Finnair Ground Operations Manual
AY GOM

Revision 28

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This revision replaces AY GOM revision 27

List of Content:

AY GOM

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ANNEX B Baggage

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0 Introduction

0.1 Record of Revision and Revision Highlights

Table 1. Record of Revision and List of Effective Chapters

Chapter	Title	Latest Review	Latest Change	Effective
0.1	Record of Revision and Revision Highlights	04OCT23	02SEP25	31MAR26
0.2	Table of Contents	04OCT23	04OCT23	31MAR26
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0.4	Use of Manual	19NOV18	30JUN17	31MAR26
0.5	Manual Revisions	19NOV18	02SEP25	31MAR26
0.6	Copyright	16SEP19	02SEP25	31MAR26
0.7	Finnair Partner HUB Portal	19NOV18	30JUN17	31MAR26
0.8	Manual Format	19NOV18	30JUN17	31MAR26
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2	Training Requirements for Ground Operations Personnel / Security, Emergency and Dangerous Goods	30JUN17	30JAN26	31MAR26

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Table 2. Revision Highlights

Chapter	Title	Change Description
1.1.8 1.1.8.1	Information to the Crew Passenger Information List	Revised
3.1.2.3	Equipment Restraint Area and Equipment Restraint Line	Reference to AY GOM 4.1.4.1 corrected
ANNEX A Customer Handling		
2.6.5	Seating of Passengers with Reduced Mobility (PRM)	Updates to PRM seating guidance
2.7	Seating Chart by Aircraft Type	Updates to PRM seating guidance
4.3 4.3.1	Closing the Flight Last Minute Customers (LMC)	Revised
4.3.2	List of Passengers with Onward Flight Connections	Removed as duplicate information already described in AY GOM 1.1.8.1
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ANNEX C Dangerous Goods and Special Loads		
2.4	Company Mail (COM)	Prohibition of transporting dangerous goods in company mail aligned with AY SEM
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ANNEX F Training Program		
1.5.1	Recurrent and Re-qualification Training	Scope for Altéa FM Ramp Clearance recurrent training corrected

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0.3 Applicability, Purpose and Scope

The main purpose of Finnair Ground Operations Manual (AY GOM) is to ensure safe and smooth handling of Finnair aircrafts and customers at all stations operated by Finnair.

This manual defines the guidelines, procedures, practices and company policies for all personnel engaged in aircraft and customer handling duties.

The contents is based on Finnair policies, international and national aviation regulations and requirements such as EASA-OPS together with standards and recommended practices published by IATA and ICAO. Any processes and procedures described in this manual are as minimum equivalent to the processes and procedures contained in the IATA Ground Operations Manual (IGOM). AY GOM is structured in the same manner as IGOM and standard IGOM content is enhanced with Finnair specific restrictions and guidelines.

If there are procedures or instructions in AY GOM that do not align with relevant aviation authorities (for example National Aviation Authorities/Regulators and/or Airport Authorities) requirements then relevant aviation authorities requirements shall prevail. Conflicting requirements shall be informed to respective Finnair Ground Operations Ground Service Delivery Manager.

0.3.1 Concession to Deviate from AY GOM Procedures

In case of need to exceptionally and temporarily deviate from AY GOM procedure(s) Nominated Person Ground Operations shall be informed. Concessions are documented by using AY Ground Operations Manual Concession -form.

After receiving all necessary information concerning the deviation Nominated Person Ground Operations shall:

a) consult appropriate process owners and/or subject matter experts (if needed)
b) approve or reject the concession
c) fill in AY Ground Operations Manual Concession -form
d) distribute the form as required
e) file the AY Ground Operations Concession -forms (forms shall be retained for at least 3 months after validity)

Notes:

1. Concession having negative effect on safety or conflict with OM-A cannot be approved.
2. Period of validity or corresponding definition of validity shall be determined.

0.4 Use of Manual

The official version of the AY GOM is published in English language and only in electronic format. The official version of the manual can be found in Finnair Partner Hub portal.

Each user of the manual shall ensure, as necessary, from the issuer or from the document control system, which revision is the official up-to-date version. The acceptor of the manual data can be found on the first page of the AY GOM. On top of each page of the manual is the number and effective date of the revision. The AY GOM must be available to all personnel engaged in Finnair aircraft and passenger handling duties.

0.5 Manual Revisions

0.5.1 Revisioning Process

All content of the manual is reviewed and revisioned if necessary at least once in every 12 months. After new revision of IGOM is published AY GOM shall be reviewed and revised according to Manual owner's decision.

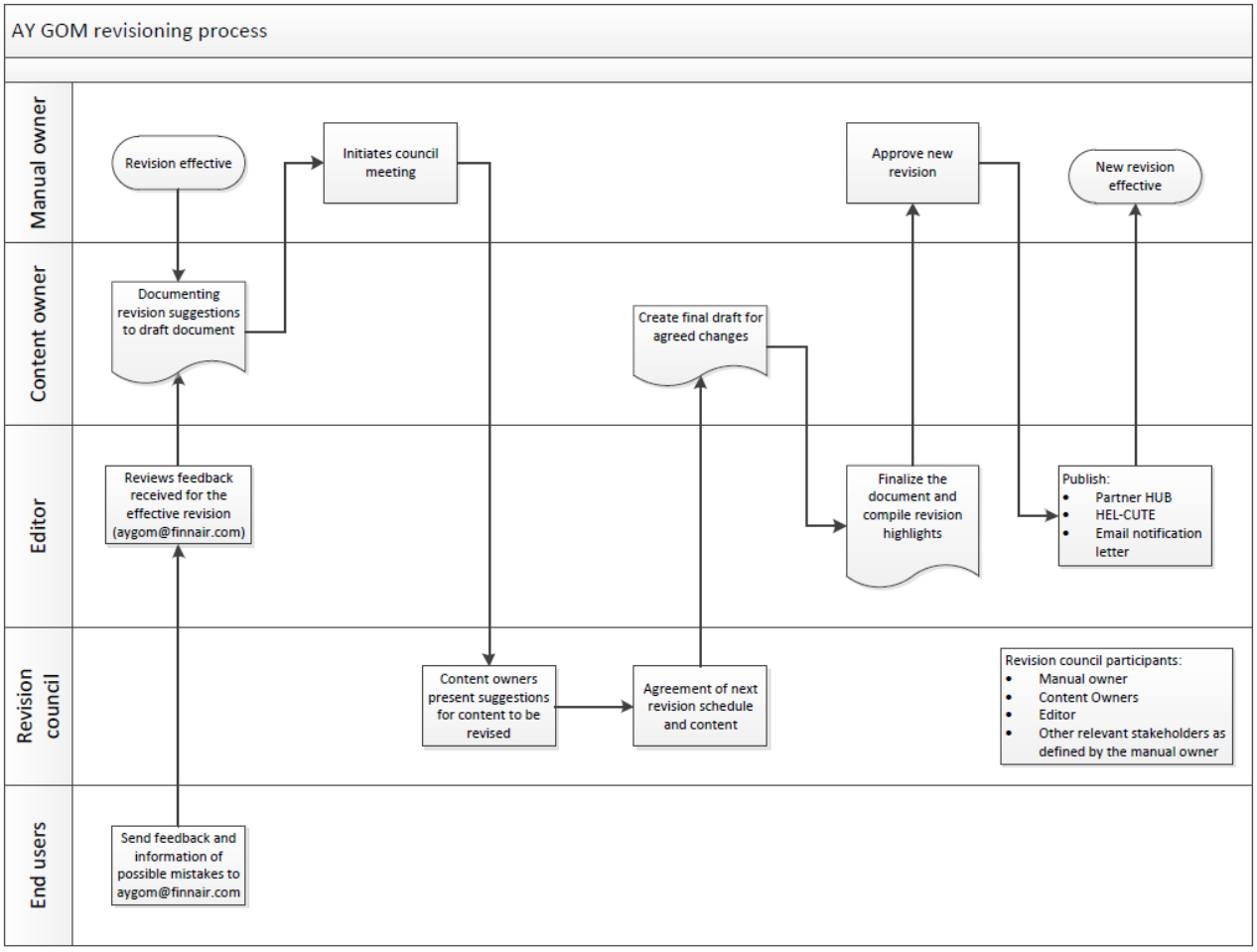
When the manual is amended, a notification is sent to each holder of the manual in accordance with the distribution list. When receiving the notification of the amendment of the AY GOM the holder of the manual must confirm the reception by e-mail to aygom@finnair.com.

All feedback (noticed errors and other comments or suggestions) concerning the contents of AY GOM can be forwarded to aygom@finnair.com.

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Picture 1. AY GOM Revisioning Process



0.5.2 Responsibilities

a) Manual owner (Manager, Ground Safety, Security and Compliance):
   1. Overall responsibility of AY GOM
   2. Responsible for scheduling revisioning council meetings and approving changes suggested by content owners
   3. Responsible for maintaining the list of content ownerships and ensuring that the governance model is working efficiently

b) Content owner

The ownership of content in AY GOM is devided for several content owners with internal agreement.
   1. Responsible for ensuring that the content is up to date and structured in an efficient format
   2. Consults other subject matter experts when necessary
   3. Attends revision council meetings and presents suggestions for items to be revised
   4. Revises/reviews his/her content with a maximum interval of 12 months
   5. Compiles draft version of the changes approved in revision council meeting according to the schedule agreed by the manual owner

c) Editor (Process Owner, Load Control):
   1. Prior to publishing a new revision the editor is responsible for ensuring that the manual is consistent and usable
   2. Compiles revision highlights
   3. Responsible for the publication of the new revision in Partner HUB
   4. Ensures that the new revision is uploaded to HEL CUTE environment
   5. Compiles a notification letter and distributes it to the distribution list from aygom@finnair.com e-mail address

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0.5.3 Temporary Revision

A Temporary Revision of this manual shall be published by the responsible person when there is an immediate need to amend or give new or additional instructions to personnel.

All effective Temporary Revisions are included in the AY GOM published in Finnair Partner Hub.

When receiving an e-mail announcement of publishing of the Temporary Revision the holder of the manual must confirm the reception similarly as the reception of the normal revision.

0.5.4 Ground Operations Bulletin

A Ground Operations Bulletin shall be published by the responsible person in the Ground Operations organization when there is a need

a) to give explanatory, interpretative or additional information dealing with operational matters
b) to inform operational personnel about regulations, instructions, changes etc. which are not/cannot be included in the permanent manuals
c) to remind of current procedures that need special attention

The recipient of the bulletin shall read it and make themselves familiar with its contents. The recipient of the bulletin shall communicate the bulletin or its content to the relevant personnel within their organization.

The validity of the bulletin is six months unless otherwise defined in the bulletin.

Valid Ground Operations Bulletins can be found from Finnair Partner Hub portal.

0.5.5 Ground Safety Bulletin

A Ground Safety Bulletin shall be published by the responsible person in the Ground Operations or Safety and Compliance Management organization when there is a need to highlight any relevant current or new safety related matters, procedures or risks.

The recipient of the bulletin shall read it and make themselves familiar with its contents. The recipient of the bulletin shall communicate the bulletin or its content to the relevant personnel within their organization.

The validity of the bulletin is six months unless otherwise defined in the bulletin.

Valid Ground Safety Bulletins can be found from Finnair Partner Hub portal.

0.5.6 Document Control

Documents produced by AY Ground Operations shall be managed and controlled according to AY SCMM 4.5.

0.6 Copyright

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Finnair Ground Operations
Manager, Ground Safety, Security and Compliance
P.O. Box 15, 01053 FINNAIR, Finland
E-mail: aygom@finnair.com

0.7 Finnair Partner HUB Portal

All Finnair staff and related partners shall acquaint themselves with Finnair Partner Hub which acts as the main source for all required documentation and information for external partners. Partner HUB presents all relevant manuals, documents and bulletins related to ground operations. Moreover, all relevant station contacts and other organizational information can be found in Finnair Partner Hub.

Finnair Partner Hub can be accessed by using the following URL link: http://partnerhub.finnair.com.

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0.8 Manual Format

0.8.1 Wording Conventions

a) May/need not/not necessary/not required: indicates that compliance is optional.
b) Note: indicates an important point about which the manual user needs to be made aware.
c) Should/if possible/whenever possible: indicates that compliance is considered optional, but desirable.
d) Shall/must/necessary/need/required: indicates that compliance is considered mandatory.
e) Shall not/must not: indicates that something is not allowed/permitted, or is forbidden.

0.8.2 Quotations

Quotations are used within this manual to designate the following:

a) the exact verbiage to be spoken during oral communication;
b) the exact verbiage to be written into forms;

0.8.3 IGOM References and Finnair Specific Content

The Italics are used within this manual to illustrate content that is stated in the IATA ground operations manual IGOM. Finnair specific content; requirements, explanations and additional topics are typed in normal non-italic font.

0.8.4 Listed Items

All listed item are represented with the following sequence:

a) Item
b) Item
  1. Subitem
  2. Subitem
    i. Sub Subitem
    ii. Sub Subitem

0.8.5 Caution and Danger

These are presented in separate boxes as follows:



Caution:
Representing a general caution.



Danger:
Representing a personal danger for the person.

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0.9 References

Within the Finnair GOM, reference may be made to any of the following manuals published by IATA and Finnair:

a) The IATA Airport Handling Manual (AHM)
b) The IATA Dangerous Goods Regulations (DGR)
c) The IATA Live Animals Regulations (LAR)
d) The IATA Passenger Service Conference Resolution Manual (PSCRM)
e) The IATA Perishable Cargo Regulations (PCR)
f) The IATA Reference Manual for Audit Programs (IRM)
g) The IATA Security Manual (SecM)
h) The IATA Temperature Control Regulations (TCR)
i) The IATA Travel Information Manual (TIM)
j) The IATA Travel Information Manual Database (TIMATIC)
k) The IATA ULD Regulation (ULDR)
l) Finnair Aircraft Cleaning Manual (LSK)
m) Finnair Cargo Handling manual (CHM)
n) Finnair Fuel Manual (FUM)
o) Finnair Operations Manual (OM-A)
p) Finnair Cabin Crew Operations Manual (CCOM)
q) Finnair Security Manual (SEM)
r) Finnair Winter Procedure Manual (FWPM)

0.10 Station Procedures

0.10.1 Station's Manuals, Files and Statistics

0.10.1.1 General Principles

A uniform standard for station manuals and files has been established in order to define the minimum requirements of such documents at Finnair airport office and/or Service Providers office. Such standard will also enhance the uniformity of airport procedures, and be of aid when setting up new stations.

a) Manuals, files, records and statistics shall be properly maintained at stations for the period of time required/instructed by Finnair or authority, until they are disposed or transferred to the archives (electronic files).
b) Deletion or disposal of obsolete documentation, e.g manuals or records, must be arranged in an efficient and accountable manner.
c) Paper documents shall be disposed by using shredder or equivalent equipment.
d) Electronic manuals, files and records disposal shall be arranged by making them permanently irretrievable and/or unreadable.

Documents produced by GHSP shall be managed and controlled according to IATA AHM 615 chapter 3.6.1.

Documents produced by AY Ground Operations shall be managed and controlled according to AY SCMM 4.5.

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0.10.1.2 Manuals

Ground Service Delivery Manager is responsible for the manuals as described in the following list being available(* at the station, and that each manual has a nominated person and a substitute responsible for maintaining the manuals updated, and that any necessary information on revisions will be brought to the attention of all personnel concerned. Ground Service Delivery Manager is also responsible for a filing system, as described below being maintained at the station.

*) electronic manual or if not possible a physical copy of latest revision.

Table 3. List of Manuals Required at a Finnair Airport Office

Name of Manual	Abbr.	Resp. for issue and revision
AY Ground Operations Manual	AY GOM	Manager, Ground Safety, Security and Compliance
Safety and Compliance Management Manual	AY SCMM	Accountable Manager, Operations Division
Finnair Crisis Manual	AY FCM	Head of Security
Security Manual, Subcontractor's version	AY SEM	Head of Security

Table 4. List of Manuals Required at Supervisors / Ground Handling Service Providers / Centralised Load Control Office

Name of Manual	Abbr.	Resp. for issue and revision
AY Ground Operations Manual	AY GOM	Manager, Ground Safety, Security and Compliance
Security Manual, Subcontractor's version	AY SEM	Head of Security
Dangerous Goods Regulations	DGR	IATA

0.10.1.3 Files

Ground Service Delivery Manager is responsible for the filing of documents being arranged according to a standardised system, and for the files being stored for the minimum required period of time. See AY GOM ANNEX E Messages and Flight File 12.1.

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1 Passenger Handling Procedures

1.1 Passenger Departure

1.1.1 Predeparture Activities

1.1.1.1 Handling Counters

For handling counters located at the airport ensure the:

a) Display of the electronic or manual versions of dangerous goods notifications.
b) Weighing scales are functioning and calibrated; scales must be calibrated and checked once a year, or as required by the manufacturer of the scale, or as mandated by the local authority.
c) Copy of the calibration certificate is kept at each station/airport as a record; if applicable, place a sticker on each scale after the calibration.

For definition of “handling counter” see Glossary.

***Notes**:*
Other items at such counters may include:

1. *The operating airline’s signage.*
2. *Handling forms and marketing material required by the operating airline, if applicable.*
3. *Information on passenger rights, if applicable.*
4. *Counters marked with signage per cabin class, customer status and/or as baggage drop off, if applicable.*
5. *Check-in queues, stanchions, carpets, baggage gauges, podiums, etc.*

Where ticket purchase can be completed by passengers without the involvement of another person, the passenger is required to acknowledge that the requisite information has been presented. Finnair ticket sales functions are performed at Airport Service Desks (ASD). See AY GOM 1.1.2 for further check-in counter preparation requirements.

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1.1.1.2 Passenger Pre-Flight Preparation

The aim of pre-flight preparation shall be a well-balanced passenger seating with the entire seat capacity being utilized. Due attention shall be paid to the request for extra space and comfort for the business class passengers.

Passenger information is transmitted into Finnair departure control system (Altéa CM DCS) 48 hours prior to the departure. If any editing is needed, it may be done any time after that but latest so that flight can open for check-in in the DCS system 36 hours prior the departure. This is to facilitate the use of online and through check-in for our passengers and to fulfil the oneworld customer promise. Before the airport check-in desks are opened, supervisor shall conduct a staff briefing concerning summarized flight information, e.g. booking figures, special passengers and aircraft version.

Most of the listed requirements below are automatically checked and controlled by Finnair DCS Altéa CM business rules. For non-Altéa CM stations, verify all necessary data has been transferred into the check-in system correctly.

Prepare check-in for flights in accordance with operating airline procedures prior to the opening of web or airport check-in and verify that all necessary data has been transferred into the check-in system correctly.

- *a) Review the booking status.*
- *b) For code-share flights with an active blocked space agreement, check the allotment to ensure the block of seats, as agreed, is guaranteed to the partner.*
- *c) Review the curtain version (cabin configuration) and adjust cabin capacity if applicable.*
- *d) Confirm that the passenger name list (PNL) and additions and deletions list (ADL) were properly transmitted and match the booking status.*
- *e)* Seat blocking is done, when required, only by AY System Solution Management (SSM) or Centralised Load Control (CLC).
- *f) Confirm the seating plan is set according to the actual aircraft type and version.*
- *g) Review the flight remarks.*
- *h) Record the passenger status on the passenger name record (PNR), if applicable (e.g., ticket issued, frequent flyer status, revenue/non-revenue/industry travel).*
- *i) Review the boarding time, departure time, and gate. Brief staff about the reason for any delays.*
- *j) Apply payload restrictions, if any.*
- *k) Review the passenger list for special service requests (SSR) and all passengers requesting assistance (e.g., Wheelchair (WCH) assistance, unaccompanied minors (UM), service animals, special baggage) and preassign a seat as per operating airline procedures and the aircraft type.*
- *l) Review notifications and handling instructions, if pre-advised for specific passengers and/or baggage by the operating airline.*
- *m) Conduct a staff briefing for check-in agents.*
- *n) If not pre-reserved, prepare seating for families traveling with infants or children, as per* Finnair *procedures. Check total infants booked and order additional life vests, if needed.*
- *o) Where free/open seating is applied, inform the crew and passengers to ensure special category passengers have appropriate seats.*

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1.1.2 Check-In Counter Requirements

Prior to opening the check-in counters:

- *a) Start and test equipment.*
- *b) Ensure scales are functioning and calibrated.*
  1. *Scales must be calibrated and checked once a year or as required by the manufacturer of the scale or by the local authority responsible.*
     - *i. The local authority will issue a certificate after the calibration and deliver it to the airport authority.*
     - *ii. A copy of the calibration certificate is kept at each station as a record.*
     - *iii. A sticker is placed on each scale after the calibration, if applicable.*
  2. *The responsible Check-in Agent shall check that baggage scales are operating properly prior to check-in opening by:*
     - *i. Checking the airport authority calibration sticker is current, if applicable.*
     - *ii. Checking the weight indicator at the position to ensure it shows '0.0 kg'.*
       - *If the weight indicator shows otherwise inform the relevant airport authority department.*
       - *If the scale remains out of order, another check-in counter shall be requested.*
  3. *The periodic check of scale accuracy used in the baggage handling process lies in the equipment owner's responsibility who is also responsible to make available to the ground handling services provider (GHSP) all relevant documentation, where applicable.*
- *c) Stock boarding card and baggage tag printers as per operating airline procedures.*
- *d) Ensure adequate stock of any other tags, handling forms, information on passenger rights and marketing material required by the operating airline.*
- *e) Display signage required by the operating airline*, both electronic and manual versions. Finnair Airport Signage Guidelines document can be found in Finnair Partner Hub. *Mark counters per class, customer status and/or as baggage drop off, if applicable.*
- *f) Ensure dangerous goods notifications are prominently displayed, as per the requirements of the authority responsible.*
- *g) Prepare check-in queues, stanchions, carpets, baggage gauges, podiums, etc., as per* Finnair *procedures.*
- *h)* Ensure that the Finnair Notice on Passenger rights is clearly visible at the Finnair check-in area if the airport authority has not locally made other arrangements for informing about the passenger rights. See AY GOM 1.5.1 for more information.
- *i)* Materials used for passenger and hold baggage processing (e.g. boarding passes, baggage tags, FIMs, vouchers, stamps) must be protected or be under surveillance at all times to prevent unauthorized access and use as stated in AY GOM 1.2.1.

1.1.3 Passenger Check-In

1.1.3.1 Passenger Check-In – General

Check-in is the complete sequence of steps that involves the registration of passengers and their baggage in a departure control system (DCS) or manual system, the labelling of the baggage and the issuance of one or more boarding passes. Boarding passes containing the registered passenger's name and additional unique identifying data must be issued to all passengers, either on paper or electronically.

Check-in is performed mainly by passenger using self-service check-in, by Finnair staff or by authorized ground handling service provider. In general, baggage is only accepted for check-in on the same day the passenger travels. Finnair aim is to increase the number of passengers using self-service check-in up to 80% in Economy class. Priority passengers (Business class, Finnair Plus and oneworld Top tier members and Economy PRO passengers) are entitled to use Priority desk for check-in at the airport.

Passenger can use all check-in services, online check-in, self-service kiosks, mobile as well as traditional check-in counter services at airport. When using self-service check-in baggage is to be left to a designated baggage drop counter. Passenger shall always hold his e-ticket itinerary/receipt when travelling on flights outside Schengen area.

1.1.3.2 Check-In Deadlines

Apply check-in deadlines as per Finnair *procedures, respecting applicable passenger rights and on-time departure requirements.*

Passenger should check in and leave their baggage at baggage drop by the check-in times indicated in his itinerary/online boarding pass and on Finnair web pages. Passengers that are exceptionally accepted after DCS system closing times are recorded as LMC (Last Minute Customer). Accepting an LMC passenger may cause no delay for the flight. See AY GOM ANNEX A 4.3.

1.1.3.3 Operating Carrier, Marketing Carrier and Wet Lease

Advise the passenger of the operating carrier no later than at the time of check-in, if different from the one noted as the carrier on the ticket.

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1.1.3.4 Check-In Types

a) General

Check-in may be provided at check-in counters or via self-service methods (e.g., web, kiosk)*, and may be performed using a DCS or manually.*

b) Manual Check-In

Where no DCS is available, apply established manual check-in procedures at a staffed check-in counter in accordance with the operating airline procedures for manual check-in.

Local back-up procedures must be established in every station and tested regularly, and include provisions for the collection and transmission of API data as required. AY Ground Service Delivery Managers and stations GSP's shall ensure procedures for check-in DCS outage are included in local LIP.

c) Through Check-In

Through check-in means a passenger is accepted and receives boarding passes for the outbound flight as well as for one or more onward flights.

Perform through check-in whenever possible as per the interline agreement and Finnair through check-in policy (see AY GOM ANNEX A 2.4)*. Travel documents shall be checked for all through-checked parts of the journey.*

d) Return Check-In

Return check-in means a passenger is accepted and receives boarding passes for the outbound and return flights. The check-in for the return flight is permitted if the flight is open as per operating airline procedures.

For more information see AY GOM ANNEX A 2.5*.*

e) Self-Service Check-In

Web/mobile/kiosk *check-in may be offered if the following conditions are met:*

1. *The passenger is holding an electronic ticket.*
2. *The passenger is departing from an airport where the operating airline's or GHSP's DCS is in use.*
3. *The passenger meets any other qualifying criteria set by the operating airline.*
4. Where check-in can be completed by passengers without the involvement of another person, the passenger is required to acknowledge that the requisite dangerous goods information has been presented.

Self-Service Check-in Kiosk and Self-Service Bag Drop

At several airports passengers with e-tickets may check-in for Finnair schedule flights by using a self-service kiosk. A valid list of airports offering this service is found in the Finnair Internet pages. The kiosk check-in can also be completed for connecting flights and for return flights that are open for check-in in the DCS-system. Travel document checks shall be performed in accordance with AY GOM 1.1.5.

Online and Mobile Check-in Service

Passengers can check-in to Finnair's scheduled flights by using the internet or by downloading the Finnair mobile app. Online or mobile check-in is available on the day before departure also when journey includes a connecting flight either with Finnair or IATCI partner's flight. Online or mobile check-in must be done latest before the flight is closed for check-in. Online and mobile check-in is available from all airports where Finnair is handled in its own departure control system (DCS). Travel document checks shall be performed in accordance with Finnair requirements.

f) Off-Site Check-In

Off-site check-in means the passenger is accepted at an off-airport location (e.g., train station, hotel), and may be permitted if:

1. *The passenger is holding a valid ticket.*
2. *The location is an approved site.*
3. *The passenger meets any other qualifying criteria set by the operating airline.*
4. *Local off-site security processes are followed.*

g) Back-Up Check-In Procedures

In the case of DCS and/or baggage handling system (BHS) failure a local back-up check-in system can be used, if available. Local back-up procedures must be established at every station in line with the operating carriers' procedures and tested regularly.

There is a LIP (Local Irregularity Procedure) list for Manual check-in in Finnair Partner HUB. Procedures shall include provisions for the collection and transmission of API data as required.

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1.1.3.5 Check-In Counter Opening

Conduct a staff briefing for check-in agents before the check-in counters open; receive and review any summarized flight information.

Ensure that all tasks listed in AY GOM 1.1.2 are completed prior the opening of check-in counter.

1.1.4 Passenger Acceptance

1.1.4.1 Requirements for Passenger Acceptance

Apply operating airline procedures with respect to acceptance.
When accepting a passenger, observe the following:

- *a) Welcome and greet the passenger.*
- *b) Ask for an itinerary/booking confirmation and an official travel document (e.g., passport), if necessary and verify validity (refer to AY GOM 1.1.5).*
- *c) Pay attention to any signs that the passenger might not be allowed to travel (e.g., unruly behavior, illness). Certain categories of passengers may be refused travel at the operating airline's discretion. Apply operating airline procedures with respect to acceptance.*
- *d) Identify the passenger in the check-in system, accept the passenger and assign a seat in line with operating airlines procedures (refer to AY GOM 1.1.4.2).*
- *e) The acceptance of passengers on the waitlist is based on booking status and operating airline procedures.*
- *f) Update passenger and baggage information to add any SSR to the DCS, if required, and apply any related fees in line with operating airlines procedures.*
- *g) If required, apply irregularity handling in line with operating airlines procedures, (e.g., search for volunteers in case of over-sales).*
- *h) Observe through check-in or return check-in, if applicable, and issue all related boarding passes.*
- *i) Hand the boarding passes to the passenger and give information about the departure gate, boarding time and any flight irregularities, if applicable, in line with operating airline procedures.*
- *j) Say goodbye and show the direction to the boarding gate.*

Note: *Certain categories of passengers may be refused travel at the operating airline's discretion.*

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1.1.4.1.1 Refusal of Travel

a) Reasons for Refusal

A passenger can be refused carriage due to any of the following reasons:

1. Being under the influence of alcohol, medication or drugs to such a degree as to constitute a disturbance or a hazard to the flight (see AY GOM 1.4.10).
2. Unruly behaviour (see AY GOM 1.4.10).
3. Physical conduct, medical or mental condition that renders the customer incapable of taking care of him/herself during the flight without special assistance. Such passenger needs to travel with a qualified escort to be accepted (see AY GOM 1.4.5).
4. Being a source of dangerous infection or discomfort to other passengers (see AY GOM 1.4.5).
5. Being unable to use a standard aircraft seat in a sitting upright position during take-off and landing, except stretcher passengers (see and AY GOM 1.4.5).
6. Insufficient, invalid or fraudulent travel documents (see AY GOM 1.1.5).
7. Misuse of ticket/travel document (i.e. passenger using someone else's ticket or passport to travel).
8. Passenger has refused to submit to a security check (see SEM 2.3.6)

b) Making the Decision to Refuse Embarkation

Refusing embarkation is always a delicate situation and shall be handled with utmost tact in a sensitive yet firm manner. In indisputable cases the Duty Manager/Supervisor/Agent is expected to make the decision to refuse embarkation of a passenger without consulting the crew. Finnair will fully back-up the decision made by the Duty Manager/Supervisor/Agent to refuse embarkation of a passenger who is deemed unfit to fly. In borderline cases the Duty Manager/Supervisor/Agent may, if further affirmation is needed, consult with the Pilot-in-Command (PiC) and the Senior Cabin Crew Member (SCC) of the flight, before a decision is made (the final decision always lying with the PiC).

In urgent or severe cases of unruly behavior, you may consult:
Finnair Head of Security, Kaarlo Karvonen. tel. +358 40 5589 405, e-mail kaarlo.karvonen@finnair.com
(see AY GOM 1.4.10 for more information about unruly passengers)

In medical cases you may consult:
Medlink, tel. +1 602 282 6640

In cases of insufficient or fraudulent travel documents:

1. Do not consult the crew as they do not have training in travel document matters. If necessary, additional assistance can be obtained from e.g. the local immigration authorities, an ILO/ALO, the Finnish Border Guard (FBG can however only assist with travel to the Schengen area) or any other travel document experts.
2. Finnair is not liable for the costs or consequences caused to any passenger resulting from his or her failure to obtain the necessary documents or visas or to comply with laws, regulations, orders, demands, requirements, rules or instructions imposed by the destination and/or transit country (this is indicated in Finnair Conditions of Carriage, Article 13). However, customer care, such as assisting with hotel bookings and rerouting, is part of Finnair's service policy also in these situations, excluding criminal cases where the authorities naturally take over the control of the passenger.

A report of the refusal shall always be made. See more about reporting below.

c) Offloading of Baggage

Whenever a passenger is refused embarkation it is essential to check whether he/she has any checked in baggage, as the baggage shall be offloaded from the flight (for exceptions see AY GOM 2.11.2). An amendment of the offloaded bag(s) must be made to the check-in records and to the relevant flight documents.

d) Reporting

Refusal of embarkation must always be reported as follows:

1. In cases of intoxication or unruly behaviour a Passenger Disturbance Report (PDR) shall be filled in and forwarded to Finnair Security (see AY GOM 1.4.10.3). Passenger Disturbance Report (PDR) is available in Finnair Partner Hub.
2. In cases of denied boarding due to travel documents a DBR report shall be forwarded to Finnair Security (reporting instructions and forms to be used are available in Finnair Partner Hub).
3. All other cases shall be reported in the FPR and a copy of the report sent to HELSLAY.

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1.1.4.2 Seating

Each passenger (except infants not occupying a separate seat) is assigned an individual seat number on each flight. Depending on the airline's seating procedure, the seat choice is offered at the time of reservation or check-in.

At the time of passenger acceptance:

a) Check to confirm if a seat has been allocated already.

b) If not, allocate a passenger seat observing passenger requests, if any, and operating airline procedures for seating of special categories of passengers.
See more on seating of unaccompanied minors in 1.4.1.1, seating of infants in 1.4.2.1, seating of children in 1.4.2.2, seating of PRM/PWD and MEDA passengers in 1.4.5.5 and seating of deportees in 1.4.9.3.

c) Observe seating restrictions for the emergency exit rows (See AY GOM 1.1.4.3).

The allocation of jump/crew seats may be permitted by operating airline procedures.

Finnair aims to 100 % ASR (Advanced Seat Reservation) policy for all passengers. The arrangements for non-pre-seated special passengers shall be planned in advance according to company's service standards. Other non-pre-seated passengers are seated by airline customer value (ACV) and business rules set in the DCS. On free seating flights, the cabin crew is responsible for taking into account the restrictions in passenger seating. The ground personnel shall have knowledge of passenger seating principles and limitations and cabin configurations.

1.1.4.2.1 Finnair Seating Policy and DCS Settings in Altéa CM for Passenger Seating

Finnair seating policy is to offer all passengers an ASR seat already at the time of booking. Depending of the passenger status (based on the fare class or FQTV tier) passengers may reserve ASR seat either free of charge or against a fee. There are also options to make the ASR seat reservation after the booking but prior the check-in opens. Seating is part of ancillary product family and aim is to sell as many seats in advance as possible. After the flight is opened for check-in, as a general seating rule in economy class high yield and top-tier passengers are offered wider seat selection than for the discounted economy fare passengers.

In Finnair DCS passengers without ASR seats are automatically seated according to the customer value and business rules. Passenger seat display shows vacant seats to choose from based on the customer value. Theoretical seating rules follow real time flight total load. It reads passenger check-in behavior and protects seats for all passengers based on their customer value and looks after seating limitations (e.g. prevents seating of INF/CHD on exit rows, shows vacant Comfort seats only for passengers who are entitled to choose seat free of charge).

a) If Altéa CM shows R-seats for certain passenger, that seat shall not be allocated by override for the passenger. Only vacant seats can be allocated for the passenger. Only by supervisor authorization based on override reason seats may be allocated against system restrictions.

b) Seats shall never be blocked except case seat is broken and out of use or if seat capacity needs to be restricted due to weight and balance reasons. Consultation and instructions to block seats due to weight and balance are given by CLC.

For additional information see AY GOM ANNEX A 2.6.

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1.1.4.3 Exit Row Seating

Occupancy of emergency exit rows is restricted in accordance with operating airline procedures and host State requirements.

Before assigning an exit row seat to a passenger, verify the passenger is of a correct age, willing, physically and mentally able to open the emergency exit in case of an emergency evacuation, and able to understand the instructions given by the crew.

***Note:** For safety reasons, passengers with a disability, unaccompanied minors and passengers with children and/or infants are not allowed to be allocated an emergency exit row seat.*

Following passengers are not allowed to be seated on exit rows:

Table 5. Passengers Not to be Seated on Exit Rows

Passengers whose physical or mental condition is such that they would have difficulty in moving quickly if required to do so	WCHR/S/C, DPNA, MEDA, STCR
Passengers whose sight or hearing is impaired to the extent that they might not readily become aware of instructions given to begin evacuating the aircraft	BLND, DEAF
Infants (under 2 yrs.) whether or not they are accompanied by an adult and CRD	INFT
Children (2-11 yrs.)	CHD
Passengers in custody and those who are being deported	DEPA / DEPU
Passengers with pet animal or baggage on seat	PETC, CBBG
Passengers whose physical size would require the use of an extension belt	Pregnant or obese passengers
Passengers who, due to language problems, might not become aware of instructions given by the crew	

Extension and infant safety belts shall not be used at type III exit (non-floor level exit) rows.

Only persons who appear reasonably fit and strong should be seated adjacent to self-help exits.

Finnair has RCA (Regional Cabin Attendants) on all our long haul flights to/from Asia. In addition the normal language requirements for EXIT (English or Finnish) passengers having a common language with a crew member (RCA) may be also seated on EXIT row on the flights to/from these destinations as follows.

Table 6. Accepted Languages

Country	Station	Accepted languages for EXIT seat in addition to Finnish or English
China	PEK, PVG	Chinese
China (Hong Kong)	HKG	Chinese or English. If passenger speaks only Finnish and has no common language with crew, must be seated elsewhere.
India	DEL	Hindi
Japan	NRT, KIX, NGO	Japanese
Korea	ICN	Korean
Singapore	SIN	Chinese/Malay
Spain	BCN, MAD	Spanish or English. If passenger speaks only Finnish and has no common language with crew, must be seated elsewhere.
Thailand	BKK	Thai

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1.1.5 Documents Required for Travel

1.1.5.1 Passenger Documents

Passenger documents consists of:

a) Travel document (e.g., passport or national identify card, residence card).
b) If required, residence card, visa (e.g., entry or transit visa).
c) Health documents, if required (e.g., vaccinations or other health-related proofs and requirements, which might be required to be presented by passenger before travel. Other additional documents may include quarantine hotel confirmation, approval level of entry).

***Note:** The regulatory framework, including these health proofs as well as the responsibility for an airline, are provided by ICAO Annex 9 and by the World Health Organization (WHO).*

Staff responsible for check-in and or boarding shall verify passenger documents and ensure an improperly documented person is not allowed to travel.

1.1.5.2 Verification

a) General

Verification is a process also known as document check, carried out by staff charged with responsibility of check-in and/or boarding at the point of embarkation.

Document check controls use various technologies and can occur at various points of the passenger journey including the airline website/mobile application or at the airport through self-service check-in options up to the boarding gate. The depth of the controls will also depend on the flight destination and risk profile.

Increasingly, the use of trusted digital identities allows passengers to assert their identity earlier in the journey, reducing the need for face-to-face interaction with an airline's agent, especially when touchpoints are biometrically enabled.

However, the complexity of the entry requirements of the transit and/or destination country(ies) and depending on national legislations, the document check controls may have to be performed manually.

***Note:** Verification of travel documents is performed visually and manually. Document readers and basic inspection tools may be used in higher risk environments.*

b) Document Checks

Prior to passenger check-in or boarding, personnel shall:

1. *Determine ticket acceptability and confirm destination and or transit with passenger including the return ticket, if applicable.*
2. *Verify the passenger's identity against the travel document presented e.g.,*
    i. *Citizenship and date of birth for entry requirements*
    ii. *Expiry status of the document*
    iii. *Visual comparison of the photo to the passenger*
    iv. *The name on the travel document matches the booked/ticketed name.*

   ***Note:** Ensure every person holds a valid travel document.*
3. *Ensure, where applicable, the visa or residence permit required to enter the State of transit and/or receiving State.*
4. *Review visa and/or entry conditions/limitations.*

***Note:** A number of airlines, for example, use Timatic services to help ensure that their passengers comply with the entry requirements of the transit and destination country.*

5. *Review health documents status for destination and/or transit requirements, if required.*
6. *Collect or verify advance passenger information (API) data, if required.*
7. *Ensure irregularities are detected such as:*
    i. *Expired or invalid travel document or a visa for which the maximum number of entries set has been depleted*
    ii. *Counterfeit, forged or altered*
    iii. *Documents that belong to another person, or*
    iv. *Passenger without such document*
8. *When an irregularity is identified, with the passenger document(s), the supervisor will be notified:*
    i. *To contact the appropriate authority for assistance to further verify documents, if applicable, or*
    ii. *Deny a passenger check-in at the point of departure or boarding at the transit point, to the intended final destination, when the document(s) presented by the passenger is determined to be insufficient or inappropriate, leading to an inadmissible person (see AHM 121 and AY GOM 1.4.9.1).*

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9. *Retrieve DCS record and review any special remarks.*

Notes:

1. *As per ICAO Annex 9, Contracting States have the obligation to assist in the evaluation/verification of travel documents presented by passengers, in order to deter fraud and abuse.*
2. *Some Contracting States may have liaison officers at airports in order to assist airlines to establish the validity and authenticity of the travel documents at the different touch point of the passenger journey.*
3. *Consequently, airlines will seek mitigation of State penalties whenever fraud detection was not obvious nor evident (see AHM 121 for additional information on aircraft operator's responsibility and mitigation).*

Finnair specific instructions on travel document checks can be found in Finnair Partner Hub.

1.1.5.3 Advance Passenger Information

Many governments require airlines to submit API data. API is made up of two different information datasets related to the:

a) Flight
b) Identity of the passenger

The information related to the passenger are included in the Machine Readable Zone (MRZ) of the travel document (e.g., surname/given names, date of birth, nationality, travel document number, expiry date, etc.) at specified times for inbound and sometime outbound passengers.
Information is generally collected at the time of check-in or provided by data collected during the booking process and verified during presentation of the travel document.

As per operating airline procedures, collect API data at the time of check-in or review and verify data already provided.
Swiping the passenger's passport at time of check-in or boarding, automatically corrects any incorrect passport data entered manually in the PNR by a travel agent or by the passenger (via Manage my booking).
Transmit API data as requested by authorities. Always protect the passenger's personal information and securely dispose of any related paperwork not kept on file.

Finnair has pre-programmed Altéa CM to send API-data for each flight at the times required by the receiving authorities. Ensure that the flight is closed correctly in Altea CM to enable the automatic triggering of the API-transmission.

Further information on API and interactive API as well as instructions on API-data collection and transmission in DCS outage situations can be found in Finnair Partner Hub.

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1.1.6 Baggage Acceptance

1.1.6.1 Baggage Acceptance – General

The following section presents baggage acceptance procedures.

1.1.6.2 Carry-on Baggage

a) General

Each operator sets their standards for size, weight and number of pieces permitted as carry-on baggage.

Carry-on baggage is often referred to as cabin baggage, hand baggage or unchecked baggage. The official term used within Finnair is “carry-on baggage”.

Finnair carry-on baggage allowances and restrictions are defined in AY GOM ANNEX B 1.1.

b) Carry-on Baggage Types

Carry-on baggage includes

1. *Baggage carried within the operator’s standard free carry-on baggage allowance.*
2. *Free carry-on items permitted by Finnair in addition to the standard allowance (e.g., purse, laptop, duty free item(s), winter coat).* The official term Finnair uses is “personal item”.
3. *Special items permitted by the operator that may require prior arrangement, notification and/or specialized screening and/or additional charges (e.g., urns containing human remains, pets, medical equipment, valuables).*
4. *Items of dangerous goods permitted in carry-on baggage, including those items that require prior approval by Finnair (see IATA Dangerous Goods Regulations (DGR*) and AY GOM ANNEX C Dangerous Goods and Special Loads).

c) Carry-on Baggage Acceptance

Carry-on baggage can only be accepted if it:

1. *Is suitable for air carriage (i.e., conforms to Finnair’s procedures for weight, size and/or nature).*
2. *Can fit under the seat or be stowed in the overhead compartment.*
3. *Is suitably packed.*
4. *Conforms with airport security and safety procedures.*
5. *Conforms to the following restrictions:*
    - i. *Certain items, because of their weight, size and/or nature, are only accepted with the consent of Finnair (e.g., musical instruments).*
    - ii. *For security reasons, many countries restrict the carriage of liquids, aerosols and gels in carry-on baggage.*
    - iii. *Items refused by security screening shall be hold-checked as per Finnair procedures or refused from transport completely if not allowed in checked baggage.* See AY GOM 1.1.6.2 d)4.

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d) Procedures at Check-In

1. *Assess the size, weight and number of pieces of carry-on baggage as per Finnair procedures:*
   - *i. Weigh/measure carry-on bags if they appear to exceed the specified weight/size limit set by Finnair (weighing of all carry-on baggage may not be systematically required unless mandated by Finnair).*
   - *ii. Refer the passenger to the baggage gauge, if available.*
   - *iii.* Attach Cabin Approved -label (Finnair 634) to all carry-on items which size and weight has been checked to comply with Finnair requirements and passenger's allowance. Cabin Approved -label indicates that passenger's carry-on baggage size and weight has been monitored and passenger doesn't get approached multiple times related to carry-on baggage size and weight.
2. *If the carry-on baggage exceeds the free allowance size and/or weight, it shall be checked in with applicable charges if the free baggage allowance is exceeded.* Before removing any carry-on items into the hold of the aircraft, agent shall:
   - i. Inform passengers that Portable Electronic Devices (PED) should be carried in the passenger cabin whenever possible.
   - ii. Request passengers to ensure that any PED that cannot be carried in the passenger cabin (e.g. due to its size), and therefore has to be carried in checked baggage, is:
     - Completely switched off (not in sleep or hibernation mode), unless the device contains only lithium batteries not exceeding:
       - for lithium metal batteries, a lithium content of 0,3 g per device; or
       - for lithium ion batteries, a Watt-hour rating of 2,7 Wh per device.

       Note: these items typically include e.g. tracking devices (AirTags and similar products)
     - Protected from the risk of accidental damage by applying suitable packaging or casing or by being placed in a rigid bag protected by adequate cushioning (e.g., clothing).
     - Not carried in the same baggage together with flammable material (e.g., perfumes, aerosols).
   - iii. Ask the passenger that none of the following articles are in the removed baggage:
     - Spare lithium or lithium ion cells or batteries for portable consumer electronic devices. These may be carried in carry-on baggage only and batteries must be individually protected to prevent short circuits.
     - Fuel cell systems and spare fuel cartridges powering portable electronic devices (e.g., cameras, cellular phones, laptop computers, camcorders). For more information see AY GOM ANNEX C Dangerous Goods and Special Loads.
     - Any other spare batteries
     - E-cigarettes
   - iv. Inform passengers with "smart bags" (AY GOM ANNEX C 1.8 c) that
     - Removable lithium battery must be removed from the bag
     - Bag can transported as checked baggage only without the battery
     - Removed battery can be transported in carry-on baggage as spare battery according to limitations described in AY GOM ANNEX C 1.8 b)

     If the smart bag is equipped with a lithium battery that cannot be removed, then the baggage is forbidden as checked baggage
3. *Be aware of dangerous goods that are commonly carried but not permitted. Ask the passenger if they have any of these items by using the dangerous goods displays for visualization.*
   As the Finnish authorities do not require the check-in personnel to question the customers about the contents of their baggage (security wise), questions are performed by the check-in only at those stations where the procedure is required by the local authorities. Questions related to the carriage of DGR items are asked during reservation and check-in phase according to ICAO requirements. Acknowledgement of DGR is also required during mobile, online and kiosk check-in.
4. *Items removed by security screening personnel may only be accepted in checked baggage, in accordance with Finnair handling and acceptance procedures.*

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e) Procedures at Boarding Gate

1. *Check for items that are unacceptable, oversized, overweight or exceed the number of pieces as free carry-on baggage. Use the carry-on baggage gauge, if applicable.*
2. *Collect any carry-on baggage that cannot be accommodated on board due to these reasons or due to limited storage space.*
3. These items must be hold checked, and charged if applicable.
4. As part of the boarding preparations gate agent shall screen the amount of carry-on baggage and start removing carry-on bags to the hold if found to be in excess to the size or volume limitations.
5. A carry-on announcement shall always be made as part of the pre-board announcement.
6. If you need to limit the allowed carry-on baggage due to space limitations, first and foremost try to locate bags on wheels (trolleys) of point-to-point customers to be removed to hold.

f) Accepting Carry-on Baggage into the Hold

1. *Check with the passenger that the baggage contents comply with the IATA DGR and Finnair procedures. Verify whether the passenger has removed any items specifically prohibited in hold baggage.* Use the Finnair notice 381 to support the process.
    i. Inform passengers that large Portable Electronic Devices (PED) should be carried in the passenger cabin whenever possible.
    ii. Request passengers to ensure that any PED that cannot be carried in the passenger cabin (e.g., due to its size), and therefore has to be carried in checked baggage, is:
        - Completely switched off (not in sleep or hibernation mode), unless the device contains only lithium batteries not exceeding:
            - for lithium metal batteries, a lithium content of 0,3 g per device; or
            - for lithium ion batteries, a Watt-hour rating of 2,7 Wh per device.

          Note: these items typically include e.g. tracking devices (AirTags and similar products)
        - Protected from the risk of accidental damage by applying suitable packaging or casing or by being placed in a rigid bag protected by adequate cushioning (e.g., clothing).
        - Not carried in the same baggage together with flammable material (e.g., perfumes, aerosols).
    iii. Request passenger to remove any spare batteries, power banks or e-cigarettes from the bag when carry-on bags are put in the hold (e.g., due lack of space).
    iv. Matches and lighters must be transported in cabin (on person only) and removed from carry-on baggage which is loaded in hold.
    v. Inform passengers with “smart bags” (AY GOM ANNEX C 1.8 c) that
        - Removable lithium battery must be removed from the bag
        - Bag can transported as checked baggage only without the battery
        - Removed battery can be transported in carry-on baggage as spare battery according to limitations described in AY GOM ANNEX C 1.8 b)

      If the smart bag is equipped with a lithium battery that cannot be removed, then the baggage is forbidden as checked baggage.
2. *Advise the passenger to remove any personal documents or medications, valuables and sensitive or fragile objects.*
3. *Collect applicable charges as per Finnair procedures.*
4. Tag gate-checked bags in line with the through check-in procedures and in accordance with Finnair procedures.
5. *Ensure the baggage tagged at the gate is considered for load control by adding the information in the DCS (number of pieces and weight).* If actual weight is not known standard weight of 8KG per piece shall be used (ref. AY GOM 5.4.3.1.1.2.6). It is mandatory to add all gate removed baggage into DCS.
6. *Inform passengers to pick up their gate-checked bags at the baggage claim area, final destination or at the aircraft door (DAA), if applicable.* Currently Finnair allows DAA only for wheelchairs and mobility aids. See AY GOM 1.1.6.12 c).
7. *Inform ramp staff and/or load control of the gate baggage to be loaded.*

All gate removed items shall be marked in flight performance report (FPR). See AY GOM ANNEX E 10.

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1.1.6.3 Checked Baggage

a) *General*

1. *Checked baggage is:*
   i. *Taken custody by the operator who issues, validates or updates a baggage tag.*
   ii. *Carried in the hold of the aircraft on which the passenger is travelling but remains inaccessible to the passenger during the flight.*
2. *The operator may refuse to carry checked baggage that is likely:*
   i. *To endanger the aircraft or persons/property on board the aircraft*
   ii. *Inadequately packed*
   iii. *Unsuitable for air carriage due to its weight, size and/or nature*
   iv. *Forbidden by law, regulations, security standards or safety standards of any state to be flown from, to or over*
3. *Every piece of checked baggage shall have a baggage tag attached, showing the tag number, flight number, appropriate destination and the passenger's name.*
4. *Operating airline procedures may specify a maximum single item weight, if applicable.* See AY GOM 1.1.6.6.
   Note: *Certain items, because of their weight, size and/or nature, are only accepted with the consent of the operator. For example, musical instruments such as a cello.*

b) *Standard Baggage Acceptance*

The Check-in Agent should only accept checked baggage that is appropriately packaged and has a passenger identification label.

1. Ensure dangerous goods notifications are on display.
2. *Review weight and number of pieces information for recording in the DCS and for applying appropriate fees.*
   i. Follow the rules in case of special baggage e.g. restrictions on animal transportation to various countries.
   ii. In Altéa CM insert first all normal bags into the system.
   iii. After all normal bags are marked in Altéa CM insert any special baggage and see if they need to be identified in the special baggage category e.g. it is mandatory to choose the correct WCH type from the list in order to have data transferred correctly in Altéa FM side. Identifying the special bag in the system prints also the tag for some of the special items (WCH, WEAP, AVIH etc.)
3. *If applicable or required according to operating airline procedures, ask the passenger security-related questions.*
4. *Be aware of items that, due to their nature, may contain dangerous goods. Refer to the IATA DGR,* AY GOM 1.1.6.4 and AY GOM ANNEX C Dangerous Goods and Special Loads.
5. *Ensure the number and weight of each piece of checked baggage has been transferred automatically or manually to the load control process. When special baggage is accepted, ensure the person in charge of the weight and balance calculation task is informed accordingly.*
6. *Attach an appropriate baggage tag for the journey.*
7. *Passengers who have used a self-service check-in facility may drop their checked baggage at a baggage drop-off. If applicable as per operating airline procedures:*
   i. *Review the boarding pass and retrieve the passenger data in the check-in system.*
   ii. *Verify identity and travel document, assess carry-on baggage, and accept checked baggage.*
   iii. *Update baggage information and any SSRs in the DCS, if required, and apply any related fees.*

c) *Baggage Drop-Off and Self-Service Devices*

As defined in AY GOM 1.1.3.4 in certain airports the customer is able to check-in their baggage via self-service channels. See AY GOM 1.1.3 for more information about passenger check-in.

Where baggage self-service devices are in use, observe the following:

1. *Follow Finnair procedures or Service Level Agreements (SLA) for the number of staff undertaking assistance and supervision activities at each machine.*
2. *Proactively guide passengers to self-service options to manage waiting times.*

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1.1.6.4 Dangerous Goods in Baggage

a) *In principle, dangerous goods are forbidden to be carried by passengers and crew, except as otherwise provided in Table 2.3.A of the IATA DGR and* in AY GOM ANNEX C 1.11.
Specific transport conditions are applicable to defined items that:
   1. *Require the approval of the operator prior to acceptance.*
   2. *Are permitted in or as checked baggage.*
   3. *Are permitted in or as carry-on baggage.*
   4. *Must be carried on one's person only.*
   5. *The pilot-in-command shall be informed of the location of the mobility aid with installed batteries, removed batteries and spare batteries, to best deal with any emergencies that they may occur* (information from person responsible for loading supervision task to loadcontroller, information from loadcontroller to flight crew included in loadsheet SI-information, see AY GOM 5.10.3).

b) *All persons tasked with passenger and baggage acceptance shall:*
   1. *Be trained according to the requirements specified in the IATA DGR* and AY GOM ANNEX D 2.3.
   2. *Verify with the passengers that they are not carrying forbidden dangerous goods during the check-in and baggage acceptance process.*
   3. *Be aware of commonly carried items and question passengers when there is a suspicion of their carriage (e.g., camping equipment).*
   4. *Handle and report any dangerous goods occurrences (e.g., forbidden dangerous good identified in checked baggage), as instructed in AY GOM 6.5.2.2.*

For details refer to the IATA DGR and AY GOM ANNEX C Dangerous Goods and Special Loads.

1.1.6.5 Baggage Pooling

Baggage allowance of a family may not be pooled. To ease the check-in process it is still allowed to use the baggage allowance in one ticket to the maximum in case where a family checks in baggage together. For practical examples see AY GOM ANNEX B 2.3.

1.1.6.6 Bulky and Overzized Baggage

a) *General*
Baggage is considered bulky or oversized as defined by operating airline procedures and/or its weight exceeds regulatory limits. These items are called out of gauge (OOG) items. For example, in general, baggage accepted at European airports may not exceed 32 kg in weight, although exceptions may exist (e.g., wheelchairs).
Passengers presenting such items shall be assisted by check-in agent to:
   1. *Complete the normal check-in process at the check-in counter.*
   2. *Attach a baggage label to the OOG item.*

Drop the item to the OOG baggage acceptance point, if available.

b) *Maximum Single Item Weight*
In case passenger wishes to check in baggage that is heavier than 32 kg, such items always need prior approval and are accepted case by case. In addition to bulky/oversized standard baggage there is a category of special baggage which requires special arrangements (e.g., pets, large sporting equipment and mobility aids). For more information about special baggage see AY GOM ANNEX B Baggage.
Following points shall be taken into account:
   1. *Local legislation and/or health and safety requirements*
   2. *Other applicable limits for transfer baggage*
   3. *Specific rules that may apply as per Finnair procedures for certain items (e.g., live animal in hold (AVIH), wheelchairs (WCH), musical instruments, media equipment, large sports equipment)*

c) *Maximum Single Item Dimension*
In case passenger wishes to check in baggage that is larger than the maximum measures of 190x75x65cm, such items always need prior approval and are accepted case by case. In addition to bulky/oversized standard baggage there is a category of special baggage which requires special arrangements (e.g., pets, large sporting equipment and mobility aids). For more information about special baggage see AY GOM ANNEX B Baggage.
Following points shall be taken into account:
   1. *Local legislation and/or health and safety requirements*
   2. *Other applicable limits for transfer baggage*
   3. *Specific rules that may apply as per Finnair procedures for certain items (e.g., live animal in hold (AVIH), wheelchairs (WCH), musical instruments, media equipment, large sporting equipment)*

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1.1.6.7 Checked Baggage Allowances

Passengers are entitled to a predetermined free checked baggage allowance that can vary based on the fare paid, passenger category, routing, group status or class.

Note: *Some fares do not include any free checked baggage allowance.*

There are two standard free checked baggage allowance concepts:

a) *Weight Concept: measured by the total weight of checked baggage, which is shown as a weight amount on the ticket (e.g., 20 kg or 45 lb.).*
b) *Piece Concept: measured by the number of pieces of checked baggage (shown as PC on the ticket).*

Finnair checked baggage allowance is based on piece concept and allowance in the ticket is per IATA reso 302. Finnair checked baggage allowances and restrictions are defined in AY GOM ANNEX B 2.

1.1.6.8 Excess Baggage

When the free checked baggage allowance is exceeded, chargeable excess baggage handling fees apply as per operating airline procedures and applicable baggage rules. Excess baggage fees (per kilogram/piece or for special items) may be prepaid or collected at check-in, at a sales desk or the boarding gate. The policy is based on flat rates and charges depend on flown route and amount of excess baggage.

For more information about excess baggage and related charges see AY GOM ANNEX B 3.

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1.1.6.9 Baggage Tagging

Baggage tags are documents issued for identification of checked baggage. Every piece of checked baggage must bear a baggage tag. Baggage tags receipt must be handed over to customer on a back paper for baggage receipt (Finnair 782).

All baggage shall be marked with the customer's name and contact details. It is most recommended that customer's name also appear inside the bag. Finnair baggage name label with keyhole (Finnair 537) shall be available for customers to mark their bags at check-in.

a) Remove all old baggage tags, handling labels if not applicable and baggage reconciliation tags (mini or stub).
b) Attach the appropriate baggage tag for the journey.
c) Place baggage tags in an easily readable location and where they will not be easily torn off or damaged.
d) Follow tag instructions and do not stick glue directly onto passenger baggage.
e) Limited release tags are not applicable for Finnair flights.
f) When applicable, supplementary tags (supplementary handling tags) shall be attached to baggage items, if they are not printed on the baggage tag, such as:

1. *Priority Tag – to identify priority baggage to be unloaded first and segregated as per Finnair procedures.* Priority Label (Finnair 356) shall be affixed to the checked baggage of the following customer categories:
    i. Business class customers
    ii. Finnair Plus Platinum Lumo, Platinum, Gold, Club and VIP members
    iii. **one**world Emerald and Sapphire members
    iv. Unaccompanied minors
2. *Short Connection Tag* – DCS automatically prints "HOT" to short (hot) connection baggage (BH) tag according to the business rules set up in the DCS as specified in AY GOM 5.4.1.1.1.
   Note: Short Connection label (Finnair 361) can be used as an additional identification of short connection baggage.
3. *Limited Release Tag – used on fragile or unsuitably packaged items* is not applicable for Finnair flights.
4. *Fragile Sticker – for items that require extra care in handling* is not applicable for Finnair flights, in principle Finnair does not accept fragile items.
5. *Heavy Tag – placed on items that exceed regular handling limits* (items over 23 kg / 50 lb). Finnair Heavy Baggage Label (Finnair 358) shall be used.
6. Firearm label (Finnair 230) – Baggage containing firearms (WEAP) or ammunition (AMMO) shall be marked with a manual firearm label at the check-in (even if automatically printed on baggage tag).
   Exceptionally no manual firearm label to be attached for:
    - Firearms (WEAP) baggage to ORD
    - Ammunition (AMMO) baggage to DFW, JFK, LAX, MIA, ORD, SEA

   For more information see AY GOM ANNEX C 2.11.
7. Mobility Aid Gate Delivery label (Finnair 2123) – shall be attached to mobility aids only when mobility aid is collected at boarding gate or aircraft side and intended to be delivered to customer immediately upon arrival.
8. Standby label (Finnair 352) – Shall be used for waitlisted customers on standby in addition to the baggage tag.
9. Dry Ice label (Finnair 907) – Each item of checked baggage containing dry ice must be marked with a blue Finnair Dry Ice label for the operators to identify such items of checked baggage. The Dry Ice label is in addition to the baggage tag. For more information see AY GOM ANNEX C 2.8.
10. Cabin Approved label (Finnair 634) – At the check-in and at the gate the allowed amount of carry-on baggage shall be observed and Cabin Approved -label shall be attached to the carry-on baggage which size and weight has been checked. See also AY GOM 1.1.6.2.
11. LMC baggage – Baggage received late at check-in shall be marked with LMC attribute in check-in DCS. Indication of LMC baggage is automatically printed in baggage tag. The attribute and indication in tag is designed to help the loading personnel to recognize LMC baggage in baggage loading area and to identify airlines liability on baggage checked-in after check-in closure time. It is important to remember to inform the customer about airline liability each time when last minute baggage is accepted.
12. Damaged Baggage – Baggage received damaged at check-in shall be marked with Damaged Bag (DMG) attribute in check-in DCS. Indication of damaged baggage is automatically printed in baggage tag.

Note: *See* Table 7. Transfer Baggage – Special Cases *for Transfer Baggage–Special Cases.*

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Table 7. Transfer Baggage – Special Cases

Case	*Through-labeling*	*Remark*
Customs clearance required at the transfer point	*Yes*	*Advise passenger to pick up baggage at the transfer point. Refer to the Travel Information Manual (TIM/TIMATIC) for country rules.*
Passengers specifically want their baggage at a transfer point	*No*	*Inform the passenger about the risk of missing the connecting flight.*
Live animals in hold	No	Not allowed for Finnair.

1.1.6.10 Types of Baggage Tags

In addition to standard system printed baggage tags there are following types of baggage tags:

a) *Manual Baggage Tag*
In the case of a manual baggage tag as per IATA Resolution 740:
1. *Complete any hand-written portions of the manual tag, writing legibly in permanent, waterproof ink.*
2. *When needed due to the number of transfer legs:*
   i. *Prepare a second tag by striking out the baggage identification number.*
   ii. *Remove the barcode section.*
   iii. *Attach the transfer part of the tag below the transfer line on the initial tag.*
   iv. *Mark the second tag as a conjunction tag.*
3. *Record the baggage identification number in the operating carrier's DCS, if possible.*
4. *Inform the Ramp Agent when checked cabin baggage is accepted at the gate.*

b) *Electronic Baggage Tag*
Not in use for Finnair.

c) *Home-Printed Baggage Tag*
Not in use for Finnair.

d) *Fallback Baggage Tags*
Not in use for Finnair.

1.1.6.11 Checked Baggage Destination

Through-label baggage to one of the following points, whichever occurs first:

a) *The first stopover point of the passenger.*
b) *The point to which transportation has been confirmed (OK in ticket), requested (RQ in ticket) or listed (SA in ticket).*
c) *The point where a change of airport is involved.*
d) *The final destination as specified on the ticket, including any tickets issued in conjunction with this ticket.*
e) *In addition, observe the following:*
1. *The MCT is respected.*
2. *Unless subject to specific agreement between airlines, through check-in baggage on separate tickets is prohibited.*
3. If the local custom rules at the destination station do no allow through check-in of baggage.
4. Specific rules of Finnair applies for AVIH, see AY GOM 1.1.6.9 and ANNEX C 2.19.2.
5. For additional information see AY GOM 1.1.3.4.

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1.1.6.12 Special Baggage

a) Cabin Seat Baggage

[Ref. OM-A 8.2.2.9]

1. *Cabin seat baggage (CBBG) is baggage not usually suitable for loading in the aircraft hold and, thus, requested for transport on an extra seat. Such baggage may include:*
    - *i. Musical instruments*
    - *ii. Works of art*
    - *iii. Electronic equipment*
    - *iv. Diplomatic baggage*
    - *v. Valuable baggage*
2. Reservation, Boarding and Packing of CBBG

   The seat for CBBG shall always be reserved in advance and such transportation must always be prearranged with the carrier. Information regarding CBBG item shall be included in SSR-element of customer's PNR. Pre-boarding shall always be arranged whenever possible. All safety measures shall be taken into consideration when accommodating such an item on seat and comfort of other customers onboard must not be compromised. All CBBG shall be packed in a manner to avoid possible injuries to passengers or cabing crew members.

   For more information about CBBG see AY GOM ANNEX B 1.2.
3. Loading and Lashing Cabin Seat Baggage

   Finnair procedures shall dictate the acceptance of CBBG. If not accepted, it can travel as hold-checked baggage providing packaging is appropriate.

   The ground personnel shall inform Senior Cabin Crew Member (SCC) and the Pilot-in-Command (PiC) of any such baggage accepted for carriage. It is the responsibility of the ground personnel to secure such items on the seat. If the item can be secured with the safety belt and/or extension belt, the ground personnel may delegate the responsibility to the SCC. In such a case, it is the responsibility of the SCC to ensure all items are properly secured.

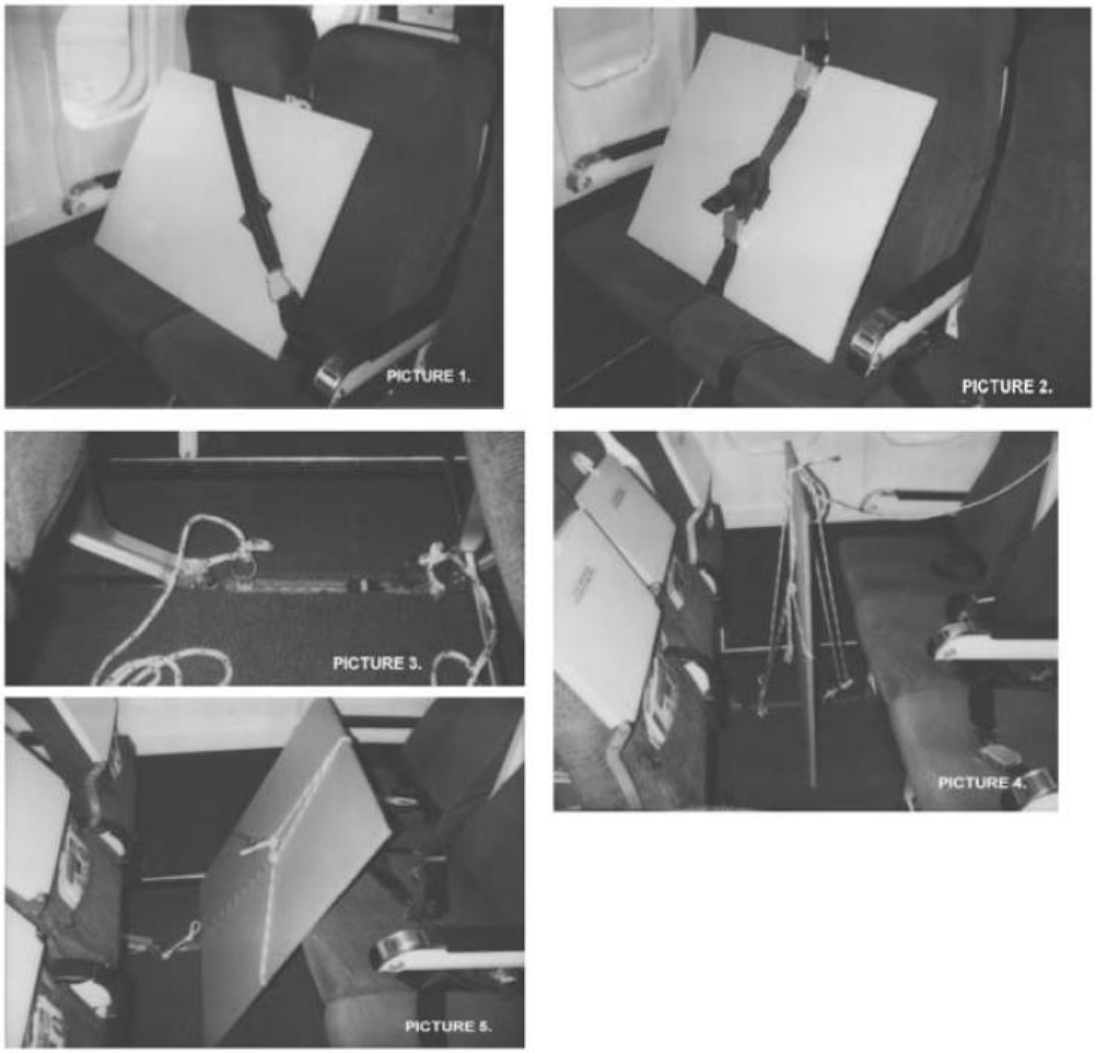
   When securing cabin baggage items with extra seats following restrictions must be followed:
    - i. All items must be secured in such a way that any movement in any directions is prevented by the use of seat belts, extra seat belts, or other airline accepted lashing material and permanent fixtures of the cabin.
    - ii. Items must not restrict the access to the emergency exits and to the aisle.
    - iii. Load on one seat must not exceed 75 kg.
    - iv. Cabin windows should, when necessary, be protected to avoid damage.
    - v. The passenger view of "Fasten Seat Belt/No Smoking" and "Exit" signs must not be blocked.
    - vi. Any damage to the interior of aircraft is to be avoided.
    - vii. CBBG items must not prevent seats in front from reclining.
4. Example of Loading and Lashing of Cello
    - i. Place the heavier end of the cello case into the under seat stowage area of the window seat.
    - ii. Fasten with the seat belt and extension belt to prevent movements in any directions.
    - iii. Tighten the belts carefully.
    - iv. Following these instructions normal size cello cases can be transported in all Finnair aircraft.

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5. Example of Loading and Lashing of Painting
    i. Occupying one or more seats (Picture 2: Painting CBBG Examples sub-pictures 1 and 2):
        - Place the item horizontally or inclined on the seat
        - Fasten with the normal seat belt to hinder sideward and forward movements and with the extension belt to hinder upwards movement
        - Tighten the belts carefully
    ii. Occupying two or more seats (Picture 2: Painting CBBG Examples sub-pictures 3, 4 and 5):
        - Remove seat track covers
        - Install tie-down fittings into the seat track (minimum two pieces per track)
        - Fasten other ends of the ropes into the tie-down fittings
        - Tie-down the item with ropes to prevent movement in any directions
        - Also the seat belts can be used for lashing

Picture 2: Painting CBBG Examples



b) *Crew Baggage*
Crew baggage may be presented at check-in or airside and should be clearly identified with a crew label as well as all flight details. Handling rules are as per operating airline procedures.

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c) Delivery At Aircraft

1. As per Finnair procedures, the Delivery At Aircraft (DAA) procedure may be applied only for wheelchairs and other mobility aids that are not needed during the flight and cannot be stored in the cabin. See AY GOM 1.1.6.12 e) for wheelchair and mobility aid handling procedures.

   Notes:

   1. DAA procedure shall not be used for

   - valuable items (e.g., laptop computers, large video cameras, important documents) as such items should remain with the passenger.

   - baby strollers or pushchairs

   2. Observe local restrictions for DAA delivery at arrival stations and inform passengers accordingly.

   3. Verify with the passenger that any dangerous goods items, which are only permitted in cabin baggage, are removed before DAA acceptance.

2. *Procedure at Boarding Gate*
   i. Attach Finnair Mobility Aid Gate Delivery label for mobility aid collected at boarding gate or aircraft door.
   ii. Inform the person responsible for the loading and supervision task to ensure the loading of DAA wheelchairs and mobility aids are noted on the LDM/CPM under SI–Remark (including code DAA).
   iii. If applicable, inform the flight crew of the number of DAA baggage items.
   iv. Inform the passenger to leave or hand-over the DAA-item in the designated area.

d) Sporting Equipment

Generally, sporting equipment will be presented as separate pieces of checked baggage. In case sporting equipment is within the size and weight of a standard bag, these items can be carried as part of the normal baggage allowance.

Accept sporting equipment as per Finnair procedures.

1. *Apply procedures for special handling charges, if required.*
2. *Load as per Finnair instructions.*

Allowances and restrictions for sporting equipment are presented in AY GOM ANNEX C 2.28.

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e) Wheelchairs and Other Mobility Aids

Wheelchairs and other mobility aids are crucial to the passengers who use them. They are most often custom-designed and tailored to promote safety, comfort and independence for the user and shall be treated with care. Mobility aids such as wheelchairs, rolling walkers, Segway-style mobility wheelchairs or Swiss Tracs may be operated with manual or electric power and have to be handled according to instructions provided by the passenger and according to the IATA DGR. There are specific rules and concerns when handling such aids, especially when they have batteries that also need special handling. Passengers using a wheelchair (manual or powered) or other mobility aid should always be given the following options:

1. *Where possible, retain their personal mobility aid throughout the airport,*
2. *Check it in and be provided with an airport/airline wheelchair to autonomously reach the gate, where applicable,*
3. *Check it in and be accepted by a dedicated agent with an airport/airline wheelchair or electric cart to reach the gate,*
4. *If the passenger mobility aid:*
    - *i. Is not checked-in, its usage should be permitted up to the aircraft door and the mobility aid stored in the cabin where facilities are available. Such requests will be handled on a first come first served basis (ref. IATA RS 700 5.2.3.1 (b)) and will depend on the size of the aircraft and local regulations. Although requested by the passenger, where the wheelchair or mobility aid cannot be stored on board, it shall be loaded in the aircraft hold where it is easily accessible for timely return to the passenger at the aircraft door.*
    - ii. Is preferred to be or (must be) checked-in and mobility aid is collected at boarding gate or aircraft door for loading, Finnair Mobility Aid Gate Delivery label shall be attached to it. The label alerts the baggage handling personnel on the handling process of the need to deliver the mobility aid to the aircraft door upon arrival (refer to AY GOM 1.1.6.12 c)).
    - *iii. When not provided at the time of booking, details of size, weight and battery type shall be validated at check-in to ensure the mobility aid is accepted and loaded on the aircraft in accordance with the IATA DGR, AY GOM 2.7.3.1 and 2.7.3.2.*

***Note:** In addition to Finnair procedure, refer to the current IATA DGR and IATA Recommended Practice 1708 which can be found in the IATA Passenger Services Conference Resolution Manual (PSCRM).*

Wheelchairs and other similar equipment for PRM are weighted separately and no excess weight shall be charged for them. These items must travel with the customer and shall be loaded in such a way that they are immediately available at transfer and destination points. Details of wheelchair must be indicated in the PNR of the customer.

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f) Acceptance of Pets in Cabin and Live Animals in Hold

Handling of animals shall be in accordance with Finnair procedures and Live Animals Regulations (LAR). The acceptance of pets is also subject to the respective country regulations.

There are two methods of carriage:

1. *Pets in Cabin (PETC)*
    i. Dogs, cats, pet rabbits, tortoises and hedgehogs may be accepted as pets in cabin, PETC, in an approved container for carriage in the passenger cabin.
    ii. The maximum weight is 8 kg (17 lb.) for a pet/pet unit including the weight of the pet carrier.
    iii. The maximum size of the hard container is 35 x 30 x 20 cm. For soft bags the maximum dimensions are the same as with the carry-on baggage but maximum height of the soft bag is 20 cm in order to fit it under the seat. A soft pet carrier shall be waterproof and with a breathable mesh at the front. Other types of soft bags may not be used for PETC transportation.
    iv. Only one pet carrier per customer is allowed.
    v. A pet must be kept in its pet carrier at all times and the pet carrier shall be closed already at the gate prior boarding and kept closed throughout the entire flight.
    The pet carrier shall be placed and kept under the seat in front of the passenger throughout the flight whenever fasten seat belt sign is on.

    For information about Assistance dogs (SVAN) and Mental support dogs (ESAN) see AY GOM 1.1.6.12 g).
2. *Live Animals in Hold (AVIH)*
    i. AVIH may be transported as checked baggage in the aircraft hold in accordance with IATA LAR and Finnair procedures. Ensure the flight crew is informed of AVIH loading to ensure sufficient heat and airflow are maintained.
    ii. Domestic animals such as dogs, cats, pet rabbits, tortoises, hedgehogs and ferrets may be carried as AVIH.
    iii. For more information about AVIH handling see AY GOM 2.7.4 and ANNEX C 2.19.

Table 8. Forms of Air Transportation

Animals accepted as PETC/AVIH	Animals accepted only as cargo (under airwaybill)
Cats, dogs	Aquatics
Pet rabbits	Birds
Tortoises	Reptiles (snakes, lizards etc.)
Hedgehogs	Wild animals
Ferrets (accepted only as AVIH)	Insects
	Rodents (mice, rats, hamsters, guinea pigs etc.)

Notes:

1. Prior approval from Finnair is required.
2. There is always a charge for PETC or AVIH transportation (except ID-passenger travelling with PETC)
3. AVIH is not allowed for ID SA passengers.
4. Any kind of test animals shall not be accepted as baggage but must always be sent as cargo.
5. Import of PETC/AVIH as baggage from outside of EU to Finland:
    - Pet animals (PETC/AVIH) are accepted only when carried by their owner as non-commercial movement of the animal.
    - If a passenger is bringing e.g. adoption dog into Finland from outside of EU and passenger is not the owner of the animal, pet is considered as commercial trade.
6. Transport of PETC/AVIH as baggage from outside of EU, Norway or Switzerland to HEL (final destination or transit):
    - Only dogs, cats and ferrets are accepted (ferrets only as AVIH) due to veterinary border inspection facilities at HEL
7. AVIH as checked baggage shall not be accepted by the first operator more than four hours before the scheduled departure time of the flight on which the animal is scheduled to be transported, unless there is a live animal facility. This time could be more restricted due local procedures.
8. All AVIH containers must be secured by ground handling personnel e.g. with cable tie in order to prevent unintended opening of the container lock/door.
9. For more information about animal handling see AY GOM 2.7.4 and ANNEX C 2.19.

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g) Service Animals

Subject to Finnair procedures and local regulations, it may be possible to accept defined animal species as task-trained service animals (SVAN) in the passenger cabin. Finnair accepts only dogs as service animals.

1. Service Animals (SVAN)

   Task-trained service animals (SVAN) are animals trained to perform specific tasks for people who have physical, sensory, psychiatric, intellectual, or mental disabilities.

   i. According to Finnair policy, recognized and trained service dogs e.g., guide dogs, hearing dogs, diabetic alert dogs, seizure alert dogs, and dogs trained to assist physically impaired persons in their daily life are considered assistance dogs and may be carried in the cabin when accompanying a customer who is dependent upon it.
   ii. Prior information on acceptance can be obtained by sending special assistance form latest 48 h before flight (note restrictions to UK and HKG).
   iii. SVAN is always carried free of charge.
   iv. Search dogs (e.g., narcotic detection) on official search and rescue missions are also considered service dogs.
   v. In international traffic governments´ entry regulations for live animals shall be verified. Passengers travelling in international traffic with an assistance dog will always need certain veterinary documents and certificates for the dog. This applies to all countries involved in their journey (origin, transit and destination). The requirements vary depending on the country in question. Information can be obtained from the diplomatic or consular authorities of the respective countries.
   vi. A psychiatric service dog is only allowed on flight segments to and from the United States and U.S Department of Transportation (DOT) forms needs to be filled out in advance. According to DOT service animal forms must be available at the airport upon customer request.
   U.S. Department of Transportation Service Animal Air Transportation Form
   United States Department of Transportation Service Animal Relief Attestation Form
   vii. The dog may travel at the feet of its owner and it shall always be properly harnessed. The passenger and the dog will normally be seated where sufficient floor space for the dog is available, excluding emergency exits.
   viii. SVAN is not included in the PETC (pet in cabin) count but shall always be marked in the PNR with both AIRIMP codes PETC and BLIND or other relevant PRM code (including explanatory text of assistance dog as well).
   ix. There is no limitation set for the number of SVAN, except number of psychiatric SVAN is limited to two per passenger.
   x. The Commander shall be notified by ground staff when live animal(s) are carried onboard.

