



2022 Miscellaneous Charges

Valid from January 1st 2022 – December 31st 2022

Contents

| | | |
|----------|--|-----------|
| 1 | OPERATIONAL | 5 |
| 1.1 | AIRPORT IDENTIFICATION CARD: | 5 |
| 1.2 | VEHICLE PASSES: | 6 |
| 1.3 | VEHICLE ESCORTS: | 6 |
| 1.4 | AIRSIDE ESCORTS FOR AIRCRAFT / GROUND SERVICES EQUIPMENT (GSE) | 6 |
| 1.5 | AIRCRAFT SECURITY: | 7 |
| 1.6 | FIRE SERVICE ACTIVE STAND-BY: | 7 |
| 1.7 | CLAMPING OR TOWING OR IMPOUNDING OF A VEHICLE OR EQUIPMENT: | 7 |
| 1.8 | FIXED ELECTRICAL GROUND POWER: | 8 |
| 1.9 | CARGO LOADING TRANSPORTER: | 9 |
| 2 | ENVIRONMENTAL | 10 |
| 2.1 | COMPLIANCE/REMEDATION CHARGE: | 10 |
| 2.2 | SPILLAGE CLEAN UP: | 10 |
| 2.3 | AIRCRAFT SEWAGE DISPOSAL: | 10 |
| 2.4 | DAA PROVISION OF WASTE MANAGEMENT: | 11 |
| 2.5 | ABANDONED/FLY-TIPPED WASTE: | 11 |
| 2.6 | ENVIRONMENTAL INSPECTION NON-COMPLIANCE: | 12 |
| 2.7 | DAA PROVISION OF AIRSIDE SNOW CLEARING TO THIRD PARTY AREAS: | 12 |
| 2.8 | POLLUTION CONTROL - GLYCOL RECOVERY | 13 |
| 3 | TRAINING | 14 |
| 3.1 | BASIC SECURITY AWARENESS TRAINING (BSAT): | 14 |
| 3.2 | AIRSIDE TRAINING: | 14 |
| 4 | FACILITIES | 16 |
| 4.1 | CUSTOMS AND BORDER PROTECTION (CBP) PRE-CLEARANCE: | 16 |
| 4.2 | COURTESY DESKS: | 16 |
| 5 | TECHNICAL/IT/COMMUNICATIONS | 17 |
| 5.1 | TECHNICAL CALL-OUT: | 17 |
| 5.2 | IT&T ENGINEER CALL-OUT: | 17 |
| 5.3 | IT/COMMUNICATIONS: | 17 |
| 5.3.1 | <i>Telephony Services</i> | 17 |
| 5.3.2 | <i>Communications Infrastructure</i> | 18 |
| 5.3.3 | <i>Client Access PCs</i> | 19 |
| 5.3.4 | <i>CCTV Systems</i> | 20 |
| 5.3.5 | <i>Managed LAN Services</i> | 20 |
| 5.3.6 | <i>LAN (10/100 port)</i> | 21 |
| 5.3.7 | <i>WLAN</i> | 21 |
| 5.3.8 | <i>CUPPS / (CUTE)</i> | 21 |
| 5.3.9 | <i>Television</i> | 21 |
| 5.4 | RECHARGE FOR LOSS/DAMAGE TO HHT EQUIPMENT | 22 |
| 6 | UTILITIES | 23 |
| 7 | COMMERCIAL PROPERTY | 24 |
| 7.1 | DESK RENTAL SERVICES | 24 |
| 7.2 | STATIONARY/MOBILE SELF-SERVICE KIOSKS | 24 |
| 7.3 | OFFICE/WAREHOUSE RENTAL: | 25 |
| 8 | SUNDRY | 26 |
| 8.1 | GROUND HANDLING ADMINISTRATION: | 26 |
| 8.2 | COMMERCIAL PHOTOGRAPHY & FILMING: | 26 |

8.3 LOST PROPERTY:.....26
9 TERMS AND CONDITIONS 27

Introduction

This booklet summarises the main non-aeronautical charges for Dublin Airport.

- The charges in this document apply from January 1st 2022 to December 31st 2022.
- All charges in this booklet are set out in euro.
- All charges in this booklet are annual charges unless stated otherwise.
- Value Added Tax (VAT) will be applied to charges at the prevailing rates of Irish VAT where applicable. All charges listed in this booklet exclude VAT.
- All users must observe Dublin Airport's Terms and Conditions of operation at the airport. Specifically, users are obliged to abide by the specified Financial, Insurance and Information terms. In particular where specified it will be necessary for customers to provide a valid purchase order in advance.
- Details of Dublin Airport's airport charges as well as the Terms and Conditions of operation may be found on the airport charges pages of the Dublin Airport website (www.dublinairport.com).
- Information on charges not listed in this document such as Dublin Airport property rentals can be obtained on request from Dublin Airport.
- The company reserves the right to vary the terms, conditions and charges at any time.
- Inter alia, Sections 39, 40 and 41 of the Air Navigation and Transport (Amendment) Act 1998 apply.
- General enquiries regarding miscellaneous charges can be sent to: apc-er@dublinairport.com

1 Operational

1.1 Airport identification card:

All personnel working at the airport are required to hold a valid Airport Identification Card (AIC) with the bearer's photo & details stored on it. In accordance with the National Civil Aviation Security Programme (NCASP) a permanent AIC is valid for up to 60 months and an escort pass is valid for 5 days in a calendar month to a maximum of 30 days in a calendar year. Where an airport identification card replacement is necessary due to normal wear and tear, and the original permit is returned, no charge will be levied for AIC re-issue. If a re-issue of an AIC is required during the normal 60-month period, the re-issue will be charged at the re-issue fee below.

| Service | Charge € | Description |
|---|-------------|--|
| Airport Identification Card | 22.77 | Per Airport Identification Card (valid for periods up to 12 months e.g. for seasonal and contract staff) |
| Airport Identification Card | 31.90 | Per Airport Identification Card (valid for 30 months) |
| Replacement of Lost Airport Identification Card | 48.90 | Per Airport Identification Card |
| Reissue of Access Airport Identification Card | 10.00 | Per Airport Identification Card |
| Escorted Pass | 4.51 | Per pass |
| Garda Vetting for non-AIC applicants | 45.00 | Per person vetted |

All prices are subject to 23% VAT

Note: Companies operating at the airport may specify that the Airport identification card-holder pay the charge for replacement of a lost access permit.

