



On approval of the list of goods, works, services of the airfield and ground services that are the part of airport activities

Unofficial translation

Order of the Minister for Investment and Development of the Republic of Kazakhstan of October 30, 2018 No. 749. Registered with the Ministry of Justice of the Republic of Kazakhstan on November 8, 2018 No. 17718.

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In accordance with paragraph 1 of Article 65 of the Law of the Republic of Kazakhstan dated July 15, 2010 "On the Use of Airspace of the Republic of Kazakhstan and Aviation Activities" **I hereby ORDER:**

1. To approve the attached list of goods, works, services of the airfield and ground services that are part of airport activities.
2. In accordance with the procedure established by the Legislation of the Republic of Kazakhstan, the Civil Aviation Committee of the Ministry of Investment and Development of the Republic of Kazakhstan shall:
 - 1) ensure state registration of this order with the Ministry of Justice of the Republic of Kazakhstan;
 - 2) within ten calendar days from the date of state registration of this order, send it both in Kazakh and Russian languages to the Republican State Enterprise on the Right of Economic Management "Republican Center of Legal Information" for official publication and placement in the Reference Control Bank of the Regulatory Legal Acts of the Republic of Kazakhstan;
 - 3) place this order on the Internet resource of the Ministry for Investment and Development of the Republic of Kazakhstan;
 - 4) within ten working days after the state registration of this order with the Ministry of Justice of the Republic of Kazakhstan, report to the Legal Department of the Ministry of Investment and Development of the Republic of Kazakhstan on the performance of activities, stipulated by sub-paragraphs 1), 2) and 3) of this paragraph.
3. The control over the execution of this order shall be entrusted to the supervising Vice-Minister for Investment and Development of the Republic of Kazakhstan.
4. This order shall come into effect upon expiry of ten calendar days after the day of its first official publication.

*Minister for Investment and
Development of the Republic of Kazakhstan*

Zh. Kasymbek

"Agreed"

Minister of National Economy
of the Republic of Kazakhstan

_____ T. Suleimeinov
" ____ " _____ 2018

Approved
by Order №749 of the Minister
for Investment and Development
of the Republic of Kazakhstan
of October 30, 2018

List of goods, works, services of airfield and ground handling, included in airport activities

Footnote. The list as amended by the order of the Minister of Industry and Infrastructure Development of the Republic of Kazakhstan dated 10.12.2021 № 637 (shall be enforced ten calendar days after the date of its first official publication).

Chapter 1. Goods, works, services of airfield servicing included in airport activities

1. Assurance of aircraft takeoff and landing, including:
 - 1) provision of a runway, taxiways, aprons;
 - 2) ensuring the maintenance and operation of the airfield;
 - 3) lighting maintenance of flights;
 - 4) ornithological safety provision of flight in the airport area;
 - 5) provision of operational changes in aeronautical information and aeronautical situation in the main directions of aircraft flights from the airport;
 - 6) rescue and firefighting support for flights in the airport area;
 - 7) provision of parking space for aircraft at the aerodrome within three hours after landing for passenger and six hours for cargo and passenger-cargo certified types of aircraft in the presence of cargo (mail) to be processed (loaded or unloaded) at the airport of landing;
 - 8) provision of a parking space within three hours after landing for cargo and passenger-cargo certified types of aircraft, in the absence of cargo (mail) to be processed;
 - 9) control and provision of flights safety;
 - 10) services provided for by the technology of aerodrome servicing of an aircraft from the moment of landing to the moment of stopping at the parking lot and back, with the exception of ensuring aviation safety in the aerodrome area.
2. Ensuring aviation security, including:
 - 1) screening of passengers, hand luggage, baggage, crew members of civil aviation aircraft;
 - 2) provision of access and intra-object modes at the airport (arrangement, maintenance and operation of checkpoints, screening points (including public access areas), their technical means, video surveillance systems, security lighting, fencing, patrol roads and vehicles, screening equipment, involved communications, personnel to ensure access and intra-object modes at the airport);
 - 3) pre-flight inspection of the aircraft, cargo, mail and in-flight catering;

4) maintaining the readiness of the airport forces and means for actions to suppress unlawful interference acts;

5) protection of aircraft in parking lots, excluding the possibility of unauthorized persons entering the aircraft;

6) exclusion of the possibility of illegal transportation of weapons, ammunition, explosive, radioactive, poisonous, flammable items and substances prohibited for transportation by air;

7) introduction of special precautions when transporting weapons and ammunition, ensuring their transportation in baggage in a discharged state, in aircraft compartments isolated from passengers;

8) protection of aviation fuel supply facilities;

9) coordination of the activities of the aviation security services of the operators in the airport area.