2. Emotional Support Animals (ESAN)

   Emotional support animals are no longer classified as service animals under the United States Department of Transportation (DOT) regulations, and Finnair will no longer accept or accommodate the emotional support animal classification.

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1.1.6.13 Carriage of Firearms or Ammunition

[Ref. OM-A 9.13, 10.1.8.1]

Note: *Firearms are among the articles prohibited for carriage in the aircraft cabin. The only exemption is for persons specifically authorized to carry a firearm in the cabin (e.g., air marshal).*

Apply Finnair handling and acceptance procedures and security regulations with respect to acceptance. If authorized, strictly follow the procedures outlined.
Acceptance procedures and security regulations for firearms and ammunition are defined in AY GOM ANNEX C 2.11.

a) Carriage of Firearms On-Board

Finnair procedures are in place to ensure the PIC is notified prior to the commencement of a commercial flight of person(s) authorized to carry a firearm on the flight in the passenger cabin. The notification shall include the seat number(s) of authorized armed person(s) when allowed by local regulations.

1. It is prohibited to transport weapons in the cockpit.
2. Finnair will not transport weapons or persons carrying weapons in the cabin with the exceptions of:
    i. an armed security guard who travels as a guard of the President of the Republic of Finland, his spouse, the Prime Minister and the Minister for Foreign Affairs or as a guard of the Head of a Foreign State, his spouse, the Prime Minister and the Minister for Foreign Affairs. Security management shall inform the Crew Control. Crew Control shall inform the Commander about the armed security guard.
    ii. a person authorized to board the aeroplane armed, holding a special permission granted by Finnair Head of Security. Security management shall inform the Crew Control. Crew Control shall inform the commander about the authorized armed person.
3. The Commander has the right to deny carriage of weapons in the cabin for special security reasons.
4. If the Commander denies the carriage of a weapon in the cabin, the weapon can be transported in the aeroplane holds according to procedures defined in AY GOM ANNEX C 2.11.
5. The arriving of an armed security guard to a Finnair flight should always be notified to Finnair by competent authorities no later than 24 hours prior to departure.
6. The Commander shall always be informed in advance of armed persons on board.
7. The Commander shall be informed of the number of authorized armed persons on board the aircraft and the seating of the security guard or other armed person and of possible special arrangements in the cabin prior to starting the boarding of the aeroplane.
8. In exceptions mentioned above only a handgun with cartridges is allowed in the cabin.
    i. The weapon must be kept in a briefcase/bag or non-visibly on person (e.g. shoulder holster) as uncharged.
    ii. Cartridges must be stored separately from where the weapon is kept.
9. It is prohibited to transport weapons or ammunition in the cockpit.
10. Gas weapons or atomisers will not be transported.
11. Crewmembers are prohibited to accept weapons to be transported in the cabin.

b) Carriage of Firearms in the Aircraft Hold

When a firearm and/or ammunition are carried in the aircraft hold, the procedures shall ensure the:

1. *Firearm is not loaded (there is no ammunition in the chamber or magazine) and ammunition is carried separately from the firearm* (in a separate baggage).
2. *Firearm and ammunition are stowed in a place that is inaccessible to any unauthorized person during the flight. Firearms are not to be carried in the flight deck or retained by any crew member.*
3. *Carriage of firearms is permitted by all states involved (including the state of departure, transit and arrival).*
4. *PIC is notified prior to the commencement of the flight* (i.e. in loadsheet SI-text).

Note: *In the event a weapon or any item suspected to be an unauthorized weapon is discovered,* reporty to local security, follow local security regulations/instructions and issue GSR.

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1.1.7 Passenger Boarding

1.1.7.1 Preparation for Boarding

Finnair Policy

- The Gate Agent shall be present at the gate according to the time limits determined in SLA.
- The Gate Agent shall commence boarding according to SLA and Finnair policy if not otherwise informed.
- It is the responsibility of the Senior Cabin Crew Member (SCC) to make sure that the minimum number of cabin crew is present for ground crew to be able to start embarkation. The ground crew shall co-ordinate the time of embarkation and to initiate it, provided that the Commander and the SCC has accepted it. In case of the absence of the Commander, the SCC may accept the boarding.

Before boarding, ensure passengers and their cabin baggage have undergone security checks, if applicable.

a) Start and test gate equipment or if required prepare manual boarding documentation in accordance with Finnair procedures.
b) Check boarding facilities and gate monitors are displaying the correct flight information.
c) Prepare the gate room for boarding (e.g., place stanchions, carpets, baggage sizers, podiums), as per Finnair procedures.
d) Ensure dangerous goods and prohibited articles notices are displayed at the boarding gate (For further guidance refer to current IATA DGR).
e) Prepare required handling material (e.g., boarding passes, baggage tags) as per Finnair procedures.
f) Review the flight and check the following:
    1. *Number of booked and accepted passengers, including waitlist*
    2. *Passengers requiring special attention or pre-boarding*
    3. *Passengers who are not authorized to board and, if any, related action required (e.g., feeding API-data, selectee handling)*
    4. *In the case of an overbooked flight, assess the number of volunteers required and/or expected number of involuntarily denied boarding passengers*
    5. *Inbound connections and arrival time*
    6. *If applicable, meal counts in relation to the number of passengers*
g) If applicable, prepare for priority boarding (e.g., set up signage and barriers).
h) Prepare boarding announcements as required by Finnair procedures. Finnair boarding announcements can be found from Finnair Partner Hub.
i) Ensure the boarding route to the aircraft is safe and clearly marked, where possible.
j) If passengers and staff need to walk on the ramp, ensure the route to the aircraft is safe and clearly marked. Passengers must be supervised on the ramp at all times.
k) For boarding with a Passenger Boarding Bridge (PBB), secure the route to the aircraft and block off any unused passageways, if required. Identify passageways (e.g., by class) as per Finnair requirements when there is more than one passageway in use.
l) Obtain clearance for boarding from the flight crew, according to local and Finnair procedures.

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1.1.7.2 Passenger Boarding Process

Passengers can be boarded by personnel in change of the boarding process using a boarding application or manually, or passengers can use self-service devices for boarding, if available.

The following must be observed for the boarding process:

a) Apply the boarding sequence as requested by Finnair (e.g,. pre-boarding and priority boarding).

b) *Make boarding announcements as per Finnair procedures.* Finnair Boarding announcements can be found in Finnair Partner Hub.

c) Follow Finnair procedures for passengers requiring assistance or pre-boarding. Check if there are PRM passengers, unaccompanied minors and families travelling with infants or needing assistance and organize pre-boarding.

d) Verify each passenger's identity as per Finnair procedure.

e) *Cross-check the name on the passenger identity document with the one on the boarding token/card, and visually match the passenger with the photograph, if applicable.* Ensure that the passenger's travel documents are valid for the destination as well as any transit stations (excl. intra Schengen flights where identity checks are not mandatory). On all Finnair non-Schengen flights API-data shall be collected and/or verified. Further information on API in AY GOM 1.1.5.3.

f) Register each passenger boarding and make a notification in the DCS.

g) Apply the cabin baggage procedures of Finnair, and account for any gate-tagged items:

1. *Collect any flight related paper revenue documents, if required.*
2. *Clarify any boarding discrepancies, see AY GOM 1.1.7.3.*
3. Add the number of gate tagged carry-on baggage to FPR.

h) Follow safety precautions when aircraft fueling is in progress, see AY GOM 3.2.3 and state or local regulations.

i) For manual or non-automated boarding, check the flight number and date on the boarding card/token and register the security number as per Finnair procedures.

j) If a passenger is not eligible to board, deny boarding and enter passenger records to resolve the passenger boarding issue.

k) Enforce cabin baggage procedures:

1. *Extra cabin baggage collected at the gate from passengers shall be tagged and the pieces/weight and tag number(s), if applicable, "entered" in the DCS.* Collect bags at the gate as per Finnair and local procedures. Charge excess baggage if required. *Inform load control of the additional pieces/weight if not transmited via DCS.*
2. *Advise ramp staff and/or load control of any gate tagged items to be loaded as per Finnair procedures.*

l) For DAA procedure see AY GOM 1.1.6.12 c).

***Note:** For cabin baggage acceptance at the boarding gate see AY GOM 1.1.6.2 e).*

1.1.7.2.1 Finnair Boarding Procedure

Passengers are invited onboard according to their group number (Altéa CM stations) or by row numbers (non-Altéa CM stations). Boarding always starts with Priority customers in Priority groups, first group 1 and then group 2.

For further information related to boarding procedures, see AY GOM ANNEX A Customer Handling.

More material including boarding check-list for gate use, carry-on control process, group boarding process etc, can be found in Finnair Partner Hub.

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1.1.7.3 Passenger Boarding Discrepancies

If there are passenger discrepancies (minus or plus), they must be resolved prior to closing the aircraft door.

a) *Make every attempt to locate missing passengers and obtain visual proof of boarding. Verify documents if the missing passengers are found to be already on board the aircraft.*
   Whenever paging passengers the announcement shall only include the surname of the customer and the flight details in order to comply with data protection regulations.
b) *Apply Finnair procedures and local regulations with respect to the removal of the checked baggage of passengers who checked in but failed to board.*
c) *When more passengers are on board than shown in the boarding count, the boarding passes and identities of the passengers must be verified and the acceptance corrected and reconciled accordingly.*
d) *Notify the crew and load control of any last-minute changes to the passenger and/or baggage load.*

The Gate Agent shall ensure that all passengers that were checked-in are onboard. The actual boarding control is performed either manually or by using a gate/bar code reader, matching of passengers being up-to-date all the time. The names of late or missing passengers shall always be retrievable from the Departure Control System (DCS) without delay and preparations to offload the baggage of a missing passengers shall be started as soon as there's any doubt the passenger may not make the flight or cause delay for the departure. When paging passengers, only customer surname and flight related data can be used in order to comply with data protection regulations.

1.1.7.4 End of Boarding

Before flight closure, ensure all accepted passengers have boarded the aircraft.

Based on Finnair procedures:

a) *Secure the flight by matching the checked-in passengers to the boarded passengers. Finish the boarding process and close the flight in the DCS, if required.*
b) *Add any additional cabin baggage tag number(s) in the DCS collected at the gate as per Finnair procedures and the system used (manually or automated).*
c) *Provide final passenger numbers to cabin and/or flight crew.*
d) *Provide required flight documents to cabin and/or flight crew.*
e) *Ensure load control is informed about final passenger and/or baggage information, as per Finnair procedures.*

1.1.7.5 Boarding in the Case of DCS Breakdown

Where no DCS is available or in the case of DCS failure, apply manual boarding as per Finnair procedures.

Ensure the final checked-in count matches the boarded passenger count prior to door closure. Then prepare and present a final manifest. See LIP check list for manual boarding. See also AY GOM 1.1.3.4. g).

1.1.8 Information to the Crew

Provide the final passenger count and applicable flight documents to the crew, including but not limited to:

a) *The passenger information list (PIL) with each boarded passenger's name, seat number, special service requests, etc.* (see AY GOM 1.1.8.1)
b) *Other relevant flight documents with special information, e.g. the General Declaration.*

1.1.8.1 Passenger Information List

A PIL (Passenger Information List) is called Onboard Service List (OSL) in Finnair DCS Altéa CM.

a) Finnair and Norra operated flights
   Cabin crew receives necessary information concerning passengers onboard via SkyGuest app. The information includes e.g. special service requests (SSRs), special meals and connection flights.
   Deliver two copies of the PIL for short haul flights and four copies for long haul flights if requested by crew (e.g. due automation failure).
b) Wetlease Operations
   Two copies of the PIL are needed for short haul flights and four copies for long haul flights. The PIL and its copies shall be used and, if needed, destroyed in a secure way in order to protect passenger's personal data.

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1.1.9 Post-Flight Departure Activities

1.1.9.1 Messages

Ensure all relevant messages are dispatched to the appropriate addresses, as per Finnair procedures.

Messages may include:

a) Teletype Passenger Manifest (TPM)
b) Passenger Transfer Message (PTM)
c) Passenger Service Message (PSM)
d) Passenger Protection Message (PPM)
e) Seat Occupied Message (SOM)
f) Industry Discount Message (IDM)
g) Advance Passenger Information (API)
h) Electronic Ticket List (ETL)
i) Flight Performance Report (FPR), see AY GOM ANNEX E 10

When the flight is ready to depart the Gate Agent shall update the Finnair Departure Control System (DCS) with possible LMC and then close the flight completely, which enables an automatic transmission of the PTM and PSM messages to the destination(s). In case of system failure the mentioned messages shall be transmitted manually via SITA. See more in AY GOM ANNEX E Messages and Flight File.

1.1.9.2 Flight Document Retention

Retain (electronically or in paper files) flight documents as per Finnair procedures and for a period of no less than three months, unless otherwise specified.

For more information on Flight Document Retention see AY GOM ANNEX D 13.

1.1.9.3 Flight Close-Out

The accounting of all revenue documents for the respective flight and related services has to be ensured. Electronic documents are transmitted automatically by appropriate flight closing activities in the check-in system as per Finnair procedures.

Paper revenue documents (e.g., flight interruption manifests (FIMs), excess baggage coupons) must be collected and forwarded to the respective Revenue Accounting department as per Finnair procedures.

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1.2 Passenger Security

1.2.1 Security of Documents

1.2.1.1 Boarding Passes, Transit Passes and Baggage Tags

To enforce the security and safe disposal of boarding passes, transit cards, baggage tags and other passenger information, all materials must be always kept under surveillance and removed from counters to prevent unauthorized access and use.

1.2.1.2 Printed Documents

Printed material such as boarding passes, passenger lists and handling forms may have to be reprinted. Disposal of the original documents containing passenger data should be in accordance with data protection rules.

Unauthorized persons shall not be given access to printed documents containing passenger data or their contents.

1.2.1.3 Counter and Area Security

a) *All systems, including the DCS, passenger facing counters etc. must be controlled to prevent unauthorized access. Follow airport procedures to prevent unauthorized access to and use of un-issued (blank) boarding passes.*
b) *Before leaving the counter, remove boarding passes and baggage tags from the printers or lock them.*
c) *Before leaving the counter, sign out/log off and lock the system.*
d) *Adhere to regulations concerning the usage of sign-ins and passwords.*

1.2.2 Passenger Suitability for Travel

Assess each passenger in terms of security risk by looking for anomalies and observing certain emotional characteristics and/or body language. Be on the lookout for overall fitness to fly, including potentially communicable diseases, medical conditions, intoxication, etc.
Further questioning of the passenger may be required to assist with assessment:
When a potential problem is identified:

a) *Suspend the process for the identified passenger (check-in and/or boarding).*
b) *Notify the supervisor or airline representative to obtain their agreement on further action(s). This should be done in accordance with Finnair procedures.*
c) *Depending on the situation, the airline representative will contact the appropriate local authority for assistance, if needed.*

Any passenger that is denied from a Finnair flight due to not being fit to fly shall be reported without delay to security@finnair.com. Further instructions and special forms to be used for the reporting can be found in Partner HUB.

1.2.3 Security of Passengers and Their Baggage

It is the responsibility of supervision staff to ensure all security threats are immediately reported to the operating airline, flight crew and applicable authorities as per local requirements and operating airline procedures.

Apply operating airline and/or regulatory/airport authority security procedures for the handling of passengers and their baggage in the event of:

a) *A bomb threat condition*
b) *An increased security threat condition*

1.2.4 Restricted Areas

Secure all gate and departure areas by keeping doors closed. Use appropriate barricades when directing passengers.

a) *Ensure all access doors are closed when not in use.*
b) *Position staff as required to direct passengers.*
c) *If passengers must walk on the apron to the aircraft, ensure passengers proceed directly to the aircraft.*
d) *If transportation must be provided to passengers to move them from the terminal building to the aircraft, make sure only authorized personnel and screened passengers are allowed to board the vehicle.*

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1.3 Passenger Arrival, Transfer and Transit

The ground personnel is responsible for the passengers outside the aircraft. Senior Cabin Crew Member (SCC) shall ensure the clearance of the ground personnel before disembarkation. If ground personnel are not available the disembarkation is possible by the permission of the Commander when he/she has ensured the safety of the passengers on the way from the aircraft to the terminal. Cabin crew and/or ground personnel are responsible for directing the passengers to the terminal and ensuring that they refrain from smoking and keep well clear of propellers, jet engine intakes and exhaust and blast danger areas while on the apron area. See AY GOM 4.1.2 for further information.

1.3.1 Pre-Arrival

Review the pre-arrival information from the DCS and/or messages.

a) Prepare for short connections if applicable. (PTM)

b) Arrange facilitation for passengers requiring assistance, as identified by the applicable SSR and/or Finnair procedures. Check requirements for any gate delivered mobility aids. (PSM, LDM/CPM)

c) In the case of delay of arrival, check onward connections and make new reservations, if required and as per Finnair procedures.

1.3.2 Arrival

Local passenger boarding bridge security search policy shall be applied, both before and after passenger disembarkation.

a) Prepare PBB, ensuring it is free of debris and positioned as per the standard requirements (see AY GOM 3.1.3.5).

b) Secure the disembarkation route for passengers and observe passengers' safety throughout the entire disembarkation process. If passengers are required to walk across the ramp, they shall be supervised.

Notes:

1. *If passenger handling staff are trained and authorized to operate the PBB (see AY GOM 3.1.3.5).*
2. *If passenger handling staff are trained and authorized to operate cabin access doors (see AY GOM 4.4.2).*

c) Disembark passengers in accordance with Finnair procedures.

d) Provide assistance to passengers requiring it, even if not previously identified.

1.3.3 Transfer

For passenger handling at the connecting airport, if applicable, and as per Finnair procedures:

a) Check the inbound/outbound connections and number of passengers affected.

b) Check time-critical connections and inform gate staff of onward transfers.

c) Prepare for handling of passengers requiring assistance.

d) Assist the transferring passengers upon arrival of the incoming aircraft.

e) Direct:

1. *Through-checked passengers to the appropriate departure gate(s).*
2. *Non-through-checked passengers to the transfer desk or gate for check-in, whichever is applicable.*

f) Stations where oneWorld Global Support Center (oGSC) is active, assist time-critical connecting passengers as per oGSC procedures.

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1.3.4 Transit

1.3.4.1 Transit - General

Transit passengers may be allowed to disembark when scheduled ground time and local circumstances and facilities permit, in accordance with Finnair procedures.

Local airport requirements shall be applied regarding security of transit passengers, including screening requirements.

1.3.4.2 Disembarkation Procedures

a) Provide each passenger with a transit boarding pass or instruct passengers to retain their original boarding pass.
b) Inform passengers of boarding time and gate as well as available facilities.

1.3.4.3 Transit Passengers Remain on Board

As per Finnair procedures, there may be categories of passengers who stay on board the aircraft, if locally permitted.

In this situation check the number of passengers with the cabin crew on board to ensure a correct boarding count when re-boarding the flight (see AY GOM 1.3.4.4).

Provide assistance to passengers who remain on board during the transit time.

1.3.4.4 Boarding Procedure

a) Board transit passengers before local passengers.
b) Re-secure the flight by checking travel documents and validating boarding status through collection of transit cards or review of original boarding cards. Validation may also be done using the flight manifest or DCS.

1.3.4.5 Missing Transit Passengers

The flight must be re-secured before door closure. If passengers are missing, apply the procedure for passenger boarding discrepancies (see AY GOM 1.1.7.3).

1.3.4.6 Aircraft Change at the Transit Station

a) Advise cabin crew that all transit passengers must disembark with their carry-on baggage.
b) Distribute transit boarding passes or instruct passengers to retain their original boarding pass.
c) Inform passengers of the boarding time and gate as well as available facilities.
d) Provide passenger assistance as required.
e) In the case of a change of aircraft type/configuration, assign passengers new seat numbers, if applicable, or apply free/open seating as per Finnair procedures.

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1.4 Special Categories of Passengers

1.4.1 Unaccompanied Minors

1.4.1.1 Unaccompanied Minors - General

The procedure for unaccompanied minors (UM) is applicable to the handling of children or youth travelling alone as defined by Finnair procedures.

An unaccompanied minor (UM) is a child above 5 but below 12 years not being accompanied by an adult. For travel to/from U.S. the age limit is above 5 but below 15 years old. The UM service may be extended to young travellers between 12-17 years of age if doubt exists concerning the traveller's ability to travel alone and the service is especially requested by the travellers parents or appointed guardian. The UM code shall be used for these young travellers and the complete UM procedure must be followed.

In domestic traffic a child over 5 years is allowed to travel with a family member over 12 years of age without being considered as an unaccompanied minor (if travelling with a non-family member the minimum age requirement for the escort is 16 years). On international flights a child over 5 years travelling with a family member over 16 years of age is not considered as an unaccompanied minor (if travelling with a non-family member the minimum age requirement for the escort is 18 years).

Minors must be accompanied to/from the airport of departure/arrival by an adult and the adult is not entitled to leave before the actual take off of the flight. The person seeing the child off on departure/meeting the child on arrival shall verify his/her identity before the child is accepted for the flight/released from Finnair's custody.

1.4.1.2 Seating

Seat UM as per Finnair procedures and do not assign seats in emergency exit rows.

1.4.1.3 Acceptance Restrictions

Observe travel restrictions for UM as per Finnair procedures for:

a) *Connecting flights.* Finnair does not interline UM. Therefore UM transfers may only take place between Finnair flights (AY-AY).

b) *The maximum number of UM allowed on a flight.* The number of unaccompanied minors per Finnair flight or portions of flight is limited to six (6) because of safety reasons. All children aged 5-17 travelling under UM status shall be counted in this quota, see OM-A 8.2.2.5.2.

Note that there may be embargoes for UM on certain flights.

If the UM item is missing from or incorrect in the PNR, or in case of a go-show UM, the station shall call Finnair Ticketing Help Desk (+358 9 818 31911) to ensure there are seats left in the UM quota and all necessary information is correctly inserted into the PNR, and that the child has a confirmed booking on all flight segments.

1.4.1.4 Procedures for Handling Unaccompanied Minors

a) *Complete the handling advice/declaration form ensuring the responsible adult has signed the authorization and provided proof of identity.*
b) *Distribute and keep copies, as required.*
c) *Ensure the correct remarks and SSR codes are in the check-in record.*
d) *Apply a handling fee, where applicable.*
e) *Inform the responsible adult to remain at the airport until the aircraft is airborne.*
f) *Keep the UM in safe custody and hand over to the cabin crew during boarding.*
g) *Advise/release the responsible adult once the flight is airborne.*
h) UM Handover form must be always filled and signed by ground and cabin crew.
Note: If flight has two destinations (i.e. HEL-KTT-IVL), two separate UM Handover forms must be filled, one for each destination. File a copy to flight file.

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1.4.1.5 Transfer Station Procedures

a) Meet and assist (MAAS) the UM and collect any travel documents from the cabin crew.

b) Receive and sign the UM Handover form from cabin crew and pass the form to connection flight cabin crew, file a copy to flight file.

c) Hand over the UM to the cabin crew of the connecting flight.

d) In the case of an interline transfer, hand over the UM to the onward connecting airline agent.
Note: Finnair does not interline UM.

e) *In case of a flight disruption at the transfer station, the UM is to be accompanied at all times.* Applies to Finnair (AY–AY) connections.

1.4.1.6 Arrival Station Procedure

a) Meet and assist (MAAS) the UM and collect any travel documents from the cabin crew.

b) Receive and sign the UM Handover form from cabin crew. File a copy to flight file.

c) Complete the handling advice/declaration form for airline staff responsible.

d) Where applicable, ensure baggage of UM is collected.

e) Hand over the UM only to the designated adult noted on the handling advice after verifying the identity of this person and having received a signature for receipt of the UM.

1.4.2 Infants and Children

1.4.2.1 Infants

a) General Restrictions

Infants are minors who have not yet reached their second birthday.

Restrictions may exist regarding the number of infants permitted per adult passenger or the minimum age required to be responsible for an infant. Apply Finnair procedures.

Healthy new-born babies need to be at least 48 hours of age before they are allowed to travel. Prematurely born babies, however, are classified as MEDA cases, and the MEDIF form must be used (see AY GOM 1.4.5.2).

Note: *The maximum number of infants allowed per aircraft is limited by the number of supplemental oxygen masks available on the aircraft*, as well as the number of infant life jackets and extension belts onboard (see AY GOM ANNEX A 7).

b) Seating

Passengers travelling with infants should be assigned to seats next to areas/zones capable of fitting bassinets (e.g., bulkhead seating area), as per aircraft type and Finnair procedures.

Infants travelling with car-type baby seats or similar child restraint device require an individual seat suitable for the device.

Infants shall be considered children and be assigned a seat when, during the journey, they reach the age of two.

Multiple seat occupancy is only allowed on specified seats and only by a person 16 years old or more and one infant (under 2 years of age), who is properly secured by an extension belt. One adult may travel with two infants provided that one of the infants has a child ticket and infant uses Child Restraint Device (CRD) on his own seat.

c) Aircraft Baby Bassinets

If the aircraft is equipped with baby bassinets (BSCT), apply Finnair procedures for assignment, respecting any age and weight limitations.

Baby bassinet is not chargeable but in order to have a baby bassinet (BSCT), a passenger needs to purchase an ASR-seat with the baby bassinet availability. Baby bassinets are available in wide body and 321-231 (A321 ER, “Sharklet”) aircraft and are placed to their own wall positions. The inner dimensions of the bassinets are 70 x 30 x 20 cm. Infants weighing not more than 11 kg may be carried in the bassinet.

d) Baby Strollers

Apply Finnair procedures regarding checked-in or DAA service for strollers and provide information to passengers concerning the procedure, if applicable.

Finnair does not offer DAA service or use the DAA tag for baby strollers. Families travelling with baby strollers shall always be primarily encouraged to leave the stroller at the check-in as checked baggage, especially at airports that provide passengers with local baby strollers. When seen necessary, only families travelling with a small, light and fully collapsible baby stroller with small wheels (ca. 10-15cm of width) shall be allowed to use the stroller up to the departure gate. In this case the passengers must present themselves at the gate ahead of boarding time in order to secure on-time loading of the stroller. All baggage must be tagged into the same destination, including strollers. The passenger must always be informed where their baggage has been tagged to. Strollers will be delivered at the baggage carousel at the destination.

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1.4.2.2 Children

Children are minors between the age of two and twelve years (has reached their 2nd birthday but has not reached their 12th birthday).

- Children under 5 years of age cannot be accepted for transportation unless travelling with an adult or accompanied by an escort not younger than 16 years in domestic flights and 18 years in international flights and capable of taking care of the minor during the journey. Escort has to be assigned by the child's parents/guardian.
- Children aged 5-11 may travel alone only as unaccompanied minors under the conditions listed in AY GOM 1.4.1.

If minors reach their 2nd birthday during the journey, they will be considered children as of the birthday. If the fare used requires a reservation for a return journey in the same booking, infant must occupy a seat also on the outbound flight even though the infant has not turned two years before the journey.

Restrictions may exist regarding the minimum age of the accompanying adult passenger. Apply Finnair procedures.

a) *Seating*
Children shall occupy an individual passenger seat and may not be seated in emergency exit rows.
If a child under 12 years of age travels with an accompanying adult in the same class of cabin, the child should be seated in the same seat row segment as the accompanying adult. Where this is not possible, the child should be seated no more than one seat row or aisle away.
A child shall be considered as an unaccompanied minor if travelling in another cabin class than accompanying adult or escort.

b) *Child Restraint Device*
Apply Finnair procedures for the acceptance and use of car seats and other child restraint devices. Verify their conformity as per Finnair's specifications. See AY GOM ANNEX A 7.9.2 for the use of child restraint device.
1. *Make sure the child restraint device is placed on a seat that will not hinder the evacuation of any passenger.*
2. *Do not assign a seat for the child restraint device in an emergency exit row or the row forward or behind an emergency exit row.* However, a child in a restraint device shall be placed as close to a floor level exit as possible, yet bearing the above restriction in mind.
3. *Respect any limitations specified by Finnair, as not all seats may be suitable.*

1.4.3 Groups

1.4.3.1 Groups - General

The minimum number of passengers travelling together in a group (not including infants) is defined by Finnair.

a) All flights operated by AY: 8 passengers
b) Any other flight combinations: 10 passengers

1.4.3.2 Check-In

a) Check-in and accept all passengers individually.
Finnair does not provide advance group check-in service. However at some long haul stations Finnair offers separate group desks for members of the group to check-in individually. At Helsinki Airport, it is possible to arrange a chargeable group check-in service via travel agent. The travel agent will fill in a form found in Easy portal. Separate procedures may be possible to arrange for groups with special baggage (e.g. sports teams).

b) When possible, assign seats together; if requested, respect any special seating requirements.
Finnair policy is to pre-assign seats via ASR at the time of reservation. Seating is based on DCS business rules and not assigned by an agent at the check-in desk.

c) Issue baggage tags individually:
1) *Each piece of baggage must bear the respective passenger's identification.*
2) *Exception: baggage tags for family members travelling together* (where baggage contains mixed items) *may be issued in one family name.*
3) Finnair does not allow baggage pooling.

1.4.3.3 Non-Standard Groups

Unusual groups, passengers of size, or groups outside the standard set as a minimum by the airline, for example groups with significantly higher or lower estimated passenger weights compared to standard passenger weights (ref. AY GOM 5.4.3.1.1.2.2), shall *be communicated to load control (i.e., sports teams with higher passenger weights).*

Approval in advance is always required by Finnair for any special baggage.

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1.4.4 Passengers with Disabilities

1.4.4.1 Passengers with Disabilities - General

Different degrees of physical or mental incapacitation present different challenges to the airlines. 'Disabled person', 'Passenger with Reduced Mobility' (PRM) or 'Passenger with Disabilities' (PWD) means any person whose mobility when using transport is reduced due to any physical disability (sensory or locomotor, permanent or temporary), intellectual disability or impairment, or any other cause of disability, or age, and whose situation needs appropriate attention and the adaptation to his or her particular needs of the service made available to all passengers.

These passengers require individual attention on enplaning, during flight, in an emergency evacuation and during ground handling. It shall be noted that PRM do not require medical clearance at the time of reservation in general as PRM are not considered medically ill or sick due to reduced mobility. Medical clearance is required at the time of reservation if there are also medical requirements etc.

The role of the ground personnel is significant in enplaning a flight carrying PRM. The ground personnel is responsible for:

a) assigning appropriate seats in advance for PRM when editing the flight
b) requesting Senior Cabin Crew Member (SCC) to reserve appropriate seats for PRM on free seating flights
c) checking that the number of PRM is within limits
d) informing SCC of number of PRM

The SCC shall ensure that PRM are seated according to safety regulations and inform the Commander of final number of PRM.

The following regulations and procedures are based on the IATA Resolution and Recommended Practices and EC1107/2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air. These general standards are supplemented with Finnair's own, more detailed regulations, which have been added into the proper sections. It is the ground handling personnel´s duty to make sure that the service provider at each station is handling all PRM issues according to Finnair quality standards and regulations.

EC regulation 1107/2006, The rights of disabled persons and persons with reduced mobility when travelling by air

The airport authorities at European Union airports are responsible for providing assistance for Passengers with Reduced Mobility (PRM). Airlines shall provide information about PRM customers on their flights to airports 36 hours prior the departure. To ensure the seamless flow of information, customers are encouraged to inform their need for assistance to their travel agent or air carrier latest 48 hours prior the departure. The EU regulation gives assistance priority to customers who have been pre-advised to the PRM service provider 36 hours in advance.

PRM code recognition on Finnair flights

The following passenger categories fall under PRM:

- WCH-R/S/C
- BLND
- DEAF
- DPNA
- MEDA (in combination with WCH only)

European (EU) airports offer assistance to these passenger groups under the EC 1107/2006.

The following passenger categories do not fall under PRM:

- UMNR
- STCR
- MEDA (except in combination with WCH)
- (MAAS: language, pregnant, mother with small children, family care, CIP, VIP)

Airports do not offer assistance to these passenger groups under the EC 1107/2006 and thus the handling of these customers remain in the ground handling contract as agreed.

Note that Finnair does not provide MAAS service. In case the passenger needs assistance due to his/her disability, the correct IATA code shall be inserted to the PNR at the time of reservation or latest at the time of check-in. When choosing the correct code the type of disability or the type of assistance needed has to be considered carefully.

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As of IGOM Ed. 11 (effective 2022), the term Passenger with Reduced Mobility (PRM) has been aligned with the UN Convention on the Rights of Persons with Disabilities (CRPD) and International Civil Aviation Organization (ICAO) Annex 9 Chapter 8H, using the term Person/Passenger with disabilities (PWD) as the official terminology. Passengers with Disabilities (PWD) includes passengers with reduced mobility and passengers with non-visible disabilities which can be temporary or permanent conditions.

a) The ability to provide assistance to PWDs will vary according to:
   1. *Individual's needs*
   2. *Aircraft type*
   3. *Aircraft configuration*

b) For PWDs requiring/requesting assistance:
   1. *Ask the passenger what assistance they require and how they can be helped.*
   2. *Assign a seat in their ticketed cabin which accommodates the passengers' needs, in consultation with the passengers, and ensure that they are not allocated or occupy seats where their presence could impede the emergency evacuation. If the PWD is travelling with a personal care attendant and/or safety assistant, they shall be given seats immediately adjacent to or across the aisle from the passenger they are assisting (see AY GOM 1.4.4.3).*
   3. *Advise the passenger of what services and assistance are available based on their needs.*
   4. *Advise the passenger of available operating airline equipment (i.e., on board wheelchairs, braille or tactile markings, accessible lavatories, etc.).*
   5. *Provide information to the passenger in alternate accessible communication formats upon request (e.g., braille, captioning, large print).*
   6. *Ensure accurate SSR codes and any other relevant information are recorded in the DCS and PNR.*
   7. *Acceptance of PWDs will be as per operating airline procedures.*
   8. *PWDs should be allowed to pre-board.*
   9. *Whenever feasible, PWDs using a wheelchair (manual or powered) or other mobility aid, should be permitted to use their personal mobility aid throughout the airport until they reach the aircraft and receive it back near the aircraft upon arrival. When in transit, if time permits between flights, the airline should offer to return to PWDs their personal mobility aid and allow PWDs to retain them until they need to be stored again for carriage. Inform the stations of transfer/arrival accordingly to allow the handling of the aid.*

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1.4.4.2 Assistance Codes for Passengers with Disabilities

PWDs may require services and assistance to facilitate their travel experience. SSR codes are used to communicate passenger preferences, procedural items, medical cases and assistance required by passengers. These are identified in airline messages by IATA Reservations Interline Procedures (AIRIMP) codes.

a) *Codes to identify a type of disability*
   1. *BLND (Blind Passenger)–specify if accompanied by service animal.*
   2. *DEAF (Deaf Passenger)–specify if accompanied by service animal.*
   3. *DPNA (Disabled Passenger Needing Assistance)—passenger with cognitive or invisible disabilities needing assistance (specify details).*

b) *Codes to identify assistive services provided to the passenger*
   1. *MAAS (Meet and Assist)—specify details.*
   2. *WCHR (Wheelchair—R for Ramp)—passenger can ascend/descend steps and make own way to/from cabin seat but requires wheelchair for distance to/from aircraft, i.e., across ramp, finger dock or to mobile lounge as applicable. When service animal is accompanying passenger, specify the type of animal in free text of SSR Item.*
   3. *WCHS (Wheelchair—S for Steps)—passenger cannot ascend/descend steps but is able to make own way to/from cabin seat; requires wheelchair for distance to/from aircraft or mobile lounge and must be carried up/down steps. When service animal is accompanying passenger, specify the type of animal in free text of SSR Item.*
   4. *WCHC (Wheelchair—C for Cabin Seat)—passenger completely immobile; requires wheelchair to/from aircraft/mobile lounge and must be carried up/down steps and to/from cabin seat. When service animal is accompanying passenger, specify the type of animal in free text of SSR Item.*

   Notes:

   Specify if the passenger is travelling with own wheelchair and use one the following applicable SSR codes which describe the wheelchair:
      1. *WCBD–Dry or Gel battery operated wheelchair/mobility aid (non-spillable/dry cell battery)* (corresponding special handling code WBD)
      2. *WCMP–Manual power wheelchair/mobility aid* (corresponding special handling code WMP)
      3. *WCLB–Lithium battery operated wheelchair/mobility aid* (corresponding special handling code WBL)
      4. *WCBW–Wet cell battery wheelchair/mobility aid* (corresponding special handling code WBW)

      If the passenger is requesting a wheelchair on board use SSR code WCOB.

c) *Codes to identify animals accompanying a passenger with disabilities*
   1. *When service animal is accompanying passenger, specify the type of animal in free text of SSR Item.*
   2. *ESAN—for passengers travelling with an emotional support/psychiatric assistance animal in cabin (specify details)–(by bilateral agreement). Subject to government regulations.*
   3. *SVAN—for passengers travelling with a service animal in cabin (specify details)–(by bilateral agreement).*

d) *Codes to identify equipment accompanying the passenger*
   1. *OXYG (Oxygen)—for passengers travelling either seated or on a stretcher, needing oxygen during the flight (only to be used in conjunction with SSR Code MEDA).*
   2. *STCR (Stretcher Passenger)*
   3. *AOXY (Airline Supplied Oxygen)—for passengers travelling either seated or on a stretcher, needing oxygen during the flight (only to be used in conjunction with SSR code MEDA) (by bilateral agreement).*
   4. *POXY (Passenger Own Oxygen)—for passengers travelling either seated or on a stretcher, needing oxygen during the flight (only to be used in conjunction with SSR code MEDA). Subject to airline and/or government regulations (by bilateral agreement).*
   5. *PPOC (Personal Portable Oxygen Concentrator)—(by bilateral agreement).*
   6. *WCOB (Wheelchair—O for Onboard)—provided by airline (by bilateral agreement), 48 hours' notice recommended but not required.*

Note: *For medical cases (MEDA) refer to AY GOM 1.4.5 for specific handling details related to MEDA passengers.*

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1.4.4.3 Seat Assignement

a) PWDs, as well as their personal care attendant and/or safety assistant shall be assigned seats in their ticketed cabin that will facilitate boarding and disembarkation and will minimize inconvenience to the passenger and maximize the scope for cabin crew assistance.

b) As a rule, ensure that PWDs are not allocated or occupy seats where their presence could:

1. *Impede the emergency evacuation of the aircraft.*
2. *Impede crews in the performance of their duties.*
3. *Obstruct access to emergency equipment.*

c) Personal care attendants and/or safety assistants shall be given seats immediately adjacent to the passenger they are attending to.

d) The assignment of seats may also be subject to medical requirements.

e) When assigning seats, observe the following criteria:

1. *PWDs travelling with service dogs should be assigned seats that allow space for the dog, near a floor level exit but not impeding access to it.*
2. *PWDs should be seated so as not to impede rapid evacuation of the aircraft.*
3. *If crutches, canes or similar walking aids are stored in a special location in the cabin, the users of such aids should be assigned seats nearby, to permit quick access to the aids when needed.*
4. *Passengers with stiff legs, fractured legs in casts, paraplegics, etc. should be accommodated in seats allowing the maximum space for their comfort, or space for leg support devices with the least possible disturbance to passengers in the adjacent seats. Arms in casts should not obstruct the aisle or emergency exits.*
5. *Passengers with a disability affecting only one side of their body (i.e., hemiplegics, artificial limb, arm or leg in cast, splint or brace) should be assigned seats which will best accommodate the passenger and will facilitate their mobility in cases of emergency (e.g., in an aisle seat with the unaffected side of their body towards the aisle or in seats with removeable arm rests).*

Notes:

1. *Wherever possible, groups of PWDs shall be seated in subgroups to enable a rapid flow of other passengers during an evacuation.*
2. *Travel by groups of PWDs shall always be subject to applicable regulatory and Finnair procedures.*

1.4.4.4 Maximum Number of PWDs and Assistance Requirement

a) In circumstances where the number of PWDs forms a significant proportion of the total number of passengers carried on board, the number of PWDs should not exceed the number of able-bodied persons capable of assisting during an emergency (or as per local regulation).

b) For personal care attendants and/or safety assistants' requirements, refer to Finnair procedures.

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1.4.5 Passengers Requiring Medical Clearance

1.4.5.1 Passengers Requiring Medical Clearance - General

a) No medical clearance or medical forms are required for passengers who only require special assistance in the airport or when embarking/disembarking.

b) Medical clearance is required by the airline if the passengers:

1. *Have any disease that is believed to be actively contagious/communicable.*
2. *Are considered to be a potential risk to the safety or punctuality of the flight, including the possibility of diversion or unscheduled landing.*
3. *Are incapable of caring for themselves and require special assistance.*
4. *Have a medical condition that may be adversely affected by the flight environment.*

***Note:** Passengers not falling into these categories normally do not need medical clearance however, if in doubt, Finnair should be advised so it can decide whether a medical clearance is required or not.*

c) Passengers with medical cases as applicable:

1. *LEGL (Left Leg in Cast)–for passenger with a left leg in a full cast or fused knee (only to be used in conjunction with SSR code MEDA).*
2. *LEGR (Right Leg in Cast)–for passenger with a right leg in a full cast or fused knee (only to be used in conjunction with SSR code MEDA).*
3. *LEGB (Both Legs in Cast)–for passenger with both legs in a full cast (only to be used in conjunction with SSR code MEDA).*
4. *MEDA (Medical Case)–company medical clearance may be required. Not to be used for passengers with disabilities or reduced mobility who only require assistance or handling and who do not require a medical clearance. Refer to IATA Resolution 700 and AIRIMP 3.7.6 for guidance.*
5. *OXYG (Oxygen)–passengers travelling either seated or on a stretcher, needing oxygen during the flight (only to be used in conjunction with SSR Code MEDA).*
6. *AOXY (Airline Supplied Oxygen)—for passengers travelling either seated or on a stretcher, needing oxygen during the flight (only to be used in conjunction with SSR code MEDA) (by bilateral agreement).*
7. *STCR (Stretcher Passenger).*

d) Prior clearance shall always be requested also for the following passengers:

1. have a reservation for stretcher transportation (MEDIF form, pages 1 and 2);
2. would require medical attention or special equipment to maintain their health during flight;
3. might have their medical condition aggravated during or because of the flight;
4. can be considered to be a potential hazard to the safety or punctuality of the flight (including the possibility of a diversion and unscheduled landing);
5. suffer from any disease which is believed to be actively contagious and communicable. Chickenpox, mumps, measles and rubella infected passengers can not travel during contagious phase, other phases yes. The airline medical department can be consulted in all uncertain cases.
6. because of certain diseases, or incapacitation may have or develop an unusual behavior or physical condition, which could have an adverse effect on the welfare and comfort of other passengers and / or crew members.

Note: When stretcher is confirmed for flight (with or without passenger) loadcontrol shall be informed by Finnair Medadesk.

1.4.5.2 Medical Information Form

Each airline can use the IATA Medical Information Form (MEDIF) or use the operating airline's own form, if applicable.

Use Finnair's own form if applicable. The form and instructions to use Finnair MEDIF form can be found from finnair.com.

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1.4.5.3 Frequent Traveler's Medical Card

If a passenger is a frequent airline traveler and has a stable medical condition as established by an initial medical clearance, a Frequent Traveler's Medical Card (FREMEC) may be issued by the operating airline.

A FREMEC shall be acceptable as medical clearance provided that:

- *a) The travel is completed within its validity.*
- *b) The medical condition corresponds with the description provided.*
- *c) The passenger is its rightful holder.*
- *d) Any limitations stated thereon are observed.*

The IATA FREMEC form can be downloaded from the IATA Medical Manual at https://www.iata.org/en/publications/medical-manual/, or use the Finnair's own form, if applicable.

1.4.5.4 Advance Notification

Passengers are asked to advise the airline of their needs at the time of reservation.
Advance notification is required for the following, subject to airline acceptance and approval:

- *a) Passengers traveling on a stretcher.*
- *b) Passengers requiring a personal portable oxygen concentrator, ventilator or respirator on board.*
- *c) The carriage of an incubator.*

Notes:

1. *Information on the type of mobility aid as well as its weight, dimensions, battery type, special information (i.e., free wheel mode, removeable parts, Internet of Things (IoT) devices, seating systems, reclining mechanisms etc.) should be made available, to enable determine how to safely handle, secure and load the mobility aid.*
2. *The types of mobility aids are diverse, and each type of mobility aid has specific locations on the frame for tie downs and disassembly/assembly, care shall be observed when handling and loading/unloading.*

1.4.5.5 Seating

MEDA passengers are entitled to the most appropriate seating according to their needs, including the stowage of on board medical devices or equipment.

- *a) Provide appropriate seating, as per Finnair procedures and MEDA passenger actual needs:*
- *b) Provide adjacent seating, as applicable, for:*
  1. *Personal care attendants*
  2. *Safety assistants*
  3. *Readers/interpreters in the case of a vision or hearing impairment*
- *c) PWD/MEDA passengers may not be seated in emergency exits. Refer to Recommended Practice 1700c for more details.*

According to Finnair safety instructions the seating of PRM must never obstruct access to emergency exits or aircraft doors (Ref. AY OM-A 8.2.2.4). For specific seating instructions see ANNEX A 7.3.

Finnair Medadesk makes ASR seat reservation per safety requirements for the PRM and their able body assistants at the time when assistance service is confirmed. ASR seat is reserved free of charge. For passengers traveling in Economy class the seat is reserved as front as possible in the cabin class and by the window. Window seating is the basic rule regardless of the disability type but may be changed if the seat change does not cause safety issues as stated in AY OM-A 8.2.2.4. In case passenger wants to be seated in Comfort and ticket type does not allow free seating, normal fee shall be collected. In a case of free seating the ground personnel shall allocate the seats in co-operation with the cabin crew before boarding of the flight. Able body assistants shall be given seats immediately adjacent to the passenger they are accompanying. Free ASR-seating applies also for disabled passengers without need for additional assistance but traveling with an escort providing the assistance.

Groups of PRM are seated according to the same guidelines and into the same areas as individually travelling PRM. However, if a flight carries exclusively PRM and their able body assistants, there are no seating restrictions except the regulations concerning seating on emergency exit rows

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1.4.5.6 Request for Assistance without Advanced Notice

If a passenger's needs were not communicated at the time of booking, or a passenger is identified as a PWD or potential MEDA case upon departure, make all reasonable efforts to accommodate the passenger without delaying the flight. Ask appropriate questions and record required codes in the DCS.

In potential MEDA cases: Clearance by Medlink Group in ad hoc situations

If the ground personnel or the flight crew suspect that a passenger is not fit to fly due to an illness they should consult Medlink. Only Medlink may give a sick passenger a permission to travel as they specialise in air transportation and are familiar with all of the particular medical challenges involved. Calling can help to decrease the change of an in-flight medical event. Medical team may also speak to the passenger directly. Medical assessment and recommendations often take place in less than five minutes but call should always be done as early as possible to avoid possible delays. Any not fit-to-fly recommendation is clearly explained to the gate agent with a follow up notification to the airline. No need to ask permission to deny boarding due to medical reason, Medlink has the legal grounds to do that. Call can also be made even if passenger has MEDIF and you suspect that the condition of the passenger can worsen before the flight.

If medical support is not immediately available, ground personnel or flight crew shall consider denying boarding and ask the passenger to obtain medical clearance according to Finnair medical clearance policy.

If urgently in doubt concerning customer´s conditions contact:
Medlink, tel. +1 602 282 6640 (on all Finnair operated flights)
When contacting Medlink, state always

a) Your name / station you´re calling from
b) Passenger name and Finnair flight number he has been accepted on

1.4.6 Handling of PWDs not Requiring Medical Clearance

As per Finnair policy, some passengers may not be required to provide medical clearance. For example:

a) Expectant mothers up to a date specified before expected delivery.
   1. Finnair requires doctors certificate after 32nd week of pregnancy if the flight duration is more than 6 hours.
   2. Finnair recommends expectant mothers to carry a letter or statement from attending physician or midwife as a proof that pregnancy is progressing normally. The certificate can be signed by a midwife only in Finland, Denmark, Norway and Sweden.
   3. If the pregnancy is complicated, MEDIF form is required.
   4. Flying is allowed:
      i. Until the end of the 36th week (35 weeks + 6 days) in case of a singleton pregnancy if the flight duration is more than 2 hours.
      ii. Until the end of the 38th week (37 weeks + 6 days) in case of a singleton pregnancy if the flight duration is 2 hours or less.
      iii. Until the end of the 32nd week (31 weeks + 6 days) in case of a multiple pregnancy.
   5. If approval is needed and given by Finnair Medadesk the following information shall be inserted in the PNR: SK PREG AY-PREGNANCY CLEARANCE OK BY AY MEDADESK XX WEEKS + X DAYS
   6. If doubt concerning passenger's pregnancy and condition exists, the ground personnel handling Finnair flight shall always check the PNR for this text before any other action being taken. If there is no information in PNR, before offloading passenger Medlink, tel. +1 602 282 6640 (all Finnair operated flights) shall be consulted when possible.
b) Persons with simple fractures or injuries.
c) Persons who are reduced in mobility due to age.
d) SSR codes WCHR, WCHS or WCHC (and related wheelchair special handling codes WCMP, WCBD, WCLB, WCBW) provided the condition has remained unchanged for at least the past six months.
e) Persons who are visually or hearing impaired.
f) Persons with mental health issues.
g) New-born babies
   Healthy new-born babies need to be at least 48 hours of age before they are allowed to travel. Prematurely born babies are classified as MEDA cases and MEDIF form must be used.

1.4.6.1 Processing

Check additional needs have been communicated via the appropriate SSR codes and entered into the DCS and PNR. Verify personal care attendant and safety assistant requirements are fulfilled, if applicable.

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1.4.6.2 Right of Refusal of PWD and/or MEDA Cases

a) *General*

Refusing a PWD/MEDA passenger requires a legitimate reason. A PWD and/or MEDA case may be refused based on Finnair's General Conditions of Carriage (Right to Refuse Carriage).

b) *Reasons for Refusal*

Do not refuse a PWD/MEDA passenger for reasons related to their disability or conditions unless one of the following reasons is applicable, and in accordance with Finnair procedures.

1. *The person has such a degree of physical infirmity that the trip would likely result in complications or death, leading to a diversion.*
2. *The person requires individual nursing or care during the flight and is not accompanied by a suitable personal care attendant and/or safety assistant.*
3. *The person, because of their physical or medical condition, poses a direct threat to the health or safety of other passengers, their property, the aircraft or crew. Furthermore, the threat cannot be eliminated by providing additional aid or services or by other means (e.g., face masks, separate seating).*
4. *The person fails or refuses to submit themselves to the specific conditions of carriage required by Finnair.*
5. *Information is required about the person's medical condition (diagnosis) where the passenger's own physician refuses to disclose such information to the authorized medical service.*
6. *The person has a communicable disease and is in the infectious period (or does not have proper medical clearance).*
7. *Stretchers may be refused as per the aircraft type or airline procedures.*

For more information see AY GOM ANNEX A 7.4.1.

c) *Handling of PWD/MEDA Refusals*

In the case of refusal of a PWD and/or MEDA case, inform the passenger and explain the reason for refusal with reference to the General Conditions of Carriage.

Apply Finnair procedures with respect to rebooking to a later date and/or making all efforts to accommodate the passenger on the next possible flight, if applicable, or refunding the ticket.

1. *Enter all relevant information about the reason for refusal into the PNR or in the Finnair report (e.g., passenger refused [flight/date], lack of safety assistant [SITA address/agent name]).*
2. *Forward the PNR or report to the appropriate Finnair department. Document all details of the incident and submit as specified by Finnair procedures and local regulations.*
3. For flights to/from U.S. follow the required CRO process with relevant documents.

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1.4.7 Stretcher Transport

If accepted by Finnair, transport on a stretcher can be arranged provided advance notification is given for a passenger to be transported in a lying-down position.

a) If stretcher transport has been confirmed at the time of booking, accept the passenger as per Finnair procedures. Once stretcher transport is confirmed seats should be blocked in the check-in system (if check-in system is open).
b) Verify STCR codes.
c) Update status details in the check-in record.
d) Acceptance of stretcher cases is linked to:
1) Acceptance conditions of PWD/MEDA cases.
2) Provision for stretcher installation on board the aircraft (i.e., time permitting for removable of seats).

Passengers who can be transported only on stretchers can be accepted for transportation on Finnair aircraft provided that:

- transportation has been requested by the repatriation organisation at least 3 days prior to departure
- transportation can be performed using exclusively Finnair's own aircraft stretchers
- ambulance transportation at the station of departure and arrival has been arranged by the repatriation organisation (see below)
- only one stretcher patient can be accepted per aircraft

For inquiries concerning stretcher transportation procedures, contact Finnair Medadesk. tel. +358 9 818 31927 or fax +358 9 818 4825.

1.4.8 Oxygen for Medical Use

Finnair provides its own first aid oxygen equipment as well as oxygen systems required by flight safety regulations. Liquid Oxygen Systems are forbidden and the use of passenger's own oxygen is NOT allowed on board.

In case in-flight oxygen is required, it may only be arranged through the medical assistance groups approved by Finnair (currently EMA Group Ltd and SOS Intl.). They provide the service for the passengers that are requiring the use of oxygen and these passengers are then assisted during flight by a representative of the medical group.

A minimum of 48 hours advance notice is required. To determine the need of oxygen, the Finnair Medadesk shall be contacted. The reservations office should also advise attending physicians to contact them.

For safety reasons, consumption of oxygen from a first aid oxygen bottle on board is not permitted during take-off and landing unless the bottle is installed and secured with the approval of the airworthiness authorities.

Other Respiratory devices (POC and CPAP)

Portable oxygen concentrators (POC) are medical device units that do not contain hazardous materials as determined by carrier and assist a user of medical oxygen under a doctor's care. These units separate oxygen from nitrogen and other gases contained in ambient air and dispense it in concentrated form to the user. Finnair requires prior approval for the use of PPOC or CPAP devices on board and MEDIF is always mandatory. A list of approved POCs may be found e.g. at:
http://www.faa.gov/about/initiatives/cabin_safety/portable_oxygen/

Incubators

Carriage of prematurely born babies in incubators on Finnair flights is not allowed unless the devices and installation in the aircraft are approved by the authorities (see above Oxygen, safety reasons and electric supply/batteries).

Once Finnair has accepted a passenger requiring the use of oxygen on board an aircraft:

a) Arrange pre-boarding for the passenger.
b) Verify or add SSR codes for assistance. This is done by Medadesk.
1. Airline supplied oxygen during a flight (AOXY).
2. Personal Portable oxygen concentrator (PPOC).
c) *Seat the passenger as per Finnair procedures allowing for stowage of equipment.* Pre-seating is done by Medadesk at the time of confirmation of the OXYG.

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1.4.9 Inadmissible Persons and Deportees

1.4.9.1 Inadmissible Persons

a) *An inadmissible person (INAD) is a person who is or will be refused admission into a state by its authorities.*
b) *An INAD should depart on the first available flight.*
c) *The operating carrier should be advised by the responsible local authority about the conditions and the state of the INAD. This should be done well in advance of boarding.*
d) *Advise the cabin crew and PIC of INAD persons with judicial proceedings.*
e) *All stations en route shall be advised of the INAD on board.*
Note: *In general, INADs travel without being accompanied.*
f) *If assessed by the responsible authority, INADs may be accompanied if:*
    1. *The INAD physically resists carriage.*
    2. *The INAD has already been denied transportation by another airline.*
    3. *There is any sign the INAD might endanger the safety of the flight or passengers.*

For the above reasons, unaccompanied INADs may be refused at any stage.

All INAD cases shall be reported without delay to security@finnair.com.
Airlines are legally obliged to remove an inadmissible passenger that they have carried to the State concerned.
Finnair specific INAD instructions and forms to be used for reporting can be found in Finnair Partner Hub Facilitation page. Refer also to SEM 2.4.5 and SEM 2.4.7.

1.4.9.2 Deportees

a) *A deportee (DEPO) is someone who:*
    1. *Has been formally ordered by the authorities to leave that state.*
    2. *Is under arrest.*
    3. *Has to be transported to another state for legal reasons.*
    4. *Has applied for asylum and is transferred to the state responsible for the application.*
    5. *Is described by the term in the "Dublin Convention" as the reason for transportation.*
b) *DEPA–deportee accompanied: a deportee who is escorted by security personnel during flight.*
c) *DEPU–deportee unaccompanied: a deportee who is not escorted by security personnel during flight.*
Notes:
    1. *The responsibility for deportees lies fully with the state(s) concerned.*
    2. *Deportees will be accepted for carriage only upon the request of an authority and on operating airline approval.*
d) *If a DEPO resists transportation or gives rise to the assumption that they will be the source of annoyance to other passengers or crew members, only accept the DEPO according to the procedures for a DEPO who is escorted by authorized personnel during the removal (DEPA).*
e) *Refuse the carriage of deportees or inadmissible passengers if they are likely to:*
    1. *Involve any risk to the safety of the flight.*
    2. *Involve any hazard or risk to themselves, other passengers or crew members.*
    3. *Cause discomfort or make themselves objectionable to other passengers.*
    4. *Require special assistance from ground or in-flight staff.*
f) *Advise the cabin crew and PIC of DEPO passengers with judicial proceedings. As a starting point the PiC should always be informed of INAD and/or DEPO transportation whether they are with judicial proceedings or not.*
g) *All stations enroute shall be advised of the DEPO on board.*

All deportees travelling on AY flights must hold a confirmed DEPU/DEPA status in the PNR. Finnair Agent Service (agentservice@finnair.com) confirms a deportee, provided the quota on the flight is not full and provided a formal risk assessment document has been received from the deporting authority latest 48h before flight departure.

There is no legal obligation for Finnair to carry deportees on our flights; if the deporting authority has not fulfilled our requirements within the given timeframe, the deportee will not be accepted for travel.

Finnair specific DEPO instructions can be found in Finnair Partner Hub Facilitation page. Refer also to AY SEM 2.4.5 and 2.4.7.

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1.4.9.3 Seating of Inadmissible Persons and Deportees

Assign INADs, DEPOs and their escorts to seats in the rear of the cabin, but not directly adjacent to exits, in accordance with Finnair procedures.

1.4.9.4 Travel Documents of Inadmissible Persons and Deportees

Hand the travel documents to the crew if required by local authorities, local regulations or Finnair procedures.

For escorted deportees and inadmissible passengers, the travel documents shall be in the possession of the escorts.

1.4.10 Unruly Passengers

1.4.10.1 General Conditions of Passenger Carriage

For flight safety reasons, carriers may refuse carriage or onward carriage of any unruly passengers and/or those who appear by manner or physical indications to be under the influence of alcohol or drugs. This includes prevention of any violation of applicable laws, regulations or orders of any state or country to be flown from, into or over.

1.4.10.2 Handling Unruly Passengers During Check-In or Boarding

Report to the supervisor any unruly passenger behavior observed at check-in, in the lounge or at the boarding gate. Put baggage of such passengers on standby.

1.4.10.3 Unruly Passenger Denied Carriage

If an unruly passenger is denied carriage:

a) Offload the passenger in the DCS and offload their baggage from the aircraft (for exceptions see AY GOM 2.11.2).

b) Document the case in the airport or airline report with details of the passenger's condition (e.g., intoxication, general abuse). Always include security@finnair.com in the Finnair passenger disturbance report. Passenger disturbance report is available in Finnair Partner Hub.

1.4.10.4 Unruly Passenger is Accepted for Travel

If an unruly passenger is accepted for travel:

a) Inform the PiC and the senior cabin crew member.

b) Document the case in the airport or airline report with details of the passenger's condition (e.g., intoxication, general abuse).

c) Report the incident to the applicable departments and the onward airport.

1. Always include security@finnair.com in the airline report.
2. All documenting and reporting shall be done using secure mail in order to protect customer's personal data and ensure compliance with data protection regulations.

Finnair specific unruly passenger instructions can be found in Finnair Partner Hub Facilitation page, refer also to AY GOM 1.1.4.1.1 and SEM 2.4.6.

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1.5 Passenger Disruptions

1.5.1 Information and Communication to Passengers

In general, provide accurate information immediately and at regular intervals:

a) Ensure staff are briefed for consistent delivery of information.
b) Brief staff on the estimated time of departure, estimated time of arrival, and any provisions being offered.
c) Provide passengers with written information about their rights according to applicable regulations, upon request or as required.
d) Provide information in alternate formats to passengers with disabilities.

For Finnair specific instructions see AY GOM ANNEX A Customer Handling.

1.5.1.1 General Passenger Irregulatiry Guidelines

Irregularities in air traffic cause trouble and inconvenience to the passengers. Handling of these situations demands professional approach, promptness and skill from all personnel handling the flights. Customer service shall be well planned and flexible.

To help the personnel in explaining and apologizing to the passengers in the event of irregularity Finnair has published five different notices for ground personnel´s use. These are cancellation notice, delay notice, diversion notice, downgrading notice and involuntary notice for overbooked flight. In addition to these notices given to passengers affected by the irregularity, a copy of the Finnair Notice on Passenger Rights **must** also be given. All Finnair passenger rights and notices documentation can be found from Finnair Partner Hub.

Finnair will take care of its passengers regardless of the source of the irregularity. It is important to remember that good care of the passengers and the airline's legal responsibility are not always the same thing. The principle of taking good care of the passenger means to look after his welfare irrespective of whether the company has legal obligation to do so or not. Information regarding the company's responsibilities is available in the General Conditions of Carriage, see www.finnair.com.

As an EU member state carrier, Finnair follows the EC Regulation no 261/2004 that set the common rules for all EU member state carriers concerning passenger rights in irregularities. The aim of the regulation is to strengthen the rights of passengers and to ensure that air carriers operate under harmonised conditions in the liberalised market.

1.5.1.1.1 Co-ordination of Action and Information

Co-ordination of all irregularity arrangements, customer service and information shall be provided by the responsible supervisor at the station concerned in co-operation with Finnair Operations Control Center (OCC) and Customer Solution Management (CSM).

1.5.1.1.2 Advance Preparations

Updated plan for handling of flight irregularities, share of responsibilities and contact numbers shall be found at the Local Irregularity Procedure -manual (LIP). LIP is prepared for all stations with regular operations. For other stations LIP can be prepared if evaluated necessary by respective Ground Service Delivery Manager.

1.5.1.1.3 Co-operation with Crew

If passengers have to wait for the flight departure at the airport, the cabin crew may be requested to assist in customer service according to the instructions given by the ground staff.

1.5.1.1.4 Co-operation Between OCC, Customer Solution Management and GHSP

The control of the irregularity/disruption situation procedures has been concentrated to Finnair Operations Control Center (OCC) in Helsinki. OCC makes decisions concerning irregularity situations and Finnair Customer Solution Management (CSM) plans the rebooking of passengers in co-operation with OCC. Both of these instances can be contacted by phone and e-mail 24 hours a day.

FINNAIR OPERATIONS CONTROL CENTER / OCC (24h)
OCC SUPERVISOR (24h)
TEL : +358 9 818 5851
E-mail: occ@finnair.com

FINNAIR CUSTOMER SOLUTION MANAGEMENT / CSM (24h)
TEL : +358 9 818 1999
E-mail: service.recovery@finnair.com

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1.5.1.1.5 Basic Responsibilities Between the Parties

a) OCC receives irregularity information from the flight crew, Ground Handling Service Provider (GHSP) or technical department and starts to analyze and lead the irregularity incident
b) OCC is responsible for informing the station concerned, CSM and other relevant counterparts of the nature of irregularity, alternatives and/or solutions
c) OCC / CSM and GHSP agree on a customer contact point at the irregularity station (i.e. specified/numbered transfer counter, ticket desk, check-in desk) where passengers receive additional information / refreshments / rebooking
d) OCC / CSM and GHSP agree on a dedicated irregularity contact person and phone number for CSM's use to be able to contact the station in the situation concerned
e) CSM and GHSP communicate all further customer matters

1.5.1.1.6 GHSP Action Summary

a) GHSP gives pre-info to OCC about possible irregularity
b) Establishes a service point for passengers
c) Designates contact person for the irregularity
d) Informs OCC / SCM about contact information
e) Informs THA (Ticket Handling Agent) if available at the station
f) Contacts other carriers at airport in order to get actual seat availability numbers for their flights, if requested by CSM
g) Waits for OCC's info concerning analysis and instructions
h) Waits for CSM's contact concerning re-bookings and confirm the actual seat availability for the flights that CSM plans to make the rebookings for
i) Informs passengers at the airport of their new routings or bookings
j) GHSP has main responsibility of coordinating irregularity handling and customer care at local station, in cooperation with OCC and CSM
k) Reports by using Local Irregularity Procedure (LIP) check lists

1.5.1.1.7 Finnair Customer Solution Management (CSM) Action Summary

a) Receives information about irregularity from OCC
b) Decides together with OCC how to rebook passengers
c) Consults, if needed, with GHSP about the actual seat availability of those flights they are planning to rebook the passengers
d) Takes care of rebooking of passengers if a flight is to be cancelled or heavily delayed
e) Informs passengers by SMS/e-mail about the irregularity and new flight solutions if passengers' contact information is found in the reservation. Customer communications in disruption situations are primarily handled by Customer Journey Management team (CJM) in OCC. CJM team works in tight cooperation with the rest of the OCC stakeholders and decides customer information especially with CSM.
f) Arranges hotel accommodation together with Arrival Service at Helsinki Airport
g) Reports in the reporting system

1.5.1.1.8 Telephone Traffic

a) GHSP receives a phone call from OCC / CSM
b) GHSP informs THA (Ticket Handling Agent) if available at the station
c) GHSP informs passengers at the airport of their new routing/bookings, if passengers have not received information by SMS/e-mail
d) CSM takes care of rebooking and informs the station when rebooking is completed
e) GHSP has main responsibility of irregularity handling and customer care at local station, in cooperation with OCC / CSM
f) Passenger receive the same information from all contact points

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1.5.2 Delays

For Finnair specific instructions see AY GOM ANNEX A 8.

1.5.2.1 Disruptions Prior to or During Check-In

a) Update revised times in the DCS.
b) If applicable and as per operating airline procedures, rebook any connecting flights according to the airline's priority sequence.
c) Check the passenger and baggage through on the rebooked flight.
d) Update the airport flight information display system (FIDS).
e) Arrange the needed amenities (e.g., meals, hotel accommodation (HOTAC), transportation, passenger assistance, lounge access) according to the nature of the disruption.

1.5.2.2 Disruption Prior to or During Boarding

a) Reconfirm the departure gate/time and update the revised information in the DCS.
b) Advise passengers accordingly and at regular intervals.
c) Apply airline-specific procedures for certain categories of passengers.
d) Update the airport FIDS.
e) Arrange the needed amenities (e.g., meals, HOTAC, transportation, passenger assistance, lounge access) according to the nature of the disruption.

1.5.2.3 Disruption Upon Arrival

In the case of the delayed arrival of a flight:

a) The misconnecting passenger and baggage shall be rebooked and re-flighted accordingly.
b) Update airport FIDS.
c) Arrange the needed amenities (e.g., meals, HOTAC, transportation, passenger assistance, lounge access) according to the nature of the disruption.

1.5.3 Misconnections/Cancellations/Diversions

Handle misconnections, cancellations and diversions in accordance with the operating airline's General Conditions of Carriage.

For Finnair specific instructions see AY GOM ANNEX A 8.4 and 8.5.

1.5.4 Involuntary Change of Class

Involuntary changes of class shall be handled in accordance with operating airline procedures.

For Finnair specific instructions see AY GOM ANNEX A 8.1.7.

1.5.5 Denied Boarding due to Unavailability of Seats

a) Passengers holding a confirmed reservation may be denied boarding due to a variety of reasons for example:
    1. Overbooking of the flight.
    2. Reduced aircraft seating capacity due to unserviceable equipment.
    3. Reduced weight/seat capacity due to a payload restriction.
    4. Change of aircraft type or version.
b) Apply operating airline procedures for denied boarding:
    1. If applicable, solicit volunteers and offer compensation and/or reprotection.
    2. Provide written notice, as per government regulations.
    3. Apply the airline's involuntary denied boarding procedures if insufficient volunteers are solicited.

For Finnair specific instructions see AY GOM ANNEX A 8.6.2.

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1.5.6 Mishandled or Unclaimed Baggage

1.5.6.1 Mishandled or Unclaimed Baggage - General

a) Mishandled or unclaimed baggage include one or more of the following baggage disruption incidents:
   1. Delay of checked baggage
   2. Loss of checked baggage
   3. Damage or partial loss of checked baggage
   4. Pilferage of baggage or items from baggage

b) Enter mishandled or unclaimed found baggage details into the tracing system as defined by Finnair procedures.

c) Legal time limits apply to the reporting of loss, delay, damage or pilferage of baggage, see Finnair policies and applicable conventions.

For additional information about baggage claim handling procedures and mishandled baggage see AY GOM ANNEX B 4.

1.5.6.2 Storage of Mishandled Baggage

Store mishandled baggage in a safe and secure area where access is controlled. Where required, make sure such baggage is subject to security controls before being loaded into an aircraft in line with the security requirements of the forwarding carrier, receiving carrier and relevant authorities.

1.5.6.3 Handling of Mishandled Baggage

a) Mishandled baggage shall be forwarded without charge by the fastest possible means using the services of any IATA member airline, to the airport nearest to the passenger's address

b) Ensure the number of unaccompanied bags is included in the baggage counts for load control

c) Use manual RUSH indicator

d) In case of any mishandled firearms or ammunition as baggage
   1. Finnair representative at the arrival station shall immediately inform the station where firearm or ammunition was mishandled regarding the procedure required at the arrival station concerning firearms or ammunition forwarded as expedite baggage.
   2. There might be local authority requirements on firearms or ammunition as expedite and those requirements must be informed before firearms or ammunition can be forwarded to the arrival station.
   3. This procedure does not concern Finnish domestic stations.
   4. When forwarding mishandled firearms or ammunition, firearm or ammunition procedures in AY GOM 1.1.6.13 shall be followed.

e) Whenever significant amount of mishandled baggage will be transported on a flight inform load control as soon as practical in order to be taken into account in EZFW and loadplanning.

1.5.6.4 Delivery of Mishandled Baggage

Previously mishandled baggage shall be delivered in the most appropriate and fastest way in line with Finnair procedures.

1.5.6.5 On-Hand Baggage

On-hand baggage or unclaimed found baggage is baggage that has missed the flight upon which it was intended to travel. The station/ground handling service provider that created the on-hand file are responsible for the tracing for the first five days. Then, it is sent to secondary/central tracing for further action.

1.5.6.6 Delayed Checked Baggage/Missing Baggage

Delayed baggage is checked baggage not available to passengers when they present the baggage identification tag at the point of stopover or destination. For the first five days, the station that created the tracing file is responsible for primary tracing and information to the passenger about the status of the file. The maximum tracing period should be 21 days (as per the Montreal Convention) but may be longer based on operating airline procedures.

Baggage that has missed the flight upon which it was intended to travel should be forwarded by fastest flights available to the final destination after confirming that the passenger did travel on the missed flight. Otherwise the bag should be considered to be on-hand.

1.5.6.7 Secondary Tracing

Secondary tracing is the process of taking over the responsibility for further action on open mishandled baggage tracing files by the department as defined by Finnair procedures.

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1.5.6.8 Mishandled Mobility Aids

Damaged, delayed or missing mobility aids should be handled as a priority:

a) *Document incident as per Finnair procedures.*
b) *Make all possible efforts to provide a suitable equivalent loaned item or replacement, as needed and as per Finnair procedures.*
c) *Arrange for the repair or replacement of the item, if needed.*

1.5.6.9 Mishandled Live Animal

Delay of or injury to an AVIH should be handled as a priority. See also AY GOM ANNEX B 4.3.

1.5.6.10 Legal Time Limits for Reporting

Loss, delay, damage or pilferage of baggage must be reported immediately upon arrival, or within 7 days for damage, 21 days for delay, subject to Finnair procedures. Follow standards from the IATA Baggage Services Manual.

Any action in court to claim damages must be brought within two years from the date of arrival of the aircraft, or from the date on which the aircraft ought to have arrived.

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2 Baggage Handling Procedures

2.1 The Baggage Journey

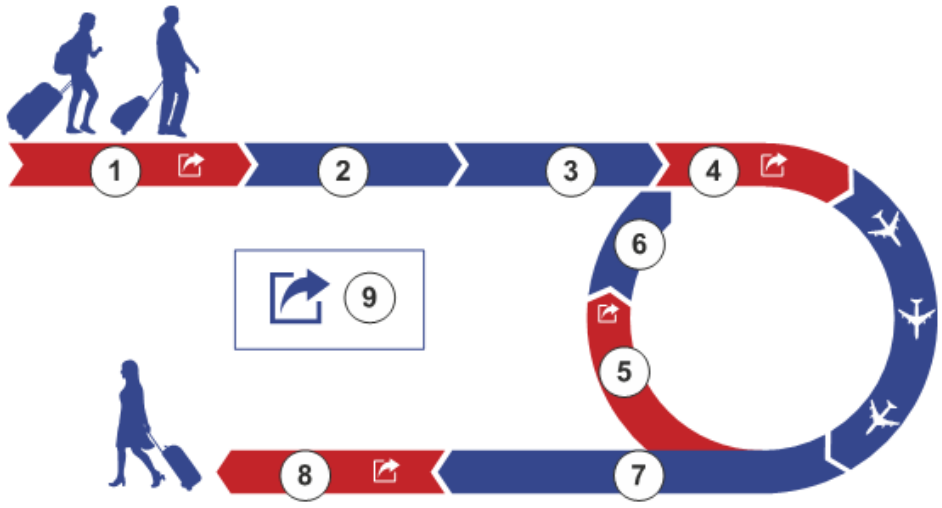
This chapter presents the flow of baggage handling from the planning and preparation of activities, though execution and monitoring of the processes. Baggage check-in procedures are addressed in AY GOM 1.
The chapter covers standard baggage handling procedures. Since airlines and airports differ from one another, deviations from these procedures are possible.
Baggage tracking is part of the IATA End to End baggage program that aims to improve baggage handling efficiencies through information sharing.
As per Resolution 753, IATA members shall maintain an accurate inventory of baggage by monitoring the acquisition and delivery of baggage.
Members shall be able to:

a) *Demonstrate delivery of baggage when custody changes*
b) *Demonstrate acquisition of baggage when custody change*
c) *Provide an inventory of bags upon departure of a flight*
d) *Exchange the above information with other airlines as needed*

The provisions of Resolution 753 have been in effect since 1 June 2018.

The diagram shows the generic flow of checked baggage, from baggage acceptance through to the return of the baggage to the passenger. In some cases, and upon specific arrangements that recognize security measures between airports of origin, transfer and arrival, transfer screening may become non-mandatory.

Picture 3. The Baggage Journey



NUMBER	DESCRIPTION
1	Departing Baggage
2	Security
3	Sort
4	Baggage Build
5	Transfer Baggage
6	Security
7	Unload
8	Arrival
9	Information Sharing

Note: *INFORMATION SHARING: Airlines should share tracking information with interline partners as needed.*

Refer to ICAO Annex 17 Standard 4.5.4. See also IATA Security Management System (SeMS) Manual, Section 6.8 Recognition of Equivalence.

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2.2 Baggage Activities

2.2.1 Introduction

There are several baggage activities that take place in an airport. These can be broadly classified as:

a) Passenger Baggage Acceptance (see AY GOM 1.1.6)
b) Baggage Handling–this chapter
c) Aircraft Loading and Unloading (see AY GOM 4.5)

***Note:** Passenger baggage is baggage that remains with the passenger during their journey and travels in the hold of the same aircraft as the passenger. This may include cabin baggage retrieved for various reasons that may need to be checked in (see AY GOM 1.1.6.2).*

2.2.2 Personnel Roles

Throughout this chapter, reference is made to tasks that are performed to execute baggage operations. These tasks may be undertaken by different types and groups of personnel depending upon the operation size and structure at the airport. Typical roles include:

a) Management staff member–responsible for overseeing the performance of the operation, making decisions on how to operate based on feedback from the operational personnel.
b) Support staff member–responsible for planning baggage operations and collecting metrics, including rerouting misconnections to ensure a smooth baggage operation.
c) Baggage personnel–operational personnel who are responsible for the movement and monitoring of baggage through the dedicated baggage make-up areas, including immediate reporting of any unauthorized persons in the baggage make-up area, reconciling baggage and collecting/delivering baggage from/to the aircraft.
d) Ramp loading personnel–operational personnel who are responsible for ramp activities, including loading and/or offloading and immediate reporting of any unauthorized persons on the ramp (without a visible airport badge).

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2.3 Safe Baggage Handling

It is important that all personnel are aware of the risks associated with baggage handling, are properly trained and follow the guidance below as a minimum to ensure their health and safety:

- *a) Handling Techniques*
  1. *Baggage handling operations require personnel to manually handle equipment and baggage, such as pushing and pulling non-motorized GSE (e.g., baggage carts), loading heavy bags, ULDs, etc.*
  2. *Baggage personnel should be aware of the best lifting techniques to be utilized at all times to reduce the risk of injury while handling baggage.*
  3. *See AHM 462 4.5.3 for handling techniques and principles of manual handling.*
- *b) Baggage personnel should not lift more than their physical capabilities to avoid injuries.*
- *c) Ensure appropriate care is taken regarding health and safety to ensure personnel do not sustain injuries while handling baggage. Where available, make use of assistive devices for moving heavy loads.*
- *d) Ensure appropriate personal protective equipment (PPE) is available and used.*
- *e) Ensure baggage is handled in an appropriate manner (e.g., positioned rather than thrown onto the belts).*
- *f) When using baggage carts or dollies, use the safety precautions as per AY GOM 3.1.3.3.*
- *g) Verify the coupling/uncoupling of baggage carts, dollies and/or trailers. Ensure nobody is working between or nearby prior to moving.*



Danger:
Be extra careful of hands, fingers and feet when moving and connecting baggage carts or dollies to the tractor or another GSE. Always use the handle and never the tow ring. Seek assistance, if required.

2.4 Departure Baggage Handling (Including Special Baggage)

2.4.1 Planning

Depending on the size of operation at a station, it is important for each departing flight, a pre-planning process is put in place to include:

- *a) Review all types of expected checked items for each departing flight and plan for:*
  1. *The number of checked items and their categories (i.e., transferring or terminating baggage).*
  2. *The required number of carts and ULDs.*
  3. *Handling of any special baggage items that are planned for departure.*
  4. *Staff assigned to deliver baggage to/from the aircraft/staging area (refer to AY GOM 4.5.6.2).*
- *b) Review the arrival of transfer baggage for the departing flight:*
  1. *Determine which arrival flights have transfer baggage for the departing flight.*
  2. *Monitor these flights for the transfer baggage to ensure the transfer baggage can make their connections.*
  3. *Plan for short-connection baggage to the baggage sorting system or on a tail-to-tail basis as needed.*
- *c) Review the departure flight parking stand location to plan for on-time delivery of baggage.*
  1. *Determine the driving time to the departure stand.*
  2. *Determine any special conditions for the use of the stand, such as supervision of baggage awaiting loading or additional security measures in place for the flight.*
  3. *Consider adverse weather conditions and protection from extreme temperatures.*
- *d) Plan for any special handling equipment that will be used and brief baggage personnel on their use, as needed. This may include processes and procedures for handling mobility aids, weapons, live animals, etc.*

2.4.2 Preparation for Departing Baggage

- *a) Verify the build location that has been allocated for the departure flight.*
  There may be more than one build location for the flight, such as:
  1. *Specific segregations being built in different areas.*
  2. *Specific build location for out-of-gauge (OOG) items, (e.g., sporting equipment).*
- *b) Ensure that the baggage personnel working at the OOG baggage point are aware of the build and/or allocated stand for delivery of items that arrive at the OOG point.*
- *c) Ensure the signage for the flight departure is up-to-date (i.e., stand information is appropriately displayed).*
- *d) Ensure the ground personnel handling the flight are aware of any special baggage items requiring processing, especially mobility aids.*

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2.4.3 Execution of Departing Baggage

a) Ensure the baggage build location (e.g., baggage chute/carousel/lateral) and segregation for the departing flight is correct by validating against the baggage sortation plan.
If baggage is destined for another build area arrives at the build output,
1. *Notify the BHS team.*
2. *Move these bags to the correct build output or pass them to baggage handlers.*

b) Ensure the Unit Load Device (ULD) for the baggage to be loaded is serviceable (see AY GOM 4.5.9.3).

c) Ensure any baggage carts being used are serviceable (see AY GOM 3.1.3.3).

d) Ensure all mandatory screening and securing of baggage is performed as required.

e) Produce ULD cards showing the correct flight and segregation of baggage for that ULD/baggage cart.

