

AIRLINE SERVICE GUIDE

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WELCOME TO AVINOR OSLO AIRPORT

Welcome to Avinor Oslo Airport, the leading international hub airport in the Nordics. We value our airline partners and aim to provide you with highly efficient operations and services tailored to help your business succeed.

This guide will help you quickly find all the information that you need to get started with your operations here. You can find summaries of our operational processes, timelines and links to the relevant forms and contacts. The guide also contains information about optional services and opportunities for support with your route and traffic development.

If you have any further questions, please call or email the contacts listed in each section, or your account manager. We hope this is the beginning of a long relationship and look forward to serving you at Avinor Oslo Airport.

Regards

Jasper Spruit

Vice President, Traffic Development,
Avinor AS

Øyvind Hasaas

Managing Director,
Avinor Oslo Airport

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1. APPLICATION AND AUTHORIZATION

- 1.1 OSL slot application
- 1.2 Online coordination system
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1.1 OSL SLOT APPLICATION

Oslo Airport is fully coordinated and is a category 3 airport, with 80 mixed operations per hour. Airport Coordination Norway (ACN) is responsible for slot allocation at Oslo Airport. ACN can accommodate most needs for slot applications, since there are currently no special restrictions on the allocation of slots.

To obtain slot times at a fully coordinated airport, the operator must apply for slots, by sending a request to the coordinator, in IATA SSIM format.

To apply, or to get in touch with airport coordination, please see the Nordic Airport Coordination website:

www.airportcoordination.com

80

MIXED OPERATIONS
PER HOUR



1.2 ONLINE COORDINATION SYSTEM

Airlines can also coordinate their schedules online at Oslo Airport. The system provides all carriers with a set of “self-coordination” facilities.

Using the Online Coordination System (OCS), all air carriers with a user account can undertake most of the routine work of coordination that is currently done by sending and receiving SSIM messages.

Benefits

- Self-coordinate schedule requirements, within constraints and rules
- Get immediate responses 24 hours a day, 7 days a week
- Analyse proposed schedule changes
- Reduce costs by eliminating SITA messages
- Spot potential slot improvements using the latest slot swap list data
- View live data for all airports and all operators (read only)
- Add, edit and delete flights
- Automatically generate slot offers from coordinator

Please note that other constraints, such as terminal or night period restrictions, may prevent slots being allocated as requested.

Click here to apply at online slot coordination website:

www.online-coordination.com/default.aspx



1.3 CIVIL AVIATION AUTHORITY (CAA)

The Norwegian Civil Aviation Authority (CAA) is the sole authority for civil aviation in Norway.

Operators of commercial air transportation into Norwegian airports can find: general guidelines on operating private or commercial flights in Norwegian territory; application for traffic rights; and information on inspection of foreign aircraft, at the Norwegian Civil Aviation Authority's website: <http://caa.no>

1.4 AVINOR AIR NAVIGATION SERVICES

Avinor provides flight operational information about the Norwegian airspace to the aviation sector and is designated by the Norwegian CAA as the AIP/AIM-office (Aeronautical Information Management) for Norway. Operators can find the AIPs of Norway and Oslo Airport, IPPC, publications etc. at the AIS section of the Avinor website: <https://avinor.no/ais/>

1.5 APPLICATION AND AUTHORIZATIONS CONTACTS

GIS and geographical charts: kart.og.kunngjoring@avinor.no

Surveying: kart.og.kunngjoring@avinor.no

The AIM/AIS service (AIP Norway): aim@avinor.no

Aeronautical data and information: aim@avinor.no

Procedure design (PANS OPS): pansops@avinor.no

2. TERMS

- 2.1 Terms of use for Oslo Airport
- 2.2 ID cards and security passes
- 2.3 Aviation charges and aircraft parking charges
- 2.4 Current AIP
- 2.5 Emergency response

2.1 TERMS OF USE FOR OSLO AIRPORT

TERMINAL

The “House Rules for the Terminal” are the procedures for using areas in the terminal at Oslo Airport. Our “Profile manual for the Terminal at Oslo Airport” provides guidelines that apply to all tenants, for the design of different counters and service areas in the terminal, as well as profiling in the terminal’s public areas.

You can find the rules and guidelines at our extranet:

<https://ekstranett.avinor.no/en/oslo-airport/flyplassinformasjon/rules-and-guidelines/the-terminal>

AIRSIDE

Our «Airside Driving Handbook» gives a brief overview of rules and regulations regarding towing of aircraft and driving/walking on the maneuvering area, safety areas and aircraft stands. The handbook contains relevant maps and a brief extract of text.

You can find the handbook at our extranet:

<https://ekstranett.avinor.no/en/oslo-airport/flyplassinformasjon/rules-and-guidelines/airside>



2.2 ID CARDS AND SECURITY PASSES

If your airline is newly established at Oslo Airport, your company must first be registered as an employer before it can request identification cards. To do this, please contact our Business Support Access Control office at idkontor@avinor.no.