3. Provision of a parking space for aircraft for over three hours after landing for passenger and six hours for cargo and cargo-passenger certified types of aircraft in the presence of cargo (mail) to be processed (loaded and / or unloaded) at the airport of landing:

1) preparation of the parking lot;

2) provision of a parking space for an aircraft for over three hours after landing for passenger and six hours for cargo and cargo-passenger certified types of aircraft if there is cargo (mail) to be processed (loaded and/or unloaded) at the airport of landing.

4. Provision of a parking space for an aircraft at the base airfield, including:

1) preparation of the parking lot;

2) provision of a parking space for an aircraft at the base aerodrome.

Chapter 2. Goods, works, ground handling services included in airport activities Section 1 Ground administration and control

5. Informing interested organizations about the movement of the carrier's aircraft.

6. Control of services provided to the carrier by third parties.

7. Prompt transfer of data, information, requirements of the carrier to third parties.

8. Services of the carrier's representative.

9. Processing of the exchange pool of packaging means, including:

1) storage and handling of packaging means, accounting, control, integrity check, recording in accordance with the established requirements of airlines and international standards.

Section 2. Passenger handling

10. Provision of a workplace (area) for the check-in of passengers, including:

1) preparation of workplaces for registration of passengers;

2) providing a place with the necessary equipment and communication means for the check-in of passengers;

3) providing part of the common areas in the terminal for the check-in of passengers.

11. Passenger registration:

1) check-in of passengers for the flight;

2) baggage handling;

3) excess baggage handling;

4) identifying availability of vacant seats;

5) summing up the registration results;

6) compiling passenger check-in sheets and baggage sheets;

7) transfer to the crew of a package of control coupons and a receipt of one-time fees for the flight;

8) providing information on the number of passengers and their seating in an aircraft in order to control loading;

9) checking the number of passengers after the aircraft boarding.

12. Passenger service, including:

1) accumulation and escort of passengers to the aircraft;

2) checking of the passengers' traffic documents before boarding;

3) information support for passengers;

4) provision of baggage carts to passengers;

5) provision of special facilities and services for special categories of passengers (passengers with disabilities, deported passengers, unaccompanied children and others);

13. Passenger boarding-deboarding via telescopic bridge, including:

1) provision of the ladder;

2) installation of the ladder;

3) removal of the ladder.

14. Passenger boarding-deboarding by means of mobile ladders, including:

1) fitting of the ladder;

2) installation of the ladder;

3) removal of the ladder.

Section 3. Baggage handling

15. Baggage handling, including:

1) baggage sorting;

2) packing of baggage into packing equipment and baggage trolleys;

3) determining the number of pieces and weight of the baggage;

4) provision of information on the number of pieces and weight of the baggage;

5) dekitting of the baggage;

6) baggage sorting for claiming, based on priority;

7) baggage claim;

8) sorting and storage of transfer baggage.

16. Baggage forwarding, including:

- 1) delivery of baggage from the luggage compartment of the passenger terminal to the aircraft and back;
- 2) transportation of baggage between aircraft.

Section 4. Cargo and mail handling

17. Handling of incoming and outgoing cargo (mail), including:

- 1) notification of the consignee or agent of the arrival of dispatched consignments in accordance with applicable airport instructions, provision of cargo documentation to the consignee or agent;
- 2) weighing and marking;
- 3) sorting in the warehouse, including sorting by consignees, paperwork;
- 4) picking by flights, including packing into containers and pallets, disassembling;
- 5) short-term storage of cargo for no more than twenty-four hours;
- 6) loading and unloading onto handling facilities for conveyance to and from the aircraft;
- 7) control of the cargo loading and unloading process on an aircraft;
- 8) drawing up, signing, delivery, coordination, registration of cargo documents;
- 9) handling of packaging means;
- 10) provision of warehouses and equipment for cargo handling;
- 11) delivery of cargo to the consignee or agent;
- 12) acceptance and preparation of cargo (transfer, transit) for further transportation;
- 13) checking the incoming mail according to postal documents;
- 14) processing of transfer mail according to accompanying postal documents;
- 15) transfer of incoming and outgoing mail documentation;
- 16) preparation, support of customs documents and notification of goods consignees (for international carriages);
- 17) preparation and maintenance of sanitary documentation (for international carriages);
- 18) preparation, execution of documents in accordance with the internal rules of the airport and the regulations of international organizations or at the carrier's own request;
- 19) provision of cargo at the request of state bodies for physical examination;
- 20) delivery of the cargo to the consignee or agent after obtaining the appropriate permission from the state authorities.