1. Identification/labelling of bulk load units
   Trolley tag or slip shall be attached to trolleys, carts, etc. loaded with bulk load.
   When loaded with baggage, the tag or slip shall contain the following minimum information:
   i. destination
   ii. flight number/date
   iii. number of baggage pieces
   The code indicating baggage commodity (BB/BF/BT/BH/BL/D) and/or special load is recommended.
2. Identification/labelling of ULDs, see AY GOM 4.5.9.2

f) To identify containers and baggage carts, and to allocate the appropriate segregation and flights, it is necessary to produce ULD cards (electronically or manually). These cards are often produced in the baggage reconciliation system (BRS) and show a barcode that can be scanned to identify the allocation of the container or cart to the baggage reconciliation/tracking system. These are known as ULD cards. Apply sorting and loading procedures for containers and carts based on Finnair procedures (ref. AY GOM 5.4.1.1.1) with respect to checked baggage tagged as:

1. *Priority baggage*
2. *Heavy baggage*
3. *Connection baggage*
4. *Late baggage*
5. *Fragile baggage*
6. *Sporting equipment*
7. *Mobility aids*
8. *Live Animals in Hold (AVIH)*
9. *Crew baggage*
10. *Baby strollers/push chairs*
11. *Gate delivery items*
12. *Items containing dangerous goods (i.e., dry ice)*
13. *Standby baggage*

g) All BHSs are subject to errors. This means that occasionally baggage will be directed to either a default output point or arrive at the wrong output point. Without human action, this baggage will miss its intended flight. Therefore, based on the local provider and/or airport authority, and subject to Finnair and ground handler agreements, it is advised to have baggage teams that can take this baggage from the incorrect output location to its intended location or flight.

h) Where baggage is being palletized, ensure the pallet is structurally safe and the net attachments are in place (see AY GOM 4.5.7).

i) Where tracking/reconciliation is performed electronically in the baggage make-up area:

1. *Scan the ULD/baggage cart card for the designated appropriate category.*
2. *Scan the barcode of the baggage tag.*
3. *Verify the load has been confirmed as being on the correct flight (obtain a "Positive" passenger bag match by visually inspecting the baggage tag and by electronically scanning the tag to ensure a confirmed load response is received from the scanner).*
4. *Place tagged baggage in the appropriate ULD/baggage cart. Ensure baggage is handled in an appropriate manner (e.g., positioned rather than thrown into the ULD/baggage cart).*
5. *Place the baggage to one side for resolution in case the baggage is identified as not being a "Positive" passenger bag match or not loaded to the correct flight/destination.*
6. *Compare expected baggage count and received baggage count to achieve a zero-baggage missed rate.*

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j) Where reconciliation is performed manually in the baggage make-up area:

1. *Visually inspect the baggage tag to check the flight number and destination.*
2. *Detach one of the removable tabs and apply to the ULD/baggage Bingo card.*
3. *Load in numbered sequence (in loading order) to assist offloading if applicable.*
4. *Place tagged baggage in the appropriate ULD/baggage cart. Ensure baggage is handled in an appropriate manner (e.g., positioned rather than thrown into the ULD/baggage cart).*
5. *Compare expected baggage count and received baggage to achieve a zero-baggage missed rate.*

k) When the ULD/baggage cart is filled and an appropriate number of ULDs/baggage carts are available for delivery, the build is complete or at a specified time before departure:

1. *Close and seal the ULDs and/or cover baggage carts, as appropriate.*
2. *Arrange delivery of the ULDs/baggage carts to the aircraft for loading. If applicable, coordinate with the ramp personnel responsible for aircraft loading.*

l) Wheelchairs and Mobility aids delivered for carriage in the check-in area:

1. *Ensure that the mobility aid is collected from the check-in area and taken to the baggage build area via the allocated OOG baggage route, as defined by local airport regulations. At some locations, the OOG baggage route will necessitate the mobility aid being walked through a security checkpoint to reach the baggage build area.*
2. *Handle all mobility aids in accordance with the IATA Dangerous Goods Regulations Manual (IATA DGR),* AY GOM 1.1.6.12 e), 2.7.3.1 and 2.7.3.2.
3. *Ensure that the person responsible for planning and loading the aircraft is advised of the number and types of mobility aids processed for carriage. Typically, this information is disseminated to the next station via a Load Distribution Message (LDM) or Container Pallet Message (CPM).*

m) Where tracking/reconciliation is performed at the aircraft side:

1. *Unload the baggage from the baggage cart directly onto the loading conveyor for the appropriate aircraft hold into which the baggage will be loaded.*
2. *Scan the baggage tag barcode or baggage license plate number for the baggage to be loaded.*
3. *Verify the load has been confirmed as being on the correct flight (i.e., Positive passenger bag match has succeeded for the baggage).*
4. *In case the baggage is identified as not cleared to load then place the baggage to one side for resolution.*
5. *When baggage is loaded and a passenger does not board the flight or is removed from on board the aircraft, follow Finnair procedures for treating the baggage (i.e., off-loading or transporting the baggage as unaccompanied), according to the risk assessment and locally applicable regulations.* See AY GOM 2.11.2.

n) At the completion of the baggage build process, the baggage personnel should do a cross-check that the baggage has been built according to the load plan for the departing flight with load control. Discrepancies and variations need to be communicated to the load control, as soon as possible.

2.4.4 Handling Gate Delivery Items

a) The passenger team will identify and label any baggage that is taken from a passenger at the gate due to size and/or weight restrictions.

b) Record the baggage tag for tracking and/or reconciliation as per Finnair procedures.

c) Ensure the item is collected from the gate area to the aircraft for loading.

d) Where a passengers wishes to continue to use their own mobility aid until they have boarded the aircraft ensure that:

1. *The mobility aid is collected after the passenger has boarded the aircraft.*
2. *The mobility aid is handled in accordance with the IATA DGR, ,* AY GOM 1.1.6.12 e), 2.7.3.1 and 2.7.3.2.
3. *Ensure that the persons responsible for the planning and loading of the aircraft is advised of the number and types of mobility aids processed for carriage. Typically, this information is disseminated to the next station via the LDM or CPM.* If mobility aid is intended to be available at the aircraft door upon arrival, code DAA shall be included in LDM/CPM message SI text.

e) To ensure gate delivery items required to be made available at the aircraft door (i.e., Wheelchairs, Mobility aids)*:*

1. *Ensure a Delivery At Aircraft (DAA) flag/exception code is updated in the Baggage Source Message (BSM) and/or Baggage Processed Message (BPM).* (not applicable for AY)
2. *Ensure a DAA tag is applied to readily identify the item in the aircraft hold.* Attach Finnair Mobility Aid Gate Delivery label for mobility aid collected at boarding gate or aircraft door.
3. *Scan the DAA's baggage tag* upon loading (electronic or manual baggage reconciliation as applicable)
4. Ensure required mobility aid information and additionally code DAA is included in LDM/CPM SI text.

Note: *See AY GOM 1.1.6.12 for DAA procedures.*

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2.4.5 Monitoring the Departing Baggage Operation

Baggage performance monitoring is a key element of airline and baggage handling operations. There are a number of metrics that can be captured and applied to key performance indicators. The actual metrics used to monitor the operation depend on the ground handling services providers and airlines involved. Metrics that may be useful include:

- *a) Number of bags left behind*
- *b) Number of bags accepted late from the check-in/baggage system*
- *c) Number of bags received without tags*
- *d) First bag loaded*
- *e) Last bag loaded*
- *f) Number of gate bags*
- *g) Number of bags delivered to the incorrect system output*

2.5 Transfer Baggage

2.5.1 Planning Transfer Baggage

Depending on the number of transfer baggage expected, it is important for each flight with transfer baggage that a pre-planning process is put in place, to be aware that:

- *a) Transferring baggage may arrive up to 24 hours prior to the departing flight and can also arrive close to the departure time of the departing flight.*
- *b) Planning shall be according to connection times of the arriving feeder flights.*
  ***Note:** Transfer baggage planning can make a big difference to the overall performance of an airport or airline. The most common causes of baggage mishandling are in the transfer baggage process.*
- *c) Review the list of arrival flights to obtain:*
  1. *The number of transfer baggage arriving before the departing flight is open for build. Allocate a storage area for these early bags.*
  2. *The number of transfer baggage that will arrive during the time the departing flight is open for build. In consultation with other stakeholders and subject to approval by local authorities (tail-to-tail) decide if:*
     - *i. These bags are being handled by the BHS or being delivered tail-to-tail, if applicable/operationally permissible.*
     - *ii. Baggage personnel will be allocated to deliver the baggage rapidly to the baggage sortation system or on a tail-to-tail basis for baggage with short-connections.*
     - *iii. If tail-to-tail operations are planned, inform the baggage hall and ramp personnel so additional loading units are made available on the ramp.*
  3. *The number of transfer baggage that will arrive after the departure flight has closed for build, and determine:*
     - *i. If it is possible for the departure flight to accept late baggage and to extend build time and facilities.*
     - *ii. Identify which baggage is to be re-flighted (refer to AY GOM 2.9).*
- *d) Plan the use of GSE such as baggage carts and ULDs.*
- *e) Segregate mixed baggage for the departing flight in accordance with Finnair procedures.*
- *f) Plan for any special handling equipment use and brief personnel on that use as needed. This may include processes and procedures for handling mobility aids, weapons, AVIH, etc.*
- *g) For tail-to-tail transfers (In accordance with approval by local authorities):*
  1. *Plan the collection of inbound transfer baggage and the delivery to the departing flight.*
  2. *Plan handover points for the tail-to-tail drivers for the departing flight.*
- *h) Determine the different categories for the departing flight (e.g.,* priority *vs economy baggage, onward connecting baggage containers of baggage that will be unloaded from one flight and loaded onto another during a transfer stop, e.g., Hub containers).*

2.5.2 Preparation for Transfer Baggage

- *a) Ensure the baggage handling team knows of storage locations for baggage that has arrived prior to departing flight opening so that they can collect the transfer baggage, as necessary.*
- *b) Dispatch the baggage team and any necessary GSE as per their allocated tasks (e.g., collection, delivery).*

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2.5.3 Execution of Transfer Baggage

a) *Collect the transfer baggage from the arrival flight.* Transfer and priority baggage shall be unloaded first when unloading sequence permits.

b) *Deliver the baggage to the appropriate location:*

1. *Baggage Handling System*
    i. *Deliver the baggage to the transfer baggage inject point.*
    ii. *Unload the baggage at the transfer baggage inject point.*
    iii. *Scan the baggage to record delivery to the baggage handling system.*
2. *Tail-to-tail*
    i. *Scan the baggage at the point of collection.*
    ii. *Deliver the baggage to the departure aircraft.*
    iii. *Scan the baggage upon loading into the departing aircraft.*
3. *Storage Areas*
    i. *Deliver the bag to the storage area.*
    ii. *Scan the bag to record delivery to the storage area.*

2.5.4 Monitoring of Transfer Baggage

Transfer baggage should be monitored in accordance with Resolution 753 to record the number of bags making their connections, as applied to departing baggage.

Minimum Connecting Times (MCT) must be achieved for all transfer baggage.

2.6 Terminating Baggage

2.6.1 Planning

a) *Review relevant messages (e.g., baggage manifest message (BMM), CPM, LDM) for the arriving flight to determine the number and location of terminating and transfer baggage, including special baggage.*

b) *Review the arrival flight parking stand details.*

c) *Plan for personnel to meet the aircraft and determine the arrival activities, including the time at which they should be present at the stand.*

d) *Plan any special handling equipment and briefing needed to meet the incoming aircraft.*

2.6.2 Preparation for Terminating Baggage

a) *Allocate or/confirm a reclaim point for the arrival flight based on the number of terminating items expected. Local airport regulations or Finnair procedures may apply.*

b) *Allocate or/confirm the terminating baggage inject point.*

c) *Verify all the allocated GSEs are in good working order.*

d) *Ensure the baggage team is aware of the delivery locations for terminating baggage including special baggage.*

e) *Ensure the arrivals ground personnel meeting the aircraft are aware of any special items processing, especially mobility aids.*

f) *Ensure the signage for the arrival flight is up-to-date and appropriately displayed.*

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2.6.3 Execution of Terminating Baggage

2.6.3.1 Collection

a) *Liaise with the ramp team for the collection of baggage according to the unload plan (e.g., CPM, LDM).* Transfer and priority baggage shall be unloaded and delivered first, unless otherwise requested.

b) Verify the load collected is the appropriate load as per the unload plan/labeling of ULDs and/or baggage labeling.

c) Sign for the handover, as appropriate.

2.6.3.2 Delivery

a) Deliver the baggage to the designated location for terminating baggage.

1. *Observe the priority plan for the offload.* Place priority and crew baggage onto the reclaim first, then place economy baggage onto the reclaim.
2. *Observe such government required screening and securing of baggage, as appropriate.*
3. *First bag/last bag time recording: these times are often key metrics for monitoring baggage performance. Some systems can record this time automatically when a bag is scanned by an automatic tag reader (ATR), while others require manual action such as pushing a button.*
    - *i. Where a system is provided that requires a manual operation to indicate the delivery of the first bag, use this when the first bag is delivered.*
    - *ii. If no such system exists, record the flight number and time of first bag delivery manually if this is required by Finnair procedures.*
    - *iii. Once baggage delivery is complete, record the time of the last bag either manually or using a system if such a system is provided.*
    - *iv. Where required, indicate that the last bag has been delivered by placing a baggage tub on the reclaim marked as last bag delivered or alternatively by tagging the last bag injected to the reclaim with a last bag tag.*

b) Ensure there is good communication between the ramp and baggage operations teams and the passenger team regarding the process of the unload, especially in the event of issues or delays.

c) If a bag is visibly damaged, the bag should be secured as per Finnair procedures.

d) Baggage that has been delivered to the arrival hall must be rescreened before being loaded onto another aircraft.

e) Transfer baggage that is accidentally delivered to the arrival hall should be stored securely until processed for transfer.

f) Gate-checked bags are returned in the baggage claim area. Items accepted as ‘delivery at aircraft’ are returned at the aircraft door.

2.6.3.3 In the Arrivals Hall

a) If the reclaim belt is overloaded with baggage, bags should be removed from the belt and set aside in a secure manner (i.e., where they can be observed) in an area that does not present a safety risk for passengers.

b) Once all bags have been delivered to the reclaim and passengers have progressed away from the reclaim area, a sweep of the baggage belt should be undertaken to remove RUSH bags and any unclaimed/remaining bags to the lost and found office or other designated area for further processing.

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2.6.4 Monitoring of Terminating Baggage Processes

The operational performance indicators needed will vary according to the airline and handling companies involved in the delivery of the terminating baggage. No targets for these measures are shown here, although the following measures may be useful:

a) *First Passenger to First Bag*
This is the time between the first passenger from an arrival flight arriving at the baggage carousel and the first bag from the same flight being delivered to the carousel. This is a measure from the Airport Design Reference Manual.

b) *Last Passenger to Last Bag*
This is the time between the last passenger from an arrival flight arriving at the baggage carousel and the last bag from the same flight being delivered to the baggage carousel. This is a measure from the Airport Design Reference Manual.
***Note:** Both the above measures are difficult to record, as it is not always evident when the first and last passengers arrive at a reclaim carousel, especially if that carousel is allocated to several flights.*

c) *First Bag Delivery Time*
This is the time of delivery of the first bag to the baggage reclaim belt.

d) *Last Bag Delivery Time*
This is the time of delivery of the last bag to the baggage reclaim belt.

e) *Baggage Delivery Duration*
This is the duration of the delivery of baggage for an arrival flight, measured from the first bag delivery time to the last bag delivery time. It is also possible to record the delivery time for specific baggage types, such as all priority baggage.

f) *Bags Damaged on Arrival*
This is a count of the number of bags delivered to the baggage reclaim belt that have been damaged during their journey. This damage can occur at any point in the journey, or the passenger may have used a bag that was damaged before their journey started. It is useful to record this as it allows the number of damaged bags on different flights to be compared.

g) *Bags Delivered Out of Plan*
This is a count of the number of bags that have been delivered out of the intended delivery plan. This can include priority baggage delivered after economy baggage or special baggage delivered to the regular reclaim area, etc.

Baggage shall be delivered in accordance with Finnair instructions agreed in Service Level Agreement SLA.
The time standards (aircraft on blocks plus) for delivering local baggage to pick up area are defined for each station in SLA.

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2.7 Special Baggage

2.7.1 Special Baggage - General

The following needs to apply when handling special baggage:

a) Ensure special baggage to be accepted meets the dimension requirements (e.g., size, weight, volume) as specified by Finnair procedures.

b) Ensure any special baggage accepted for carriage that has not been pre-declared has the required documentation, as per Finnair airline procedures. This normally applies to Mobility aids, Firearms and AVIH.

c) Ensure all special baggage items are packed in a manner that is suitable for transport and cannot jeopardize the safety of the aircraft, personnel, and its contents.

2.7.2 Planning for Departing Special Baggage

See AY GOM 2.4.1 for preparation of terminating baggage.

2.7.3 Special Baggage Handling

a) Handling of Wheelchairs and Other Mobility aids are to be carried out in accordance with Finnair procedures, with the acceptance of battery-operated mobility aids subject to the IATA Dangerous Goods Regulations (DGR) Table 2.3A (see AY GOM 1.1.6.12 e), 2.7.3.1 and 2.7.3.2).

b) Handling of Crew Baggage (see AY GOM 1.1.6.12 b))

c) Carriage of Firearms or Ammunition *(see AY GOM 1.1.6.13)*

d) Handling of Sporting Equipment (see IGOM 1.1.6.12 d))

e) Handling of DAA baggage (see AY GOM 1.1.6.12 c))

2.7.3.1 Handling of Wheelchairs/Mobility Aids

Battery-operated wheelchairs or mobility aids for use by passengers whose mobility is restricted by a disability, their health or age, or a temporary mobility problem (e.g. broken leg), may be carried as checked baggage with the approval of Finnair provided battery-operated wheelchairs or mobility aids comply with AY GOM 2.7.3.2 and IATA Dangerous Goods Regulations (DGR).

Apply the following in case of battery-operated wheelchairs and mobility aids:

a) For a wheelchair or mobility aid with an installed battery, inform the Pilot-in-Command (PiC) of the location.
Ground Handling Service Provider shall inform loadcontroller of the flight who will add this information as SI-text of loadsheet.

b) When the battery is removed from the wheelchair or mobility aid or spare battery is transported, inform the PiC of the location of the battery:
   1. If the battery is loaded to cargo compartment ground handling service provider shall inform loadcontroller of the flight who will add this information as SI-text of loadsheet.
   2. If the battery is transported in cabin ground handling service provider shall inform Pilot-in-Command directly.

c) Stow and secure the wheelchair/mobility aid device to prevent unintentional operation and ensure it is protected from being damaged by the movement of baggage, mail or cargo.

d) Ensure load control is aware of the carriage of electric mobility aids.

e) A message shall be sent to the destination or transfer station to ensure the availability of the wheelchair to the passenger as soon as possible. The message should indicate the passenger's name and seat number and the location of the wheelchair and the battery, if separated from the wheelchair.
(for example LDM, CPM and PSM messages)

See AY GOM 1.1.6.12 c) for information regarding DAA process.

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2.7.3.2 Handling of Battery Operated Wheelchairs/Mobility Aids

[Ref. OM-A 9.4.5.3]

There are three main types of batteries used with wheelchairs or mobility aid devices:

Table 9. Types of Batteries

Type of battery	Description	SSR Code	Special Handling Code
Non-spillable /dry batteries	Non-spillable wet batteries (IATA DGR Special Provision A67), nickel-metal hydride batteries (IATA DGR Special Provision A199), alkali-manganese, zinc-carbon, nickel-cadmium batteries and any other electrical battery having the potential of a dangerous evolution of heat (IATA DGR Special Provision A123)	WCBD	WBD
Spillable batteries	Wet battery	WCBW	WBW
Lithium-ion batteries	Lithium ion battery	WCLB	WBL

Pre-notification is required and acceptance is subject to Finnair approval.

2.7.3.2.1 Accepting and Handling of Wheelchairs/Mobility Aids with Non-spillable Wet Batteries, Nickel-Metal Hydride Batteries or Dry Batteries

a) Batteries in this category:
   1. non-spillable wet batteries (which comply with IATA DGR Special Provision A67)
   2. nickel-metal hydride batteries (which comply with IATA DGR Special Provision A199)
   3. dry batteries (which comply with IATA DGR Special Provision A123) such as alkali-manganese, zinc-carbon, nickel-cadmium batteries and any other electrical battery having the potential of a dangerous evolution of heat

b) The mobility aid must be prepared for transport to prevent unintentional activation.

c) Non-spillable batteries are not permitted to contain any free or unabsorbed liquid.

d) Reservation or Check-in agent shall ensure the passenger has confirmed that the battery is a non-spillable battery that complies with definition of AY GOM 2.7.3.2.1 a).

e) All battery types must be prepared for transport to prevent a short-circuit by disconnection of the battery and protection of exposed terminals and accidental activation.

f) Passenger ground handling service provider or ramp ground handling service provider (as locally agreed) shall ensure:
   1. the battery terminals are protected from short circuits, e.g. by being enclosed within a battery container;
   2. the battery is either:
      i. adequately protected against damage by the design of the mobility aid and securely attached to the wheelchair or mobility aid. The electrical circuits shall be isolated following the manufacturer's instructions;
      or
      ii. removed from the mobility aid following the manufacturer's instructions.

g) Passenger may carry maximum of:
   1. one spare non-spillable battery meeting Special Provision A67;
   or
   2. two spare nickel-metal hydride batteries meeting Special Provision A199 or dry batteries meeting Special Provision A123.

h) Removed battery(ies) from the wheelchair/mobility aid and any spare batteries shall be carried in strong, rigid packagings which must be carried in the cargo compartment.
   Note: It is not Finnair's responsibility to provide any material required above.

i) Ground Handling Service Provider shall:
   1. secure, by use of straps, tie-downs or other restraint devices, a battery powered mobility aid with installed battery(ies);
   2. protect the mobility aid, the battery(ies), electrical cabling and controls from damage including by the movement of baggage, mail or cargo.

j) The Pilot-in-Command shall be informed of the location of:
   1. mobility aids with installed battery(ies) (see AY GOM 2.7.3.1 a));
   2. removed battery(ies) (see AY GOM 2.7.3.1 b)1);
   3. spare battery(ies)ies (see AY GOM 2.7.3.1 b)1).

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2.7.3.2.2 Accepting and Handling of Wheelchairs/Mobility Aids with Spillable Batteries

a) Passenger ground handling service provider or ramp ground handling service provider (as locally agreed) shall ensure that:
   1. The battery terminals are protected from short circuits, e.g. by being enclosed within a battery container;
   2. The battery(ies) is fitted, where feasible, with spill-resistant vent caps;
   3. The battery is either:
      i. adequately protected against damage by the design of the mobility aid and securely attached to the wheelchair or mobility aid. The electrical circuits shall be isolated following the manufacturer's instructions;
      or
      ii. removed from the mobility aid following the manufacturer's instructions when the mobility aid cannot be maintained in an upright position.

b) Ramp ground handling service provider shall:
   1. secure, by use of straps, tie-downs or other restraint devices, a battery powered mobility aid with installed battery(ies);
   2. ensure the mobility aid, the battery(ies), electrical cabling and controls are protected from damage including by the movement of baggage, mail or cargo.
   3. load, stow, secure and unload a mobility aid with a spillable battery(ies) in an upright position.

c) If the wheelchair or mobility aid cannot be loaded, stowed, secured and unloaded always in an upright position or if the mobility aid does not adequately protect the battery(ies), battery(ies) shall be removed and:
   1. The wheelchair or mobility aid may then be carried as checked baggage without restriction.
   2. The removed battery(ies) shall be carried in strong, rigid packagings as follows:
      i. Packagings shall be:
         - leak-tight;
         - impervious to battery fluid;
         - protected against upset by securing to pallets or by securing them in cargo compartments using appropriate means of securement (other than by bracing with freight or baggage) such as by use of restraining straps, brackets or holders.
      ii. Battery(ies) shall be:
         - protected against short circuits;
         - secured upright in these packagings;
         - surrounded by compatible absorbent material sufficient to absorb their total liquid contents.
      iii. These packagings shall be:
         - marked "BATTERY, WET, WITH WHEELCHAIR" or "BATTERY, WET, WITH MOBILITY AID";
         - labelled with the "Corrosive" label;
         - labelled with the "Package Orientation" label.

   Note: It is not Finnair's responsibility to provide any material required above.

d) The Pilot-in-Command shall be informed of the location of:
   1. mobility aids with installed battery(ies) (see AY GOM 2.7.3.1 a));
   2. removed battery(ies) (see AY GOM 2.7.3.1 b)1).

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2.7.3.2.3 Accepting and Handling of Wheelchairs/Mobility Aids with Lithium Batteries

a) The batteries shall be of a type which meets the requirements of each test in the UN Manual of Tests and Criteria, Part III, subsection 38.3.

b) Passenger ground handling service provider or ramp ground handling service provider (as locally agreed) shall verify:
   1. the battery terminals are protected from short circuits, e.g. by being enclosed within a battery container;
   2. the battery(ies) is either:
      i. adequately protected against damage by the design of the mobility aid and securely attached to the wheelchair or mobility aid. The electrical circuits shall be isolated following the manufacturer's instructions;
      or
      ii. removed from the mobility aid following the manufacturer's instructions. Each battery removed from the mobility aid shall not exceed 300 Wh.

   Note: When the lithium battery(ies) remain installed in the mobility aid, there is no Watt-hour limit.

c) Ramp ground handling service provider shall:
   1. secure, by use of straps, tie-downs or other restraint devices, a battery powered mobility aid with installed battery(ies).
   2. ensure the mobility aid, the battery(ies), electrical cabling and controls are protected from damage including by the movement of baggage, mail or cargo.

d) Passenger may carry a maximum of one spare lithium ion battery not exceeding 300 Wh or two spare batteries each not exceeding 160 Wh.

e) Removed battery(ies) from the mobility aid and any spare battery(ies) shall be carried in the passenger cabin. The removed or spare battery(ies) must be protected from damage (e.g. by placing each battery in a protective pouch).

f) Spare battery(ies) is not permitted to be charged using inseat/inflight power during all phases of flight.

g) The Pilot-in-Command shall be informed of the location of:
   1. mobility aids with installed battery(ies) (see AY GOM 2.7.3.1 a));
   2. removed battery(ies) (see AY GOM 2.7.3.1 b)2);
   3. spare battery(ies) (see AY GOM 2.7.3.1 b)2).

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2.7.4 Handling Live Animals

[Ref. OM-A 8.2.2.10]

a) *Handling of AVIH is required in accordance with Finnair procedures and IATA Live Animals Regulations (LAR). The acceptance of AVIH is also subject to respective country regulations. (see AY* GOM 1.1.6.12 f) and ANNEX C 2.19*)*

b) *For AVIH delivered for carriage in the check-in area:*

1. *Ensure that the AVIH is collected from the check-in area and taken to the baggage build area via the allocated OOG baggage route, as defined by local airport regulations. At some locations the OOG baggage route will necessitate the AVIH being walked through a security checkpoint to reach the baggage build area.*
2. *Ensure the specific container requirements comply in accordance with the IATA LAR.*
3. *The animal shall be kept in an appropriate area airside until loading. Depending on the environmental conditions, this area may be enclosed, heated, etc. so the animal does not suffer discomfort.*
4. *Deliver the animal to the aircraft loading team.*

Note: *Domestic animals of unusual size, strong breed or wild animals, reptiles and rodents must be transported as cargo.*

c) Only rigid containers with a secure door are acceptable. All AVIH containers must be secured by ground handling personnel e.g. with cable tie in order to prevent unintended opening of the container lock.

d) A water container must be provided in each container where the flight time is eight hours or more. In the event of an excessive delay, special care should be taken, e.g. opening of compartment doors, extra watering/feeding, off-loading, etc. when necessary.

e) Only one animal per container, unless they are used to cohabiting, in which case the following applies:

1. a maximum of two adult animals of comparable size up to 14 kg. each, that are compatible, may be shipped in the same container. Animals over that weight must travel individually.
2. animals up to six months old from the same litter, up to 14 kg. each, up to a maximum quantity of three, may be shipped in the same container/compartment.

f) The container must be large enough to permit the animal to stand in a natural position, turn around and lie down.

g) Animals should be loaded last and unloaded first.

h) Minimize time on the ramp to protect animals from wind, rain, noise and extreme temperatures. Ground transportation and loading/unloading should be performed as smoothly as possible in order not to startle the animals.

i) Keep other luggage at least 150 mm (6 inches) away from the container sides to maximize ventilation. Animal containers shall not be loaded directly in front or below air ventilation outlets. Use spreader boards to prevent cold temperature transfer from the airframe to the containers. The containers shall be accessible without needing to be offloaded if care of the animal is required during transit stops.

j) Animals shall be separated from incompatible loads that have negative effects on their welfare, see AY GOM ANNEX C 2.19.8 and 3.1.

k) Exercise caution with containers that have wheels, ensuring the container cannot roll during loading. If a container has wheels, they must be removed or rendered inoperable.

l) Containers must be securely attached to the compartment to prevent shifting, using tie-down straps.

m) Take the deplaning animals immediately to the terminal for claim by their owners.

n) Never use the baggage chute to deliver an animal. If the animal cannot be immediately claimed, take the animal to a climate controlled waiting room.

o) The flight crew and station should be informed of AVIH loading to ensure sufficient heat and airflow are maintained.

p) Limitations on number of pet units by aircraft type and other AVI related additional topics are defined in AY GOM ANNEX C 2.19.6.

2.7.5 Planning Terminating Special Baggage

a) Review the incoming flight load for the number of special baggage items and their type (transfer or terminating).

b) Review the incoming flight parking details.

c) Plan any special handling equipment and briefings needed to meet the incoming aircraft.

d) Determine the duration of activities so later activities can be planned.

2.7.6 Preparation for Terminating Special Baggage

a) Verify the reclaim allocated for the arriving flight (see AY GOM 2.6.2).

b) Verify any GSE allocated are in good working order.

c) Ensure the arrivals ground personnel meeting the aircraft are aware of any special items processing, especially mobility aids.

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2.8 Disruption

2.8.1 Introduction

When planning for disruption, review any known disruptions planned for the operation and the contingency measures planned for the day.

a) Anticipate any likely disruption scenarios.
b) Plan any equipment that is needed to cope with the anticipated disruptions.
c) When planned software maintenance is taking place, ensure there are manual processes available in case the systems being modified fail to restart.

2.8.2 Dealing with Specific Outages

2.8.2.1 Baggage Reconciliation System Outages

The BHS typically records the loading of the baggage into a container or aircraft hold. BRS failure can severely disrupt an operation, as the manual replacement processes are time consuming. A BRS can fail gracefully where the most recent data remains available in the system and baggage can be reconciled against this data with changes highlighted when connectivity is restored. Training and guidance for such systems should be followed when disruption occurs. When no graceful degradation is possible, manual processes should be adopted using bingo cards and baggage reconciliation stubs.

2.8.2.2 Baggage Handling System Outages

Most major airports have a BHS to move baggage from the check-in area to the build area. These systems vary in complexity, often having fallback modes and graceful degradation modes before the system fails totally.

When the BHS fails there are two issues that need to be dealt with;.

a) Bags that are trapped in the BHS and need to be removed.
b) Bags that are waiting to be checked in

Local procedures will vary for when the BHS fails, as the system design will determine the state of the bags when there is a failure. While the key stages of baggage processing (i.e., cleared as safe for transport, storage build) can be completed without a BHS the capacity of the airport will be reduced.

2.8.2.3 Equipment Issues

When equipment is found to be unusable, damaged or nonfunctional during the planning phases of the operation this equipment should be flagged as unusable and moved to a location where it can be collected for repair or repaired.

2.8.2.4 Staffing Issues

It is possible to have a large percentage of personnel off work at the same time. When this happens there is a risk that the operation will be short-handed, leading to delays. Where possible, have a prepared list of staff on call who may be contacted to fill in roster gaps.

2.8.2.5 Diversion

When a flight is diverted to a station:

a) Review the flight documentation/messages (e.g., Baggage Manifest Message, Cargo Pallet Message, Load Distribution Message) for mobility aids, AVIH and other items requiring special processing. Ensure the guidance under special baggage handling is followed, if available.
b) Ensure there is a plan to unload the baggage from the flight in accordance with the intention for the passenger movements:
    1. If the aircraft is being replaced, transfer the baggage to the new aircraft.
    2. If passengers are being transferred to other flights, either move the baggage to the next flight or allocate a reclaim carousel for the flight so passengers can collect their bags before continuing with their journey.
    3. If passengers are moved using ground transport, ensure a reclaim carousel is allocated to the baggage and deliver the baggage to that reclaim carousel.

2.8.2.6 Cancelled Flights

When a flight is cancelled:

a) Deliver the baggage to the alternative flight provided, or
b) Deliver the baggage to a reclaim allocated to the original flight so the passengers can collect their bags.

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2.9 Mishandled Baggage

2.9.1 Introduction

Despite the best efforts of airlines and ground handling service providers, mishandling might occur. When mishandling does occur, procedures should be followed.

2.9.2 Predeparture Mishandling

Pre-departure baggage can have two possible issues needing to run the bag to the correct build location:

a) *For baggage without tags where the baggage tag has become detached from the bag.*
   1. *Take the bag to the lost and found baggage office.*
      Note: *A specific handler should have been nominated for tagless bags, as the actual intended flight is not known.*
   2. *Create an On-Hand Report (OHD) for the bag in the tracing system.*

b) *Bags with tags that have been delivered to the wrong build location or the default baggage system output.*

2.9.3 Departure Mishandling

Baggage arriving for the flight post departure

a) *RUSH the bag onto the next available flight to the same destination, regardless of carrier (as per IATA Resolution 780).*
b) *Send a Forward (FWD) message for the bag to the lost and found office of the destination and any connection stations).*
c) *Send a Baggage Transfer Message (BTM) for the re-flighting (if not done automatically)*
d) *Follow any additional screening requirements as per local regulations.*

2.9.4 Tail to Tail Baggage

If possible, and where permitted by local regulations and airline procedures, coordinate with ground control to ensure flights with connecting tail-to-tail baggage are parked close together in order to minimize the chance of mishandling.

2.9.5 Missing Baggage

Missing baggage is baggage that was anticipated for a departing flight but has not been received by the operating carrier.

a) *Create appropriate tracing files in the baggage tracing system,*
b) *Create an OHD and FWD messages for the baggage once it is received.*

2.10 Baggage Systems

2.10.1 Introduction

This section presents a brief overview of the baggage systems that are typically used. Not all airports and airlines will make use of all the systems and sometimes systems will have different names depending on where they are being used.

2.10.2 Baggage Reconciliation Systems

a) *Baggage reconciliation ensures that only accompanied or authorized unaccompanied checked baggage is loaded and transported.*
b) *Baggage reconciliation procedures, either manually or automated, shall be in place where required by local regulations and Finnair procedures. BRSs automate the process of recording where baggage is loaded onto the aircraft and matching baggage details to passengers.*
c) *In the event the passenger is not on board at departure, the bag may be located and removed, if this is required by Finnair procedures* (see AY GOM 2.11.2).
d) *The BRS will typically maintain passenger/baggage reconciliation as required, including:*
   1. *Standby passengers*
   2. *Off-airport and group check-in passengers*
   3. *Voluntary or involuntary deplaning*
   4. *Transit passengers*
e) *The checked baggage of any passenger who is withdrawn from the flight or did not board (no-show) is to be considered unaccompanied and handled in accordance with Finnair procedures and local regulations, which may include off-loading and additional security controls*

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f) The BRS is not the only component in reconciliation and once a flight has been closed for check-in, the baggage room flight lead, or the baggage supervisor will:

1. *Review total pieces for each ULD.*
2. *Pass on all baggage ULD figures, including baggage counts for each container and total ULD numbers, so the total load summary can be prepared.*
3. *Conduct a baggage room sweep to ensure there are no left-behind bags.*

g) If baggage is left behind, report this to Baggage Services. Appropriate messages shall be sent to the downline station and arrangements made to expedite the return of the baggage to the passenger. See AY GOM 2.9 for more information about mishandled baggage.

h) Additional Finnair baggage reconciliation requirements:

1. Baggage reconciliation shall be performed with the method agreed with Finnair.
2. Electronic Baggage Reconciliation System (BRS) is the preferred method of capturing baggage reconciliation records.
    i. Two-phase reconciliation (reconciliation during baggage sorting and during loading of the aircraft so that positions of individual baggage in the aircraft is known) must be used if enabled by the BRS system in use.
    ii. Baggage reconciliation system data must match the actual baggage load before flight departure (due security reasons and to enable automatic customer messaging).
3. Other acceptable means of capturing the reconciliation data are:
    i. Bingo Sheet electronic scanning with application provided by Finnair
    ii. Bingo Sheet records without any electronical scanning
4. Regardless of the agreed method of capturing the reconciliation data the data shall always match with the actual baggage load and the reconciliation shall be completed before the departure of the flight.

2.10.3 Baggage Handling Systems

A BHS is used to move baggage through the airport. The system will also often be responsible for key aspects of ensuring baggage security, as the baggage screening machines are integrated into the system. BHSs often have many outputs that allow baggage to be built for an individual flight or segregations for a single flight. Other BHSs output bags to carousels where several flights may be being built at the same time.

2.10.4 Baggage Messaging Systems

Baggage messaging underpins all the movement and processing of baggage. Baggage messages are defined in Recommended Practice 1745 and Recommended Practice 1755–for Type B and Modern Baggage Messaging respectively. Messages are sent to the airport from the airline either via a direct connection or through a message distribution provider such as SITA or ARINC.

2.10.5 Baggage Management Systems

A baggage management system combines baggage source messages and baggage process messages to provide a real-time picture of the movement of baggage through an airport, often combining information from other systems (i.e., security, handling, reconciliation, flight data) to provide a complete picture for the check-in, handling and loading of aircraft. The system may also allow tasks to be allocated to different teams to handle the baggage. The baggage management system is often a component of an overall airport management system.

2.10.6 Baggage Re-flighting Systems

A baggage re-flighting system is used to allocate baggage to a new flight when mishandling occurs. The system will typically have a complete flight schedule for the airport and be capable of generating baggage messages and labels to support the new baggage movement. Some BHSs incorporate baggage re-flighting, allowing bags to be allocated to a new flight automatically and sent directly to the build for that flight.

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2.11 Baggage Security

2.11.1 General

Each piece of hold baggage shall be protected against unauthorized access from the point it is accepted for carriage (including off-airport check-in) or screened, whichever is earlier, up until it is loaded into the aircraft hold. Security measures shall be implemented for screening, storage, reconciliation, handling reconciliation, handling systems and loading to ensure prevention of unauthorized access, tampering or introduction of prohibited articles into the hold baggage. Screened hold baggage should always be kept under surveillance (i.e., CCTV, physical presence).

Subject to local regulations and Finnair procedures, baggage may only be transported when;

a) The respective passenger is on board, the baggage shall then be considered as 'accompanied checked baggage'.
b) The baggage has been identified as 'unaccompanied' checked baggage and authorized for carriage in accordance with local security procedures and Finnair procedures.
c) All checked baggage is subjected to the appropriate screening and security controls in accordance with local security procedures and Finnair procedures prior to being loaded into and transported on Finnair flight.

2.11.2 Handling of Checked Baggage

If passengers and crew members are required to personally identify their checked baggage before loading, do not load any baggage not identified.

Ensure there is no opportunity for passengers to remove items from checked baggage, which are prohibited in the aircraft cabin and could be used to commit an act of unlawful interference.

When screening of checked baggage gives rise to suspicion regarding the contents, the local screening authority will proceed as per local regulations.

The authorized personnel of Finnair or its ground handling service provider shall carry out baggage check-in for Finnair at airports. Off-airport check-in is accepted when local authorities allow it and the security arrangements meet the minimum standards described in Finnair Security Manual (SEM).

Only authorized personnel of Finnair or the ground handling service provider are allowed to handle checked baggage after check-in.

On Finnair flights it is permitted to transport checked baggage which belongs;

a) to the passengers or the crew on board the aircraft (accompanied baggage)
b) to a passenger not on board the aircraft where, for reasons beyond the control of the passenger, the baggage has been misdirected or delayed, provided that the baggage has been subjected to other security controls (unaccompanied baggage).

If a passenger with baggage has checked in but does not board the aircraft, the Commander shall be informed. As general guideline, it is mandatory to remove the baggage from the aircraft before departure.
Exceptions:

- The Commander can, at his own discretion, decide not to remove the baggage (criteria defined in OM-A 10.1.6)
- Finnair may decide not to unload the baggage, with the approval of the Commander of the flight, when additional local security measure process is approved, implemented and executed (criteria defined in OM-A 10.1.6)

When passengers checked in and boarded match, but the number of checked baggage loaded on the aircraft exceeds the number of pieces checked-in for that flight, discrepancies must be resolved before departure.

All checked baggage that has been accepted on a flight shall be recorded (e.g. manually or through a BRS-system) and transportation shall be authorised by the Finnair representative.

Under no circumstances shall any baggage be loaded to the aircraft hold without a proper baggage tag with customer's name and destination. Customer must always be given a receipt of the baggage tag.

For information regarding carriage of

- firearms or ammunition see AY GOM 1.1.6.13
- security removed items see AY GOM 1.1.6.2

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2.11.3 Transfer and Connecting Baggage

When passengers shall collect their checked baggage during the transfer process (because of immigration or security policies of a State), treat checked baggage as originating baggage.

a) If baggage is collected landside, submit it to screening before loading on the aircraft.
b) If baggage is collected and transferred in the sterile area, re-screening may not be necessary.

Interline, transfer and connecting baggage must follow the reconciliation procedures as originating baggage as per Finnair procedures and national regulations. See AY GOM 2.10.2.

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3 Aircraft General Safety and Servicing Operations

3.1 Ramp Safety in Aircraft Handling

3.1.1 Introduction

Ramp safety rules and procedures promote safe ground handling. Therefore, the minimum safety rules and procedures defined in this section shall always be applied and understood by all personnel working on the ramp.

Aircraft damage can endanger passengers, personnel and aircraft. Disruptions may also negatively impact safe airline operations.

Even a slight scratch or dent on an aircraft may result in a serious accident.

Any aircraft damage discovered or caused shall be reported. Refer to AY GOM 6.5 Reporting Incidents, Accidents and Near-Misses *regarding reporting of aircraft damage and the local authority.*

Whenever maintenance needs to be contacted it shall be done via AY Maintenance Control Center (MCC), +358 9 818 5837 / mcc@finnair.com.

It is not permitted to smoke or to use lighters/matches/e-cigarettes airside unless in a designated area defined by the local airport operator/regulator.

3.1.2 General Ramp Safety

All ground operations personnel (Load control, Passenger and Ramp handling, Cargo handling) shall have received an adequate training complying with both Finnair and EASA-OPS requirements. They shall also have demonstrated a sufficient level of knowledge appropriate to their responsibilities prior to their assignment on a duty on a Finnair flight.

All ground operations personnel must understand the relation of their duties to safety and the operation as a whole.

Ramp safety plays a major role in accident and damage prevention during ground operations. It is the responsibility of all staff on the ramp to conduct their duties according to all safety and security rules. If any breach of safety rules, by Company or non-company staff is observed or detected, it must immediately be brought to the attention of the person(s) concerned, and when needed, to the attention of the responsible supervisor or authority.

It is the responsibility of the respective supervisors to ensure that proper instruction on ramp safety is given to all staff before allowing them to perform any duties on the ramp.

Any damage to the aircraft skin or structure, however slight, or any technical defect, which occurs or is noticed during aircraft ground time must be immediately reported to the Commander or responsible ground staff and Finnair OCC, tel. +358 9 8185837. Any injuries to passengers or damage to the load must be reported to the Commander or responsible ground staff. See AY GOM 6.5 Reporting Incidents, Accidents and Near-Misses.

It is the responsibility of all staff working on the ramp to ensure that the aircraft parking stand areas where they perform the handling of the aircraft are free of obstructions and that all ground support equipment (GSE) is clear of the aircraft´s path at all times.

All staff operating and/or manoeuvring any vehicles or equipment on the ramp must have been properly instructed in the operation of such a vehicle or equipment. In addition, all staff operating vehicles requiring local driver´s license and/or other permit(s) required by local airport authorities, must be in possession of such valid document(s). These documents must be kept available for presentation upon request while operating such vehicles.

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3.1.2.1 Engine Danger Areas

There is a particular risk of injury or damage in areas affected by aircraft engine intakes, exhausts and propellers. The risk is further increased if, for any reason, an aircraft stops and then applies additional thrust required to break away and continue its maneuver.

a) Vehicles and personnel shall remain clear of aircraft danger areas when aircraft engines are running and/or the anti-collision lights are on.
b) To prevent incidents and accidents caused by aircraft engines, personnel shall never position themselves or equipment in the following critical areas before/during aircraft departure and arrival:
   1. Engine intake area
   2. Engine blast area
   3. Propeller rotation area, where applicable

c) Ensure the engine intake/propeller rotation area is clear at all times when engines are running or when the engine is about to start.
d) It is forbidden to pass through the blast area while the engines are running.



Danger:
Ground personnel and/or equipment shall stay clear of the engine intake and blast areas.

3.1.2.2 Engine Danger Area Diagrams

***Note**: The extent of these areas varies for each aircraft type as well as whether the engines are at IDLE or BREAKAWAY thrust*. Refer to AY GOM ANNEX D Aircraft Guide for applicable distances.

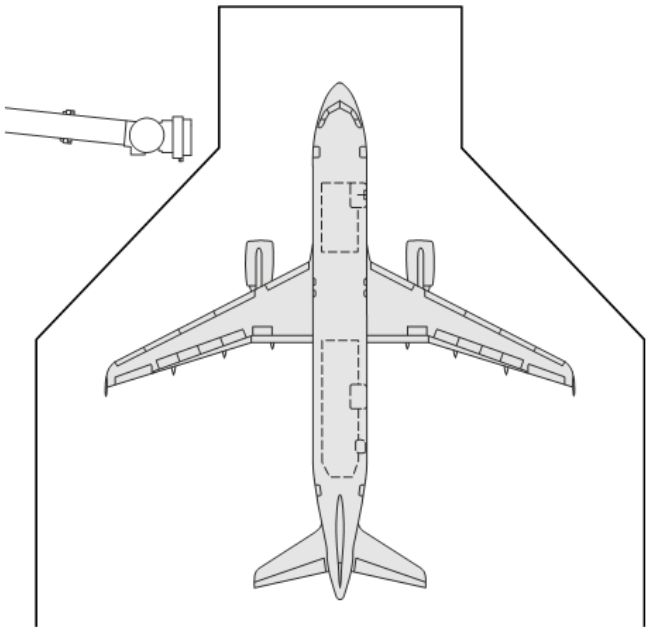
3.1.2.3 Equipment Restraint Area and Equipment Restraint Line

a) The Equipment Restraint Area (ERA) is defined as the area of the apron where an aircraft is parked during ground operations. It may be indicated by a painted line. If no markings exist, local procedures shall establish safe parking areas, etc. Picture 4. Illustration of ERA Markings provides an example of the markings used at some locations.
b) The ERA shall be free of personnel not involved in the aircraft arrival, obstructions, equipment (refer to exemption AY GOM 4.1.4.1) and foreign object debris (FOD) before and during aircraft arrival and departure.



Caution:
For safety reasons, spillage should be cleaned immediately to reduce the risk of personnel falling or risk of fire, in case of flammable substance spillage.

Picture 4. Illustration of ERA Markings



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3.1.2.4 Foreign Object Debris

a) *FOD applies to all loose objects that are a danger to the safety and integrity of aircraft or personnel. FOD, therefore, shall not be left in any area where it would pose a hazard.*
b) *All personnel have a responsibility to ensure the risk of damage to aircraft from FOD is minimized. All waste material shall be properly disposed of such that it does not become FOD and all FOD shall be removed and properly disposed of as soon as it is discovered.*
c) *Proper management of waste and debris is critical, as, if not disposed of correctly, it may become FOD. FOD can also move into airside locations during high winds.*

Picture 5. Examples of FOD

Plastic and paper: bags, sheets and towels

Metal: nuts and bolts, empty oil and hydraulic fluid cans, tools and equipment

Natural objects: rocks, pebbles and wood

Other debris: burst ballast bags, luggage handles and wheels, etc.



Caution:
FOD can:
1. *Be sucked or ingested into aircraft engines, causing damage leading to engine failure.*
2. *Cause damage to tires, the undercarriage, control systems and other parts of the airframe, which can lead to in-flight failures.*
3. *Become a trip hazard for personnel working on or around aircraft.*

d) *The following FOD checks shall be conducted prior to any aircraft movement and after servicing operations:*
   1. *Check GSE staging and parking areas near the area of operation.*
   2. *Do routine checks of GSE (including floors of enclosed cabins) to ensure everything is secure and operational, and not about to fall off and become FOD.*
   3. *In ramp areas, ensure anything carried in/on a vehicle is secured.*
   4. *Before aircraft arrival, conduct a FOD walkaround of the aircraft parking stand, removing all FOD found.*
   5. *Dispose of all FOD in designated garbage bins, where provided or as per local arrangements. FOD bins should be enclosed, to avoid FOD being blown out by wind.*

Note: *Refer to AHM 465 for FOD Prevention Program.*

3.1.2.5 Personal Protective Equipment

Personnel shall be issued with and wear appropriate PPE as required for their role and as per local regulations to include:

a) *Safety footwear*
b) *Hearing protection*
c) *High visibility clothing*
d) *Gloves*
e) *Any other specified PPE as per local requirements*

Note: *Neckties or other loose hanging accessories which may pose risk shall be of the quick release type (clip).*

Subject to a risk assessment, any person whose duties require airside access should wear garments that contain reflective material and are of high visibility colours and should also wear Personal Protective Equipment (PPE). The design, material and layout of the high visibility garment should take into consideration both local regulations and specific operation condition, e.g. weather.

Use of safety shoes with metallic anti-slip studs/spikes is prohibited inside aircraft holds to avoid damage to the aircraft structure and surfaces.

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3.1.3 Safety Instructions for Operating and Working with Ground Support Equipment on the Ramp

3.1.3.1 General Safety Instructions

Apply these procedures whenever operating GSE on the ramp:

a) Personnel shall only drive or operate GSE if trained and authorized for that specific equipment type.

b) GSE shall not be moved or driven across the path of:

1. *Taxing aircraft or aircraft under tow/pushback*
2. *Embarking and disembarking passengers on the ramp*
3. *Emergency vehicles.*

c) When operating any GSE, check the aircraft for possible damage in the equipment contact zone before positioning and after removal of GSE to/from the aircraft.

d) Immediately report any damage found, or where contact has taken place or is suspected to have taken place, especially for composite aircraft.

e) Where damage has been found or where contact has taken place or is suspected to have taken place, do not move any GSE to/from the aircraft in the area where damage has been found until inspection is completed, and clearance given to proceed.

f) Personnel working with and around vehicles and equipment must protect themselves from loose clothing, long hair, and/or hanging accessories/jewelry from becoming a hazard, e.g., caught or trapped in equipment.

3.1.3.2 Basic Operating Requirements for Ground Support Equipment

a) Securely stow GSE cables and hoses, where fitted, prior to transportation and when not in use.

b) GSE shall not impede the accomplishment of other aircraft handling operations in progress unless there is an important reason to do so.

c) Check that all areas of GSE are free of contamination, FOD and safe for use prior to and throughout the operation.

d) Operators shall check the GSE assigned to them prior to initial use, particularly the parking brakes, rubber protective bumpers, safety systems and in-life service date of onboard firefighting equipment's. If found to be defective, the GSE shall be reported, tagged as "Out of Service" and removed from operations, when applicable.

Service provider must ensure that all GSE are equipped with appropriate protections (bumpers, fenders).

e) All safety rails shall be fully retracted/lowered prior to positioning and removal, where possible.

f) Extra personnel shall not be carried on moving GSE without an approved seat (i.e., apply the no seat–no ride principle).

g) Seat belts shall be worn, where fitted, except where repositioning equipment is within the same operational area, e.g., within the parking stand or baggage makeup area.

h) Before moving any GSE/Vehicle ensure all its doors are closed, where fitted.

i) GSE shall not be operated while using handheld Portable Electronic Devices (PEDs).

j) GSE shall only be used for its intended purpose, including for specific aircraft types.

k) Prior to movement of any GSE/Vehicles, the intended travel path shall be checked and confirmed clear of personnel, equipment or other obstacles.

l) GSE with lifting devices shall not be driven or towed in the raised position, except for final positioning onto the aircraft.

m) The GSE platform shall not be operated while in motion.

n) Use a guide person when vision is restricted. The guide person shall be able to accurately judge clearances and communicate signals to the driver/operator. Stop immediately if visual contact with the guide person is lost. Movement shall not continue until visual contact is re-established.

o) Once motorized GSE is in its servicing position at or near the aircraft:

1. *Apply the parking brake with the gear selector in park or neutral (if no selection for park).*
2. *Turn off the engine, unless required when in operating/servicing mode.*
3. *Install GSE wheel chocks, where equipped.*
4. *If equipped with stabilizers, ensure they are deployed before the GSE is used for servicing. Deploy other safety devices (e.g., active proximity sensors, safety rails), if fitted.*
5. *When motorized GSE is in operating/servicing mode, remain in a position whereby the emergency controls can be promptly accessed. This includes the immediate vicinity of the controls or an immediately adjacent and accessible location; for example, the cargo hold in the case of a ULD loader, where required to operate the aircraft cargo loading system (CLS), restraints and/or nets.*
6. *If motorized GSE is not fitted with external emergency controls, the operator shall remain in the operating position and in control of the equipment when in operating/servicing mode.*

   ***Note:** As an exception for pushback tractor, the engines may need to be left running unattended:*

   1. *While conducting a single person pushback operation*
   2. *To avoid specific restart by maintenance function*

   If unattended, apply the parking brake and place the gear selector in park, or neutral if no selection for park.

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p) When GSE is chocked:

1. *Place one chock at the front and one chock at the rear of the same wheel.*
2. *Chocks shall be centered on and in contact with the wheel.*

q) When unattended motorized GSE/vehicle is positioned in or adjacent to the ERA, other than as described in AY GOM 3.1.3.2 o):

1. *Turn off the engine. In extreme cold weather conditions where local procedures permit engines running unattended, the motorized GSE shall be chocked.*
2. *Apply the parking brake with the gear selector in park or neutral, (if no selection for park) and, when equipped, install wheel chocks.*

r) The ground power unit (GPU) and preconditioned air (PCA) may be left running unattended when connected to the aircraft, provided the serviceability and fuel levels are checked periodically.

s) A No-Touch policy (i.e., GSE/PBB shall not touch the aircraft) shall be employed for all GSE/PBB types. The equipment shall be positioned in a way that ensures:

1. The protective rubber bumpers do not touch the aircraft fuselage.
2. The gap between GSE/PBB and aircraft shall not allow a person or large piece of equipment to fall through. As a guideline, a gap of 5 cm (2 in.) or two fingers should be maintained between the device and the aircraft.
3. Check that throughout the turnaround process a clearance is maintained between the GSE and the fuselage to allow vertical movement.
4. Once the GSE has been positioned parts designed to touch the aircraft (e.g., cowlings, sensors and connectors) can do so.

t) After positioning equipment on the aircraft, raise or extend all safety rails on conveyor belts, loaders, and other elevated devices, except where restricted by the aircraft type.

u) GSE shall be parked in the designated airside equipment parking areas when not in use.

v) *Access to firefighting equipment or the fuel hydrant emergency stop switch shall not be obstructed.*

***Note:** For GSE operations during adverse weather refer to AY GOM 3.3 Adverse Weather Conditions.*

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3.1.3.3 Non-motorized Ground Support Equipment

The following precautions shall be taken when operating non-motorized GSE:

a) When parked and/or when not connected to motorized vehicles, all non-motorized GSE shall have brakes set or chocks in place. Dollies/carts shall be connected as a chain, where possible.
***Exception**: Aircraft towbars.*

b) ULDs shall be secured on dollies (or trailers/trucks) using the appropriate restraints.

c) Pallet and container dollies may only be towed with turntables in the locked position.

d) The number of carts and dollies allowed is usually limited by the local airport authority or ground handling service provider, however, in critical conditions (e.g., slippery surface conditions, congested facilities, low visibility) the number should be re-evaluated and might be reduced to ensure safe operations on the ramp.

e) Know the dolly types as some dollies are not compatible with others. Follow the recommended towing combinations when transferring dollies from one place to another. Do not tow more units than the recommended sets or combinations.

f) When connecting or disconnecting dollies/carts to/from the tow bar, hold only the tow bar handle and tow pin of the dollies/carts. Do not hold the tow eye when connecting or disconnecting.

g) Position oneself beside the tow bar when connecting or disconnecting dollies/trolleys ensuring the tow-pin is properly inserted before towing and use the tow bar handle to connect and or disconnect dollies/trolleys.

h) During transportation with carts and dollies, the load shall be properly secured using appropriate locks, stops, rails, curtains and straps.

i) The overall height of loads shall permit safe lifting of each piece of the load during loading and offloading of carts by personnel standing on the ground.

j) Light packages shall not be wedged between heavier items.

k) When using tarpaulins, all straps shall be securely fastened to the baggage cart.

l) If equipped with stabilizers, ensure they are deployed before the GSE is used for servicing or access. Deploy other safety devices (e.g., active proximity sensors, handrails), if fitted.

m) If using maintenance stairs e.g., to open and close cargo hold doors:

1. *The stairs shall be fitted with safety rails to prevent falls.*
2. *Maintenance stairs should be facing towards the panel which is being accessed. Retractable/extendable safety rails shall be lowered or retracted during positioning.*
3. *Raise or extend retractable/extendable safety rails prior to any personnel accessing the stairs.*
4. *Moving or repositioning the stairs is not permitted while a personnel are on the stairs.*

n) Towable Air Start Units (ASU), PCA and GPU shall not be connected to the tow vehicle and aircraft at the same time, if possible. Before towing the unit away, the operator shall ensure the unit is disconnected from the aircraft.



Danger:
While the movement of carts and dollies by hand is very simple, it can result in injuries.
Therefore, additional care shall be taken.

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3.1.3.4 Safely Driving and Parking Ground Support Equipment Inside the Equipment Restraint Area

To verify the serviceability of GSE and test the apron surfaces, operators shall apply the following precautions when driving or parking GSE within the ERA:

a) Make one complete stop with all motorized GSE prior to entering the ERA or at 5 m from the aircraft. This action shall be carried out even if there is no equipment restraint line marked on the apron.

b) GSE shall not be driven faster than 5 km/h or 3 mph (walking speed).

c) Maneuver GSE carefully to prevent personnel injury and/or aircraft damage.

d) Avoid performing sharp turns near the aircraft, particularly when towing equipment.

e) When GSE/PBB is being moved near the aircraft or positioned to the aircraft, and when the vision of the operator is or might be restricted, the operator shall be:

1) Guided by a guide person using standard IATA signals. If visual contact with the guide person(s) is lost, the GSE operator shall stop movement of the GSE/PBB immediately. Movement shall not restart until visual contact is re-established,
or
2) Assisted by means of appropriate proximity sensing and warning systems and/or visual aids such as cameras and mirrors.

f) GSE that is not directly involved in the handling or servicing of the aircraft shall not be driven through or parked within the ERA.

g) Any GSE (e.g., tractors, pallet transporters, carts and dollies) shall not be driven or positioned under the aircraft fuselage unless specifically required (e.g., lavatory servicing, aircraft maintenance, towbarless tractor etc.).

h) Driving or parking under the aircraft wings is not permitted, see exceptions.

Exceptions (if local restrictions allow):

- GSE and vehicles needed for aircraft servicing under the wing (e.g. aircraft refueling truck).
- On stations or with aircraft types where the aircraft/stand configuration makes it necessary to tow dollies under the wing during (un)loading of the aft cargo hold of a wide body aircraft. In such situations: Tow only empty dollies under the rearmost part of the right wing only.

3.1.3.5 Passenger Boarding Bridge

The operator of the PBB shall:

a) Be trained and authorized to operate the PBB.

b) Check that the PBB is serviceable before use.

c) Report any malfunction of the PBB to the appropriate person/authority.

d) Check that the walking surfaces are free of FOD, obstacles and safe for use.

e) Ensure only personnel required for the PBB operation are in the PBB while it is moving.



Danger:
There is a risk of fall from height and distraction to operator.

f) Ensure the PBB is fully retracted or parked in its safe designated parking position prior to aircraft arrival and departure.

g) Ensure the safety barrier is in place whenever the PBB is not at the aircraft.

h) Ensure that the movement path is clear of personnel, equipment/vehicles and all other obstacles before moving the PBB.

i) When positioning the PBB at the cabin access door and driver/operator vision is restricted, use a guide person.

j) Prior to positioning/removal, ensure that all safety rails/canopies on the PBB are fully retracted.

k) Move the PBB slowly toward the aircraft, avoiding any aircraft sensors or protrusions, until either PBB's proximity sensors stop the movement or, if no proximity sensors are installed, stop PBB manually to appropriate distance from the fuselage. Protective bumpers shall not touch the fuselage, maintain a gap in accordance with No-Touch policy. Refer to AY GOM 3.1.3.2 s).

l) Ensure the PBB does not contact the wing root leading edge fairing that extends under certain cabin access doors or any other sensors or fairings.

m) Once the equipment is positioned, ensure any safety rails and canopies on the PBB are fully extended.

n) When positioning/removal is complete, secure/isolate the PBB controls to prevent movement by non-authorized persons.

o) Maintain adequate clearance between the PBB and the underside of the cabin access door, or as directed by the cabin access door markings to prevent damage. This reduces the possibility that the aircraft door will rest on the PBB as the aircraft settles during loading and unloading.

p) Engage any safety systems (e.g., safety shoe) and auto-leveler features, if applicable. If the PBB is not equipped with an auto-leveler, the PBB shall be attended by an operator whenever it is positioned at an aircraft.

q) Do not leave gaps greater than 5 cm between the PBB and the aircraft.

r) Ensure the cabin access door is closed before removing the PBB.

s) Where integrated with the PBB, ensure ground power cables and PCA hoses are disconnected from the aircraft prior to moving the PBB, unless required for operational purposes.

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3.1.3.6 Passenger Stairs

The following precautions shall also be taken when operating passenger stairs:

a) Check that the walking surfaces are free of contamination and safe for use.
b) Ensure the movement path is clear of personnel, equipment/vehicles and all other obstacles before moving the passenger stairs.
c) If passenger stairs are towed, disconnect them from the tractor and manually position them at the aircraft. Ensure the brakes are engaged once stairs are positioned to the aircraft.
d) Ensure safety rails and canopies, if any, on the passenger stair platform are fully retracted prior to positioning.
e) Move the passenger stairs slowly toward the aircraft, avoiding any aircraft sensors or protrusions, until either the passenger stair proximity sensors stop the movement or, if no proximity sensors are installed, manually stop at appropriate distance from the fuselage. Protective bumpers shall not touch the fuselage, maintain a gap in accordance with No-Touch policy but do not leave gaps greater than 5 cm between the passenger stairs and the aircraft. Refer to AY GOM 3.1.3.2 s).
f) The controls shall only be operated from inside the driver's cabin of the passenger stairs except where equipped with external controls.
g) Maintain adequate clearance between the passenger stairs and the underside of the cabin access door, or as directed by the cabin access door markings, to prevent damage.
h) Engage any safety systems and auto-leveler features, if applicable. If the passenger stairs are not equipped with an auto-leveler, the level of the passenger stairs shall be monitored and adjusted, as required.
i) Deploy stabilizers, if fitted. Do not allow anyone (except the operator) to use the stairs until the stabilizers are deployed.
j) Ensure passenger stairs are positioned so that the cabin access door can be used as an unobstructed escape route in case of emergency.
k) Passenger stairs shall not be removed from the aircraft unless the cabin access door is closed or a fall prevention device is in place across the access door. Refer to AY GOM 4.4.2.1 b).
l) After the cabin access door has been closed, confirm there are no personnel on the stairs prior to retracting stabilizers.
m) If passenger stairs are towed when removed from the aircraft, manually position them clear of the aircraft to a suitable position before connecting them to the tractor.

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3.1.3.7 Belt Loader

The following precautions shall also be taken when operating a belt loader:

a) Do not operate the conveyor belt or raise or lower the boom when personnel are on the belt.
b) Do not stand or walk on the conveyor belt when the safety rails are lowered.
c) Do not sit or stand on a conveyor belt while it is in operation, nor while the boom is raised or lowered.
d) Belt loaders shall not be used to transport baggage, cargo or other items across the ramp.
e) The boom of the belt loader shall never be positioned inside the cargo hold of any aircraft.
Exception:
The rule does not apply to specially designed belt loaders which require the equipment to be extended/positioned inside the cargo holds.
f) Position and remove a belt loader to/from the aircraft in a straight line.
g) Position the boom at an angle to the cargo hold doorsill that will:
1. Allow tractors/trailers to access the belt loader without impeding slide deployment areas and passenger evacuation routes.
2. Prevent items and personnel from falling between the boom and doorsill.
h) Once the belt loader is positioned ensure the wheels are left in straight ahead position.

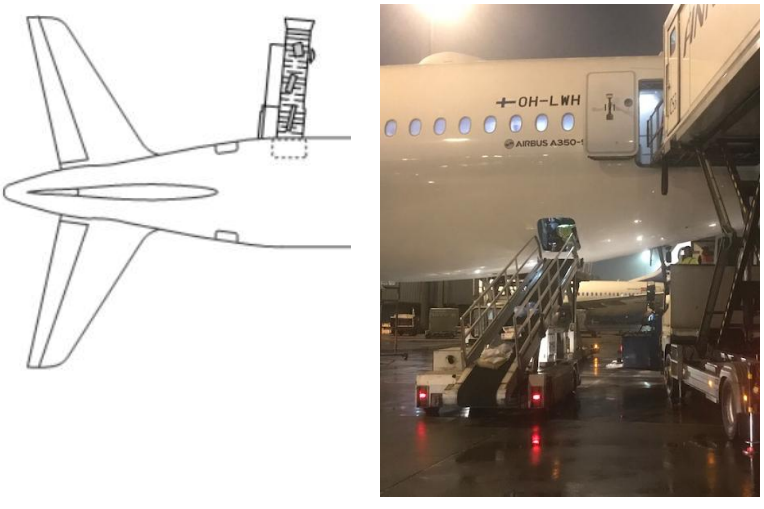
Caution:
Speeding up operation of the conveyor belt using the accelerator pedal is not permitted.

i) Where clearance allows, always raise the side safety rail as soon as the belt loader is positioned. Ensure it does not touch the aircraft fuselage.

Caution:
Care shall always be taken when working around a moving belt.
Personnel shall remain vigilant to trap hazards while raising/lowering the safety rails. Keep hands/fingers away from the edges/ends of the belt where they may become trapped.
Belt movement shall be stopped before any attempt to clear any obstructions.

j) The safety rail shall also be deployed when a belt loader is used to gain access to aircraft cargo holds or cargo hold access door controls.
k) Ensure proper separation between articles and appropriate belt speed to avoid jamming.
l) When unloading or loading items onto a belt loader, ensure they are stable, and correctly positioned on the conveyor belt to avoid items falling off.
m) When unloading or loading items between the belt and aircraft cargo hold, ensure items do not come into contact with aircraft fuselage/cargo hold door.
n) Adjust and control the back of the conveyor belt correctly to avoid dropping goods from the belt.
o) The safety rail may be lowered to accommodate large items during loading and unloading.
p) Ensure the boom is clear of the aircraft or other obstacles before making a turn.

Picture 6. Belt Loader



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3.1.3.8 Unit Load Device Loader

The following precautions shall also be taken when operating a ULD loader:

a) Lower both platforms prior to maneuvering the ULD loader.

b) Only personnel required for the ULD Loader operation shall be on the platform while maneuvering.

c) Ensure that the ULD guide rails are in the proper position before positioning the ULD loader at the aircraft. Use ULD loader platform guide rails, as required, to ensure alignment when loading or unloading.

d) Move the ULD loader slowly toward the aircraft, avoiding any aircraft sensors or wing fairings.

e) When approaching the aircraft and visibility is limited or the aircraft type has limited clearance with the ULD loader, a guide person shall be used.

f) Ensure the ULD loader is level with the height and angle of the cargo compartment floor.

g) Do not open/close cargo hold access doors while standing on a ULD loader. Use maintenance stairs in accordance with AY GOM 3.1.3.3 m) or a belt loader in accordance with AY GOM 3.1.3.7.
***Note:** Not applicable to main deck cargo hold access doors, which shall be operated from inside (on applicable aircraft types) or from a Main Deck ULD Loader.*

h) Engage any safety systems and auto-leveler features, if applicable. If the ULD loader is not equipped with an auto-leveler, the level of the ULD loader shall be constantly monitored and adjusted as required (e.g., edge of cargo hold opening, cargo hold access door, control panel doors, fairings on fuselage and wings).

i) The ULD loader front platform shall be fully lowered prior to personnel ascending or descending the equipment stairs and the platform shall not be raised or lowered when personnel are using the ladders. Always check the surrounding area and ensure it is clear to raise/lower the ULD loader platform.

j) Ensure no one stands between the ULD loader and dollies during ULD movement and during dolly positioning.

k) Align dollies correctly to the ULD loader. Use a guide person, if required.

l) ULD loaders should not be used to transport ULDs across the ramp unless specifically designed for this purpose.

m) Move ULDs only when personnel are clear of all hazards.

n) The vehicle (dolly or other) shall be positioned close to the ULD loader platform periphery and shall be at the same height before the transfer takes place.

o) The use of external mechanical force to move ULDs should not be necessary, except with very heavy ULDs that may not move by manual force alone. Any such process shall be carried out with approved equipment and procedures.

p) Whilst maneuvering the ULD when it is on the ULD loader, ensure:
1. *The platform(s) is clear of all personnel.*
2. *All stoppers are raised to prevent ULD from falling.*
3. *Immediate area around the ULD loader is clear of all personnel and equipment.*
4. *ULD is only rotated on the rear platform and when in the fully lowered position.*
5. *Only one ULD is rotated at a time.*

q) All personnel shall keep clear of the elevating platform when it is being raised or lowered.

r) Before removal or repositioning of a ULD loader ensure any load positioned in the doorway is secured against roll out.

s) For main deck loading/unloading operations, prior to removing the ULD loader the equipment operator shall inform personnel inside the main deck and receive confirmation from them that it is safe to remove the equipment. On board safety devices (e.g., safety barrier net) shall be installed at the cargo hold access door prior to ULD loader removal.

t) Whenever possible, reverse in a straight line at a walking pace, monitoring all sides for clearance.

u) Ensure the path of the ULD loader is clear of all obstructions prior to initiating turns.
***Note:** The ULD loader shall be positioned at a 90-degree angle to the cargo doorsill.*

v) ULD loader shall not be used to load AY Airbus compartment 5 via bulk cargo hold door due to high risk of aircraft damage.



Danger:
Do not enter or place any part of the body inside the scissor area beneath the ULD loader.

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3.1.3.9 Elevating Equipment

The following precautions shall also be taken when operating elevating equipment:

a) For elevating equipment with a rear access platform, ensure all safety barriers/rails are secured in place prior to vertical movement of the platform.
b) Ensure the load is properly secured (e.g., cart brakes, stretchers, wheelchairs) and all access doors and shutters are closed prior to raising or lowering the vehicle.
c) Any elevating equipment doors not being used for servicing at the aircraft shall be closed and latched.
d) The positioning of the elevating equipment shall allow the loading platform to be perpendicular and at the same level to the aircraft doorsill.
e) The final position of the elevating equipment shall allow for a safe working area and minimize the length of the walking surface between the aircraft and the elevating equipment while in the raised position.
f) Before accessing the platform at the front or the rear of the elevating equipment, ensure the platform is at the same level as the equipment cabin.
g) Carefully place the portable ramp/bridge on the doorsill from the platform side, as necessary.
h) Equipment (e.g., catering carts) and passengers in wheelchairs shall be pushed on and off the aircraft. Always ensure a hand-to-hand exchange. No elevating equipment is to be staged on the platform, and no loose items are to be transported on top of carts (e.g., catering equipment).
i) Continually observe and be aware of the clearance between the aircraft door and the elevating equipment platform.
j) When the servicing is finished, carefully remove the portable ramp/bridge from the platform side and stow securely. Close the aircraft door as per AY GOM 4.4.2.6 – 4.4.2.9.
k) The passengers and/or load shall be secured properly inside the elevating equipment. Passengers shall be seated and wearing seat belts. Passengers seated in wheelchairs shall have the wheelchair secured during elevating equipment movement.
l) Visually check for any obstructions on both sides of the elevating equipment before lowering.
m) Lower the truck body to the fully lowered position.
n) Close and secure all the doors of the elevating equipment when the servicing is finished.
o) Perform a walkaround to check for FOD and clearance around elevating equipment stabilizers.
p) All elevating equipment shall stop operation when the wind speed reaches 40 knots (gusting).



Danger:
Do not enter or place any part of the body inside the scissor area beneath the elevating equipment.

3.1.3.10 Tractor/Electric Baggage Tug

The following precautions shallalso be taken when operating a tractor or electric baggage tug (EBT) and towing dollies/baggage carts:

a) Take care to avoid sudden sharp turns, jerks and stops.
b) Prior to moving with towed load, ensure there are no personnel between or near the towed load.
c) Baggage, cargo and other items shall only be transported on the tractor/EBT where the design of the equipment incorporates a designated location for the carry of such items.
d) Use the remote push button control (inching operation) to connect dollies, carts, or towed load, where fitted.
e) When Tractor/EBT is near the belt loader during aircraft handling, a gap of at least 1 m (3 ft.) shall be maintained.
***Note:** When necessary to position carts/dollies within 1 m (3 ft.) of the belt loader, adjust the position of the carts/dollies by hand.*
f) When removing carts during the loading on or unloading from smaller aircraft or aircraft with low wings, the tractor shall be positioned pointing away from the aircraft wing and the cart maneuvered by hand to the tractor, as required.
g) The appropriate type of dolly shall be used according to the ULD type to transport the load.
h) Keep an appropriate distance between dolly and ULD loader during loading and unloading process. To avoid ULD falls, realign the dolly if the distance between ULD loader and dolly is unsafe.
i) Ensure ULD is fully transferred onto the ULD loader before moving the Tractor/EBT.
j) Ensure all the ULDs are secured on the dollies and flaps, or curtains are closed before transporting.

3.1.3.11 ULD Transporter

The following precautions shall also be taken when operating ULD transporters:

a) No personnel are allowed to sit or stand on the roller bed.
b) No personnel are allowed to walk or stand between the ULD transporter and ULD loader/dollies.
c) Position the ULD transporter at a 90-degree angle to the ULD loader/dolly to ensure safe transfer of load.
d) If fitted with an elevating platform:
    1. *Transportation of ULDs across the ramp with the platform in the raised position is not permitted.*
    2. *Raise the platform only when finally positioned at the aircraft.*

***Note:** For combined ULD transporter/loader devices, refer to* AY GOM 3.1.3.8 *for further precautions.*

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3.1.4 Fire

3.1.4.1 Fire Prevention and Protection

Personnel must always be vigilant for fire hazards and potential sources of fires in their areas of operation and try to mitigate or eliminate them during the operations (e.g., fueling and defueling operations, open wires, dangerous goods handling, GPU connections and use of electrical equipment). To eliminate conditions that may lead to fire:

- *a) Personnel must never smoke airside except in a designated smoking area.*
- *b) All personnel shall be familiar with the location and use of firefighting equipment, fire alarms, fuel hydrant emergency shut-off valve, etc.*
- *c) All personnel must be familiar with assembly points.*
- *d) Emergency exits must be kept clear/unobstructed at all times.*
- *e) Exercise good housekeeping in the airside areas to eliminate the risk of fire.*
- *f) Dispose of garbage into the designated waste bin and do not allow garbage to accumulate.*
- *g) All fuel/oil leakages must be contained as soon as possible, and the area cordoned off. (e.g., using safety cones, caution tape).*
- *h) Smoke from GSEs/vehicles must be reported immediately.*
- *i) Do not refuel any GSE/equipment while the engine is running or while using electronic devices.*
- *j) GSEs/vehicles should only be parked as follows:*
  1. *Within the defined equipment parking areas;*
  2. *In a manner that does not obstruct access to firefighting equipment and the fuel hydrant emergency shut-off valve.*

3.1.4.2 Actions in The Event of a Fire

- *a) In the event of a fire, carry out the actions specified in AY GOM 6.8.6.*
- *b) In event of GSE/vehicle fire, additionally, carry out an assessment and only if considered safe to do so:*
  1. *Fight the fire using available fire extinguishers.*
  2. *Move affected GSEs/vehicles away from the aircraft and operational area to the extent practical.*
  3. *In case the affected GSEs/vehicles cannot be moved, move adjacent GSEs/vehicles away to avoid spreading the fire.*

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3.2 Safety During Fueling and Defueling

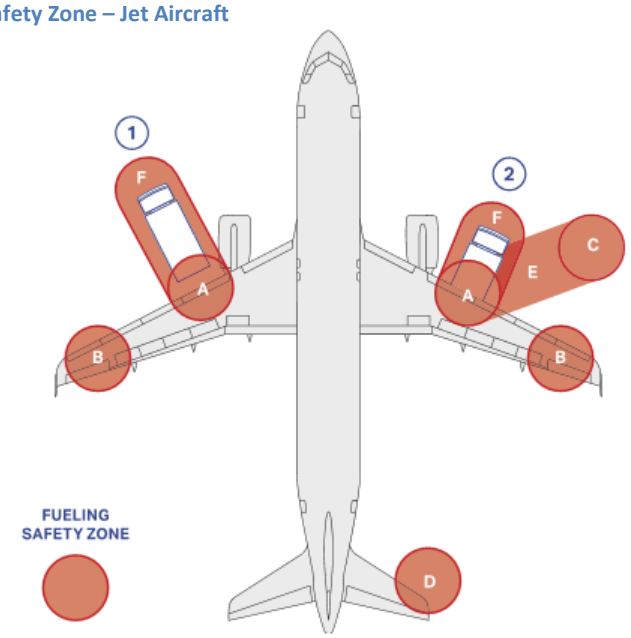
For general fueling and defueling operations, as well as for quality fuel check, refer to AY Fuel Manual.

Fuelling begins when the fuelling hose is pressurised and ends when the fuelling hose is unpressurised.

