor markings provided in the check-in and boarding area (elevation +8.000) of Terminal A. Do not relocate tensator barriers installed as per the floor markings.

8.2.5 Not place any objects on the airbridge control panel.

8.2.6 Not move the ground support equipment or not move within the airbridge maneuvering area while the airbridge is moving.

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

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8.2.8 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.

8.2.9 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 RI-02.02-08 Procedure for Identifying Facts, Determining the Causes, and Eliminating Contamination of Pavements of the Moscow (Vnukovo) Airfield.

**8.3 The User shall:**

*Any violation of the requirements specified in this section shall be subject to a fine in the amount of Twenty Thousand (20,000) rubles.*

8.3.1 Store unit load devices within a specially designated place as per 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 only communication devices that are included in the contract for communication services;

b not rearrange/reprogram the preset communication channel frequencies 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 perform treatment and cleaning of APPs from snow/ice/dirt/spilled fuels and lubricants independently without the approval of the Shift Director and the CCC.

## 9 Requirements to the User when Moving and Performing Operations on the Apron including the Front Apron

**9.1 The User shall:**

9.1.1 Comply with the requirements to arranging traffic 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 RI-02.02-12 Instructions for Organizing the Movement of Special Vehicles and Mechanical Equipment at the 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 movement of machinery) to the distance closer than 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 performance of works on operational maintenance of apron pavement.

9.1.6 When using the GPU:

a perform works on the aircraft on APPs equipped with stationary GPUs only after coordinating the commencement and completion of works and persons responsible for such works with the airbridge and GPU operation group of the Technical Directorate Operation Service of the Organization, as well as the CCC;

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 apron APPs of Vnukovo-1, if the aircraft stand is equipped with a serviceable stationary GPU, except in the following cases:

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- servicing an aircraft with a faulty auxiliary power unit using an airbridge (in this case, GPU must be connected before the engines are turned off (immediately after the aircraft has taxied to the APP), since an early GPU connection blocks the airbridge movement, which is due to the design features of its safety system);
- needing to start the aircraft power plant(s) from the air starting unit when the aircraft auxiliary power unit is faulty (connecting a stationary GPU in the above cases will block the movement of airbridge during withdrawal);
- impossibility of providing power supply to the aircraft from GPU due to a malfunction/specific feature of the AC;
- servicing an aircraft that has a different type of aerodrome power supply plug.

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 fine in the amount of Five Thousand (5,000) rubles.*

9.2.1 Not walk along the apron, except for the aircraft service area and special areas and routes regulated by RI-02.02-12 Instructions for Organizing the Movement of Special Vehicles and Mechanical Equipment at the Moscow (Vnukovo) Airfield.

*Note: For repeated violation of this requirement within one year (from the date of signing the claim), the permanent Security Restricted Area pass will be revoked.*

9.2.2 Not use FOD containers installed at the aircraft stand to collect items found at the aircraft stand 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 and other items not related to FOD.

9.2.3 Not leave foreign items on the aircraft stand after the end of aircraft service.

9.2.4 Not leave unattended or outside of specially designated location places items, things, equipment, tools, etc. on the apron (including the front apron) or in the maneuvering area.

9.2.5 Place special equipment and inventory after work to specially designated storage areas/

9.2.6 Prevent use during aircraft maintenance of hand-held tools, special equipment and fittings, which have no marking allowing to reliably determine the ownership (owner) of such hand-held tools, special equipment and fittings.

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

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

9.2.9 Place information, inscriptions, signs, designations on elements of utility systems of water supply, sewerage, heating networks, drainage systems only upon approval of the Organization.

9.2.10 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.

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

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

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

9.2.14 Not drive the vehicle with dirty wheels on the apron pavements (including the front apron)

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9.2.15 Not clutter the territory with construction and other materials or items that impede movement of people and vehicles and create conditions for planting of an explosive device.

9.2.16 Prevent spilling and falling out of cargo from truck bed during transportation of oversized construction waste in bulk.

9.2.17 Equip the truck bed with an tent cover when transporting oversized construction waste in bulk.

9.2.18 Equip storage bins with a tent cover (from tarpaulin, etc.) when moving them around the Airport, if they are not equipped with a lid.

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

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

9.2.21 Observe the rules of stopping and parking on the apron (including the front apron).

9.2.22 Not leave special vehicles, mechanical equipment and ground support equipment on the apron (including the front apron) or in the maneuvering area with the doors unlocked.

9.2.23 Not leave special vehicles, mechanical equipment and ground support equipment on the apron (including the front apron) or in the maneuvering area unattended or outside of specially designated locations.