Section 5. Ramp services

18. Baggage loading and unloading:

- 1) loading of packaged and unpackaged baggage into the aircraft cargo compartments;
- 2) unloading of packaged and unpackaged baggage from the aircraft cargo compartments;
- 3) placement of baggage (packing means with baggage) in the aircraft cargo compartments (including with the use of floor mechanization control of the aircraft);
- 4) securing of baggage (package means with baggage) in the aircraft cargo compartments;

5) counting the baggage places, control of its integrity.

19. Conveyance of cargo (mail), including:

1) conveyance of cargo (mail) from the cargo terminal to the aircraft and back;

2) conveyance of cargo (mail) between aircraft.

20. Loading and unloading of cargo (mail):

1) loading of packaged and non-packaged cargo (mail) into the cargo compartments of the aircraft;

2) unloading of packaged and non-packaged cargo (mail) from the cargo compartments of the aircraft;

3) placement of cargo (mail) (packing means with cargo (mail) in the cargo compartments of the aircraft (including with the use of floor mechanization control of the aircraft));

4) securing of cargo (mail) (packing means with cargo (mail) in the cargo compartments of the aircraft;

5) counting the places of cargo (mail), control of its integrity;

6) delivery of documentation for the cargo (mail) from the aircraft and back.

21. Loading control, including:

1) aircraft loading planning;

2) release of the loading scheme;

3) calculation of the weight and balance characteristics of the aircraft;

4) drawing up the weight and balance chart;

5) control over the aircraft loading on the apron, checking the compliance of the actual loading of the aircraft with the planned loading, the integrity of baggage, cargo (mail) (packing equipment), checking the fastening of luggage, cargo (mail), packing equipment;

6) preparation and verification of the load sheet and other documentation in accordance with the technology;

7) completion and transfer of flight documentation;

8) sending telegrams in accordance with the requirements of airlines (if necessary).

21. Loading control, including:

1) aircraft loading planning;

2) release of the loading scheme;

3) calculation of the weight and balance characteristics of the aircraft;

4) drawing up weight and balance chart;

5) control over the aircraft loading on the apron, checking the compliance of the actual loading of the aircraft with the planned loading, the integrity of baggage, cargo (mail) (packing equipment), checking the fastening of luggage, cargo (mail), packing equipment;

6) preparation and verification of the load sheet and other documentation in accordance with the technology;

7) completion and transfer of flight documentation;

8) sending telegrams in accordance with the requirements of airlines (if necessary).

22. Providing the meeting and delivery of the aircraft, including:

- 1) inspection of the parking lot and taxiways of the aircraft before its arrival;
- 2) acceptance and delivery (sending visual signals or provision with an automatic aircraft installation system) of the aircraft to the parking lot;
- 3) installation and cleaning of parking blocks under the wheels of the chassis;
- 4) installation and removal of safety cones;
- 5) installation and removal of chassis clamps, engine plugs, covers of various sensors;
- 6) aircraft grounding;
- 7) establishing communication with the crew via the aircraft intercom or radio communication between the apron and the cockpit;
- 8) visual inspection of the aircraft for damage, connected equipment;
- 9) engine start control;
- 10) control of the aircraft taxiing out from the parking lot.

23. Aircraft towing, including:

- 1) connecting and disconnecting of the towing carrier to the aircraft and to the pushback tug;
- 2) guidance of the towing.

24. Airhandling:

- 1) management of entrance and exit;
- 2) connection of technological sleeves to the aircraft;
- 3) air conditioning of the aircraft cabin to the required temperature;
- 4) disconnection and removal of technological sleeves from the aircraft;
- 5) installation and removal of the mobile device.

25. Air launch of aircraft engines, including:

- 1) installation and removal of the air launch unit;
- 2) entrance and departure control by air launch installation;
- 3) connection of technological sleeves to the aircraft;
- 4) launch of the air launch installation and control of the necessary parameters;
- 5) disconnection of technological sleeves, closing of the aircraft engine launch panel.