If your airline does not have a permanent presence at Oslo Airport, contact your handling agent to request the cards on your behalf.

For an airline to be registered as its own principal, the company must have a permanent presence at Oslo Airport. The company designates cardholder(s), who can apply on behalf of the company for ID cards for its employees. The card issuer must complete a card ordering course, before being given access to the Electronic Card Application system (EKS) for processing applications.

Once your airline is registered as a principal, you can apply for ID cards. We recommend starting this process as early as possible, since it can take up to a month to complete.

You must submit an application for background checks to the Civil Aviation Authority, and complete some required courses, before ID cards can be issued to you.

To apply for ID cards, see more information and submit your application on our website at: <https://avinor.no/en/corporate/airport/oslo/partners/id-card/>

If you have any questions, please contact Business Support Access Control at idkontor@avinor.no

2.3 AVIATION CHARGES AND AIRCRAFT PARKING

Aviation charges are the charges paid by airport and airspace users, to cover operational costs and investments in Avinor's infrastructure.

General Aviation can pay take-off charges as follows:

- a single takeoff
- a yearly card
- a weekly season card

Weekly and seasonal card, with and without, a parking permit is available for online purchase. You can also buy aircraft parking for a specific airport. Avinor runs random checks of aircraft weight, to ensure that the charges are correct calculated.

For the latest information on regulations or charges for single take-off, yearly card and weekly season card, please check:

<https://avinor.no/en/aviation/why-avinor/charges/>

For commercial traffic, following rules apply:

Weekly invoicing based on the reported passenger figures (Daily Traffic Survey) applies for all customers.

The Daily Traffic Survey (DTS) is Avinor's primary source for billing and statistics data. The DTS is regarded by Avinor as the operator's confirmation of the number of passengers and the weight of cargo/mail transported on each individual flight movement. Passenger, freight and post data from the DTS reports always replaces any data that might be received from other sources, e.g. the IATA messages LDM and PTM.

Download guidelines and form:

[Guidelines to Daily Traffic Survey \(DTS\) pdf \(237 KB\)](#)

[Download the DTS form \(.xlsx 25 KB\)](#)

The DTS files should be sent to Avinor's e-mail address: dts@avinor.no.

Norwegian currency applies and 30 days is the standard settlement deadline.

Before you start your operation, please send a complete fleet list, including noise certificate or any official document from the national aircraft register, flight manual, airworthiness certificate or other equivalent official documentation, stating maximum take-off weight and seats.

- Please send us a list of addresses to send your invoices to, along with an email address. Also, include contact details to the person Avinor can contact for questions related to payment.
- Weekly reporting of passenger figures applies.

All the above information must be sent to: billing@avinor.no – our billing department are at your service to answer any questions you might have before starting your operation.

**PLEASE DO NOT HESITATE
TO CONTACT US**



billing@avinor.no

2.4 CURRENT AIP

You can find the current Aeronautical Information Publication for Oslo Airport on our website at: https://ais.avinor.no/no/AIP/View/12/aip/ad/engm/engm_en.html

Please see <https://avinor.no/en/ais/> for further details on operative regulations.

2.5 EMERGENCY RESPONSE

For information about who to contact, and who is responsible for what at Oslo Airport in the event of incidents and emergencies, please check the preparedness section of our website: <https://avinor.no/en/corporate/airport/oslo/partners/preparedness/preparedness-at-osl>

3. START-UP SUPPORT

- 3.1 New routes
- 3.2 Press and marketing assistance
- 3.3 Events at Oslo Airport

3.1 NEW ROUTES

Avinor provides the following incentive schemes to support new routes:

- Startup aid for new passenger and cargo routes
- Passenger growth bonus
- Direct grants to finance marketing activities
- Assistance in establishing Route Development Funds (RDF)

STARTUP AID FOR PASSENGER ROUTES

Avinor provides start-up discounts for passenger routes, in the form of a reduction in charges for a limited period.

| Maximum discount | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
|-------------------------|--------|--------|--------|--------|--------|
| Intercontinental | | | | | |
| Take-off charge | 100 % | 90 % | 80 % | 40 % | 20 % |
| Passenger charge | 90 % | 70 % | 50 % | 30 % | 20 % |

Europe

| | | | | | |
|------------------|-------|------|------|--|--|
| Take-off charge | 100 % | 75 % | 50 % | | |
| Passenger charge | 40 % | 30 % | 20 % | | |

For complete details, download our passenger start-up guide: https://avinor.no/globalassets/_konsern/flyselskap/start-up-aid-2017-2.pdf

A bonus is awarded for each additional departing passenger, between each calendar year and the next, based on the number of passengers for which the passenger charge is payable. The bonus is calculated at airline group level, using passenger traffic data across all of Avinor airports.