9.2.24 Observe the rules of using flash beacon, external lights and light signaling.

9.2.25 Observe the rules of crossing intersections on the apron.

9.2.26 Observe the rules for signaling before starting movement, changing the lane, turning, U-turning and stopping.

9.2.27 Observe the rules of driving under the terminal as well as driving under the movable part of the airbridge.

9.2.28 Not overtake any moving vehicle.

9.2.29 Comply with the requirements prescribed by markings on the apron (including the front apron)

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

9.2.31 Observe the rules for transportation of people.

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

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

9.2.34 Not allow the use of telephones while moving around the airfield unless using a headset or hands-free system that allows for hands-free conversations. There should not be any items in the vehicle / ground support equipment cabin that are not operational resources for performing official duties and that may affect the vehicle / ground support equipment control (exert mechanical impact on the control process, obstruct visibility, or distract the driver's attention).

**9.3 The User shall:**

*Any violation of the requirements specified in this section shall be subject to a fine in the amount of Twenty Thousand (20,000) rubles.*

9.3.1 When using the GPU:

a not use stationary GPUs without a contractual relationship with the Organization;

b not use non-certified equipment, equipment with malfunctions or equipment that did not pass inspection or was not maintained;

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c not drive special vehicles, mechanical equipment and ground handling equipment over power supply cables of ground power sources.

d move in the retractable aircraft fuselage service system after aircraft servicing only after removing snow, ice, or production and consumption waste from the hatch frame and after checking correct cable laying, making sure there are no cable twists, defects of the retraction system or other defects which require excessive retraction effort.

e Leave the stationary GPU (aircraft fuselage service system and supply cable 115V/200V 400 Hz) in the deployed position only when personnel are present on this aircraft stand and allowed to work with a ground power source.

f observe the rules of GPU operation, 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 Not destroy or damage equipment on the apron: GPU, airbridges, lighting towers, etc.

9.3.4 Not damage the aircraft structural elements (including damage to the paintwork).

9.3.5 Drive the vehicle only if authorized to drive vehicles on the apron. Not transfer vehicle control to a person who does not have the right to drive vehicles on the apron. The vehicle driving permit for the Moscow (Vnukovo) airfield shall not have visible damage (as a result of wear, damage or other causes).

9.3.6 Comply with requests to stop the vehicle and submit the documents at the request of authorized persons.

9.3.7 Not drive the vehicle in presence of malfunctions with which vehicle operation is prohibited.

9.3.8 Observe the vehicle traffic rules when performing work on aircraft taxiing routes and taxiways.

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

9.3.10 Let the vehicle enter the aircraft service area under the control of the approach/departure manager.

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

9.3.12 Perform duties on the management of the approach/departure of a vehicle to/from aircraft, if holding a certificate on the management of the approach/departure.

9.3.13 Not cause traffic accidents, not run into obstacles or mobile aids (violation regardless of the severity of the consequences).

9.3.14 Not leave the traffic accident site, not leave the site of collision with the aircraft, if the User is involved in the accident.

9.3.15 Operate vehicles that have access to work at the Moscow (Vnukovo) airfield with installed and operable global positioning system equipment (GLONASS). Driving a vehicle in a controlled area (technological Security Restricted Area sector) with an inoperative/switched-off 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 fine in the amount of Forty Thousand (40,000) rubles.*

9.4.1 Not interfere with the taxiing or towed aircraft and not drive between an escort vehicle and the aircraft.

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9.4.2 Not interfere with an aircraft ready for towing or taxiing.

9.4.3 Not pass between an aircraft taxiing-in to the aircraft stand and a person marshalling such aircraft.

**9.5 The User shall:**

*Any violation of the requirements specified in this section shall be subject to a fine in the amount of One Hundred Thousand (100,000) rubles.*

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

9.5.2 Not damage the aircraft on the ground.

9.5.3 Not drive vehicles in a state of alcoholic or narcotic intoxication and not transfer vehicle control to a person who is in a state of alcoholic or narcotic intoxication.

9.5.4 Not allow persons to operate a vehicle if they are under the influence of pharmaceutical drugs that impair reaction and attention, or experience pain or fatigue.

9.5.5 Drive the vehicle to the RW and TW only after appropriate authorization.

## 10 Requirements to the User Performing Aircraft Ground Handling Activities

**10.1 The User shall:**

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

10.1.2 When towing the AC:

a comply with the procedure regulated in RI-02.01-09 Instructions for Towing Aircraft at the Moscow (Vnukovo) Airfield;

b only engage in the aircraft towing procedure the personnel who have:

- special training and allowance to perform the aircraft towing operations;
- certificate issued by competent civil aviation authorities and a signed contract for the performance of works (rendering the services) for aircraft ground handling;
- vehicles that provide the required traction force to perform the aircraft towing, operated in accordance with the requirements of regulatory technical documentation;

a during the aircraft towing procedure, observe the following rules:

- immediately stop towing if there is a danger to people or a threat of damage to the aircraft;
- in challenging towing conditions and with poor visibility of the apron markings, take additional measures to prevent damage to the aircraft (stop towing, reduce speed, provide additional personnel for the towing crew);
- stop towing to avoid damage to the aircraft in case of damage to the towing bar.