26. Filling aircraft with drinking water, including:

- 1) installation and removal of a special vehicle;
- 2) preparation, purification and filtration of drinking water;
- 3) provision of a document on the compliance of water with sanitary standards;
- 4) connection of service hoses to the aircraft system;
- 5) draining, flushing, filling the water tanks of the aircraft;
- 6) disconnection of technological hoses, closing of taps, hatches and dampers.

27. Provision of aircraft with electricity, including:

- 1) connection of service cables to the aircraft;

- 2) supply of electricity and control of the parameters of the voltage supplied by special equipment or a stationary voltage source;
 - 3) determination of the amount of electricity consumed;
 - 4) disconnection and removal of cables;
 - 5) installation and removal of a mobile power source.
28. Aircraft following up, including:
- 1) ensuring of the aircraft lead at the aerodrome.

Section 6. Aircraft servicing

29. Interior cleaning and disposal of aircraft garbage, including:
- 1) cleaning and putting in order passenger seats and related equipment;
 - 2) cleaning of ashtrays;
 - 3) removal of garbage from the pockets of the seat backs and from the upper luggage racks;
 - 4) wiping tables;
 - 5) cleaning floors (carpets and surrounding surfaces);
 - 6) wet cleaning of surfaces and equipment in on-board buffets, galleys and toilets;
 - 7) removal of various contaminants caused by airsickness, spilled products, spilled substances and stains;
 - 8) collection of garbage in the aircraft.
30. Maintenance of bathrooms (toilets) of aircraft, including:
- 1) connection of service hoses of a special vehicle to the aircraft system;
 - 2) draining and flushing of the receiving tank of the aircraft in accordance with the technological instructions for this type of aircraft or as directed by the operator;
 - 3) refilling of the receiving tanks of the aircraft with technical water with chemical reagents;
 - 4) disconnection of technological hoses, closing of technological hatches, dampers.
31. Manual snow removal from an aircraft, including:
- 1) removal of snow from aircraft surfaces.
32. Mechanized clearing of snow and ice from an aircraft, including:
- 1) removal of snow and ice from aircraft surfaces using special equipment;
 - 2) treatment of the aircraft surface with special fluids;
 - 3) directing the movement of special equipment around the aircraft and ensuring communication with the driver.

Section 7. Storage, refilling of fuels and lubricants and special liquids

33. Provision of aircraft with aviation fuels and lubricants, including:
- 1) organizing the provision with aviation fuel and lubricants;

- 2) analysis and quality control of aviation fuel and lubricants;
- 3) receiving, draining and issuing aviation fuel and lubricants;
- 4) providing the personnel (operator) and technical mobile and/or stationary means for filling an aircraft with aviation fuel and lubricants;
- 5) refueling aviation fuel and lubricants into aircraft tanks;
- 6) filling out of an expenditure form for aircraft refueling with aviation fuel and lubricants

34. Refueling of aircraft engines with oil, including:
- 1) preparation of oil for aircraft engine refueling;
 - 2) providing a document confirming the quality and compliance of the oil with technical requirements;
 - 3) preparation of the engine and oil tank for refueling;
 - 4) checking the oil amount in the aircraft tank;
 - 5) refilling the required amount of oil into the oil tank under the supervision of a certified specialist or crew;
 - 6) closing the oil tank cover, hatches;
 - 7) removal of the special vehicle from the aircraft;
 - 8) paperwork

35. Draining aviation fuel and lubricants from an aircraft, including:
- 1) management of the driving up and driving away of mobile vehicles for draining aviation fuel and lubricants from the aircraft;
 - 2) grounding of mobile vehicles for draining aviation fuel and lubricants from the aircraft, connection of a potential equalization cable between the aircraft and the vehicle;
 - 3) opening and closing of the covers of filling technical hatches on aircraft;
 - 4) connection and disconnection of filling hoses on the aircraft;
 - 5) discharge of aviation fuel and lubricants from the aircraft;
 - 6) control of the amount of drained aviation fuel and lubricants using metering devices, measuring the density of aviation fuel and lubricants to calculate the mass;
 - 7) execution of a receipt order for drained aviation fuel and lubricants from an aircraft.

36. Services for the storage of fuels and lubricants and special liquids:

- 1) reception of fuels and lubricants;
- 2) analysis of the quality of fuel and lubricants;
- 3) storage of fuel and lubricants;
- 4) release of fuel and lubricants.