The bonus is awarded for increases to the number of departing chargeable passengers, above the level of the previous calendar year.

The amount of the bonus is:

- Departing intercontinental passenger: 100%
- Departing international passenger: 50%
- Departing domestic passenger: 25%

For complete details, [download our complete bonus scheme guide here.](#)



AMOUNT OF BONUS
PER DEPARTING PASSENGER



MARKETING ASSISTANCE FOR PASSENGER ROUTES

Avinor provides direct grants of up to 50% of the cost of marketing activities that promote the start-up of new routes or other extraordinary activities at the airport. Some examples of such activities are:

- Special events for representatives from the airlines, the media etc.
- Temporary dedicated check-in areas
- Marketing awareness campaigns directed at travellers
- Content e.g. articles, newsletters, video & audio reports, press conferences, etc.
- Direct internet links between airports and special destinations

ROUTE DEVELOPMENT FUND FOR PASSENGER ROUTES

Avinor provides direct grants of up to 50% for participation in Route Development Funds (RDFs), aimed at increasing the number of visitors abroad to local regions.

START-UP AID FOR CARGO ROUTES

Avinor provides cargo start-up discounts, in the form of a reduction in takeoff charges, for a limited period.

For complete details, [download our complete cargo start-up aid guide here](#)

CONTACT

Monika Odden, Revenue Manager

monika.odden@avinor.no

+47 948 87 960

3.2 PRESS AND MARKETING ASSISTANCE

Avinor's press team uses its close relationships with Norwegian journalists and media, to support airlines' media and public relations needs.

CONTACT

Joachim Westher Andersen, Communications Manager

joachim.westher.andersen@avinor.no

+47 918 15 614

Our dedicated B2B marketing team provides airlines with a full suite of direct marketing services, including local market insight & analysis; setting up consumer and B2B marketing campaigns; and collaborating closely with local tourism and business partners.

We also support our airline customers' route development efforts through our partnerships with Norwegian business and tourism promotion bodies. These partnerships operate both at national and regional level.

NATIONAL ROUTE DEVELOPMENT PARTNERS:

- Innovation Norway
- Visit Norway

REGIONAL ROUTE DEVELOPMENT PARTNERS:

- Visit Oslo
- City of Oslo
- Oslo Business Region
- Bergen Tourist Board
- Bergen Chamber of Commerce
- Fjord Norway
- Trøndelag Tourist Board
- City of Trondheim
- Greater Trondheim Region
- Region Stavanger
- Greater Stavanger Partnership
- City of Trondheim
- Greater Trondheim Region

CONTACT

Silke Salbert, Director Aviation Marketing

silke.salbert@avinor.no

+47 90500880

3.3 EVENTS AT OSLO AIRPORT

Airport events are an important channel for airline brand visibility and customer relationship management in the Norwegian market. These events can include, for example, route inauguration or anniversary celebration, as well as dedicated passenger events. We provide airlines with full support for events, from basic information about practical details, to complete event management.

CONTACT

Silke Salbert, Director Aviation Marketing

silke.salbert@avinor.no

+47 90500880



4. TERMINAL SERVICES

- 4.1 Airline signage and branding
- 4.2 Check-in counter allocation
- 4.3 Disability and mobility assistance
- 4.4 Self-service products
- 4.5 Fast track
- 4.6 Lounges
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- 4.8 Silent airport
- 4.9 Rentals
- 4.10 Terminal operations (24/7/365)
- 4.11 IT service and support

4.1 AIRLINE SIGNAGE AND BRANDING

Our “Profile manual Terminal OSL” is our tool for maintaining the quality and consistency of architectural and visual design at the airport. This manual is a management document for the design and visual profiling of counters, service areas and public areas at the terminal. You can read and download the manual at our extranet: <https://ekstranett.avinor.no/en/oslo-airport/flyplassinformasjon/rules-and-guidelines/the-terminal>





4.2 CHECK-IN COUNTER ALLOCATION

Currently there are two companies providing handling services at OSL. With the recent addition of Terminal T2, we are now well equipped with check-in space, and each handler normally occupies the same areas for longer periods of time. As a result, each airline's check-in – and sometimes even individual flights – are normally at the same location, over time. This allows handlers to optimize their resources and airlines visibility. However, airport management decides on the overall optimisation of resources, and sometimes need to adjust the allocation of check-in facilities in collaboration with the handlers and airlines. We also have fallback procedures so that check-in counters are always available.

Please contact our Duty Manager for further details.

duty.manager.terminal@avinor.no

4.3 DISABILITY AND MOBILITY ASSISTANCE

Passengers with reduced mobility (PRM) can book assistance online when they make their travel arrangements with their airline or travel agency, or at least 48 hours before departure.

Oslo Airport has the opportunity to receive PAL and CAL messages up to 13 days before flight date. The earlier we receive orders within this time span, the better the service that our Assistance Service Team can provide.