10.1.3 When performing deicing treatment of the aircraft:

a perform aircraft deicing treatment as per the documented procedure for ground handling of the Carrier, provided for in operational documents of the aircraft as well as in compliance with RI-02.01-04 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 deicing liquid that is required for smooth operation of Vnukovo International Airport;

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c provide at the Organization's request information on the amount of spent deicing liquid, including information on the collection, transportation, and disposal of this waste (licenses, contracts, certificates of delivery and acceptance for transportation, statements and other documents confirming the neutralization/disposal of waste);

d clean the aircraft stand after the aircraft treatment with deicing liquid, collect and transport the deicing liquid to the place of temporary waste accumulation 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 fine in the amount of Five Thousand (5,000) rubles.*

10.2.1 If aircraft is placed on an aircraft stand not equipped with a airbridge, - arrange for passengers boarding/drop-off from the Vnukovo International Airport building/ aircraft only if there is a waiting bus on site.

10.2.2 Arrange before aircraft arrival to aircraft stand for preliminary check of the aircraft stand readiness, including checking for absence of foreign objects and contaminants (dirt, sand, snow, ice, oil stains and other objects).

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

10.2.4 Ensure checking by the ground handling agent for absence of foreign objects and contamination of the artificial surface on the aircraft stand after the completion of flight handling.

10.2.5 Arrange aircraft placement on the aircraft stand in compliance with the aircraft stand marking.

10.2.6 Observe the time parameters established for each aircraft ground handling operation in the GH Flow Chart, a violation is an increase in the duration of aircraft ground handling, which led to a delay in aircraft 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 fine in the amount of Twenty Thousand (20,000) rubles.*

10.3.1 Not use open flame during aircraft ground handling.

10.3.2 Arrange for aircraft refueling with connecting the tanker to the airfield grounding device.

10.3.3 When starting and testing engines:

a start and test aircraft engines in cases provided for in the operational documentation as well as by the decision of the Pilot-in-Command or the manager of maintenance work performed on the aircraft;

b test aircraft engines with the permission of the Shift Director and in agreement with the CCC in specially designated places.

c starting and testing of aircraft engines shall be carried out only by personnel trained and approved in compliance with applicable rules to perform such works on this type of aircraft;

d start the aircraft engines on the aircraft stand where aircraft taxiing in/out is carried out when propelled by own engines, at starting points, while testing the engines, including reverse thrust tests 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 aircraft bypassing the dangerous areas determined for this type of aircraft;

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

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

## 11 Requirements to the User during equipment operation

11.1 The User shall:

11.1.1 Maintain the equipment in serviceable condition.

11.1.2 Ensure that the equipment complies with the requirements of GOST 12.2.003-91. Occupational Safety Standards System. Industrial Equipment. General Safety Requirements, GOST 12.2.007.0-75. Interstate Standard. Occupational Safety Standards System. Electrical Equipment. General Safety Requirements and ensure work safety during installation, operation, repair, etc.

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

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, prevent development of any potential fire and explosion situations.

11.1.6 Ensure that equipment, including foreign-made equipment, complies with the requirements of GOST 31812-2012. Interstate Standard. Civil Aviation Aircraft and Helicopter Ground Support Equipment. General Technical Requirements. Equipment shall be certified and permitted for use on the territory of the Russian Federation.

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

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 Requirements to the User to Ensuring Flight Safety

**12.1** When carrying out production activities on the territory of the Moscow (Vnukovo) airfield, **the User shall:**

12.1.1 Comply with the requirements of regulatory legal acts and internal regulatory documents of the Organization in relation to flight safety.

12.1.2 Develop, approve and keep updated the Flight Safety Policy in your company.

12.1.3 Appoint a manager responsible for the implementation and maintenance of the FSMS of his/her enterprise.

12.1.4 Approve and keep Flight Safety Management System documentation updated.

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12.1.5 Develop and implement a procedure for identifying hazard factors, assessing and reducing flight safety risk factors, providing for informing the operator of the Moscow (Vnukovo) airfield about high-degree risks related to the activities of the operator of the Moscow (Vnukovo) airfield.

12.1.6 Apply methods to verify the efficiency of ensuring flight safety and confirm efficiency of the means for controlling flight safety risk factors of the Moscow airfield (Vnukovo) operator.

12.1.7 Upon receipt of an inspector prescription from the Head of the Flight Safety Inspectorate of the Organization, conduct an internal investigation within the framework of the Flight Safety Management System in relation to the identified violations and deficiencies within the established timeframe.