The Garda Vetting charge covers vetting provided by Dublin Airport for any organisation where the persons requiring the vetting are not to be issued with an Airport ID card. For compliance reasons, Dublin Airport may require that a fully refundable deposit be paid at the time of issuance of the Airport identification card. The deposit will be returned when the Airport identification card is physically returned to the Dublin Airport. This should happen within 1 month after the contract of employment between the employee and the employer is terminated.

| Service | Charge € | Description |
|-------------------------------------|-------------|---------------------------------|
| Airport Identification Card Deposit | 30.00 | Per Airport Identification Card |

Note: Companies operating at the airport may specify that the Airport Identification Card-holder pay the fully refundable deposit for his/her access permit.

All enquiries can be addressed to:

Vincent McGrath - Manager Access Control & Security Systems
vincent.mcgrath@daa.ie

Phone 353 1 944 9695

1.2 Vehicle Passes:

All vehicles operating Airside or in the CPSRA are required to be issued with an Airside Vehicle Pass (AVP). A-charge applies for an AVP. An AVP is valid for a maximum of 24 months. Private vehicles are not permitted airside.

| Service | Charge € | Description |
|--|------------------|---|
| Electric Vehicle | No charge | Per pass per year or part thereof |
| Vehicle < 8 passengers | 30.00 | Per pass per year or part thereof |
| Vehicle > 8 passengers, HGV, Goods vehicles or similar | 50.00 | Per pass per year or part thereof |
| Replacement of lost or stolen pass | 75.00 | Per pass per year |
| Failure to return AVP | 75.00 | AVP should be returned to the ID Centre within 30 days of Expiry |

Note: An AVP valid for up to one year will be charged the one-year rate, an AVP valid for two years will be charged 2 x the one-year rate upon issue.

All enquiries can be addressed to:

Vincent McGrath - Manager Access Control & Security Systems Phone 353 1 944 9695
vincent.mcgrath@daa.ie

1.3 Vehicle Escorts:

Mandatory vehicle escorts are required in circumstances where airport users are not authorised / insured to operate in airside areas. At other times users may ask for vehicle escorts to supplement their own operations (i.e. to provide extra security personnel). Customers are requested to contact the Airport Police in advance for such escorts.

| Service | Charge € | Description |
|-----------------------|---------------|---|
| Vehicle Escort | 100.00 | Per APF vehicle hour (or part thereof) |

Note: A valid purchase order shall be supplied where vehicle escort services are requested in advance.

If a second or third officer is required, an additional charge is levied based on the number of officers required as per the following:

| Service | Charge € | Description |
|------------------------------|--------------|---|
| Airport Police Escort | 50.00 | Per APF officer hour (or part thereof) |

Note: No charge will apply in respect of airport police vehicles and airport police officers attending emergencies.

All enquiries can be addressed to:

Kenneth Roberts - Chief Airport Police Officer Phone 353 1 814 4300
capo@daa.ie

1.4 Airside Escorts for Aircraft / Ground Services Equipment (GSE)

The Airside Management Unit (AMU) provide a 'Follow me' escort service when requested to do so, which may include the movement of aircraft, or positioning of aircraft for the ground running of engines. This tug/aircraft escort includes the services of one officer and vehicle for a period of one hour or part thereof.

| Service | Charge € | Description |
|---------------------------------------|--------------|---|
| Airside Operations 'Follow Me' | 50.00 | Per AMU vehicle hour (or part thereof) |

All enquiries can be addressed to:

David Toolan - Head of Airside
david.toolan@dublinairport.com

Phone 353 1 944 5228

1.5 Aircraft Security:

Normally where additional aircraft security is required by an airline, it is provided by third parties. In the event of Dublin Airport providing such a service the following charge applies. Note that where additional security is required & is being provided by a third party, it may be necessary to provide a vehicle escort to the aircraft, and this will be provided at standard rates. In respect of any request for aircraft security, the company requesting the call-out must provide a valid purchase order in advance.

| Service | Charge € | Description |
|------------------------|---------------|---|
| Police call-out | 100.00 | Per APF vehicle hour (or part thereof) |

If a second or third officer is required, an additional charge (as follows) is levied based on the number of officers required.

| Service | Charge € | Description |
|------------------------------|--------------|---|
| Airport Police Escort | 50.00 | Per APF officer hour (or part thereof) |

Note: No charge will apply in respect of airport police vehicles and airport police officers attending emergencies.

All enquiries can be addressed to:

Kenneth Roberts - Chief Airport Police Officer
capo@daa.ie

Phone 353 1 814 4300

1.6 Fire Service Active Stand-by:

When an airline or handler requests the provision of a Fire Service Active Stand-by unit or units, an active call-out fee applies. The company requesting this service must provide a valid purchase order in advance. The following charge will apply:

| Service | Charge € | Description |
|--------------------------------------|---------------|---|
| Fire service active call-out* | 300.00 | Per APF vehicle hour (or part thereof) |

**This charge is zero rated for VAT.*

Note: No charge will apply in respect of fire vehicles attending emergencies

All enquiries can be addressed to:

Gerry Keogh - Chief Airport Fire Officer
gerry.keogh@dublinairport.com

Phone 353 1 944 2236

1.7 Clamping or Towing or Impounding of a Vehicle or Equipment:

Vehicles or GSE that have been found illegally parked or abandoned or obstructing safe operations (whether landside or airside) on airport property may have its wheel(s) clamped in accordance with airport byelaws or, if airside, be towed and impounded by the daa in accordance with Airport Direction DIR.410 Control of Airside Pedestrians, Vehicles and Equipment.

Such vehicles or GSE displaying an Airside Vehicle Permit (AVP) will be impounded in the Airside facility. All other vehicles or equipment will be impounded in the Landside facility.

Clamping

The clamp removal fee is inclusive of the first day's charge. An additional charge applies for each subsequent 24-hour period. No liability will be accepted for any damage caused to a vehicle as a result of a clamp having been fitted to the wheel of a vehicle other than that attributable to wilful misconduct on the part of the company.