It is important that airlines deliver PAL, CAL and PSM messages to OSLNOYA@avinor.no according to the IATA standard. The messages automatically proceed through Avinor's systems and generate an assistance order in the Assistance Service Team's booking system. Please be aware that no assistance orders will be registered if they include any IATA errors, typing errors etc.

ISS Facility Services performs all disability and mobility assistance services required at the airport.

Please read more about the service at our website:

<https://avinor.no/en/airport/oslo-airport/plan-your-trip/assistance/book-assistance>

4.4 SELF-SERVICE PRODUCTS

Norwegians are familiar with self-service solutions and generally prefer them to manual assistance. Oslo Airport offers an array of self-service solutions that airlines can choose to utilize. The pricing model is normally pay-per-use, and automatic solutions are usually more cost-effective.

Please contact Avinor IT for more details:

firmapost.itpartner@avinor.no

1. BOARDING CARDS AND BAG TAGS (CUSS)

For boarding cards and bag tags, there are about 100 Common Use Self Service (CUSS) kiosks. These kiosks are located at airport departure areas, inside the terminal for transfer and at the Oslo Central train station. Your airline's logo will be visible, and you can choose to use the kiosks for boarding cards only, or for bag tags as well.

Our current kiosks are provided by Amadeus (Materna). They were installed in Oslo airport between December 2017 and February 2018. All follow IATA standards. They are equipped with passport reader, loyalty program card reader, bar code printer, an on-screen keyboard and a bag tag printer.

2. SELF-SERVICE BAG DROP (SBD)

Once your airline implements our self-service bag drop system, passengers have the option of choosing to use them. Most passengers usually do so. They realize that it is convenient, with queues rarely a problem. The solution is fast (about 20 seconds per use) and there are usually many machines available. Oslo Airport has now implemented standard interfaces to the solution.

3. SELF-SERVICE BOARDING GATES (SBG)

OSL has self-boarding/e-gates at most gates throughout the terminal. These work with digital or printed boarding cards. This automated boarding process is faster, with less need for workers. So gate managers are freed up to focus on the few passengers with extra needs.

4. MOBILE SELF-SERVICE BOARDING GATE (MSU)

Gates in the Non-Schengen-area are normally equipped with preboarding areas and mobile self-service boarding modules. These modules are common use.

4.5 FAST TRACK

Oslo Airport offers a Fast Track route through the airport security check process. This service is available to travellers who are memberships of certain airline loyalty schemes or who have a specific class of ticket.

SAS FAST TRACK

SAS Fast Track is located next to the SAS Airlines ticket office. This service is available to SAS passengers travelling on SAS Business, SAS Plus, EuroBonus Pandion, EuroBonus Diamond or EuroBonus Gold.

NORWEGIAN FAST TRACK

Norwegian Fast Track is just to the left of the Point kiosk in the Departures hall. Anyone travelling with Norwegian Flex and Premium tickets can use Fast Track. Passengers travelling with Norwegian Air Shuttle's Low fare or Low fare+, can purchase Fast Track access by contacting the airline.

FAST TRACK FOR OTHER AIRLINES

Oslo Airport also offers a Fast Track service for other airlines, which is located next to check-in area 6. Passengers who have Fast Track access via their travel document or rewards cards and are travelling with the following airlines, can, at the moment, use the Fast Track.

SERVICE

British Airways, Turkish Airlines, Emirates, Estonian, Ethiopian, Brussels Airlines, TAP, Widerøe, Swiss, Qatar, Thai, Lufthansa, Austrian, Finnair, Air France, KLM or Icelandair.

Operating hours at Fast Track:

Monday–Friday: 05:00–20:00

Saturday–Sunday: 05:30–20:00

Please contact your account manager at Avinor for more information or to request the service for your airline.

4.6 LOUNGES

There are three lounges at Oslo Airport. These are located above the shopping area before gate E8 (International). For more information, please check <https://avinor.no/en/airport/oslo-airport/plan-your-trip/lounge/>

Please contact your account manager at Avinor for more information or to request the service for your airline

4.7 TRANSFER / DOMESTIC TRANSFER

For information about transfer opportunities at Oslo Airport, please check: <https://avinor.no/en/airport/oslo-airport/plan-your-trip/transfer/transfer>

Domestic Transfer is a simplified way of travelling, for passengers arriving from abroad and transferring to a domestic flight within Norway. Passengers may pass directly from the arrival gate, through the Duty-Free shops and customs to the domestic departure terminal. Passengers don't have to pick up or check in their luggage, and don't pass through security check. This applies if the passenger's luggage is checked through to their final destination in Norway and they have an onward ticket with Norwegian, SAS or Widerøe, issued for the entire trip.