12.1.8 Upon receipt of a message about an aviation event, report to the shift supervisor of the CCC for transmission of information to the Shift Director and to the Flight Safety Inspectorate of the Organization.

**12.2 The User shall:**

*Any violation of the requirement specified in this section shall be subject to a fine in the amount of One Hundred Thousand (100,000) rubles.*

12.2.1 When servicing an aircraft, not allow actions or inactions of personnel (including the technological consequences of ground handling) that may result in an aviation accident, emergency, damage to the aircraft, a serious aviation incident or an aviation incident.

## 13 Requirements to the User to Ensure Environmental Safety

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

13.1.1 Have valid documentation for 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 on 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 Provide at Organization's request the required information about 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 and may threaten or threaten human life and health. Any concealment of an incident will be considered as a major violation.

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

13.1.8 Conclude contracts with specialized service providers for the provision of services on collection, transportation, treatment, recycling, neutralization and disposal of production and consumption waste generated as a result of the User's activities, unless otherwise specified in 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 coordinate their location with the Organization in advance.

13.1.10 Develop and approve at facilities of Categories I, II, and III a Industrial Environmental Control Program, carry out industrial environmental monitoring in accordance with the stipulated requirements, document information, and store data obtained following the production environmental monitoring.

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 environmental protection and environmental safety.

13.1.12 Timely comply with the prescriptions, resolutions, decrees, and requirements of state control and supervision authorities and the Organization, issued as per the current legislation of the Russian Federation to comply with the environmental safety requirements and standards.

13.1.13 Compensate the Organization for the costs of payments for environmental damage caused by actions or no actions of the User, as well as the costs of payments for discharge 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 so required by the current legislation.

**13.2 The User shall:**

*Any violation of the requirements specified in this section shall be subject to a fine in the amount of Twenty Thousand (20,000) 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, equip container with a canopy).

13.2.3 Not destroy or damage vegetation without special permission.

13.2.4 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 substances and production and consumption wastes that are hazardous to human health and the environment.

13.2.5 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 to the conditions of accumulation, accumulation in places not intended for this purpose, mixed accumulation of dissimilar waste, waste incineration, etc.).

**13.3 The User shall:**

*Any violation of the requirement specified in this section shall be subject to a fine in the amount of One Hundred Thousand (100,000) rubles.*

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13.3.1 Prevent intentional discharge and disposal into storm water, sewerage and drainage networks of pollutants (fuels and lubricants, liquid waste, sewage water exceeding permissible concentrations of pollutants, etc.) that can have a negative impact on these systems and the environment.

## 14 Requirements to the User on 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;
- Law of the Russian Federation No. 2300-1 On Consumer Rights Protection dated February 7, 1992.
- 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 action 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 sanitary protection area at 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 of such plan 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), over compliance with sanitary and epidemiological requirements, and implementation of sanitary and anti-epidemic (preventive) activities when performing works and rendering services as well as during 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, disinsection, and deratization in the leased premises and within five (5) meters around buildings and structures, preparing Work Acceptance Certificates for works performed by a specialized organization.

14.1.7 Ensure implementation of activities 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 joints, places of entry and passage of electrical wiring, sanitary and other utilities through ceilings, walls, and other obstacles.

14.1.10 Prevent the use of premises for dwelling as well as for keeping of animals.

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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;
- Contact a medical facility for treatment If there are signs of cold or intestinal dysfunction, as well as suppuration, cuts, burns, report viral diseases to the operational manager.

14.1.13 Organize internal control of:

- factors of exposure to ionizing and nonionizing radiation, radiation safety;
- efficiency of ventilation systems;
- conducting preliminary and periodic medical examinations of personnel;
- 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 Requirements to the User on Occupational Health and Safety at Work

### 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 acting instructions, orders, and decrees of the Organization.

15.1.2 Start work on facilities and territories of the Organization only after passing an introductory briefing on occupational health in the Occupational Health Department of the Organization.

15.1.3 Perform works, for which additional (increased) occupational health requirements are imposed, only after agreement with the relevant divisions of the Organization. It is necessary to inform the heads of Organization divisions where these works are planned about the commencement of the work, which is subject to additional (increased) safety requirements.

15.1.4 Appoint a person responsible for ensuring occupational health requirements, who shall organize the safe performance of work, ensure that subordinate employees comply with occupational health requirements in the Airport facilities and on the Airport territory.

15.1.5 Take action to restrict free access of workers and third parties to the hazardous area In places of work.

15.1.6 Walk only in the designated passage areas.

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

15.1.8 Hold onto the handrails when going up and down the stairs or escalators. It is forbidden to run up and down the stairs or escalators.

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

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

15.1.11 Use caution, paying special attention to taxiing aircraft, started aircraft engines, moving apron and motor vehicles.

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

15.1.13 Pay special attention during operations to fire safety and personal safety measures when moving on the apron, during aircraft loading/unloading.