Towing and Impounding

The costs of towing and impounding a vehicle/equipment are the responsibility of the owner or his/her designated agents. A vehicle and/or equipment will not be released by the daa to the owner or his/her agents until the appropriate towing/impounding fee has been paid or invoiced. Clamp removal and additional fees per 24-hour periods may also apply. No liability will be accepted for any damage caused to a vehicle and/or equipment as a result of towing and impounding by the airport authority other than that attributable to wilful misconduct on the part of the company.

| Service | Charge € | Description |
|---|---------------|--|
| Towing* | 140.00 | Per vehicle/piece of equipment – Landside |
| Clamping and impounding* | 100.00 | Per vehicle/piece of equipment – Landside |
| Fixed Payment Notice* | 100.00 | Per each notice issued - Landside |
| Storage Fee Per Day* (each 24-hour period or part thereof) | 35.00 | Per vehicle/piece of equipment – Landside |

**This charge does not attract VAT.*

All landside enquiries can be addressed to:

Kenneth Roberts - Chief Airport Police Officer
capo@daa.ie

Phone 353 1 814 4300

| Service | Charge € | Description |
|-------------------------|---------------|---|
| Virtual Impound* | 140.00 | Per vehicle/piece of equipment - Airside |

**This charge does not attract VAT.*

All airside enquiries can be addressed to:

Myles Reilly - Airfield Assurance Manager
myles.reilly@dublinairport.com

Phone 353 87 988 2416

1.8 Fixed Electrical Ground Power:

Fixed Electrical Ground Power (FEGP) points are available on certain stands at the airport. The charge for using this service will be composed of an electrical consumption charge which will be charged at €0.87 per kWh.

| Service | Charge € | Description |
|---------------------------------|-------------|----------------|
| FEGP Consumption Charge* | 0.87 | Per kWh |

**This charge is zero rated for VAT.*

The FEGP charge was set as part of the Dublin Airport's Miscellaneous Charges in 2019, and since its inception has remained under changed. The charge for FEGP electrical consumption may be adjusted from time to time, based on supplied rates, VAT levels and includes an administration charge. Rate changes are notified to customers on their monthly/bi-monthly

bills, as they occur. The bills will also include details of the aircraft registration number, arrival time, departure time, stand number, and number of kWh consumed during the turnaround.

All enquiries can be addressed to:

Ian Clarke – Infrastructure and Asset Management, Head of Energy, Environment and Utilities
Phone 353 1 944 4754
ian.clarke@dublinairport.com

1.9 Cargo Loading Transporter:

A charge per aircraft movement will apply for the use of a daa cargo truck loading system. This system comprises of cargo loading transporter/(s) and ULD (unit load device) castor deck, and is intended for use by cargo operations to enable the offloading/loading of ULD's & pallets to/from cargo trucks on the west apron.

Should there be damage caused to the loading system by misuse of the system, all repairs will be back charged to the offending party (or parties). Cost substantiation will be provided by daa for all repairs take may need to be undertaken.

| Service | Charge € | Description |
|-------------------|--------------|---------------------|
| Truck doc* | 31.00 | Per movement |

**This charge is zero rated for VAT.*

All enquiries can be addressed to:

Myles Reilly - Airfield Assurance Manager
Phone 353 87 988 2416
myles.reilly@dublinairport.com

2 Environmental

2.1 Compliance/Remediation Charge:

All costs related to identified breaches of environmental legislation and / or the daa's Environmental and Pollution Airport Direction are separate from daa's Miscellaneous Charges for the lifting & disposal of waste and spillage clean up. Any such regulatory costs incurred will be charged back to the relevant airport users.

Additionally, any airport user causing, permitting or failing to report an incident, will be liable for the full costs of clean-up of any such incident. The polluter, or polluters, will pay for all remediation and associated costs (for example: consultancy, testing, disposal, monitoring, administration, etc.).

Any such proposed charge following a serious pollution event or identification of a non-conformance by an External Regulator in relation to the airport lands, streams or adjacent properties will be communicated to the relevant parties involved as soon as possible.

2.2 Spillage Clean Up:

These charges are designed to encourage users to minimise environmental damage and assist in the conservation of the environment.

| Service | Charge € | Description |
|--------------------------------|---------------|---------------------------------|
| Minimum call-out charge | 250.00 | Per hour or part thereof |

The Minimum call-out charge includes the use of one sweeper truck, one bag of dry oil and one hour's labour. Should extra equipment, labour and/or materials be needed, the following charges will apply:

| Service | Charge € | Description |
|---|---------------|---|
| Sweeper truck/equipment* | 80.00 | Per vehicle hour (or part thereof) |
| Bag of Oil Dry | 8.00 | Per bag |
| Oil Dry Bag Environmental Disposal | 30.00 | Per bag |
| Labour | 22.50 | Per hour (or part thereof) |
| Sample Water Analysis | 120.00 | Per sample analysed |

Note: Any user responsible for recurring incidents due to neglect or wilful misconduct may be subject to additional charges. If additional contractors are required this will also result in further charges.

All enquiries can be addressed to:

Myles Reilly - Airfield Assurance Manager

Phone 353 87 988 2416

myles.reilly@dublinairport.com

2.3 Aircraft Sewage Disposal:

Facilities for the removal of aircraft sewage are available. The total annual charge will be recovered from users of the airport, based on a user's profile in the previous year. Users will be notified of their constituent charge on an annual basis in February, once the previous year's data has been reviewed. This charge includes an administration charge and the costs associated with the maintenance of the sewage disposal system.

| Service | Charge € | Description |
|-------------------------------|------------------|--|
| Total fee (all users)* | 38,733.00 | Includes maintenance, water and energy consumption. |

**This charge is zero rated for VAT.*

All enquiries can be addressed to:

Ian Clarke – Infrastructure and Asset Management, Head of Energy, Environment and Utilities

Phone 353 1 944 4754

ian.clarke@dublinairport.com

2.4 daa Provision of Waste Management:

In order to encourage the protection of the environment and the promotion of safety, particularly airside, as well as the compliant management of waste, daa provides waste facilities to airlines, tenants, concessionaires and other operators at Dublin Airport. Users who contract to utilise these facilities are then invoiced in line with their overall volume and composition of their waste under the “Polluter Pays” principle. Companies operating at Dublin Airport must comply with all relevant National Waste Legislation.