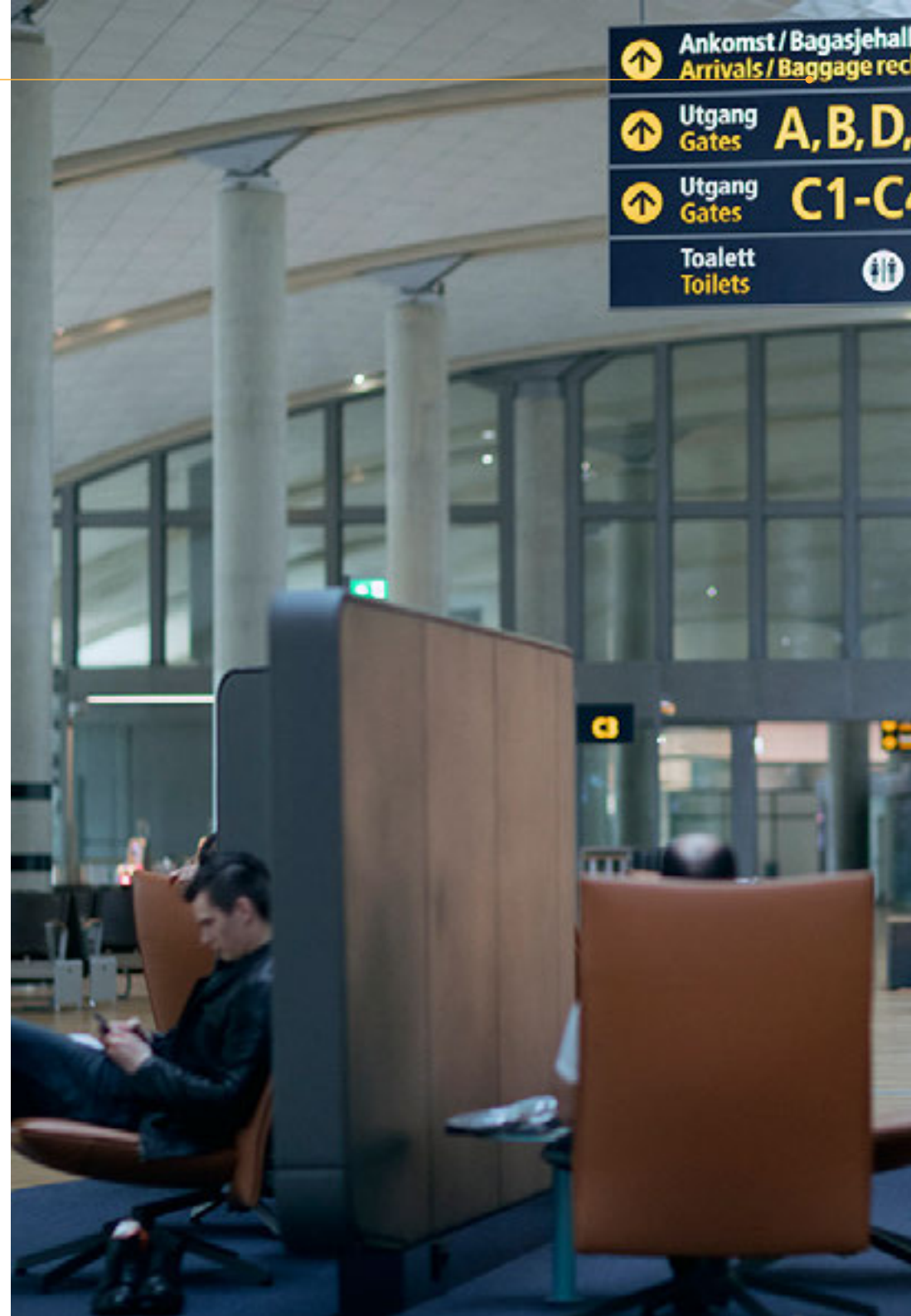
About Domestic Transfer: <https://avinor.no/en/airport/oslo-airport/plan-your-trip/transfer/domestic-transfer>

4.8 SILENT AIRPORT

Oslo Airport operates as a “quiet airport” within the terminal, to improve the experience for passengers and employees. We offer a standardized auto-call system at the gates. The system is mandatory for all airlines who wish to use announcement at gate, to organize and streamline their boarding process.

Each airline’s handling company will arrange to coordinate the implementation of the airline’s call, within the framework of the offered announcement product.

Oslo Airport also has processes for conducting manual calls. This system can be used, if the automatic system is out of order, or if we have an irregular operating situation with extraordinary information needs for the passengers. In such situations, there may also be a need for general announcement over a larger area than the gate zone. The airport’s passenger information department decides on, and performs, such calls. “Last call” announcements are not allowed at Oslo Airport.