15.1.14 Refrain from crossing the path of traffic when approaching a moving aircraft as well as special vehicles with blue or yellow flashing lights on.

15.1.15 Wear a high-visibility vest or safety clothing of safety class 2 (two), and a helmet when in the area of shelves inside a warehouse.

15.1.16 Be extremely cautious when staying in the warehouses, the Moscow (Vnukovo) airfield apron with regard to the traffic of electric and motor vehicles, the operation of production equipment, and works performed, avoid dangerous distance from maneuvering equipment. Move along the edge behind the marked line (white) in the areas of passages and driveways, making sure that it is safe to move and there is no moving equipment.

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

15.1.18 Be careful when using stairs.

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

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

15.1.21 Promptly inform the Organization's shift directors service about incidents that have occurred as a result of or during production activities that have led to an industrial accident, death, fire, explosion, emergency, incident, traffic accident, adverse environmental impact, or any other event that has affected the safety of employees, third parties, or the safety of Organization property.

**15.2 The User shall:**

*Any violation of the requirements specified in this section shall be subject to a fine in the amount of Five Thousand (5,000) rubles.*

15.2.1 When working with special fluids (the range of special liquids includes organic solvents used in the aircraft 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 and in presence of fire extinguishing means and supply/exhaust ventilation.

e While working with special liquids, employees shall stand so that the airflow does not drive the sprayed liquid in their direction.

f Containers, fittings and tools used when working with special liquids shall be made of a material that does not create sparks on impact and does not accumulate static electricity.

g When working with special fluids, special attention shall be paid to serviceability of grounding devices.

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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 neither exposed skin of the face, neck, hands, etc., nor 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 aircraft and using lifting platforms, engage the special safety and locking device (chain) behind you. In this case, additional personnel must be located below near the lifting platform. To avoid injury, it is forbidden to stand under the platform or touch working mechanisms of the lifting platform.

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

15.2.5 Ensure that the manual and power tools used in the work are in good condition. It shall not be allowed to use electrical wires and cables with visible insulation defects.

15.2.6 When using the ground support equipment, comply with the requirements of the Equipment Operation Manual and occupational health requirements when performing work.

**15.3 The User shall:**

*Any violation of the requirements specified in this section shall be subject to a fine in the amount of Twenty Thousand (20,000) rubles.*

15.3.1 Not eliminate malfunctions in the lighting and power network and starting devices on its 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:

- destructing 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.

15.3.3 Comply with the requirements of the applicable legislation of the Russian Federation on occupational health, industrial and fire safety, environmental protection and road traffic safety.

15.3.4 Use special footwear, special clothing and other personal protective equipment as per the Standards for the Issuance of Personal Protective Equipment and prescribing safety signs at the place of work when carrying out works on the territories and facilities of the Organization.

15.3.5 Not perform/undertake actions that may result in injury (bodily harm) while performing official duties on the apron.

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**15.4 The User shall:**

*Any violation of the requirement specified in this section shall be subject to a fine in the amount of One Hundred Thousand (100,000) rubles.*

15.4.1 Not walk on the runways or taxiways.

## 16 Requirements to the User on compliance with fire safety regulations

**16.1 The User shall:**

16.1.1 Comply with the fire safety requirements setting out the rules of personnel behavior, procedures for organizing production and/or maintenance of territories, buildings, structures, premises, and other facilities for the purposes of ensuring fire safety. Fire-fighting support of flights and infrastructure facilities that affect safety of flights at Vnukovo International Airport shall be provided by and through the means of Rescue and Firefighting and shall be arranged as per RI-02.04-04 Operational Plan for Extinguishing Aircraft Fire at Vnukovo International Airport by SEFS.

16.1.2 Freely allow employees of the fire safety department of the production directorate of the Organization to leased premises to monitor compliance with fire safety requirements.

16.1.3 Comply with the requirements of regulatory legal acts in fire safety, as well as Instructions on Fire Safety Measures in Buildings, Structures, Premises, and on the Territory of Vnukovo International Airport, JSC.

16.1.4 Organize training for staff in fire safety activities.

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 evacuation of people in case of fire at the facility with a massive presence of people, as well as at the facility with workplaces for ten (10) or more people on one floor.

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 by 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 equipment for protection of the respiratory system and human vision from dangerous factors of fire in quantity of at least one (1) PPE set for each person on duty.

16.1.9 Ensure that the facility complies with the requirements set out in Article 12 of Federal Law No. 15-FZ On Protection of Citizens' Health from the Effects of Tobacco Smoke, Consequences of Tobacco Consumption, or Consumption of Nicotine-Containing Products dated February 23, 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 Federal Law No. 123-FZ Technical Regulations on Fire Safety Requirements dated July 22, 2008 for industrial and warehouse purpose premises and outdoor installations with marking of their categories (except for Category D premises for explosion and fire hazards) and classes of zones on the outside of entrance doors and in a prominent place on installations within their service area.