Fixed Charges:

| Service | Charge € | Description |
|---|----------|-------------|
| Replacement key (for bin storage area) | 25.00 | per key |
| Replacement lock (for bin storage area) | 50.00 | per lock |
| Waste Cage (capacity increase) | 5,000 | Per cage |

Fixed Compactors:

| Service | Charge €* | Description |
|-----------------------------|-----------|--------------|
| Cardboard | 0.10 | per kilogram |
| Compost | 0.25 | per kilogram |
| DMR (dry mixed recyclables) | 0.21 | per kilogram |
| General (wet waste) | 0.38 | per kilogram |
| Glass | 0.30 | per kilogram |

*A management charge is included within the rates.

Note: Waste charges may increase during the charges period pro-rata with any increase in government landfill levies, or other disposal/environmental charges or levies that apply.

In an effort to encourage recycling and promote sustainability, any operator who utilises the waste management service will be eligible for a 5% service credit on their waste bill if certain products are certified compostable in line with the European Compost Certification codes; EN 13432 and EN 14995. The required products are as follows:

- Coffee cups
- Coffee cup lids
- Cutlery
- Take away containers

All enquiries can be addressed to:

Leonardo Matteo – Contracts Manager

Phone 353 87 396 1465

leonardo.matteo@dublinairport.com

2.5 Abandoned/Fly-Tipped Waste:

It is the intention of daa to promote good environmental practice by all users operating within the Dublin Airport site. With this in mind, Dublin Airport has posted its environmental standards (contained in the Environment and Pollution Airport Direction) on the Dublin Airport website. However, breaches of environmental legislation and regulations must be deterred and accordingly environmental non-compliance charges apply.

Waste must always be appropriately retained at the designated premises of tenants, concessionaires, operators and those businesses operating at Dublin Airport until it is moved directly to the appropriate waste facilities managed by the waste producer or the daa.

Waste left ('fly-tipped') at any common, public, third party location or any location not under the direct control of the waste producer will result in an on the spot abandoned 'fly-tipped' waste fine of €500.00 and any costs incurred by daa will also be recharged to the polluter.

| Service | Charge € | Description |
|---|---------------|---------------------|
| Abandoned/Fly-tipped waste fine* | 500.00 | Per incident |

**This charge does not attract VAT.*

All enquiries can be addressed to:

Leonardo Matteo – Contracts Manager
leonardo.matteo@dublinairport.com

Phone 353 87 396 1465

2.6 Environmental Inspection Non-Compliance:

daa will undertake environmental inspections on a routine basis throughout the airport campus. The environmental requirements for airport users are explained in the Environmental and Pollution Airport Direction. Should breaches of these standards occur, daa will issue an inspection report with recommended improvement measures. In the event that the user does not comply with the inspection report recommendations by the deadline set in the report, a charge will be applied on a per inspection basis in addition to any applicable remediation or clean-up costs.

| Service | Charge € | Description |
|---|---------------|-----------------------|
| Non-compliance with inspection recommendations | 850.00 | Per inspection |

All enquiries to be addressed to:

Seamus Higgins - Environment Manager
seamus.higgins@daa.ie

Phone 353 1 944 9351

2.7 daa provision of airside snow clearing to third party areas:

During severe winter weather events requiring snow clearing, de-icing etc, daa on request* can provide services that will assist in the manoeuvring of aircraft and GSE in airside areas that are within the licensed demise of third parties.

Snow clearing equipment:

| Vehicle | Charge € | Description |
|---------------------------------------|---------------|---|
| Multi-hog (& driver) | 250.00 | Per vehicle per hour or part thereof |
| Tractor Plough (& driver) | 250.00 | Per vehicle per hour or part thereof |
| Tractor Brush (& driver) | 250.00 | Per vehicle per hour or part thereof |
| Tow Jet Sweeper (& driver) | 300.00 | Per vehicle per hour or part thereof |
| Tracmaster and Staff member | 250.00 | Per vehicle per hour or part thereof |

**On request means subject to availability, based on the prioritisation of equipment and manpower to runways, taxiways, stands and pedestrian / passenger walkways to / from aircraft.*

All enquires can be addressed to:
Myles Reilly - Airside Assurance Manager
myles.reilly@dublinairport.com

Phone 353 87 988 2416

2.8 Pollution Control - Glycol Recovery

De-icing operations are typically performed during the Winter period at Dublin airport, and involves the use of Glycol-based chemicals. These liquids may pollute local watercourses, reducing the oxygen demand levels in the water. daa employ numerous measures to address this risk, such as glycol recovery vehicles to remove neat chemical from stands, and a pollution control system to intercept contaminated surface water runoff before it enters surface waters.

The charge for glycol recovery is at a cost per litre used rate. The price accounts for costs associated with collection and offsite disposal of recovered neat aircraft deicing chemicals, and for costs incurred in the collection and discharge of surface water contaminated with deicer chemicals to sewer.

This charge has been introduced in line with Dublin Airport's commitment and strategy to meet environmental compliance obligations, in becoming a leader in sustainable airport operations.

This charge has a 'go-live-date' for 1st October 2022.

| Service | Charge € | Description |
|-----------------|-------------|---|
| Glycol Recovery | 0.661 | Cost per litre including Sewer discharge, collection and associated costs |

All enquiries to be addressed to:
Seamus Higgins - Environment Manager
seamus.higgins@daa.ie

Phone 353 1 944 9351

Mick Goodman – Utilities Infrastructure Manager
mick.goodman@dublinairport.com

Phone 353 87 9926720

Ian Clarke – Infrastructure and Asset Management, Head of Energy, Environment and Utilities
Phone 353 1 944 4754
ian.clarke@dublinairport.com

3 Training

3.1 Basic Security Awareness Training (BSAT):

National Civil Aviation Security regulations published by the DTTaS require staff entering any security restricted area unescorted within an airport to successfully complete and provide a record of completion of Basic Security Awareness Training (BSAT). This training must be completed before issuance or reissuance of an airside access permit. The daa can offer approved training in this discipline on the airport campus as outlined below:

| Service | Charge € | Description |
|-----------------------------|----------|-------------------------------------|
| Security Awareness Training | 85.00 | Per trainee |
| | 1,200.00 | Per group (maximum 20 participants) |

This daa BSAT is available fortnightly year-round on a Tuesday (09:00-12:00). Group training events can be arranged outside of this subject to arrangement with daa. The course itself lasts approximately 3 hours and is usually a morning session. A multi-group discount of 15% is also available.