3.2.1 Fueling Safety Zone

The Fueling Safety Zone (FSZ) is defined as an area of at least 3 m (10 ft.) in any direction from the center point of all fuel vent exits, refueling plugs, aircraft refueling ports, fuel hydrants, fuel hoses and fueling vehicles. This distance may be increased as required by local airport or civil aviation authorities.

Picture 7. Example of Fueling Safety Zone – Jet Aircraft



REFERENCE	DESCRIPTION
A	Aircraft refueling port/plug
B	Fuel vent exit
C	Fuel hydrant pit
D	Fuel vent exit (according to the aircraft type)
E	Hoses
F	Fuel truck or hydrant dispenser
1	Fuel truck
2	Hydrant dispenser

Within the FSZ, all personnel shall ensure they:

a) Do not smoke.
b) Do not use any handheld PEDs, including cellphones, portable music players, portable game units or earpiece or headset (Exceptionally ATEX certified electrical equipment is allowed).
c) Enter the FSZ only when required to do so by the current job task/responsibility.
d) Assume that fueling is taking place anytime a fuel vehicle is on the stand during aircraft servicing and fuel hoses are connected.
e) Do not leave vehicle engines running unnecessarily.
f) Position all GSE and vehicles so they do not obstruct the fueling vehicles' escape route; this is not a mandatory requirement for hydrant type fueling vehicles, but every effort should be made to ensure a clear exit pathway.
g) Do not allow any passengers to enter the FSZ.
h) The motorized GSE within the FSZ shall not be used.
i) Do not park any GSE in the FSZ.
j) Ensure fuel hoses are protected and all equipment is kept a minimum of 1 m (3 ft.) away from any fuel hose on the stand that is connected between a fuel truck and an aircraft.

Fuelling is not permitted when it hails or when there is a thunderstorm in the aerodrome.

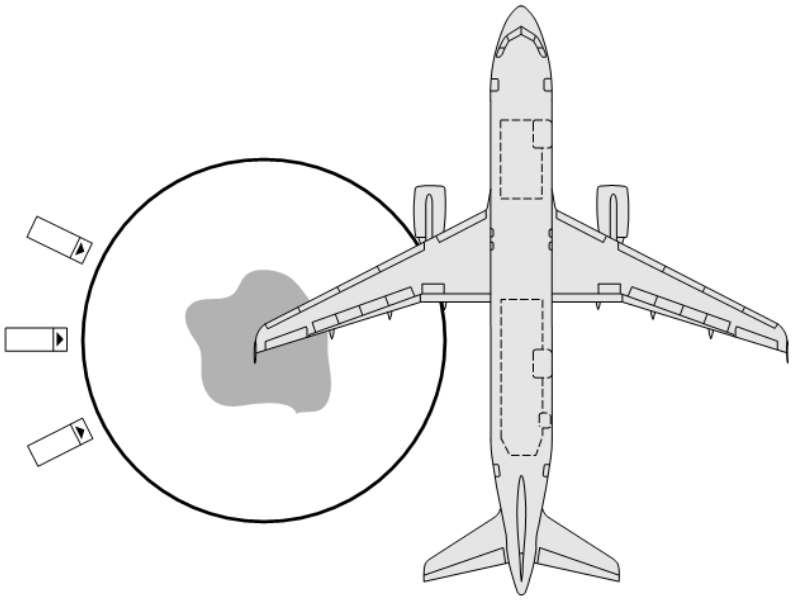
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3.2.2 Fuel Spillage

Take the following safety measures whenever a fuel spill occurs:

a) Activate the emergency shut-off valve, where installed.
b) Alert the person in charge of fueling and/or the Pilot-in-Command.
c) Contact the local fire service, if not already done.
d) Verify with authorities/supervisor whether to stop all activity around the aircraft.
e) *As far as possible, restrict all activities inside and outside the spill area to prevent access and to reduce the risk of ignition.*

Picture 8. Example of Fuel Spill Area



3.2.3 Fueling/Defueling with Passengers on Board

When fueling/defueling with passengers on board and/or during their boarding or disembarking, personnel shall:

a) Keep designated escape exits clear. An escape exit may be either a PBB into a terminal building, a cabin access door or a passenger stair truck positioned on an open cabin access door.
b) Ensure all areas on the stand below the designated escape exits are kept free of any equipment and vehicles that would impede the deployment of an escape slide.
c) Do not hinder the escape routes of passengers on board by ensuring that passenger stairs and PBB are clear of FOD.

Note: *Refer to* Finnair *procedures regarding fueling as well as local airport and regulatory requirements. The above is applicable as a minimum standard.*

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3.2.3.1 Requirements

a) Fueling with passengers on board is allowed with the permission of the Commander if all necessary requirements are fulfilled.
b) The Company representative or ground handling service provider is responsible for informing the relevant organisations (fueling agent, ATC, fire guard, etc.) according to the local regulations.
c) One flight crew member shall remain in cockpit during fueling.
d) 50 % of total number of exits must be usable as described in AY GOM 3.2.3.4 based on the aircraft type and positioning of the refueling vehicle
    1. At least one door must be equipped with a passenger boarding device
e) A trained and qualified person shall act as a fueling supervisor on the ground. This duty cannot be performed by the fueling agent.
f) It is the responsibility of the fueling supervisor to supervise ground service operations and fueling agent at the aircraft, and to coordinate and instruct them not to block any of the permitted exits (ground area reserved for the emergency slide deployment and the area surrounding the passenger stairs).
    1. During deboarding and boarding, fueling supervisor shall ensure that passengers or Ground Support Equipment do not enter the Fueling Safety Zone, which is at a 3m radius of the fueling vehicle, fueling adapters and fuel tank vents. More restrictive local regulations must be followed.
    2. If any of the determined exits are blocked or any other hazard arises, fueling must be stopped and the supervisor shall immediately communicate the situation to Commander and fueling agent.
g) Two-way communication between the Commander and the fueling supervisor shall be established as required in AY GOM 3.2.3.2.
h) Catering during the operation:
    1. Catering of wide-body aircraft is permitted only if the aisles (excluding galley areas) are kept free, and catering is done direct to the galley areas through the service doors, and none of the permitted exits described in AY GOM 3.2.3.4 are blocked.
    2. Catering of narrow-body aircraft is not permitted.

3.2.3.2 Two-Way Communication

a) The purpose of the communication arrangement between the flight crew and the ground crew is to ensure immediate termination of the fueling process if any reason appears either inside the aircraft or on ground.
b) The communication shall remain available for the duration of the operation.
c) Suitable means of communication:
    1. Aircraft intercommunication system (recommended method)
    2. Walkie-talkies
    3. Unambiguous hand signalling (ref. AY GOM 3.4)
    4. Other method decided by the Commander

3.2.3.3 Supervision Process Description

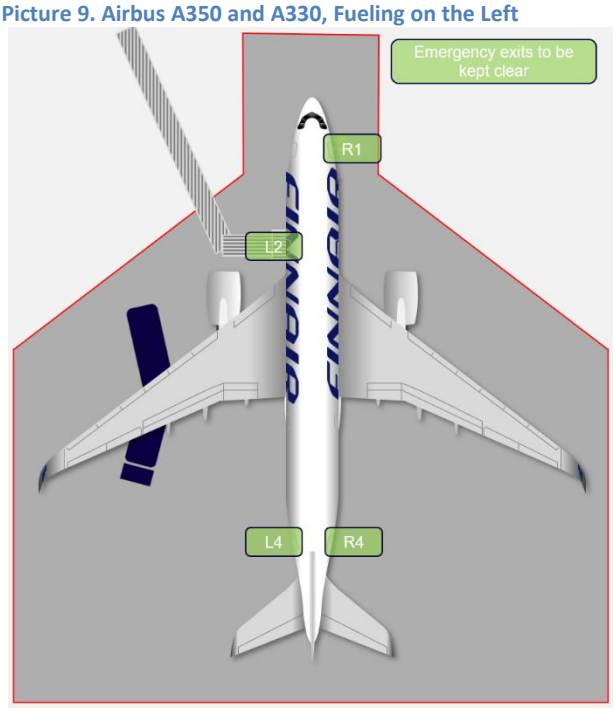
Fueling begins when the fueling hose has been pressurized and ends when the hose is unpressurized. Preparation duties for fueling, such as positioning of the fueling equipment, connecting the fueling hose and bonding cable, can be done before the permission for fueling has been given.

a) Establish two-way communication
b) Wait for permission to start fueling from the Commander
c) When permission has been granted, give the fueling agent the permission to start after making sure all requirements have been met
d) If any of the requirements listed in AY GOM 3.2.3.1 is compromised during the operation, fueling shall be stopped and the Commander shall be informed of the reason for the stoppage
    1. Fueling can continue once the hazard has been cleared, when agreed with the commander
e) When fueling has been completed, the Commander shall be informed

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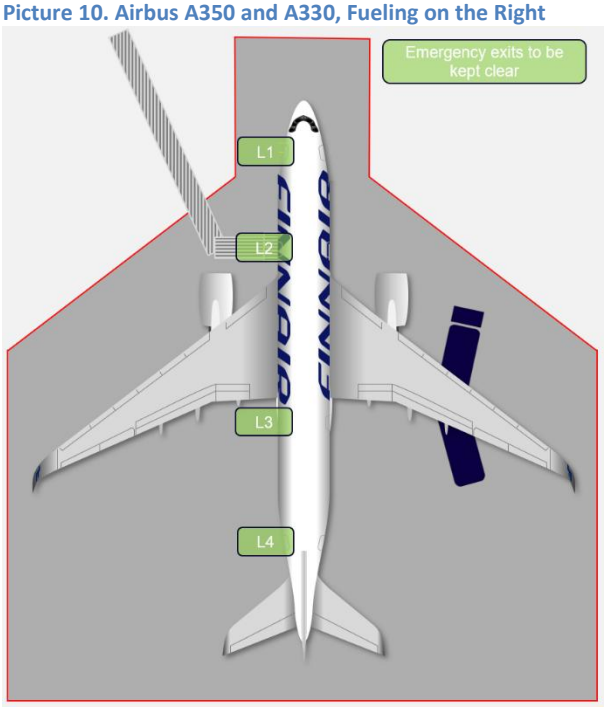
3.2.3.4 Permitted Exits in Different Fueling Scenarios

Picture 9. Airbus A350 and A330, Fueling on the Left



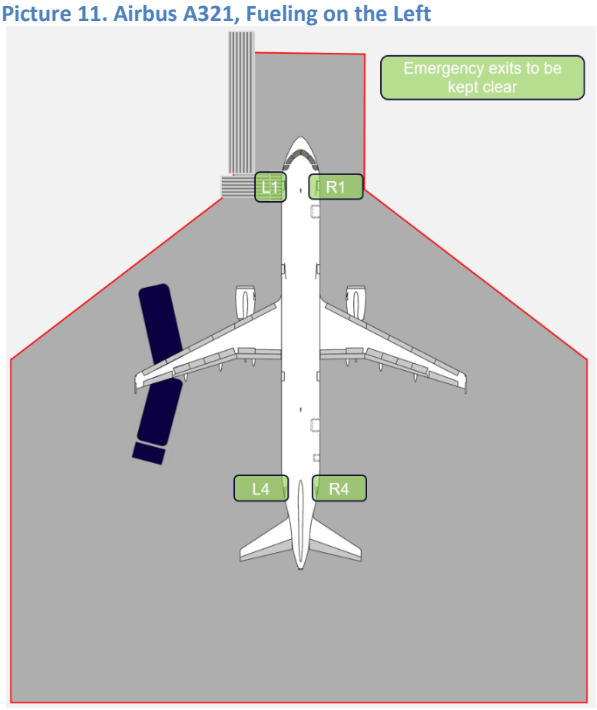
- Passenger bridge only (if steps are used, fueling from the right side)
- Optionally, bridge can be placed on L1

Picture 10. Airbus A350 and A330, Fueling on the Right



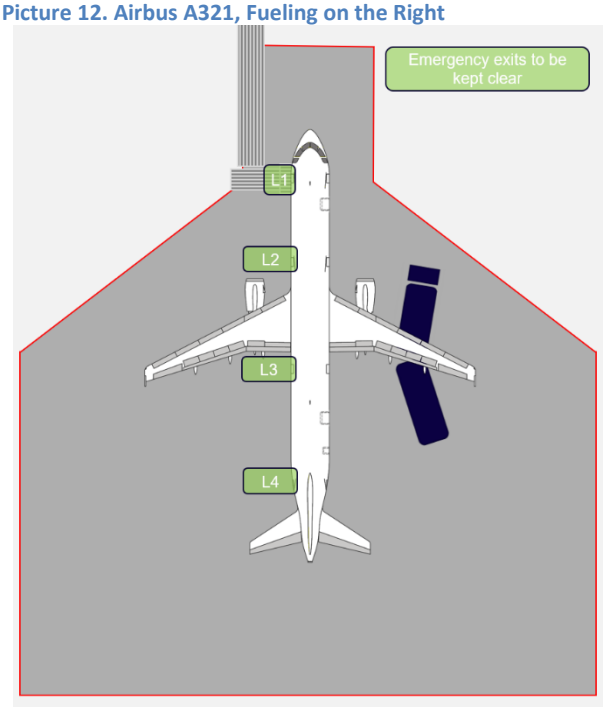
- Passenger bridge or external stairs can be used
- Optionally, bridge can be placed on L1

Picture 11. Airbus A321, Fueling on the Left



- Passenger bridge only (if steps are used, fueling from the right side)

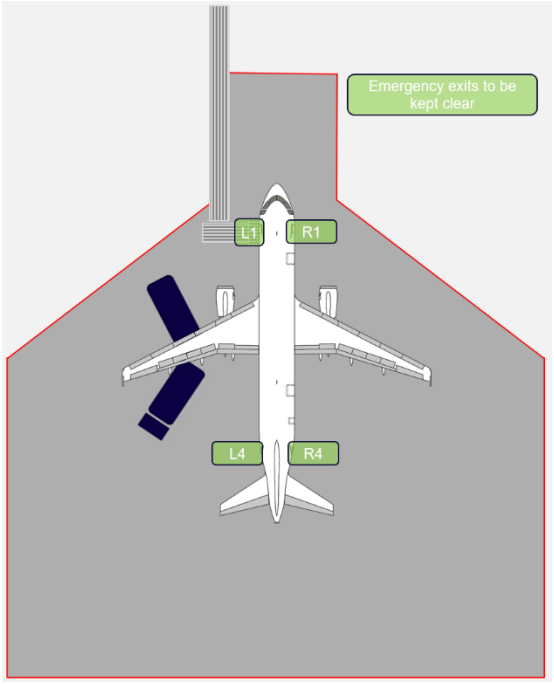
Picture 12. Airbus A321, Fueling on the Right



- Passenger bridge or external stairs can be used

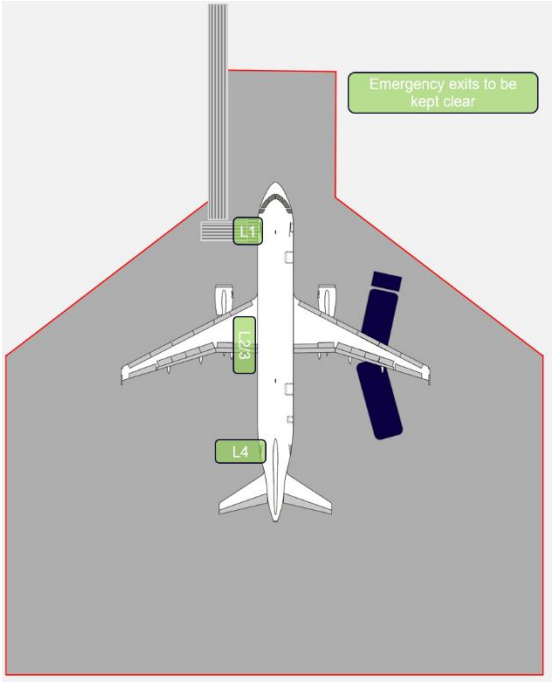
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Picture 13. Airbus A320, Fueling on the Left



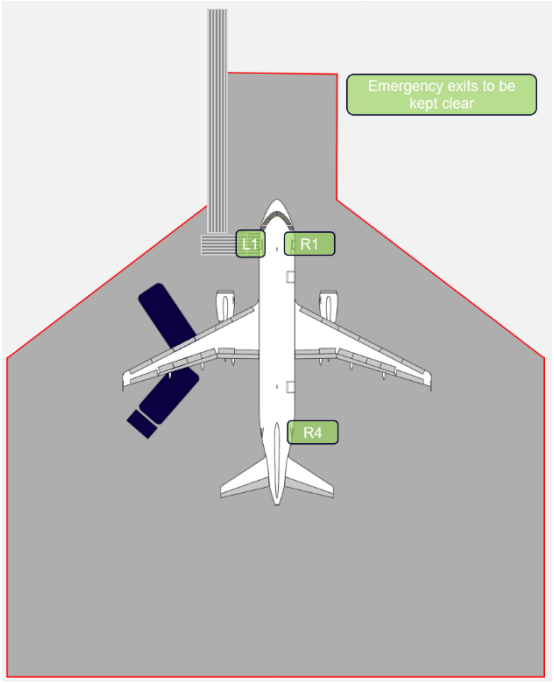
- Passenger bridge only (if steps are used, fueling from the right side)

Picture 14. Airbus A320, Fueling on the Right



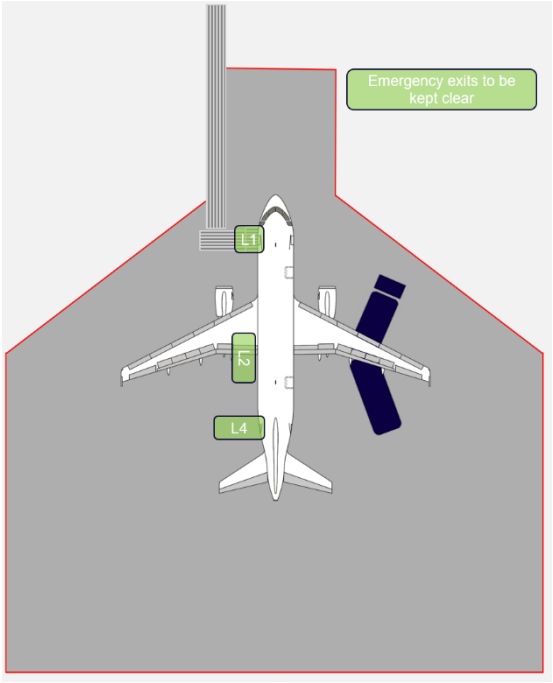
- Passenger bridge or external stairs can be used

Picture 15. Airbus A319, Fueling on the Left



- Passenger bridge only (if steps are used, fueling from the right side)

Picture 16. Airbus A319, Fueling on the Right



- Passenger bridge or external stairs can be used

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3.2.4 Fueling with an Engine Running

[Ref. OM-A 8.2.1.6]

In urgent situations, and when it is impossible due to a malfunction or for some other reason to start up the engine(s) unless one is kept running, the fueling may be performed with one engine running with the permission of the Commander. It is the Commander's responsibility to ensure that:

a) The ATC and the fireguard are informed of the situation.
b) The fueling operation shall be supervised by a qualified airline representative.
c) Because of its non-nature, the operation shall shall be reviewed beforehand by an airline and fueling company representative.
d) Fueling is commenced only when a fire truck is ready in the vicinity of the aircraft and all passengers and personnel not necessarily required for fueling have left the aircraft. This includes also cabin crew.
e) There are no passengers embarking, onboard or disembarking.
f) Personnel not required for fueling and passengers shall maintain a safe distance of at least 50 meters from the aircraft.
g) The aircraft shall be positioned at a distance of at least 50 meters away from the passenger loading area of the terminal and any other building or other aircraft.
h) Aircraft shall be headed into the wind.
i) Where one-man fueling would normally be carried out, an additional supervisor or senior fueling operator should also be present.
j) The fueling adapter is used and the running engine is not on the same side of the aircraft.
k) All loading and unloading service or similar work is prohibited during fueling. Service equipment not needed for fueling shall be moved away from the aircraft.

NOTE: Fueling with an engine running is not allowed with A350 aircraft.

When additional fuel is required on the other side of the aircraft the operation shall be carried out in the following order:

- Fueling personnel shall remove fueling equipment from the side where the fueling has just been completed and position fueling equipment at least 50 metres from the engine to be started.
- Commander starts the engine on the side that has just been fueled.
- Commander shuts down the engine of the side to be fueled.
- Fueling personnel shall position fueling equipment adjacent to the wing to be fueled at a maximum distance from the running engine.
- Fueling personnel starts loading the fuel

NOTE: Under no circumstances shall fueling take place on the same side of the aircraft as that where an engine is running.

3.2.5 Fueling with Ground Power Units (GPU) in Operation

[Ref. IFQP Fuel Standard K.9]

a) Ground Power Units shall be positioned at least 6 meters (20 feet) away from fueling vehicles and wing tank vents.
b) The engine of the GPU shall be started and electrical connections made before fueling begins. The unit shall not be disconnected or switches operated during fueling.
c) In the event of a fuel spill, the engines on the GPU shall be stopped until the spillage is removed, and there is no danger from flammable vapours.

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3.3 Adverse Weather Conditions

3.3.1 Adverse Weather Conditions - General

Airside operational personnel should use the following procedures during adverse or poor weather conditions, which may have a negative impact on aircraft handling activities and ground safety. If additional information is required, refer to supervisory personnel.

3.3.2 Wintery or Slippery Apron Conditions

Winter weather brings extra hazards, which require awareness and more care on the part of personnel working on the apron to prevent accidents. The following precautions to reduce accident risk shall be taken:

a) Plan additional time for all ramp activities and take extra care when walking across apron surfaces, which can be slippery.
b) Take extra care when driving, especially when approaching the aircraft. Remember that GSEs require greater distances to stop safely on slippery surfaces.
c) Operators of potable water tankers and toilet servicing units shall be vigilant to ensure that there is no spillage or leakage that can lead to subsequent freezing. Care shall be taken to keep spillage and overflow to a minimum.
d) If apron conditions are hazardous, contact the competent authority to mitigate the hazard. In the event the hazard cannot be mitigated, suspend the affected operations.
e) Close all entrance and cargo hold doors as soon as possible and keep them closed to avoid precipitation entry into the aircraft. In case of use of cooling/heating units and pre-conditioned air, refer to AY GOM 4.1.4.2.
f) Ensure that the aircraft parking stand, particularly the ERA, is sufficiently free of ice, snow, etc. to provide a safe working area during all ramp handling activities, including the aircraft arrival or departure operations.
g) Remove snow and ice from equipment and work surfaces prior to the start of operations.



Caution:
Reduce speeds in slippery apron conditions. Adjust all activities and operations on the ramp to suit the conditions at the time.

3.3.2.1 De-icing/Anti-icing Servicing and Snow/Ice Removal

De-/anti-icing is to be performed according to international standard SAE AS6285 and Finnair requirements for each aircraft type. Instructions are available at Finnair Winter Procedure Manual under responsibility of Finnair Process Owner, Seasonal Operations and Aircraft Fueling.

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3.3.3 Thunderstorms and Lightning

3.3.3.1 Work Instructions During Thunderstorms and Lightning

On receipt of an ALERT:

a) *Make preparations for the STOP phase.*
   1. *Suspend nonessential activities in open areas and ensure any personnel using or about to use headsets are informed of the alert.*
   2. *Fueling operations can continue, however, the proximity of the thunderstorm/lightning should be continually monitored.*
   3. *Avoid using highly conductive equipment.*

b) *On receipt of a STOP order:*
   1. *Stop fueling and detach hoses from aircraft. Fueling hoses cannot be left attached to the aircraft during any thunderstorm/lightning event.*
   2. *Discontinue aircraft communication by headset.*
   3. *Stop all ramp activity and clear ramp.*
   4. *Personnel should seek shelter inside buildings or metal-bodied vehicles. No one should seek shelter under any part of the aircraft, loading bridge, near light poles, fences, under trees.*
   5. *In accordance with local procedures, aircraft may come on the stand, but the aircraft doors should remain closed and ground servicing suspended.*



Danger:
Failure to follow procedures could result in a fatal accident.

Table 10. Notification Levels

LEVELS	*ACTION*
Amber – ALERT *Lightning activity is detected at a distance between 5 and 8 km (3 to 5 miles) from the operation.*	*Disseminate a lightning warning to airside operating personnel so they can prepare and plan their activities to be ready in case of a Red Alert in accordance with local regulatory requirements.*
Red – STOP/SUSPEND *Lightning activity is detected within 5 km (3 miles) of the operation.*	*Disseminate the order to stop all airside activities and seek shelter to all airside operating personnel.*
Green – ALL CLEAR *Lightning activity has moved beyond 5 km (3 miles) and is heading away from the operation.*	*Disseminate the order to resume normal activities to all airside operating personnel.*

Note: *The distances referred to above may vary depending on local climatic parameter.*

3.3.3.2 Lightning Alert Callout

In the absence of an integrated airport notification system, all airside operating personnel shall be aware of the following procedures:

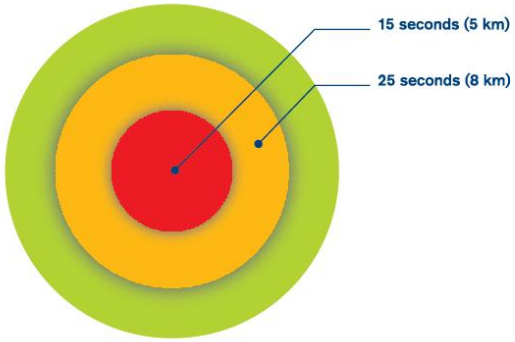
a) *Use the counting method to detect/predict lightning activity. Determine the corresponding level based on the counting method diagram; see AY GOM 3.3.3.3.*
b) *The responsible person notifies all airside operating personnel of the lightning alert level. If the person responsible is not available, the counting method should be used by all airside operating personnel for self-protection.*
c) *In case of a Red Alert, proceed to a designated shelter.*

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3.3.3.3 Counting Method

The counting method is used when an integrated airport notification system is absent. It is used to estimate the level of lightning activity.

Picture 17. Counting Method Chart



Notes:

1. *The time indicated is the time between observing the lightning and hearing the sound of thunder.*
2. *If the counted time is less than 15 seconds, the lightning activity is less than 5 km from the airport.*
3. *If the counted time is between 15 seconds and 25 seconds, the lightning activity is between 5 and 8 km from the airport.*

3.3.4 High Wind Conditions

High winds pose a great risk of damage, and the following minimum precautions should be taken:

a) *Ensure the safety of the aircraft by installing additional chocks and removing all equipment from around the aircraft.*
b) *Take extreme care when opening or closing any aircraft doors.*
c) *Ensure parking brakes are set on all parked GSE.*
d) *Set parking brakes and secure by additional means, if necessary, all non-motorized ramp GSE (i.e., baggage carts, ULD dollies).*

3.3.5 High Winds Activity Table

The following actions shall be taken when sustained winds and/or gusts of wind at 25 knots (kts) or greater are predicted. However, it is the actual wind speed at the aircraft parking position that constitutes the risk for injuries and damage.

Table 11. High Winds Activity Table

Personnel Actions	***25 to 39 kts (46 to 72 km/h)***	***40 to 59 kts (73 to 110 km/h)***	***Above 60 kts (Above 111 km/h)***
Chock aircraft landing gear as per Aircraft Out of Service/Night Stop/High Wind, see AY GOM 4.2.2.	✓	✓	✓
Remove safety cones	✓	✓	✓
Secure PCA hoses	✓	✓	✓
Remove FOD	✓	✓	✓
Secure ULDs	✓	✓	✓
Secure rolling stock	✓	✓	✓
Strap all propellers on propeller aircraft	✓	✓	✓
Secure PBB and position to minimize surface exposed to the direct force of the wind		✓	✓
Close cargo hold, cabin access doors and access panels		✓	✓
Do not initiate the elevation of high-lift equipment and stairs		✓	✓
Park GSE closely together and adjacent to a building, if possible			✓
Retract PBB			✓



Danger:
High winds pose a great risk of damage and injury.

Classified as Internal

3.3.6 Sandstorms and Low Visibility

The following minimum precautions should be taken:

a) Issue appropriate PPE such as goggles, masks and covered clothing.

b) Ensure the provision of shelter, as required.

3.3.7 Intense Heat

The following minimum precautions should be taken:

a) Issue appropriate PPE (i.e., covered clothing).

b) Ensure the provision of rehydration for personnel.

c) Ensure the provision of a temperature-controlled environment during rest breaks.

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3.4 Hand Signals

3.4.1 Hand Signals - Introduction

To standardize ground–to-ground personnel communication and/or ground personnel to flight crew communication and/or flight crew to ground personnel communication, the following hand signals are defined:

a) ***Guide Person Hand Signals**–to be used by a specific guide person in direct liaison with the GSE operator to facilitate movements of any type of GSE.*
b) ***Marshaling Hand Signals**–to be used by ground peronnel to assist the flight crew during maneuvering of the aircraft and engine starting.*
c) ***Technical/Servicing Hand Signals**–to be used by ground personnel to communicate technical/servicing information to flight crew, and by flight crew to communicate technical/servicing information to ground personnel.*
Notes:
1. *Only use hand signals when verbal communication is not possible.*
2. *Ensure acknowledgement of all signals is received.*
d) ***Aircraft Movement Hand Signals**–to be used during the tractor/towbar or towberless connection/disconnection process, as well as at the start and end of the aircraft ground movement operation.*

3.4.2 General Conditions for Using Hand Signals

The person giving the hand signals shall:

a) *Use only approved hand signals.*
b) *Wear a high visibility vest.*
c) *Maintain the same role throughout the procedure.*
d) *Keep in constant visual contact with the other ground personnel and flight crew throughout the maneuver. If visual contact is lost, the operation must stop and not recommence* until *visual contact is reestablished.*
e) *Remain clear of the intended pathway of the vehicle/aircraft, where possible.*

3.4.3 Specific Requirements for Using Marshalling Hand Signals

a) *Perform aircraft marshaling only if permitted by the local airport authority and personnel have been trained and authorized.*
b) *Give marshaling hand signals from a position in front of the aircraft when facing and within view of the flight crew.*
c) *Wear a high visibility vest.*
d) *Use illuminated flashlights/wands to improve the visibility of the hand signals in the following situations:*
    1. *Insufficient apron lighting*
    2. *Poor visibility*
    3. *Night conditions*
    4. *When required by local airport authorities or regulations*



Caution:
To avoid any possible confusion by the flight crew, do not use guide person hand signals for equipment until all aircraft marshaling has been completed.

Notes:

1. *The hand signals on the following pages are illustrated with the use of wands. The meaning of the signals remains the same when bats, gloves or illuminated flashlights are used*
2. *It is not possible to give signals for engaging/releasing parking brakes with the use of bats or illuminated flashlights*

Classified as Internal

3.4.4 Guide Person Hand Signals for Ground Support Equipment

3.4.4.1 To Attract the Operator's Attention and Take Command



Arms held above the head in a vertical position with palms facing forward.
Meaning: I am in charge of this maneuver. You will take orders only from me.

3.4.4.2 Forward Movement



Arms held above the head with elbows a little bent and palms facing backward; repeatedly move arms upward and backward, beckoning onward.
Meaning: Move toward the guide person.

3.4.4.3 Backward Movement



Arms by the sides, palms facing forward, swept forward and upward repeatedly.
Meaning: Move directly away from the guide person.

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3.4.4.4 Turn Right (from the driver's point of view)



Left arm pointed downward, hand extended; right arm repeatedly moved upward and downward toward the guide person's left. Speed of arm movement indicates rate of turn.

3.4.4.5 Turn Left (from the driver's point of view)



Right arm pointed downward, hand extended; left arm repeatedly moved upward and downward toward the guide person's right. Speed of arm movement indicates rate of turn.

3.4.4.6 Lift



Stretch both arms toward load and/or equipment, palms up; hand movement in upward direction.

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3.4.4.7 Lower



Stretch both arms toward load and/or equipment, palms down; hand movement in downward direction.

3.4.4.8 Accompanied Movement



Come with load or equipment. Maintain eye contact with operator/driver. Swing down opposite arm.

3.4.4.9 Indicate Distance



Raise arms above head, palms facing inward. Distance shown between hands shall correspond exactly with actual margin.

Classified as Internal

3.4.4.10 Stop



Arms raised and crossed over head, palm forward.
Immediate stop: *Hands cross over head with clenched fists.*

3.4.4.11 OK



Lift right arm above head, hand closed, thumb raised.
Meaning: All is clear or continue on your own or drive away.

3.4.4.12 Chocks Inserted, Stabilizers On



Arms down, hands closed, palms facing backward, thumbs extended; move arms in toward sides.

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3.4.4.13 Chocks Removed, Stabilizers Off



Arms down, hands closed, palms facing forward, thumbs extended; move arms out away from sides.

3.4.4.14 To Interrupt Power Source (electricity, fuel, air)



Right arm and hand level with shoulder, palm downward; swing extended arm horizontally toward throat by bending elbow.

3.4.4.15 Stop Engine



Right arm and hand level with shoulder, palm downward, hand on throat making horizontal move to the right, passing hand across throat.

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3.4.4.16 To Connect or Disconnect



Raise left arm and hand in front of body, fingers extended horizontally, palm down.
Connect: *Right hand with clenched fist moving upward to contact left palm.*
Disconnect: *Right hand with clenched fist leaving left palm downward.*

3.4.4.17 Brakes On/Off



Right arm and hand raised horizontally in front of body.
Release brakes: *With fist clenched, extend fingers, palm inward.*
Engage brakes: *With extended fingers, clench fist, palm inward.*

Classified as Internal

3.4.5 Aircraft Movement Hand Signals–Headset Operator to Tractor Driver

3.4.5.1 Vehicle Brakes Off



*Raise right hand just above shoulder height with closed fist and **ensuring eye contact with driver** open palm toward driver.*

3.4.5.2 Clear to Push



Hold arm straight out at a 90° angle from shoulder and display hand with thumb up.
Meaning: Indicates to tractor driver that all equipment is clear of aircraft, chocks have been removed, the aircraft brakes are off and flight crew has given clearance to commence pushback.

Classified as Internal

3.4.5.3 Negative/Hold



Hold arm straight out at 90° angle from shoulder and display hand with thumb down.
Meaning: Indicates to tractor driver that aircraft is not ready for pushback and to hold position.

3.4.5.4 Vehicle Brakes On/Stop



Raise hand just above shoulder height with open palm and, ***ensuring eye contact with the tractor driver****, close into a fist. At the end of the pushback, also indicates to tug driver that aircraft brakes have been set. The tractor driver should return the signal to the headset operator to confirm vehicle brakes set.*

Classified as Internal

3.4.5.5 Slow Down



With hand at a 45° angle downward to the side, make a patting motion.

3.4.5.6 Change of Pushback Direction



Touch nose with finger with arm at a 90° angle to the shoulder, extend arm to point in the direction that aircraft needs to be turned to.

Classified as Internal

3.4.6 Aircraft Movement Hand Signals–Wing walker to Headset Operator, Tractor Driver, Marshaller, Flight Crew (as applicable)

3.4.6.1 Clear to Move Aircraft



Raise right arm fully extended above head with wand held straight and left arm and wand at a 45° angle downward to the side.

3.4.6.2 Stop Movement of Aircraft



Fully extend arms and wands horizontally 90° at shoulder level; raise arms and wands to cross above head.

Classified as Internal

3.4.6.3 Hold Movement of Aircraft



Fully extend arms and wands downward at a 45° angle to the sides. Hold this position until it is clear for the aircraft to move.

Classified as Internal

3.4.7 Mashaling Hand Signals for Aircraft

3.4.7.1 Identify Gate/Stand



Raise fully extended arms forward at shoulder level; raise straight above head with wands pointing up, move hands forward and backward to keep from blending into background.

3.4.7.2 Continue to Taxi Straight Ahead



Holding arms extended to the side; bend arms at elbows; move arms and wands up and down from waist to head.

Classified as Internal

3.4.7.3 Slow Down



Arms held at sides and slightly bent at elbows, move arms downward in a patting gesture, moving wands up and down from waist to knees.

3.4.7.4 Turn Right (from the flight crew's point of view)



With left arm and wand extended at a 90° angle to the body, right hand makes the come ahead signal. The rate of signal motion indicates to the flight crew the rate of aircraft movement desired.

Classified as Internal

3.4.7.5 Turn Left (from the flight crew's point of view)



With right arm and wand extended at a 90° angle to the body, left hand makes the come ahead signal. The rate of signal motion indicates to the flight crew the rate of aircraft movement desired.

3.4.7.6 Stop



Fully extend arms and wands horizontally 90° at shoulder level; raise arms and wands to cross above head.

Classified as Internal

3.4.7.7 Hold Position/Stand-by



Fully extend arms and wands downward at a 45° angle to the sides. Hold the position until the aircraft is clear for the next maneuver.

3.4.7.8 Proceed to Next Marshaller or as Directed by Tower/Ground Control



Point both arms upward, move and extend arms outward to side of body and point with wands to direction of next marshaller or taxi area.

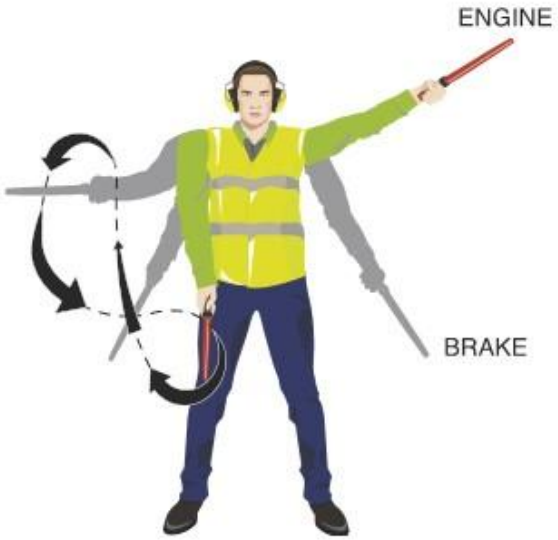
Classified as Internal

3.4.7.9 Dispatch Aircraft



Perform a standard military salute with right hand and/or wand to dispatch the aircraft. Maintain eye contact with the flight crew until the aircraft has begun to taxi.

3.4.7.10 Fire



Holding right arm straight, move right hand in an exaggerated figure eight (8), or a fanning-type motion, from the shoulder to the knee, while at the same time pointing with the left-hand wand to the area of the fire.
At night, use the same process with wands.

Classified as Internal

3.4.7.11 Set Brakes



Raise right hand just above shoulder height with open palm facing forward. Ensuring eye contact with flight crew, close hand into a fist. ***DO NOT*** *move until receipt of thumbs up acknowledgment from flight crew.*

3.4.7.12 Release Brakes



Raise hand just above shoulder height with hand closed in a fist. Ensuring eye contact with flight crew, open palm facing forward. ***DO NOT*** *move until receipt of thumbs up acknowledgment from flight crew.*

Classified as Internal

3.4.7.13 Chocks Inserted



With arms and wands fully extended above head, move wands inward in a jabbing motion until wands touch. Ensure acknowledgement is received from flight crew.

3.4.7.14 Chocks Removed



With arms and wands fully extended above head, move wands outward in a jabbing motion. ***DO NOT*** *remove chocks until authorized to do so by flight crew.*

Classified as Internal

3.4.7.15 Start Engines



Raise right arm to head level with wand pointing up and make a circular motion with hand; at the same time, with the left arm raised above head level, point to the engine to be started.

3.4.7.16 Emergency Engine Shut Down/Cut Engines



Extend right arm with wand forward of body at shoulder level, move hand and wand to top of left shoulder and draw wand to top of right shoulder in a slicing motion across throat. Hold left arm above head with closed fist.

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Classified as Internal

3.4.8 Technical/Servicing Hand Signals–Ground Personnel to Flight Crew

3.4.8.1 Connect Towbar



Bring arms above head and grasp forearm with opposite hand.

3.4.8.2 Air Up



Wave arms up and down from thigh to waist with palms up.
Meaning: Supply pressurized air for engine start.

Classified as Internal

3.4.8.3 Connect/Disconnect Ground Power



To connect ground power:
Hold arms fully extended above head; open left hand horizontally and move fingertips of right hand up to touch open palm of left hand (forming a "T"). At night, illuminated wands can also be used to form the "T" above the head.



To disconnect ground power:
Hold arms fully extended above head with fingertips of right hand touching open horizontal palm of left hand (forming a "T") and lower right hand away from the left. ***DO NOT*** *disconnect power until authorized by the flight crew. At night, illuminated wands can also be used to open the "T" above the head.*

Classified as Internal

3.4.8.4 Affirmative/All Clear



Raise right arm to head level with wand pointing up or display right hand with thumbs up; left arm remains at side by knee.

3.4.8.5 Negative



Hold right arm straight out at 90° from shoulder and point wand down to ground or display right hand with thumbs down; left hand remains at side by knee.

Classified as Internal

3.4.8.6 Interphone



Extend both arms at 90° from body and move hands to cup both ears.

3.4.8.7 Do not Touch Controls



Raise right hand above head level and close fist or hold wand in horizontal position; left arm remains at side by knee.

Classified as Internal

3.4.8.8 Open/Close Stairs

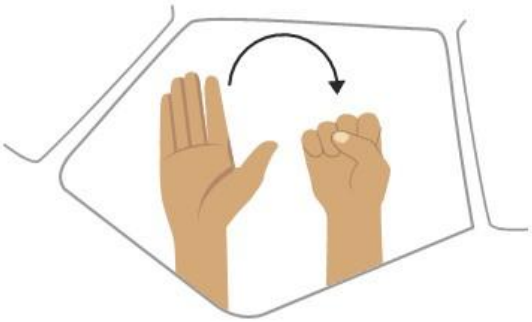


With right arm at side and left arm raised above head at a 45° angle, move right arm in sweeping motion toward top of left shoulder.

Note: *This signal is intended mainly for aircraft with a set of integral stairs at the front.*

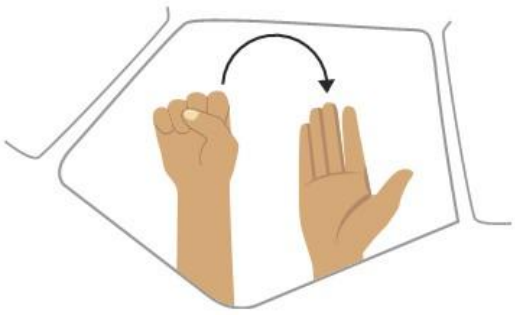
3.4.9 Technical/Servicing Hand Signals–Flight Crew to Ground Personnel

3.4.9.1 Brakes Engaged



Raised arm and hand with palm facing forward and fingers extended in front of face and close hand into a fist.

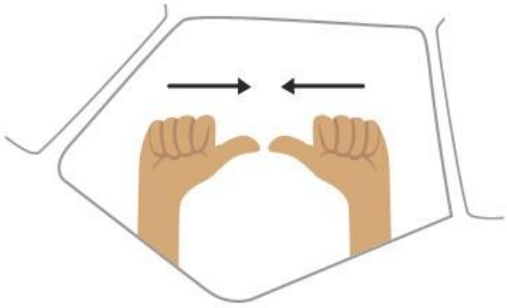
3.4.9.2 Brakes Released



Raised arm with fist clenched in front of face; extend fingers to open palm facing forward.

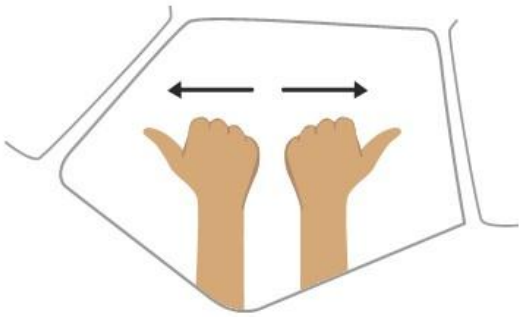
Classified as Internal

3.4.9.3 Insert Wheel Chocks



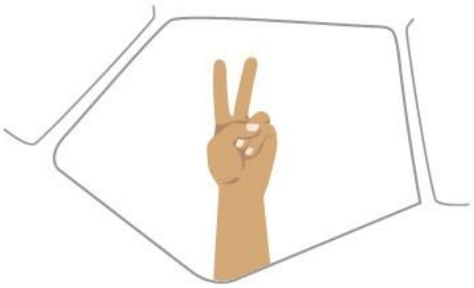
Hands held in front of face, palms facing forward with fingers closed and thumbs extended; move hands inward.

3.4.9.4 Remove Wheel Chocks



Hands held in front of face, palms facing backward with fingers closed and thumbs extended; move hands outward.

3.4.9.5 Ready to Start Engine(s)



One hand raised with the appropriate number of fingers outstretched to indicate the number of the engine to be started.

3.4.9.6 All Clear



One hand raised with closed fingers and thumb extended. Acknowledgement of all ground actions.

Classified as Internal

3.5 Toilet Servicing

3.5.1 Introduction

The complete procedure for servicing the aircraft toilet waste tank(s) consists of the following three steps:

a) Draining the waste tank(s).
b) Flushing the waste tank(s).
c) Adding an amount of pre-charge and/or concentrated deodorant pre-charge product, as applicable.

Caution:
1. *Toilet fluids are corrosive.*
2. *Prior to servicing, inspect the toilet servicing panel on the aircraft for signs of leakage.*
3. *If any horizontal blue streaks are observed, the blue streak shall be cleaned prior to servicing.*
4. *After cleaning, look again for signs of leakage.*
5. *Blue ice build-up at higher altitudes may influence airworthiness. In the case of a possible leak, immediately inform the airline representative, ground engineer, or the flight crew.*

3.5.2 Hygiene Precautions

a) Wear heavy rubber gloves, full face protection and protective clothing against harmful wastes when performing toilet servicing.
b) Do not park the toilet service unit in the same area as the water service unit or at the water filling point.

Caution:
Once an agent has performed toilet servicing on an aircraft, the same agent cannot perform water servicing during the same task.

3.5.3 Toilet Servicing Procedure

3.5.3.1 General

Each aircraft type has specific requirements for toilet servicing and the amount of pre-charge and/or concentrated deodorant pre-charge product. Refer to AY GOM *3.5.3.5 for specific instructions per aircraft type.*

a) Prior to opening a toilet service panel, check for stains around the panel.
b) While opening the service panel, stay clear and watch for signs of leakage.
c) Stay clear of the drain fitting cap while opening and watch for signs of leakage.
d) Ensure the drain hose Y-fitting coupling is connected correctly before the drain valve handle is pulled.
e) Empty the waste tank(s).
f) *Flush the waste tank(s)* twice and empty them again.
g) Pre-charge the tank(s) with the correct quantity of water and disinfectant, as applicable.
h) Fill the waste tank(s) with the correct amount of water and concentrated deodorant pre-charge product or premixed fluid, as applicable. For aircraft equipped with a conventional toilet system, fill the waste tank(s) with the correct amount of water and pre-charge or concentrated deodorant pre-charge.
i) After servicing, ensure there are no leaks at the drain fitting cap or the end of the drain hose Y-fitting coupling.
j) Close the nozzle tightly to prevent the accumulation of ice during flight and wipe off residual water and disinfectant.
k) Check for possible leakage.
l) After servicing, close and latch the fitting caps and service panel door.

Notes:
1. *Inform aircraft maintenance or flight crew, if:*
   - *i. Fluid leakage is observed.*
   - *ii. The drain valve will not open, or the waste tank cannot be drained.*
2. *Report any spillage of waste to the supervisor.*

3.5.3.2 Draining

a) Drain the aircraft waste system into the waste tank of a toilet service unit.
b) Observe the waste drain hose during draining to confirm that the waste tank is completely emptied. The hose will vibrate for a few seconds as the contents of the waste tank pass into the waste tank of a toilet service unit.

Note: *Drain the waste tanks one at a time for optimal results.*

Classified as Internal

3.5.3.3 Servicing During Freezing Conditions

Take the following measures to prevent freezing of the fluid in the aircraft toilet tanks and lines during freezing conditions:

a) Drain the waste tanks if the aircraft is parked over two hours without cabin heater and the temperature is, or is expected to be, below the freezing point. See Finnair Winter Procedure Manual 15.1.1.
b) Fill the aircraft toilet system only after cabin heating has been restored, and as close to flight departure time as possible.
c) Ensure the fill line is fully drained before closing the cap to prevent freezing of fluid in the fill line.

Caution:
Do not attempt to remove the frozen substance from the fill lines, connections or service panels. Contact maintenance immediately.

3.5.3.4 Inoperative Toilet Systems

If defects of the toilet system prevent regular servicing, ask qualified technical personnel, if available, for assistance (e.g., removal of panels).
If no technical personnel are available, inform the flight crew or an airline representative.

3.5.3.5 Uplift Sterilization Fluid

Once the toilet waste tanks have been emptied and flushed the following amounts of sterilization fluid must be uplifted per aircraft type.

Table 12. Uplift Sterilization Fluid Amounts

Aircraft	Sterilization Fluid
A319/A320/A321	10 ltr
A330 (2 tanks)	18 ltr x tank
A350	23 ltr

3.6 Potable Water Servicing

3.6.1 General

a) The water used for uplift shall fully meet the hygiene and testing requirements detailed in AHM 440 7.5, 8.11.1, 9.1 and those detailed in AY GOM 3.6.3.
b) Equipment used shall fully comply with the specifications detailed in AHM 970 for water servicing vehicles or AHM 981 for towed service carts.
c) All equipment shall be serviced according to the manufacturer's recommendations. Records shall be kept of all servicing, cleaning, disinfection and maintenance tasks performed.
d) All equipment and facilities used shall be maintained to the highest possible hygienic standard.
e) Only uplift water to aircraft if authorized or requested by Finnair.
f) Replenish the aircraft tank according to Finnair *procedures. Any deviation shall be reported to the supervisor or* Finnair *representative.*
g) Finnair *representatives shall be informed of any issue that may affect (or may have affected) the standard of water uplifted to their aircraft, including contamination incidents, maintenance findings and test failures.*

Potable water uplift for Finnair flights may only be performed when hygienic requirements for potable water are fulfilled. The stations, which Finnair operates to, are divided into two (2) categories based on the quality of fresh water:

1) Uplift can be made
2) No uplift to be performed

It is the nominated person of Ground Operations' responsibility to manage the categorization of Potable Water.
Finnair Executive Office Specialist is responsible for sample quality evaluation based on reports received from stations.

Stations potable water uplift status is indicated in Finnair CIS (Crew Information System). This information is updated by Ground Operations department respectively according to information received from Finnair Executive Office Specialist.

If by accident water would be supplied at a category 2 station Finnair Maintenance Control Center (MCC), mcc@finnair.com, shall immediately be informed in order to have the aircraft fresh water system rinsed and sterilised. The Pilot-in-Command shall make a report of this in the eLog and report the occurrence to the purser of that flight.

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Classified as Internal

3.6.2 Potable Water Servicing Procedures

3.6.2.1 Filling Aircraft Water Tanks

a) *Before connecting the aircraft filling hose to the aircraft, flush the hose.*
Note: *The hose needs to be flushed into a bucket or waste container before connecting the hose to the aircraft filling port (Not required on consecutive servicing).*
b) *Do not place hose ends on the ground.*
c) *On immediate turnaround sequence, water service shall always be performed before toilet service.*
d) *The aircraft filling port shall be cleaned/wiped dry with antiseptic wipes before the hose is connected to the aircraft adaptor.*
Note: *Cleaning may be carried out either by wiping with a towelette or equivalent soaked with a disinfecting solution or wiping with a presoaked disinfectant towelette. The spray-and-wipe procedure is accepted if sprayed directly on the towelette. However, personnel should not spray directly into the aircraft coupling.*
e) *Fill the water tank(s) to the required level.*
f) *Each aircraft type has specific requirements for filling and draining. Refer to* AY GOM 3.6.5, ANNEX D Aircraft Guide and AY Winter Procedure Manual for specific servicing instructions.
Note: When filling A32S-fleet water tanks, after the required fill level is reached, stop the water pump and wait 30 seconds before closing the fill/drain valve (to prevent toilet bowl flooding after water system servicing).
g) *When not in use, hose ends shall be:*
    1. *Kept capped, or*
    2. *Attached to a dummy connector, or*
    3. *Kept in a container filled with disinfectant solution, or*
    4. *Treated with disinfectant before use.*

3.6.2.2 Water Servicing During Freezing Conditions

The following actions shall be followed to prevent water freezing in the aircraft water tanks and lines during freezing conditions:

a) *Drain the aircraft water tanks if* instructed by Finnair, as per Finnair Winter Procedure Manual. *Dispose of the water in accordance with airport operator requirements.*
b) *Ensure the fill line is fully drained before closing the cap to prevent freezing of fluid inside.*



Caution:
Keep aircraft cargo hold access doors closed to prevent water lines from freezing when the cargo compartments are not being loaded or unloaded.
Do not attempt to remove the frozen substance from the fill lines, connections or service panels. Contact maintenance immediately.

3.6.3 Potable Water Hygiene Precautions

3.6.3.1 Fill Points and Water Cabinets

a) *Daily, weekly and monthly tasks shall be conducted and recorded as per AHM 440 7.5 and 9.1.*
b) *Hoses, connectors and water quality shall meet AHM 440 specifications and hygiene requirements.*
c) *The water shall only be used as potable water for aircraft.*
d) *The area around the fill point/water cabinet shall be kept clean and free from waste.*
e) *When not in use, all fill point hoses shall be secured and locked in a metal pest-proof enclosure. Fill points without attached hoses shall be capped.*
f) *When not in use, hose-ends shall be:*
    1. *Kept capped or;*
    2. *Attached to a dummy connector or;*
    3. *Kept in a container filled with disinfectant solution or;*
    4. *Treated with disinfectant before use.*
g) *Do not place hose ends on the ground*

Classified as Internal

3.6.3.2 Water Service Vehicles and Towed Service Carts

The water service vehicles and towed service carts shall:

a) Conduct and record daily, weekly and monthly tasks as per AHM 440 8.11.1.

b) Only be filled at a designated potable water fill point using approved hoses and couplings.

c) Only be used to fill aircraft potable water tanks.

d) Be parked in a clean and secure area, away from toilet servicing vehicles.

e) Not be positioned close to toilet servicing units at any time, particularly when toilet servicing or toilet waste disposal is taking place.

Notes:

1. *The water service vehicles and towed service carts should be parked in a shaded area during hot sunny weather, particularly if filled.*
2. *The tank shall be drained completely at least once per calendar day.*

3.6.3.3 Water Servicing Personnel

The water servicing personnel shall:

a) Be dressed in clean working clothes in accordance with the World Health Organization (WHO) Drinking Water Quality Standard to be assigned to drinking water servicing.

b) For hygiene reasons, if operators conduct both toilet and water servicing functions during the course of their shift, the operators must service potable water before servicing aircraft toilets.



Caution:
Should the operator be reassigned to perform water servicing after he/she has performed toilet servicing, the operator shall shower and change into clean external clothes/overalls and PPE.

c) The operator should wear single use or disposable gloves during drinking water servicing. See AHM 440 10.9.

3.6.3.4 Water Treatment Chemicals (Sanitizer)

Water uplifted to aircraft potable water tanks shall contain a low concentration of disinfectant chemical (sanitizer) of a type suitable for potable water. The most common sanitisers are based on chlorine or hydrogen peroxide. See AHM 440 for details.

3.6.3.5 Water Service Vehicle Cleaning and Disinfection

Water service vehicles, towed service cart tanks and hoses shall be checked every day, disinfected at least once per week and deep cleaned at least once per month. See AHM 440 for details.

3.6.3.6 Fill Point and Water Cabinet Cleaning and Disinfection

a) Fill points, hose cabinets and their surroundings shall be checked daily for general cleanliness.

b) Fill points and hoses shall be disinfected at least once a week. See AHM 440 for details.

Classified as Internal

3.6.4 Potable Water Sample Reports

It is the Handling Company's responsibility to forward a report of Potable Water check samples at least once within every three-month period (quarterly) to water.reports@finnair.com. The report shall be in English.

If the quality of the water doesn't meet agreed standards, water servicing must be interrupted immediately and equipment must be disinfected. Water servicing shall be resumed after the subsequent analysis have shown acceptable results on the involved parameters. Finnair Executive Office Specialist will ask the appropriate Ground Service Delivery Manager to arrange for the disinfection and a new report to be forwarded to Finnair.

Drinking water samples should be tested on the following parameters (Ref. IATA AHM 440):

Table 13. Drinking Water Sample Parameters

Parameter	Requirements		Limit [a] H/R	Action
	④③② Transfer point to Bowser/Water Truck [e]	① Transfer point to A/C [e]		
Coliform Bacteria	**0/100ml**	**0/100ml**	**H**	**No uplift**
Escherichia Coli (E-coli)	**0/100ml**	**0/100ml**	**H**	**No uplift**
Enterococci	**0/100ml**	**0/100ml**	**H**	**No uplift**
Pseudomonas Aeroginosa	**0/250ml**	**100/250ml**	**R**	**Re-sampling (flushing/disinfection/re-sampling)**
Colony Count @ 22˚C	**100/ml**	**≤500/ml**	**R**	**≥350/ml (cleaning/disinfection/re-sampling)**
		≥ 500/ml [d]	**H**	**No uplift**
Colony Count @ 37˚C	**20/ml**	**100/ml**	**H**	**≥100/ml – no uplift** [d]
Clostridium Perfringens [b]	**0/100ml**	**0/100ml**	**R**	**Contact local authorities, re-sampling**
Residual Chlorine	**0,3 mg/l- max. 0,8 mg/l**	**0,3 mg/l- max. 0,8 mg/l**	**R**	**<0,3 mg/l adding of chlorine**
pH	**6,5-9,5**	**6,5-9,5**	**H**	
Turbidity	**1,0 NTU** [c]	**1,0 NTU** [c]	**R**	**>1NTU re-sampling (flushing/disinfection/re-sampling)**
Odour/Taste	**no abnormal**	**no abnormal**	**–**	**Re-sampling (flushing/disinfection/re-samg)**

[a] Limit Definitions:
H Hard limit: No uplift possible.
R Recommendation level: for information only, may induce actions by Finnair.
[b] Necessary if surface water is used
[c] NTU: Nephelometric Turbidity Number.
[d] No uplift after re-sampling.
[e] Sampling point see AHM 440:
① Transfer point to aircraft
② Transfer point to bowser/water truck
③ Transfer point after water treatment
④ Hand over point from public water supplier

Note 1: Analysis may be delegated to the handling company, provided it is carried out by the local health authorities or by a qualified laboratory approved by the two parties.

For more detailed information contact water.reports@finnair.com.

Classified as Internal

3.6.5 Potable Water Uplift Amounts

a) For A32S -fleet, potable water uplift amount shall be filled according to Table 14. Potable Water Uplift Amounts

b) For A330 and A350 -aircrafts

1. Flights to/from BKK/DFW/DXB/HKG/HKT/HND/ICN/JFK/KIX/LAX/MIA/NGO/NRT/ORD/PVG/SEA/SIN potable water uplift amount shall be filled according to flight-specific Water Tank Order (WTO) document (applicable for A330 and A350 aircrafts on selected stations, issued by Altéa FM DCS) or as requested by AY case-by-case.
2. All other flights potable water uplift amount shall be filled according to Table 14. Potable Water Uplift Amounts or as requested by AY case-by-case.
3. If potable water is filled during maintenance weekly check / water change task
   i. A330 shall be filled to 50 %
   ii. A350 shall be filled to 30 %

   Final potable water is filled by ground handling before departure, as instructed above.
4. Ground Handling Service Provider shall inform CLC amount of potable water on tanks on A330/A350 aircrafts if different from requested.

Table 14. Potable Water Uplift Amounts

Widebodies from HEL/ARN/CPH to	A330	A350 OH-LWA to -LWS	A350 OH-LWT/U
Long Haul (excl. DEL/DOH/DXB/LPA/TFS)	100 %	60 %	40 %
DEL	100 %	90 %	70 %
DOH/DXB	75 %	40 %	30 %
Europe / LPA / TFS / Domestic / Freight or Ferry Flights	50 %	30 %	30 %

Widebodies to HEL/ARN/CPH from	A330	A350 OH-LWA to -LWS	A350 OH-LWT/U
Long Haul (excl. DEL/DOH/DXB/LPA/TFS)	100 %	60 %	40 %
DEL (no uplift)	(62,5 %)	(70%)	(50 %)
DOH/DXB	75 %	50 %	40 %
Europe (uplift on request) / LPA / TFS (standard uplift)	(50 %)	(30 %)	(30 %)
Domestic / Freight or Ferry Flights (uplift on request)	(50 %)	(30 %)	(30 %)

Narrowbodies, all flights	A319	A320	A321
(uplift agreed per station or on request)	87,5%	87,5 %	100 %

Table 15. Water Tank Capacities

A32S	
% of cap	kg
0	0
12,5	25
25	50
37,5	75
50	100
62,5	125
75	150
87,5	175
100	200

A330	
% of cap	kg
0	0
12,5	88
25	175
37,5	263
50	350
62,5	438
75	525
87,5	613
100	700

A350 OH-LWA to -LWS	
% of cap	kg
0	0
30	318
40	424
50	530
60	636
70	742
80	848
90	954
100	1060

A350 OH-LWT/U	
% of cap	kg
0	0
30	450
40	600
50	750
60	900
70	1050
80	1200
90	1350
100	1500

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3.7 Aircraft Cleaning, Disinfection and Relocating Cabin Class Divider

3.7.1 Cabin Cleaning

a) Before passengers can embark cabin cleaning must be finished or progress so that it does not disturb the boarding.
b) If cleaning is to be performed during a transit stop with passengers remaining on board, it should be performed in such a way that passengers will not be unnecessarily disturbed.
c) Refuelling regulation specified in OM-A 8.2.1 must be taken into account.

All services provided by the aircraft interior cleaning company shall be conducted in accordance with international flight safety regulations.

In addition services performed shall be in accordance with the Finnair's instructions and, if specified, under the control of a person authorised by the carrier. The cleaning performed shall meet the Finnair's standards and shall not be the cause of any delays to the departing flights. Finnair Aircraft Cleaning Manual and other cleaning and disinfection instructions for aircraft interior cleaning companies are published in Finnair Partner Hub.

The cleaning program to be applied at each station is separately agreed with the handling company/cleaning company. Cabin cleaning services may not be needed for an empty flight back to base.

3.7.2 Relocating Cabin Class Divider

When relocating of cabin class divider is required:

a) At HEL cleaning company is responsible for cabin class divider relocating task. On ad-hoc situations cabin crew should perform this task also at HEL.
b) At other stations cabin crew is responsible for cabin class divider relocating task.

Classified as Internal

3.8 Safety During Aircraft De-icing/Anti-icing Operations

3.8.1 Safety During Aircraft De-icing/Anti-icing Operations - General

No aircraft shall attempt takeoff when frozen or freezing contamination is present on or adhering to the wings, propellers, control surfaces or other critical surfaces. This is known as the ICAO Clean Aircraft Concept.
Compliance with this requirement can be achieved by appropriate use of anti-icing or de-icing procedures, or where necessary a combination of both.

Detailed procedures and requirements for de-icing and anti-icing can be found in SAE AS 6285 Aircraft Ground De-icing/Anti-Icing Processes, other relevant SAE documents and Finnair Winter Procedure Manual*. This section provides general guidelines for safe ground de-icing/anti-icing operations.*

The term de-icing will be used throughout this section but should also be considered to refer to the anti-icing process.

De-icing operations shall be performed with extreme caution to prevent injury to personnel and damage to aircraft and equipment. De-icing is not permitted during the fueling process.

3.8.2 Personnel Safety

The safety factors given below are designed to ensure that safety is not compromised for personnel performing aircraft de-icing tasks:

- *a) Appropriate PPE should be checked for serviceability and worn by all personnel engaged in de-icing operations.*
- *b) Cones should be removed, as necessary, to allow access to the aircraft surfaces. Replace the cones on completion of the de-icing operation if the aircraft is not departing.*
- *c) To prevent injury, caution must be taken when filling de-icing vehicles with hot fluid.*
    1. *When handling de-icing fluids, personnel should understand and follow the precautions contained in the fluid OEM's SDS.*
    2. *Before de-icing operations start, de-icing should be coordinated between the de-icing and ground handling personnel.*
    3. *De-icing/anti-icing fluids may be very hot; 60°C/140°F or even warmer. To prevent injuries, ground personnel, passengers and flight crew shall be prevented from walking near an aircraft that is being de-iced.*
    4. *Slippery conditions can exist on the ground and equipment surfaces during and following the de-icing processes. Caution should be exercised, particularly in low humidity or nonprecipitating weather conditions, due to increased slipperiness following the use of glycol that is not diluted by the weather element.*
    5. *When de-icing on a stand, all ramp equipment, including steps, should be clear of the area to be sprayed to avoid contamination by fluid.*
    6. *Care should be taken to prevent the transfer of fluid by foot onto GSE (e.g., steps, jet bridges), interiors of aircraft and aircraft cargo holds.*

Note: *Refer to* AY GOM 3.3.2 *for detailed safety precautions for ramp operations in winter conditions.*

3.8.3 Open Basket Operations

The following minimum precautions should be taken when de-icing from an open basket:

- *a) Ensure the fall restraint device is securely anchored and the safety harness is always worn.*
- *b) Ensure the basket door or safety chain is securely latched.*
- *c) Caution should be taken to avoid exposure to a running APU.*

3.8.4 Closed Basket Operations

The following minimum precautions should be taken:

- *a) Ensure the seat belt is always worn.*
- *b) Ensure the windows of the cabin are clean. Check wiper(s) for condition and check window washer fluid level.*
- *c) Ensure the cabin access door is securely closed.*
- *d) Ensure there are no obstructions to the cabin heater/ventilation system.*

Classified as Internal

3.9 Ground Support Equipment Maintenance

3.9.1 General

All Ground Support Equipment (GSE) used on Finnair flights shall be as minimum preventively maintained according to Original Equipment Manufacturer's (OEM) preventative maintenance requirements. If OEM has not specified requirements, AHM917 guidelines regarding preventive maintenance programs should be followed.

The Maintenance Service Provider shall perform all maintenance tasks as agreed in the related contracts between Finnair and Service Provider to keep the GSE in good operational condition in order to mitigate any early failure of components or operational disruption for Finnair flights.

Preventive Maintenance shall be performed according to contracts, schedules and OEM requirements. Maintenance and damage repair shall be performed according to needs and contracts.

- Preventive Maintenance means scheduled maintenance performed according to OEM requirements.
- Maintenance means any maintenance not included in preventive maintenance programs and performed between preventive maintenance schedule due to regular wear and tear of equipment.
- Damage Repair means correcting any damage caused by external factors and not regular wear and tear.

3.9.2 Responsibilities and Oversight

a) Preventive maintenance programs shall be established and monitored. The owner(s) of the GSE shall establish the programs but may also delegate this responsibility in which case the delegation must be clearly documented. The programs shall be monitored by the owner(s) of the GSE and the eventual party who has been delegated the responsibility for establishing the program(s).

b) Responsibilities for performing preventive maintenance are defined in the specific contracts with each Service Provider and for each equipment type.

c) Preventive maintenance programs for each GSE must be stored and made available for Finnair. All maintenance actions and service history with all required signatures shall be documented and documentation shall be made available on request.

d) Oversight of programs is performed by Finnair Ground Operations.

e) Finnair Ground Operations shall be informed in advance in the following scenarios:
    1. Change in OEM requirements
    2. Introduction of new equipment type
    3. Modification of equipment that may have a safety impact

f) Finnair Ground Operations reserves the right to prohibit the use of specific GSE on Finnair flights.

g) GSE Operators shall check all GSE assigned to them prior to initial use according to AY GOM 3.1.3.2 d). Operators shall follow AY GOM 3.1.3 when operating GSE.

h) If GSE is equipped with fire extinguishing equipment, that equipment must be included in the Preventive Maintenance checklist. The maintenance cycle and requirements defined by the manufacturer of the fire extinguishing equipment must be complied with.

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4 Aircraft Turnaround

4.1 Aircraft Arrival

4.1.1 Actions Prior to Aircraft Arrival

a) Ensure all persons involved with the aircraft arrival and post-arrival handling/servicing are briefed on safety and operational requirements relevant to their functions, e.g., aircraft defects that may affect ground handling operations, specific unloading, equipment positioning and operating requirements.

b) Conduct a foreign object debris (FOD) check on the entire stand, removing all debris just prior to aircraft arrival.

c) Make sure the stand surface condition is sufficiently free of ice, snow, etc. to ensure safe aircraft movement.

d) Make sure all required ground support equipment (GSE), chocks and safety cones are available and serviceable, and is positioned well clear of the aircraft path, outside the equipment restraint area (ERA).

e) Make sure the aircraft guidance docking system is activated, where applicable, or a marshaller is in position. Where an aircraft docking guidance system is in use, ensure it is operative and only activated when it is confirmed that conditions are safe to accept the aircraft. See AY GOM 4.1.2 b) for Wing Walker positioning for Aircraft Arrival.

f) Make sure required ground personnel are present including any additional personnel (i.e., wing walker), if applicable. See AY GOM 4.1.2 b) for for wing walker positioning during aircraft arrival.

All personnel shall remain well clear of the arriving aircraft and its maneuvering path, outside the ERA, other than those whose functions require them to be inside the ERA during aircraft arrival, e.g., marshaller(s) and/or wing walker(s). See AY GOM 4.1.3 for requirements/clearance for personnel to approach the aircraft.

4.1.2 Actions During Aircraft Arrival

a) For a standard arrival at a stand without an automated guide-in system or at an open ramp:

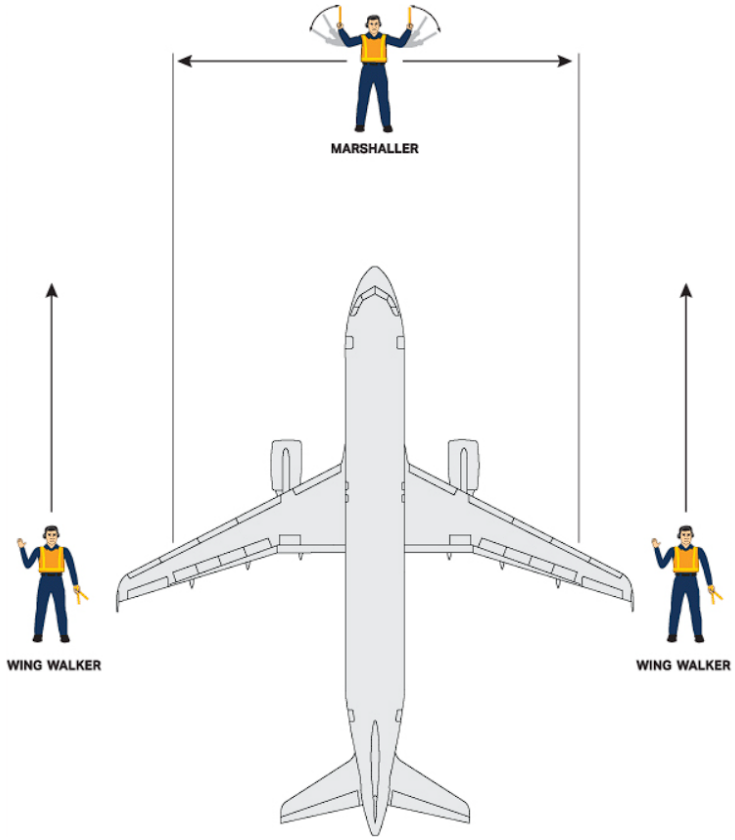
1. *As the aircraft approaches the stand area, the marshaller points to the guide-in line on the ramp to be followed by the aircraft by standing at the top of the guide-in line and giving the "Identify Gate/Stand" signal. See AY GOM 3.4.7.1. Wing walkers, if required, will be positioned approximately 1 m (3 ft.) outside the path of the wingtips. Wing walkers shall maintain visual contact with the marshaller until the aircraft has come to a complete stop. See diagram in Picture 18 for positioning of wing walker during aircraft arrival on stand.*
2. *While the aircraft taxies along the guide-in line, the marshaller gives the "Continue to Taxi Straight Ahead" signal with marshalling wands. See AY GOM 3.4.7.2.*
3. *The nose wheel should follow the guide-in line all the way to the appropriate stop point. Use the "Turn Left (from the flight crew's point of view)" or "Turn Right (from the flight crew's point of view)" signals to correct the track of the aircraft as required. (See AY GOM 3.4.7.4 and 3.4.7.5).*
4. *If at any time during the aircraft movement the marshaller is unsure or identifies an imminent danger, signal the aircraft to "STOP" (see AY GOM 3.4.7.6).*
5. *If at any time during the aircraft movement the wing walkers are unsure or identify an imminent danger, signal the marshaller with the "STOP" signal (see AY GOM 3.4.7.6).*
6. *As the aircraft approaches the stop position, use the "Slow Down" signal, if required (see AY GOM 3.4.7.3). As the nose wheel reaches the stop point, slowly cross the wands in the "STOP" signal (see AY GOM 3.4.7.6).*

b) For a standard arrival at a stand with an automated guide-in system:

1. *The ground staff member responsible for aircraft arrival operations shall verify that the correct aircraft has been selected for the arrival and the equipment is operational.*
2. *The agent responsible for staffing the emergency stop button shall be positioned with an unobstructed view of the arriving aircraft and within reach of the system to stop the aircraft in the event it is needed. It is essential to maintain a continuous unobstructed view between the agent responsible for staffing the emergency stop button and the ground personnel ensuring clearance (e.g., wing walker).*
3. *If the emergency stop is activated, and only after verification by the ground personnel operating the guidance system that the risk is no longer there, the aircraft docking guidance system can be reactivated. If not, standard aircraft arrival procedures shall be used.*
4. *Wing walkers, if required, will be positioned approximately 1 m (3 ft) outside the path of the wingtips. Wing walkers shall maintain visual contact with the agent responsible for the aircraft arrival operations until the aircraft has come to a complete stop. See diagram in Picture 18 for positioning of wing walker during aircraft arrival on stand.*

Classified as Internal

Picture 18. Wing Walker Positioning for Aircraft Arrival



Classified as Internal

4.1.3 Actions After Aircraft Arrival

a) Upon aircraft stopping:

1. *Position wheel chocks at the nose landing gear (NLG) wheels as per AY GOM 4.2.1.*
2. *Position and connect the ground power unit (GPU) or fixed power unit (FPU), if required, before engine shut down in accordance with AY GOM 4.1.4.1.*

b) After the engines have been shut down, are spooling down, and anti-collision lights have been switched off:

1. *The person responsible for arrival operations shall give clearance for placement of the remaining wheel chocks and safety cones.*
2. *Remaining wheel chocks shall be placed in accordance with AY GOM 4.2.1, and verbal/visual confirmation shall be given to the flight crew.*
3. *If applicable, the passenger boarding bridge (PBB), shall be positioned onto the aircraft after an inspection has been carried out to confirm there is no damage to the cabin access door and surrounding area.*
4. *Safety cones shall be placed in accordance with AY GOM 4.3.1. After placement, GSE may enter the ERA to approach the aircraft.*

   ***Note 1:** Positioning of GSE at its final servicing position shall only take place after inspection of the door/service panel and surrounding area where the GSE shall position, and clearance given.*

   ***Note 2:** Spooling down of an engine can be identified as follows: reduced engine noise, visible fan or propeller speed reduction, lack of exhaust heat or thrust plume.*

c) Before positioning GSE, conduct an arrival walkaround to inspect for damage to the following parts of the aircraft:

1. *All cargo hold access doors*
2. *All access panels and servicing access points*
3. *Aircraft fuselage*
4. *Aircraft engine cowlings/propellers*
5. *All cabin access doors, including service doors*

d) Give clearance for GSE to position at the aircraft.

***Note:** If any damage is found, report it immediately to a supervisor and do not approach the aircraft with any GSE in the area where the damage has been found*



Danger:
If notified of a brake overheat, do not approach the main gear.



Caution:
If an aircraft arrives with an unserviceable anti-collision light, do not approach the aircraft until headset communication has been established with the flight crew.

At some airports local regulations do not allow for the standard arrival procedure tasks a)1 and a)2 to be performed until engines are spooling down and anti-collision lights have been switched off. In this situation, for standard arrival procedure it is acceptable that the provider perform tasks a)1 and a)2 only after engines are spooling down and anti-collision lights have been switched off.

Arrival walkaround check c) is performed by company responsible for ramp handling unless especially agreed to be performed by contracted engineering service provider.

Classified as Internal

4.1.4 Ground Support Equipment for Arriving Aircraft

4.1.4.1 Ground Power Unit and Fixed Power Unit

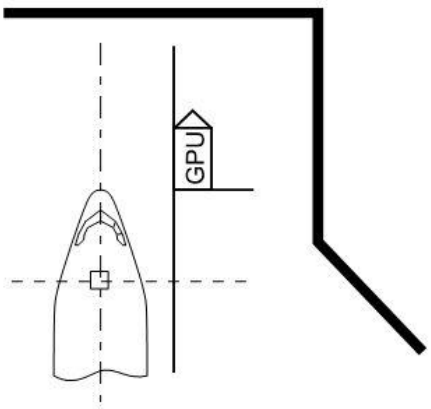
a) *It is permitted to pre-position a Ground Power Unit (GPU) inside the ERA, provided there is a marked GPU parking position.*
b) *Position the GPU on the appropriate side of the aircraft as shown in* Picture 19. Example of GPU Positioning.
c) *Set the parking brake/chock for the GPU.*
d) Ensure the GPU, while in operation, is positioned a minimum of 6 m (20 ft) from any fueling vehicles and aircraft fuel vent exits.
e) *Fixed Power Unit (FPU) and leads shall be fully stowed/retracted during aircraft arrival as per the system design.*
f) *Only connect GPU(s)/FPU(s) if required/requested by the operating airline.* Finnair requirement is to always connect the ground power if available.
g) *Before connecting to the aircraft, check the aircraft receptacles, lead(s) and plug(s) to ensure they are clean and undamaged, with no sign of excessive wear or electrical burning to the contacts.*
h) *Do not energize the GPU/FPU power output until the unit is connected to the aircraft.*
i) *Connect the external power sources according to* AY GOM ANNEX D Aircraft Guide*, including the number of supplies, required output, sockets to be used, etc. Advise the flight crew of any discrepancies.*
j) *Attach the power lead lanyards to the aircraft attachment point, where fitted.*
k) *Request approval from flight deck before turning off and disconnecting the GPU/FPU cables.*
l) *When disconnecting, check that external power is no longer in use by the aircraft. Turn off the GPU/FPU power output before disconnecting the cable(s).*
m) *Always disconnect and stow the GPU power cables BEFORE connecting a tow tractor to the GPU.*

Ground power shall be connected after the aircraft has stopped at the parking position and nose landing gear wheels are chocked. Extreme caution must be followed when connecting ground power while the aircraft engines are running. Always approach the aircraft electricity panel in a longitudinal direction from the front of the aircraft fuselage and remain clear of engine inlets and exhausts.

Whenever available, cable holding strap must be used. It shall be connected only to fitting designed for this purpose in the aircraft structure. Make sure that the cable strap supports all the weight of the cable when the connector is connected. This prevents damage to the external power receptacle.

Note: A350 requires two GPU cables to be connected.

Picture 19. Example of GPU Positioning



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4.1.4.2 Cooling/Heating Units and Preconditioned Air



Danger:
Before supplying air from an external source, make sure that required overflow valve(s) as per aircraft type or *at least one cabin access door is open and remains open during air unit operation.*
Make sure a motorized ground air supply unit is not near the aircraft. The engine exhaust pipe of the unit shall point away from the aircraft. Heat from the unit's exhaust can cause damage to the aircraft structure.

Connect Preconditioned Air (PCA) when required by Finnair or upon request (if available).