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

16.1.12 In case of fire at Vnukovo International Airport infrastructure facilities:

a Ensure that the following actions are performed by personnel who detect a fire or signs of burning (smoke, burning smell, air temperature rise, etc.):

- activate the manual fire annunciator; to do this, remove the cover and press the annunciator button;
- inform the fire and rescue service of the Ministry of Emergency Situations of Russia in Moscow by phone 101, 112, and provide the address of the facility, location of the fire, and their last name;
- inform the Rescue and Firefighting duty officer by phone: +7 (495) 436-81-32 or +7 (495) 436-28-01, in so doing, also report: the address of the facility, location of the fire, and your last name;

a Notify the immediate supervisor or an employee temporarily replacing the latter;

b Concentrate activities on ensuring safe evacuation of people, in absence of a threat to life and health, take action to extinguish the fire with primary fire extinguishing means.

**16.2 The User shall:**

*Any violation of the requirements specified in this section shall be subject to a fine in the amount of Five Thousand (5,000) rubles.*

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

16.2.2 Ensure placement of fire safety signs “Smoking and use of open fire is prohibited” at the facilities.

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

16.2.4 De-energize at the end of a working day electrical installations and electrical appliances, as well as other electrical installations and electrical appliances, except in cases where they are to stay on due to their functional purpose and/or when this is provided by the requirements of operating instructions, with the exception of emergency lighting and fire protection systems.

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

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

16.2.7 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.

16.2.8 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.

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

16.2.10 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 24-hour basis in accordance with instructions of their manufacturer.

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**16.3 The User shall:**

*Any violation of the requirements specified in this section shall be subject to a fine in the amount of Twenty Thousand (20,000) rubles.*

16.3.1 Not place/install on evacuation routes and near 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 fire protection systems operation.

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 hydrants of internal fire fighting water supply points and primary fire fighting equipment.

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, on locations marked with red lines on the ground, as well as in places where fire equipment is connected.

16.3.5 Not park special vehicles, trucks and ground support equipment at driveways, entrances, U-turning and special areas intended for the installation of fire and rescue equipment.

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

16.3.7 Arrange timely compliance with the requirements of the Organization Fire Safety Department contained in prescriptions or letters.

16.3.8 Conduct hot works only after the work permit for their performance has been issued in accordance with the applicable rules, and the location where the hot works are to be carried out has been inspected by a representative from the Fire Safety Department of the Organization Production Directorate. Not conduct hot works if there are violations of fire safety requirements.

16.3.9 Not block 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).

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

16.3.11 Not remove design-provided doors of evacuation exits from floor corridors, halls, foyers, lobbies, and stairwells or other doors preventing hazardous fire factors from spreading into escape routes.

16.3.12 Determine the procedure and timeframe of works on cleaning ventilation chambers, cyclones, filters and air ducts from combustible waste and deposits with the preparation of a relevant report and provision of its copy to the Organization. Organize conduct of such works in accordance with the Instructions on Fire Safety Measures at the facility, but at least once (1) per year.

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

16.3.14 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).

16.3.15 Not store or use flammable or combustible liquids, gunpowder, explosives and pyrotechnic products, 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.

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16.3.16 Store flammable and combustible liquids in strict accordance with the Instructions on Fire Safety Measures and in quantity not exceeding the quantity indicated in the calculation of explosion and fire hazard category of the premises.

16.3.17 Not store gunpowder, explosives and pyrotechnic products in leased premises. Store cylinders with flammable gases and goods in aerosol packages only in rooms specially equipped for these purposes.

16.3.18 Not use temporary electrical wiring, including extension cords, mains filters, not designed by their parameters to power the electrical appliances, including when carrying out emergency and other construction and installation and restoration work, as well as when turning on electric heating of vehicles.

16.3.19 Organize work on the repair, maintenance, and operation of fire protection systems located at the leased facility and not transferred to the Organization for the purpose of their operation.

16.3.20 Send monthly, by the twenty-fifth (25th) day, to the Director of Production of the Organization, a schedule of technical maintenance of fire protection systems located at the leased facility and not transferred to the Organization for the purpose of their operation.

16.3.21 Enter information about the work carried out with fire protection systems into the Logbook of Fire Protection Systems Operation.

16.3.22 Not thaw frozen pipes using blowtorches or other methods involving open flame.

16.3.23 Not allow batteries to be recharged directly on vehicles.

16.3.24 Not allow engines to be heated with open flames (campfires, torches, blowtorches). Avoid using open flames for lighting.

**16.4 The User shall:**

*Any violation of the requirements specified in this section shall be subject to a fine in the amount of One Hundred Thousand (100,000) 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 Prevent violations in operation of fire protection systems (violations of normal operation, damage, dismantling of elements, etc.) as a result of performing various types of work.