All enquiries & cancellations can be addressed to:

Catherine Delaney - Security Training and Development Delivery Manager

Phone 353 1 944 9726

catherine.delaney@daa.ie / bsat@daa.ie

3.2 Airside Training:

In compliance with EASA regulation IR 139/2014* to deliver safe and efficient management of unescorted persons Airside, the Airside Safety Compliance Training Unit provides airside safety airside driving courses required for airside access permissions.

All courses are valid for a period of 24 months, absence of or invalid training will result in the withdrawal of airside access.

Companies at the airport can avail of a 'Train the Trainer' option; Dublin Airport Airside Safety Compliance Approved trainers may instruct personnel and contractors in airside safety and airside driving courses. This is subject to an annual recurrent training and of satisfactory audits and or proficiency checks by the daa.

| Approved Trainer Courses | Delivery Mode | Duration | Charge €* |
|---|---------------|------------------|-----------|
| Dublin Airport Approved Trainer (initial) | Classroom | Course dependant | 500.00 |
| Dublin Airport Escort Driver Trainer (initial) | Classroom | 1 hour | 100.00 |
| Dublin Airport Approved Trainer Materials (Recurrent/Refresher) | Classroom | 3 hour | 35.00 |
| Airside Training Courses | Delivery Mode | Duration | Charge €* |
| Apron Safety Awareness (Initial) | Classroom | 1.5 hours | 125.00 |
| Apron Safety Awareness (Recurrent/Refresher) | Classroom | 1 hour | 35.00 |
| Apron Safety Awareness (Recurrent/Refresher) | Online | 1 hour | 35.00 |
| Manoeuvring Area Safety Awareness (initial) | Classroom | 1 Hour | 125.00 |

| | | | |
|---|---------------------------------|----------------------------|----------------------|
| Manoeuvring Area Safety Awareness (Recurrent/ Refresher) | Classroom | 1 Hour | 35.00 |
| Driving Courses | Delivery Mode | Duration | Charge €* |
| Apron + Perimeter Driving 2/2 (Initial) | Classroom/ Practical | 1.5 per session | 150.00 |
| Apron + Perimeter Driving (Recurrent/ Refresher) | Classroom | 1 hour | 35.00 |
| Apron or Perimeter Road Driving (initial) - if not done together as above | Classroom | 1 hour | 125.00 |
| Apron or Perimeter Road Driving (Recurrent/ Refresher) - if not done together as above | Classroom | 1 hour | 35.00 |
| Escort Driving Permissions | Classroom | 1 hour | 125.00 |
| Contractor | Delivery Mode | Duration | Charge €* |
| Contractor Induction | Classroom | 1 hour | 35.00 |

** Course requirements may change subject to regulation.*

All prices are subject to 23% VAT

All enquiries can be addressed to:

Operations Training Manager

airside.training@daa.ie

Phone 353 1 944 2800

4 Facilities

4.1 Customs and Border Protection (CBP) Pre-clearance:

The US CBP agency provides carriers bound for the United States with US CBP pre-clearance facilities in Dublin Airport's Terminal 2. These facilities offer US-bound passengers departing Dublin a range of services that can be completed prior to departure, including all customs, US immigration and agriculture clearance. The daa pre-clearance charge for the use of CBP pre-clearance facilities at Dublin Airport is set out below:

| Service | Charge € | Description |
|----------------------------------|-------------------------|----------------------|
| CBP pre-clearance charge* | 8.85¹ | Per passenger |

**This charge is zero rated for VAT.*

As part of the COVID-19 additional charging support measures to facilitate exchequer funding for industry recovery, the CBP charge has been set as 0.00 until end of Summer Season 2022 if you achieve over 50% of 2019 CBP pax volumes, daa have the right to waive the charge. In so, all pax would be free if threshold reached. If the threshold is not reached, all pax would pay normal charge.

This daa CBP pre-clearance charge is distinct from any other pre-clearance charge(s) that may be levied by the US CBP agency on passengers travelling to the United States.

All enquiries can be addressed to:

Gary McLean - Deputy Managing Director
gary.mclean@dublinairport.com

Phone 353 1 944 2748

4.2 Courtesy Desks:

Dublin Airport can provide a courtesy desk for rental by parties or groups catering for large groups of passengers attending conferences or special tours, on request. These mobile units can be used in a variety of landside locations in the Arrivals hall of either terminal. They are provided with an overhead sign containing the relevant client logo as requested. These courtesy desks may be rented on a daily basis.

| Service | Charge € | Description |
|----------------------|------------|--|
| Courtesy Desk | 250 | Initial set up and 1 day rental individual terminal |
| | 400 | Initial set up and 1 day rental both terminals |
| | 150 | Each day thereafter up to 7 days per terminal |
| | 75 | Each day thereafter per terminal |

All enquires can be addressed to:

Fiona Clarke
courtesydesks@daa.ie or fiona.clarke@dublinairport.com

Phone 353 1 944 2782 or 353 1 944 0890

¹ This charge has been temporarily set at €0 (subject to meeting the 50% of 2019 pax threshold) until end of Summer 2022 due to Irish government support measures.

