

## AIRPORT GROUND HANDLERS QUESTIONNAIRE

Questionnair	2025
1. Name and address of Insured:	NOI BAI CATERING SERVICES JOINT-STOCK COMPANY Noi Bai International Airport, Noi Bai Commune, Hanoi City, Viet Nam
2. Where is the main base(s) of the operation(s):	* Food ration of passenger service airlines, the special flights. * Other Catering: catering and services to customers in and outside the airline industry, Provides services related to the production process, catering
3. Total number of employee's:	802 employees
4. Total annual revenues (figures provided should be for the 12 months i) prior to / ii) forthcoming period of coverage): i) Actual last 12 months: ii) Anticipated forthcoming 12 months:	2024 : 732,342 billion VND expected in 2025: 841,387 billion VND
5. Geographical locations and percentage split of revenues: i) Location: ..... Revenue..... ii) Location: ..... Revenue..... iii) Location: ..... Revenue..... iv) Location: ..... Revenue..... v) Location: ..... Revenue.....	billion VND Vietnam air : 493,952                      China Air: 39,2 Nippon airway : 19      Malaysia Airlines: 10,5      Staxlux: 13,0 Asiana air : 31,4                      Japan air : 18 Korean air: 34              Emirate : 40,6      CathayPacific Air: 13,4 Others (charter ...): 8,335              Nonair: 120
6. Approximate number and target type of aircraft served	A787, A350, A321, A320
7. Approximate number of meals served:	2025 : 12.815.374 meals
8. Are the Insured's contracts with its customers in accordance with: i) IATA Standard Catering Services Agreement (AHM814)? Y/N ii) IATA Standard Inflight Catering Agreement (SICA)? Y/N iii) Does the Insured have any other existing contractual agreements with its customers which do not fall under i) or ii) above. If so, please provide copies of these.  Please provide details of work and turnover (actual turnover for the past 2 years and estimated for the next 12 months) for each of the following activities:	Yes (All Nippon Airway, Lao Airlines)  Most airlines do not specify whether their contract is based on the AHM814 standard or the SICA standard  * Providing meals, services handling * Catering 2023: 617,939 billion VND ; 2024: 735,079 billion VND ; Expected in 2025: 841,387 billion VND
9. Is the Insured audited under the IATA's Catering Quality Assurance program ?	Yes, (Cathay Pacific Airways, Emirates, Civil Aviation Authority of Vietnam,...)
10. Number of vehicles operated and type (whether cars, vans, loaders, forklift trucks etc):	The number of vehicles operating in the aircraft apron is 27 cars. In which: 20 high loaders, 7 mini vans. In addition, there are 5 cars running outside the parking lot.
11. Names of major clients:	Vietnam air, Korean air, Japan air, Asiana air, All Nippon Airways, Emirates, Cathay Pacific Airlines, Malaysia Airlines Berhad, China air, Starlux, Vinschool, Lao Airlines...
12. Breakdown of nationality of passengers if known:	
13. Details of all losses or incidents (whether or not insurance was in force) in the five years prior to the renewal date of coverage:	On December 30, 2020 there was an aircraft VN-A505 of VNA that had the buoy of R1. Compensation costs incurred 1954.79 USD and 395,456 VND. PVI has made full compensation payment in December 2021





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14. Details of current insurance arrangements (if any), including i) Insurer ii) What limit of liability is required (please advise if any different limit is required for renewal) iii) Policy expiry date.	
i) Insurer	Insurance consortium providing services: Bao Viet, PVI, Bao Minh
ii) What limit of liability is required (please advise if any different limit is required for renewal)	AVIATION LEGAL LIABILITY covering the Insured's aircraft third party, passenger, baggage, cargo, mail and airline general third party (including hangarkeepers, premises and products) legal liability for a combined single limit (bodily injury/property damage) of not less than USD 300,000,000 each occurrence (including war and allied perils as excluded by AVN 48B (except sub-paragraph(s) (b) of AVN 48B) in accordance with AVN 52E for a combined single limit (bodily injury/property damage) of not less than USD 300,000,000 each occurrence), but in the annual aggregate in respect of products and war and allied perils legal liability. The coverage provided in respect of motor vehicles shall be a) for the combined single limit stated above whilst vehicles are airside in an area where the statutory Road Traffic Act or local equivalent does not apply or b) the difference between the combined single limit stated above and the amount required by the statutory Road Traffic Act or local equivalent whilst vehicles are airside in an area where the statutory Road Traffic Act or local equivalent does apply. Coverage for the Insured is placed jointly for Vietnam Air Services Company. The above aggregate limit(s) may be reduced or exhausted by claims made in respect of any interest insured under the policy(ies).
iii) Policy expiry date.	Contract period 15/12/2024 to 14/12/2025
15. Please provide any additional material information:	NCS will provide in case of arising

I/we declare that to the best of our knowledge and belief the above statements are true and that no material information has been withheld.

Signing this form does not bind the proposer to complete the insurance but it is agreed that this form shall be the basis of the contract should a policy be issued.

Date: 14/08/2025

Signature of Proposer

Company stamp:



**TỔNG GIÁM ĐỐC**  
*Nguyễn Văn Dũng*