Refer to AY GOM ANNEX D Aircraft Guide *for the specific aircraft type for the location of the PCA access panel on the aircraft.*
Acceptance from flight deck is needed prior to power up cooling equipment.
Note: *Make sure there is no blockage of the PCA hose.*

a) ***To connect PCA:***
   1. *Open the access panel.*
   2. *Connect the ground PCA unit to the aircraft.*
   3. *Start up the ground PCA unit.*
   4. *On the ground PCA unit, select the desired cooling or heating settings (air temperature and flow rate) and position the selector in the appropriate position.*

b) ***To disconnect PCA:***
   1. *Shut down the ground PCA unit.*
   2. *Disconnect the ground PCA unit from the aircraft.*
   3. *Close the access panel.*
   4. *Retract the PCA hose to the fully stowed and secured position.*

4.1.5 Aircraft Engine as Ground Power

[Ref. OM-A 8.2.2.24]

If the external power unit or for the aircraft below APU is unserviceable, the aircraft engine may be utilised as a ground power source provided;

a) the procedures and precautions for such operation below are available; and
b) there is no conflict with local restrictions; and
c) the engine danger area must be properly marked and secured by the staff responsible for the aircraft on the ground.

Table 16. Aircraft Engine as Ground Power

A330, A32S	LH engine running at idle power - loading/unloading allowed RH engine running at idle power - passenger boarding allowed
A350	LH engine running at idle power - loading/unloading allowed on right side of the aircraft - A350 bulk cargo door is located on the left side of the aircraft and it is not allowed to use bulk cargo door for loading/unloading while LH engine running - The engine danger area on the left side of the aircraft must be kept clear of all vehicles, for example belt loader RH engine running at idle power - passenger boarding allowed - A350 bulk cargo door is located on the left side of the aircraft and it is allowed to use bulk cargo door for loading/unloading while RH engine running

Classified as Internal

4.2 Aircraft Chocking

4.2.1 Wheel Chock Placement

a) Make sure the required number of serviceable chocks are available, considering the aircraft type and weather conditions.
b) Chocks shall be kept clear of the guide-in line and in a safe area away from arriving aircraft and engine danger areas.
c) Wait for aircraft to come to a complete stop before approaching the aircraft to position chocks.
d) One designated ground personnel will immediately place chocks forward and aft of the nose gear if the aircraft type allows and according to the options listed in AY GOM 4.2.2. This is the first action to take place around the arriving aircraft and shall be completed before any other activity takes place.
e) Before approaching the main gear, wait until:
1) Engines have been shut down and are spooling down.
2) Anti-collision lights are switched off.
3) Clearance to approach the aircraft has been given by the personnel responsible for the arrival operation.
f) Walk towards the main gear in a path parallel to the fuselage, avoiding engine intake areas.
g) Place chocks forward and aft of one of the main gears in accordance with the applicable normal operation chock placement diagram. See AY GOM 4.2.2.

Notes:

1. *If chocking in accordance with AY GOM 4.2.2 Option 2 after the first main gear has been chocked, the nose gear chocks may be removed and positioned at the other main gear.*
2. Usage of chock placement visualized in AY GOM 4.2.2 Picture 22. Aircraft Chock Placement (Out of Service/Night Stop/High Winds/GHSP Discretion) is required when aircraft is out of service, on a night-stop or when there are high winds expected, but can also be used per Ground Handling Service Provider discretion when deemed fit.

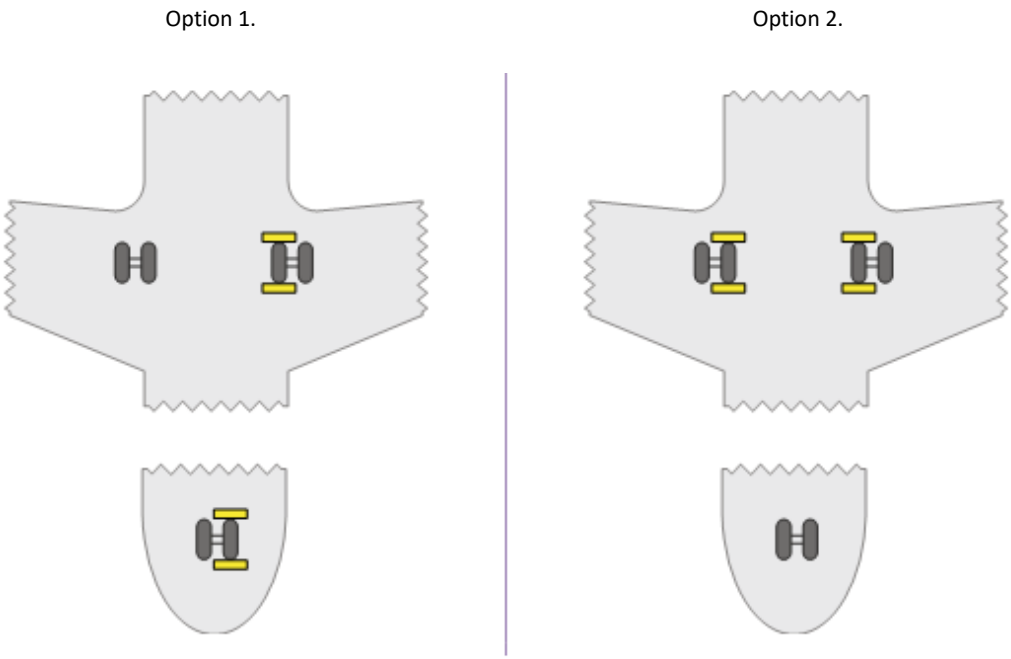
h) Notify the flight crew that the chocks are inserted.

Note: *When the aircraft is parked on a slope, the chock on the down-slope side should just touch the wheels and the chock on the up-slope should not touch the wheels.*

4.2.2 Chock Placement Diagrams

Note: *Inside or outside main gear chocks are acceptable.*

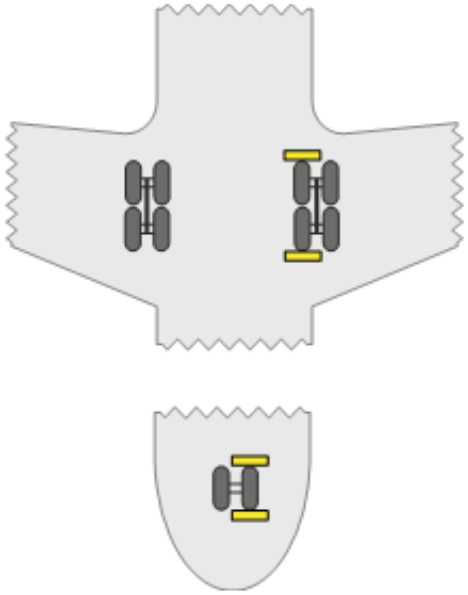
Picture 20. Aircraft Chock Placement for Narrow Body Aircraft (Normal Operation)



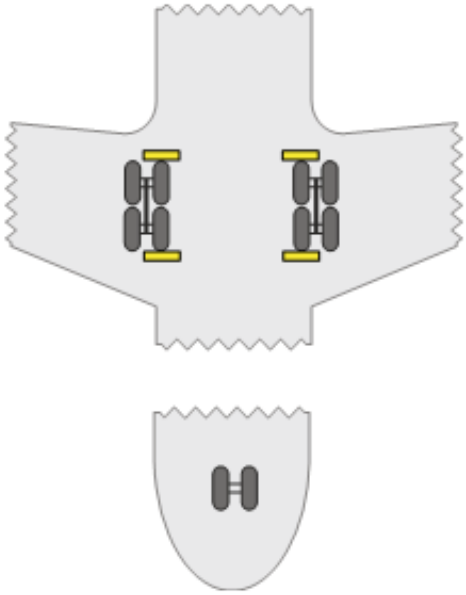
Classified as Internal

Picture 21. Aircraft Chock Placement for Wide Body Aircraft (Normal Operation)

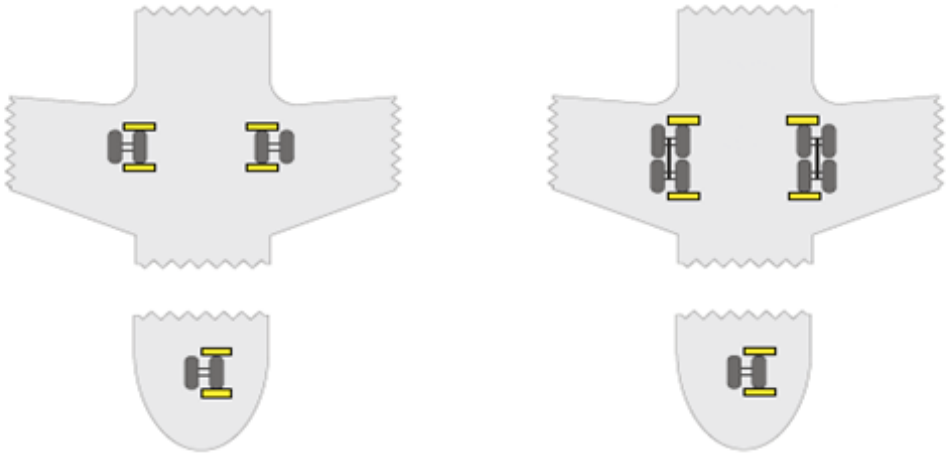
Option 1.



Option 2.



Picture 22. Aircraft Chock Placement (Out of Service/Night Stop/High Winds/GHSP Discretion)



4.2.3 Regional Aircraft Chocking

(Not applicable to AY)

Classified as Internal

4.3 Aircraft Coning

4.3.1 Safety Cone Placement and Removal

Safety cones are a caution sign for operators/drivers to maintain required safety clearances. Cones protect parts of the aircraft against collision by GSE.

a) Prior to arrival of the aircraft, make sure there are sufficient serviceable safety cones to protect the aircraft type to be handled.

b) Approach the aircraft to position cones only when all the following criteria are met:

1. Aircraft has come to a complete stop
2. Engines have been shut down and are spooling down
3. Anti-collision lights are switched off
4. Aircraft has been chocked

***Note:** Spooling down of an engine can be identified as follows:*

1. reduced engine noise
2. visible fan speed reduction
3. lack of exhaust heat or thrust plume

c) Place safety cones on the ground in accordance with the diagarms in AY GOM 4.3.2 within a maximum of 1 m (3 ft.) radius outward from the point where the aircraft is being protected. Cones shall not be placed in high-wind conditions.

d) Additional safety cones may be needed as per operational requirements or local regulations.

e) GSE shall not approach the aircraft until all safety cones have been placed (not applicable for the PBB or GPU, if required).

f) All required safety cones shall remain in place until GSE and vehicle activities around the aircraft have ceased prior to departure of the aircraft.

Note:

1. In some situations, it may be necessary to reposition cones to allow GSE to be positioned. In such cases, reposition the cones to their original position when the GSE is removed.
2. Cones shall not be placed under engines.

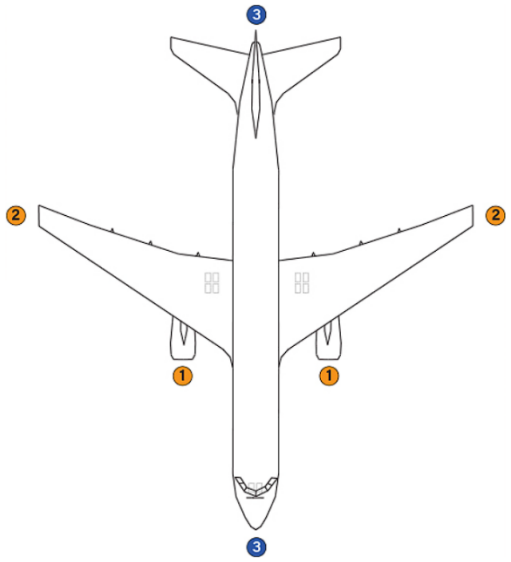
g) Ensure all vehicles have been removed from the ERA, except GSE required for the departure operation, e.g., ASU, GPU/FPU and pushback tractor, as applicable.

h) Remove the safety cones from around the aircraft.

i) When not in use, place the safety cones in the designated storage area.

4.3.2 Cone Placement for Wing-Mounted Twin Engine Jet Aircraft

Picture 23. Cone Placement for Wing-Mounted Twin Engine Jet Aircraft



CONE NUMBER	DESCRIPTION
①	*Cones placed max. 1 m (3 ft.) in front of engines*
②	*Cones placed max. 1 m (3 ft.) from wingtips*
③	*Additional cones to be placed at the applicable end(s) of the aircraft where immediately adjacent to a service road.*

Classified as Internal

4.3.3 Cone Placement for Fuselage-Mounted Twin Engine Jet Aircraft

(Not applicable to AY)

4.3.4 Cone Placement for Wing-Mounted Twin Propeller Aircraft

(Not applicable to AY)

4.3.5 Cone Placement for Wing-Mounted Four Engine Jet Aircraft

(Not Applicable to AY)

4.4 Aircraft Access Doors

4.4.1 General Safety Requirements

This section provides generic precautions and does not constitute training on opening/closing of aircraft access doors.

a) Ground personnel shall not operate any aircraft access doors unless they have been trained and authorized to do so.

b) Aircraft access door operation shall be performed in accordance with Finnair procedures for the applicable aircraft type and, where applicable, the markings labelled on the door.

c) Seek assistance from maintenance personnel if any difficulty is experienced during normal door operation.

d) If damage or irregularity is discovered, immediately report it to the supervisor, aircraft maintenance personnel and if available, flight crew.



Caution:
Do not operate or leave doors open in winds exceeding those indicated in the manufacturer's limitations. Compartment door operating wind limitations are described in ANNEX D Aircraft Guide.

Note: *For door operations during severe weather, refer to AY GOM 3.3 Adverse Weather Conditions.*

4.4.2 Cabin Access Doors

4.4.2.1 General

a) Whenever present, Cabin Crew are responsible for safe opening, closing, usage, and checking the security and locking of all passenger/service doors.

1. Opening cabin doors from the outside when Cabin Crew is present is permitted only when done by trained and qualified staff with permission from the Cabin Crew as described in AY GOM 4.4.2.4.
2. When positioning passenger steps to the left side AFT door of the aircraft, the responsible ground personnel shall communicate to Cabin Crew upon door opening, whether the steps can be used for passenger disembarkation/embarkation or are for employee access only. Passenger movements on apron shall be conducted per requirements in AY GOM 1.1.7.1 i) and j), 1.3.2 b) and local regulations.

b) *Cabin access doors shall only be operated or left in the open position if there is a GSE or a PBB with platform at its final height positioned at the door or if an appropriate fall prevention device is placed across the door.*

Note: For fall prevention devices designed for ground handling use, see AY GOM 4.4.2.11 "Cabin Access Door Hold-open Straps"



Danger:
There is a risk of falling while operating cabin access doors.

c) GSE or PBB shall be removed after the cabin access door is closed and acknowledged by cabin crew or by another authorized person.



Danger:
Slide deployments can be fatal. If an armed door begins to open, do not attempt to hold the door from outside, to prevent risk of serious injury or death.

d) If a cabin access door is found open without a GSE or PBB positioned at the door, personnel shall immediately notify a supervisor or the airline representative.

e) Before allowing passenger/crew embarkation or disembarkation via a cabin access door, ensure the boarding device is properly positioned at the door. If stairs or integral airstairs are to be used, ensure both guard rails are extended, if applicable.

Exception: *Cabin access doors shall only be open without GSE or PBB in position when the height of the door from the ground is such that GSE is not required to be positioned to perform servicing/loading operations.*



Danger:
Personnel shall remain aware of increased risk of a fall from a height while retracting stair platform and safety rails.

Classified as Internal

4.4.2.2 Opening Cabin Access Doors from Inside by Crew

The responsible ground personnel shall:

a) Knock twice on the door, to indicate that a GSE or PBB is properly positioned, and the door swing area is free from obstruction. Provide a conventional "thumbs up" signal through the door window to the crew if required.
b) Stand clear or retreat to a safe position before the door is opened by the crew.
c) Assist cabin crew when required, with moving the door to the fully opened position and engaging the gust lock.

4.4.2.3 Opening of Cabin Access Doors from Inside by Authorized and Trained Ground Personnel

a) Check that the door is disarmed.
b) Check that all indicators show that it is safe to open the door.
c) Check that a GSE or PBB is positioned correctly at the door.
Note: Should there be a need to partially open a door solely for the purpose of galley trash bin servicing, an external boarding device need not be in position. Do not move the door more than is required for the removal and refit of the bin.
d) The door shall be fully opened, and the gust lock engaged.

4.4.2.4 Opening Cabin Access Doors from Outside with Crew/Ground Personnel on Board

Where there is a requirement for ground personnel to open door from outside with crew/ground personnel on board:

a) Visually inspect the cabin access door and the surrounding fuselage for signs of damage.
b) Check all indications as per aircraft type that the door is disarmed and safe to open, e.g., residual pressure warning lights or flags.
c) Knock twice on the door to indicate that the door is ready to be opened. Receive a "thumbs up" acknowledgement from the crew/ground personnel on board.
d) If there is no "thumbs up" or indication from the cabin that the door is disarmed, knock twice again.
e) If there is still no "thumbs up" or indication from the cabin crew/ground personnel onboard, contact the flight deck via an open cockpit window or the aircraft interphone system to seek confirmation that it is safe to open the cabin doors.



Caution:
If there is no indication that the door is disarmed or safe to open, do not open the door.

f) Once it is confirmed that the cabin access door is disarmed and safe to open, open the door in accordance with the instructions and markings labeled on the door, and the specific instructions for the aircraft type.
g) Move the cabin access door to the fully opened position and engage the gust lock.
h) If integral airstairs are to be used (other than those permanently affixed to a boarding door), fully extend the airstairs prior to opening the door.
i) If using integral airstairs permanently affixed to a boarding door, stand clear of the door and slowly open the door until the airstairs are fully extended.

4.4.2.5 Opening Cabin Access Doors from Outside with no Crew/Ground Personnel on Board

a) Visually inspect the cabin access door and the surrounding fuselage for signs of damage.
b) Check all indications as per aircraft type that the door is disarmed and safe to be opened. e.g., residual pressure warning lights or flags.



Caution:
If there is no confirmation that the door is disarmed or safe to open, do not open the door.

c) Once it is confirmed that the door is disarmed and safe to open, open the door in accordance with the instructions and markings labeled on the door, and the specific instructions for the aircraft type.
d) Move the door to the fully opened position and engage the gust lock.
e) If integral airstairs are to be used (other than those permanently affixed to a boarding door), fully extend the airstairs prior to opening the door.
f) If using integral airstairs permanently affixed to a boarding door, stand clear of the door and slowly open the door until the airstairs are fully extended.

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4.4.2.6 Closing of Cabin Access Doors from Inside by Crew

Prior to removing or repositioning GSE or PBB, the responsible ground personnel shall:

- *a) Notify crew that equipment needs to be removed or repositioned (as applicable) and that the cabin access door needs to be closed.*
- *b) Receive confirmation from the crew that the cabin access door will be closed.*
- *c) Visually inspect the exterior of cabin access door and surrounding areas for signs of damage, debris, or obstructions.*
- *d) Retract equipment safety rails and canopy (where fitted) where necessary to close the door.*
- *e) Assist cabin crew when required, with moving the door to the fully closed position.*
- *f) Where using passenger stairs or PBB, remain on the platform until the door is fully closed.*
- *g) Where using elevating equipment (e.g., catering truck or medical loader) retreat from the platform prior to the door being closed.*
- *h) Check that the cabin access door is closed and that the door and handle are flush with the surrounding fuselage.*
- *i) Descend passenger stairs before they are moved.*

4.4.2.7 Closing of Cabin Access Doors from Inside by Authorized and Trained Ground Personnel

- *a) Coordination between applicable ground personnel inside and outside the aircraft to confirm that the cabin access door will be closed shall take place prior to closing the door.*
- *b) The trained ground personnel onboard shall:*
  1. *Visually inspect the cabin access door and inside surrounding areas for signs of damage, debris or obstructions.*
  2. *Move the door to the fully closed and locked position in accordance with the instructions and markings labeled on the door, and the specific instructions for the aircraft type.*
- *c) The GSE/PBB operator shall follow the same steps as documented in AY GOM 4.4.2.6 b-i and additionally:*
  1. *Where using elevating equipment (e.g., catering truck or medical loader) personnel shall retreat from the platform prior to the door being closed.*
  2. *Retract equipment stabilizers after the door is closed and personnel are clear of the equipment.*
  3. *Remove GSE or PBB from the door.*

4.4.2.8 Closing of Cabin Access Doors from Outside with Crew/Ground Personnel on Board

- *a) Coordination between applicable ground personnel inside and outside the aircraft to confirm that the cabin access door will be closed, shall take place prior to closing the door.*
- *b) Prior to closing the cabin access door from outside, the person responsible for closing the door shall:*
  1. *Visually inspect the exterior of cabin access door and surrounding areas for signs of damage, debris or obstructions.*
  2. *Retract equipment safety rails and canopy (where fitted) where necessary to close the door.*
  3. *Release the gust lock and move the door to the fully closed and locked position in accordance with the instructions and markings labeled on the door, and the specific instructions for the aircraft type.*
  4. *After the door is closed, check that the door and handle are flush with the surrounding fuselage.*
  5. *When closing the door from passenger stairs, descend the stairs before they are moved.*
- *c) The GSE/PBB operator shall:*
  1. *Retract equipment stabilizers after the door is closed and personnel are clear of the equipment.*
  2. *Remove GSE or PBB from the door.*
- *d) If integral airstairs are used (other than those permanently affixed to a boarding door), fully retract and stow the airstairs.*

4.4.2.9 Closing Cabin Access Doors from Outside with No Crew/Ground Personnel on Board

Prior to closing the cabin access door from outside, the person responsible for closing the door shall follow the same steps as documented in AY GOM 4.4.2.8 (b-c).

4.4.2.10 Reopening Cabin Access Doors

In situations where a cabin access door needs to be reopened and reclosed after initial closing (e.g., not closed properly, additional delivery of catering and/or supplies, requirement to reconnect boarding device), the following shall apply:

- *a) Where flight crew or other qualified personnel are in the cockpit, but they did not initiate the request to reopen the cabin access door:*
  1. *Seek authorization from the flight crew or other qualified personnel in the cockpit for the cabin access door to be reopened via an open cockpit window (if applicable) or use the flight interphone system.*
  2. *Await clearance to re-open the cabin access door. If authorization to reopen the door is not granted, do not attempt to reopen the door.*
- *b) Follow the applicable actions/steps in the in the Opening Cabin Access Doors sections (see AY GOM 4.4.2.1 to 4.4.2.5, as applicable).*

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4.4.2.11 Cabin Access Door Hold-open Straps

If there is a need to enhance aircraft's cabin ventilation during ground operations and aircraft is equipped with door hold-open straps, then cabin access doors can be partially open without appropriate service equipment positioned at the door on following conditions:

a) Only a person with training and qualification to operate the cabin access doors and door hold-open straps is allowed to install and uninstall the strap.
b) A person with training and qualification to operate the cabin access doors and door hold-open straps shall always be onboard if the door hold-open strap is installed to the cabin access door.
c) The door hold-open strap can only be used when no passengers are onboard.
d) The aircraft shall not be towed if the door hold-open strap is installed. When towed all doors must be fully closed.

Note: The cabin access door cannot be opened outside if the door hold-open strap is installed.

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4.4.3 Cargo Hold Access Doors

4.4.3.1 Cargo Hold Access Doors – General

a) Manual operation of an electrically or hydraulically operated cargo hold access door may only be performed by trained maintenance personnel or flight crew.

b) To access the cargo hold access door control panel where it is out of reach from the ground, use maintenance stairs in accordance with AY GOM 3.1.3.3 or a belt loader in accordance with AY GOM 3.1.3.7.
***Note:** Not applicable to main deck cargo hold access doors.*

c) Allow adequate space for door clearance to avoid equipment obstructing the free passage of the door during opening/closing.

d) The cargo hold access door control panel, where applicable, shall be closed when not opening/closing the cargo hold access door.

4.4.3.2 Opening Cargo Hold Access Doors

a) Before positioning GSE and/or opening, perform a visual check for any signs of damage to the doors or surrounding areas.

b) Where applicable, check cargo hold access door control indicators, residual pressure warning lights or flags to ensure it is safe to operate the door or open the cargo access door vent flap.

c) Open the cargo hold access door in accordance with the specific instructions for the aircraft type.

d) For main deck cargo hold access door, See AY GOM 4.4.3.5.

4.4.3.3 Closing Cargo Hold Access Doors

a) Before closing the cargo hold access door, ensure:
1. *The anti-roll-out system (doorsill guards/latches), if installed, is in the raised position.*
   ***Note:** At each cargo compartment door sill, there are two types of latches.*
   - i. *The overridable lateral latch, which stops the accidental roll-out of a unit. This latch is overridden in the loading direction and is lowered for unloading.*
   - ii. *The other type of latch is an upward latch and locks the unit at the doorsill.*
2. *Load restraint and door protection nets are properly fitted, if applicable.*
3. *Door area, including the door sill and frame, are free of debris and other obstructions.*
4. *Door and surrounding area show no visible signs of damage.*

b) Close the cargo hold access door in accordance with the specific instructions for the aircraft type.

c) After closing the cargo hold access door, ensure:
1. *The lock indicators are engaged/properly set, as applicable, and that the door is properly locked, handles are properly stowed, and panels are properly closed.*
2. *A visual check is performed for any signs of damage to the doors and surrounding areas.*
3. *The vent flaps are also closed, if required.*

d) If a cargo compartment door is not closed properly, it shall be re-opened and re-closed.

4.4.3.4 Reopening of Cargo Hold Access Doors

a) If a cargo hold access door is not closed properly, it shall be reopened and reclosed.

b) Once the predeparture walkaround has taken place in accordance with AY GOM 4.6.3.1, do not attempt to reopen any aircraft cargo hold access door without clearance from the flight crew or the trained ground personnel in the cockpit.

c) If a door needs to be reopened, the ground personnel responsible for the departure shall notify the flight crew via the use of the flight interphone system, or where practical, use the cockpit open window.

4.4.3.5 Main Deck Cargo Hold Access Door Operations

(Not applicable to AY)

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4.5 Aircraft Loading and Unloading

4.5.1 Supervision of Aircraft Loading and Unloading

4.5.1.1 Supervision Responsibility

a) *The person performing the aircraft loading and unloading supervision task is responsible for the safe and efficient handling of the aircraft as well as the protection of the loads carried.*

b) *The responsibility will ensure the aircraft is:*

1. *Unloaded in accordance with the load message (LDM)/container pallet message (CPM)/offloading instructions report (OIR) or any other incoming messages*
2. *Loaded in accordance with the corresponding loading instruction report (LIR) (see AY GOM 5.4.1.2).*

Note: *Note: Any aircraft loading/unloading operation shall only start in the presence of the person responsible for the aircraft supervision task.*

4.5.1.2 Communication

When verbal communication is used, it is critical that combinations of letters and numbers are pronounced and understood by those who transmit and receive voice messages by radio or telephone, regardless of their native language. The ICAO phonetic alphabet and numbering system shall be used by all parties when involved in aircraft turnaround.

Table 17. ICAO Phonetic Alphabet and Numbering System

ICAO Phonetic Alphabet and Numbers	
Alphabet	
A	*Alfa*
B	*Bravo*
C	*Charlie*
D	*Delta*
E	*Echo*
F	*Foxtrot*
G	*Golf*
H	*Hotel*
I	*India*
J	*Juliet*
K	*Kilo*
L	*Lima*
M	*Mike*
N	*November*
O	*Oscar*
P	*Papa*
Q	*Quebec*
R	*Romeo*
S	*Sierra*
T	*Tango*
U	*Uniform*
V	*Victor*
W	*Whiskey*
X	*X-ray*
Y	*Yankee*
Z	*Zulu*
Numbers – (Pronunciation)	
0	*ZE-RO*
1	*WUN*
2	*TOO*
3	*TREE*
4	*FOW er*
5	*FIFE*
6	*SIX*
7	*SEV en*
8	*Ait*
9	*NIN er*
Decimal	*DAY SEE MAL*
Hundred	*HUN DRED*
Thousand	*THOU SAND*
Note: *Numbers shall be reported as single figures*	

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To ensure all the load is accounted for accurately prior to departure, the parties responsible for loading and load planning or weight and balance calculations *shall clearly communicate and confirm:*

a) Flight number
b) Aircraft registration
c) Flight leg (Destination), as applicable
d) LIR edition number
e) Load by position/compartment, including NIL-Position/Compartment(s)
f) Return load (standby load that is not loaded)
g) All commodities and sub-commodities

When communicating load figures using verbal communication between the person reporting the load and the the person responsible for load planning or weight and balance calculation task*, the person responsible for the load planning* or weight and balance calculation task *shall always read back the information given according to the same guidelines above.*

Notes:

1. *The same principle will apply when the load control office is verbally communicating information to the person responsible for the loading supervision task, and when loading information is verbally communicated between loading team members and loading team supervisor.*
2. *To further prevent miscommunication during the aircraft turnaround handling and close out reconciliation process, implementation of standard verbiage for load discrepancy communication (see* Table 18. Load Discrepancy Communication*) should be used*
   - *between the person responsible for the loading supervision task and person responsible for the load planning* or weight and balance calculation task
     and
   - *between the person responsible for the loading supervisor task and loading team members.*
3. *Efficient communication devices (e.g., headsets, high-performance radio, phones) should be provided to relevant team members for verbal communication to avoid misunderstanding in a noisy environment.*

h) If loading, part of the loading or deviations is reported verbally (internally at departure station or from station to centralised load control office), person receiving the information shall:
   1. write down received information to a copy of LIR
   2. confirm received data (including flight number, registration, LIR edition number and received loading data) to the reporter by read-back
   3. sign the copy of LIR with received information and with note 'DATA RECEIVED VERBALLY'

Both LIR's shall be filed in flight file.

Table 18. Load Discrepancy Communication

Discrepancy	***Decription***
Offload	*Planned load removed from aircraft for any reason (e.g., missing passenger, damaged cargo)*
Position Change	*Change of position within the cargo compartment or change of cargo compartment*
Missing	*Load not received for any reason, but planned on LIR*
Weight	*Difference between deadload weight as shown on LIR and actual weight of load*
Incorrect Load	*Mismatch of received load for flight (e.g., incorrect ULD number, wrong flight number, incorrectly documented special load)*
Restraints	*Missing, damaged or malfunctioning floor locks, load restraints and/or nets*
Technical	*Compartment technical issues (e.g., faulty locks, unserviceable stanchions, broken/missing divider nets, other defects)*
Not Planned	*Any deadload not included in LIR*

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4.5.1.3 Actions Prior to Unloading

Prior to unloading, the person responsible for the aircraft loading supervision task shall:

- *a) Brief the unloading team members on safety and unloading requirements in accordance with the CPM/LDM/OIR (as applicable) including any special requirements, e.g., unloading sequence, special load items, restraint requirements, aircraft defect. Check to ensure the briefing and unloading instructions are understood by the persons responsible for aircraft unloading.*

  Note: Finnair does not use Offloading Instruction Report (OIR) document.
- *b) Verify the arriving aircraft registration with the registration on the CPM/LDM/OIR.*
- *c) Ensure the necessary equipment for unloading is available at the aircraft parking stand (see AY GOM 4.1.1 d).*

4.5.1.4 Actions During Unloading

During unloading, the person responsible for the aircraft loading supervision task shall:

- *a) Cross-check the ULD/load against the CPM/LDM/OIR as the unloading progresses to ensure the correct sequence of unloading takes place in accordance with the specified timelines.*
- *b) For ULD unloading:*
  1. *Carry out visually detectable damage checks during unloading in accordance with AY GOM 4.5.9.3.*
  2. *Check ULD placards have been properly filled out with the correct information in accordance with AY GOM 4.5.9.2.*
  3. *Perform a cross-check against CPM/LDM/OIR to ensure the following details correspond with each other:*
     - *i. ULD number shown on the ULD identification tag*
     - *ii. ULD identification number printed or stamped on the ULD*
     - *iii. Confirm ULD unload information codes (e.g., X = empty ULD)*
  4. *Ensure that there are no signs of leakage from ULDs.*
- *c) For bulk unloading:*
  1. *Perform a visual inspection of all items during unloading to ensure there is no damage/leakage.*
  2. *Ensure the load distribution is in accordance with the LDM*/CPM.
- *d) Ensure special equipment (e.g., tie-down straps, load spreaders, plastic sheeting for wet cargo) is unloaded, as required.*
- *e) Log any irregularities in the unload sequence noted during unloading and report as per Finnair procedures (see AY GOM 4.5.1.5 e).*
- *f) Ensure, where applicable, transit loads are not offloaded or over-stowed.*
- *g) If required, Delivery at the Aircraft (DAA) bags/items shall be delivered as per Finnair requirement.* Only wheelchairs/mobility aids indicated as DAA -items shall be be delivered to passengers. In case wheelchair/mobility aid is not indicated as DAA it might be subject to security check before it can be delivered to passenger on airside, act according to local procedures.
- *h) If possible, organize immediate transportation of arriving ULDs and/or carts containing baggage, cargo and/or mail (see AY GOM 4.5.6.2 and as per specified timelines).*

4.5.1.5 Actions After Unloading

After unloading has been completed, the person responsible for the aircraft loading supervision task shall:

- *a) Carry out a hold inspection, in accordance with AY GOM 4.5.5.1 and action issues accordingly.*
- *b) Ensure the nets and straps are properly stowed and cargo hold access door checks are performed in accordance with AY GOM 4.4.3 in case the cargo hold access doors need to be closed.*
- *c) Close the cargo hold access doors if the aircraft is to be left unattended (see AY GOM 4.4.3.3).*
- *d) If irregularities are reported during the unload sequence, report in accordance with Finnair procedures* (see AY GOM 6.5.2).

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4.5.1.6 Actions Prior to Loading

Prior to loading, the person responsible for the aircraft loading supervision task shall:

a) Brief the loading team members on safety and loading requirements in accordance with the LIR, including any special requirements, e.g., loading sequence, special load items, restraint requirements, aircraft defect.
***Note:** Check to ensure the briefing and loading instructions are understood by the persons responsible for aircraft loading.*

b) Verify the aircraft registration with the registration on the LIR. If registration does not match, request as soon as practical loadcontrol to correct aircraft registration to departure control system and issue revised LIR for the flight. Do not report final loading to the loadcontrol with incorrect registration in Departure Control System.

c) Carry out a hold inspection prior to commencing loading, in accordance with the requirements detailed in AY GOM 4.5.5.1*, and action issues accordingly.*

d) Assemble and check loads against the LIR to ensure compliance with:
1. *Special handling codes and related information.*
2. *Destination airport (confirm destination of the loads).*
3. *Preliminary Notification to Captain (NOTOC) as per AY GOM* 5.10*, where applicable.*
4. *Special load requirements, e.g., live animals, perishables, valuables, DG, temperature sensitive products etc.*

e) Ensure all loads are protected from adverse weather, and particular attention shall be given to special loads (e.g., live animals, perishables, time and temperature-sensitive cargo).

f) *Allow no contamination (e.g., snow, ice, water, wood, plastic) on the ULD or bulk load/loose load pieces.* Protect ULD with plastic sheet in bad weather conditions to facilitate snow and water removal and remove it before loading the ULD in the aircraft.

g) Ensure special equipment is available (e.g., tie-down straps, load spreaders, plastic sheeting for wet cargo), as required.

h) Where possible, organize and position the ULDs and/or carts containing baggage, cargo and/or mail in hold and load order.

i) For ULD loading:
1. *Carry out a visually detectable damage check prior to loading in accordance with AY GOM* 4.5.9.3.
   ***Note:** Ensure all loaded ULDs are serviceable. Do not load damaged ULDs* (see exception for transferring damaged ULDs in AY GOM 4.5.9.1.6).
2. *Ensure ULD placards are properly filled out with the correct information as detailed in AY GOM* 4.5.9.2.
3. *Perform a cross-check to ensure the following identification numbers correspond with each other:*
   i. *ULD number shown on the LIR*
   ii. *ULD number shown on the ULD identification tag*
   iii. *ULD identification number printed or stamped on the ULD*
4. *Cross-check ULD gross weights.*
5. *Confirm ULD load information codes (e.g., X = empty ULD).*
6. *Ensure no signs of leakage from ULDs.*
7. *All ULDs are safe to move and will not shift, roll, or topple while maneuvering/loading onto the aircraft.*

j) For bulk loading, confirm:
1. *Cart identification labels are correctly filled in where applicable.*
2. *Loose pieces/weight information is correct, where applicable.*
3. *A visual inspection of all items of bulk load is performed prior to loading to ensure there are no signs of damage or leakage that may damage or contaminate the aircraft.*

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4.5.1.7 Actions During Loading

During loading, the person responsible for the aircraft loading supervision task shall:

a) Cross-check the ULD/bulk load against the LIR as the loading progresses to ensure the correct sequence of loading takes place in accordance with the specified timelines (e.g., where applicable, transit loads are not over-stowed for transit stations).

b) Regularly check whether loading personnel who are physically loading the aircraft encounter any loading issues and attend to any issues raised concerning loading.

Notes:

1. *Stop/suspend loading operations where an irregularity is discovered e.g., aircraft/cargo hold/ULD damage, damage to or leakage from load items, cargo loading system malfunction*
2. *Log any irregularities in the load sequence noted during loading and report as per operating airline procedures (see AY GOM 4.5.1.8).*

c) Liaise with the person responsible for the weight and balance calculation task and receive authorization for any deviations, including any last-minute changes to the LIR, as documented in AY GOM 5.4.3.2. The person responsible for the weight and balance calculation task shall check the deviation and confirm whether possible or give an alternative solution.

***Note:** Any load information change between the LIR and actual loading (e.g., changes in transfer bag figures, cargo figures) shall be communicated to the person responsible for the weight and balance calculation task as soon as known to avoid unnecessary reloads, weight and balance issues, and last-minute pressure.*

d) If an authorized change of load order occurs, provide confirmation of change to the persons responsible for the aircraft loading task prior to recommencing loading in the hold.

e) Protect all loads from adverse weather and special attention shall be given to live animals and/or perishables.

f) Ensure special loads are handled and loaded as per instructions provided.

g) Where applicable remove any loose plastic or any other material used to protect the load from bad weather.

h) Visually inspect all loads requiring special handling to ensure they are secured against shifting. Ensure all necessary nets have been closed. See AY GOM 4.5.7.

i) If required, Delivery At the Aircraft (DAA) bags/items shall be loaded as per operating airline and local authority requirements. See AY GOM 2.4.4.

j) For tracking/reconciliation during loading see AY GOM 2.4.3.

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4.5.1.8 Actions After Loading

After loading has been completed, the person responsible for the aircraft loading supervision task shall:

a) At the completion of loading, receive confirmation of the following from the persons performing the aircraft loading task:

1. *Loading status of the aircraft is in compliance with the latest edition of the LIR.*
2. *Loads are secured and that all locks, stops, nets, net stanchions, fire blankets are raised, closed, locked or installed and that load securing is correctly applied (see AY GOM 4.5.7)*

b) Where the operating airline requires additional signature fields to be completed on the LIR (e.g., by the person performing the loading of each hold), ensure the applicable person(s) have signed the required fields in accordance with operating airline requirements.

***Note:** The person responsible for the aircraft loading supervision task still maintains overall responsibility for the loading of the aircraft.*

c) Document all loaded items and changes (including any LMC) to the LIR, complete and *sign the LIR, and in doing so confirm that:*

1. *Aircraft has been loaded in accordance with the final edition of the LIR including any authorized changes.*
2. *Load is secured (in a manner that prevents movement or spillage during flight) and locks, stops, nets, fire blankets are correctly installed, raised, locked.*
3. The aircraft has been loaded in accordance with company instructions.
4. The holds are free of any foreign objects (aircraft hold security search, see AY GOM 6.12).
5. All baggage has been reconciliated as described in AY Security Manual (SEM).

d) If applicable, sign a NOTOC to confirm or otherwise state that:

1. *There was no evidence of leakage from the package(s) or any leakage from the ULDs loaded on the aircraft.*
2. *The package or ULD is loaded in the designated position and secured.*

   ***Note:** The LIR and the NOTOC shall be retained in accordance with applicable regulations.*

e) If irregularities are reported during the load sequence report in accordance with Finnair procedures (see AY GOM 6.5.2).

f) Ensure cargo hold access door checks are performed in accordance with AY GOM 4.4.3.3.

g) Confirm the final actual loading of the aircraft to person responsible for weight and balance calculation task according to AY GOM 4.5.1.8.1.

h) Update LDM and CPM Supplementary Information (SI), either directly to DCS or by informing loadcontroller of the flight, regarding any relevant information which is of importance for the next station(s), for example:

1. Any wheelchairs / mobility aids collected from gate and intended to be delivered at aircraft to passenger upon arrival (WCH DAA)

   Note: This is critical information for arrival station to enable smooth process of wheelchair / mobility aid delivery
2. Baggage segregation information for specific single connecting flight when segregated
3. Big items requiring special handling

4.5.1.8.1 Confirming of Final Load

a) A Loading Instruction / Report form consists of two parts:

1. The loading instruction, prepared by the person responsible for load planning task, to instruct the person responsible for aircraft loading supervision task about the distribution of the onload and, for transit flights, the weight and the location of the off and throughload.
2. The loading report, completed and signed by the person responsible for the aircraft loading supervision, to confirm that the aircraft has been loaded as described in AY GOM 4.5.1.7 and 4.5.1.8.

b) Actual loading and loading report shall be verified by qualified staff. A signed loading report shall be submitted to the person responsible for weight and balance calculation task so that all deviations to the loading instruction are taken into account in weight and balance calculations.

c) Completing and signing the loading report can be shared responsibility. If completing of the loading report is shared, person partially responsible for loading must also sign loading report with following information:

1. name of person responsible for partial loading
2. ID number of person responsible for partial loading
3. compartment(s) / position(s) person is responsible for
4. signature of person responsible for partial loading

Example:

```
CPT1+2 OK BY L. Loader / ID12345
[Signature]
```


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4.5.1.8.1.1 Reporting Methods

Final loading can be reported to person responsible for weight and balance calculation task by using various communication methods, depending on local facilities and procedures:

a) updating and confirming loading directly to Departure Control System (Ramp Clearance)
b) sending copy of loading report via e-mail
c) reporting loading via teletype message, e-mail, messenger or similar (AY templates should be used, available from Finnair Partner Hub)
d) reporting loading verbally via phone (see AY GOM 4.5.1.2 for verbal transmission of load report data)
e) delivering loading report physically (local loadcontrol)

4.5.1.8.1.2 Report Timing

Final actual loading of the aircraft shall be reported to the person responsible for weight and balance calculation task of the flight upon completion of loading or as soon as actual final loading of the aircraft can be assured. However, even under time pressure correctness of reported data must be assured by the person reporting the load.

Only final, actual loading of the aircraft shall be reported to the centralised load control office to avoid discrepancies in weight and balance calculations. Therefore timing of the loading report is important, final loading of the aircraft shall not be reported before actual final loading of the aircraft can be assured.

4.5.1.8.1.3 Load Report or Loadsheet Discrepancies

Any discrepancies found after the Loadsheet issuance shall be communicated to person responsible for weight and balance calculation task.
Pilot-in-Command shall be informed without delay, either directly or if not possible then via AY Centralised Load Control or OCC.

If aircraft is airborne before Flight Crew has received information then Ground Safety Report shall be issued (see AY GOM 6.5).

4.5.2 Aircraft Ground Stability

Finnair ground stability requirements, where applicable, shall be adhered to.

Unloading or loading may cause the aircraft to become unstable or could cause tipping.

The unloading sequence may be reported in the CPM/LDM and loading sequence in the LIR. When detailed information about the unloading and loading sequence is not available, as a general principle, ensure the sequence below is adhered to:

a) Unload the aft hold first.
b) Unload the forward hold last.
c) Load the forward hold first.
d) Load the aft hold and bulk last.

Note: If this sequence cannot be followed, check with applicable AY GOM ANNEX D Aircraft Guide chapter where specific ground stability instructions for Finnair aircrafts are described.

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4.5.3 Safety Requirements Specific to Aircraft Loading and Unloading

4.5.3.1 Safety Requirements Specific to Aircraft Loading and Unloading - General

a) Holds and compartments shall only be entered or exited by using the appropriate loading equipment, which shall be positioned and secured at the aircraft cargo hold access door.
b) Loading equipment shall remain in position while personnel are still in the cargo hold.
c) Equipment operators shall ensure other personnel are not entrapped by movement of loads, pallets and/or containers, either in the aircraft or on the loading equipment.
d) Carts shall not be used to gain access to cargo holds.
e) Personnel shall walk around chains of carts and dollies to access required areas. Do not walk or stand between carts and dollies even when they are stationary on the ramp.
f) Hinged side gates of loaded carts shall be lowered carefully in case loads fall out and cause injury.
g) Take care when pulling or pushing carts, especially when ramp conditions are slippery. When necessary, obtain assistance.
h) Use correct manual handling techniques and practices when handling heavy items. Obtain assistance when moving heavy articles.

4.5.3.2 Unit Load Device Loading and Unloading

a) For ULD loader operations, see AY GOM 3.1.3.8.
b) Inspect all ULDs before loading/unloading to ensure no nets, straps or protective materials can drag or get jammed in rollers, ball mats or wheels of power drive units (PDUs).
c) Push (do not pull) ULD on/off dollies and loaders where possible.
d) ULDs on dollies or transporters shall be secured to prevent movement using locks, stops or rails, except when the load is being transferred to/from the equipment.



Caution:
Do not place ULDs directly on the ramp surface.



Danger:
During loading/unloading operations:
1. *To avoid personnel injuries (e.g., slips, trips and falls) when walking inside the cargo holds, do not step on cargo loading system components (e.g., restraints, PDUs, roller tray(s)) or sloped side walls except where dedicated step positions are provided.*
2. *Personnel shall remain clear of the ULD movement path at all times.*
3. *Moving ULDs may cause injuries to personnel.*
4. *Only raise locks once the ULD comes to a complete stop.*

For Cargo Loading Systems (CLS) equipped with PDUs:
1. *When ULDs become stuck, personnel may assist with the dislodging of the unit after coordinating with the CLS equipment operator. In such cases, all personnel shall be aware of sudden ULD movements.*
2. *The CLS equipment operator shall always be aware of where loading personnel are positioned.*

Note: *Certain ULDs can tip during movement as the base is smaller than the top, causing a high center of gravity.*

4.5.3.3 Main Deck Loading of Freighter Aircraft

Not applicable for Finnair aircrafts.

Classified as Internal

4.5.3.4 Bulk Loading and Unloading

a) Where a belt loader is used, position items on/off the belt loader see AY GOM 3.1.3.7.

b) Where possible avoid placing loads directly on the ramp, especially if the ramp is contaminated.

c) When loading/unloading aircraft directly from the ramp without the use of equipment:

1. *Position carts/dollies to/from the aircraft in a parallel direction to the fuselage, maintaining a gap of at least 1m (3 ft.) from the fuselage.*
2. *Always turn tractors and carts/dollies away from the aircraft.*

***Note:** For any load items that cannot be safely loaded directly from the ramp, appropriate loading equipment (e.g., belt loader) should be used to avoid injury or damage.*

d) Ground personnel carrying out bulk loading task shall:

1. *Use the right lifting techniques to reduce on the risk of injury*
2. *Be accounted for once inside the aircraft hold and after completion of loading for safety reasons*



Danger:
There is a risk of suffocation due to poor ventilation in the holds.

e) If bulk loading to main deck of the aircraft is required lifting cargo to cabin access door shall be done with suitable equipment only, such as elevating catering trucks, ambulift equipment or via passenger stairs/bridge. Belt loader shall not be used.

f) Highloader can be used to access cabin access doors only on these conditions:

1. Highloader shall not be positioned on cabin access door during fuelling
2. Highloader shall be marshalled to position on cabin access door
3. The operator controls of highloader shall be manned when positioned on cabin access door. Door area shall be monitored constantly to avoid aircraft damage or falling of personnel. Height of highloader shall be adjusted when required.
4. GHSP shall conduct risk assessment of local procedures of using highloader on cabin access doors, including mitigations of aircraft damage and personnel injury. The risk assessment shall be provided to AY Ground OPS before highloader can be used for cabin loading/unloading

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4.5.3.5 Shipments Requiring Special Handling

a) *General*

1. *All shipments requiring special handling shall be identified on the LDM or CPM for arriving flights or under a NOTOC* or on LIR *for departing flights.*
2. *Comply with any special handling requirements. Be alert for special load and/or dangerous goods shipments.*
3. *Always follow the orientation markings and/or special handling instructions, as applicable, while handling.*
4. *Make sure packages with directional handling labels are kept in the correct orientation (e.g., THIS WAY UP).*
5. *Always observe the specific instruction labels and markings (i.e., Cargo Aircraft Only (CAO), FRAGILE, TOP, THIS SIDE UP).*
6. *Ensure shipments labeled "Cargo Aircraft Only" are not loaded into a passenger aircraft.*
7. *Always handle fragile items with care.*

b) *Dangerous Goods*

1. *Transportation shall be in accordance with the IATA DGR. Refer to the corresponding sections of* AY GOM ANNEX C Dangerous Goods and Special Loads and ANNEX D Aircraft Guide for Finnair *specifications or restrictions.*
2. *Ensure dangerous goods are handled and secured or stowed in a manner that:*
    i. *Prevents damage to packages and containers during aircraft loading and unloading.*
    ii. *Provides for separation and segregation of packages on the aircraft to prevent interaction in the event of leakage.*
    iii. *Prevents movement that could change the orientation of packages on the aircraft.*
    iv. *Is in accordance with the information provided on the NOTOC.*
3. *In case a dangerous goods package or shipment appears to be damaged or leaking, ensure:*
    i. *Such package or shipment is prevented from being loaded into an aircraft.*
    ii. *In the case of leakage, to conduct an evaluation to identify and prevent from transport any other cargo, baggage or transport devices that have become contaminated by the leakage of dangerous goods, and the removal of the hazardous contamination.*
    iii. *If already loaded, the package or shipment is removed from the aircraft.*
    iv. *Immediate notification to the customer airline and relevant authority.*

c) *Live Animals*

1. *Transportation shall be in accordance with the IATA Live Animals Regulations (LAR). Refer to the corresponding sections of* AY GOM 2.8.6 and ANNEX C 2.19 for Finnair *specifications or restrictions.*
2. *During handling of live animals, ensure that they are:*
    i. *Loaded and secured into suitable aircraft compartments as directed by the LIR* and AY GOM ANNEX C 2.19.10.
    ii. *Separated from foods, dangerous goods or other AVI that are natural enemies* as described in AY GOM ANNEX C 2.19.8.
    iii. *Handled with care and in a manner which minimizes the waiting period and is in compliance with the shipper's specific handling instructions, if required.*
    iv. *Not exposed to adverse weather or environmental conditions during transportation, loading and unloading.*

    Note: *See AY GOM ANNEX C 2.19 on Handling and stowage of live Animals.*

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d) Wet Cargo

The following types of cargo, if not subject to the IATA DGR, shall be considered as wet cargo:

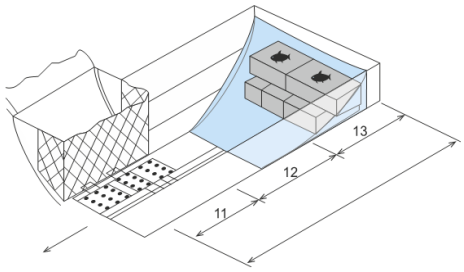
1. *Liquids in watertight containers.*
2. *Wet materials not packed in watertight containers (e.g., fish packed in wet ice, fresh or frozen meat, casings (fresh animal guts), wet hides, skins).*
3. *Goods that by their nature may produce liquid (e.g., larger live animals (usually mammals) where the presence of feces and urine is likely).*
4. *Fruits/vegetables with high moisture (e.g., berries).*

   ***Note:** Live animals such as birds, reptiles, insects and certain mollusks (terrestrial) in appropriate animal containers do not pose a higher risk for corrosion than normal baggage/cargo and are, therefore, exempted. Refer to IATA LAR.*

Caution:
Spillage or leakage during carriage by air could lead to corrosion or other damage to the aircraft structure or its components, or damage to other loads. In case of spillage or leakage, inform responsible ground personnel, maintenance and fight crew if on board.

5. *The person responsible for the aircraft loading supervision task shall ensure the wet cargo is properly packed and free of leakage. Do not load damaged or leaking packages.*
6. *Loading precautions:*
   i. *Spread plastic sheets or tarpaulins to protect the aircraft floor and walls from catching any spillage or leakage.* Use absorbent material if available and deemed necessary.
   ii. *For wet cargo in containers that are not watertight, follow the instructions of the operating airline* (currently no additional Finnair specific instructions).

Picture 24. Example of Wet Cargo Loading Precautions



Notes:

1. *When wet or damp, the strength of some packaging can be considerably reduced. Special attention shall be given to avoid the crushing of packages when stacking to several levels.*
2. *For reference regarding packing of wet cargo and temperature sensitive packaging, refer to IATA Perishable Cargo Regulations (PCR) and IATA Temperature Control Regulations (TCR).*

e) Perishable and temperature-sensitive healthcare products

During transportation, loading and unloading of perishable and temperature-sensitive healthcare products, ensure that they are:

1. *Handled in a manner to minimize the waiting period.*
2. *Not exposed to adverse environmental conditions.*

Notes:

1. *Perishables must be moved into storage (e.g., cooler, freezer) appropriate for the type, in accordance with the Perishable Cargo Regulations (PCR).*
2. *Pharmaceuticals must be moved into storage (e.g., cooler, freezer) appropriate for the type, in accordance with the Temperature Control Regulations (TCR).*

See also AY GOM ANNEX C 2.29.

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f) Dry Ice

Dry ice (solid carbon dioxide) is used as a refrigerant for temperature sensitive health care products e.g., vaccines and other life sciences products to ensure that they are maintained at the required temperature throughout the supply chain.

1. *Where dry ice is present in the cargo being loaded or unloaded from the ramp, personnel must be aware of the precautions required to ensure that there is no risk of suffocation from elevated CO_2 levels from sublimating dry ice.*
2. *Refer to AY GOM ANNEX C 2.8 for requirements concerning loading and unloading of dry ice as dangerous goods and maximum permitted quantities per aircraft type.*
3. *Verify the documentation for the presence of dry ice as a refrigerant (code ICE) and instruct the personnel that the cargo compartment shall be allowed to vent after the cargo hold access door is opened and before entering the cargo compartment.*
4. *Open the cargo compartment access door and stand back. No person shall enter the hold. A cargo compartment where dry ice is present must be allowed to vent after the cargo compartment door is opened.*
5. *Cargo hold access doors shall remain open to clear dry ice vapors before entering the hold or compartment.*



Danger:

1. *There is a risk of suffocation when entering a compartment containing dry ice.*
2. *Anyone entering a cargo compartment before the dry ice vapor has dispersed may be overcome with dizziness and shortage of breath due to lack of oxygen. In such circumstances the person should be removed immediately to fresh air and, if his breathing is seriously affected, call a doctor.*

4.5.4 Unloading

4.5.4.1 Scaling Process

If the flight crew experiences a handling issue on takeoff, they may request the scaling of all loaded baggage and cargo at the arrival station. The scaling process shall be coordinated with the airline representative. Further handling of baggage and cargo shall only proceed once the scaling is completed and the weights confirmed.

4.5.4.2 Safety Precautions for Unloading

a) Before positioning GSE and/or opening cargo hold access doors, perform a visual check for any signs of damage to the doors or surrounding areas (see AY GOM 4.4.3).

b) Check to ensure the aircraft hold load has not shifted during the flight.

1. *Verify the contour of the cargo loads passing through the doorway to ensure sufficient space between the doorway depressor seals and the cargo load.*
2. *Contact the person responsible for the aircraft loading supervision task if any load has shifted and will not safely exit the door.*

c) Check for incorrectly loaded ULDs (i.e., locks not raised, locks or guides overridden).

d) Check loads/ULDs during unload for damage, leakage and load stability. See AY GOM 4.5.9.3 for information about checking ULD conditions on the ramp.

e) Check for damage to the aircraft hold as the unloading progresses.

Notes:

1. *Immediately report any discrepancies (e.g., spills, unusual fumes or smells, unsecured loads/restraints, LDM/CPM discrepancies) prior to or during the unloading process to the person responsible for the aircraft loading supervision task or as required by the operator or authority.*
2. Do not lower any door locks before ULD loader is positioned at door sill level

4.5.4.3 Load Transportation

Prior to transporting of any load from the aircraft, the equipment operator shall ensure that:

a) The GSE used for transportation is serviceable for both loose loads and/or built up ULDs as required.
b) Carts appear to be serviceable and gates/covers/doors are correctly closed/installed prior to transportation.
c) Any local limitations regarding the maximum number of dollies in a 'train of dollies' is complied with.
d) An inspection of all loads is carried out to ensure that:
    1. All load is safe to move and will not shift, roll or topple.
    2. All dollies are serviceable, and all restraints are engaged to secure the ULD on the dollies.

Load transportation shall be made in a manner that prevents damage to packages and ULDs and applicable dangerous goods segregation requirements are complied with.

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4.5.5 Cargo Hold Inspection

4.5.5.1 Cargo Hold Inspection - General

a) A cargo hold inspection shall be performed:

1. *After the aircraft unload is complete.*
2. *Prior to loading if this does not follow immediately after unloading is complete.*
3. *When the aircraft was unattended between unloading and loading.*
4. *When there was a change of persons responsible for the aircraft loading and/or supervision task.*

Note: in case there is no change in transit load in a hold, there is only transit load in hold, hold door is not opened during ground time and there is no indication of any abnormalities or discrepancies regarding load in hold then cargo hold inspection for that hold is not mandatory.

b) The person undertaking the cargo hold inspection shall perform a visual check of all cargo holds to ensure:

1. *No damage to compartment floors, walls, ceiling, door frames, panels, door.*
2. *No missing, damaged or malfunctioning floor locks, load restraints or nets.*
3. *No spills.*
4. *No loads other than transit loads have been left on board the aircraft.*
5. *Any other items that should not be present in the hold have been unloaded.* (Ref. to aircraft hold security search, AY GOM 6.12)

c) Prior to commencing the loading of the aircraft, the person responsible for undertaking the cargo hold inspection shall provide positive confirmation to the person responsible for the aircraft loading supervision task that the inspection has been carried out, if appropriate.

d) Any damage or discrepancies observed shall be reported to the person responsible for the aircraft loading supervision task or to the person responsible for the weight and balance calculation task (as a minimum). Submit Ground Safety Report (GSR) as instructed in AY GOM 6.5.2.1 when applicable.

e) Any items that should not be present in the hold shall be removed.

***Note**: A check shall be conducted of a hold even if on arrival the hold was reported as being empty.*

4.5.5.2 Cargo Hold Damage

Any damage to compartment liners (i.e., holes, tears, detachment) may reduce their effectiveness, permitting air to enter the compartment and fire suppression agents to escape, thereby reducing the capability to handle a fire event that may lead to specific loading limitations; therefore:

a) Any technical malfunction, damage or irregularity discovered shall be immediately reported to the supervisor, aircraft maintenance personnel and if available, the pilot-in-command (PiC). See AY GOM 4.4.1.

b) Inform any resulting load limitations to person responsible for load planning task and/or weight and balance calculation task.

c) Inform the onward station(s) of the load limitations according to the instructions of the airline representative if the defect cannot be rectified before departure.

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4.5.5.3 Spills in Cargo Holds

a) Spills can occur in cargo holds during unloading and/or loading as well as in flight due to:
   1. Improper packaging
   2. Damage due to mishandling prior to loading
   3. Improper loading in the compartment
b) Spills can be from liquids, gels or materials in powdered or granulated form.
c) Spills can be hazardous, corrosive, flammable, explosive, toxic, poisonous, etc. Even water can cause serious damage to electrical components and systems.
d) Spills can be corrosive to the aircraft structure. Mercury spills are particularly corrosive to the extent that the affected aircraft structure may have to be completely replaced if the spill is not cleaned up quickly.
e) It is essential that any spill is reported immediately so that corrective action can be taken.
f) Initiate the local spill response plan for spill events.
g) Request information from the respective cargo terminal operator about the nature of what has leaked as well as the safety data sheet, if applicable.

4.5.5.3.1 Damaged and/or Leaking Goods

At the departure, if damaged and/or leaking packages are detected among the load, they must be displaced from other load. If nature of the damage and/or leakage is unknown, necessary precaution must be followed to avoid possible injuries to personnel. Safe disposal shall be arranged. Damaged and/or Leaking packages shall under no circumstances be loaded in to an aircraft.

Cargo packages containing lithium batteries that have been damaged or subject to excessive shock see AY GOM ANNEX C 1.14.3.

At the arrival immediately after termination of the unloading operations, all compartments must be checked. If the floor of the compartment has been contamined by leaking goods, the following actions shall be taken:

a) Leaking items (baggage, cargo, mail) with leaking contents are to be held back at the aircraft for subsequent investigation.
b) Pilot-in-Command and technical supervisor in Finnair Operations Control Center is to be informed.
c) A detailed report is to be drawn up. See AY GOM 6.5.
d) Leaking cargo or mail items, see also AY GOM ANNEX C 1.14 and IATA DGR 9.

4.5.5.3.2 Baggage

For leaking bags the following details are to be transmitted:

a) Flight number and date
b) Baggage tag number
c) Passenger's name and address (according to name label on bag, or inquiry at baggage delivery area etc.)
d) Type of bag (material and description of packing)
e) Name and/or description of substance having caused the contamination.
f) Location of bag

4.5.5.3.3 Cargo

For damaged and/or leaking cargo packages the following details are to be transmitted to Finnair Cargo, HELOFAY:

a) Flight number and date
b) AWB number
c) Description of contents, i.e. technical name of substance (for information refer to AWB).
d) For dangerous goods: UN number and proper shipping name (for information refer to NOTOC or "Shipper´s Declaration for Dangerous Goods")
e) Type of packaging used, e.g. cardboard-box, wooden box, textile bag, steel drum, etc.
f) For dangerous goods: UN specification code of packaging (for information refer to marking on packaging). For more information refer to Section 5 of IATA Dangerous Goods Regulations and ANNEX C 1.14.
g) Part of packaging found to be damaged, e.g. bottom lid, closure etc.
h) Location of cargo

4.5.5.3.4 Mail

For damaged and/or leaking mail bags the following details are to be transmitted as instructed by Finnair Cargo:

a) Flight number and date
b) Dispatch number
c) Original / final destination
d) Name and/or description of substance having caused the contamination.
e) Location of mail.

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4.5.6 Loading

4.5.6.1 Load Handover

The handover process between cargo handling (cargo warehouse), baggage handling (baggage make-up area) and ground handling (ramp) departments shall be done systematically to ensure a safe departure.

Depending on the airport infrastructure and/or local agreements, the handover of cargo, mail and baggage to the ramp should be done at a dedicated handover point.

4.5.6.2 Load Transportation

Prior to transporting cargo and/or mail to/from the cargo warehouse or baggage from the baggage make-up area or to baggage claim area, the equipment operator shall ensure:

- *a) The GSE used for transportation is serviceable. For GSE operations see AY GOM 3.1.3.*
- *b) A visual inspection of all loads is carried out to ensure:*
    1. *The cargo, mail and/or baggage for transport is the correct load for the departing/arriving flight(s).*
    2. *No nets, ropes, straps or protective materials can drag on the ground or get jammed in rollers, ball-mats or wheels.*
    3. *All built-up cargo/mail/baggage is safe to move and will not shift, roll or topple.*
    4. *There is no damage to the load.*
- *c) All loads are protected from adverse weather via use of tarpaulins or covered carts. Special attention shall be given to live animals and/or perishables. When using tarpaulins, all straps shall be securely fastened to the cart.*

Load transportation shall be made in a manner that prevents damage to packages and ULDs and applicable Dangerous Goods segregation requirements are complied with.

4.5.6.3 Load Delivery for Departure

Depending on the location of the handover point, the person responsible for the aircraft loading supervision task or the person responsible for receiving the load shall:

- *a) If applicable, receive all documentation, pouches and special instructions for the specific flight.*
- *b) Carry out an inspection of all of the load to ensure:*
    1. *The load is correct for the departing flight(s).*
    2. *No damage has occurred during the transport process.*
    3. *There is no evidence of tampering with the load (e.g., cuts, tears to plastic foil).*
    4. *No nets, ropes, straps, protective materials, etc. should drag on the ground or get jammed in rollers, ball-mats or wheels while manoeuvring or while being loaded onto aircraft.*
    5. *All dollies are serviceable, and all restraints are engaged to secure the ULD on the dollies prior to the ULD being loaded onto the aircraft.*
- *c) Immediately report any damage to the load(s), whether it is discovered when the load arrives on stand or occurs during loading.*
    1. *Report torn or missing baggage tags and cargo labels.*
    2. *Do not load unless discrepancies are corrected.*

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4.5.6.4 Loading Process

Loading is normally permitted only in the regular hold compartments. No unfastened load may be placed in the passenger cabin. If stowing of deadload in the passenger cabin should become necessary, prior permission and instructions must be obtained well in advance from Finnair Ground Operations / Manager, Ground Safety, Security and Compliance (ground.operations@finnair.com).
Prior permission does not apply for Cabin Seat baggage (CBBG) procedure. See AY GOM 1.1.6.12 a).
No dangerous goods as cargo shall be loaded in cabin occupied by passenger(s) or flight deck.

In order to guarantee on-time departures loading/unloading operations shall be planned well in advance. Compartment doors shall be closed STD/ETD -5 min.

Prior to loading commencing, a cargo hold inspection shall be performed, see AY GOM 4.5.5.
Prior to loading of ULDs, visually detectable damage check shall be performed, see AY GOM 4.5.9.3.

a) *Loading shall not commence if there is no LIR (electronic or hard copy), unless otherwise specified by Finnair.*
b) *Report any loading issues, errors, changes or other loading matters to the person responsible for the aircraft loading supervision task immediately.*
   Note: Any load information change between the LIR and actual (e.g., changes in transfer bag figures, cargo figures) shall be communicated to the person responsible for the weight and balance calculation task as soon as known to avoid unnecessary re-loads, weight and balance issues and last-minute pressure.
c) *Any signs of hold damage must be reported immediately.*
d) *While loading ULDs into position in the compartment, the equipment operator shall:*
   1. Cross-check ULDs against the LIR to ensure the correct unit is loaded into the correct aircraft and position.
   2. *When ULDs are loaded, raise/lock the ULD restraints to secure the ULD in applicable position, in accordance with the LIR and as per AY GOM requirements.*
   3. *While loading ULDs ensure:*
      i. *The edges are either guided by the safety rails or fit under the stops/locks/guides.*
      ii. *The height of the pallet allows for sufficient clearance in the door opening.*
      iii. *Control the speed at which ULDs are moved within the aircraft, slowing the ULD prior to reaching its allocated position to prevent crashing.*
      iv. *They have no protrusions or overhangs that will damage the aircraft cargo hold access door opening or the interior of the aircraft cargo hold.*
   4. Confirm the final loading status to the person responsible for the aircraft loading supervision task.

Notes:

1. *A tactile check shall be performed by checking the security of each lock to ensure serviceability. A systematic double-check of the restraint system and of special loads (e.g., heavy (HEA), AVIH, human remains (HUM), etc.) before departure is recommended.*
2. *All ULD restraints shall be raised.* This includes raising of all the latches in any unoccupied ULD position when cargo hold is ULD loaded (one or more ULDs loaded to cargo hold). This is to limit inadvertent ULD movement in the case of latch malfunctions (ref. Airbus WBM).
3. *ULD restraints do not have to be raised in cargo holds that are completely empty* (except if required due aircrafts technical features, for example AY A319, see AY GOM ANNEX D 1.5.1.1).
4. *If applicable, ensure fire barriers are installed as the hold is loaded.*
5. A32S-fleet containers shall be loaded so that container curtain doors are facing forward in forward hold and aft in aft hold.

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e) While loading into bulk holds, the person carrying out the loading of baggage/cargo/mail shall:

1. *Load in accordance with LIR requirements.*
2. *Cross-check cart labels to ensure the load is correct.*
3. *Check cargo, mail and baggage labels to ensure correct destination/flight number.*
4. *Ensure any leaking or damaged loads are not loaded and the supervisor is informed immediately. Any contaminated load is kept separately.*
5. *Ensure applicable special load items are tied down (see AY GOM 4.5.7) or otherwise secured in accordance with Finnair requirements.*
6. *Install/close/secure compartment/bay divider nets, barrier nets, fire curtains, door nets and stanchions, as applicable.*
7. *Ensure light packages are not loaded or wedged between heavier items.*
8. *Ensure the necessary clearance between the load and aircraft hold ceiling is achieved to avoid any obstruction or damage to aircraft smoke detector/fire suppression system. Leave access panels and hatches in the compartment ceiling free.* Minimum clearance of 5 cm (2 inches) between top of the load and the cargo hold ceiling must be ensured.
9. *Loads shall be correctly stacked to achieve maximum volume.*
10. Reconcile cargo, mail and bags loaded by compartment/position, baggage commodity and destination, as applicable and as is required to ensure correct reconciliation prior to load sheet finalization. Keep count on bulk loaded baggage.
11. *Confirm the final loading status to the person responsible for the aircraft loading supervision task.*

Notes:

1. *Between unload and onload, compartment nets shall be secured inside aircraft compartments and not left hanging outside to avoid clips and attachment points striking the fuselage, especially during adverse weather.*
2. *Ensure the ramp area is clear of all wooden and/or plastic pallets and other load related material after completion of loading or unloading.*

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4.5.7 Securing of Load

4.5.7.1 Securing of Load - General Rules

When transporting a load in an aircraft, it shall be secured such that it shall not:

a) Move during the flight, which could dangerously affect the weight and balance of the aircraft.
b) Cause damage to the aircraft structure or other important parts of the aircraft.
c) Cause damage to another load or become damaged itself.
d) Cause injury to passengers and crew In case of an emergency landing.
e) Cause injury to ground handling personnel during loading and unloading.

4.5.7.1.1 Securing of Load in ULDs

[Ref. Airbus WBM]

a) For the loading of individual items in ULDs, a restraint is required in the following cases:
   1. when an individual item may be hazardous due to its nature, form, or density
   2. when an individual item has a weight of more than 150 kg.
b) On a pallet, the restraint of the above-mentioned items is achieved if:
   1. nets and straps fastened on the net attachment fittings of the pallet are used, or
   2. items are covered with crushable cargo.
c) In a container, the restraint of the above-mentioned items is achieved if:
   1. the items are individually fastened to the attachment fittings of the container baseplate, or
   2. the container is filled with crushable cargo to at least three quarters of its height.

4.5.7.2 Bulk Compartments

a) The load in bulk compartments is generally secured by door nets and sector divider nets. Ensure the following items are always secured:

1. Barrels or drums filled with liquids
2. Cages or boxes with AVIH
3. HEA pieces weighing 150 kg (330 lb.) or more
4. Coffins with HUM



Caution:
Do not load baggage or other shipments on top of the coffin.

5. Dangerous goods (see AY GOM 4.5.7.7)
6. Powered mobility aids
7. Loads that need spreading
8. Fragile loads
9. All items weighing
   i. A32S: more than 50 kg (ref. Airbus WBM)
   ii. A330/A350: more than 150 kg (ref. Airbus WBM)
10. All individual items which by their nature, form or density may constitute a hazard

Securing of above-mentioned items is achieved if:
- the applicable net section is filled to at least three quarters of its height, or
- the load item is individually fastened to the tie-down points of the aircraft
- Fastening to the tie down-points of the aircraft is always required for all items weighing more than 150 kg.

b) The following loads shall not move vertically or horizontally during flight. If the available volume of the compartment or net section is not volumetrically filled (three quarters of the height) with load, additional securing is necessary for:

1. Loads that are sensitive against shocks or tilting
2. Wet cargo
3. High-density packages
4. Pipes, tubes, bars, beams, planks, poles or other objects of a penetrating nature

c) If long pieces do not fit into one net section and the divider net cannot be closed correctly, the item shall not be loaded. Exception for vaulting poles, see AY GOM ANNEX C 2.28.7.

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d) For battery-powered wheelchair and mobility devices ensure:

1. *It is loaded/unloaded in such a manner that prevents unintentional activation during transport and the battery terminals shall be protected from short circuits (refer to AY GOM 2.7.3.2).*
2. *The battery is either adequately protected against damage by the design of the mobility aid and securely attached to the wheelchair/device, isolating the electrical circuits according to the manufacturer's instructions, or*
3. *Removed from the mobility aid following the manufacturer's instructions.*

   ***Note:** Battery-powered wheelchairs or mobility devices for use by passengers are classified in three main categories, based on the battery type that powers the device as defined in AY GOM 2.7.3.2.*
4. *It does not roll when moving up the loading belt in an upright position. If tilting is necessary, ensure the passenger has consented and can only be tilted on the side without the device controls.*
5. *It shall be secured against movement in the cargo compartment, by use of straps, tie-downs or other restraint devices.*
6. *The mobility aid, including batteries, electrical cabling and controls shall be protected from damage, including damage caused by the movement of baggage, mail and cargo.*
7. *Any battery-powered mobility aid shall not be stowed together with loose loaded (bulk) items within a unit load device (ULD), or other loads loaded on top.*

   Notes:

   1. *When securing, use tie-down points, keep the mobility aid in an upright position where possible, secure the mobility aid using the base frame, avoid unnecessary tilting of the mobility aid, ensure adequate clearance when loading/unloading, avoid over-tightening tie-down straps or other securing devices, load last when possible.*
   2. *The PIC shall be informed of the location of the mobility aid with installed batteries, removed batteries and spare batteries* (Refer AY GOM 2.7.3.1).

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4.5.7.2.1 Cargo Compartment Nets

When bulk loaded, compartment separator nets and cargo door barrier nets must be secured prior to all flight departures to prevent cargo from shifting in flight and damaging or blocking the compartment door.

In case cargo compartment net is unserviceable, missing or cannot be attached to designed attachment points, all affected loading positions shall remain empty.

a) For A32S-fleet aircrafts in bulk loading configuration
   1. the door nets must always be installed and secured in all doors
   2. all required divider nets in holds shall be completely installed and secured, even if compartment/hold is empty. This is to
      i. avoid potential risk of cargo linings and/or floor panel damage
      ii. ensure all required and correct types of nets are onboard for next flight sectors
      iii. reduce turnaround time at the destination
      iv. reduce misinterpretations of required nets and locations at turnaround stations
   3. Amount and types of required compartment nets for bulk loading of A32S-fleet aircrafts is described in Table 19. Required Cargo Hold Nets for Bulk Loading (A32S) below.
   4. For net location illustrations see ANNEX D Aircraft Guide.

b) Cargo compartment net inspection [Ref. CMM 25-52-28]
   Nets shall be inspected for serviceability, safe operation and airworthy condition before every usage.
   Make visually sure that:
   1. net is of proper appearance, there are not twists or cuts in the webbing/braid, all fittings and hardware are complete.
   2. hardware is not damaged, malfunctioning and/or unacceptably corroded.
   3. webbing/braid does not show signs of excessive abrasion or fraying (fluffing and slight abrasion is acceptable).
   4. sewing patterns are intact with no broken stitching and/or excessive fluffing or abrasion.
   5. placards and labels are legible with no excesive rips/tears.
   6. coated fabric screens are intact and not excessively ripped or torn.
   7. touch and close fastener is functional.
   8. stanchion is not damaged or corroded and is functioning correctly.

   In case net is damaged it shall be forwarded for repair.

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Table 19. Required Cargo Hold Nets for Bulk Loading (A32S)

A/C Type	Regs	Amount	Net Type	Part Number	Location
A319	All	**FWD**			
		1	Door Net Type A	AC40-0217000	Door
		1	Door Net Type C	AC40-0217200	Door
		1	Divider Net Type C	AC40-0209900	11/12
		AFT			
		1	Door Net Type A1	AC40-0241204	Door
		1	Door Net Type B	AC40-0217100	Door
		1	Divider Net Type A2	AC40-0209500	41/42
		CPT 5 (permanent)			
		1	Divider Net Type C	AC40-0209900	42/5
A320	All	**FWD**			
		1	Door Net Type A	AC40-0217000	Door
		1	Door Net Type C	AC40-0217200	Door
		1	Divider Net Type A2	AC40-0209500	12/13
		AFT			
		1	Door Net Type A	AC40-0217000	Door
		1	Door Net Type B	AC40-0217100	Door
		1	Divider Net Type A2	AC40-0209500	31/32
		1	Divider Net Type C	AC40-0209900	32/41
		CPT 5 (permanent)			
		1	Divider Net Type A1	AC40-0217500	42/5
A321-211	OH-LZE/F	**FWD**			
		1	Door Net Type A	AC40-0217000	Door
		1	Door Net Type C	AC40-0217200	Door
		2	Divider Net Type A2	AC40-0209500	12/21, 22/23
		AFT			
		1	Door Net Type A	AC40-0217000	Door
		1	Door Net Type B	AC40-0217100	Door
		1	Divider Net Type A2	AC40-0209500	31/32
		1	Divider Net Type C	AC40-0209900	33/41
		CPT 5 (permanent)			
		1	Divider Net Type A1	AC40-0217500	42/5
A321-231	OH-LZG/H/I/K/L	**FWD**			
		1	Door Net Type A	AC40-0217000	Door
		1	Door Net Type C	AC40-0217200	Door
		2	Divider Net Type A2	AC40-0209500	12/21, 22/23
		AFT			
		1	Door Net Type A	AC40-0217000	Door
		1	Door Net Type B	AC40-0217100	Door
		1	Divider Net Type C	AC40-0209900	33/41
		CPT 5 (permanent)			
		1	Divider Net Type A1	AC40-0217500	42/5
	OH-LZM/N/O/P/R/S	**FWD**			
		1	Door Net Type A	AC40-0217000	Door
		1	Door Net Type C	AC40-0217200	Door
		1	Divider Net Type C	AC40-0209900	11/12
		3	Divider Net Type A2	AC40-0209500	12/21, 21/22, 22/23
		AFT			
		1	Door Net Type A	AC40-0217000	Door
		1	Door Net Type B	AC40-0217100	Door
		2	Divider Net Type A5	AC40-0253610	31/32, 32/33
		2	Divider Net Type C	AC40-0209900	33/41, 41/42
		CPT 5 (permanent)			
		1	Divider Net Type A1	AC40-0217500	42/5
	OH-LZT/U	**FWD**			
		1	Door Net Type A	AC40-0217000	Door
		1	Door Net Type C	AC40-0217200	Door
		1	Divider Net Type C	AC40-0209900	11/12
		3	Divider Net Type A2	AC40-0209500	12/21, 21/22, 22/23
		AFT			
		1	Door Net Type A	AC40-0217000	Door
		1	Door Net Type B	AC40-0217100	Door
		2	Divider Net Type A2	AC40-0209500	31/32, 32/33
		2	Divider Net Type C	AC40-0209900	33/41, 41/42
		CPT 5 (permanent)			
		1	Divider Net Type A1	AC40-0217500	42/5

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4.5.7.3 Securing of ULDs

a) *ULDs should be secured by a ULD restraint system on the compartment floor. Refer to* AY GOM ANNEX D Aircraft Guide *for relevant information on applicable ULD configurations, loading and restraint systems for each aircraft type. Observe the handling instructions in* AY GOM ANNEX D Aircraft Guide *in the case of missing or unserviceable restraints*. When ULD loaded, all latches required to secure ULDs must be extended and locked prior to any flight.

b) *If there are empty loading positions,* all latches in any unoccupied ULD position shall be raised when hold is ULD loaded (one or more ULDs loaded to hold). This is to limit inadvertent ULD movement in the case of latch malfunctions (ref. Airbus WBM).

c) *ULD restraints do not have to be raised in cargo holds that are completely empty,* except if required due aircrafts technical features, for example AY A319, see AY GOM ANNEX D 1.5.1.1).

