

In the name of God

Service Level Agreement for Providing Services to Passengers of Domestic and International Flights

Introduction:

All passenger-related procedures, including flight ticket issuance, baggage handling, lounge services, security screening, transfer to the aircraft ladder, and high-security services for individuals with high political status, are provided by Iran Airports and Air Navigation Company. The passenger services for domestic and international flights are conducted in accordance with national standards and regulations (Civil Aviation Organization of the Islamic Republic of Iran) and international standards (International Civil Aviation Organization, ICAO).

Objective:

The objective of this service level agreement is to emphasize the provision of services to passengers of domestic and international flights by Iran Airports and Air Navigation Company, in line with both national and international standards for passengers of both domestic and international flights.

Responsibilities:

Iran Airports and Air Navigation Company is authorized to implement policies related to providing services to passengers of domestic and international flights, in compliance with the aforementioned standards and requirements for both public and private stakeholders, as per the regulations outlined in higher-level documents from relevant authorities. The company is responsible for establishing, developing, and maintaining physical infrastructures (such as passenger check-in counters, conveyor belts, etc.) and information technology infrastructures in passenger check-in systems. Additionally, the company is responsible for creating airport systems and establishing a coordinated handling system at airports across the country.

Mutual Obligations of Service Recipient and the Executing Body:

Iran Airports and Air Navigation Company is obligated to provide physical infrastructures (such as passenger check-in counters, conveyor belts, etc.) and information technology infrastructures in passenger check-in systems, as well as to establish a coordinated handling system across the country's airports with the aim of serving passengers in accordance with national and international standards. Furthermore, all companies and passengers of domestic and international flights are required to adhere to the established regulations and instructions.

*This agreement remains valid unless amended or replaced.