5 Technical/IT/Communications

5.1 Technical Call-Out:

The quoted charges for the call-out of a Dublin Airport technician do not include charges for vehicles, equipment and/or materials, which will be charged additionally if required. A minimum charge of 2 hours applies to Technical call outs. Scheduled charges for labour will be levied on an hourly basis, with a minimum charge for 2 hour or alternatively, if requested, a fixed price based on quoted hourly rates. In respect of any request for technical assistance, the company requesting the call-out must provide a valid purchase order (PO) in advance. Calls outside the normal working day will attract additional charges.

| Service | Charge € | Description |
|--------------------------------------|--------------|--|
| Scheduled Technician call-out | 56.00 | Per two hours or part thereof (materials extra & include 15% handling charge) |

All enquiries can be addressed to:

Ian Devine - Head of Delivery Asset Care

Phone 353 1 944 9837

ian.devine@dublinairport.com

Paul O'Boyle – Head of Delivery, Terminals and Campus

Phone 353 87 9202186

paul.oboyle@dublinairport.com

5.2 IT&T Engineer Call-Out:

This covers any calls to the Infrastructure Services Network maintenance service for an engineer call-out on weekends, bank holidays and on weekdays when the call out is required outside of normal working hours. The quoted charges for the call-out of a Dublin Airport IT&T engineer do not include charges for equipment and/or materials, which will be charged additionally if required. IT&T engineer call-outs that take place between 09:00hrs – 17:00 hrs on a normal working weekday will not attract the IT&T Engineer call-out charges:

| Service | Charge € | Description |
|--------------------------|---------------|---|
| Engineer call-out | 135.00 | Per IT&T engineer call out (materials extra) |

All enquiries can be addressed to:

Ciaran Blake - Infrastructure Services & Data Centre Manager

Phone 353 1 944 9066

ciaran.blake@daa.ie

5.3 IT/Communications:

The company offers a range of products covering voice and data services. In respect of any work/services requested a valid purchase order is required in advance. The schedule of installation and rental charges for the following services are detailed in the tables below:

5.3.1 Telephony Services

The schedule of installation and rental charges for the following services are detailed in the table below:

| Service | Installation Charge € | Rental Charge per month € | “Daisy chain” Rental Charge per month € | Description |
|-------------------------|--------------------------|---------------------------------|---|--------------------|
| Basic IP Handset | 100.00 | 17.40 | 11.50 | Per Handset |

| | | | | |
|---|--------|-------|-------|---|
| (Cisco 3905) | | | | |
| Office IP Handset (Cisco 7821) | 140.00 | 21.00 | 14.70 | Per Handset |
| Advanced IP Handset (Cisco 7942) | 160.00 | 27.80 | 19.50 | Per Handset |
| Conference IP Handset (Cisco CP88317842) | 250.00 | 34.50 | 34.50 | Per Handset |
| Analogue Line | 75.00 | 15.00 | N/A | Per Line |
| Voicemail | 0.00 | 2.00 | 2.00 | |
| Hunt Group | 35.00 | 2.00 | 2.00 | |
| Group Pickup | 35.00 | 2.00 | 2.00 | |
| Amendments to existing services | 35.00 | 0.00 | 0.00 | Per hour or part thereof |
| Replacement IP Handset / Relocation of existing handset | | | | Relevant model installation charge |

Notes:

1. Rental of handsets and internal office cabling is dependent on the location and subject to an installation charge.
2. Rental charges are inclusive of configuration and switch port rental. A "Daisychain" option is also offered where the same telephone switch port (connection) is also used to provide a managed LAN service to a PC. Where implemented a discount of 30% will be applied for the 3905, 7821 and 7942 models. This option is not available for the Conference Phone product or where telephony services only are procured.
3. Application for any telephone lines or changes to phones within Dublin Airport must be made to AITS on +353 1 45550.
4. A minimum notification of two weeks is required for the installation of new lines.
5. Quoted pricing is inclusive of 24 x 7 fault management; standard moves / changes will support.
6. Applications for ISDN / ADSL (broadband) services must be made directly through your telecommunications provider.
7. There is no change to existing pricing on telephony services currently provided off the daa Aastra telephony platform.

All enquires can be addressed to:

Ciaran Blake - Infrastructure Services & Data Centre Manager

Phone 353 1 944 0800

ciaran.blake@daa.ie

5.3.2 Communications Infrastructure

The schedule of installation and rental charges for the following services are detailed in the table below:

| Service | Installation Charge € | Rental Charge per quarter € | Description |
|-------------------------|-----------------------|-----------------------------|-----------------------|
| Fibre Pair Internal | 380.80 | 116.48 | Within a building |
| Fibre Pair External | 380.80 | 230.72 | Between two buildings |
| 2 Wire Internal Circuit | 95.20 | 14.56 | Within a building |
| 4 Wire Internal Circuit | 112.00 | 28.00 | Within a building |
| 2 Wire External circuit | 95.20 | 24.00 | Between two buildings |
| 4 Wire External circuit | 112.00 | 84.00 | |

| | | | |
|------------------------------------|---------------|---------------|--|
| RJ45 Outlet | 464.80 | | |
| Rack Space per 2U (no AC) | | 57.14 | |
| Per additional U | | 28.57 | |
| Rack Space per 2U (with AC) | | 114.28 | |
| Per additional U | | 57.14 | |
| Cat 5 link | 95.20 | | |

Notes:

- Customers are responsible for the maintenance of their own equipment.
- The Communications Cabling Charges do not apply to analogue and digital lines from Dublin Airport's PABX as these services are charged at different rates- see telephony services.
- An installation charge will apply for each RJ45 outlet. This charge is for:
 - A new outlet in an area where there is no structured (universal) cabling system in place.
 - An additional RJ45 outlet over and above the normal outlet density where there is a structured cabling system in place.
- Where civil ducts are not in place or where duct capacity is not available, additional charges will apply. These charges will be agreed with the customer following a site survey and will require a valid purchase order from the customer to proceed with the installation requested.
- Cat 5 link is the cost of providing a UTP patch lead(s) from customers' network equipment to a wall/floor port.

All enquiries can be addressed to:

Ciaran Blake - Infrastructure Services & Data Centre Manager
ciaran.blake@daa.ie

Phone 353 1 944 9066

5.3.3 Client Access PCs

Where a customer requires workstations for Targit, AOS or CBP-BILS the annual charge as outlined below shall apply. This service includes the provision, installation, user training and maintenance of the system.