4.9 RENTALS

The Department of Real Estate at Oslo Airport sublets buildings, premises and offices, in addition to developing and building real estate projects, in cooperation with companies who want to operate at, or nearby, the airport

Please contact property developer mette.roineland@avinor.no or property manager jan.rune.barli@avinor.no for information about office rentals inside the terminal.

Please contact property manager ole.marius.eibak@avinor.no or property manager jan.rune.barli@avinor.no for information about landside or airside rentals.

4.10 TERMINAL OPERATIONS (24/7/365)

The Duty Manager in Terminal Operations is responsible for all operations in the terminal, including the passenger and baggage handling processes, information to passengers, airlines and others. The Duty Manager is always open (24 hours a day, every day of the year) and is the primary point of contact for all daily operations.

CONTACT

Duty Manager, Terminal Operations
duty.manager.terminal@avinor.no

+47 64813535

4.11 IT SERVICE AND SUPPORT

Avinor can offer a wide range of Communication and IT services through Avinor IT Partner.

Avinor operates a common airport IT infrastructure, based on a cabling infrastructure with a wired data network (LAN) and Wi-Fi infrastructure. The infrastructure covers all needs for IT communication at our airports. Using Infrastructure is mandatory for companies and individuals who have a need for these services at our airports

- LAN services
- Wi-Fi Services
- IP telephony

For more information, visit <http://oltd.no>

Avinor Airports utilises several shared passenger processing services:

- CUTE/CUPPS (Common Use Terminal Equipment for check inn and gate counters, Ramp offices and back office)
- CUSS (Common Use Self Service check inn kiosks)
- SBD (Self-service Bag Drop)
- SBG (Self-service Boarding Gate)
- BRS (Baggage Reconciliation System)

For more information, please contact Avinor IT Partner: itpartner@avinor.no

5. APRON SERVICES

- 5.1 Cargo
- 5.2 Handling companies
- 5.3 Service partners

FULLY AUTOMATED SEAFOOD
AIR CARGO FACILITY FROM 2020

15,000

SQUARE METER

300,000

TONNES OF SEAFOOD



5.1 CARGO

Oslo Airport is the leading Nordic international hub airport, and Norway's national transport, logistics, and distribution hub. A significant expansion of cargo facilities at Avinor Oslo Airport is underway, with two new areas for cargo and new stands for freighters. Avinor is partnering with leading seafood exporters to build a world-leading, fully automated seafood air cargo facility. The 15,000 square meter facility, with an annual capacity of 300,000 tonnes of seafood, is expected to be in operation by 2020.

CARGO OPERATORS AT AVINOR OSLO AIRPORT

| Full Freighters at Avinor Oslo Airport | Express and Postal flights |
|--|----------------------------|
| Cargolux | FedEx |
| AirBridgeCargo | DHL Aviation |
| Qatar Airways Cargo | UPS |
| Emirates Sky Cargo | TNT |
| Korean Cargo | West Air |
| Turkish Cargo | |
| CAL Cargo Airlines | |
| Atlas Air | |
| DHL Aviation | |

CUSTOMISED CARGO MARKET DEVELOPMENT SUPPORT

Avinor provides customised cargo business development assistance for dedicated cargo operators, and passenger routes. With the assistance of our partners, we can guarantee a full belly load of cargo from Avinor Oslo Airport, for scheduled intercontinental routes to the largest hubs in Asia, Africa and North America.

CONTACT

Martin Langaas, Director Cargo Development

martin.langaas@avinor.no

+47 930 57 051





5.2 HANDLING COMPANIES

Currently, three companies at Oslo Airport offer handling services for passengers, baggage, cargo on scheduled and charter flights: Menzies, Aviator and SAS Ground Handling.

For all-cargo airlines, there are two handling companies: Roadfeeders and Spirit.

There are two handling companies that exclusively service executive jets from a separate terminal: Sundt Air and Access Oslo.

Information and contact details can be found on our website at: <https://avinor.no/en/airport/oslo-airport/contact/handling-agents>

5.3 SERVICE PARTNERS

FUELLING

There are three (3) jet fuel suppliers operating at Oslo Airport and one (1) into-plane provider. The jet fuel suppliers are: Air BP, Aviation Fuelling Services Norway AS and SAS Oil Norway AS, which is a self-supplier for Scandinavian Airlines System. The fuel suppliers can be contacted through the airport operator, or directly via their local fuel farm operating company, Oslo Lufthavn Tankanlegg AS, by telephone at +47 64 81 08 00, or via e-mail: terje.sva@GFS.no

Airlines can also contact the individual jet fuel suppliers directly.

The airport has a storage capacity of 12,000 cubic metres of jet fuel. The fuel is imported by railway from Oslo harbour to the airport fuel farm, then distributed to the stands through the airport's hydrant system. At remote stands, bowsers/fuel trucks are used to refuel aircraft. These services are provided by the into-plane fuelling provider Gardermoen Fuelling Services AS (see contact information above).

