

# Ground Handling Services

خدمات هندلینگ



## ■ Ground Handling Services

Iran Air's Airport services Section, having 50 years of experience as the provider of ground handling services including passenger and baggage services, ramp services and aircraft cleaning, load control, cargo/mail services and de-/anti-icing aircraft, provide ground handling services to passenger and Freighter flights of more than 30 domestic and international airlines at IKA, THR and 23 other airports of Iran in addition to providing ground handling services to Iran Air's own flights throughout country.

The above-mentioned services are carried out through utilizing well-trained and skilled personnel, standard ground equipment supported by Iran Air's ground support equipment maintenance center, various mechanized systems based on aviation requirements and Safety/Quality Assurance systems.

Initial and recurrent training of Iran Air's Airport services staff is done by the instructors of Iran Air's IATA accredited training center.

### Passenger and baggage

- Passenger & baggage services (using DCS which capable of e-ticket check-in through all current methods)
- Passenger check-in and boarding
- Handling of UM and PRM passengers
- Baggage handling
- Collecting excess baggage charges
- Handling of Lost and Damaged baggage using World Tracer system

### Ramp and cabin cleaning

Ramp Services and aircraft cleaning

- Transporting passengers, baggage, cargo and mail to/from aircraft
- Loading/Unloading baggage, cargo and mail
- Aircraft cleaning services, with providing water and toilet services
- HeadSet and PushBack services
- Control and storage of ULDs and sending related telexes
- Loading/unloading of Freighter aircraft with required ground handling equipment (MDL, CPL,CBS ,....)

### Load control

- Preparing manual and mechanized load sheet and load plan by trained and qualified personnel
- Providing load control services through CLC method on request of airlines
- Supervising aircraft loading according to loading Instruction
- Filing of flight plan
- Sending and receiving operational messages

### Cargo and Mail

- Document handling of cargo/mail using software systems
  - Physical handling of cargo/mail
- \* At IKA, handling of outbound cargo/mail of all airlines is carried out by IranAir through mechanized Cargo Terminal with following specifications: Space of 25,000 square meters Modern facilities for transferring and palletizing cargo/mail Special warehouse spaces for special and specialized cargo/mail .

### Aircraft De-/Anti-icing services

IranAir provides de-/anti-icing services with using modern equipment and the best deicing fluid (Kilfrost ABC K plus) approved by major regulators in the world (FAA, EASA, AMIL and

etc.) and well-trained personnel familiar with latest standards of de-/anti-icing process for all aircrafts and conditions.

In addition IranAir has unique de-/anti-icing facilities and building in IKA airport in accordance with latest technology and standards.



**IRANAIR GROUND SUPPORT INCLUDING:**

| Equipment                       | Quantity | Equipment                        | Quantity |
|---------------------------------|----------|----------------------------------|----------|
| Air Condition Unit (ACU)        | 84       | Container & Pallet Loader (CPL)  | 64       |
| Air Starter Unit (ASU)          | 69       | Main Deck Loader (MDL)           | 8        |
| Ground Power Unit (GPU)         | 135      | Lavatory Service Truck (LST)     | 24       |
| Conveyor Belt (CB)              | 98       | Water Service Truck (WST)        | 20       |
| Lift O Mobile (LOM)             | 50       | Passenger Step Narrow Body (PSN) | 31       |
| De-/Anti Icing Truck Unit (DTU) | 25       | Passenger Step Wide Body (PSW)   | 98       |
| Commissary Hi-lift Truck (CHT)  | 42       | Truck (TT)                       | 142      |
| Transporter (TRP)               | 18       | Ramp Bus (RB)                    | 60       |
| Tug Master (TM)                 | 17       | Lift Truck                       | 44       |

**List of airports supported by Iran Air's handling services:**

IKA-THR-ABD-ADU-AWZ-AZD-BDH-BND-BUZ-GBT-IFN-KER-KIH-KSH-LRR-MHD-OMH-RAS-SRY-SYZ-TBZ-XBJ-ZAH-ZBR-CQD



Contact information of Iran Air's airport services for the airlines requiring handling services for their scheduled and non-scheduled/ad-hoc flights are as follows:  
 Deputy managing director of airport services Tell: +982146624500 Email: H.KHORSAND@IRANAIR.COM  
 Ground handling agreements Department Tell: + 982146624528 Email: GHA@IRANAIR.COM