4.5.7.4 Tie-Down Loads

Definition of forces

Properly tie down the loads on board the aircraft to withstand the following types of forces during takeoff, flight and landing.

Table 20. Definition of Forces

Force	***Definition***
Forward	*Horizontal forces effective during landing and steep angles of descent*
Backward	*Horizontal forces effective during takeoff and steep angles of climb*
Sideward	*Horizontal forces effective during rough landing, turbulence and close turns*
Upward	*Vertical forces effective during landing and heavy turbulence in flight*

Depending on the flight situation, the forces described above can be stronger than normal gravity force of 1 g.
Secure all loads against the different forces according to the gravity factor (g-factor).

In general, the pallet build-up is done with a net that restrains the load against all forces.

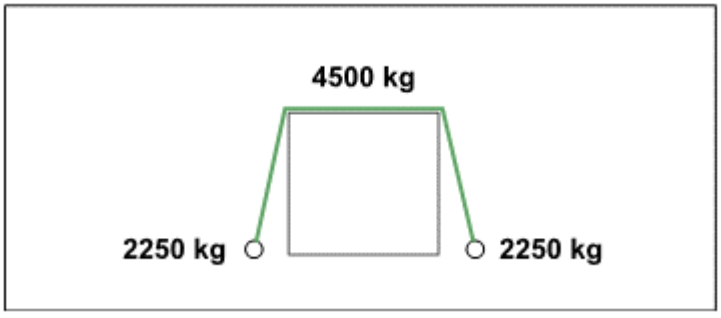
Tie-down of load with straps or ropes

If the primary restraint of the load is done by straps, tie-down must be carried out according to AHM 311, ULDR (OS 6/07) and AY GOM 4.5.7.4.1.
The usage of tie-down material with different capacities is not allowed.

There are two ways to secure a package with tie-down ropes or straps:

a) *Lashing across or around a package (embraced lashing)*
The embraced lashing method with tie-down straps or ropes fastens the strap or rope from one tie-down fitting across or around the load to a second tie-down fitting on the opposite side.
A strap attached to the fittings on opposite sides of the load is rated to hold twice its ultimate load capacity. For example, an ETSO/TSO-C172 strap with 2250 kg (5000 lb.) rated restraint capacity will provide up to a maximum 4500 kg (10000 lb.) ultimate load for standard lashing.

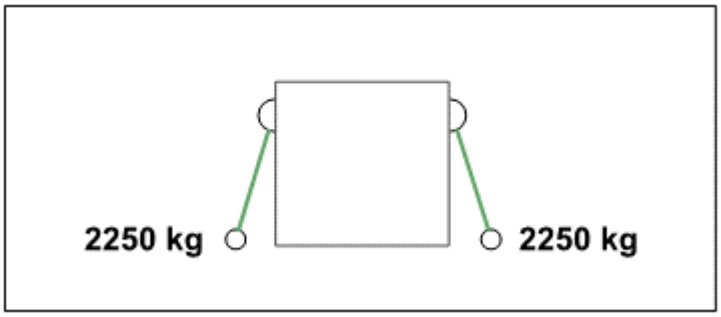
Picture 25. Embraced Lashing



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b) *Lashing directly fastened to the package (direct lashing)*
If a tie-down strap is directly fastened to the load with one tie-down fitting, the ultimate restraint capacity of the strap (e.g., an ETSO/TSO-C172 strap with 2250 kg (5000 lb.) ultimate load) will apply.

Picture 26. Direct Lashing



4.5.7.4.1 Load Factors

[Ref. Airbus WBM]

Load put in the lower compartments must be restrained to withstand the load factors given in Table 21. Load Factors per Force Direction.

Table 21. Load Factors per Force Direction

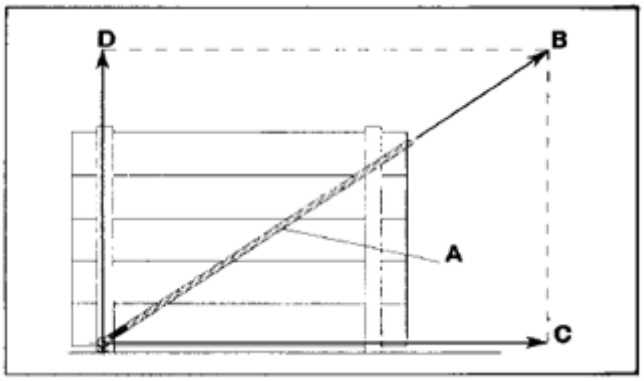
A/C Type	Compartment	Load Factor (g) Force Direction			
		Forward	Aft	Side	Up
A319	1	1,69	1,37	0,88	2,44
	4	1,69	1,37	1,58	3,30
	5	1,69	1,37	1,80	3,58
A320	1	1,69	1,12	0,88	2,57
	3	1,69	1,12	1,46	3,01
	4	1,69	1,12	1,72	3,53
	5	1,69	1,12	2,15	4,26
A321	1	1,69	1,31	1,04	2,32
	2	1,69	1,31	1,02	2,35
	3	1,69	1,31	1,45	2,57
	4	1,69	1,31	1,68	2,78
	5	1,69	1,31	2,03	3,06
A321 with ACTs installed	1	1,69	1,31	1,04	2,32
	2	1,69	1,31	1,02	2,35
	3	9,00	1,50	1,50	2,57
	4	9,00	1,50	1,69	2,78
	5	9,00	1,50	2,03	3,06
A330	1, 2	1,50	1,08	0,80	1,50
	3, 4	1,50	1,12	1,30	1,95
	5	1,50	1,12	1,50	2,30
A350	1, 2	3,00	2,20	1,50	3,30
	3, 4	1,90 (2,10 OH-LWT)	2,30	1,50	3,00
	5	2,00	2,50	1,70	3,00

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4.5.7.4.2 Restraint Capacity of Lashing Equipment

For the purpose of securing load, straps and tie-down fittings with various restraint capacities are available. The weakest component in a strap and tie-down fitting assembly determines the restraint capacity of the lashing. In addition, the angle between the actual force direction and the strap must be taken into consideration too (see drawing below). The maximum restraint capacity of a strap can only be applied if the angle between the actual force direction and the strap is 0°. The greater this angle is, the greater the reduction in restraint capacity. When tying down an item care should therefore be taken that the angle between actual force direction and strap is not greater than 45°.

Picture 27. Force Direction



a) strap or rope
b) maximum restraint capacity of strap or rope
c) restraint capacity of strap or rope in horizontal direction.
d) restraint capacity of strap or rope in vertical direction

4.5.7.4.3 The Maximum Allowed Restraint Capacity for Lashing Equipment

Table 22. Restraint Capacity

Lashing Equipment	Restraint Capacity
Rope	300 kg
Light-weight tie-down fitting [ref. Airbus WBM]	900 kg
Heavy-weight tie-down fitting (widebody / pallets / containers only)	2250 kg
Strap (5000 lbs.) (widebody / pallets / containers only)	2250 kg

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4.5.7.4.4 Minimum Number of Ropes and Tie-Down Fittings Required

Table 23. Minimum Number of Ropes and Tie-Down Fittings Required

Item weight [kg]	Up		Other force directions	
	Ropes	Fittings*	Ropes	Fittings*
up to 199	1	2	1	2
200 – 399	2	2	1	2
400 – 599	3	2	2	2
600 – 799	4	4	2	2
800 – 999	5	4	3	2

*Light-weight (900 kg) fittings only

Table valid only for lashing around the load from one fitting to another.

a) Ropes and tie-down fittings must be of the types approved by Finnair.
b) Tie-down fittings shall be installed with a minimum spacing of 50 cm.
c) The ropes shall be attached to and/or placed around the item.
d) Maximum 3 ropes attached to one fitting for same directions (refer to ANNEX D Aircraft Guide).

4.5.7.4.5 Lashing Regulations

The minimum number of 900 kg tie-down fittings required for securing load must be determined in accordance with the weight of load. See AY GOM 4.5.7.4.4.

Wet lashing material shall not be used, as tautness will slacken when material dry out.

It is not permitted to use other lashing equipment as mentioned in AY GOM 4.5.7.5 unless the rated strength of such equipment is known to fulfil the requirements.

4.5.7.5 Use of Tie-Down Material

Make sure the tie-down material is in serviceable condition.

a) Tie-Down Ropes

1. *Fix tie-down ropes to the aircraft floor tracks or tie-down fittings.*
2. *Make sure the overlapping ends of the tie-down ropes are long enough and will not loosen in the case of sudden stress.*
3. *Fix the tie-down ropes to the tie-down rings in a way that they may be easily loosened for unloading.*
4. *Do not fix tie-down ropes to other parts of the aircraft.*
5. *Do not use the same attachment points for lashing to secure the net sector divider nets.*

Picture 28. Tied-Down Rope

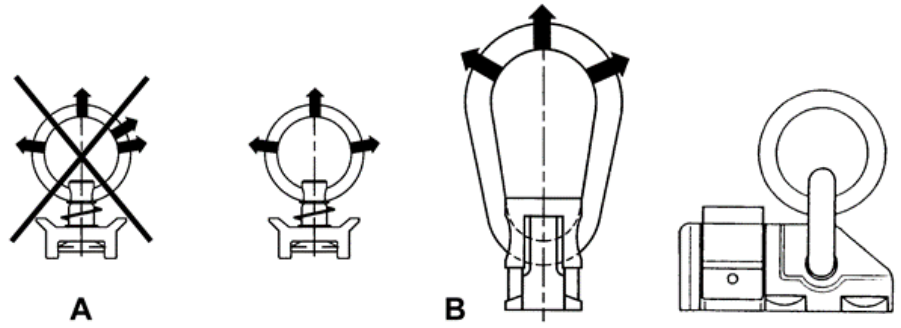


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b) Tie-Down Fittings

A single tie-down fitting may receive up to three straps/ropes in three different restraint directions (one up and two opposite horizontal directions). Forces generated by the load can never act in more than one direction at the same time; thus, the fitting will never be pulled by more than one strap/rope at the same time. Therefore, never attach more than three straps/ropes to the same fitting and never more than one strap/rope in the same direction.

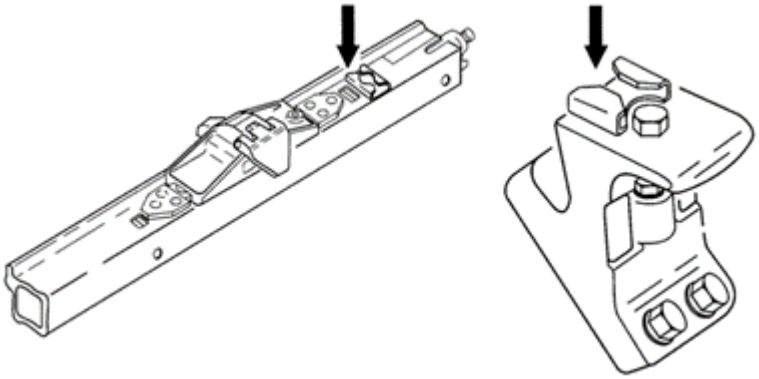
Picture 29. Tie-Down Fittings



Alpha-Numeric	*DESCRIPTION*
A	*Forbidden*
B	*Allowed*

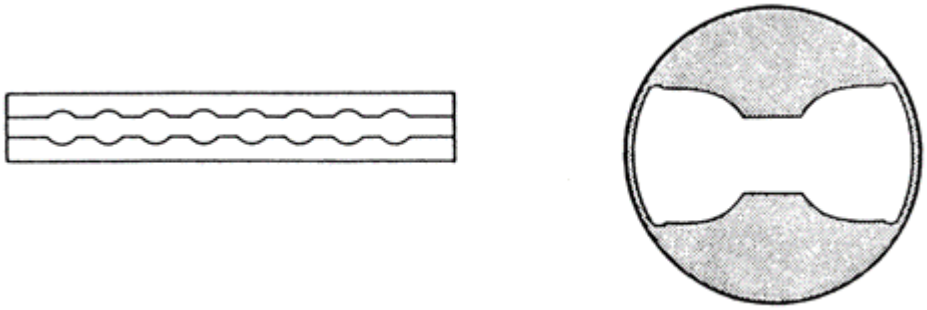
Fix tie-down rings to the aircraft floor only at tie-down points or to tie-down tracks.
Distribute the attachment points of the tie-down rings evenly (nearly equal distances) over the length of the piece.

Picture 30. Example of Tie-Down Attachment Points on Outboard Side Lock and Side Guide

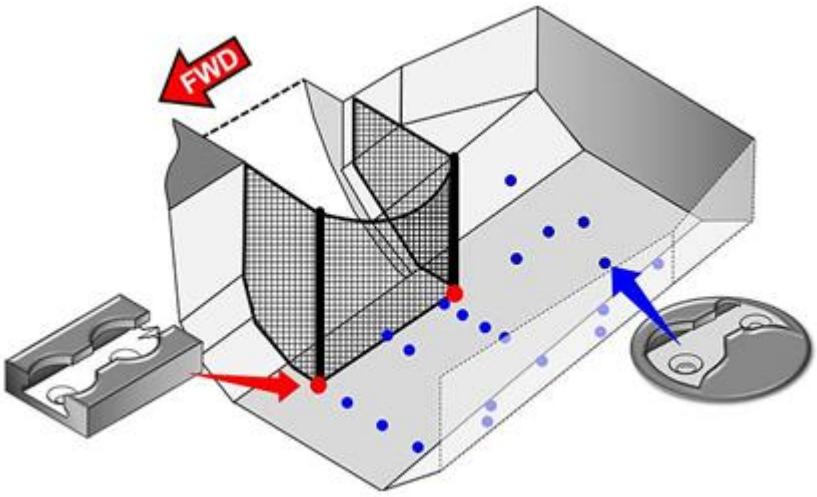


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Picture 31. Example of Tie-Down Attachment Points on Track and Anchor Plate



Picture 32. Example of Tie-Down Attachment Points in The Bulk Compartment



Caution:
Tie-down is forbidden on any part of the aircraft structure, other than those described in Picture 32. Example of Tie-Down Attachment Points in The Bulk Compartment, even if equipped with rings or tie-down points.

c) Tie-Down Straps

Use only certified ETSO/TSO C172 tie-down straps.

Fix tie-down straps to the aircraft with their fixed tie-down rings only at dedicated tie-down points or tie-down tracks.

Picture 33. Example of Tie-Down Straps

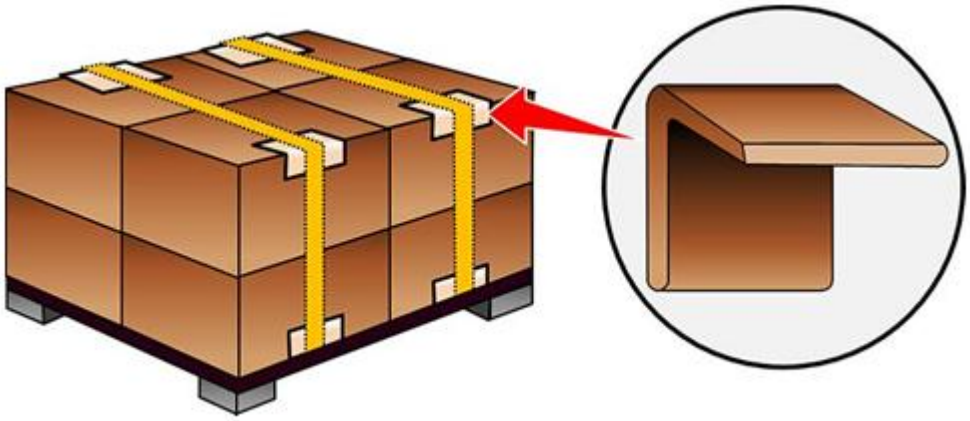


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d) Tightening

1. *Tighten the lashing strongly, but not so strongly that the load or tie-down material is damaged.*
2. *Make sure all tie-down ropes or straps used for lashing the same piece have the same tension.*
3. *To protect fragile or sensitive cargo or dangerous goods, use cloth, cardboard or similar material for edge protection.*

Picture 34. Protect the Edges of Fragile or Sensitive Cargo



e) Sharp Edges

To avoid cutting or grinding tie-down ropes or straps, smoothen sharp edges with a piece of soft material (e.g., cloth, cardboard, plank or similar).

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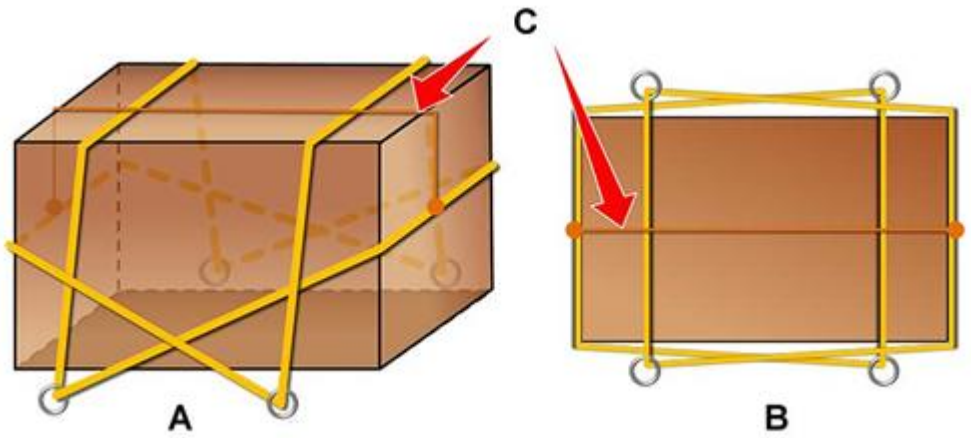
4.5.7.6 Standard Lashing

For standard lashing use:

- *a) Four tie-down rings*
- *b) Four tie-down ropes/straps and one safety rope*
  1. *Two against upward forces*
  2. *One against forward forces*
  3. *One against backward forces*
  4. *One safety rope*

The safety rope prevents the tie-down ropes/straps used against forward and backward forces from sliding down.

Picture 35. Safety Rope



Alpha-Numeric	***DESCRIPTION***
A	*Isometric View*
B	*Top View*
C	*Safety Rope*

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Sideward Forces

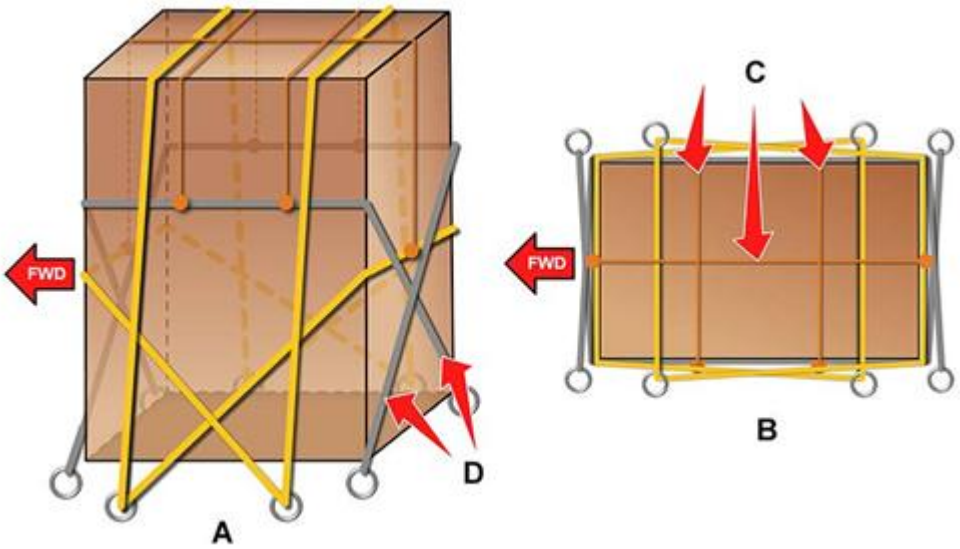
Sideward forces are normally covered by the standard lashing for upward, forward and aft forces. The rope/straps shall be lashed close to the pieces.

Exception

If a piece is more than twice as high as it is wide:

1. *Tie-down against sideward forces additionally to the standard lashing*
2. *Place this additional lashing between half and two-thirds of the height*
3. *Secure this lashing with two safety ropes to prevent the additional lashing from sliding down*

Picture 36. Tie Down of High Object



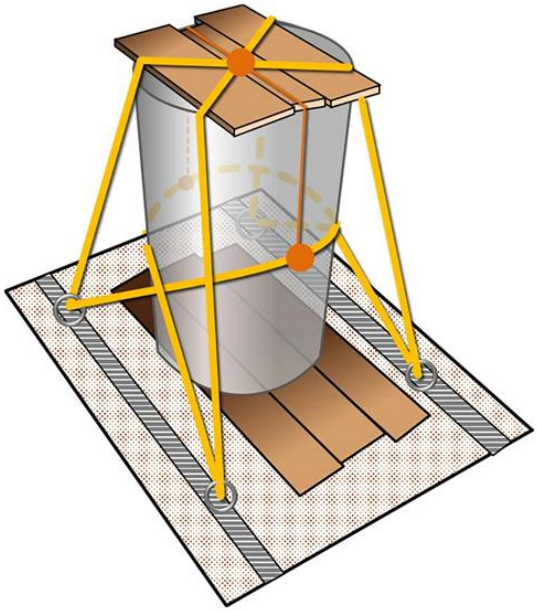
Alpha-Numeric	*DESCRIPTION*
A	*Isometric View*
B	*Top View*
C	*Safety Rope*
D	*Additional Lashing*

Classified as Internal

Barrels

Barrels are difficult to lash because of their round shape and mostly sharp rims.
Use supporting planks for a safe lashing.

Picture 37. Tie Down of Barrels



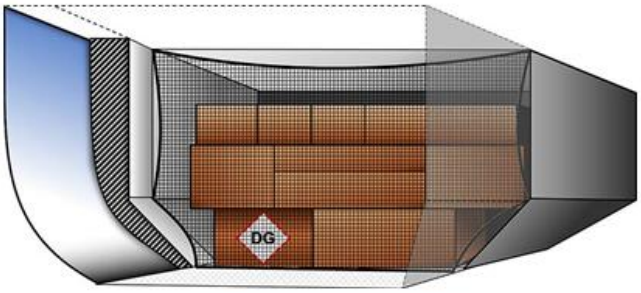
Classified as Internal

4.5.7.7 Securing of Dangerous Goods

a) *Handle dangerous goods with utmost care to prevent any damage to persons or goods.*
b) *Strictly observe all special handling instructions, labels or imprints (e.g., THIS WAY UP or arrows showing the proper orientation of the package).*
c) *On a pallet, securing by tie-down is not necessary if all the load on the pallet, including the dangerous goods package, is secured by the pallet net.*
d) *In a bulk compartment or a container, securing by tie-down is not necessary if the package cannot move horizontally or vertically. The net section or container must be volumetrically full (three-quarters of the height), and the entire floor area must be covered.*

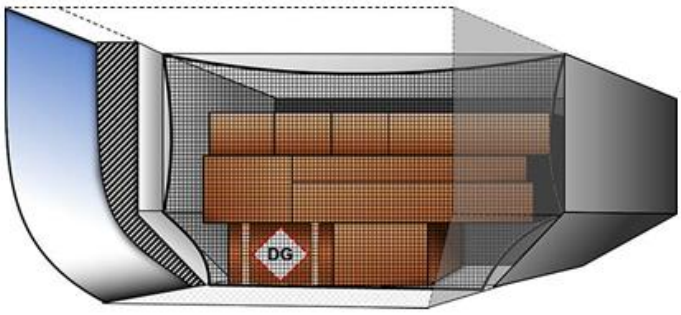
Observe the securing requirements as shown in Picture 38, Picture 39, Picture 40 *and* Picture 41*:*

Picture 38. Securing of Dangerous Goods, Example 1



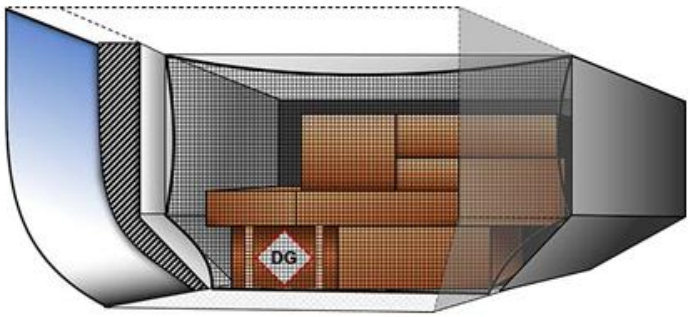
Note: *When the net sector in the bulk compartment or a lower deck aircraft container is volumetrically full, including the entire floor area, securing by tie-down is not necessary.*
If the entire floor area of a container or lower deck aircraft container is not filled completely with another load, tie down the dangerous goods package to prevent any movement.

Picture 39. Securing of Dangerous Goods, Example 2



If the net sector in the bulk compartment or container is not volumetrically full, tie-down the dangerous goods package to prevent any movement.

Picture 40. Securing of Dangerous Goods, Example 3



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Securing small dangerous goods packages

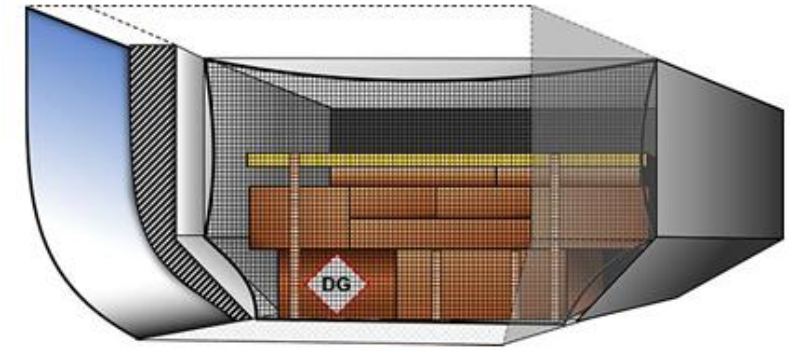
If securing by tie-down in a net sector or container is not possible because of the small size of the package:

- *Fill the net sector or container as shown in* Picture 38. Securing of Dangerous Goods, Example 1*, or*
- *Put planks on top of the package (see* Picture 41. Securing of Dangerous Goods, Example 4*) to make securing by tie down possible.*

If neither is possible, do not load the package.

If the net sector in the bulk compartment or container is not volumetrically filled; tie down of all items is required.

Picture 41. Securing of Dangerous Goods, Example 4



Classified as Internal

4.5.7.8 Ordering Instructions of Finnair-owned Lashing Materials

a) General

This instruction applies to baggage items (AVIH, WCBD etc.) that need lashing. For Finnair flights these materials will be handled and provided from HEL HUB by the respective GHSP. HEL ramp GHSPs keeps stock of applicable AY lashing materials. Station should request all materials at their own convenience by e-mailing the request directly to the respective GHSP at HEL (copy AY HCC).

Table 24. Lashing Material Ordering Contacts

Operating Aircraft	GHSP	Contact	CC
Airbus	Aviator	bagdutymanager.hel@aviator.eu	opsflowsupervisor@finnair.com
E90 / ATR	Airpro	hel.ops@airpro.fi	opsflowsupervisor@finnair.com

b) Instructions

1. When placing the order, the following needs to be specified by the station:
    i. Ordering station
    ii. Requested type of lashing equipment
    iii. Quantity
2. The responsible HEL GHSP prepares the requested materials and delivers them to aircraft for loading.
3. The responsible HEL GHSP informs the planned delivery of lashing material to relevant CLC:
    i. Flight number
    ii. Date
    iii. Routing
    iv. Gross weight (actual or estimated if not known)
    v. Commodity (lashing material, commodity E,special handling code EIC)
    vi. Type of loading (as bulk load)

c) Lashing materials available for order

Following items can be ordered:

Tie-down Ring/Fitting	Tie-down Strap	Tie-down Rope
		

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4.5.8 Load Spreading

When the weight of item(s) to be loaded exceeds the maximum floor load per square meter or the maximum floor load per running meter of a compartment, the weight must be spread to prevent damage to the compartment floor. This applies to HEA loads but may also apply to smaller items weighing less than 150 kg (330 lb.). The item must be fully restrained (see Picture 42. Example of Weight Spreading with Wooden Board*) and can be spread by making use of wooden boards or beams.*

Caution:
Overloading can cause damage to aircraft frames and ribs and consequently can have serious implications for the safety of the aircraft.

The weight should be spread by making use of wooden boards or beams, in which case:

a) The surface to support the weight will be enlarged, or

b) The length will be enlarged.

It is responsibility of person responsible for loading supervision task to evaluate, and check if required, if load spreading is required and that no loading limitations are exceeded.

Picture 42. Example of Weight Spreading with Wooden Board



The limitations are:

- Maximum area (floor) load: This is the maximum load per unit of floor area (kg/m2) which may be allowed within a specified compartment. For applicable maximum area (floor) load, refer to AY GOM ANNEX D Aircraft Guide and/or manufacturers WBM.
- Maximum running (linear) load: This is the maximum load per unit of length (kg/m) measured in the longitudinal (fore-aft) direction which may be allowed within a specified compartment or compartment section. Currently there are no Finnair aircrafts requiring running (linear) load checks.

In order to be able to load items which otherwise exceed the maximum area load and/or running load, such items must be supported by planks or platforms distributing the weight over a larger floor area.

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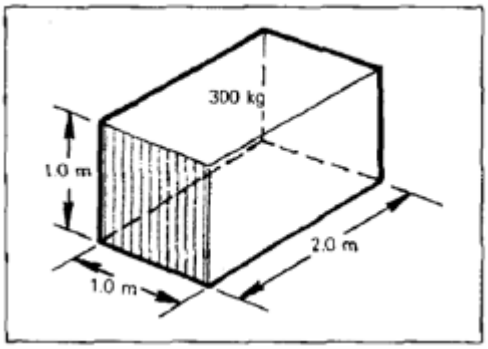
4.5.8.1 Actual Floor Contact Area

Whenever a heavy item is to be loaded, always determine first:

a) the actual floor contact area, (i.e. the area actually in contact with the floor)
b) the length over which the item is actually in contact with the floor.

The floor loading and the running load must always be considered together. A piece may have to be supported because the actual floor loading or the actual running load or both together exceed the permissible maximum.

Picture 43. Example 1

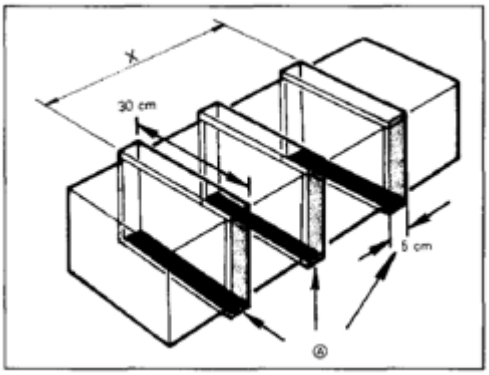


Contact area: 2,0 m x 1,0 m = 2,0 m²

Length of floor contact area = 2,0 m

The piece is in contact with the floor on its entire length, which is therefore the applicable dimension for establishing the actual running load.

Picture 44. Example 2



A = contact area

Contact area: 0,3 m x 0,05 m x 3 = 0,045 m²

Only the battens are in contact with the floor and only that area must be taken into account when working out the floor loading.

For the same reason given for the floor loading, only the length measured over the outer two battens (marked X) can be considered for the actual running load.

To minimise the spreading requirement, the heavy item should be placed, if possible, in such a way that its side of greatest area is in contact with the compartment floor.

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4.5.8.2 Minimum Required Floor Contact Area

In order to prevent overloading of the aircraft structure, an item must be in contact with the compartment floor on a certain minimum area (floor load) and over a certain minimum length (running load). These requirements are dictated by the weight of the item, the maximum floor load and the maximum running load. The minimum required floor contact area and its minimum length are calculated as follows:

$$\frac{\text{Weight of item (kg)}}{\text{Max. floor load (kg/m}^2\text{)}} = \text{Min. required floor contact area (m}^2\text{)}$$

4.5.8.3 Minimum Required Length of Floor Contact Area

The minimum required floor contact area and length are only applicable if no other load is stowed on top of and/or alongside the item.

When working out the required floor contact area, bear in mind that any load which is placed on top of and/or alongside of the heavy item increases the floor load and the running load and must therefore be accounted for. The number and length of the supporting planks must therefore be selected so that they cover an area which is slightly larger than the minimum required according to the calculations.

$$\frac{\text{Weight of item (kg)}}{\text{Max. running load (kg/m)}} = \text{Min. required length of floor contact area (m)}$$

4.5.8.4 Determining Whether Load Spreading is Required

After having worked out the minimum required floor contact area and length, determine now whether the item concerned must be supported so as to distribute its weight over a greater area and/or length. Load spreading is always required if either the actual floor contact area or the length over which the item is in contact with the floor is smaller than what is required according to AY GOM 4.5.8.2 and 4.5.8.3.

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4.5.8.5 Width of Floor Contact Area

Establishing the width of the floor contact area is the next step. With the given area and length, the width is calculated as follows:

$$\frac{\text{Min. required floor contact area } (m^2)}{\text{Min. required length of floor contact area (m)}} = \text{Width of floor contact area (m)}$$

In case the calculated width of the contact area exceeds the width of the item or is even greater than the space available between the compartment floor tracks, it is permissible to reduce the width of the area by increasing its length:

$$\frac{\text{Min. required floor contact area } (m^2)}{\text{Chosen width of floor contact area (m)}} = \text{Length of floor contact area (m)}$$

In order to avoid having to use transversal planks, the width of the contact area can be limited to the width of the heavy item. The length of the contact area is calculated using the following formula:

$$\frac{\text{Min. required floor contact area } (m^2)}{\text{Width of item (m)}} = \text{Length of floor contact area (m)}$$

Note that the above is not applicable to the length of the floor contact area. The required length calculated according to 4.5.8.3 cannot be reduced by increasing the width of the contact area.

When establishing the width of the contact area, the dimensions of the planks available must be taken into account too. The width should be such that a whole number of planks can be accommodated within the given width of the contact area.

4.5.8.6 Number of Longitudinal Planks

The number of planks which can be accommodated within the given width of the floor contact area depends on the width of the planks available. The formula given below is valid only if all planks are of the same width.

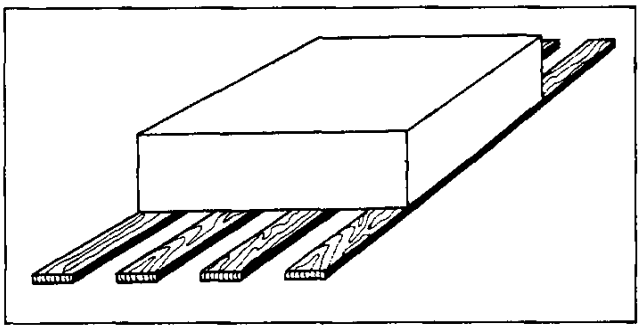
$$\frac{\text{Width of floor contact area (m)}}{\text{Width of plank (m)}} = \text{Number of planks}$$

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4.5.8.7 Arrangement of Planks

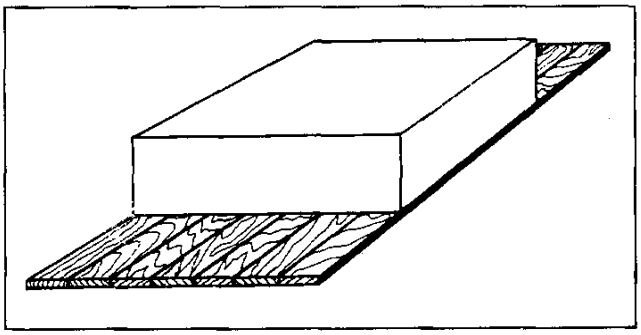
Depending on the width of the floor contact area in relation to the width of the item, 3 different arrangements of the supporting planks are possible.

a) THE CALCULATED WIDTH OF THE CONTACT AREA IS SMALLER THAN THE WIDTH OF THE ITEM



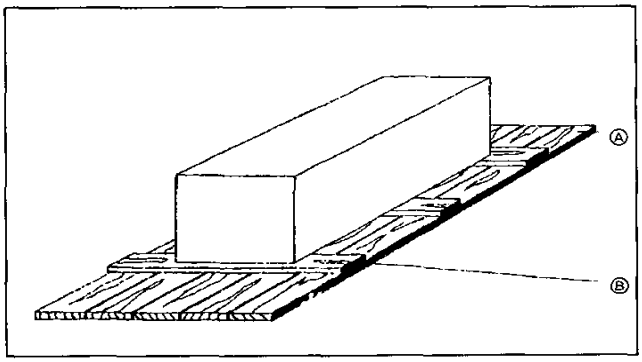
The required number of planks above must be equally distributed over the entire width of the item in order to prevent it from tilting.

b) THE CALCULATED WIDTH OF THE FLOOR CONTACT AREA IS EQUAL TO THE WIDTH OF THE ITEM



The planks must be placed adjacent to each other. Their total width must be equal to the width of the item.

c) THE CALCULATED WIDTH OF THE FLOOR CONTACT AREA EXCEEDS THE WIDTH OF THE ITEM



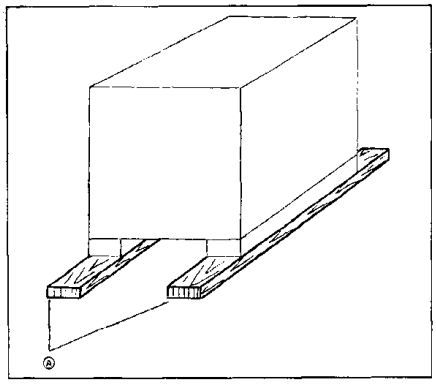
(A) Longitudinal planks
(B) Transversal planks (if more than two are required, space inter mediate planks equally between the outer two)

The longitudinal planks are to be placed adjacent to each other. Their total width must be equal to the required width of the floor contact area. In order to distribute the weight of the item over the whole floor contact area. Transversal planks must be put on top of the longitudinal planks as shown above. The number required depends on the chosen thickness and the total protruding length.

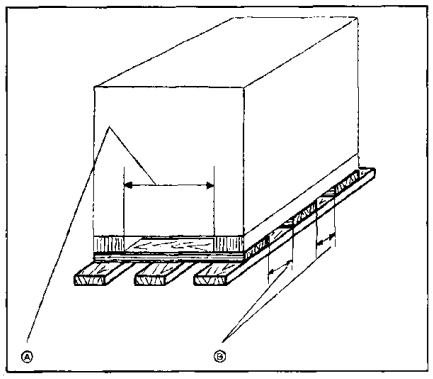
NOTE: All planks used for load spreading must be continuous lengthwise.

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d) PLANK ARRANGEMENT FOR PIECES HAVING FORK LIFT SKIDS



Method 1

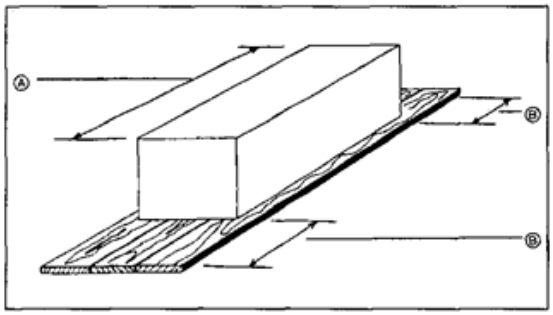


Method 2

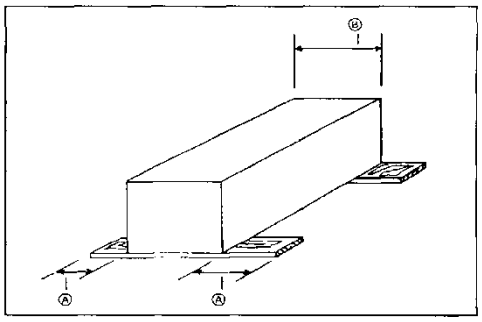
(A) total protruding length of transversal planks
(B) spacing between transversal planks must be equal or less than the total protruding length of the longitudinal planks

e) PROTRUDING LENGTH

To distribute the weight of an item effectively over the required floor contact area, it is obvious that the planks must be sufficiently stiff to accomplish the load transfer. The degree of stiffness is a function of the ratio between width and thickness of the plank. For a given width, the required thickness depends on the weight of the item, the number of planks, and primarily on the length of plank projecting beyond each side of the actual length or width of the item (protruding length).



Longitudal planks
i. actual length of piece
ii. protruding length



Transversal planks
(A) protruding length
(B) actual width of piece

Classified as Internal

4.5.9 Aircraft Unit Load Devices

4.5.9.1 General

ULDs can be divided into two groups:

a) Aircraft containers
b) Aircraft pallets and pallet-net combinations

ULDs can be directly restrained to the aircraft structure by the CLS. Each ULD shall meet minimum technical specifications to ensure safe restraint of the load. These specifications are published in the IATA Unit Load Device Regulations (ULDR).

4.5.9.1.1 Basic ULD Handling Requirements

It should be noted that Finnair ULDs are classified as certified. Certified ULDs are those for which airworthiness certification has been granted to the manufacturer by the appropriate national airworthiness authorities.

ULDs must be base supported at all times. This is to prevent damage and undue wear to the underside. If damage or excessive wear does occur, the unit may foul and damage the ground support equipment and/or the aircraft loading and restraint systems. Furthermore, any applicable certificate of airworthiness for the unit could be invalidated. The support system, e.g. conveyor, dolly, slave pallet, should conform with the applicable technical requirements. The fork-lift truck shall not be used for handling ULDs. Where the ULD is not designed for fork-lifting in its own right, ancillary handling equipment, e.g. slave pallet, must be used in conjunction with unit before being handled on a fork-lift.

Do not drop ULDs from dollies, loaders, vehicles, etc. Such mishandling results in damaged edges and/or corners and punctured bases. Any load on or in the ULD may also sustain damage.

In case of mishandling of Finnair ULDs, Finnair will hold the Handling Company responsible for restoring the functionality of the ULD.

For more on ULDs, *see Finnair CHM 7.3. and IATA AHM 421 – 422.*

4.5.9.1.2 Plastic Wrapping of the ULD

ULDs that are protected with plastic wrapping or plastic shrink wrap it must be assured that the material used is polyethylene plastic.

The following restrictions must be adhered to when using plastic wrapping, shrink wrap or plastic sheets on containers:

a) The plastic must be tightly secured around the pallet.
b) All ends of the plastic must be secured in a manner that assures no parts of the plastic sheet can interfere with the aircraft loading system or ground support equipment
c) Minimum clearance from the unit´s base plate is 5cm
d) The condition of the plastic protection must be checked after the unit has been build and prior loading in the aircraft hold

4.5.9.1.3 ULD Control and Administration

A UCM out message on departure must be sent for each Finnair aircraft with containerized loading possibility. This message reports the OUT movement of all ULDs from each route station. The IN movement of all ULDs is recorded automatically based on UCM OUT message. Use of this message procedure as described in the IATA AHM424, will provide the proper data base to maintain effective control of ULDs. The UCM shall be sent to ay.ucm@air-dispatch.com and HELRMAY within 2 hours of aircraft departure (if sending to e-mail is not possible address HELULAY shall be used instead of e-mail). Load controller of the flight is responsible of sending UCM message.

AY ULD control and station stock checks are managed by ULD Tracking System via web-based interface. User access and instructions are provided by ayuldmanager@air-dispatch.com. When ULD Tracking System is used for station ULD stock reporting no separate SCM message is required from that station.

In case web-based ULD Tracking system is not implemented at station the handling company shall prepare and send a ULD inventory list (SCM) once a week, in the beginning of the week. Ramp, cargo and mail ULD inventory shall be sent separately if applicable. In the SI-field of the SCM message shall be marked RAMP, CARGO or MAIL accordingly.

4.5.9.1.4 Storage of ULDs

ULDs should be stored under cover whenever possible and always on a suitable base support system, e.g. dolly, conveyor, slave pallet, etc. Close securely and latch doors of containers being stored to prevent damage to fasteners and fittings.

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4.5.9.1.5 Transfer and Interlining

Provided that the carriers concerned have an agreement, ULDs may be interlined subject to compatibility of type and contour. The ground handling service provider transferring a Finnair ULD to another airline, shipper or consignee, shall complete a ULD Control Receipt (ref AY GOM ANNEX E 9).

In general only Finnair ULDs should be used on Finnair flights.
Other carrier/owner ULDs can be used on Finnair flights only when

- Finnair has agreed the usage of the ULDs with the other carrier/owner
  and
- Finnair has approved (in written format) to the GHSP the use of other carrier/owner ULDs

In case there is a need to use other than AY ULDs, the approval shall be requested in advance via email from uld-control@finnair.com and cargo.networksupervisor@finnair.com.

4.5.9.1.6 Transport and Repair of Damaged ULDs

If the unit has been found damaged and non-airworthy as specified in AY GOM 4.5.9.3 they must be either

- repaired locally in a workshop holding EASA-145 approval (if agreed with AY)
  or
- returned to HEL for repairs

For transporting damaged and non-airworthy ULD special attention must be paid on following issues:

a) ULD must be labelled with appropriate 'unserviceable' container/pallet tag (see AY GOM 4.5.9.2)
b) Damaged ULD must be transported empty
c) Unit has no protruding edges
d) The unit does fit inside the aircraft hold planned for transportation
e) The unit can be latched into the hold position. If the unit cannot be latched in to aircraft hold it must be loaded on a pallet for transport. Special attention must be paid to the height of the pallet and damaged unit, to assure they will fit inside the aircraft hold without damaging the aircraft.
f) Damaged unit must be indicated in CPM-message
g) The entity that notices non-airworthy ULD must assure that the unit is not used for load
h) AY ULD Control and Centralised Loadcontrol (CLC) must be contacted to arrange transportation of the the damaged ULD

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4.5.9.1.7 AY ULD Descriptions

Table 25. Data of Finnair Unit Load Devices

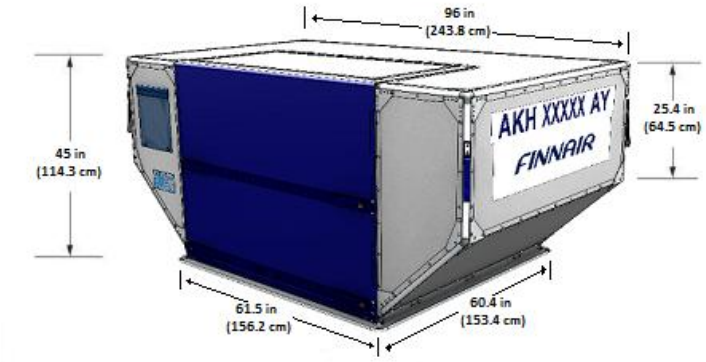
Type of ULD	Size of base [inches] / [mm]	Max. gross weight(1 [kg]	Standard tare weight [kg]	Volume (internal) [m³]	ULD type-code	Can be loaded on the following Finnair A/C	Remarks
LD3-45 container	60.4 x 61.5 / 1534 x 1562	1134	90 / 73 / 70 / 61	3,6	AKH	A319, A320, A321 A330(3, A350(3	Tare weights: AKH40000-41999AY 73kg AKH50000-51999AY 70kg AKH60000-64999AY 61kg All others 90kg
LD3 container	60.4 x 61.5 / 1534 x 1562	1588	55 / 53	4,3	AKE	A330, A350	Tare weights: AKE65000-69999AY 53kg All others 55kg
LD3 envirotainer	60.4 x 61.5 / 1534 x 1562	1588	265 (t) / 635 (e)	2,9 (t) / 2,3 (e)	RKN	A330, A350	(2
LD6 container	60.4 x 125 / 1534 x 3175	3175	168	8,9	ALF	A330, A350	
LD9 container/igloo	88 x 125 / 2235 x 3175	6033	200	9,8	AAP	A330, A350	
LD9 envirotainer	88 x 125 / 2235 x 3175	6033	450 (t) / 1100 (e)	9,8 (t) / 6,4 (e)	RAP	A330, A350	(2
LD11 container	60.4 x 125 / 1534 x 3175	3175	160	7,2	ALP	A330, A350	
60,4" X 61,5" pallet	60.4 x 61.5 / 1534 x 1562	1588	35	2,3	PKC	A319, A320, A321 A330, A350	
60,4" X 125" pallet	60.4 x 125 / 1534 x 3175	3175	91	7,2	PLA	A330, A350	
88" X 125" pallet	88 x 125 / 2235 x 3175	6804	110	10,7 (4	PAG PAJ PAP	A330, A350	
96" X 125" pallet	96 x 125 / 2438 x 3175	6804	120	11,5 (4	PMC	A330, A350	

Notes:

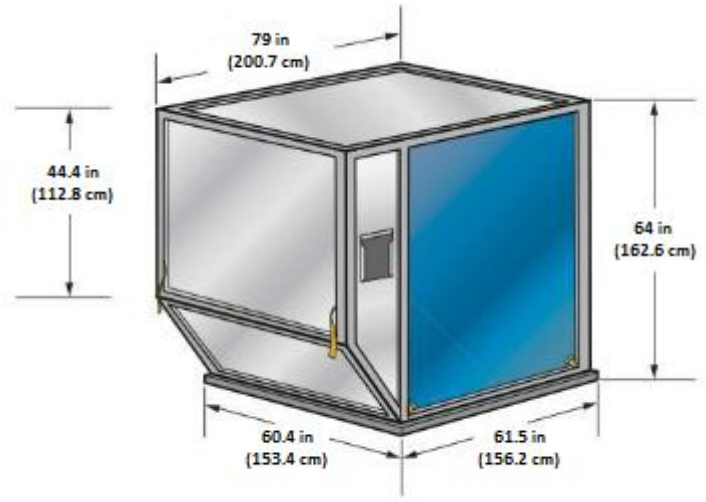
1) Maximum gross weight is structural maximum for object ULD.
   - Always check weight limitation of aircraft type which often much lower.
   - There are no specific separate maximum area load weights for ULD base. Same maximum distributed load as specified for each aircraft type can be used when ULDs are built.
2) When handling Envirotainers instructions below must be followed:
   - Check correct ULD owner code (PC) in ULDs, documentation and load control DCS
   - Two types with different tare weight (t/dry ice cooling and e/electric heating & cooling) available
   - Check correct tare weight in ULDs, documentation and load control DCS
   - Comply with the aircraft limitations for shipping dry ice (when dry ice cooled)
   - NOTOC must be issued when ICE used for cooling
   - Applicable temperature requirement must be written to NOTOC
   - When possible, avoid loading of container near the aircraft cargo door, since the ambient temperature can be especially low on door sections
   - When loading and unloading envirotainers they should be kept away from direct sunlight
3) Positioning and latching like single LD3-container, occupies adjacent left or right half-width position
4) Volume subject to aircraft type (volume given in Table 25. Data of Finnair Unit Load Devices is volume in A330/A350)

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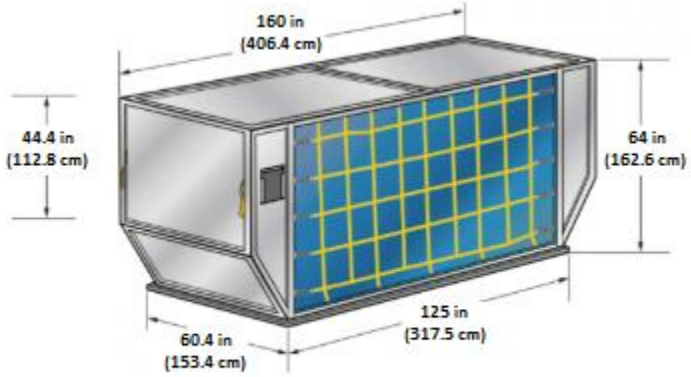
Picture 45. LD3-45 Container (AKH)



Picture 46. LD3 Container (AKE/RKN Envirotainer)

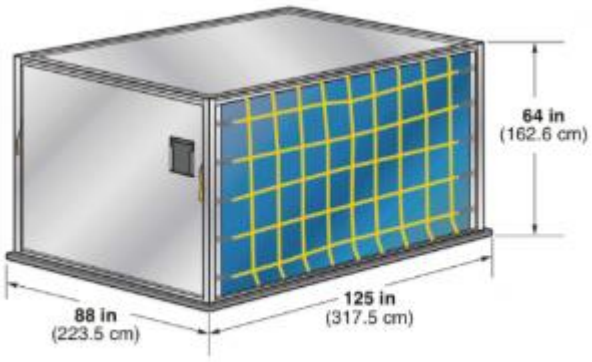


Picture 47. LD6 Container (ALF)

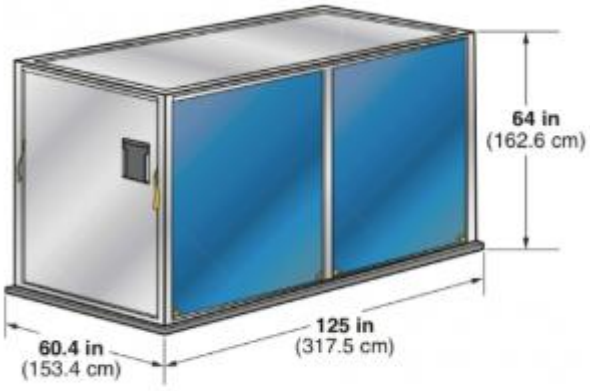


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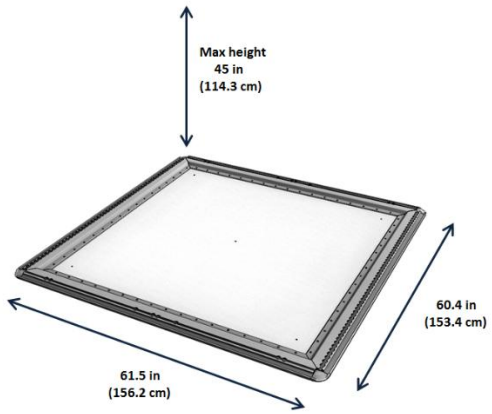
Picture 48. LD9 Container/Igloo (AAP/RAP Envirotainer)



Picture 49. LD11 Container (ALP)



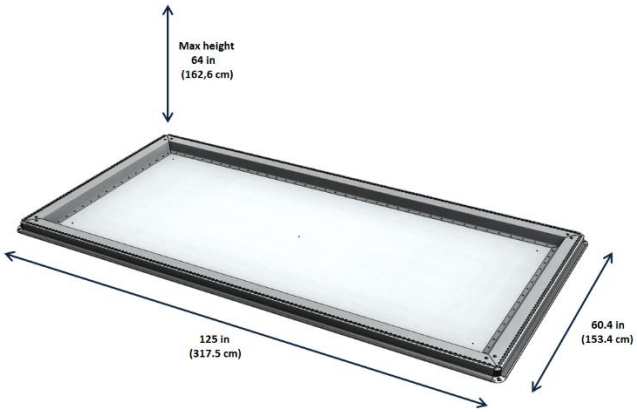
Picture 50. 60,4" X 61,5" Pallet (PKC)



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Picture 51. 60,4" X 125" Pallet (PLA)



Picture 52. 88" X 125" Pallet (PAG/PAJ/PAP)



Picture 53. 96" X 125" Pallet (PMC)



Classified as Internal

4.5.9.2 Identification/Labeling of Unit Load Devices

Identification

ULDs shall be marked in accordance with the standard IATA ULD ID Code format (see ULDR SS 40/1), which consists of an ULD Type Code, ULD Serial Number and ULD Owner Code. The standard IATA ULD ID Code format is illustrated in table below:

ULD ID Code Composition	*ULD Type Code*			*ULD Serial Number*					*ULD Owner Code*	
ULD ID Code Positions	*1*	*2*	*3*	*4*	*5*	*6*	*7*	*8*	*9*	*10*
ULD ID Code Format	*a*	*m*	*m*	*m*	*n*	*n*	*n*	*(n)*	*m*	*m*

Symbol	*Description*
a	*Represents a single alphabetic character (characters A through Z)*
n	*Represents a single numeric character (numerals 0 through 9)*
m	*Represents a single character of mixed alpha-numeric*
()	*Represents an optional character position*

All ULDs shall be identified with ULD tags when loaded.

The preprinted letters (in boxes) indicate the specific application of the ULD tag.

a) Each ULD tag shall be fully completed.
b) One ULD tag shall be placed in the tag holder of a container.
c) A cross-check shall be performed during the loading of the ULDs. The following identification numbers must always be checked to ensure they correspond with each other:
   1. ULD ID Code shown on the LIR
   2. ULD ID Code shown on the ULD identification tag
   3. ULD ID Code marked on the ULD

To identify content of aircraft containers/pallets,
- For baggage, only AY format of ULD tag (product number 238) shall be used
- For other loads, AY format or IATA standard ULD tag formats (IATA AHM 420) shall be used

Table 26. Labelling of Unit Load Devices

Name of label:	**Description:**
For baggage	• black lettering and a transparent red/orange diagonal “BAGS” printed on a white background • size A5 (148 x 210 mm) • AY product number 238 • printable version can be found in Finnair Partner Hub
For dangerous goods	• black lettering on a white background with prominent red hatchings surrounding the tag on both sides • size A5 (148 x 210 mm)
For unserviceable units	• black lettering on an orange background • size A5 (148 x 210 mm) • printable version can be found in Finnair Partner Hub
For other load	• black lettering on white background • size A5 (148 x 210 mm)

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4.5.9.2.1 Completion of ULD Tag

[Ref AHM 420]

One tag shall be completed for each individual container/pallet, including empty units, as follows:

Container / pallet No.
Delete “Container” or “Pallet” as appropriate and enter the owner’s serial number.

Destination
IATA three-letter airport code for airport where ULD is unpacked.

Net weight (kg), Tare weight (kg) and Total (kg)
Provision is made for separate entry of these weights.

It must be ensured, that the actual weight of the cargo, including the weight of the contents, the packing material, the packaging, the pallet or container, the strapping and any other device or material being transported with the cargo is accounted for in the total weight of the cargo. This weight may be obtained by either weighing each built up pallet or container at the point of loading unit or by adding the actual weight of all components of each pallet or container.

The total weight of the ULD is to be entered on the container/pallet tag. In ULDs loaded with baggage the number of pieces is to be entered on the container/pallet tag.

Loaded at-flight and Transship at-flight
Self-explanatory, IATA three-letter airport codes to be used.

Position on aircraft
Indicate stowage position.

Contents
Enter load information code and, if required, volume code.

Remarks
Where dangerous goods are contained in a ULD, the primary and subsidiary hazard class(es) or division(s) numbers of such dangerous goods must be clearly marked on this tag. The three-letter IMP Code may also be entered. For other special load items enter the three-letter code as per AY GOM ANNEX C 4, e.g. for perishable cargo.

For empty ULDs the tag shall be marked with a cross all over the tag (“X” = symbol for empty).

Information fields of machinery print-out tags may vary from the ones mentioned above.

4.5.9.2.2 Attachment of ULD Tag

For ULDs with a fixed side the tag should be inserted in fixed placard holder. For pallets with net the tag should be affixed to the net. The tag should be in an easily readable position preferably at eye level.

4.5.9.2.3 Mixed Contents (Baggage and Cargo)

When using a container or pallet with mixed contents a tag with a red slash shall be used whenever baggage is included.

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4.5.9.3 Checking ULD Conditions on The Ramp

a) Visually Detectable Damage Check

1. *Visual checks for any detectable damage to ULD components should be performed during ramp operations to continuously monitor and verify the serviceability of ULDs to ensure only serviceable ULDs are loaded on board aircraft.*
   ***Note:** Unserviceable ULDs may be loaded onto an aircraft only when expressly allowed by the person responsible for loading supervision. The ULD shall be empty, with limited load and/or other restrictions (e.g., additional tiedown) in accordance with the ULD manufacturer's documentation, such as the Component Maintenance Manual (CMM)* and as described in AY GOM 4.5.9.1.6.
2. *Unserviceable ULDs shall be identified and removed from service immediately. Failure to identify and remove unserviceable ULDs from service could:*
   i. *Cause injury to personnel.*
   ii. *Damage the aircraft structure.*
   iii. *Impact on-time performance.*
   iv. *Damage ULD contents (baggage, cargo or mail).*
   v. *Affect flight safety.*
3. *If the visually detectable damage to a ULD component is identified during the visual check, refer to that ULD component's corresponding damage limit on the ULD Operational Damage Limits Notice (ODLN) and follow the instructions below:*
   i. *If damage to a ULD component is within the allowable damage limit, the ULD is still serviceable.*
   ii. *If damage to a ULD component exceeds the allowable damage limit, the ULD is deemed to be unserviceable.*
4. Visually Detectable Damage Check shall be conducted by checking against the ULD damage limits in the course of daily operations, including but not limited to the following occasions (ref. IATA ULD Regulations 6/00 1):
   i. Prior to ULD buildup
   ii. Prior to dispatch to an aircraft
   iii. Prior to loading on board an aircraft
   iv. When unloading from an aircraft
   v. During ULD breakdown
   vi. During inventory check
   vii. Whenever ULD is interlined, interchanged, or otherwise transferred between parties prior to acceptance, including ULD handover between cargo warehouse personnel and ramp personnel

   The container and the pallet shall be examined for punctures, distorted or delaminated panels and damaged or missing door securing and operating mechanisms. Where internal shelves are used they should be examined for damaged or missing attachment and locking devices.

   It must be checked that each ULD meets the applicable airworthiness criteria and other requirements, including presence of the maximum allowable damage information covered by the Operational Damage Limits Notice (ODLN). The limits of allowable damage may be found on the ODLN sticker attached to the ULD or, if not available, ULD owner/aircraft operator's ULD damage limitations must be consulted before use. Where the ULD is found to have damage exceeding the allowable limits, that ULD shall be immediately identified as Unserviceable and be segregated from other serviceable ULDs.

   For repairing or transporting damaged ULDs see AY GOM 4.5.9.1.6.

b) In addition to the visually detectable damage check, the following ULD conditions should also be checked during ramp operations:

1. *Check if the container curtain door(s) and pallet nets are closed and latched properly.*
2. *Check for each of the following defects:*
   i. *Accumulations of snow, water, ice.*
   ii. *Evidence of spills or leaks from load.*
   iii. *Evidence of damage to load.*
   iv. *Evidence of tampering (cuts, tears of plastic foil, etc.) with load.*
3. *At the ULD loader and in the aircraft:*
   i. *Identify the presence of any protective plastic sheet put over the top of a pallet net or container that is not according to AY GOM 4.5.9.1.2.*
   ii. *Check for any visible evidence that the load may have moved out of the build contour during transportation.*
4. *Check if nets and straps are properly tightened without any slack or excess.*

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c) Unserviceable ULDs

1. *An unserviceable ULD tag (see AY GOM 4.5.9.2) must be completed and attached to the unserviceable ULD.*
2. *DO NOT load unserviceable ULDs on board an aircraft* unless transported according to AY GOM 4.5.9.1.6.
3. Send the unserviceable ULD for repairs as instructed in AY GOM 4.5.9.1.6 and as locally agreed.

d) For Other Defects

1. *Close and secure the container curtain door(s) and pallet net by appropriately trained and qualified personnel in ULD build-up.*
2. *Remove accumulations of snow, water, ice.*
3. *Defects such as spill/leak from load, damage to load, or tampering should only be fixed/resolved by appropriately trained and qualified personnel. In cases where the defect cannot be fixed/resolved on the ramp,* the person/department responsible for ULD build-up should be contacted.



Danger:

1. *Do not touch the spill/leak from dangerous goods and immediately inform the person responsible for safety before moving the load.*
2. *In cases where tampering evidence is identified, the person responsible for security should also be informed.*

4. *Remove any dispose of any protective plastic sheet put over the top of a pallet net or container before loading the ULD into the aircraft.*
5. *Improper ULD contour or overhang/indent size should only be fixed/resolved by the appropriately trained and qualified personnel in the ULD build-up.*
6. *For net and strap tension concerns due to the existence of slack or excess, any appropriately trained and qualified personnel in the ULD build-up can make appropriate adjustments to nets and straps to secure the load at any point along the ULD operational procedures.*
7. *For all other defects identified, contact appropriately trained and qualified personnel to assist with proper resolution in accordance with* Finnair procedures.

Note: *Training requirements defined in* AY GOM ANNEX F Training Program and *IATA AHM Chapter 1110.*

4.5.10 Transport of Cargo and Mail in Passenger Cabin

Transport of cargo or mail in passenger cabin is only allowed on prior permission and as described and instructed in AY GOM 4.5.6.4, relevant AY GOM ANNEX D Aircraft Guide chapters and specific cabin loading working instructions published in Finnair Partner Hub.

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4.6 Aircraft Departure

4.6.1 Aircraft Departure - Introduction

A departure is normally conducted with a dialogue between flight crew and the ground personnel in charge of the departure operation via an interphone. This procedure ensures the highest level of safety during departures based on a precise exchange of information. The ground personnel in charge of the departure operation shall maintain continuous contact with the flight crew and is responsible for the ground maneuver.

The scope of the following departure procedures is limited to conventional towbar and towbarless (TWL) pushback operations.

***Note:** The term headset applies whether a wired or wireless interphone system is used.*

Other personnel are also involved in the departure process. The number of other personnel and their functions/responsibilities can change depending on:

- *a) Operating airline procedures*
- *b) Aircraft type*
- *c) GSE used for the maneuver*
- *d) Airport infrastructure*
- *e) Stand configuration*

AY GOM 4.6.2 *describes the responsibilities of the main functions involved in the pushback maneuver.*

4.6.2 Ground Staff Member Responsibilities

4.6.2.1 Ground Staff Member Responsible for Departure

The responsible ground staff member is defined as the person performing the communications with the flight crew. A responsible ground staff member shall be in charge of every aircraft pushback. This function can be performed by different personnel in different roles and positions.

The ground staff member responsible for the departure shall:

- *a) Be in charge of the entire pushback, once clearance to begin pushback has been given by the flight crew.*
- *b) Ensure the pushback tractor and towbar/TWL tractor is suitable for the specific aircraft type.*
- *c) Ensure the nose gear steering bypass pin is installed prior to towbar/TWL connection to the aircraft and/or ensure the nose gear steering mechanisms are set as required for pushback (as applicable to the aircraft type).*
- *d) Conduct briefings with all persons involved in the aircraft movement to review and confirm how the aircraft will be maneuvered.*
- *e) Connect the interphone and conduct a communication check to:*
    1. To avoid risk of flight deck oxygen mask pressure test noise transmitted accidentally to headset, Flight Deck call button can be used to alert Flight Crew regarding intentions to connect the headset
    2. *Verify the communication system is functional.*
    3. *Update flight crew on the progress of the ramp operation.*
    4. *Request permission to disconnect ground power.*
    5. *Disconnect ground power after verbal approval is received from flight crew.*
- *f) Be in continuous communication with flight crew by interphone.*
- *g) Conduct a pre-departure walkaround.*
- *h) Have ultimate responsibility to review pushback procedures based on conditions observed and advise flight crew of any anticipated changes to pushback procedures.*
- *i) If ramp conditions are below standard for a normal pushback (e.g., hazards, obstacles, slippery, icy), the ground staff member in charge of pushback will inform the flight crew that engine start clearances will not be given until either:*
    1. *The aircraft is moving over an area of the ramp where the conditions are safe for an engine start.*
    or,
    2. *The pushback has been completed, the aircraft has come to a complete stop and the parking brake has been set.*
- *j) Signal "Clear To Push" to the pushback tractor driver and wing walkers (if applicable) once advised by the flight crew that the aircraft brakes have been released and approval for pushback is given by the flight crew.*

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k) Be positioned either inside the tractor or walking on the apron at a safe distance from the nose gear and tractor.



Caution:
The ground staff member responsible for the departure (headset operator) should be positioned outside the tractor during:

- *Low-visibility conditions (heavy rain, fog, bad lighting).*
- *Lack or sufficiently visible markings.*
- *Obstructions behind the pushback (e.g., GSE, light post).*
- *Any doubt that the pushback procedure cannot be safely performed when positioned in the tractor.*

l) If walking adjacent to the nose gear, maintain visual contact with the tractor driver throughout the pushback.

m) Monitor the interphone during the pushback and communicate with the flight crew, as required.

n) Advise the flight crew if, for any reason, it is not safe to start an engine and stop the engine-start procedure.
***Note:** The flight crew may advise as each engine is being started.*

o) When the pushback maneuver is complete:

1. *Receive the "Vehicle Brakes On/Stop" signal as per AY GOM 3.4.5.4 from the tractor driver to confirm that the tractor parking brake is set.*
2. *Request flight crew to set the aircraft parking brake*
3. *When confirmation that the aircraft brakes have been set is received from the flight crew:*
   i. *Give the "Vehicle Brakes On/Stop" signal as per AY GOM 3.4.5.4 to the tractor driver and wing walkers, if applicable.*
   ii. *Give authority to disconnect pushback equipment.*
4. *Carry out a pushback disconnection procedure in accordance with AY GOM 4.6.10.*
   ***Note:** Ensure the towbar is disconnected from the tractor before disconnecting from the aircraft (except where the towbar is specifically designed to be disconnected from the aircraft first).*

p) Remove the nose gear steering bypass pin and/or ensure the nose gear steering mechanisms are set to normal conditions for taxiing (as applicable to the aircraft type).

q) If previously disconnected, reconnect the torque link and inform flight crew.

r) Complete the headset communication and, after receiving flight crew approval, disconnect the headset and close the access panel (if applicable to the aircraft type).

s) Move clear of the aircraft to a safe position visible to the flight crew and away from its intended path.

t) Display the steering bypass pin to the flight crew (if applicable to aircraft type).

u) Give the "All Clear" signal as per AY GOM 3.4.9.6 once eye contact has been made with the flight crew and they are expecting the signal. In low-light conditions, the flight crew will turn on the interior lights of the flight deck.

v) Remain in position until an acknowledgement from the flight crew is received.



Caution:
The flight crew shall be notified immediately in the event any connection between the tractor and the aircraft is lost during aircraft movement.



Danger:
If the nose wheels are not in the centered position, they can turn quickly to their centered position when the steering bypass pin is removed. Personnel injury or/or aircraft damage could result. Do not disconnect the interphone communication cable until the towbar or TWL tractor has been disconnected from the nose gear.

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4.6.2.2 Tractor Driver

The pushback tractor driver shall:

a) Completely raise the towbar wheels before the start of the aircraft movement, if used.
b) Stand by for clearance to push communication from the flight crew or responsible ground staff member.
c) Prior to the aircraft movement, make sure the parking brake is released and the anti-collision lights are switched on, in accordance with local airport regulations.
d) Select the appropriate gear on the tractor and slowly begin movement.
e) Start the pushback operation on a straight line.
f) Keep the maneuvering speed to a minimum and apply the vehicle brakes gently.
g) Scan the apron during pushback. Monitor clearances and wing walkers, if applicable, to ensure the aircraft is moving clear of all obstructions. Be prepared to stop.
h) After flight crew approval to commence pushback, the tractor driver shall always ensure the taxiway is free of other aircraft/equipment/obstacles throughout the pushback maneuver.
i) During pushback, ensure the steering turn limits are not exceeded and advise the flight crew if any are exceeded. Damage may occur to the nose gear. Refer for the specific limits marked on the aircraft.
j) If the responsible ground staff member on the interphone is walking on the ramp, maintain visual contact and ensure a safe distance is maintained from the nose gear and the pushback tractor during the entire pushback process.
k) If the responsible ground staff member is too close to the nose gear, the pushback must be stopped and a review of the required safety clearance conducted.
l) Align the tractor or tractor/towbar combination with the centerline of the aircraft gear at the end of the aircraft movement.
m) Stop the tractor and set the parking brake when the pushback maneuver is completed. Give the "Vehicle Brakes On/Stop" signal as per AY GOM 3.4.5.4 to the responsible ground staff member.
n) When confirmation that the aircraft parking brake is set is received from the responsible ground staff member by giving the "Aircraft Brake Set" signal, release the tractor parking brake and put the gear selector in neutral to release any pressure on the towbar.
o) Carry out a pushback disconnection procedure in accordance with AY GOM 4.6.10 Pushback Disconnection.
p) Drive the tractor back to the terminal, the appropriate holding position, or to the next task.



Danger:
While maneuvering in the taxiway during tractor disconnection and repositioning, the tractor driver shall drive the pushback tractor at slow speed and shall remain constantly vigilant to the position of other personnel in the taxi-way.



Danger:
If the nose wheels are not in the centered position, they can turn quickly to their centered position when the steering bypass pin is removed. This can result in personnel injury and/or aircraft damage.

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4.6.2.3 Wing Walker

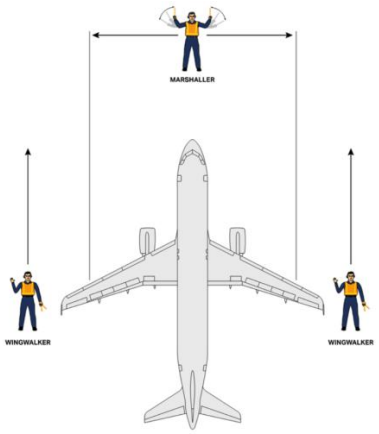
The presence of wing walkers may be controlled or restricted by civil aviation authorities or local airport authorities. There is no mandatory AY requirement for use of wing walkers.

Where applicable, the wing walker or other assist personnel shall:

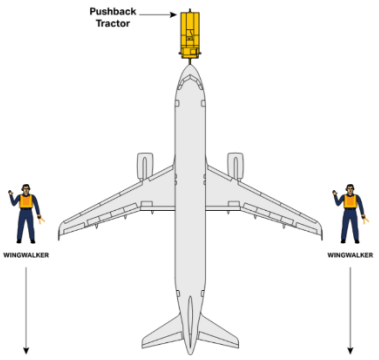
- *a) Be under the direction of the responsible ground staff member at all times.*
- *b) Use two marshalling wands, either day wands or illuminated wands for low-visibility operations.*
- *c) Be positioned before and during movement of the aircraft as follows, where applicable and/or permitted:*
  1. *Approximately 1 m (3 ft) outboard of the wingtip*
  2. *In line with the rearmost main gear wheel*
  3. *Able to maintain visual contact with the person responsible for pushback/towing.*

  Note: *See Picture 54. Wing Walker Positioning for Aircraft Arrival and Picture 55. Wing Walker Positioning for Aircraft Pushback for positioning of wing walkers during aircraft arrival on stand and during pushback.*
- *d) Ensure the aircraft movement path is clear of any obstructions (i.e., other aircraft, vehicles).*
- *e) Provide "Clear to Move Aircraft" clearance signals at all times to the person responsible for pushback by using a distinct pendulum arm motion. Refer to AY GOM 3.4.6.1.*
- *f) Continue to monitor the aircraft path until the aircraft is stopped at the departure point.*
- *g) If at any time during aircraft movement, the wing walkers are unsure or identify an imminent danger, signal the person responsible for pushback with the "STOP" signal.*
- *h) When the aircraft is stopped at the departure point, position themselves either at the 11 o'clock or 1 o'clock position in clear visibility of the flight crew on the terminal side at a safe distance away from the aircraft.*
- *i) Give the "Hold Movement of Aircraft" signal to the flight crew when the visual "Brakes Engaged" signal has been received from the person responsible for pushback. Refer to AY GOM 3.4.6.3 and 3.4.9.1.*
- *j) Remain in position until the responsible ground staff member takes over the marshalling clearance of the aircraft.*
- *k) Return to the terminal once marshalling duty has been transferred.*

Picture 54. Wing Walker Positioning for Aircraft Arrival



Picture 55. Wing Walker Positioning for Aircraft Pushback



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4.6.3 Predeparture Activities

4.6.3.1 Predeparture Walkaround Check

The walkaround should start as soon as possible after all ground servicing activities have been completed. Walk around the entire aircraft at a normal walking pace. The check shall start as close as possible to departure time. If any part of the aircraft still has GSE engaged at the time of the check, or if GSE re-engages with the aircraft after the check, the applicable area(s) shall be reinspected.

The predeparture walkaround check shall include the following:

- *a) The apron is clear of all FOD items that may cause aircraft damage or pose a risk.*
- *b) All GSE, including passenger boarding devices, are detached.*
- *c) The stand area is clear of obstructions.*
- *d) GSE and vehicles are positioned clear of the aircraft path.*
- *e) Adequate clearance exists between the aircraft and facilities or fixed obstacles along the aircraft movement path.*
- *f) All aircraft servicing panels and/or hatches are closed and secured. Exception: External power and headset panels.*
- *g) Cabin and cargo doors:*
  1. *Handles are flush with the fuselage.*
  2. *There is no visible damage on the aircraft, particularly around cabin and cargo doors.*
- *h) Any observed abnormalities on the aircraft (e.g., obvious damage, fluid leakage, unremoved pitot covers) are immediately brought to the attention of the flight crew, maintenance personnel and the person responsible for supervision.* See AY GOM 6.5.3 for instructions for aircraft damage incidents.
- *i) Items such as propeller straps and tail stands are removed.*
- *j) Landing gear safety pins are removed.*
- *k) There are no obvious signs of unmarked dents or other skin panel damage.*

Notes:

1. *In the case of the aircraft returning to the stand, the predeparture walkaround check shall be repeated.*
2. *It is essential to have adequate lighting when doing the walkaround check. If the lighting is insufficient, use a flashlight.*



Caution:
If any of the above conditions or actions are not met, inform the person responsible for supervision, the maintenance department and the flight crew, as this may affect the safety of the intended flight.

Note: Pre Departure Check is part of the Pre-Flight Inspection (PFI) and the content is to be approved by Manager, Ground Safety, Security and Compliance and the respective Head of Fleet Management. No revision is allowed without Manager, Ground Safety, Security and Compliance and Head of Fleet Management approval. (Ref. AY Technical Operations Procedures and Instructions (TOPI) 03.02.04.)

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4.6.3.2 Predeparture Table

Prior to aircraft movement, the responsible ground staff member (headset operator) shall ascertain that the following requirements are met/carried out:

*Legend: **TWT**–towbar tractor **TWL**–towbarless tractor **PPU**–powered push unit*

Table 27. Predeparture Table

ACTION	APPLICABLE TO					
	PUSHBACK			TOWING		TAXI OUT
	TWT	TWL	PPU	TWT	TWL	
The required predeparture servicing checks are completed.	X	X	X	X	X	X
Fire protection devices are available and correctly positioned (as per local rules).	X	X	X	X	X	X
The tractor and towbar combination, if applicable, are suitable for the operation, considering the aircraft type and weight as well as weather and surface conditions.	X	X		X	X	
The steering bypass pin is installed correctly or the nose gear steering torque links are disconnected, if applicable, or the nose gear steering mechanisms are set as required for pushback (as applicable to the aircraft type).	X	X		X	X	
Communication with flight crew/brake operator and responsible ground staff member is established via interphone system.	X	X	X	X	X	X
Aircraft main landing gear (MLG) chocks are installed and nose gear chocks are removed, if applicable.	X	X		X	X	
Aircraft nose gear chocks are installed and MLG chocks removed, if applicable.			X			
Additional staff, such as wing walkers, are present, if applicable/required.	X	X	X	X	X	
If an air start unit (ASU) is required, check the equipment is correctly positioned and suitable for the operation.	X	X	X			X
If an ASU engine start is undertaken, communicate to confirm ASU positioning and engine start sequence with the flight crew.	X	X	X			X
All persons not involved in the aircraft departure operation are clear of the departing aircraft, outside the ERA, and remain clear of the aircraft and pushback equipment throughout the pushback maneuver.	X	X	X	X	X	X
The GSE is parked in designated locations outside the ERA, and the intended path of the aircraft remains clear of equipment and other obstacles throughout the pushback maneuver.	X	X	X	X	X	X
The PBB is fully retracted and parked in its designated parking location, if applicable.	X	X	X	X	X	X
The ERA and the path/area that the aircraft will move toward is clear of FOD, and remains so throughout the pushback maneuver, ensuring safe aircraft movement.	X	X	X	X	X	X
The stand surface condition is sufficiently free of ice, snow, etc., to ensure safe aircraft movement.	X	X	X	X	X	X
The ramp area is free of objects/obstacles that may be impacted by the aircraft or may endanger others due to jet blast effects.	X	X	X	X	X	X
The air intake and blast areas of the aircraft engines are clear of persons and obstacles, such as GSE.	X	X	X			X
All persons involved in the aircraft movement stay well clear of the danger areas around the tractor, landing gear and aircraft engines.	X	X	X	X	X	
Flight crew/brake operator confirm that the aircraft parking brake is set.	X	X	X	X	X	
Completion of the predeparture table is indicated to the flight crew.	X	X	X	X	X	
A qualified brake operator is in the cockpit, where required by Finnair procedures.				X	X	
Cross-reference with AY GOM:	4.6.4.2	4.6.4.3	4.6.4.4			

***Note:** Where a remote-controlled pushback tractor connected to the nose gear is used, TWL predeparture activities shall apply.*

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Danger:
It is critical that the responsible ground staff member (headset operator) establishes verbal communication with the flight crew via the aircraft interphone system, as departures using marshalling hand signals without headset communication shall only be conducted in exceptional cases.