There are no restrictions for self-suppliers, either on jet fuel supply or into-plane services. However, this requires a throughput agreement with Oslo Lufthavn Tankanlegg AS and a standard handling agreement with the airport operator.

DE-ICING

Aircraft deicing at Oslo Airport is provided by Deicing operators/ Handling agents.

Ordinary deicing is performed at dedicated deicing platforms only, see “AIP AD 2 ENGM 2-10 De-icing areas”. Deicing at gates/stands is not accepted.

Fanblade heating/motor deicing should only be performed at gates or stands before departure.

Current deicing operators and contact persons are:

SAS Ground Handling: erik.ruud@sas.no

Menzies Aviation: oyvind.liberg@menziesaviation.com

Oslo Airport has the right to issue invoices to Airlines to cover for the cost of waste handling of spent deicing fluid, see www.lovdata.no FOR-2014-12-17-1802.

CLEANING

There are two cleaning suppliers for interior cleaning of aircrafts at Oslo Airport. These are Sodexo AS and Lesti Clean AS. They have both an operational handling agreement with the airport administration. Sodexo can be contacted via e-mail: Sissel.ROGSTAD@sodexo.com and Lesti Clean can be contacted via e-mail: stine.barthel@lesti-clean.com

6. PARTNERS

6.1 Airline Consultation – AOC

6.2 BARIN

6.1 AIRLINE CONSULTATION – AOC

Oslo Airline Operators Committee (AOC) is an organization of airlines and service suppliers operating at Oslo Airport (OSL). The organization is established on recommendations of the International Air Transport Association (IATA).

The purpose of the AOC is to:

- liaise with executive bodies and agencies at Oslo Airport, in order to secure a high standard of aircraft, passenger, cargo and mail handling, while operating in line with international airline standards.
- communicate and promote suggestions and requirements to ensure optimum operational handling techniques, for the benefit of all operators based at Oslo Airport.
- foster good relations amongst airlines and other organizations at the airport.

Please check www.osloaoc.com for further information and application about membership in Oslo AOC.

6.2 BARIN

BARIN – The Board of Airline Representatives in Norway is the industry association that promotes the business interests of scheduled airlines with flight operations or representation in Norway. Members also include scheduled airlines with flight operations and representation in the Nordic countries.

BARIN represents the interests of its member airlines, on industry issues that collectively affect them. BARIN's roles include engaging with senior government representatives, their Departments, airport/air traffic control operators (Avinor) and the Norwegian CAA (Luftfartstilsynet). BARIN also liaises with other industry associations, such as the International Air Transport Association (IATA), NHO-Luftfart, VIRKE-Reiseliv, OSL Airport Operators' Committee (Oslo AOC) and Airport Coordination Norway (ACN).

Although most of the major Norwegian-based scheduled airlines are members of BARIN, the majority of members are foreign airlines, so the views expressed by BARIN reflect the international nature of the scheduled airline business.

Please check www.barin.no for further information.

7. ABOUT AVINOR

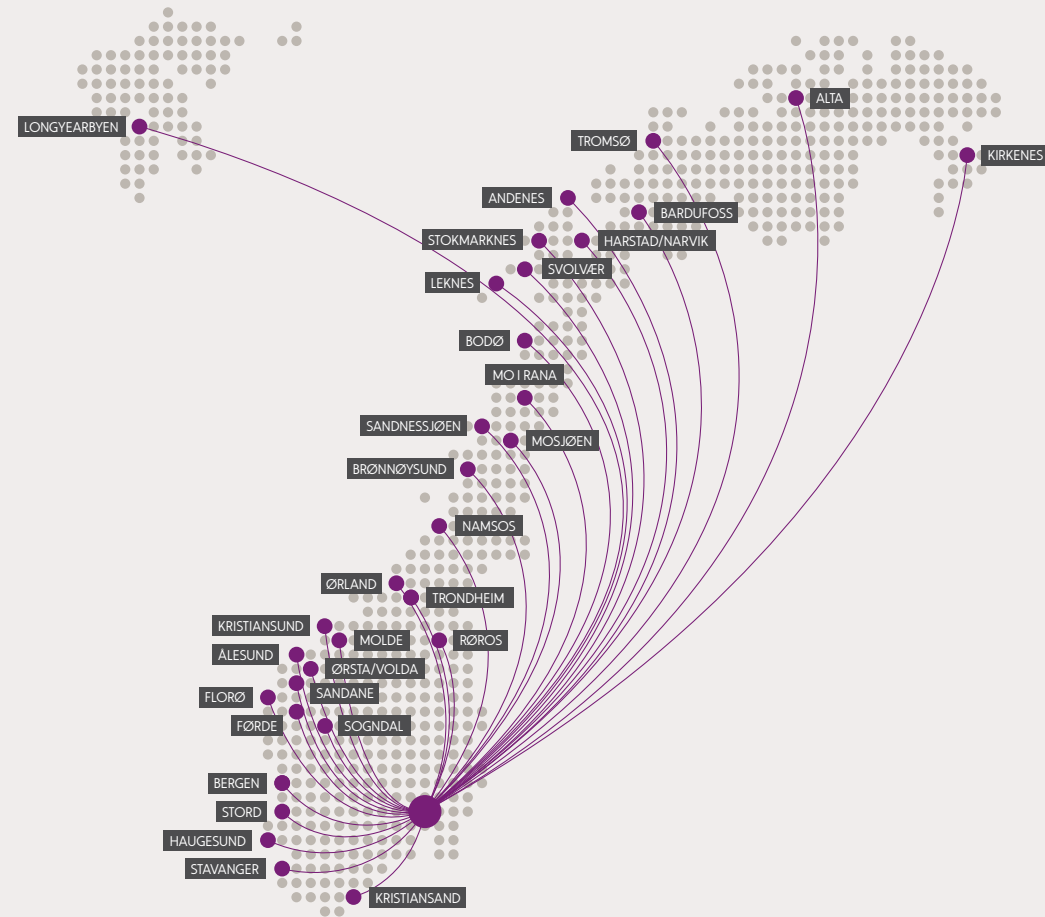
- 7.1 The Avinor organization
- 7.2 The Avinor network
- 7.3 Development projects at Oslo Airport
- 7.4 Digital channels at Oslo Airport
- 7.5 OSL contacts

