

SITA

**AIR CARGO SERVICE
USER GROUP
TERMS OF REFERENCE**

Updated: CSUM 29/ September 1996

1. TERMS OF REFERENCE

The Terms of Reference of the SITA Air Cargo Users Group Meeting shall be to:

- Exchange information regarding system performance.
- Discuss proposals for modification to the shared Air Cargo service.
- Assign priorities to pending subjects and items.

2. RULES OF PROCEDURE

2.1 Membership

This shall be open to all contracted users of the SITA Air Cargo Service.

2.2 Representatives

Accredited Representative

A senior official of a User shall appoint an accredited or designated Representative who shall have full power and authority to bind the User on any matter properly before the Cargo User Group.

Alternative Representative

The accredited Representative shall have full power and authority to designate an alternate to act in his place or stead, and to delegate to such alternate full power and authority to bind the User on any matter properly before the Cargo User Group.
(See Attachments)

Observers

In addition to an accredited and an alternate Representative, each user may send to a Cargo User Meeting or any Working Group a maximum of two observers who may attend the meeting at the discretion of the Chairman.

Chairmanship

Any User who provides the Chairman or Vice-Chairman of the Cargo User Group may appoint an additional accredited Representative authorised to represent the user in place of the User's Representative service as Chairman or Vice-Chairman of the Meeting.

Participation

Each user is expected to participate in the Cargo user meeting by sending a Representative to the Meeting. Where this is not possible, the rules shown in 2.11 (Non-Attendance) shall apply.

2.3 Frequency of Meetings

The Cargo User Group should meet at least twice a year at a time and location agreed upon at each Meeting.

2.4 Deadlines

Notice of Meeting

60 days notice of a Cargo User Meeting shall be given by the Secretary.

Agenda Items

Any items for inclusion on the Agenda must be received by the Secretary **AT LEAST** 42 days (6 weeks) in advance of the scheduled Meeting date. Items received by the Secretary after this date will be treated as Additional items.

Additional Items

Each User may submit a maximum of **ONE** Additional Item per Meeting. Additional Items must be received by the Secretary **AT LEAST** 14 days (2 weeks) in advance of the scheduled meeting date. These will not be included in the published Agenda (CSUM 16).

Agenda Circulation

An Agenda will be prepared and circulated by the Secretary **AT LEAST** 30 days in advance of the scheduled Meeting date.

Circulation of Minutes

The Minutes of a User Group Meeting shall be mailed by the Secretary 30 days after the conclusion of that Meeting.

2.5 Format of Agenda Items

Items for inclusion in the Agenda must be in the standard format for submission of Agenda items as amended and agreed at CSUM 19 and should contain complete and accurate information in sufficient detail to enable all Users to review and analyse the content, and allow SITA to carry out a precise evaluation and costing of all modification proposals.

As agreed at CSUM 20, the Secretary is required to reject all Agenda Items received with incomplete information and / or not complying with the standard modification proposal form shown at the end of this document.

Only Agenda Items, dealing directly with modification proposals are required to adhere to this procedure.

2.6 Quorum

The number of User's that must be represented at any Meeting of the User Group in order for the decisions taken at that Meeting to be considered valid shall be not less than half the total number of users making up the Air Cargo Service user Group at that time.

2.7 Chairmanship

The User Group shall elect from its membership a Chairman and Vice-Chairman. Those elected shall serve for a period of one year.

2.8 Secretariat

SITA shall provide the Meeting Secretary.

2.9 Voting

A simple majority of the user's votes cast on a proposal shall suffice for that motion to be carried. Abstentions will not count towards the vote (CSUM 20).

The Chairman shall restate the motion before putting it to a vote. If he should not do so, a restatement may be requested by any Representative. Normally the Chairman will not vote. However, if a Chairman who is an accredited Representative elects to cast his company's vote he shall explain his reasons for doing so.