For AOS clients a waiver will be applied for the first two PCs provided to customers on the basis that they will input information into the system. For any additional PC clients required (in excess of 2), or if customers require AOS workstations for information only, the annual charge as outlined below applies for each additional PC requested by a client.

| Service | Rental Charge per annum or part thereof | Description |
|---------------------------------------|--|-----------------------------|
| | € | |
| Provision of additional AOS PC | 2,514.40 | Per PC |
| Provision of AOS User | 2,250.00 | Per Concurrent Login |
| Provision of Targit PC | 2,514.40 | Per PC |
| Provision of CBP-BILS PC | 2,514.40 | Per PC |

All enquiries can be addressed to:

Liah Holohan - Head of IT Service Delivery
liah.holohan@daa.ie

Phone 353 1 944 0010

5.3.4 CCTV Systems

CCTV charges apply to the daa provided CCTV system at Dublin Airport.

| Service | Installation Charge € | Rental Charge per month € | Description |
|---|-----------------------|---------------------------|---------------|
| Fixed Camera | 200.00 | 24.80 | Camera exists |
| Fixed Camera | 2,200.00 | 33.99 | New Camera |
| PTZ (Pan Tilt Zoom) Camera | 5,000.00 | 37.54 | |
| Review workstation | 4,377.61 | 72.00 | |
| Review workstation with joystick controller | 4,377.61 | 104.00 | |
| CCTV storage per camera per day | POA | POA | |

All enquiries can be addressed to:

Ciaran Blake - Infrastructure Services & Data Centre Manager
ciaran.blake@daa.ie

Phone 353 1 9449066

5.3.5 Managed LAN Services

Standard Network Changes Price List

| Service | Installation Charge € | Rental Charge per month € | Description |
|----------------------|-----------------------|---------------------------|---|
| VLAN Design | €1,000 | N/A | Design and Implementation of a new Virtual Local Area Network within a terminal. Limited to an isolated VLAN |
| VPN Design | €3,000 | N/A | Design and Implementation of an Airport-wide Virtual Private Network. Restricted access. |
| VPN/VLAN Change | €1,000 | N/A | Routing modification, requirement to move or extend an existing VPN / VLAN to another physical location. |
| Route Change | €600 | N/A | Addition / modification / removal of a single static or default route associated with a VPN. |
| Wireless SSID Change | €600 | N/A | Changing a parameter of the SSID. Does not apply for extending the SSID coverage to additional access points. |

All enquiries can be addressed to:

Frank Pettigrew - Network Manager
frank.pettigrew@daa.ie

Phone 353 1 944 9074

5.3.6 LAN (10/100 port)

LAN charges apply to ports on the daa converged LAN.

| Service | Installation Charge € | Rental Charge per month € | Description |
|--------------------|-----------------------|---------------------------|-----------------|
| 10/100 Mbit | 64.25 | 11.07 | Per Port |

All enquiries can be addressed to:

Frank Pettigrew - Network Manager

Phone 353 1 944 9074

frank.pettigrew@daa.ie

5.3.7 WLAN

WLAN charges apply to the daa provided WLAN.

| Service | Implementation Charge € | Rental Charge per month € | Description |
|--------------------------|-------------------------|---------------------------|-------------------------|
| Wireless Coverage | 200 | 63.50 | Per Access Point |

All enquiries can be addressed to:

Frank Pettigrew - Network Manager

Phone 353 1 944 9074

frank.pettigrew@daa.ie

5.3.8 CUPPS / (CUTE)

CUPPS (Common User Passenger Processing Service) equipment, formerly CUTE (Common User Terminal Equipment) is charged on a per departing passenger basis. As per CP2/2016², this charge commenced from 1 January 2020. The pricing formula for this charge is based on current contracts which are due to expire at the end of 2020. Dublin Airport is in the process of extending this contract and maintaining the current charge for 2022.

| Service | Charge € | Description |
|--------------|--------------|--------------------------|
| CUPPS | 0.067 | Per departing PAX |

All enquiries can be addressed to:

Liah Holohan - Head of IT Service Delivery

Phone 353 1 944 0010

liah.holohan@daa.ie

5.3.9 Television

Connection and rental charge for Television covers the physical cable connection, and any additional distribution equipment needed. This does not cover any satellite licence charges that may apply.

| Service | Installation Charge € | Rental Charge per month € | Description |
|-------------------|-----------------------|---------------------------|-------------|
| Connection | 915.00 | 25.00 | |

All enquiries can be addressed to:

Ciaran Blake - Infrastructure Services & Data Centre Manager

Phone 353 1 9449066

ciaran.blake@daa.ie

² <https://www.aviationreg.ie/fileupload/ATIFees/2016-04-13%20decision%20on%20CUPPS%20fee%20Dublin.pdf//>

5.4 Recharge for Loss/Damage to HHT Equipment

The Hand Held Terminal's (HHT's) are portable and remote interfacing devices which act as the primary interface between end users and the Baggage Reconciliation System (BRS) across the Dublin Airport Baggage Handling Systems (BHS). The HHT's are provided by Dublin Airport to third parties users airlines/ground-handlers /HBS operators as required to carry out a number of functions that interfacing with the BHS system.

Where damage to HHT's is deemed to be as a result of misuse, abuse or careless handling the agent or airline will be responsible for all associated repair and or replacement costs (where the unit is deemed beyond economical repair).

| Service | Charge € | Description |
|------------------------|-------------|--|
| HHT Repair/Replacement | 2,000* | Recharge of cost of repair /replacement of HHT equipment |

* Users will be charged up to a maximum of €2,000 where the device requires replacement however if the equipment can be repaired for less the charge will reflect this lower cost.

All enquires can be addressed to:

Liah Holohan - Head of IT Service Delivery
liah.holohan@daa.ie

Phone 353 1 944 0010

6 Utilities

Charges for water, domestic hot water, natural gas, electricity and electric vehicle charging may be adjusted from time to time, based on supplied rates, VAT levels and include an administration charge. Rate changes are notified to customers on their monthly bills, as they occur.

| Service | Charge € | Description |
|--------------------|--|-------------|
| Electricity | 0.2204 ³ (indicative average) | €/kWh |
| Natural Gas | 0.058 (Indicative average) | €/kWh |
| Domestic Hot Water | 5.79 | €/m3 |
| Water | 2.54 | €/m3 |

All enquiries can be addressed to:

Ian Clarke – Infrastructure and Asset Management Head of Energy, Environment and Utilities
Phone 353 1 944 4754
ian.clarke@dublinairport.com

³ The applicable rate of 15.26c/kWh for the period 1st November 2021 to 31st October 2022 was advised on 11th October 2021 by letter. However, due to significant market volatility, the energy only and pass through charges that Dublin Airport have incurred, before application of any administration fee, are now approximately 0.2204 c/kWh. This cost increase is mainly due to increases in European & UK gas prices which have had a direct impact on our electricity prices. This was communicated to Airport Users in our letter to industry on 21st February 2022. Dublin Airport will therefore commence applying the actual market cost rate to all tenants and concessionaires on a monthly basis for the period starting 1st January 2022. To minimize the impact on our business partners and customers no pro rata increase of the administration fee and transformer losses fee will be applied at the new monthly rates. The applicable overhead charge will be maintained as per the original rate.