7.1 THE AVINOR ORGANIZATION

Avinor is a wholly-owned state limited company under the Norwegian Ministry of Transport and Communications. Avinor is responsible for operating 45 state-owned airports around Norway. Twelve of the airports are operated by Avinor in cooperation with the Norwegian Armed Forces.

In addition to the airports, Avinor operates control towers, control centres and other technical infrastructure for safe air navigation within Norwegian airspace. The air navigation services are organised as wholly-owned subsidiary of Avinor. Learn more about air navigation services at our website: <https://avinor.no/en/avinor-air-navigations-services/>

Avinor's corporate headquarters are in Oslo.





7.2 THE AVINOR NETWORK

Avinor operates a network of 45 airports around Norway, anchored by B737-capable airports located strategically around the country. Our Airports are closely linked, with up to several departures hourly between the major urban centres. Through this network, we provide access to Norway and the rest of the world.

More airport facts and flight data are available on our website: <https://avinor.no/en/aviation/facts-and-data/>

7.3 DEVELOPMENT PROJECTS AT OSLO AIRPORT

Last year, Oslo Airport completed a five-year-long expansion of the passenger terminal building, bringing capacity to 32 million passengers. An expansion of the airport's cargo facilities is currently underway and is expected to be completed by 2020.

We are also preparing for a possible third runway in 2030, changing the baggage system in T1, expanding the Non-Schengen area, and considering USPC, among other possibilities.

Information about development projects at the airport is available at our website: <https://avinor.no/en/corporate/airport/oslo/>



7.4 DIGITAL CHANNELS AT OSLO AIRPORT

Official website of Avinor Oslo Airport: www.avinor.no/oslo

Facebook – official account for Avinor Oslo Airport:
<https://www.facebook.com/Oslolufthavn/>

Instagram – official account for Avinor Oslo Airport:
www.instagram.com/oslolufthavn

Twitter – official account for Avinor Oslo Airport:
www.twitter.com/oslolufthavn

Extranet – website for employees at OSL:
<https://ekstranett.avinor.no/osl/>

Facebook – page for employees at OSL:
<https://www.facebook.com/visomjobberpaaosl/>

7.5 OSL CONTACTS

The relevant e-mail addresses for various services at Oslo Airport are in each section of this guide. For urgent or emergency requests, telephone calls can be made to the following offices at the airport:

| | |
|----------------------------------|---------------|
| SAS Ground Handling | +47 648 17057 |
| Menzies Aviation | +47 648 20810 |
| Sodexo | +47 648 21300 |
| GFS | +47 648 10809 |
| LSG | +47 648 15880 |
| Gate Gourmet | +47 648 10200 |
| Duty Manager Terminal Operations | +47 6481 3535 |
| ID Office | +47 648 12025 |

Emergency messages

Call +47 648 13700, send a fax to +47 648 13601, or send a message via the OSL Drift app.

SAFETY

| | |
|-------------------------|---------------|
| Fire/emergency alarm | +47 648 12911 |
| Fire centre | +47 648 13800 |
| Security centre | +47 64813700 |
| Technical centre | +47 648 13600 |
| Police | +47 648 19500 |
| Customs | +47 648 21027 |
| Airport patrol | +47 648 13650 |
| Space rentals | +47 648 12480 |
| Airplane parking | +47 648 13050 |
| Nokas Aviation Security | +47 648 23188 |
| Aviator | +47 648 23022 |