Where a proposal has been accepted at the CSUM, each User shall vote a number of points to that Item in order to assign a priority to the modification.

Users shall have at their disposal 100 Ballot Points and, whether or not they were represented at the Meeting, shall have a period of time thereafter to be established by the Secretary, which to cast their votes and so assign the said priority. Users may allocate all their Ballot Points to one modification proposal or may divide them between several modification proposals, but in any case shall not allocate more than the total 100 Points. Users also have the opportunity to redistribute points previously allocated to modifications not yet started. This only applies during the ballot process.

Changes requiring immediate action by SITA are subject to the rules laid out above. In such circumstances the request shall be notified to the Chairman who shall advise all Users of the proposed changes and request an answer within 48 hours.

Notwithstanding the above, any User shall have the right to approach SITA individually for changes to the Air Cargo System provided that such user shall bear the total costs associated with implementing such changes.

2.10 New User Observers

Any Airline that signs a contract for the SITA Air Cargo System after the Agenda has been circulated for the current meeting may send delegates who will be welcomed to the Meeting as observers and may take part in the discussions at the discretion of the Chairman. These delegates will not have voting rights at the current CSUM.

2.11 Non-Attendance

Where a user does not send either an accredited or an alternate Representative to a user Meeting, the following will apply in relation to any Agenda Items submitted by that User:

- I) The User shall appoint a proxy delegate from one of the other User Airlines.
- ii) The Airline selected to provide the proxy delegate must agree to this appointment.
- iii) The User must inform the Chairman, with a copy to the Secretary, of the reasons why they were unable to send a delegate and also which User Airline has been appointed a proxy.
- iv) The proxy delegate will have a second vote when voting for Agenda items submitted by the User for whom he or she is acting as proxy.
- v) If no proxy delegate has been appointed, Agenda Items submitted by the absent user will **NOT** be discussed.

3. RULES OF CONDUCT

3.1 Chairman

The Chairman shall be responsible for:

- Maintaining order
- Protecting the rights of all Representatives
- Seeing that business is properly brought before the Meeting and acted upon.

The Chairman shall conduct the Meeting impartially. Normally he will confine himself to statements of fact. If he wishes to express a personal opinion he shall appoint a temporary Chairman and not resume the chair until the matter under discussion has been decided.

The Chairman shall rule **out of order** all remarks not relevant to the matter under discussion.

3.2 Recognition

No Representative shall speak without first obtaining recognition from the Chairman. All remarks shall be addressed to the Chairman and not to the Meeting or to any other person. The Chairman shall ensure that all statements are expressed in a clear and audible voice.

3.3 Motions

Matters shall not be discussed unless a written proposal has been filed with the Secretary **OR** the matter has been proposed in the form of a motion by one Representative and seconded by another.

3.4 Working Hours

Working hours, and duration of the Meeting, shall be determined by the Chairman unless opposed by a majority of the Representatives present.

4. WORKING GROUPS

- i) Working Groups (or sub-committees) may be set up by the Cargo User Meeting to study or discuss a specific subject.
- ii) A Working Group (or sub-committee) may be terminated by a decision of the Cargo User Meeting.
- iii) Working Groups (or sub-committees) will report to the Cargo User Meeting and form part of the overall Cargo System User Group organisation.
- iv) Working Groups (or sub-committees) will be announced and scheduled at the Cargo User Meeting or by teletype message, as required, with a minimum of 45 days notification.
- v) Working Groups (or sub-committees) will make recommendation to the Cargo User Meeting by simple majority of the Users present.
- vi) An Agenda for the meeting will be prepared by SITA based on documentation received from Users. The results and recommendations from Working Groups will be circulated to all users by SITA and will form part of the Agenda for the following Cargo User Group Meeting.
- vii) Working groups (or sub-committees) will be conducted by the current elected Vice-Chairman or, in his absence, by an officer elected by the Cargo User Group Meeting. The Secretary will be provided by SITA.