4.6.3.3 Predeparture Communication

An aircraft departure shall always be conducted using interphone communications. If the interphone becomes/is unserviceable, use conventional hand signals (refer to AY GOM 3.4.7 and 3.4.8. for the departure).
Note: *Not applicable to main gear pushback unit departures.*

Prior to departure, a briefing shall be held between the flight crew and the ground staff member responsible for the departure, including:

a) Review departure specifics (e.g., direction of movement, final positioning, taxi out direction).
b) Review hand signals to be used, including emergency signals.



Caution:
Repeat all given instructions or acknowledge them in a manner clearly indicating that they have been understood and will be complied with.

4.6.4 Connecting the Pushback Vehicle

4.6.4.1 General

Prior to connecting the tractor to the aircraft, as per Table 27. Predeparture Table, the tractor may be parked in front of the aircraft or outside of the ERA, but never behind the wings.

A guide person shall be used to assist in the final approach to the towbar/nose gear when a tractor and towbar is used for the pushback process. When a TWL tractor is used, a guide person shall be used when the vision of the tractor driver is/might be restricted.

4.6.4.2 Nose Gear Steering

Each aircraft type has specific requirements for the bypass of the nose gear steering mechanism. Refer to AY GOM ANNEX D Aircraft Guide for nose gear steering bypass pin details.



Danger:
The steering bypass pin shall be:
1. *Labeled with the specific aircraft type(s) for which it can be used.*
2. *Identified with a "Remove Before Flight" streamer.*
3. *Checked regularly for proper technical condition, or as per manufacturer instructions.*

4.6.4.3 Connecting Pushback Tractor and Towbar

a) Connect the towbar to the nose gear first.
b) Ensure the towbar connection is secured and a locking pin is in place.
c) Ensure the towbar is aligned with the centerline of the aircraft while connecting.
d) Raise the towbar so its head is at the same height as the tractor connection.
e) Approach the towbar slowly until the connection aligns with the pushback tractor.
f) Ensure the front wheels of the tractor remain straight and the tractor is in line with the centerline of the aircraft.
g) Secure the towbar connection to the pushback tractor.
h) Raise the towbar wheels by releasing pressure on the hydraulic pump.
i) Select the Neutral or Park gear and set the parking brake of the pushback tractor.



Danger:
Ground handling personnel must not stand astride/over the towbar during the connection/disconnection procedure.

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4.6.4.4 Connecting Towbarless Tractor

a) Ensure the correct aircraft type is selected on the TWL control panel, where applicable and in accordance with TWL operating procedures.
b) On final approach to the aircraft, the tractor shall be properly aligned and correctly positioned.
c) Ensure the aircraft nose wheels are safely locked into the tractor cradle by the tractor locking mechanism.
d) Position the TWL tractor to standby for lifting.
e) Select Neutral or Park and set the parking brake.



Caution:
Do not lift the aircraft while any GSE or PBB are connected to the aircraft.

4.6.4.5 Connecting Remote-Controlled Tractor to Nose Gear

a) Ensure the remote control unit's battery is sufficiently charged.
b) Ensure the remote-controlled tractor is sufficiently charged for the task/pushback maneuver.
c) Switch on the remote control unit and ensure it connects to the tractor.
d) On final approach to the aircraft, ensure the tractor is properly aligned and correctly positioned.
e) Ensure the aircraft nose wheels are safely locked into the tractor cradle by the tractor locking mechanism.
f) Position the remote-controlled tractor to standby for lifting and await approval from the flight deck to lift, if applicable.

4.6.4.6 Connecting Remote-Controlled Tractor to Main Gear

Prior to connecting the Powered Push Unit (PPU):

a) Inform the flight crew that a PPU will be used.
b) Ensure refueling has been completed.
c) Ensure the remote-controlled tractor is sufficiently charged for the task/pushback operation, if applicable.
d) Switch on the remote control unit and ensure it connects to the tractor.
e) Ensure the driver's seat is pulled up.
f) Remove the MLG chocks.

4.6.5 Wheel Chock Removal

Responsible ground staff member (headset operator):

a) Via the interphone, confirm the aircraft parking brake is set.
b) Check all GSE have been disconnected from the aircraft, except for the GPU and ASU when air start is required.
c) Check the passenger boarding devices have been retracted from the aircraft, if applicable.
d) Check the pushback tractor and towbar are fully secured to the nose gear and the parking brake is set on the tractor.
e) For TWL tractor operation, check that equipment is fully secured to the applicable landing gear and the parking brake is set on the tractor,
    1. *Remove chocks at applicable gear only and leave remaining chocks in place until departure.*
    2. *Nose gear wheel chocks may be removed without notification, provided the MLG wheel chocks are still positioned (except for main gear TWL tractor/PPU).*
f) Give clearance to ground staff member to remove chocks.
g) PPU nose gear chocks shall not be removed until the PPU is fully secured to the MLG and its parking brake is set.
h) For PPU, the aft nose gear chock(s) shall be removed at the engine No. 2 starting announcement and the forward nose gear chock(s) shall be removed just before starting the pushback (refer to AY GOM 4.6.6.4).

Notes:

1. *If a chock is stuck, the responsible ground staff member removes it by tapping it with a spare chock. If this does not work, the stuck chock can be removed by moving the aircraft after the aircraft brakes have been released, with precautions and in coordination with the responsible ground staff member for the departure.*
2. *The responsible ground staff member shall stow chocks in their designated stowage place.*
3. *Once high-wind or icy conditions have passed, any additional chocks that were added to the aircraft may be removed so that chock placement reverts to that for normal conditions.*
4. *If hand signals are used (i.e., the aircraft interphone system is inoperative), the person performing the hand signals shall:*
    - *Display the 'Set Brakes' hand signal.*
    - *Receive confirmation from the flight crew when they display the "Set Brakes" hand signal in response.*
    - *Remove chocks.*

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4.6.6 Departure Communications

4.6.6.1 General

Departure communications procedures outlined in this section are a basic standard for both pushback and open ramp (taxi out) departures.

The specific dialogue contained herein does not forbid the exchange of additional important information between flight crew and responsible ground staff member using non-standard phraseology (e.g., request for authorization to disconnect ground support units).

Notes:

1. *If the pushback needs to be stopped, the following call shall be made: "Stop Pushback"*
2. *Where applicable, use "Pull Out" instead of "Pushback".*
3. *Only engage the TWL tractor and lift the aircraft once the passenger boarding device has been removed from the aircraft and the flight crew has requested pushback.*

4.6.6.2 Departure Communications Dialogue

The following dialogue is a sample communication to be used for a departure.

***Note:** In the case of an aircraft taxi-out, "Pushback" and "Pushback Completed" phases are not applicable.*

Table 28. Departure Communications Dialogue

Dialogue between Responsible Ground Staff Member and Flight Crew		
Phase	**Ground Staff**	**Flight Crew**
Preparation	Inform the flight crew about the use of a towbar or TWL tractor (if applicable) **Call:** CONFIRM PARKING BRAKE SET	**Reply:** PARKING BRAKE SET **Call:** CONFIRM STEERING BYPASS PIN INSERTED/NOSE WHEEL STEERING DEACTIVATED (if applicable)[1]
	Reply: STEERING BYPASS PIN INSTALLED/NOSE WHEEL STEERING DEACTIVATED (if applicable)[1]	**Call:** CONFIRM CLEAR TO PRESSURIZE? (if applicable)
	Reply: CLEAR TO PRESSURIZE (if required)	
After completion of the predeparture servicing checks	**Call:** PREDEPARTURE CHECKS COMPLETED **Call:** ELEVATING AIRCRAFT[2] **Call:** READY FOR PUSHBACK[1]	
Pushback		**Reply:** STANDBY
		Call: PUSHBACK APPROVED (MENTION AIRCRAFT NOSE DIRECTION, START-UP POINT, PULL FORWARD, ETC.)
	Call: CONFIRM PARKING BRAKE RELEASED	
		Reply: PARKING BRAKE RELEASED
	Call: COMMENCING PUSHBACK (MENTION AIRCRAFT NOSE DIRECTION, START-UP POINT, PULL FORWARD, ETC.)	
Engine start	**Call:** CLEAR TO START ENGINES	
		Reply: STARTING ENGINES (MENTION ENGINE START-UP SEQUENCE)
Pushback completed	**Call:** PUSHBACK COMPLETED, SET PARKING BRAKE	
		Reply: PARKING BRAKE SET
Disconnecting	**Reply:** DISCONNECTING, HOLD POSITION AND WAIT FOR HAND SIGNAL ON YOUR LEFT/FRONT/RIGHT (DISPLAY THE STEERING BYPASS PIN (IF APPLICABLE TO THE AIRCRAFT TYPE) TO THE FLIGHT CREW)	**Call:** CLEAR TO DISCONNECT **Reply:** HOLDING POSITION AND STANDING BY FOR VISUAL SIGNAL ON THE LEFT/FRONT/RIGHT

[1] *Applicable to departures with towbar and TWL tractors.*

[2] *If required, applicable to TWL tractors.*

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4.6.6.3 Items to be Communicated between Responsible Ground Staff Member and Flight Crew

Table 29. Items to be Communicated between Responsible Ground Staff Member and Flight Crew

Phase	Task	Responsible Ground Staff Member Action
Departure preparation	GPU removal	When instructed by flight crew, remove GPU.
	Towbar/TWL tractor connection	a) Get confirmation that aircraft parking brake is set. b) Get confirmation that the nose wheel steering is depressurized or advise flight crew that the steering bypass pin is inserted, if applicable. c) Connect the towbar. d) Connect the TWL tractor.
	Chock removal	a) Get confirmation from flight crew that aircraft parking brake is set. b) Remove chocks.
	Predeparture check	Advise flight crew that the predeparture check has been completed or communicate any discrepancies.
Engine start	Starting engines	When requested by the flight crew, advise when the engines may be started and the start sequence.
	ASU	When requested by the flight crew, signal to the ASU operator to supply the required pressure.
Pushback and engine start	Brakes	Get confirmation that the aircraft parking brake has been released.
	Movement of the aircraft (pushback/pull out)	Get permission from flight crew to commence pushback.
	Direction of push/nose	If applicable, ask in which direction the aircraft must be pushed or in which direction the nose should point after pushback.
	Engine start	When requested by the flight crew, advise when the engines may be started.
Pushback completed and engine start completed	Towbar/TWL tractor disconnect	a) Get confirmation that the aircraft parking brake is set. b) Disconnect. c) Remove the steering bypass pin, if applicable.
	Headset removal	a) Get permission from the flight crew to disconnect the headset. b) Advise the flight crew to hold position and wait for visual signal at left/front/right of the aircraft.
Departure	“All Clear” signal	a) Verify steering bypass pin removal has been completed, if applicable. b) Give the “All Clear” signal when the path of the aircraft is clear of all obstacles. c) Get acknowledgement from the flight crew of the “All Clear” signal.

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4.6.6.4 Departure Dialogue when Using a Powered Push Unit

Table 30. Departure Dialogue when Using a Powered Push Unit

Dialogue between Responsible Ground Staff Member and Flight Crew		
Phase	**Ground Staff**	**Flight Crew**
Preparation (before positioning the PPU)	**Call:** CONFIRM PARKING BRAKE SET Check that the steering bypass pin is not installed. Position the PPU.	**Reply:** PARKING BRAKE SET
After completion of the predeparture servicing checks	**Call:** PREDEPARTURE SERVICING CHECKS COMPLETED	**Reply:** ROGER
Engine No. 2 start	**Call:** CLEAR TO START ENGINE NO. 2 Remove the aft chock of the nose gear.	**Reply:** STANDBY **Call:** STARTING ENGINE NO. 2
Pushback	Remove the forward chock from the nose gear. **Reply:** COMMENCING PUSHBACK (+ ACKNOWLEDGEMENT OF ANY SPECIFIC PUSHBACK REQUIREMENT) Activate the PUSH function of the PPU and give the flight crew guidance instructions: • steering on left or on right • a little bit more or less • straight on	**Call:** PARKING BRAKE RELEASED CLEARED TO PUSH (+ ANY SPECIFIC PUSHBACK REQUIREMENT) The flight crew steers the aircraft according to the guidance instructions provided by the ground staff member in charge of the departure operation.
Pushback completed	**Call:** PUSHBACK COMPLETED, SET PARKING BRAKE The PPU is moved back below the tail (beyond the rear cabin door).	**Reply:** PARKING BRAKE SET
Engine No. 1 start	**Call:** AIRCRAFT CLEAR, CLEAR TO START ENGINE NO. 1	**Reply:** STARTING ENGINE NO. 1
Disconnecting	**Reply:** DISCONNECTING, HOLD POSITION AND WAIT FOR VISUAL SIGNAL ON YOUR LEFT/FRONT/RIGHT.	**Call:** CLEAR TO DISCONNECT. **Reply:** HOLDING POSITION AND STANDING BY FOR VISUAL SIGNAL ON THE LEFT/FRONT/RIGHT

4.6.6.5 Departure Communication without Interphone

An aircraft departure shall always be conducted using interphone communications. If the interphone becomes unserviceable or under extreme circumstances where the interphone is not available, the responsible ground staff member and flight crew shall use conventional hand signals. Refer to AY GOM 3.4.7 and 3.4.8 for the "Marshaling Hand Signals for Aircraft" and "Technical/Servicing Hand Signals-Ground Staff to Flight Crew".

Caution:
Pushback with a PPU is not permitted in the case of an interphone failure.

Note: *Not applicable to main gear pushback unit departures.*

4.6.6.6 Interphone Communication Failure

Aircraft pushback requires a communication interphone. If the interphone becomes unserviceable or communications is lost, the following procedure shall be followed:

a) In the case of a single person operation and if no other means of communication are available, stop the movement and immediately request assistance to continue the movement (depending on local situations and regulations).

b) In the case of a multiple person operation, communication with the flight crew will be established using hand signals (refer to AY GOM 3.4.7 and 3.4.8). The tractor driver shall be able to receive the visual signals as relayed from the flight crew. Once hand signal communication has been established, the pushback can resume.

c) Notify air traffic control (ATC), if radio available, and continue the movement in cooperation with ATC, depending on local regulations.

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4.6.7 Pushback Maneuver

4.6.7.1 Anti-Collision Lights

During a standard departure, once all aircraft doors are closed, the flight crew requests pushback clearance from ATC. Once clearance is obtained, the flight crew will switch on the aircraft's anti-collision lights.

Caution:
Anti-collision lights that are switched on are a visual indication to ground staff of imminent engine start-up or aircraft movement. Vehicle traffic shall stop until the aircraft has departed from the area.

Caution:
If the anti-collision lights are switched on unexpectedly (other than in preparation for the departure or towing operation), ground personnel shall move away and remain outside the ERA. The responsible ground staff member shall check with the flight deck before resuming ground handling activities.

4.6.7.2 Pushback Requirements

a) *The pushback maneuver shall be carried out at a pace no greater than walking speed.*

b) *After approval from the flight crew, the tractor driver shall ensure the taxiway (including other movement areas in the intended aircraft path) is free of other aircraft/equipment/obstacles. If an obstacle is identified, the pushback shall stop immediately until the obstacle is clear*. Do not start aircraft movement immediately after anti-collision lights are switched on to allow other traffic to notice pushback intentions.

c) *At the end of the maneuver, the aircraft/pushback tractor set shall be correctly aligned with the taxiway centerline.*

Caution:
When undertaking departures with a PPU, the pull forward maneuver at the end of the pushback shall not be carried out when it has not been possible to complete the pushback maneuver with a straight line push of at least 5 m (16 ft).

4.6.7.3 Staff Safety During Pushback Maneuver

a) *Towbar/TWL Tractor Operations*

1. *Throughout the pushback operation, all staff walking on the ramp (including the headset operator when the aircraft is moving) shall remain clear of:*
    - i. *The area on the ground directly under any part of the aircraft (including, but not limited to, the fuselage, wings, stabilizer, engines, nose gear).*
    - ii. *The aircraft's path.*
    - iii. *The tractor's path.*
    - iv. *Engine danger areas.*
2. *The headset operator shall:*
    - i. *Be in visual contact with the tractor driver throughout the pushback.*
    - ii. *Avoid walking backwards to reduce the possibility of tripping.*
    - iii. *Use a headset cable long enough to operate safely and be allowed freedom of movement while not posing a trip or tangle hazard (not applicable when a wireless headset is used).*

b) *Remote-Controlled Pushback Operations*

When pushback operations are undertaken using remote-controlled pushback equipment connected to either the nose or MLG, the responsible ground staff member shall:

1. *Stand forward of the aircraft.*
2. *Follow its movements and always be in sight of the flight crew.*
3. *Stay outside the engine's intake/suction area and wheel path of the aircraft during the entire pushback maneuver.*
4. *Maintain sufficient clearance between the equipment and themselves throughout the pushback maneuver, where the pushback equipment is connected to the nose landing gear.*
5. *Be in continuous communication with the flight crew via the interphone system.*

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4.6.7.4 Pushback and Pull Forward

When a pull forward maneuver is performed after a pushback maneuver, particular attention must be paid to the end of the pushback maneuver and during the whole pull forward maneuver. To prevent the aircraft from overtaking/pushing the pushback vehicle during the pull forward phase, the following precautions shall be applied:

- *a) The aircraft engines shall be at idle thrust during all of the pushback/pull forward maneuver.*
- *b) The pull forward maneuver shall be performed with the pushback vehicle in the lowest gear available.*
- *c) Braking shall be performed smoothly and without jerks.*
- *d) The flight crew shall be alerted immediately to stop the aircraft using gentle braking if aircraft control cannot be ensured/maintained from the pushback vehicle.*

Notes:

1. *The following factors increase the risk that the aircraft will overtake/push the pushback vehicle and shall be, therefore, taken into account:*
   - *i. Aircraft type and number of engines started/running.*
   - *ii. Slope of the parking stand and taxiway.*
   - *iii. Use of a tractor and towbar to undertake the pushback/pull forward maneuver.*
   - *iv. Adverse weather conditions.*
2. *If the requirement to pull forward is known in advance, consider not starting the engines until the pull forward maneuver is completed.*



Caution:
Care shall be taken to avoid a jackknife situation between the aircraft and the pushback vehicle due to asymmetric thrust from the aircraft (one engine running) during the transition from push to pull or vice versa. Do not exceed the manufacturer's maximum tow angles.



Danger:
If the aircraft overtakes/pushes the pushback vehicle, the responsible ground staff member shall ensure they stay well clear of the path of the pushback vehicle and the aircraft nose landing gear wheels.



Caution:
Flight crew and aircraft maintenance personnel must be informed if the aircraft overtakes/pushes the pushback vehicle, as both the pushback vehicle and the aircraft nose landing gear may be damaged by the incident.

To relieve torsional stresses applied to the landing gear components and tires, move the aircraft in a straight line for a few meters to ensure the nose wheels are in the straight-ahead position when completing the pushback maneuver.



Danger:
If the nose wheels are not in the centered position, they can turn quickly to their centered position when the steering bypass pin is removed. This can result in personnel injury and aircraft damage.

4.6.7.5 Nose Gear Protection and Steering Angles

To protect the nose gear from damage, visual turning limit markings indicate the aircraft's maximum nose gear steering angles.

4.6.7.6 Maneuvering During Wintery or Slippery Conditions

During adverse weather conditions (e.g., fog, rain), visibility and traction will be affected. The tractor driver shall reduce and adapt vehicle speed as required by the current conditions. When maneuvering the aircraft on slippery apron surfaces, extreme caution is required to avoid losing control of the tractor due to skidding, which may also lead to jackknifing (where the tractor is pushed around by the aircraft in an uncontrolled movement). Many elements can contribute to the hazards involved (i.e., strong winds, slippery road surfaces, pavement slopes). Therefore, the following minimum precautions must be observed:

- *a) Avoid sudden turns, deceleration or acceleration.*
- *b) Except when using an ASU, do not start aircraft engines unless:*
  1. *Condition of the pavement is such that reasonable traction is ensured.*
  2. *Aircraft parking brake is set.*
  3. *Aircraft is disconnected from the tow tractor/TWL tractor.*

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4.6.7.7 Maneuvering During Low-Visibility Conditions

a) Airport operators are responsible for developing low-visibility procedures that are relevant for the airport.

b) Ground handling personnel shall be trained/authorized, as appropriate, prior to undertaking low-visibility aircraft ground movement operations.

c) Ground handling personnel shall observe the movement limitations and other regulations applicable to the airport's low-visibility procedures at all times.

d) Pushback tractors should be equipped with an airfield map, where this is available.

e) If there is any doubt as to the exact position of the pushback tractor/aircraft, the tractor driver shall stop the tractor/aircraft and inform ATC immediately.

4.6.7.8 Single Man Push Out

Single man push out may be performed after proper risk assessment by the Ground Handling Service Provider is conducted. Only properly trained personnel may be used.

Following points have to be complied with before initiation of the single man push out:

a) A towbarless tow-truck is used when operating a single man push out.
b) The responsible person has to inform the flight crew before connecting the tow-truck to the aircraft.
c) Local ramp and weather conditions must allow a safe and unobstructed operation without use of walk-out assistance.
d) The intercom system must function flawlessly to ensure precise and clear communication with the flight crew.
e) Single man push out operation is not allowed if:
    1. the intercom system is not functioning
    2. when engine start is perfrormed at stand

The use of headsets is not recommended during thunderstorm activity due to the inherent risk of severe injury or death. During thunderstorm activity (observed or forecasted) the use of headsets is to be consulted with the commander.

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4.6.8 Engine Start

4.6.8.1 Communication During Engine Start

Coordinate the engine starting sequence with the flight crew by conducting a predeparture briefing.

Engine start and pushback must be under continuous supervision by the person in charge of the start-up/moving process and communication between flight crew and the responsible ground staff member shall be established either by using the aircraft interphone system or hand signals.

a) *During the engine start, communicate with the flight crew only if the responsible ground staff member observes circumstances that require immediate notification and action by the flight crew.*
b) *When starting up with an ASU, supply the pressure at the request of the flight crew.*

Note: *From the flight crew seat facing forward, the engine on the left is referenced as engine number one.*

4.6.8.2 Engine Start Using an Air Start Unit

a) *Only personnel and equipment involved in engine starting or aircraft pushback are permitted within the ERA during engine start.*
b) *Personnel and equipment involved in the engine start shall remain clear of engine danger areas.*
c) *Establish communications with the flight crew and confirm the total number of engines to be started, the engine start sequence to be used, and number of ASUs being used and their positioning.*
d) *Advise the engine start sequence to the ASU operator(s) and any other ground staff.*
e) *Where possible, the ASU should be positioned on the opposite side of the aircraft to the engine being started.*
f) *If the aircraft is to be pushed back, connect the pushback tractor and set the tractor's parking brake, where this is possible without disconnecting ground electrical power.*
g) *If a pushback tractor is not connected, position a chock in front of the nose wheel.*
h) *Confirm with the flight crew that the aircraft parking brake is set, then remove main gear chocks.*
i) *The ASU operator shall ensure the unit is ready to supply air pressure.*
j) *The headset operator shall inform the flight crew that the ground crew are ready for engine start.*
k) *Prepare for engine(s) start (see AY GOM 4.6.6.2, Departure Communication Dialogue and Signals, for communications requirements).*
l) *When engine start is complete, the headset operator shall signal the ASU and ground power operator(s) to disconnect the ASU and remove ground power.*
m) *Disconnect the ASU hose(s).*
n) *Close and latch external air start and electrical panels.*



Danger:
When connecting and disconnecting ASU hose(s), walk directly underneath the fuselage, or close alongside it, keeping clear of engine danger areas.

Note: during air start operation keep air pressure between 25 and 50 psi (1.7 and 3.5 bar).

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4.6.8.3 Engine Start-Up When a Powered Push Unit Is Used

In the standard sequence, start-up of Engine No. 2 takes place at the parking stand. Start-up of Engine No. 1 shall be performed after pushback, with parking brake set, when the ground staff member in charge of the departure operation has moved the PPU to the back of the aircraft stabilizer.



Caution:
In some cases (e.g., start-up with an external air supply), start-up of all engines can take place at the parking stand, provided that:

a) It has been agreed upon beforehand by the flight crew and the ground staff member in charge of the departure operation.
b) The hazardous areas around the engines are clear.

4.6.8.4 Engine Start using Cross-Bleed

Engine start using cross-bleed can only be performed once the pushback has been completed, the aircraft brakes have been engaged, and the area around the aircraft is clear.



Caution:
With engine(s) above idle thrust, blast and suction effects are greater.

4.6.8.5 Communication During Fire

a) Engine Fire

The flight crew normally detects an engine or APU fire and will take action using the engine fire extinguishing system. However, the responsible ground staff member shall alert the flight crew immediately via the headset if flames are noticed from the engine or engine pylon. If a headset is not available, the appropriate "Fire" hand signal must be used. Refer to AY GOM 3.4.7.10.

b) Engine Tailpipe/Exhaust Fire

If flames from the engine tailpipe are noticed during engine starting, the responsible ground staff member shall alert the flight crew immediately, as such a fire might not be detectable via temperature sensors and/or fire warning systems in the aircraft.



Caution:
Do not fight engine fires with fire extinguishers on the ground when the flight crew is in the flight deck. The flight crew will take all necessary action.

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4.6.9 Incidents During Pushback

4.6.9.1 Incidents During Pushback Involving Pushback Tractor/Towbar or Towbarless Tractor

The list of incidents below outlines the recommended actions to be undertaken immediately by flight crew and/or tractor drivers in the event of an incident during the pushback operation. The list of incidents is not exhaustive and the recommended actions should only be applied if they are deemed the safest course of action given the exact circumstances of the incident. If airport and/or operating airline procedures differ from the recommended actions below, those shall be followed.

Table 31. Incidents During Pushback

Flight Crew	***Tractor Driver***
Tractor Failure	
a) Inform ATC. *b) Apply the aircraft parking brake.* *c) Listen to VHF and wait for assistance.* *d) Relay information from ATC to headset operator.*	*a) Stop aircraft/tractor set.* *b) Apply tractor parking brake.* *c) Inform the flight crew.* *d) Contact supervision and equipment maintenance to advise of the situation, as required.* *e) Follow instructions received from headset operator, as applicable.* *f) If the TWL/towbar connection with the tractor needs to be reset (i.e., removed and reconnected), the aircraft shall be chocked while the tractor is being replaced.*
Tractor/Aircraft Separation	
a) Apply the aircraft brakes. *b) As soon as the aircraft is at a standstill, apply the aircraft parking brake before releasing the pedal.* *c) Inform ATC.* *d) Relay information received from ATC to headset operator, if applicable.*	*a) Do not apply tractor brakes.* *b) Inform the flight crew of separation.* *c) Follow the aircraft path attentively and stop the tractor according to the aircraft position.* *d) Apply the tractor parking brake.* *e) Confirm the aircraft parking brake is set then chock the aircraft.* *f) Assess the reason for the separation.* *g) Contact supervision, equipment maintenance and aircraft maintenance to advise of the situation, as required.* *h) Follow instructions and/or complete pushback maneuver, as applicable.*
Towbar/Shear Pin Failure (remains attached to the aircraft)	
a) Apply the aircraft parking brake. *b) Inform ATC.* *c) Relay information received from ATC to headset operator, if applicable.*	*a) Stop aircraft/tractor set.* *b) Apply the tractor parking brake.* *c) Inform the flight crew of the towbar/shear pin failure.* *d) Contact supervision, equipment maintenance and aircraft maintenance to advise of the situation, as required.* *e) Chock the aircraft and replace the towbar.* *f) Complete the pushback maneuver.*
Pushback Tractor Fire	
a) Inform ATC and headset operator. *b) Apply the aircraft parking brake.* *c) Determine the need for aircraft emergency evacuation and confirm to ATC and headset operator.*	*a) Inform the flight crew.* *b) Stop aircraft/tractor set immediately.* *c) Conduct an assessment of the situation and consider tackling the fire with the onboard tractor firefighting equipment only if it is deemed safe to do so.* *d) Consider disconnecting and moving the tractor to a safe distance from the aircraft, if deemed safe and appropriate to do so.* *e) Contact supervision, equipment maintenance and emergency services to advise of the situation, as required.* *f) If flight crew confirm emergency evacuation, assist in the evacuation as far as is possible/practical by directing passengers/crew toward a safe location.*

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Flight Crew	Tractor Driver
Aircraft Fire	
a) Inform ATC and headset operator. *b) Apply the aircraft parking brake.* *c) Execute onboard emergency procedures.*	*a) Stop aircraft/tractor set immediately.* *b) Inform the flight crew.* *c) If safe to do so, disconnect and move the tractor to a safe distance from the aircraft, where possible.* *d) If safe to do so, headset operator should maintain communication with the flight crew and follow instructions.* *e) Contact supervision and emergency services to advise of the situation, as required.* *f) If flight crew confirm emergency evacuation, assist in the evacuation as far as is possible/practical by directing passengers/crew toward a safe location.*
Accident with Other Aircraft or Vehicle	
a) Contact ATC stating position and nature of the accident. *b) Listen to VHF and wait for assistance.* *c) Relay information received from ATC to headset operator, if applicable.*	*a) Stop aircraft/tractor set immediately.* *b) Apply tractor parking brake.* *c) Inform the flight crew.* *d) Contact supervision, aircraft maintenance, equipment maintenance and emergency services to advise of the situation, as required.* *e) Follow instructions received from the headset operator and/or wait for assistance.* *f) Do not disconnect the tractor unless specifically instructed to do so by the headset operator and/or ATC.* *g) If disconnecting the tractor, the aircraft must be chocked.*
Interphone Communication Failure	
If during the pushback operation the interphone fails, the aircraft must be immediately stopped and an alternate means of communication established before continuing. If this is not possible, assistance must be requested.	
Visual Contact with the Wing Walkers Is Lost (if used)	
In the event that the tractor driver is unable to establish visual contact with one or both of the wing walkers, when used, the pushback shall be stopped and not recommence until visual contact is re-established.	

4.6.9.2 Incidents During Pushback with Powered Push Units

4.6.9.2.1 Instructions in Case of Power Push Unit Fire During Pushback

a) Aircraft on the parking stand with interphone connected

The responsible ground staff member in charge of the departure operation shall:

1. *Warn the flight crew via the interphone. The flight crew shall inform ATC using VHF.*
2. *Control the release of rollers.*
3. *If PPU´s engine is on:*
   - *i. Remove the PPU by remote control.*
   - *ii. Remain in contact with the flight crew.*
   - *iii. Stop the PPU's engine by remote control, if not done automatically.*
   - *iv. Leave the interphone contact after consent from the flight crew to fight the fire and report to the flight crew about the ongoing situation.*
4. *If PPU's engine is off:*
   - *i. Leave the interphone contact after consent from the flight crew to fight the fire.*
   - *ii. Press one of the three emergency stop buttons (the most accessible).*
   - *iii. Tow the tractor away from the aircraft and report to the flight crew about the ongoing situation.*

b) Pushback in progress

The responsible ground staff member shall:

1. *Inform the flight crew via interphone. The flight crew shall inform ATC using VHF.*
2. *Stop the pushback.*
3. *Request setting of the aircraft parking brake.*
4. *Control the release of rollers.*
5. *Remove the PPU by remote control.*
6. *Stop the PPU's engine by remote control, if not done automatically.*
7. *Report to the flight crew about the ongoing situation.*

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4.6.9.2.2 Power Push Unit Incidents Checklist

Table 32. Power Push Unit Incidents Checklist

Flight Crew	*Ground Staff*
Aircraft Unable to Move Alone (PPU removed)	
Asks for aircraft inspection.	• *Informs the flight crew that the rollers are open and the PPU is removed.* • *Leaves the interphone contact after consent from the flight crew.*
Aircraft Unable to Move Alone (PPU not removed)	
If the engine on the opposite side of the PPU is running, shuts down the engine.	*Informs the flight crew that the PPU is not removed.*
• *Forbids the evacuation of passengers via the wing emergency exit on the PPU side.* • *Asks for aircraft inspection.*	• *Leaves the interphone contact after consent from the flight crew.* • *Fights the fire.*
Aircraft Able to Move Alone (PPU removed)	
Asks for aircraft inspection.	• *Informs the flight crew that the rollers are open and the PPU is removed.* • *Leaves the interphone contact after concent from the flight crew.* • *Guides the flight crew to move the aircraft forward.*
Aircraft Able to Move Alone (PPU not removed)	
If the engine on the opposite side of the PPU is running, does not shut down the engine.	*Informs the flight crew that the PPU is not removed.*
	• *Leaves the interphone contact after concent from the flight crew.* • *Press the most accessible stop button.*
• *Guided by the responsible ground staff member, moves the aircraft forward with engine thrust overpowering resistance of the rollers/jacks.* • *Asks for aircraft inspection.*	*Reestablishes the interphone contact and reports to the flight crew.*

4.6.10 Pushback Disconnection

4.6.10.1 Pushback Tractor and Towbar Disconnection Procedures/Requirements

a) The responsible ground staff member shall remove the tow pin securing the towbar to the pushback tractor.

b) The pushback tractor driver shall check that other personnel are clear of the intended travel path and slowly drive the pushback tractor to a position in the aircraft's path and visible to the flight crew, if possible, ready for the towbar to be reconnected.

c) The responsible ground staff member shall disconnect the towbar from the nose landing gear and reconnect to the pushback tractor and move clear of the pushback tractor, in view of the driver.

d) The responsible ground staff member shall give an 'OK' signal to the pushback driver to confirm that the towbar is reconnected and it is clear to drive away.

e) The pushback driver shall check that other staff are clear of the intended travel path and slowly drive the pushback tractor to a position visible to the flight crew until the responsible ground staff member on the interphone has disconnected and is in view of the flight crew.

***Note:** Ensure the towbar is disconnected from the tractor before disconnecting from the aircraft (except where the towbar is specifically designed to be disconnected from the aircraft first).*

4.6.10.2 Towbarless Tractor/Remote-Controlled Tractor Attached to Nosewheel Disconnection Procedure/Requirements

a) The pushback driver shall ensure the tractor wheels are centralized and lower the aircraft nosewheel and open the tractor cradle.

b) The pushback driver shall check that other personnel are clear of the intended travel path and slowly drive the pushback tractor to a position in the aircraft's path and visible to the flight crew, ensuring that the wheel cradle is completely clear of the aircraft nose landing gear before commencing a turn.

c) The pushback driver shall rotate the driver's seat to the direction ready to drive away, if applicable.

d) The pushback driver shall remain in a position visible to the flight crew until the responsible ground staff member on the interphone has disconnected and is in view of the flight crew.

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4.6.10.3 Powered Push Unit Disconnection

a) Once the aircraft parking brake is applied, the responsible ground staff member controls the opening of the rollers with the remote control.

b) With the remote control, the responsible ground staff member controls the move back of the PPU until at least below the tail (beyond the rear cabin door).

c) Once the aircraft has taxied and the blast risk has disappeared, the responsible ground staff member withdraws the PPU from the taxiway.



Danger:
While maneuvering in the taxiway during tractor disconnection and repositioning, the tractor driver shall drive the pushback tractor at slow speed and shall remain constantly vigilant to the position of other personnel in the taxiway.

4.6.11 Pushback Process Completion

Pushback completion includes repositioning the pushback tractor, removing the nose gear steering bypass pin and displaying the steering bypass pin to flight crew (not applicable for AY GOM 4.6.10.3).

Refer to AY GOM 4.6.2.1 (p-v) and 4.6.2.2 (q) for further details.



Danger:
After disconnection of the headset, no attempt shall be made to approach the aircraft unless cleared by the flight crew to do so via hand signals.

4.6.12 Reestablishing Communication After Departure

4.6.12.1 Introduction

The following procedure is to be used when the responsible ground staff member or flight crew need to reestablish interphone communication after it has been disconnected.

4.6.12.2 Initiated from the Flight Deck

The flight crew sets the parking brake and reestablishes communication with the responsible ground staff member via a company channel or ATC. If visual communication with the responsible ground staff member is still established, visual signals may be used.

4.6.12.3 Initiated from the Ground

If the responsible ground staff member needs to reestablish communication with the aircraft after dispatch, do not approach the aircraft. If communication cannot be established using hand signals, make contact via a company channel or ATC.

When preparing to reestablish communication with the aircraft, the responsible ground staff member shall take the following precautions:

a) Make sure the responsible ground staff member has been seen by the flight crew and the intention to approach the aircraft to reestablish interphone communication is understood.

b) Approach the aircraft from the direction where visual contact with the flight crew is maintained for as long as possible.

c) Only the responsible ground staff member establishing the interphone communication shall approach the aircraft.

d) Stay outside the aircraft's engine danger areas when approaching the aircraft.

e) If possible, position the pushback tractor in front of the aircraft in clear view of the flight crew to act as a safety barrier and prevent premature movement of the aircraft.



Caution:
For safety reasons, the interphone communication system cannot be used when there is thunderstorm activity over the airport as there is a risk of electrical discharges between the aircraft and the interphone system. Under these conditions, communication headsets cannot be worn.

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4.7 Open Ramp Departure

An open ramp is a taxi-in and taxi-out operation area. In some locations, the aircraft may be towed from an open ramp to a taxiway, prior to engine start.

a) Complete all predeparture checks.
b) Refer to Departure Communication (AY GOM 4.6.3.2) and follow the required phases of dialogue.
c) Ensure all personnel and equipment is clear of the aircraft and behind the ERA.
d) Position for marshalling in an area behind the ERA while being in clear view of the flight crew on either side of the aircraft, depending on facility.

4.8 Aircraft Powerback Operations

Aircraft powerback is not common practice; therefore, it shall only be carried out within the limitations set out by, and with the approval of, the respective local authorities. It shall be conducted based on the risk assessment process and in accordance with specific operating airline procedures at all times, taking into consideration the following recommendations:

a) Ground staff members required for powerback (e.g., marshaller, wing walkers).
b) Identifying the person in charge of the powerback process.
c) Wired headset shall not be used for powerback operations.
d) The ground staff members engaged in powerback operations shall wear, in addition to their normal PPE, protective goggles.
e) Powerback operations shall not be conducted if any one of the following conditions exist:
    1. *The airport does not authorize powerback operations.*
    2. *The departure gate is not approved for powerback operations.*
    3. *If any member of the ground staff is not properly protected.*
    4. *The entire area of the operation is not adequately illuminated.*
    5. *Visibility is restricted due to weather conditions.*
    6. *An accumulation of ice, snow, slush or any other obstruction is on the apron.*
    7. *Verbal agreement is not reached between the responsible ground staff member and the flight crew.*

Note: Powerback operations are not applicable for Finnair operated aircrafts.

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4.9 Aircraft Towing

4.9.1 Introduction

Aircraft towing may be carried out for three reasons:

a) Maintenance Towing – Towing an aircraft without passengers, without cargo, and with minimum fuel on board.

b) Operational/Dispatch Towing – Towing an aircraft loaded with passengers and/or fuel and/or cargo to/from the terminal gate or parking area to/from a remote location.

c) Repositioning Towing – Movement of an aircraft to/from a remote parking area with/without cargo or fuel.

4.9.2 Ground Staff Member Responsibilities

4.9.2.1 Responsible Ground Staff Member for Towing

The responsible ground staff member is defined as the person who has overall responsibility for the towing maneuver and is normally the pushback tractor driver, although the function may be performed by different ground staff members in different roles.
The responsible ground staff member in charge of each towing maneuver shall check to ensure all requirements for the towing operation are met prior to commencing towing operations.

4.9.2.2 Tractor Driver

The pushback tractor driver shall:

a) Ensure the pushback tractor and/or towbar/towbarless (TWL) tractor is suitable for the specific aircraft type.

b) Align the tractor or tractor/towbar combination with the centerline of the aircraft before the aircraft movement.

c) Completely raise the towbar wheels before the start of the aircraft movement, if used.

d) Prior to the aircraft movement, make sure the parking brake is released and the anti-collision lights are switched on, in accordance with local airport regulations. Do not start aircraft movement immediately after anti-collision lights are switched on to allow other traffic to notice towing intentions.

e) Wait for the authorization of the brake operator before moving the aircraft, where applicable.

f) Select the appropriate gear on tractor and slowly begin movement.

g) Start the towing operation on a straight line.

h) Keep the maneuvering speed to a minimum and avoid heavy and/or sudden braking action that could result in damage to the aircraft/equipment.

i) Scan the apron during towing. Monitor clearances and wing walkers, if applicable, to ensure the aircraft is moving clear of all obstructions. Be prepared to stop.

j) Ensure during the towing manuever the steering turn limits are not exceeded and advise the brake operator and maintenance department if any are exceeded. Damage may occur to the nose gear if steering turn limits are exceeded. Refer to the the specific limits marked on the aircraft.

k) Avoid sharp turns that result in excessive tire scrubbing.

l) If the headset operator is walking on the ramp, maintain visual contact and ensure a safe distance is maintained from the nose gear/pushback tractor during the entire towing maneuver.

m) If the headset operator is too close to the nose gear/pushback tractor, the towing maneuver must be stopped and a review of the required safety clearance conducted.

n) Align the pushback tractor/towbar or the TWL with the centerline of the aircraft nose gear at the end of the pushback phase of the towing maneuver.

o) Do not exceed the towing speed limit as regulated by the towing equipment, aircraft and/or airport.

p) Use relevant apron lines as guidance during maneuvering to ensure safe obstacle clearances. Be aware of the size of the towed aircraft.

q) Keep a minimum safety distance between vehicles to allow sufficient space to stop.

r) Stop 50 m (55 yd.) before a taxiway intersection if a stop is required.

s) Relieve torsional stresses applied to the landing gear components and tires by moving the aircraft in a straight line for a few meters to ensure the nose wheels are in the straight-ahead position when arriving at the allocated/relevant parking position.

t) Apply the tractor parking brake after making a complete stop.

u) Drive the tractor back to the terminal or appropriate parking position.

Note: *Some of the above procedural points may not be applicable to TWL tractors.*



Danger:
If the nose wheels are not in the centered position, they can turn quickly to their centered position when the steering bypass pin is removed. This can result in personnel injury or aircraft damage.

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4.9.2.3 Brake Operator

Where applicable, in accordance with local procedures, the brake operator shall:

a) Be responsible for communication with ATC.
b) Complete a flight deck checklist for towing (refer to applicable AY Technical Operations Procedures and Instructions (TOPI) and applicable aircraft type Maintenance Manual).
c) Ensure all aircraft doors are closed by authorized personnel.
d) Apply the "Brakes On" and "Brakes Off" procedures in coordination with the headset operator.
e) Switch on and switch off the external anti-collision lights of the aircraft.
f) Position the seat in such a way that the brakes can be easily applied when required.
g) Inform the headset operator immediately if potential contact with any object(s) is detected.
h) Only apply the brakes during the tow when instructed by the headset operator or when it is clear the aircraft has become separated from the tractor.

Note: *For procedures related to incidents during towing, refer to AY GOM* 4.9.5.

4.9.2.4 Wing Walker

The presence of wing walkers may be controlled or restricted by civil aviation authorities or local airport authorities. There is no mandatory AY requirement for use of wing walkers.

Where applicable, the wing walker or other assist personnel shall:

a) Be under the direction of the responsible ground staff member at all times.
b) Use two marshalling wands, either day wands or illuminated wands for low-visibility operations.
c) Be positioned before and during movement of aircraft as follows, where applicable and/or permitted:
    1. *Approximately 1 m (3 ft) outboard of the wingtip*
    2. *In line with the rearmost main gear wheel*
d) Maintain visual contact with the responsible ground staff member at all times.
e) Ensure the aircraft movement path is clear of any obstruction (i.e., other aircraft, vehicles).
f) Provide "Safe to Proceed" clearance signals at all times to the responsible ground staff member by using a distinct pendulum motion of the arm.
g) Continue to monitor the aircraft path until the aircraft is stopped at the departure point.
h) If at any time during the aircraft movement the wing walkers are unsure or identify an imminent danger, signal the responsible ground staff member with the "STOP" signal.
i) Position wing walker either at the 11 o'clock or 1 o'clock position in clear view of the flight crew on the terminal side at a safe distance away from the aircraft.
j) Give the "Aircraft Hold" signal to the brake operator when the visual "Brakes Set" signal has been received from the responsible ground staff member. The crossed wands may be over the head or in front of the chest.
k) Remain in position until the responsible ground staff member takes over the marshalling clearance of the aircraft.
l) Return to the terminal once marshalling duty has been transferred.

4.9.2.5 Headset Operator

The headset operator is responsible for communications with the brake operator and/or VHF operator.

4.9.2.6 VHF Operator

The VHF operator is responsible for communications with ATC and/or ground movement control (GMC).

Note: *The VHF operator may be positioned in the pushback tractor or on the flight deck depending on the ground staff member functions carrying out the towing maneuver.*

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4.9.2.7 Single Man Towing

Single man towing may be performed after proper risk assessment by the ground handling service provider is conducted. In case the ground handling service provider implements single man towing process, prior approval shall be given by the Manager, Ground Safety, Security and Compliance.

a) Ground handling service provider shall have implemented applicable instructions, checklist and training material for single man towing.
b) The approval can be made only after reviewing the applicable instructions, requirements, checklist and training material and requirements of the single man towing.
c) Only properly trained personnel may be used.

Notes:

1. In case of single man towing is performed without aircraft anti-collision lights on, adequate towing equipment beacon/high beam lights shall be used according to local procedures
2. Do not start aircraft movement immediately after beacon/high beam lights are switched on to allow other traffic to notice towing intentions

4.9.3 Pre-Towing Activities

4.9.3.1 General

The following requirements shall be met to perform an aircraft tow:

a) Carry out a pre-departure walkaround in accordance with AY GOM 4.6.3.1.
b) Carry out the requirements, as identified in the pre-departure table in AY GOM 4.6.3.2*, that are relevant to the towing maneuver.*
c) Make sure a qualified brake operator and/or VHF operator is in the flight deck, if applicable. For single man towing see AY GOM 4.9.2.7.
d) Communication shall be established between the headset operator and the brake/VHF operator, if applicable.
e) The responsible ground staff member shall conduct a briefing with all persons involved in the aircraft movement to review and confirm how the aircraft will be maneuvered.
f) Ensure the hydraulic system pressure for aircraft braking and/or brake accumulator is within the required pressure range.
g) Ensure any electrical systems required for towing are energized.
h) Ensure all landing gear safety pins are installed. After the tow, ensure all pins are removed and stowed.
i) Connect the pushback tractor/equipment in accordance with the relevant instructions contained in AY GOM 4.6.4.
j) Remove the wheel chocks once ready to do so in accordance with AY GOM 4.6.5.



Caution:
Inform the brake/VHF operator, headset operator and/or maintenance department for technical inspection if anyone:

1. *Observes any type of excessive fluid leakage.*
2. *Notices any signs of unmarked aircraft damage.*
3. *Observes any fault, failure, malfunction or defect that may affect the safe operation of the aircraft for the intended flight.*

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4.9.3.2 Pre-Towing Preparation

The following checklist is to be used in preparation for an aircraft tow:

Table 33. Towing Preparation Checklist

Action	*Performed by*	
	Brake Operator	*Tractor Driver*
Apply the flight deck checklist for towing. Refer to applicable AY Technical Operations Procedures and Instructions (TOPI) and applicable aircraft type Maintenance Manual.	✓	✓
Test the means of communication between the tractor and flight crew.	✓	✓
Insert the steering bypass pin and deactivate steering.	✓	✓
Give permission to connect the towbar and tractor or TWL tractor after applying the aircraft parking brake.	✓	
Install the landing gear safety pins.	✓	✓
Connect the towbar, first to the aircraft, then to the tractor and set the parking brake.		✓
Before connecting the TWL tractor, ensure the aircraft MLG are symmetrically chocked.		✓
Connect the TWL tractor and set the parking brake.		✓
Once all GSE has been cleared away from the aircraft, remove or check removal of aircraft chocks.		✓
Ensure the aircraft is clearly visible to other parties according to local regulations, especially after dark (e.g., switch on external anti-collision lights).	✓	
Contact the ATC for clearance to start moving the aircraft (depending on local regulations).	✓	✓
After receiving clearance, release the aircraft parking brake.	✓	
Give clearance and instruction to the tractor driver to start moving the aircraft.	✓	
Request confirmation from the brake operator that the aircraft parking brake has been released.		✓
Conduct tow.		✓

Note: Not applicable for single man towing, see AY GOM 4.9.2.7.

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4.9.3.3 Towing Communications

An aircraft towing maneuver shall always be conducted using interphone communications when the brake/VHF operator is present. The specific dialogue contained herein does not forbid the exchange of additional important information between the brake/VHF operator and ground staff using non-standard phraseology (e.g., request for authorization to disconnect ground support units).

Additionally, two-way radio communication shall be maintained between aircraft/tractor set and ATC, except when under escort by an airport operations or emergency vehicle. Always follow local airport regulations for communication and aircraft movement operations.

Table 34. Towing Communications

Dialogue between Ground Staff and Brake/VHF Operator		
Phase	**Ground Staff**	**Brake/VHF Operator**
Pre-departure check	**Call:** CONFIRM PARKING BRAKE SET	
		Reply: PARKING BRAKE SET
		Call: CONFIRM STEERING BYPASS PIN INSERTED/NOSE WHEEL STEERING DEACTIVATED/LANDING GEAR SAFETY PINS (if applicable)
	Reply: STEERING BYPASS PIN INSTALLED/NOSE WHEEL STEERING DEACTIVATED/LANDING GEAR SAFETY PINS (if applicable)	
		Call: CONFIRM CLEAR TO PRESSURIZE (if applicable)
	Reply: CLEAR TO PRESSURIZE (if required) **Call:** Request permission to connect the towbar and tractor or TWL tractor	
		Call: CLEAR TO CONNECT (towbar and tractor or TWL tractor)
	Call: CONNECTING	
After completion of the pre-departure check	**Call:** PRE-DEPARTURE CHECKS COMPLETED[1]	
		Reply: ROGER
	Call: ELEVATING AIRCRAFT (TWL tractor) **Call:** READY FOR TOWING	
		Reply: STANDBY
Towing	REQUEST TOW (company name, aircraft type) FROM (location) TO (location)[2]	
		Call: TOW APPROVED VIA (mention specific routing to be followed)
	Call: CONFIRM PARKING BRAKE RELEASED	
		Reply: PARKING BRAKE RELEASED
	Call: COMMENCING TOWING (mention specific routing to be followed)	
Towing completed	**Call:** TOWING COMPLETED, SET PARKING BRAKE	
		Reply: PARKING BRAKE SET
Disconnecting	**Call:** AIRCRAFT CHOCKED	
		Call: CLEAR TO DISCONNECT
	Reply: DISCONNECTING **Call:** TOWBAR/TRACTOR DISCONNECTED	

[1] Carry out a check in accordance with specifications in the pre-departure table in AY GOM 4.6.3.2 that are relevant to the towing maneuver.
[2] Transmission from ground staff member depends on local regulations.



Caution:
All given instructions must be read back or acknowledged in a manner clearly indicating that they have been understood and will be complied with.



Caution:
When interphone communication is not possible, standard hand signals must be used for communication between the tractor driver and brake operator. Such communication may occur only when the aircraft has stopped.

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4.9.4 Towing Maneuver

4.9.4.1 Towings Speeds

Aircraft weight, tractor performance and airfield topography can affect towing speeds. Towing speeds shall be kept to a minimum and shall not exceed the towing speed limit as regulated by the towing equipment, aircraft and airport.

If requested by ATC/GMC to "Expedite" due to a live runway crossing, ATC must be informed if this is not possible. ATC/GMC shall also be informed if towing speeds are restricted when towing on live taxiways, as this can lead to congestion on the airfield.

4.9.4.2 Towing Limits

Fuel and other loads can affect an aircraft's balance. To avoid tail tipping during towing, ensure the actual center of gravity of the aircraft is forward of the critical center of gravity. If unable to determine this, the responsible ground staff member must request assistance from qualified weight and balance personnel of the operating airline.

***Notes:** For information relating to requirements and precautions that shall be taken when aircraft towing maneuvering takes place during adverse conditions, refer to the following sections, as applicable:*

1. *Wintery or Slippery Conditions; refer to AY GOM 4.6.7.6.*
2. *Low-Visibility Conditions; refer to AY GOM 4.6.7.7.*

4.9.4.3 Towing onto Parking Stand

Immediately prior to the aircraft being towed onto the stand or gate, the responsible ground staff member shall check and confirm that the area is ready (e.g., clear of obstacles, equipment, FOD, wing walkers, if required).

4.9.4.4 Movement Into/Out of Hangars

a) Only those ground staff members trained and qualified in the movement of aircraft into/out of hangars shall perform this operation and a person in charge of the operation must be designated.

b) Sufficient ground staff (wing/tail walkers) shall be assigned to the operation to ensure clearances between the aircraft and objects in the hangar are maintained.

c) The method of communication between the ground staff members involved in the aircraft movement into/out of the hangar shall be agreed upon before any movement is started by means of a briefing conducted by the responsible ground staff member in charge of the operation.

d) Floor markings and stop signs shall be in accordance with the aircraft type operating into/out of the hangar.

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4.9.5 Incidents During Towing

Table 35. Incidents During Towing

Brake/VHF Operator	*Tractor Driver*
VHF Communication Failure	
a) Set the aircraft parking brake. *b) Communicate the issue to ATC.* *c) Relay appropriate information received from ATC to the headset operator.* *d) Continue to monitor the ATC frequency and maintain communications with the headset operator/tractor driver.* *e) Release the parking brake prior to recommencement of the towing maneuver.*	*a) Stop aircraft/tractor set as soon as it is safe to do so. It is not safe to stop on an active runway.* *b) Apply tractor parking brake.* *c) Communicate the issue to the brake/VHF operator.* *d) Attempt to contact ATC via alternative frequency/means.* *e) Await assistance (e.g., from "Follow Me" vehicle) before completing the towing maneuver.* *f) After completion of the towing maneuver, report VHF failure to equipment maintenance and follow instructions accordingly.*
Tractor Failure	
a) Inform ATC. *b) Set the aircraft parking brake.* *c) Listen to VHF and wait for assistance.* *d) Relay information from ATC to headset operator/tractor driver.*	*a) Stop aircraft/tractor set.* *b) Apply tractor parking brake.* *c) Inform the brake/VHF operator.* *d) Inform ATC (TWL towing with one-person operation).* *e) Contact supervision and equipment maintenance to advise of the situation, as required.* *f) Follow instructions received from headset/brake operator, as applicable.* *g) Listen to VHF (TWL towing with one-person operation).* *h) If the TWL/towbar connection with the tractor needs to be reset (i.e., removed and reconnected), the aircraft shall be chocked while the tractor is being replaced.*
Tractor/Aircraft Separation	
a) Apply the aircraft brakes. *b) As soon as the aircraft is at a standstill, apply the aircraft parking brake before releasing the pedal.* *c) Inform ATC.* *d) Relay information received from ATC to the headset operator/tractor driver, if applicable.*	*a) Do not apply tractor brakes.* *b) Inform the brake/VHF operator of the separation.* *c) Follow the aircraft path attentively and stop the tractor according to the aircraft position.* *d) Apply the tractor parking brake.* *e) Confirm the aircraft parking brake is set, then chock the aircraft.* *f) Assess the reason for the disconnection.* *g) Contact supervision, equipment maintenance and aircraft maintenance to advise of the situation, as required.* *h) Follow instructions to complete the towing maneuver, as applicable.*
Towbar/Shear Pins Failure (remains attached to the aircraft)	
a) Apply the aircraft parking brake. *b) Inform ATC.* *c) Relay information received from ATC to the headset operator/tractor driver, if applicable.*	*a) Stop the aircraft/tractor set.* *b) Apply the tractor parking brake.* *c) Inform the brake/VHF operator of the towbar/shear pin failure.* *d) Contact supervision, equipment maintenance and aircraft maintenance to advise of the situation, as required.* *e) Chock the aircraft and replace the towbar.* *f) Follow instructions to complete the towing maneuver.*
Pushback Tractor Fire	
a) Inform ATC and headset operator/tractor driver. *b) Apply the aircraft parking brake.* *c) Determine the need for aircraft emergency evacuation and confirm to ATC/headset operator/tractor driver*	*a) Inform the brake/VHF operator.* *b) Stop the aircraft/tractor combination immediately.* *c) Conduct an assessment of the situation and consider tackling the fire with the onboard tractor firefighting equipment only if it is deemed safe to do so.* *d) Consider disconnecting and moving the tractor a safe distance from the aircraft, if deemed safe and appropriate to do so.* *e) Contact supervision, equipment maintenance and emergency services to advise of the situation, as required.* *f) If the brake/VHF operator confirms emergency evacuation, assist in the evacuation as far as is possible/required.*

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Aircraft Fire	
a) Inform ATC and the headset operator/tractor driver. *b) Apply the aircraft parking brake.* *c) Fight the fire with the onboard extinguisher, where possible.* *d) Evacuate the aircraft using onboard means, if required.*	*a) Stop the aircraft/tractor set immediately.* *b) Inform the brake/VHF operator.* *c) If safe to do so, disconnect and move the tractor to a safe distance from the aircraft, where possible.* *d) If deemed safe to do so, the headset operator/tractor driver should maintain communication with the brake/VHF operator and follow instructions.* *e) Contact supervision and emergency services to advise of the situation, as required.* *f) If brake/VHF operator confirms emergency evacuation, assist in the evacuation as far as is possible/required.*
Accident with Other Aircraft or Vehicle	
a) Contact ATC stating position and nature of the accident. *b) Listen to VHF and wait for assistance.* *c) Relay information received from ATC to headset operator/tractor driver, if applicable.*	*a) Stop the aircraft/tractor set immediately.* *b) Apply tractor parking brake.* *c) Inform the brake/VHF operator.* *d) Contact supervision, aircraft maintenance, equipment maintenance and emergency services to advise of the situation, as required.* *e) Follow instructions received from the headset/brake operator and/or wait for assistance.* *f) Do not disconnect the tractor unless specifically instructed to do so by the operator and/or ATC.* *g) If disconnecting the tractor, the aircraft must be chocked.*
Interphone Communication Failure	
If during the towing operation the interphone fails, the aircraft must be immediately stopped and an alternate means of communication established before continuing. If this is not possible, assistance must be requested.	
Visual Contact with the Wing Walkers and/or Marshaller Is Lost (if used)	
In the event that the tractor driver is unable to establish visual contact with one or both of the wing walkers or the marshaller, when required, the towing maneuver shall be stopped and not recommence until visual contact is reestablished.	



Caution:
A standard communication procedure for abnormal pushback/towing situations (e.g., towbar shear pin failure) cannot consider every possibility that may arise. Therefore, the tractor driver and brake operator shall keep each other informed. Actions should be taken using common sense, taking into account the circumstances of a particular situation.

Note: Not applicable for single man towing, separate check-list to be approved by AY (ref. AY GOM 4.9.2.7).

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4.9.6 Towing Completion

The following checklist is to be used at the end of an aircraft tow.

Table 36. Towing Completion Checklist

Action	*Performed by*	
	Brake Operator	*Tractor Driver*
Set tractor parking brake.		✓
Request the brake operator to set the aircraft parking brake.		✓
Inform ATC that towing is completed, and the frequency will be left, depending on local regulations.	✓	✓
Set the aircraft parking brake and check the pressure. Inform the tractor driver: "Parking Brake Set, Pressure Checked."	✓	
Chock the aircraft MLG.		✓
Switch off the external anti-collision lights of the aircraft.	✓	
Inform the brake operator: "Aircraft chocked".		✓
Give permission to disconnect the towbar or TWL tractor. Disconnect the tractor ground power, where applicable.		✓
Disconnect the towbar (disconnecting from the pushback tractor first, then the aircraft) or TWL tractor.		✓
Remove the steering bypass pin and activate steering.		✓
Place additional chocks, where applicable.		✓
Inform the brake operator: "Towbar/Tractor Disconnected".		✓
Release the aircraft parking brake and inform the tractor operator: "Parking Brake Off" (where applicable).	✓	
After permission from the brake operator, shut down and disconnect the tractor GPU.		✓
Install and connect a GPU.		✓
If installed, remove and stow landing *gear safety pins in the dedicated location.*		✓

Note: Not applicable for single man towing, separate check-list to be approved by AY (ref. AY GOM 4.9.2.7).

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4.10 Long-Term Parking for Aircraft

4.10.1 Introduction

Successful execution of the long-term parking operation, as well as the recovery and reintroduction of the aircraft back into service after long-term parking, requires close coordination and cooperation between all the relevant airside and aviation stakeholders, including (but not limited to) the aircraft operator, airport authority, GHSP, and maintenance provider.

AY Technical Operations / Engineering is responsible for planning, instructing and coordinating long-term parking procedures for AY aircrafts.

4.10.2 Aircraft Movement

Based on the airport parking plan, once resumption of operations begins it is important to ensure there is a well-coordinated aircraft movement plan to ensure there is no damage to the aircraft.

Notes:

8. *Ensure all procedures during aircraft ground movement are adhered to as documented in AY GOM 4.6 to 4.9.*
9. *Ensure during any abnormal operations, a robust safety risk assessment is performed, and implementation of the mitigation plan is followed.*
10. *Ensure timely consultation with the airport operator regarding the aircraft movement.*
11. *If any surface damage is observed, liaise with the airport management team as per the airport's directives.*



Caution:
After long-term parking, anticipate extra pull or push force required for aircraft wheels to exit any indentations in the pavement and/or to overcome the aircraft tires being out of round. This is to avoid shear pin breakage and/or sudden movement in direction of travel. Refer to the pushback and pull forward procedure in AY GOM 4.6.7.4.

Long-term parking of aircraft requires a variety of specific measures to be in place to ensure the continued safety, security and general airworthiness of the aircraft. These measures are specific to both manufacturer and aircraft type, and are detailed in the operator's manuals *and manufacturer's AMM. These documents must be complied with.*

4.11 Handling Duties During Cold Weather or During Long/Overnight Stops

Instructions for required additional services when cabin temperature is expected to go below +10°C during the ground time can be found from AY Winter Procedure Manual. AY Winter Procedure Manual and form Finnair 884 is available at Finnair Partner Hub.

For example, following additional services might be required:

1. Aircraft heating
2. Closing of aircraft doors, windows and hatches
3. Installation of engine covers
4. Preflight contamination check

These services shall be provided by GHSP or technical service provide, according to local contracts.

Checklist for tasks required for AY A32S -fleet aircrafts during long turnarounds shall be filled when applicable. "Check Form for Overnight and Long Turn-arounds on 32S Fleet" -document (Finnair 884) is available at Finnair Partner Hub.

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5 Load Control

5.1 Introduction

Load control is a process that ensures the production of all applicable documentation to comply with operator and regulatory authorities for the safe and secure handling on an individual flight. This includes planning, reporting and recording of the loading of the aircraft.

The load control process is comprised of the following tasks:

- *a) Load Planning*
  1. *Production of a Loading Instruction Report (LIR)*
  2. *Weight and balance calculation*
- *b) Aircraft Loading and Unloading Supervision*
  1. *Verification and recording of aircraft loading*
  2. *Communicating final loading figures*
- *c) Weight and Balance Calculation*
  1. *Loadsheet production*
  2. *Other loading documents, such as Notification to Captain (NOTOC), if applicable*
- *d) Post-Departure Messages*
  1. *Transmission of messages*
  2. *Document retention, as applicable*

5.2 Load Control Principles

[Ref. OM-A 8.1.8.2.1, AHM 590, EASA OPS CAT.POL.MAB.100, CAT.POL.MAB.105]

Load control is an essential process with the purpose of ensuring that the aircraft is safely loaded within operational limits, considering both the weight and center-of-gravity parameters.

To ensure flight safety, all items to be loaded into an aircraft must be precisely planned, documented and filed. Documented communication is required to guarantee accurate weight and balance calculations for the Pilot-in-Command (PiC) prior to an aircraft's departure.

Therefore, the load control process shall ensure for each flight:

- *a) Aircraft weight and balance conditions are correct and within limits.*
- *b) Aircraft is loaded in accordance with the specific loading instructions.*
- *c) Information about dangerous goods and other special loads is taken into account.*
- *d) The loadsheet reflects the actual loading of the aircraft, including last minute changes (LMCs).*
- *e) Operational messages are dispatched to relevant bodies.*
- *f) All approved documentation is filed for retention.*

Any person involved in the load control process shall be trained in accordance with AY GOM ANNEX F Training Program.

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5.3 Regulatory Requirements

Load control can be performed directly by the operator or by a third party. It can be performed locally or remotely.
Load control may be performed manually or with a computerized Departure Control System (DCS) approved by the operator.

5.3.1 System and Data Administration and Quality Check

[Ref. OM-A 8.1.8.6.1, EASA AIR OPS CAT.POL.MAB.100, CAT.POL.MAB.105(b)]

a) General

Head of Fleet Management is responsible for establishing and revising the following weight and centre of gravity (CG) data for every individual aircraft prior to initial entry into service and thereafter at the intervals as defined in EASA AIR OPS CAT.POL.MAB.100. The procedures are described in CAME 1.12.

1. basic weight and basic CG
2. operational CG-limits by applying margins to the certified CG-limits in AFM to compensate for the following inaccuracies in weight and/or location:
    i. inaccuracy on the initial conditions (Dry Operating Weight and Dry Operating Center of Gravity)
    ii. inaccuracy on the baggage and cargo loading (weight, actual CG and location)
    iii. inaccuracy on the passengers' boarding (passengers' weight and distribution; the latter applies only in free seating situations)
    iv. inaccuracy on the fuel (weight scatter, density)
    v. inaccuracy on the moving parts (landing gear, flaps, slats)
    vi. inaccuracy on the inflight movements in cabin (passengers, crew, trolleys)
    vii. graphical inaccuracy (drawing inaccuracy when filing the balance chart)
3. maximum operating weights and CG limitations
4. standard unit weights
5. CG effect of passengers and crew on board
6. check seating limits when area seating method is used to determine CG
7. maximum seating capacity per area
8. CG effect of fuel on board
9. maximum fuel weight per tank
10. dry operating weight and index
11. weight and CG effect of catering equipment
12. CG effect of load in cargo compartments
13. maximum load per cargo compartment
14. tables to manually determine CG (Balance Tables)

b) Departure Control Systems (DCS)

1. Head of Fleet Management is responsible for developing methods that facilitate carrying out adequate quality checks for the produced basic data.
2. Process Owner, Load Control is responsible for checking program output results to be correct based on given input and produced basic data (as defined in EASA AIR OPS CAT.POL.MAB.105(b)), if the weight and balance documentation is generated with a computer program.
3. Manager, Ground Processes and Training is responsible for checking process and ensuring that checking intervals shall not exceed 6 months. Process description is stored in Ground Operations Office in HEL.
4. If electronic signatures are used system shall log information when and where user has logged in and indicate the user in produced electronically signed documents.

c) Spreadsheet Loadsheet (backup)

1. Loadsheet produced with pre-programmed spreadsheet can be used for back-up purposes, e.g. in case of system problems on DCS (comparable to manual loadsheet).
2. PRG-CLC (Air Dispatch Prague) is responsible for the spreadsheet, development and training.
3. Process Owner, Load Control is responsible for checking spreadsheet output results to be correct based on given input and produced basic data (as defined in EASA AIR OPS CAT.POL.MAB.105(b)), if the weight documentation is generated with a spreadsheet.
4. Manager, Ground Processes and Training is responsible for checking process and ensuring that checking intervals shall not exceed 6 months. Process description is stored in Ground Operations Office in HEL.
5. Balance conditions are not calculated with spreadsheet, manual balance sheet must be issued.

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5.4 Load Control Tasks

5.4.1 Load Planning Task

5.4.1.1 General

The person charged with the load planning task shall ensure loads are planned safely and distributed in the aircraft compartments and/or holds considering all aircraft limits.

The load planner shall:

a) Check aircraft basic weight/index (BW/BI).

b) Check all items to be included in the dry operating weight/index, (DOW/DOI).

c) Check operational messages from the previous flight or leg, including any special loads, if applicable.

d) Check aircraft operational limitations or any other restrictions that may limit load planning (including any applicable MEL-items)

e) Calculate expected traffic load.

f) Check any other dangerous goods and special loads (DGSL) that require special handling and segregation.

g) Plan unit load devices (ULDs), taking into consideration the expected loading figures, the aircraft configuration and operating airline procedures.

h) Allocate loading positions for all traffic load and special loads, if applicable, taking into consideration all flight legs.

i) Calculate the estimated zero fuel weight (EZFW) and transmit to flight planning*, as applicable, for flight planning purposes.*

j) EZFW should be communicated every time there is a significant difference from the previous calculation, as separately instructed.

k) Check fuel load and distribution.

l) Perform a pre-calculation of the aircraft weight and balance to ensure the aircraft operational limits are not exceeded.

m) Give consideration to aircraft ground stability to avoid tail tipping, as per Finnair *procedures and aircraft specifications. Particular attention must be paid to the distribution of the transit load on multi-sector flights. The distribution of the load remaining in the compartments at the next station should be planned such that it meets the above condition. When this condition cannot be met, the offloading/loading sequence in the transit station shall be planned to ensure aircraft ground stability is maintained.*

Methods to ensure ground stability include use of tables or graphs to determine the weight required in forward compartments to counteract the weight to be loaded in aft compartments, or calculation of center of gravity for comparison against the applicable tipping and/or towing limit:

Method 1—a scale or table determining the distribution of the loads weight-wise, showing the weight required in the forward compartments to secure ground stability and the load to be placed in the aft compartments. (Backup procedure for Finnair in case Method 3 is not in use)

Method 2—calculation of the dead load index/%mean aerodynamic chord (MAC), which shall be forward of the dead load index limit on the balance chart and transmitted on the load message (LDM).

Method 3—dynamic calculation of aircraft ground stability using a software application that takes every movement of load into account (Primary method for Finnair).

n) Produce an LIR.

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During the planning process consideration should be given to:

- Aircraft prepared for service;
- Fuel load and distribution;
- Aircraft equipment, catering, crew etc.;
- Planned Deadload;
- Expected passenger load;
- Aircraft manufacturers' defined, and company imposed, limitations (including any applicable MEL-items);
- Carrier business rules e.g. productivity; fuel efficiency;
- Special load including IATA Dangerous Goods Regulations (DGR) and Finnair requirements (e.g., maximum quantities, separation and segregation requirements, compartment limitations);
- Efficient aircraft transportation capacity utilization;
- Center of gravity effect to fuel consumption (fuel efficiency is better when Center of Gravity is more towards aft, except A319 and A321 where best fuel economy is achieved with MACZFW between 26 and 28%);
- Loading and unloading sequence considering ground stability, punctuality, ramp resource utilizations and efficient delivery of baggage on arrival (transfer and priority baggage prioritized);
- Load priority (See AY GOM 5.4.1.1.3).

Load controller of the flight is generally responsible for load planning.

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5.4.1.1.1 Load Distribution and Baggage Segregation

When planning the distribution of the onload from one or different station(s) en route, the following points must be carefully considered:

a) On all sectors, the balance conditions of the aircraft and the total load in the compartments must be within limits.

b) Unless otherwise agreed, baggage shall be segregated (within the limitations of planned amount of ULDs) per destination and at following priority:

1. Flights to HEL
   - i. hot connection transfer baggage (BH)
     - widebody operated flights that feed morning and afternoon departure waves (flight STA to HEL is between 0500-0630 or 1330-1540 HEL local time):
       see Table 37. HEL Morning/Afternoon Wave Baggage Segregation below
     - other widebody flights: transfer time 0-75 mins
     - narrowbody flights: transfer time 0-60 mins
   - ii. transfer baggage (BT)
     - widebody operated flights that feed morning and afternoon departure waves (flight STA to HEL is between 0500-0630 or 1330-1540 HEL local time)
       see Table 37. HEL Morning/Afternoon Wave Baggage Segregation below
     - other widebody flights: transfer time 76-125 mins
     - narrowbody flights: transfer time over 60 min
   - iii. group of transfer baggage (BH/BT/BL)
     - to be performed when requested in Baggage Requirements Document
   - iv. long transfer baggage (BL)
     - widebody operated flights that feed morning and afternoon departure waves (flight STA to HEL is between 0500-0630 or 1330-1540 HEL local time):
       see Table 37. HEL Morning/Afternoon Wave Baggage Segregation below
     - other widebody flights: transfer time over 125 mins
     - not in use for narrowbody-operated flights
   - v. priority baggage (BF)
   - vi. local baggage (BB)

Table 37. HEL Morning/Afternoon Wave Baggage Segregation

Commodity	Morning Wave STD	Afternoon Wave STD
BH	before 0755	Before 1625
BT	0755-0850	1625-1715
BL	after 0850	after 1715

2. Flights to ARN, CPH, JFK, NRT or ORD
   - i. hot connection transfer baggage (BH)
     - ARN/CPH where the connecting time is 1h or less
     - JFK where the connecting time is 1h35m or less
     - NRT where the connecting time is 1h30m or less
     - ORD where the connecting time is 2h25m or less
   - ii. transfer baggage (BT)
   - iii. priority baggage (BF)
   - iv. local baggage (BB)
3. Flights to DOH
   - i. hot connection transfer baggage (BH): where the connecting time is 1h15m or less
   - ii. transfer baggage (BT): where the connecting time is 1h16m to 4h
   - iii. long transfer baggage (BL): where the connecting time is over 4h
   - iv. priority baggage (BF)
   - v. local baggage (BB)
4. All other flights
   - i. transfer baggage (BT)
   - ii. priority baggage (BF)
   - iii. local baggage (BB)

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c) On arrival, all stations shall have direct access to their offload. Baggage must be available first for immediate delivery, preferably on priority order above.
d) Where load for different stations or different commodities are carried in the same compartment, they shall be clearly separated in separate compartment sections whenever possible.
e) Reloading requirements at transit stations shall be minimized.
f) The stowing regulations for baggage, dangerous goods, live animals and other special loads must be strictly observed.
g) When feasible, priority baggage bulk loading shall be avoided.

5.4.1.1.2 Planning of Unit Load Devices (When ULD loaded)

a) Baggage
Baggage should, as a rule, be carried in containers only. Separate containers must be used for each destination and if feasible also for the different categories of baggage. Only in exceptional circumstances baggage may be loaded to same ULD with cargo or mail, for example to avoid baggage offloads or significant delay.
b) Cargo
Cargo must primarily be carried on or in ULDs designed for the accommodation of this load category.
c) Mail
Mail should in principle be carried in the bulk compartment or in containers. If extraordinary demand makes loading on pallets / igloos necessary, mail should not be mixed with cargo unless agreed by the receiving station.

5.4.1.1.3 Load Priority

[Ref. AY CHM 2.4.3]

If load must be offloaded priority of load is described in priority list below. Baggage and booked (preadviced) excess baggage has the same priority as the customer concerned. Customer priority list (codes under A3, B1 and C1) can be found in ANNEX A 3.1.

PRIORITY LIST:

a) Top Priority Load
    1. A1 Urgently needed spare parts for Finnair aircraft on ground (AOG)
    2. A2 Urgent medical or other life-saving material (SHL) and organ transplants intended to save human lives (LHO)
    3. A3 Firm Non-Offloadable Passengers, priority codes 10-20 (See ANNEX A 3.1)
b) Booked Load
    1. B1 Firm Offloadable Passengers, priority codes 30-50 (See ANNEX A 3.1)
    2. B2 Mishandled baggage of passengers
    Note: on cargo-only flights, cargo has higher priority than mishandled baggage
    3. B3 Booked revenue cargo as follows:
        i. Diplomatic cargo (DIP), Valuable and Vulnerable cargo (VAL/VUN), Live animals (AVI/SPF), Human remains (HUM/HUU) and Cargo Product “First” (Finnair Cargo uses imp code XPS for First product)
        ii. Perishable cargo, such as time-and-temperature sensitive pharmaceuticals (not included in SHL), foodstuff, flowers, fresh fish and meat etc. (PIL, PER, PES, PEM, PEF, PEP)
        iii. All other Cargo
    4. B4 Mail
c) Stand-by Load
    1. C1 Standby Passengers, priority codes 60-90 (See ANNEX A 3.1)
d) Empty ULDs

Notes:

1. Crew bags (D), technical equipment or baggage of mechanics onboard, Flight Kit (FKT), Equipment in Compartment (EIC) or Catering equipment or food supply in compartment (CSU) shall not be offloaded unless agreed with AY OCC
2. Concerning cargo and mail Finnair Cargo (Network Supervisors / cargo.networksupervisors@finnair.com) may due to commercial reasons deviate the abovementioned priority list

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5.4.1.2 Loading Instruction Report

a) An LIR shall be issued for each departing flight to ensure all safety parameters specific to each flight are adhered to.

b) Complete load distribution for the departing flight, using provisional data and adhering to the segregation policy, as per AHM 514 and AHM 515 and AY GOM 5.4.1.1.1.

c) Indicate all information that could affect loading in the Supplementary Information (SI) section.

d) Refer to AHM 514 and AY GOM 5.4.1.2.2 *for electronic data processing (EDP) LIR and AHM 515* and AY GOM 5.4.1.2.1 *for manual LIR.*

e) LIR revisions shall be immediately communicated via appropriate means to loading staff.

5.4.1.2.1 Manual Loading Instruction / Report

[Ref. AHM 515]

1. Description of Manual Loading Instruction / Report (aircraft equipped with ULD's)

Heading

The heading of the form must be filled in by the Loadsheet Agent/Load planner.

Ref Nbr	Printed Heading	Description	M/C/O
1	Station	Three-letter IATA airport code of issuing station	M
2	Flight	Flight number of the flight for which the instructions are issued	M
3	Date	Local date	M
4	A/C reg.	Aircraft registration	M
5	Prepared by	Name in capital letters	M

General information

Weight limitations must be filled in by the Loadsheet Agent/Load planner if not pre-printed on the form.

Ref Nbr	Printed Heading	Description	M/C/O
6		Compartment/net section/ULD bay identification	M

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Arrival

Off load, reload and transit load information must be filled in by the Loadsheet Agent/Load planner for transit flights.

Ref Nbr	Printed Heading	Description	M/C/O
7	Arrival	The arrival information shall include details of the load per ULD bay and bulk compartment copied from the incoming CPM. For multi-sector flights indicate destination using the three-letter IATA airport codes. Followed by the IATA ULD identification code. Followed by category of load, i.e. Baggage (B), Cargo (C) and Mail (M) (…). Note 1: When several load categories are used in one ULD, detail each load category one after another, separated by a slash. Note 2: For containers loaded with baggage enter the available volume next to the baggage code e.g. B.0, F.2. Followed by weight (weight entries for baggage ULD's are optional) Followed by all IMP codes (Codes for loads requiring special attention and Dangerous Goods, incl. all risks involved). If necessary give further instruction under "Special Instructions". Example: 21P BKK/PAG1234AY/C/1250/AVI	C

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Loading Instructions

The loading instructions must be completed by the Loadsheet Agent/Load planner.