7 Commercial Property

7.1 Desk Rental Services

Check-In/Bag Drop desks may be rented on an annual or an hourly (or part thereof) basis.

| Service | Charge € | Description |
|------------------------|----------|----------------------------|
| Check-In/Bag Drop Desk | 26,670 | Per annum |
| Check-In/Bag Drop Desk | 32.00 | Per hour (or part thereof) |

*Price increases in line with Consumer Price Index

*Self-Service Bag Drop (SSBD) desks may be rented on an annual basis only. The installation of a SSBD desk may require the removal or redesign of standard fixed check-in desk to allow the SSBD technologies to be positioned in place of OR directly adjoining an existing weigh-and-dispatch check-in desk belt. The applicant airline/handler will be liable for these associated costs. SSBD technologies will be sourced, installed, maintained (removed and the area made good) by the applicant airline/handler.

Local authority rates for check-in/bag drop/SSBD desks are also applicable and collected by the daa on behalf of the local authority. Separate invoices are issued by the daa in respect of rates. Rate changes are notified to customers on their monthly/bi-monthly bills, as they occur.

Baggage hall desks may be rented on an annual basis only.

| Service | Charge € | Description |
|--------------------------------------|----------|-------------|
| Baggage Hall Desk (per linear metre) | 4,865 | Per annum |

*Price increases in line with Consumer Price Index

All enquiries can be addressed to:

Katie Williams - Head of Dublin Airport Property
katie.williams@dublinairport.com

Phone 353 1 944 9388

7.2 Stationary/Mobile Self-Service Kiosks

Mobile or stationary proprietary kiosks are self-service check-in units which are owned by airlines/handlers. Designated areas for mobile or stationary proprietary Self-Service Kiosks (SSKs) on daa property may be rented on an annual basis.

| Service | Charge € | Description |
|---|----------|-------------|
| Designated area for proprietary SSK or MSSK use | 1,200.00 | Per annum |

Note that unlike traditional stationary proprietary kiosks, mobile self-service kiosks (MSSKs) are not fixed to the ground but have wheels, which allow airlines/handlers to safely and easily move the proprietary kiosks to and from the check-in area. Similar to stationary proprietary SSKs, daa require that proprietary MSSKs be sourced, positioned and maintained by the applicant airline/handler. Proprietary SSK and MSSK units must be located **outside** of the defined queuing space for standard check-in/bag drop desks. During passenger check-in/bag drop operations, proprietary MSSKs access the same campus IT networks used by fixed proprietary SSKs. Proprietary MSSKs must be stored by the user airline/handler at a location within their own licensed support accommodation when not

being used for passenger check-in/bag drop operations. The daa reserves the right to collect rates on SSKs and MSSKs should they become subject to a local authority rates charge.

All enquiries can be addressed to:

Katie Williams - Head of Dublin Airport Property
katie.williams@dublinairport.com

Phone 353 1 944 9388

7.3 Office/Warehouse Rental:

The airport authority has a range of rental properties available.

All enquiries can be addressed to:

Niamh Carolan - Head of Commercial Property
9818354
niamh.carolan@dublinairport.com

Phone 353 87

8 Sundry

8.1 Ground Handling Administration:

All ground handlers are subject to an airport administration charge. New ground handling companies entering the market will be charged at the Initial Administration Charge level. Existing ground handling companies will be liable to the renewal charge.

| Service | Charge € | Description |
|--------------------------------------|---------------|------------------------|
| Initial administration charge | 600.00 | Per application |
| Renewal charge | 300.00 | Per renewal |

Ground handling companies are also required to provide daa with current copies of their Commission for Aviation approval during the application process.

All enquiries can be addressed to:

Anthony Prior – Ground Handling and Cargo Manager
anthony.prior@dublinairport.com

Phone 353 1 944 9967

8.2 Commercial Photography & Filming:

Approval must be obtained from the Dublin Airport Press Office to carry out photography, filming and/or sound recording for commercial TV programmes or cinema, or for advertising campaigns for third party products at Dublin Airport. The company seeking permission to do any of the above must provide a valid purchase order in advance. Usually a minimum of 24 hours advance notice is required for approval. The following charge will apply:

| Service | Charge € | Description |
|-------------------------------|---------------|---------------------------------|
| Filming (Landside) | 400.00 | Per hour or part thereof |
| Photography (Landside) | 250.00 | Per hour or part thereof |
| Filming (Airsides) | 650.00 | Per hour or part thereof |
| Photography (Airsides) | 300.00 | Per hour or part thereof |

*These charges do not apply to Airlines, not for profit activities or news outlets.

All enquiries can be addressed to:

Cathy Burke – Head of Internal Communications
cathy.burke@dublinairport.com

Phone 00353 87 948 3521

8.3 Lost Property:

The Lost and Found Office is located adjacent to the Taxi Rank on the arrivals road at Dublin Airport. No liability is accepted for items damaged or destroyed while in the office.

| Service | Fine € | Description |
|---|--------------|-----------------|
| Lost property retrieval – Handling Fee | 10.00 | Per item |

All enquiries can be addressed to:

Kenneth Roberts – Chief Airport Police Officer
capo@daa.ie

9 Terms and Conditions

Details of the current Dublin Airport Terms and Conditions of use of airports in relation to all charges can be found on the Dublin Airport website at www.dublinairport.com . Such terms and conditions also apply specifically to the schedule of charges & fees set out in this document and are updated from time to time.