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

16.4.5 Organize on-site storage of detailed design documentation regarding modification of non-residential capital construction facilities and/or parts thereof, as well as regarding reconstruction of engineering networks and fire protection systems. Provide the said documentation for review at Organization’s request.

# 17 Requirements to Carriers Performing Operating Activities

**17.1 The Carrier shall:**

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

17.1.2 Comply with the requirements to inform 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.

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17.1.4 Dispose of any unclaimed baggage on international airline flights before the expiry of six (6) months from the date of its detection and registration at the unclaimed baggage room of the Organization.

17.1.5 Unclaimed baggage of international airline flights shall be declared (placed) for 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 transferred outside the borders of the Russian Federation. The Carrier shall send the relevant notice to the Organization not later than five (5) days before the start date of the destruction procedure or transfer outside the borders of the Russian Federation.

17.1.6 Dispose of any unclaimed baggage on domestic airline flights after six (6) months from the date of its detection and registration at the unclaimed baggage room of the Organization.

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

*Reservation: Presence of unclaimed baggage in the unclaimed baggage room of the Organization on the date of beginning of the destruction procedure is considered to be an order for additional paid baggage disposal service.*

**17.2 The Carrier shall:**

*Any violation of the requirements specified in this section shall be subject to a fine in the amount of Five Thousand (5,000) rubles.*

17.2.1 Observe slot discipline when performing flights to/from Vnukovo International Airport, renegotiate slots as per the UUWW code of the AIP of the Russian Federation. 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 aircraft turnover schedule for the next day in due time in the OAR format (to be applied to Carriers as per the agreement)

17.2.3 Timely release aircraft stand equipped with airbridges and/or aircraft stand with the possibility of unassisted aircraft taxiing in/out. Failure to release the said aircraft stand for more than 3 (three) hours without coordination with the CCC is a violation.

17.2.4 Not have the aircraft in a commercial aircraft stand without a departure plan (aircraft downtime) and without coordination with the CCC.

17.2.5 Comply with the requirements stipulated by the GH Flow Chart approved by the Organization. Timely inform about the replacement of the aircraft, no later than fifteen (15) minutes before the start of GH Flow Chart handling, requiring a reallocation of resources. Untimely notification about aircraft replacement, if affecting the compliance with GH Flow Chart, is a violation.

17.2.6 Send MVT (Aircraft movement control) messages about flight movement or planned delay as per the standard IATA AHM format. Text of the MVT message shall be specified in text of the letter (not provided as an attachment).

17.2.7 Send LDM (Load message) messages about the actual loading on arrival and/or departure as per the standard IATA AHM format. Text of the message shall be the main part of the letter (not provided as an attachment) and shall contain current information on the commercial load (passengers, baggage, cargo, mail, etc.) of the arriving/departing aircraft.

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

17.2.9 Use the check-in counter only for their intended purpose. Using the check-in counter for other purposes 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 that the PSM (Passenger Service Message) contains information about weapons, disabled passengers and other persons with disabilities, unaccompanied children, animals, etc. requiring additional services and resources, in the standard IATA AHM format. The text of the PSM message shall be in text of the letter (not provided as an attachment).

**17.3 The Carrier shall:**

*Any violation of the requirements specified in this section shall be subject to a fine in the amount of Twenty Thousand (20,000) rubles:*

17.3.1 Carry out engineering and technical work on starting the aircraft engine for its testing in modes above low gas and/or during its initial testing after replacement in the presence of a fire truck with a Rescue and Firefighting crew.

17.3.2 At the request of the Organization, submit applications on the official letterhead of the Carrier for the performance of the towing procedure for aircraft that have not flown for fourteen (14) calendar days and were placed at the airfield for the purpose of long-term parking in accordance with contractual relations.

## 18 Requirements to the User Regarding Job-Related Behavior and Appearance of the 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 (not impede) unhindered access of Organization representatives to the commercial facility at any time.

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

18.1.4 Inform immediately its direct supervisor in case of failure of equipment, devices, tools. The User is prohibited from using faulty equipment and tools.

18.1.5 Inform immediately its 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.

18.1.6 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.

18.1.7 When interacting with passengers, customers and visitors, adhere to the rules of business etiquette. An employee shall speak Russian and shall have impeccable speech. Speak English at a level that ensures the possibility of effective communication when dealing with passengers, customers and visitors on the territory of the Airport.

18.1.8 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 them. Throughout the work process, staff shall control their behavior, avoid showing irritation, and not lose the self-control.

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18.1.9 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 him.

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

18.1.11 It shall be prohibited to attract the attention of passengers, customers, and visitors by shouting/loud speaking and/or using sound amplification devices (such as a horn) in order to promote the services being sold.