Section 8. Aircraft maintenance

37. Aircraft maintenance in transit form (A-check) - engineering and aviation support and preparation of an aircraft for flight in accordance with the maintenance regulations for the aircraft type, as well as execution of the necessary documentation, including:

- 1) operational current maintenance of the aircraft;
- 2) provision of maintenance regulations, technological instructions, operational maintenance instructions, manuals, catalogs and other necessary documents for each aircraft type;
- 3) carrying out operational external inspection of the aircraft, including the passenger compartment, kitchens, toilet rooms;
- 4) entering information into the flight log about the operational inspection of the aircraft;
- 5) entering into the flight log of comments on defects identified during the aircraft inspection;

- 6) checking the aircraft surface before departure for the absence of ice;

- 7) execution of documentation on the aircraft readiness for departure.

38. Filling the system with oxygen, including:

- 1) providing a document confirming the quality and compliance of oxygen with technical requirements;
- 2) checking the tightness of the system;
- 3) checking the pressure in oxygen cylinders;
- 4) refilling oxygen cylinders of an aircraft in accordance with the technological guidelines for this type of aircraft under the supervision of a certified specialist or crew;
- 5) disconnection and removal of a special device from the aircraft;
- 6) paperwork.

39. Aircraft refilling with nitrogen or compressed air, including:

- 1) checking the presence of pressure in the cylinders;
- 2) connecting the service hose to the aircraft;
- 3) filling the system to the required value;
- 4) disconnection of the service hose and removal of the special device from the aircraft;
- 5) paperwork.

40. Checking and refilling the hydraulic system, including:

- 1) preparation of hydraulic fluid for refilling of the hydraulic system of the aircraft;
- 2) providing a document confirming the quality and compliance of the hydraulic fluid with technical requirements;
- 3) connection of service hoses for refilling of the hydraulic system;
- 4) disconnection of service hoses and removal of a special mobile device from the aircraft ;
- 5) paperwork.

41. Aircraft line maintenance, including:

- 1) technical assistance;
- 2) technical support;
- 3) line maintenance.

42. Parking of an aircraft in a hangar, including:

- 1) provision of space in the hangar;
 - 2) ensuring the safety of the aircraft;
 - 3) provision of the necessary technological ground equipment (upon request).
43. Storage of cargo for over twenty-four hours in the cargo terminal, including:
- 1) placement and clearance of cargo in the warehouse;
 - 2) storage of cargo;
 - 3) release of cargo.

Section 9. Ground transport

Footnote. The heading of Section 9 is in the wording of the Order of the Minister of Transport of the Republic of Kazakhstan dated 08.01.2025 № 2 (shall be enforced upon expiry of ten calendar days after the day of its first official publication).

44. Providing passengers with ground transportation, including:
- 1) bringing in a vehicle;
 - 2) delivering passengers to the aircraft and back;
 - 3) driving away a vehicle.

Footnote. Clause 44 is in the wording of the order of the Minister of Transport of the Republic of Kazakhstan dated 08.01.2025 № 2 (shall be enforced upon expiry of ten calendar days after the day of its first official publication).

45. Providing the crew with ground transportation, including:
- 1) bringing in vehicles (bus, minibus);
 - 2) delivering the crew to the aircraft and back;
 - 3) driving away vehicles.

Footnote. Clause 45 is in the wording of the order of the Minister of Transport of the Republic of Kazakhstan dated 08.01.2025 № 2 (shall be enforced upon expiry of ten calendar days after the day of its first official publication).

Section 10. Flight catering services

46. Provision of the aircraft passengers and crew with in-flight meals, including:
- 1) management of the entrance and exit of the vehicle;
 - 2) acceptance and unloading of removable equipment and onboard utensils from the aircraft;
 - 3) loading onto vehicles, delivery to the complex (workshop) of in-flight meals and unloading of removable equipment and on-board dishes;
 - 4) loading of in-flight meals onto vehicles in the in-flight catering complex (workshop);
 - 5) transfer and loading of in-flight meals to the aircraft.
47. Sanitization of removable equipment and on-board utensils, including:
- 1) provision of technical means for sanitization.

Section 11. Additional services

48. Additional aviation security services, including:

1) inspection and provision of passes for employees and vehicles of third-party organizations passing into the restricted area;

2) escort of persons in the controlled area (upon request).

49. Providing the authorized state civil aviation body and (or) law enforcement and special state bodies with information about issued and (or) booked tickets for international flights.