**18.2 The User shall:**

*Any violation of the requirements specified in this section shall be subject to a fine in the amount of Five Thousand (5,000) rubles.*

18.2.1 Apply a client-focused approach in the provision of services.

18.2.2 Avoid any actions or no actions that may result in legitimate complaints from customers. A confirmed valid complaint received through the Organization's feedback channels is a violation.

18.2.3 Not perform operations that are not directly related to servicing passengers or other job responsibilities/work issues.

18.2.4 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.

18.2.5 Observe sanitary and hygiene standards and rules. No eating in a visible location and/or during customer service is permitted. Attending the workplace with obvious signs of illness or fatigue is not permitted.

18.2.6 Not use personal mobile devices or other portable devices (tablets, e-books, audio players, etc.) not related to the performance of official duties. Not take photos, video recordings, or carry out negotiations using hands-free and/or video communication functions of mobile devices, and not listen or view information, including via headphones.

18.2.7 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.

18.2.8 Prevent inappropriate behavior by staff in public places.

18.2.9 Not use, store or place in the leased territory (area) the equipment that does not belong to him 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.).

18.2.10 Not use WCs for passengers with disabilities and other persons with disabilities and changing rooms for personal purposes. Use of passenger and service restrooms shall for water collection and drainage, washing or other personal purposes is prohibited.

18.2.11 Not create noise causing discomfort to passengers, customers and visitors.

18.2.12 Use the normal (standard) call mode when communicating on a mobile phone – not switch to hands-free mode.

18.2.13 Not allow personnel and vehicles to remain in the Security Restricted Area transport sector after the end of working hours (shift).

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18.2.14 Not leave the check-in counter gate open after completing the check-in procedure for the flight (in order to prevent unauthorized access to technological equipment and weighing platforms).

18.2.15 Not leave waste from consumables after passenger check-in (damaged boarding passes, baggage tag backings, etc.) on the check-in section flooring. All waste must be disposed of in waste bins.

**18.3 The User shall:**

*Any violation of the requirement specified in this section shall be subject to a fine in the amount of One Hundred Thousand (100,000) rubles.*

18.3.1 Not stay on the territory of Vnukovo International Airport in a state of alcoholic, narcotic intoxication and/or under the influence of psychotropic substances, regardless of the location of the workplace, when performing official duties.

## 19 User's Responsibility for Violation of/ Noncompliance with the Conditions of Use Requirements

19.1 For any violation of/non-compliance with the 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 Engagement of subcontractors shall not release the User from responsibility to comply with all obligations under 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 Should the User fail 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 (5,000) rubles 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 violation of the requirements hereof.

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

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# Annex A

(normative)

## 20 Procedure for Handling Detected Violations of Conditions of Use Requirements

1 Based on the requirements of Conditions of Use, a responsible employee of the Organization will identify violations by using inter alia the video surveillance system of the Aviation Security Department and access control system data, which are subject to documenting in compliance with RI-04.01-01 Instructions on Handling Detected Violations Within Conditions of Use.

2 Any detected violation shall be reported. For the Report on the Detected Violation of the Conditions of Use Requirements, refer to Annex B (hereinafter referred to as the Report).

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

- Report time;
- Report date;
- Report place;
- Full name of the authorized official of the Organization who detected the violation;
- the nature of the violation with reference to relevant section of Conditions of Use;
- format of materials for recording the fact of violation (photo/video recording, including materials obtained using live monitoring systems: video surveillance system Aviation Security Department, access control system, 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 signatures of the parties – authorized official of the Organization who identified the violation and drew up the Report and representative of the User.

***Terms and Conditions:***

*1 Signing of the Report by the User's representative does not mean that he agrees with the violation described 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 Conditions of Use, refuses to endorse the Report with a personal signature, in addition to preparation of the Report, additional employees of the Organization in charge of the object of violation shall be involved in compilation of the Report. In this case, the Report shall include the full name and position. In the column "The person who committed the violation" the following shall be indicated:* ***refused to sign, report was read aloud***.

2.3 One copy of the Report drawn up and endorsed in accordance with the specified procedure shall be transferred to the User's representative who violated requirements of Conditions of Use. 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 as per RI-04.01-01 Instructions on Handling Detected Violations Within Conditions of Use.

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# Annex B

(normative)

## Form of Report on the Detected Violation of Conditions of Use Requirements

Vnukovo Moscow International Airport

### Report
### on the Detected Violation of Conditions of Use Requirements

Report time _____ hour _____ min
Report date _____ _____, 20__
Report place _____

I, _____
(full name, position)

have detected a violation by _____
(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, of which:

- 1st counterpart for the User/User's employee;
- 2nd counterpart for the Quality Service

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)

User's Representative: (received a copy of the Report) _____ / _____ / _____
(full name, position) (signature) (date)

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