Ref Nbr	Printed Heading	Description	M/C/O
8	Loading Instruction	Show in this part the location of joining ULD's and bulk load. For multi-sector flights indicate destination using the three-letter IATA airport codes. Followed by the IATA ULD identification code. Followed by category of load, i.e. Baggage (B), Cargo (C) and Mail (M) (...). Note: For containers loaded with baggage enter the available volume next to the baggage code e.g. B.0, F.2. Followed by weight (For baggage, number of pieces may be used in lieu of weight if required, provided that 'PCS' follows the number. Followed by all IMP codes (Codes for loads requiring special attention and Dangerous Goods incl. all risks involved). If necessary give further instruction under "Special Instructions". Example: 21P BKK/PAG1234AY/C/1250/AVI Indicate ULD's to be topped-up with the text (TOPUP) in brackets. For empty ULD's write 'X'. Write 'N' or 'NO FIT' when a ULD position is to be left empty. Show transit ULD's which remain on the same position, i.e. which are not topped-up or re sequenced with the text (TRANSIT) in brackets.	M
9	Special Instructions	Under this heading give instructions for: goods which require special handling or stowage, e.g. live animals, dangerous goods etc. lashing and supporting of heavy items (bulk compartment) securing of items which may cause a hazard relocation of transit ULD's In addition to the specific instructions mentioned above, any other information which may be useful for the Loading Supervisor may be given in this part, e.g. summary of planned onload, Airway Bill Number of special cargo items, etc. Note: The absence of special instructions does not preclude the person responsible for the physical loading from restraining individual items which may cause a hazard e.g. high density or awkward shaped cargo.	C

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Loading Report

The loading report must be completed by the Loading Supervisor. The entries must be made continuously while loading is in progress.

Ref Nbr	Printed Heading	Description	M/C/O
10	Report / Deviations	Actual load details per ULD position or bulk compartment or deviations from original instructions. Where the load at any position is unchanged at the transit station the entries are the same as in the "ARRIVAL". When a change has occurred the new situation must be reported. For multi-sector flights indicate destination using the three-letter IATA airport codes. Followed by the IATA ULD identification code e.g. PAG, PMC, AKE. Followed by category of load, i.e. Baggage (B), Cargo (C) and Mail (M) (...). Note 1: When several load categories are used in one ULD, detail each load category one after another, separated by a slash. Note 2: For containers loaded with baggage enter the available volume next to the baggage code e.g. B.0, F.2. Followed by weight (For baggage, number of pieces may be used in lieu of weight if required, provided that 'PCS' follows the number. Followed by all IMP codes (Codes for loads requiring special attention and Dangerous Goods incl. all risks involved). If necessary give further instruction under "Special Instructions". Example: 21P BKK/PAG1234AY/C/1250/AVI Important: The weights taken from the container pallet tags must be compared with those of the Loading Instruction. In case of discrepancies the Loadsheet Agent/Load planner must be informed immediately.	M
11	CPT Total	Actual total weight per compartment. (optional when baggage loaded)	C
12	Notes	Any additional information to be communicated to Loadsheet agent.	O

Signatures

Ref Nbr	Printed Heading	Description	M/C/O
13	Name and Signature	Name and signature of responsible Loading Supervisor. He/she confirms that the aircraft has been loaded in accordance with the instructions, including the deviations shown on the report, and the ULD's and bulk load have been secured in accordance with company instructions.	M

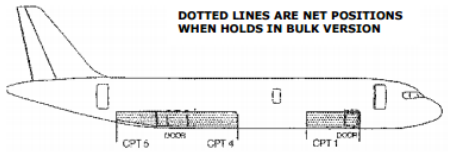
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2. Specimen Form, Aircraft equipped with ULD's (horizontal layout)

Station ①	Flight ②	Date ③	A/C Reg. ④	Prepared by ⑤

	AFT BULK HOLD COMPARTMENT 5	AFT CONTAINER/PALLET/BULK HOLD COMPARTMENT 4		FWD CONTAINER/PALLET/BULK HOLD ⑥ COMPARTMENT 1		NOTES: ⑫
ARRIVAL ⑦	5	42	41	12	11	
		DOOR		DOOR		
LOADING INSTRUCTION ⑧	5	42	41	12	11	
		DOOR		DOOR		
SPECIAL INSTRUCTIONS ⑨						
REPORT / DEVIATIONS ⑩	5	42	41	12	11	
		DOOR		DOOR		
	CPT 5 TOTAL _____	CPT 4 TOTAL _____		CPT 1 TOTAL ⑪ _____		



DOTTED LINES ARE NET POSITIONS WHEN HOLDS IN BULK VERSION

CPT 1	BULK	MAX.	2268 KG
	ULD	MAX.	2268 KG
CPT 4	BULK	MAX.	3021 KG
	ULD	MAX.	2268 KG
CPT 5	BULK	MAX.	1497 KG

This aircraft has been loaded in accordance with these instructions including the deviations shown on the report. The containers/pallets and bulk load have been secured in accordance with company regulations.

⑬ _____
Name and Signature

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5.4.1.2.2 EDP Loading Instruction / Report

[Ref. AHM 514]

Reference numbers that are used in this procedure refer to the numbers that are shown in the attached specimens. The format to be used is shown in the attached specimens.

Table 38. EDP Loading Instruction / Report Table of Format

Ref No.	Printed Heading	Definition/Description	Format/Example	M/C/O
Part 1. Heading				
1	FROM	Three-letter IATA code of airport of departure	e.g. HEL	M
2	TO	Three-letter IATA code of airport of first intended landing	e.g. ARN	M
3	FLIGHT	Flight number	as per AY GOM 5.4.3.1.1.4	M
4	A/C REG	Aircraft registration	as per AY GOM 5.4.3.1.1.4	M
5	VERSION	Version/configuration code of aircraft	as per AY GOM 5.4.3.1.1.4	M
6	GATE	Departure gate	maximum 5 alpha-numerics, e.g. 33A	O
7	TARMAC	Aircraft position on tarmac	maximum 5 alpha-numerics, e.g. 912	O
8	DATE	Local scheduled departure date	e.g. 13OCT17	M
9	TIME	Local time of issue of this edition	e.g. 2200	O
10	EDNO	Edition number	maximum 2 numerics, e.g. 01	O

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Ref No.	Printed Heading	Definition/Description	Format/Example	M/C/O
Part 2. General Information				
11	PLANNED JOINING LOAD	Summary of the estimated joining load by destination and class/load	see example	O
12	JOINING SPECS	Joining special loads	see example	O
13	TRANSIT SPECS	Special loads in transit	see example	C
14	RELOADS	Information relating to repositioning of transit load	e.g. 12 TO 41	C

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Ref No.	Printed Heading	Definition/Description	Format/Example	M/C/O
Part 3. Loading Instruction				
15	CPT	Compartment followed by identifier and optional description of compartment location	e.g. CPT 3	M
15.1	MAX	Maximum structural weight followed by compartment combination limitations	e.g. 03021 see example	O
15.2		Position/Bay/net section followed by ULD identification code, if available	see example	C
16	OFFLOAD/TRANSIT/ONLOAD	Self-explanatory	see example	M (2, 3)
16.1	OFFLOAD	Load/ULDs to be off-loaded from a specific location	see example	O (1)
16.2	TRANSIT	Transit load per compartment/location	see example	C
16.3	ONLOAD	Joining load by destination, category and weight. For baggage, number of pieces may be used in lieu of weight if required, provided that 'PCS' follows the number.	see example	C (4)
17	SPECS	Special loads, if any. All IMP codes (Codes for loads requiring special attention and Dangerous Goods, incl. all risks involved).	see example	C

(1) Not in use for AY EDP LIR format.
(2) For each container and pallet location there must be an entry in the corresponding location in the loading instruction. Positions to be left empty must be indicated by the letter 'N' or as 'NO FIT', 'NO FITS' are to shown to the next destination. Positions occupied by empty ULDs must be indicated by the letter 'X' followed by a slash and the appropriate tare weight. Empty ULDs must be shown to the next destination unless otherwise specified.
(3) The weight of the special loads is included in these elements.
(4) Where load for more than one destination is located on a single loading position, each destination must be shown on a separate line.

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Ref No.	Printed Heading	Definition/Description	Format/Example	M/C/O
Part 4. Loading Report				
18	REPORT	ULD identification code if not complete in ref. no. 15.2. Load commodity and actual total weight per position/bay/section and compartment including any deviation. For baggage, number of pieces may be used in lieu of weight if required, provided that PCS's follows the number. If there are no deviations to planned load (Ref. no. 16.2 or 16.3) it shall be clearly marked, e.g. with check-sign (✓) next to planned load. If loaded weight of commodity differs from planned, strike out planned weight and enter loaded weight. To be completed by the person responsible for loading.	see example	M

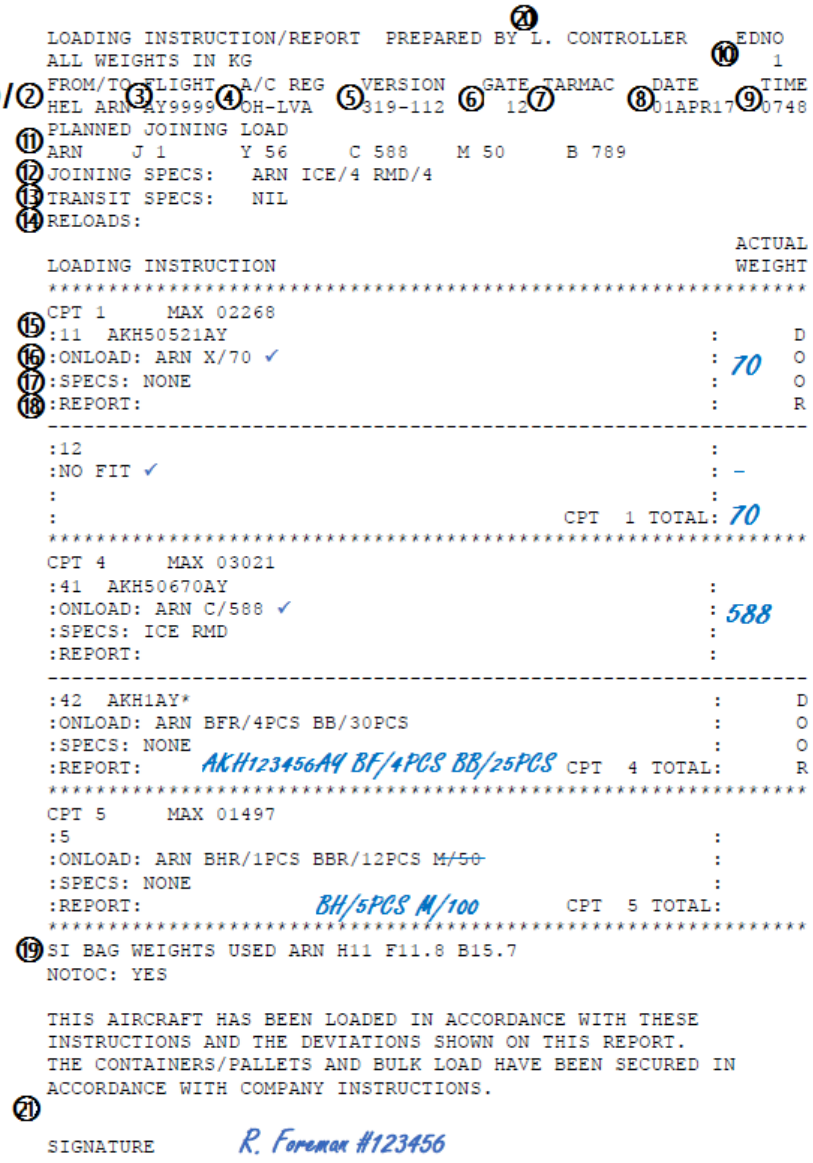
Ref No.	Printed Heading	Definition/Description	Format/Example	M/C/O
Part 5. Supplementary Information				
19	SI	Supplementary information in free format		O

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Ref No.	Printed Heading	Definition/Description	Format/Example	M/C/O
Part 6. Signatures				
20	PREPARED BY	Identification of the agent responsible for the preparation of the loading instruction		M
21	SIGNATURE	Loading certificate according to company policy signed by the person responsible for loading	see example	M

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Picture 56. Example of Completed EDP Loading Report



LOADING INSTRUCTION/REPORT PREPARED BY L. CONTROLLER EDNO 1
ALL WEIGHTS IN KG

FROM/TO	FLIGHT	A/C REG	VERSION	GATE	TARMAC	DATE	TIME
HEL ARN	AY9999	OH-LVA	319-112	12		01APR17	0748

PLANNED JOINING LOAD
ARN J 1 Y 56 C 588 M 50 B 789
JOINING SPECS: ARN ICE/4 RMD/4
TRANSIT SPECS: NIL
RELOADS:

LOADING INSTRUCTION — ACTUAL WEIGHT

CPT 1 MAX 02268
:11 AKH50521AY : D
:ONLOAD: ARN X/70 ✓ : 70 O
:SPECS: NONE : O
:REPORT: : R
:12 :
:NO FIT ✓ : –
: :
: CPT 1 TOTAL: 70

CPT 4 MAX 03021
:41 AKH50670AY :
:ONLOAD: ARN C/588 ✓ : 588
:SPECS: ICE RMD :
:REPORT: :
:42 AKH1AY* : D
:ONLOAD: ARN BFR/4PCS BB/30PCS : O
:SPECS: NONE : O
:REPORT: AKH123456AY BF/4PCS BB/25PCS CPT 4 TOTAL: R

CPT 5 MAX 01497
:5 :
:ONLOAD: ARN BHR/1PCS BBR/12PCS ~~M/50~~ :
:SPECS: NONE :
:REPORT: BH/5PCS M/100 CPT 5 TOTAL:

SI BAG WEIGHTS USED ARN H11 F11.8 B15.7
NOTOC: YES

THIS AIRCRAFT HAS BEEN LOADED IN ACCORDANCE WITH THESE INSTRUCTIONS AND THE DEVIATIONS SHOWN ON THIS REPORT.
THE CONTAINERS/PALLETS AND BULK LOAD HAVE BEEN SECURED IN ACCORDANCE WITH COMPANY INSTRUCTIONS.

SIGNATURE R. Foreman #123456

5.4.1.3 Offloading Instructions

Finnair does not issue OIR.

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5.4.1.4 Notification to the Captain

The NOTOC is used to inform the PiC of DGSL carried as cargo or mail.

The cargo department is responsible for providing DGSL information in legible written, printed or digital, form and transmitting it to the person charged with the load planning task. The load planner shall produce the LIR taking into consideration DGSL information, their compatibility and segregation criteria.

The information contained in the NOTOC shall be made available to the person charged with the aircraft loading and supervision task. The person shall:

a) Verify that DGSL are not damaged or leaking.
b) Ensure the correct positioning of DGSL as per the LIR and NOTOC.
c) Report actual loading position.
d) Sign the NOTOC.
e) Deliver the signed NOTOC to PiC for signature.

The NOTOC must be issued in an adequate number of copies to provide information to all concerned and for file retention.

DGSL information shall be made available to the next downline airport before the flight arrives.

For NOTOC, refer to the current IATA Dangerous Goods Regulations (DGR) and AY GOM 5.10.

5.4.2 Supervision of Aircraft Loading and Unloading

For the task of supervision of aircraft loading and unloading, refer to AY GOM 4.5.1.

5.4.3 Weight and Balance Calculation Task

5.4.3.1 General

The objective of the weight and balance calculation task is to ensure a final and accurate loadsheet is issued and has been cross-checked with:

a) Final LIR from the person in charge of the loading supervision task
b) Final passenger close-out data
c) Final fuel figures
d) All aircraft operational and structural limitations for the appropriate aircraft registration (including any applicable MEL-items)

Notes:

1. *If a preliminary loadsheet is produced, one or more criteria may not have been finalized.*
2. *The person charged with the weight and balance calculation task shall ensure all data is finalized or confirmed for manual or electronic loadsheet production.*

e) A loadsheet accuracy check continuously performed prior to the production or transmission of the final loadsheet with:

1. *Correct flight number and date (flight identifier)*
2. *Correct aircraft registration*
3. *Correct DOW/DOI used according to aircraft type, registration, version, number of crew, pantry* and potable water (when applicable)
4. *Underload (total traffic load not exceeding allowed traffic load)*
5. *Correct entry of final fuel figures*
6. *Correct entry of transit load data from incoming LDM/*CPM*/loadsheet*
7. *Correct passenger close-out data*
8. *ULD tare weight for containerized aircraft*
9. *Hold baggage weight and gate delivery items*
10. *Actual loading positions of DGSL indicated on the NOTOC, if applicable*
11. *Balance calculation and conditions of loaded aircraft, including LMCs, are within prescribed limits*
12. Ground stability limits are not exceeded
13. *Loadsheet shall be checked against the final LIR and other information related to the actual load*
14. *Any* Finnair-specific *requirements are adhered to, if applicable*
15. *All specified documents shall be signed by means of manual or electronical identifiers*

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f) Loadsheet format and contents shall meet the minimum criteria set in AHM 516, AHM 517, AHM 518, AY GOM 5.4.3.1.1.3, 5.4.3.1.1.4 and 5.4.3.1.1.5.

g) The signed loadsheet shall then be delivered to the PiC, either as a manual or digital hard copy or in Aircraft Communication Addressing and Reporting System (ACARS) format.

h) Any changes occurring after the final loadsheet has been produced must be accounted for by either production of a new edition of the loadsheet or via the documented LMC process as per Finnair *procedures.*

i) If a discrepancy is discovered after the final loadsheet has been issued, the pilot in command shall be informed via the available channels without delay and provided with relevant and requested information to prevent unsafe takeoff and/or landing.

Any discrepancy in weight and balance documentation shall be reported to the person responsible for the weight and balance calculations and to Finnair using Ground Safety Report (GSR).
Load controller of the flight is responsible for the weight and balance calculations.

5.4.3.1.1 Production of Loadsheet

In order to produce the Loadsheet, the following criteria shall be met:

a) Passenger acceptance finalised
b) All hold load confirmed
c) Fuel figures finalised
d) Crew configuration confirmed
e) All Finnair specific requirements are confirmed

Load control may release a Preliminary Loadsheet with one or more of the above criteria not yet finalized except fuel figures.

The Load controller shall confirm that all aircraft limitations are adhered to before any Loadsheet is released (including any applicable MEL-items).

Applicable use of ballast shall be considered as per AHM 537 and Finnair procedures (see ANNEX C 2.2).

Loadsheet and balance conditions shall be checked, loadsheet (and balance table when applicable) shall be signed and delivered to the pilots.

Final loadsheet shall be issued as soon as all required data is available. However, even under time pressure correctness of final loadsheet must be assured by the load controller of the flight before the loadsheet is issued.

5.4.3.1.1.1 Aircraft Related Data for Load Control

5.4.3.1.1.1.1 Basic Weight and Indexes

Basic weight and index include all items except crew, pantry, usable fuel and traffic load.
Basic weights and indexes, version numbers and form numbers for valid balance tables are available in Finnair Partner Hub.
For DCS outage situations CLC-offices shall have digital offline copy or hard copy available at CLC locations.
Updates shall be informed to CLC's, e.g., via e-mail.

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5.4.3.1.1.1.2 Dry Operating Weight and Indexes

Dry operating weights and indexes and corrections to DOW/DOI figures are available in Finnair Partner Hub.
For DCS outage situations CLC-offices shall have digital offline copy or hard copy available at CLC locations.
Updates shall be informed to CLC's, e.g., via e-mail.

When adjustments to DOW/DOI values are required, loadcontroller of the flight shall make applicable correction to weight and balance calculations. In Altéa FM these adjustments are updated as Service Weight Adjustment (SWA).
Some scenarios are pre-defined in AY Altéa FM SWA options:

- Stretcher in cabin
  - SWA name "Stretcher"
  - information to load control from AY Maintenance Planner
- Additional medical oxygen bottles in cabin provided by AY
  - SWA names "Med Oxygen 01", "Med Oxygen 02" etc. according to number of medical oxygen bottles
  - Information to load control from AY Maintenance Planner

5.4.3.1.1.1.3 Weight of Catering

The weight of catering supplies stowed in galleys such as food beverages, dishes, cups, glasses, trays etc. are already included in dry operating weight (DOW) and dry operating index (DOI) figures published for each pantry code.

For load control purposes, catering supplies stowed in the galleys are identified by letters (pantry codes). Pantry code Z is applied when no catering supplies are carried in galleys.

Pantry code list is stored in Finnair Partner Hub.

Finnair Kitchen Load Planning Lead is responsible for arranging and supervising the procedure to establish and publish pantry codes and maintain correct allocation of pantry codes to applicable flights in AY DCS.

Updates shall be informed to AY Technical OPS Weight and Balance Engineers, Finnair Ground Operations, AY DCS IT Development Manager and CLC offices.

Catering equipment carried in compartments must be considered as additional load in weight and balance calculations. Weights are received from Finnair Kitchen to the CLC offices.

In case weight of catering equipment to be transported in galleys or compartments is exceptionally not known and needs to be calculated / adjusted for weight and balance purposes, flight crew or cabin crew can communicate catering units per cabin galley / compartment to loadcontrol. Following catering unit weights can be used:

Table 39. Catering Equipment Standard Weights

Unit type	Empty	Half full	Full
Oven (OV)	5 kg	9 kg	13 kg
Half-size Trolley (HT)	16 kg	25 kg	40 kg
Standard Trolley (ST)	24 kg	45 kg	65 kg
Standard Unit (SU) (e.g. Atlas box)	4 kg	8 kg	10 kg

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5.4.3.1.1.2 Standard Weight Values

[Ref. OM-A 8.1.8.3, 8.1.8.5, EASA AIR OPS CAT.POL.MAB.100]

5.4.3.1.1.2.1 The Policy for Using Standard and/or Actual Weights

It is the Company policy to favor the use of actual weights (if known) when determining the weight of deadload. For other operating items and traffic load standard weights are favored. If there is any reason to expect actual weights to deviate significantly from standard weight, weights must be determined by weighing or by adding an adequate weight adjustment. In such a case the Commander shall be advised that a non-standard method has been used for determining the weight of the load and that this method is stated in the weight and balance documentation.

5.4.3.1.1.2.2 Passengers

Weight value separation for males and females is preferred.
As an alternative, 'All Adult' weight values can be used when more practical.
For adult passengers with undisclosed or unspecified gender (U or X, regulatory gender – other), male or adult weight shall be used in weight and balance calculations.

Table 40. Standard Weights of Passengers including Carry-on Baggage (kg)

PASSENGER WEIGHT CATEGORY	STANDARD (all flights except EAST)	EAST[a]
ADULT	91	83
MALE	95	88
FEMALE	78	69
CHILDREN[b]	35	35
INFANT[c]	0	0

Notes:

a) Weight category EAST applicable for scheduled flights (flight number range AY001-200) to/from: HKG, HND, ICN, KIX, NGO, NRT, PVG.
b) A child is considered to be a person 2-11 years old.
c) The weight of infants under 2 years old carried by an adult is not considered. Infants occupying separate passenger seats must be considered as children (35 kg).

5.4.3.1.1.2.3 Passenger Weights Significantly Deviating from Standard Weights

On any flight carrying a significant number of passengers whose weights, including carry-on baggage, are expected to significantly deviate from the standard passenger weights, an estimated correction to the standard weight has to be made. The correction has to be indicated on the weight and CG documentation. Whenever possible, actual weights must be used and this has to be indicated on the weight and CG documentation.

5.4.3.1.1.2.4 Baggage

Actual baggage weights shall be used for weight and balance calculations of all flights whenever it is possible. When actual weights are used, appropriate marking must be made on the weight and CG documentation. If usage of actual baggage weight is not possible then standard baggage weights according to table below shall be used.

Table 41. Standard Weights of Checked Baggage (kg)

TYPE OF FLIGHT	BAGGAGE STANDARD WEIGHT
Domestic [1, 2]	11
Within the European region [1, 3]	13
Intercontinental [1, 4]	15
All other	13

[1] Holiday charters included.

[2] Domestic flight means a flight with origin and destination within the borders of one state.

[3] Flights within the European region mean flights, other than domestic flights, whose origin and destination are within the area specified in AY GOM 5.4.3.1.1.2.9.

[4] Intercontinental flight means flights beyond the European region with origin and destination in different continents.

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5.4.3.1.1.2.5 Baggage Weights Significantly Deviating from Standard Weights

In case where standard baggage weight is used and significant quantity of baggage are suspected of significantly deviate from the standard values check-in, operations and loading personnel must inform load controller of the flight. Load control personnel must take appropriate action and proper adjustments must be made to weight and balance calculations. The correction has to be indicated on the weight and CG documentation.

5.4.3.1.1.2.6 Cabin Baggage Loaded in Hold

Actual weight for cabin baggage loaded to hold shall be used for load reporting to load control and weight and balance calculations. If actual weight is not known standard weight of 8KG per piece shall be used for weight and balance calculations.

5.4.3.1.1.2.7 Crew

Table 42. Standard Weights for Crew

Category	Standard weight
FLIGHT CREW / TECHNICAL CREW	85 kg Including carry-on baggage
CABIN CREW	75 kg Including carry-on baggage

5.4.3.1.1.2.8 Crew Baggage

Similar baggage weights as defined in 5.4.3.1.1.2.4 shall be used for crew baggage.
Weight of crew baggage shall be added to published DOW/DOI values.

5.4.3.1.1.2.9 The Area for Flights within the European Region

Flights within the European region are flights conducted within the following area (as depicted in Picture 57. European Region below):

Table 43. European Region Areas

N7200	E04500
N4000	E04500
N3500	E03700
N3000	E03700
N3000	W00600
N2700	W00900
N2700	W03000
N6700	W03000
N7200	W01000
N7200	E04500

Picture 57. European Region



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5.4.3.1.1.3 Manual Loadsheet

[Ref. AHM 516, Appendix 7 to OM-A 8.1.8]

Manual loadsheet form must correspond with the IATA AHM 516.

The original and copies are to be distributed as follows:

a) original for flight crew
b) second copy for flight file. Refer to AY GOM ANNEX E 12.1.

The loadsheet shall be prepared according to the following instructions:

a) the reference number refer to those as stated in the specimen loadsheet
b) the description is divided in eight parts
c) Ref. Nos. 1-7 should be completed only when the LDM is sent manually

The items in the shaded areas of loadsheet constitute the LDM.

Table 44. Manual Loadsheet

Part 1. Addresses and Heading					
Ref. No.	Printed Heading	Definition / Description	Format / Example	M/C/O	Remarks
1	Priority	Telex priority indicator	e.g. QU or QX	C/O	
2	Address(es)	Teletype address(es) for LDM as required	e.g. HELRMAY	C/O	
3	Originator	Teletype address of originator	e.g. ARNKLXH	M/O	Always to be shown
4	Recharge	Telex recharge facility	e.g. AY/	C/O	
5	Date/time	Date and time group when manual LDM is sent (UTC)	Format: ddHHmm e.g. 120111	M/O	
6	Operators initials	Self explanatory	e.g. AY	O/O	
7	LDM	Standard message indicator for a loadmessage	Format: LDM	M/O	Pre-printed
8a	Flight	Flight number with operational suffix if applicable	Format: Two or three character airline code followed by up to eight characters for the flight number and one character for the suffix. e.g. AY123	M	
8b		Identifier	Format: 2 characters preceded by an oblique for scheduled UTC date of departure out of the initial point of departure for that flight number. e.g. /15	M	May be included in the 11 characters on Ref. No. 8a.
9	A/C reg.	Aircraft registration	Format: 2-10 characters. No hyphen to be shown and/or transmitted. e.g. OHLZA	M	
10	Version	Version/configuration code of aircraft used by carrier	1-12 characters e.g. J16Y172	M	
11	Crew	Number of crew excluding crew travelling as passengers. Cockpit crew followed by cabin crew.	Fornat: 3-7 characters e.g. 2/5	M	Crew figures must be separated by an oblique
12	Date	Local date of completion at departure station	e.g. 29JAN14	M	Local date

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Part 2. Operating Weight Calculation					
Ref. No.	Printed Heading	Definition / Description	Format / Example	M/C/O	Remarks
13	Basic Weight	The “Basic Empty Weight” or “Fleet Empty Weight” and includes all fixed equipment, system fluids, unusable fuel and configuration equipment including galley structure		C	No entries to be made if carrier is publishing dry operating weights
14	Crew	Weight of crew members shown under Ref. No. 11		C	
15	Pantry	Weight of pantry and additional unmanifested catering material transported in the galley		C	No entries to be made if carrier is publishing dry operating weights
16		Spare line for adjustments to the basic weight		C	
17	Dry Operating Weight	The “Basic Weight” plus “Operational Items”, such as crew, crew baggage, flight equipment and pantry.		M	Sum of items 13, 14, 15 and 16
18	Take-off Fuel	The calculated amount of fuel on board at take-off		M	
19	Operating Weight	Sum of items 17 and 18		M	

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Part 3. Allowed Traffic Load Calculation					
Ref. No.	Printed Heading	Definition / Description	Format / Example	M/C/O	Remarks
20	Maximum Weight for Zero Fuel	Maximum structural or restricted Zero Fuel Weight		M	For maximum weights refer to ANNEX D Aircraft Guide
21	Maximum Weight for Take-off	Maximum structural or restricted Take-off Weight		M	For maximum weights refer to ANNEX D Aircraft Guide
22	Maximum Weight for Landing	Maximum structural or restricted Landing Weight		M	For maximum weights refer to ANNEX D Aircraft Guide
23	Trip Fuel	The amount of fuel planned to be consumed from take-off to the station of first intended landing		M	
24	Allowed Weight for Take-off	Self-explanatory, use lowest of items 24a, b or c		M	
25	Allowed Traffic Load	Difference between 19 and the lowest of 24 a, b or c		M	

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Part 4. Load Information per Destination and Totals					
Ref. No.	Printed Heading	Definition / Description	Format / Example	M/C/O	Remarks
26	Dest.	Three letter IATA airport code of destination airport	e.g. JFK	M	Ref. Nos. 26-44 referring to an individual destination
27	No. of Passengers	Total number of transit passenger(s), including PAD(s)	Format according Ref. No. 29	C	
28	No. of Passengers	Total number of joining passenger(s), including PAD(s)	Format according Ref. No. 29	C	
29	No. of Passengers	Total number of passenger(s) onboard. Sum of Ref. Nos. 27 and 28 and LMC		C	LDM
		Option 1: Adult/Children/Infant (Columns A/F, CH and INF must be used)	e.g. 123/22/3		
		Option 2: Male/Female/ Children/Infant (Columns M, A/F, CH and INF must be used)	e.g. 76/94/22/3		
		Note: If there is a deadload to this destination but no passengers, zeros must be filled in.	e.g. 0/0/0 0/0/0/0		
		If there is no traffic load to this destination, enter NIL	e.g. NIL		
30	Cab Bag	Additional cabin baggage weight not included in standard passenger weight. Split-up in: Transit, Joining and Total, including LMC		O	
31	Total Tr.	Weight of transit deadload (to be obtained from incoming LDM or loadsheet)		C	
32	Total B	Weight of joining baggage excluding Ref. No. 30		C	
33	Total C	Weight of joining cargo		C	
34	Total M	Weight of joining mail		C	
35	Total T	Total weight of deadload. Sum of Ref. Nos. 31-34 and LMC		C	LDM
36	Distribution	Weight distribution of the different load categories per compartment.		C	
37		Total weight of deadload (transit deadload plus joining baggage, cargo, mail and LMC) per compartment. Entries to be made only for compartments holding load.		C	LDM
	Remarks				
38	PAX	Seat(s) occupied by transit passenger(s) per class, including PAD(s) (Ref. No. 27)		C	
39		Seat(s) occupied by joining passenger(s) per class, including PAD(s) (Ref. No. 28)		C	
40	.PAX/	Total seat(s) occupied by outgoing passenger(s) per class, including PAD(s) and LMC. Sum of Ref. Nos. 38 and 39.	e.g. PAX/2/111	C	LDM. On a one class aircraft PAX information may be omitted. If

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					transmitted it must be in the standard format.
41	PAD	Seat(s) occupied by transit PAD(s) per class		C	
42		Seat(s) occupied by joining PAD(s) per class		C	
43	.PAD/	Total seats occupied by outgoing PAD(s) by class, including LMC. Figure group of each class to be separated by an oblique. All PAD(s) are included in the class distribution.	e.g. .PAD/3/2	C	LDM. If no PAD(s) are on board, PAD information may be omitted. If transmitted it must be in the standard format, e.g. PAD/0/0
44		Additional remarks as per Annex C 4.	e.g. .RRY/1/6	C	LDM
45		Total number of passenger(s) split by gender		C	Total of all destinations
46		Total weight of cabin baggage		C	Total of all destinations
47		Total weight of deadload. Sum of Ref. Nos. 31, 32, 33 and 34		C	Total of all destinations
48		Total weight of deadload per compartment		C	Total of all destinations
49		Total number of seats occupied by passengers per class. Sum of Ref. Nos. 38 and 39		C	Total of all destinations
50	Total Passenger Weight	Total passenger weight is calculated according to company procedures based on the figures of items in Ref. No. 45		C	Total of all destinations
51	Total Traffic Load	The total weight of passengers, baggage, cargo and mail. Operational items not included in DOW, e.g. pallets, nets, must be added to the cargo weight figures		M	
52	Underload	Underload before LMC. Ref. No. 25 minus 51.		M	

Part 5. Actual Gross Weight Calculation					
Ref. No.	Printed Heading	Definition / Description	Format / Example	M/C/O	Remarks
53	Zero Fuel Weight	Actual zero fuel weight. Sum of Ref. Nos. 17 and 51.		M	
54	Take-off Weight	Actual take-off weight. Sum of Ref. Nos. 18 and 53.		M	
55	Landing Weight	Actual landing weight. Ref. No. 54 minus Ref. No. 23.		M	

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Part 6. Last Minute Changes					
Ref. No.	Printed Heading	Definition / Description	Format / Example	M/C/O	Remarks
56	Dest.	Destination of LMC		C	
57	Specification	Kind of LMC		C	
58	CL/CPT	Class/compartment and/or position		C	
59	+/-	Identification of on or off-load		C	
60	Weight	Weight of LMC stated in Ref. No. 57		C	
61	LMC total +/-	Identification of LMC, sum total		C	
62	(LMC total weight)	Total weight of all LMC		C	
63	LMC	Weight of Ref. No. 62		O	

Part 7. Supplementary Information and Notes					
Ref. No.	Printed Heading	Definition / Description	Format / Example	M/C/O	Remarks
64	SI	Supplementary Information to be included in LDM. Unformatted entries or remarks the company requires to be mentioned in this area.		O	
65	Notes	Information not transmitted with LDM	To be used for information to the flight crew. E.g. NOTOC requirement, non-standard fuel distribution	O	

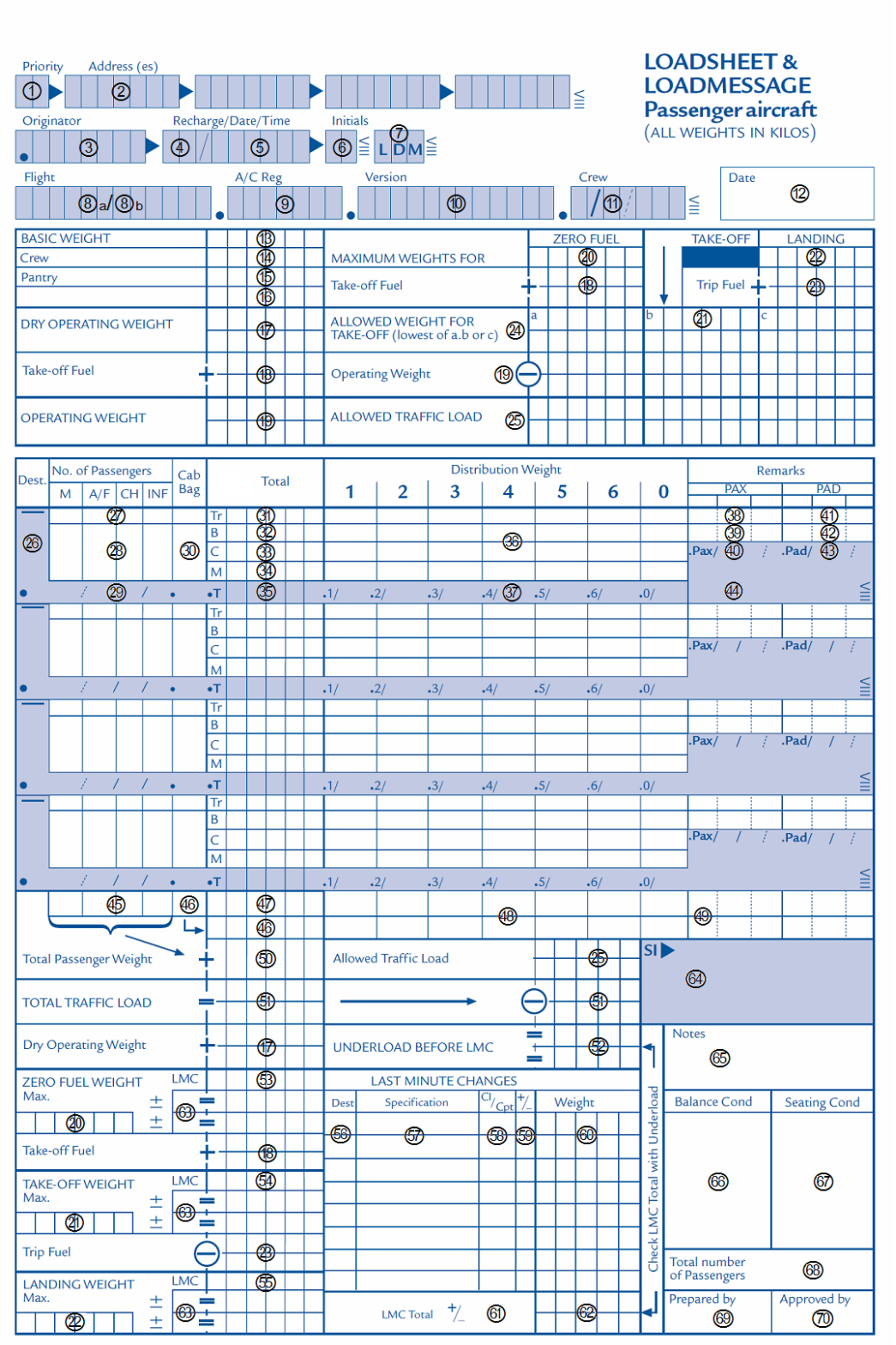
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Part 8. Balance and Seating Conditions					
Ref. No.	Printed Heading	Definition / Description	Format / Example	M/C/O	Remarks
66	Balance Cond	Balance conditions according to carriers requirements. Use the following abbreviations:		M	According to A/C type
		Basic Index	BI	C	
		Dry Operating Index	DOI	C	
		Deadload Index	DLI	C	
		Loaded Index at zero fuel weight	LIZFW	C	
		Loaded Index at take-off weight	LITOW	C	
		Loaded Index at landing weight	LILAW	C	
		% MAC at zero fuel weight	MACZFW	C	
		% MAC at take-off weight	MACTOW	C	
		% MAC at landing weight	MACLAW	C	
		Stabilizer trim setting at take-off	STAB TO or TOANU TOAND	C	
		Stabilizer trim setting at landing	STAB LA or LAANU LAAND	C	
67	Seating Cond	Pax distribution per cabin section (LMC included)	e.g A13 B16 C25	M	
68	Total number of Passengers	Total number of passengers on board. Sum of items in Ref. No. 45 and LMC (including infants)		M	
69	Prepared by	Identification of the person responsible for the accuracy of the data on the loadsheet		M	
70	Approved by	Identification of the Pilot-in-Command		M	

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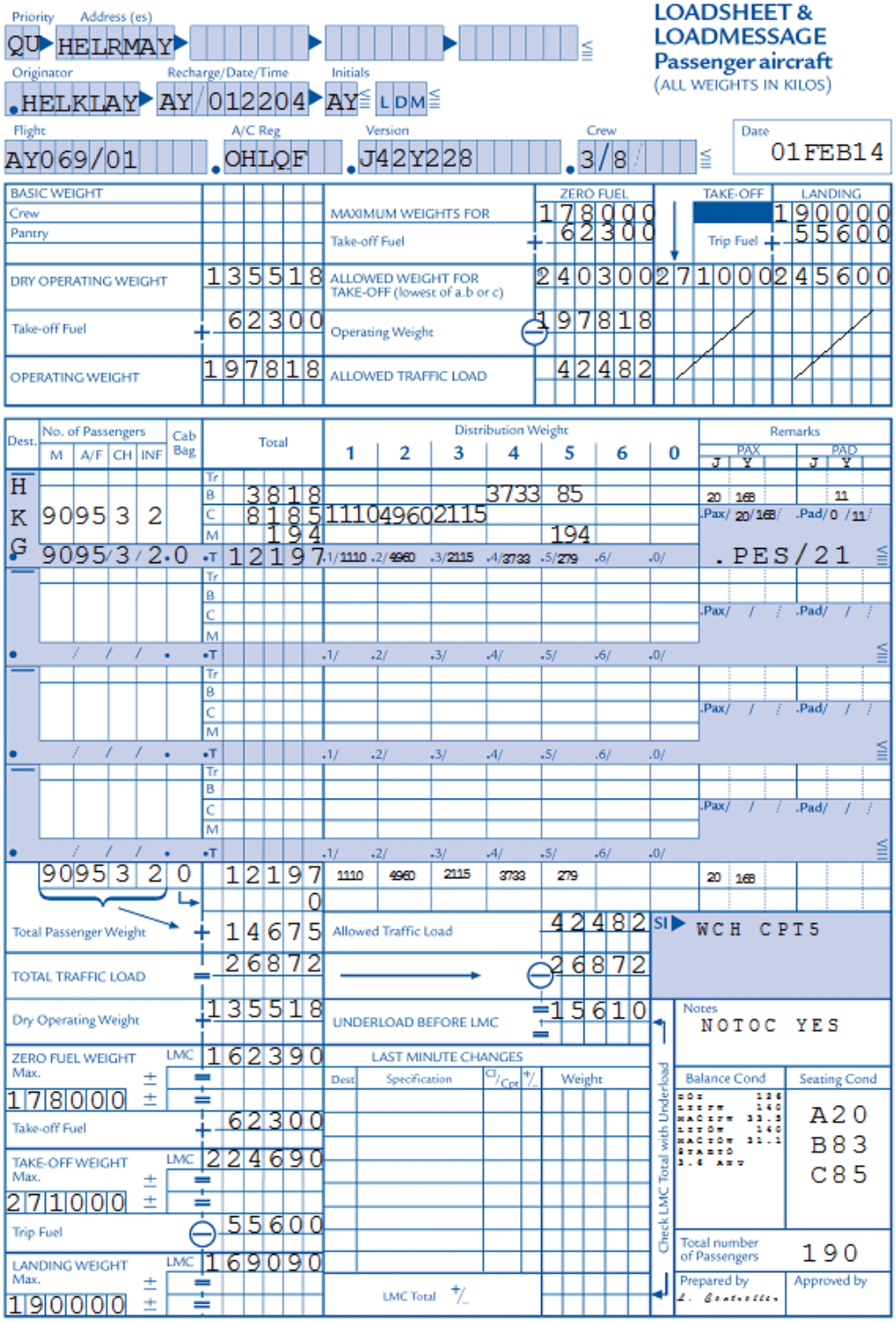
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Picture 58. Specimen of Manual Loadsheet with Reference Numbers



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Picture 59. Specimen of Fulfilled Manual Loadsheet



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5.4.3.1.1.4 EDP Loadsheet

[Ref. AHM 517, Appendix 7 to OM-A 8.1.8]

The original and copies are to be distributed as follows:

a) original for flight crew
b) second copy for flight file. Refer to ANNEX E 12.

The reference numbers refer to those as stated in the specimen loadsheet.

Table 45. EDP Loadsheet

Part 1. Heading					
Ref. No.	Printed Heading	Definition / Description	Format / Example	M/C/O	Remarks
1	FROM	Three-letter IATA airport code of airport of departure	ARN	M	
2	TO	Three-letter IATA airport code of destination	HEL	M	
3a	FLIGHT	Flight number	Format: two- or three-character airline code followed by up to eight characters for the flight number	M	
3b		Identifier	2 characters preceded by an oblique for scheduled UTC date of departure out of its initial point of departure of that flight number e.g. AY123/15	O	
4	A/C REG	Aircraft registration	Format: 2-10 characters e.g. OHLQA	M	
5	VERSION	Version/Configuration code	Format: 1-12 characters e.g. 3600 J42Y228	M	
6	CREW	Number of crew, excluding crew travelling as passengers. Cockpit crew followed by cabin crew.	e.g. 2/5 2/0	M	Crew figures must be separated by an oblique
7	DATE	Local date of departure station of issue of this edition	e.g. 29JAN14	M	
8	TIME	Four-digit local time of departure station of issue of this edition	e.g. 0920	M	
9	EDNO	Edition number	e.g. 01	M	

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Part 2. Load and Distribution					
Ref. No.	Printed Heading	Definition / Description	Format / Example	M/C/O	Remarks
10	WEIGHT	Total weight of deadload in compartments		M	
11	LOAD IN COMPARTMENTS	Total weight of deadload per compartment		O	
12	PASSENGER /CABIN BAG	Total passenger weight calculated according to company procedures based on the figures of items 13, 14, 15, 16 and 18		M	
13		Total number of males		C	If gender split used
14		Total number of female or adult passengers		M	Females if gender split used
15		Total number of children		M	
16		Total number of infants		M	
17	TTL	Total number of passengers on board. Sum of items 13, 14, 15 and 16.		M	
18	CAB	Weight of cabin baggage not included in passenger weight		M	
19	PAX	Total number of seats, per class, occupied by outgoing passengers including PAD.		M	
20		Number of seats occupied in J-class including PADs		C	
21		Number of seats occupied in Y-class including PADs		C	
22	SOC	Seats occupied by cargo, baggage and/or mail per class		M	
23	BLKD	Fitted seats not available for passengers or deadload		O	
24	TOTAL TRAFFIC LOAD	The total weight of passengers, baggage, cargo and mail. Operational items not included in DOW, e.g. pallets, nets, must be added to the cargo weight figures.		M	

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Part 3. Gross Weight Calculation					
Ref. No.	Printed Heading	Definition / Description	Format / Example	M/C/O	Remarks
25	DRY OPERATING WEIGHT	The “Basic Weight” plus “Operational Items”, e.g. crew, crew baggage, flight equipment and pantry		M	
26	ZERO FUEL WEIGHT ACTUAL	Sum of Ref Nos. 24 and 25		M	
27	MAX	Maximum structural or restricted Zero Fuel Weight		M	
28	TAKE OFF FUEL	The calculated amount of fuel on board at take-off		M	
29	TAKE OFF WEIGHT ACTUAL	Sum of Ref. Nos. 26 and 28		M	
30	MAX	Maximum structural or restricted Take-off Weight		M	
31	TRIP FUEL	The calculated amount of fuel planned to be consumed from take-off to destination		M	
32	LANDING WEIGHT ACTUAL	Ref. No. 29 minus Ref. No. 31		M	
33	MAX	Maximum structural or restricted Landing Weight		M	
34		Indicator showing which of the maximum weights is limiting the allowed traffic load	L	M	
35	UNDERLOAD BEFORE LMC	Difference between maximum and actual weight indicated by L		M	

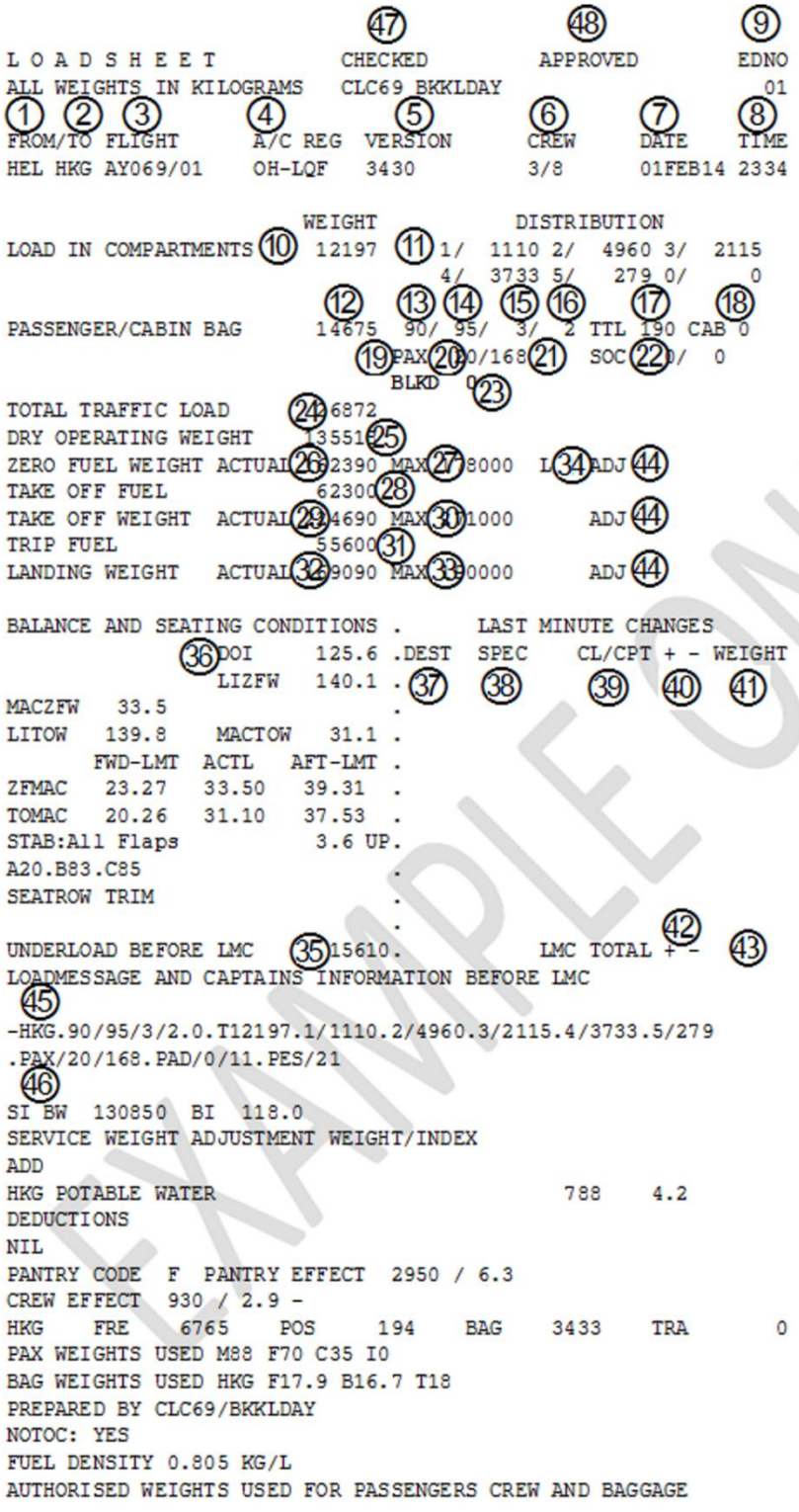
Part 4. Balance and Seating Conditions					
Ref. No.	Printed Heading	Definition / Description	Format / Example	M/C/O	Remarks
36	BALANCE AND SEATING CONDITIONS	Standard abbreviations as described in AY GOM 5.4.3.1.1.3, Ref. No. 66 shall be used		M	According to A/C type
37	DEST	Destination of LMC	HKG	C	
38	SPEC	Kind of LMC	BAGS	C	
39	CL/CPT	Class, compartment and/or position	CPT5	C	
40	+/-	Identification of on or off-load	+	C	
41	WEIGHT	Weight of LMC stated in Ref. No. 38	65KG	C	
42	LMC TOTAL + -	Identification of LMC sum total	+	C	
43	(LMC total weight)	Total weight of all LMC	65KG	C	
44	ADJ	Ref. No. 43 affects Ref. No. 44		C	

Parts 5 and 6. Load Message Before LMC and Captain’s Information/Notes					
Ref. No.	Printed Heading	Definition / Description	Format / Example	M/C/O	Remarks
45	LOADMESSAGE AND CAPTAINS INFORMATION BEFORE LMC	Loadmessage		O	
46	SI	Supplementary information, unformatted entries or remarks	e.g. pantry code, used passenger and bag weights, NOTOC requirement, fuel density, ballast/trapped fuel, fuel distribution	O	

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Part 6. Signatures					
Ref. No.	Printed Heading	Definition / Description	Format / Example	M/C/O	Remarks
47	CHECKED	Identification of person responsible for the accuracy of the data on the loadsheet		M	
48	APPROVED	Identification of Pilot-in-Command		M	

Picture 60. Specimen of EDP Loadsheet with Reference Numbers



EXAMPLE ONLY

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5.4.3.1.1.5 ACARS Loadsheet

[Ref. AHM 518, Appendix 7 to OM-A 8.1.8]

This section contains the load control instructions for the transmission of ACARS loadsheet to the flight deck.

ACARS loadsheet is a format designed for electronic transmission. It can be delivered to flight crew with various methods (e.g., ACARS, Aviobook, e-mail, paper copy).

5.4.3.1.1.5.1 Explanation of Terms

ACARS – The ACARS (Aircraft Communication, Addressing and Reporting System) may be used for data transmission for operational, customer service and maintenance purposes, e.g. flight plan, loadsheet, passenger list, etc.

Uplink Message – A message transmitted from the ground to the aircraft is an UPLINK message.

Downlink Message – A message transmitted from the aircraft to the ground is a DOWNLINK message.

Address for Uplink Messages – The aircraft registration is the address for UPLINK messages. It shall be ensured that the aircraft registration shown on the loadsheet agrees with the registration of the aircraft with which the flight is being operated.

5.4.3.1.1.5.2 General Regulations

a) Use of ACARS
It is Finnair policy to use ACARS loadsheet whenever possible.

b) Load Control Requirements
The regulations with regard to:
1. Responsibilities for a correct loadsheet
2. Last minute changes
shall be obeyed, if the loadsheet is transmitted by ACARS to the cockpit.

c) Loadsheet Format
The ACARS loadsheet contains only data essential to the flight crew (for examples refer to AY GOM 5.4.3.1.1.5.5).

d) Loadsheet Types
There are two loadsheet types:
1. Preliminary loadsheet
2. Final loadsheet.

e) Number of Loadsheets to be Transmitted
Any number of Preliminary loadsheet can be transmitted for the same flight. The Final loadsheet shall be transmitted only once prior to each flight unless previous final loadsheet has been cancelled due LMC or error in loadsheet data or re-sending is requested by pilots. If it is uncertain if final loadsheet transmission was successful, confirmation of reception shall be requested from pilots. In this case final loadsheet shall be re-sent only if transmission was unsuccessful.

f) Loadsheet-request-message
The flight crew can initiate transmission of a loadsheet-request-message (DOWNLINK message) to the load control office if they have not received a loadsheet.

g) Acknowledgement by Commander
The Commander shall acknowledge the reception and acceptance of the final loadsheet (and NOTOC if applicable).

The reception and acceptance of the final loadsheet (and NOTOC if applicable) shall be acknowledged latest before take-off by sending the Captain's Acknowledgement of the loadsheet and NOTOC. Commander's ID number shall be included in this acknowledgement (electronic signature). This message is stored automatically to database and can be retrieved if required.

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5.4.3.1.1.5.3 Procedures

The person who issues the loadsheet must obey the instructions given below.

a) Preliminary Loadsheet
   1. The first edition of a Preliminary loadsheet must be sent not later than 10 minutes before STD (Scheduled time of departure) or ETD (Estimated time of departure).
   2. The name or other identifier (e.g. ID-number) of the load controller shall be included in the loadsheet (electronic signature).

b) Final Loadsheet
   1. Transmission of the Final loadsheet should be completed no later than 2 minutes before STD (Scheduled time of Departure) or ETD (Estimated time of Departure) or as soon as all required data for final loadsheet is available and/or confirmed.
   2. The name or other identifier (e.g. ID-number) of the load controller shall be included in the loadsheet (electronic signature).
   3. Changes between final loadsheet and last previously issued loadsheet (preliminary or final) shall be noted in SI-column. Examples:
      - `NO CHANGES FROM PRELIM hhmm*`
      - `MINOR CHANGES FROM PRELIM hhmm`
      - `MINOR CHANGES FROM FINAL 01**`
      - `MAJOR CHANGES FROM PRELIM hhmm***`

        ```
        ZFW CHG -185
        TOW CHG -185
        MACZFW CHQ -1.0
        MACTOW CHG -1.0
        STAB Flap 2 CHG 0.2
        ```

      * PRELIM hhmm indicates time of issuance of previous preliminary loadsheet as comparison reference

      ** FINAL 01 indicates issuance number of previous final loadsheet as comparison reference

      ***MAJOR CHANGES is triggered when changes exceed

      - ZFW or TOW +/- 200kg (A32S)
        +/-500kg (A330/A350)
      - MACZFW or MACTOW +/- 2% (A32S, A330 and A350)
      - STAB +/- 1° (A32S and A330 only)

c) Filing of Loadsheet

   If final loadsheet is not automatically stored in database load controller must print a copy for flight file. The name or other identifier (e.g. ID-number) of the load controller shall be included in the loadsheet (electronic signature).

d) Transmission of Final Loadsheet Initiated by Another Person

   Alert the Commander immediately if something indicates that the Final loadsheet has already been transmitted. Make sure the aircraft does not depart until the matter has been clarified.

e) Aircraft Returns to Ramp

   If the aircraft returns to the ramp and pilots request new loadsheet, issue, distribute and file new ACARS loadsheet, standard EDP (Electronic Data Processing) or manual loadsheet with applicable changes (e.g. new TOF).

f) Aircraft Returns from Airborne

   If the aircraft returns from airborne and new departure is scheduled, issue, distribute and file new ACARS loadsheet, standard EDP (Electronic Data Processing) or manual loadsheet with applicable changes (e.g. new TOF).

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5.4.3.1.1.5.4 System Failures

a) No Preliminary Loadsheet Transmitted

If a failure of a system, i.e. DCS (Departure Control System), UPLINK or both together, occurs before a preliminary loadsheet has been transmitted, the instructions given below must be obeyed:

1. Load controller of the flight shall prepare EDP or manual loadsheet with the final passenger, load and fuel figures.
2. If loadsheet is issued on remote location load controller shall send loadsheet by teletype message, fax, e-mail or by other suitable method to departure station ground handling service provider.
3. Departure station ground handling service provider shall deliver 2 copies of the loadsheet to the flight crew.
4. Loadsheet must be accepted and signed by the Commander and one signed copy must be given to the departure station ground handling service provider.
5. Departure station ground handling service provider files a signed copy of the loadsheet to the flight file.

b) Preliminary Loadsheet Transmitted

If a failure of a system occurs after a preliminary loadsheet has been transmitted, instructions given below must be obeyed:

1. Load controller of the flight shall establish EDP or manual loadsheet with the final passenger, load and fuel figures.
2. If loadsheet is issued on remote location load controller shall send it by teletype message, fax, e-mail or by other suitable method to departure station ground handling service provider.
3. Departure station ground handling service provider shall deliver 2 copies of the loadsheet to the Commander for signature.
4. Alternatively loadcontroller of the flight can transmit the data given below verbally to the flight crew by using C.U.T, interphone or mobile phone.
   i. The data given below shall be transmitted:
      - Flights number
      - A/C reg.
      - Zero fuel weight
      - Take-off weight
      - Total number of passengers
      - Balance conditions (MACZFW and MACTOW)
   ii. If loadsheet data is transmitted verbally to the cockpit the data above shall be confirmed by read back.
   iii. For verbal transmission loadcontroller shall:
      - round these figures off to the nearest one hundred kilograms, and then
      - change them into tons.
      - **Example:**

```
FINNAIR 082
OH-LQD
FINAL LOADSHEET FIGURES
ZERO FUEL WEIGHT 174 DECIMAL 2
TAKE-OFF WEIGHT 263 DECIMAL 7
TOTAL NUMBER OF PAX ONBOARD 268
MACZFW 30 DECIMAL 7
MACTOW 29 DECIMAL 5
```

   iv. Loadcontroller shall write the figures transmitted to the Commander and the time of transmission on the loadsheet.

Example:

```
ZFW 174.2
TOW 263.7
TTL 268
MACZFW 30.7
MACTOW 29.5
TIME OF TRANSMISSION 23.43 UTC
```

   v. The Commander shall acknowledge the loadsheet verbally to the loadcontroller
   vi. Loadcontroller shall put the loadsheet in the flight file

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5.4.3.1.1.5.5 Examples

Example of ACARS Loadsheet

```
1.          LOADSHEET FINAL 1420 EDNO1
2.          AY9999/13 13OCT24
3.          XXX YYY OH-LTX 2/8
4.          ZFW 161454 MAX 175000 L
5.          TOF 48930
6.          TOW 210384 MAX 233000
7.          TIF 41011
8.          LAW 169373 MAX 187000
9.          UNDLD 13546
10.         PAX/11/199 TTL 210
11.         DOI      90.8
            LIZFW   124.8
            LITOW    99.4
            MACZFW   30.3
            MACTOW   24.9
            STAB:All Flaps          5.0 UP
12.         FUEL DENSITY         0.803
13.         INNER WING TANKS     43520
            OUTER WING TANKS      5860
            TRIM TANK                0
14.         A11 B90 C109
15.         SEATROW TRIM 240
16.         SI BALLAST/TRAPPED FUEL
            INCLUDED IN DOW
            TRIM TANK
            DOW 128465
            PANTRY CODE R
            LOAD IN CPTS 0/0 1/0 2/8265 3/2917 4/3681 5/281
            PAX WEIGHTS USED M95 F76 C35 I0
            BAG WEIGHTS USED YYY B15 L19 T18.4 F19.5
            PREPARED BY CLC69/BKKLCAY
            NOTOC: YES
            MINOR CHANGES FROM PRELIM 1355
17.         **** ZFW 161454 MAX 175000 L****
            **** MACZFW   30.3****
```

Table 46. ACARS Loadsheet

Ref. No.	Element	Identifier / Character Format	Example of Element	Status (M/C/O)
1	Message designator Message status Four-digit local time of departure station of issue of this edition Edition number (for final loadsheet only)	LOADSHEET PRELIM or FINAL HHmm EDNO	LOADSHEET FINAL 2343 EDNO1	M
2	Flight identification: Carrier code, flight number, separator and day of month (scheduled UTC date of departure out of its initial point of departure of that flight number) Local Date of departure station of issue of this edition	Two-character airline code followed by up to four characters for the flight number/DD DDMMMYY	AY082/28 28JAN14	M
3	Airport of departure Airport of destination Aircraft registration Number of Crew, excluding crew travelling as passengers	Three-letter IATA airport code 2-10 characters Cockpit crew/Cabin crew	SIN HEL OH-LQD 3/9	M

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4	Actual Zero Fuel Weight Maximum structural or restricted Zero Fuel Weight Indicator if allowed traffic load is limited by maximum Zero Fuel Weight	ZFW MAX L	ZFW 174235 MAX 183000 L	M
5	Take-off Fuel – the calculated amount of fuel on board at take-off	TOF	TOF 89500	M
6	Actual Take-off Weight Maximum structural or restricted Take-off Weight Indicator if allowed traffic load is limited by maximum Take-off Weight	TOW MAX L	TOW 263735 MAX 275000 L	M
7	Trip Fuel – the calculated amount of fuel planned to be consumed from take-off to destination	TIF	TIF 82100	M
8	Actual Landing Weight Maximum structural or restricted Landing Weight Indicator if allowed traffic load is limited by maximum Landing Weight	LAW MAX L	LAW 181635 MAX 192000 L	M
9	Underload before LMC – Difference between the actual and the maximum gross weight indicated by L	UNDLD	UNDL 8765	M
10	Total number of seats, per class, occupied by outgoing passengers including PAD. The sequence of classes is shown in descending order of priority. Total number of passengers on board (including male / female / children / infants)	PAX TTL	PAX/28/239 TTL 268	M
11	Balance conditions according to A/C type requirements	Standard abbreviations as described in AY GOM 5.4.3.1.1.3, Ref. No. 66 shall be used	DOI 118.6 LIZFW 128.7 LITOW 134.4 MACTOW 29.5 LIZFW 30.7	M
12	Fuel density	FUEL DENSITY	FUEL DENSITY 0.79	O
13	Fuel Distribution	According to fuel tank names	INNER WING TANKS 47000 OUTER WING TANKS 5000 TRIM TANK 0	O
14	Seating conditions	Pax distribution per cabin section	A28 B115 C124	M
15	Passenger balance effect calculation method used	SEATROW TRIM or CABIN SECTION TRIM	SEATROW TRIM	M
16	Supplementary information, unformatted entries or remarks. E.g. identification of person responsible for the accuracy of the data in loadsheet (electronic signature), pantry code, used passenger and bag weights, ballast/trapped fuel, NOTOC requirement, indicator if any changes between the preliminary and final loadsheet	SI	SI PANTRY CODE F PAX WEIGHTS USED M88 F70 C35 I0 BAG WEIGHTS USED HEL F17.9 B16.9 T18.4 PREPARED BY CLC69/BKKLCAY NOTOC: YES MINOR CHANGES FROM PRELIM 2250	M/O (Some of the elements are mandatory)
17	ZFW values highlighted for flight crew Note: this element is automatically added by IT middleware before forwarding ACARS loadsheet to flight deck, element is not visible in original AY DCS produced ACARS loadsheet	Copy of data from elements 4 and 11 (MACZFW)	**** ZFW 150804 MAX 195700 L**** **** MACZFW 22.7****	O

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5.4.3.1.2 Balance Calculations

5.4.3.1.2.1 General

AY DCS automatically calculates valid balance conditions and indicates applicable values in loadsheet.
Whenever manual load control is performed valid balance table must be used to determine applicable balance conditions.
Valid AY Balance Table form numbers are described AY GOM ANNEX D Aircraft Guide.
Instructions for use are described in each Balance Table.
Applicable balance conditions must be indicated in manual loadsheet and completed Balance Table must be delivered to Pilot-in-Command. It is not mandatory to file copy of completed Balance Table at station file.

5.4.3.1.2.2 Child Correction in Balance Calculations

5.4.3.1.2.2.1 General

If carrying more children on one cabin section than mentioned in Table 47. Number of Children Requiring Child Correction per Aircraft Type below, correction to the balance calculations must be made, except if a Departure Control System (DCS) which takes the balance effect of children properly into account is used.

When the child correction is made, the passenger index calculation of the flight in question must always be based on “cabin section trim”. If the balance condition of a flight is initially calculated using “seat row trim”, it must be recalculated by using “cabin section trim” and the child index correction must be applied on top of that. The approximate evenness of passenger distribution within each cabin section must be secured in connection to the trim method change.

5.4.3.1.2.2.2 Procedure

When the number of children (not infants) on one cabin section exceeds the figures in Table 47. Number of Children Requiring Child Correction per Aircraft Type below, a child correction must be made to the balance calculations either by using the child correction table found on the reverse side of the manual balance table form or by considering two children as one adult in the balance calculations.

Table 47. Number of Children Requiring Child Correction per Aircraft Type

A/C type	Number of Children	Remarks
A319, A320	9	sections A and C
A321	10	sections A and C
A330, A350	30	sections A and C

5.4.3.1.2.2.3 Example

In A320 total head count 102 including 10 CHD and 2 INF. On cabin section 0A 42, 0B 31 and 0C 29 and all children including infants on cabin section 0A.

Markings in seating condition column as follows:

```
A 40 + 2 INF B 31 C29

CHD corr on area A included
```

5.4.3.1.2.3 Fuel Density

Fuel density affects fuel distribution between tanks and therefore aircrafts balance conditions.

Actual fuel density shall be used when known. In case actual fuel density is not known, standard fuel density 0.80 kg/l shall be used. In case calculated fuel distribution exceeds tank volume when final fuel figures are known, fuel density used in balance calculations can be adjusted accordingly (to avoid most common cases Altéa FM standard fuel distribution is calculated by using 0.803 kg/l).

At some aerodromes or operations, there is a different standard fuel density in use. In these cases, if the actual fuel density is not known, the density used in weight and balance calculations shall be included in the loadsheet.

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5.4.3.2 Last-Minute Changes

The loadsheet must reflect the actual loaded state of the aircraft prior to take-off. In order to comply with this requirement, it is often necessary to adjust the loadsheet after completion. Such adjustments are called last minute changes (LMC). As this procedure is critical to flight safety, it shall only be performed by the load controller or the Commander of the flight.

a) *Standard procedure: The loadsheet presented to the PiC shall include all LMCs.* In case of ACARS loadsheet LMCs are included in loadsheet weight and balance data. In case of non-ACARS loadsheet *these will be shown as entries in the LMC box and, if required, as corrections to gross weights, fuel figures and balance conditions.*

If any discrepancy in reported deadload, passenger, fuel or issued final loadsheet in general is noticed after the loadsheet has been presented to the Commander:

1. In case ACARS loadsheet is issued the discrepancy must be brought to the load controllers attention immediately by the responsible person or the Commander. The load controller must first cancel the current final loadsheet by sending 'final loadsheet cancelled' -message via ACARS to Flight Deck and after that produce a new final loadsheet with corrected data.
2. In case non-ACARS loadsheet is issued the discrepancy must be brought to the Commanders and the load controllers attention immediately by the responsible person. The responsible person shall confirm to the load controller that the discrepancy has been informed to the Commander. The Commander makes required corrections in the LMC box and, if required, as corrections to gross weights, fuel figures and balance conditions. In case the discrepancy is conveyed verbally to the flight crew, the details described in AY GOM 5.4.3.2 b) 3 must be recorded in writing.

b) *Alternative procedure* (applicable only for local load control procedure when non-ACARS loadsheet is issued)*: The loadsheet may be handed over to the PiC before any LMC are made.*

1. *If LMCs are conveyed to the PiC separately, this may be done by the responsible person, either verbally or in writing. Where no procedure has been determined, on each flight the method to be employed must be agreed upon beforehand with the PiC. Employing both methods for the same flight must be avoided as this can lead to confusion and time lost for clarification. In cases where no changes have to be reported, the responsible person must confirm to the PiC that the data recorded on the loadsheet copy already handed over remains unchanged.*
2. *LMCs are to be communicated to the PiC only after the responsible person has entered all changes and corrections on the loadsheet copies retained on the ground, and after they have carried out the checks* described in AY GOM 5.4.3.2.3.
3. *If the PiC is informed verbally of LMCs, either directly or by using the internal communication facilities of the aircraft (interphone, intercommunication system, ACARS), or by radio communication, the following details must be recorded in writing and kept in the flight file:*
   i. *Name of responsible person*
   ii. *Time of transmission*
   iii. *Confirmation that the flight crew has acknowledged the changes*
4. *To inform the PiC about LMCs, either verbally or in writing, when the responsible person is not including the LMCs on the loadsheet, a special LMC slip should be used. The information to be recorded on this form may be limited to the following:*
   i. *Total weight of all LMCs*
   ii. *Total number of LMC passengers*
   iii. *Corrected balance conditions, even if it is not allowed by the operator (e.g., "BAL not corrected")*

This record shall be kept in the flight file.

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5.4.3.2.1 Entry of Last Minute Changes

5.4.3.2.1.1 Traffic Load

In general, only changes in the weight of the traffic load (passengers, baggage, cargo and mail) or in its distribution are to be recorded in the LMC box of the loadsheet. However, in addition to the load categories mentioned above, changes to items absorbed in the DOW such as crew, crew baggage, pantry, potable water, ballast fuel, etc. may also be entered in the LMC box. The total weight change represented by the LMC entries must be shown in the LMC total box. A weight increase must not exceed the underload before LMC.

If any last minute changes to the traffic load (passengers, baggage, cargo and mail) or items absorbed in the DOW (such as crew, crew baggage, pantry, potable water, ballast fuel, etc.) and its distribution occur after the completion of the weight and CG documentation, this must be brought to the attention of the Commander and these changes must be entered on the weight and CG documentation.

5.4.3.2.1.2 Fuel

Fuel LMCs (take-off fuel or trip fuel) must not be entered in the LMC box. In order to ensure that the maximum gross weights are not exceeded, the previously calculated take-off and/or landing weights must be adjusted by the amount of the fuel LMC. These adjustments should be carried out, irrespective of whether the new take-off and trip fuel figures are higher or lower than the previous figures.

Note: Only the Commander may correct the fuel figures.

5.4.3.2.1.3 Traffic Load and Fuel

If the LMC consists of traffic load and fuel changes, the zero fuel weights must be adjusted by the total weight of the traffic load LMC, and the take-off weights and landing weights must then be calculated again with the new fuel and traffic load figures.

Note: Only the Commander may correct the fuel figures.

5.4.3.2.1.4 LMC Limits

Table 48. Maximum allowable Last Minute Change per Aircraft Type

Aircraft Type	Max. Allowable Last Minute Change
A319, A320	600 kg (or 6 passengers)
A321	700 kg (or 7 passengers)
A330, A350	1500 kg (or 15 passengers)

If these amounts are exceeded, new weight and CG documentation must be prepared and delivered to cockpit crew, or corresponding corrections must be made to the actual ZFW, TOW and LAW. In any case, CG must always be checked accordingly even if LMC total is 0 kg. It must always be checked that aircraft's maximum weights, including allowed traffic load, are not exceeded.

The Commander may correct the fuel figure if the actual amount of fuel differs from the documented figure provided that the maximum LMC values defined in Table 48. Maximum allowable Last Minute Change per Aircraft Type are not exceeded.

When checking the loadsheet the Commander shall ensure that fuel on board is sufficient to cover also the effect of LMC.

5.4.3.2.2 Correction of Balance Conditions

Balance conditions should always be corrected if they are affected by last minute changes.

5.4.3.2.3 Limitation Check

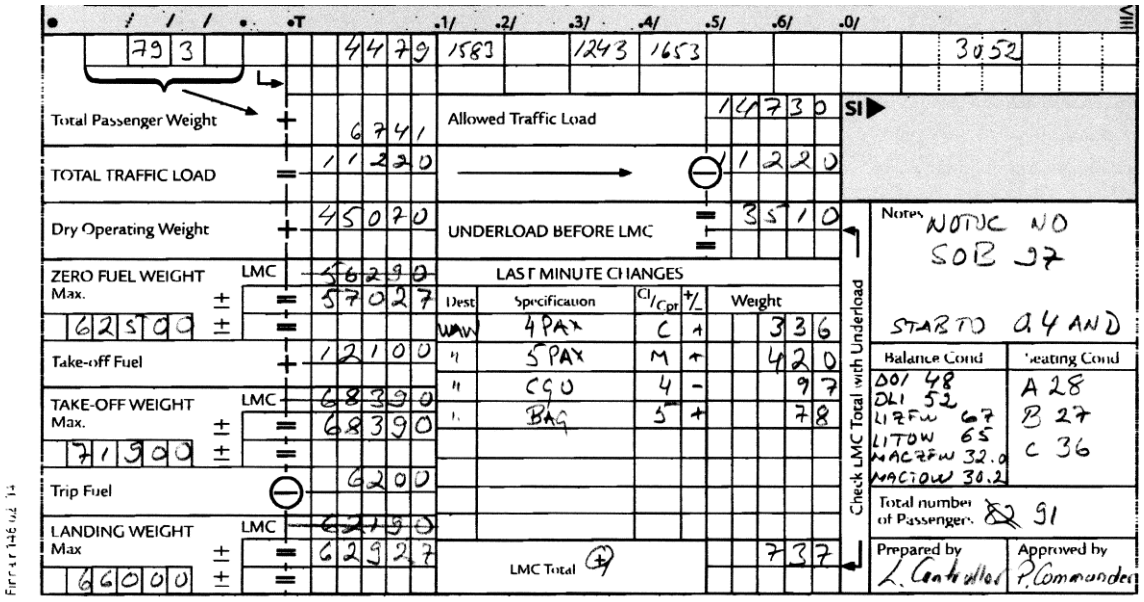
After completion of the LMC entries on the loadsheet, the responsible person (the load controller or the Commander) must check that:

a) the maximum gross weights (ZFW, TOW, LAW) applicable for the flight are not exceeded;
b) the maximum weight limitation of each compartment or ULD position and, if applicable, the limitations for combined load, cumulative load and asymmetrical load are not exceeded;
c) the calculated center of gravity at TOW and, if applicable, at ZFW and LAW is within the allowed limits.

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5.4.3.2.4 Specimen of Last Minute Changes in Manual Loadsheet

Picture 61. Specimen of Last Minute Changes in Manual Loadsheet



5.4.3.2.5 Specimen of Last Minute Changes in EDP Loadsheet

Picture 62. Specimen of Last Minute Changes in EDP Loadsheet

```
FINNAIR


L O A D S H E E T            CHECKED                APPROVED       EDNO
ALL WEIGHTS IN KG            L. Controller          P. Commander   03


FROM/TO FLIGHT        A/C REG VERSION        CREW     DATE    TIME
ARN MAN AY0933/25     OHLXA   C35M101        2/4/0    25FEB04 1543
                        WEIGHT            DISTRIBUTION
LOAD IN COMPARTMENTS      2819 1/1800 3/566 4/453 5/0 0/0
PASSENGER/CABIN BAG       4200 36/14/0/0       TTL ~~58~~ 56 CAB 0
                               PAX 10/40
TOTAL TRAFFIC LOAD        7019
DRY OPERATING WEIGHT    045270
ZERO FUEL WEIGHT ACTUAL ~~052289~~ MAX  62500  L   ADJ 52967
-----------------------------
TAKE OFF FUEL             7300
TAKE OFF WEIGHT  ACTUAL ~~059589~~ MAX  75500      ADJ 60267
-----------------------------
TRIP FUEL                 4900
LANDING WEIGHT   ACTUAL ~~054689~~ MAX  66000      ADJ 55367
-----------------------------
BALANCE AND SEATING CONDITIONS        LAST MINUTE CHANGES
DOI      48.17 DLI  43 ~~41.27~~   DEST  SPEC    CL/CPT + - WEIGHT
LIZFW 43 ~~43.86~~ MACZFW 22 ~~22.19~~  MAN  6 PAX    C    +   504
LITOW 41 ~~41.76~~ MACTOW 21 ~~21.69~~   "   6 BAGS   5    +    78
STAB TO ~~1.5~~ 1.6 UP                   "   CGO      5    +    96

SEATING
PASSENGERS TRIMMED ON ROW SEATING
0A/~~14~~ 20 0B/26 0C/10
UNDERLOAD BEFORE LMC     10211              LMC TOTAL ⊕ - 678

LOADMESSAGE AND CAPTAINS INFORMATION BEFORE LMC
BW  43400 KGS  BI    50.00  PRY 1400 KGS/   .29  CREW  470 KGS/ -2.12
SOB   56
PAX WGT: M  84 / F  84 / C  35 / I   0  BAG WGT:  13

LDM
AY0933/25.OHLXA.C35M101.2/4/0
-MAN.36/14/0/0.0.T2819.1/1800.3/566.4/453.B21PCS.PAX/10/40.PAD
/0/0
SI MAN C 2366 M 0 B 453
NOTOC: NO
```


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5.4.3.3 Information Exchange

All data pertaining to aircraft weight and balance calculations shall be communicated to the person charged with the load planning and weight and balance calculation *task. This information shall be documented and filed using one of the following methods:*

a) Digitally

b) Written via documentation

c) Verbal communication; in this case, the person receiving the information must assure that one of the following is applied:

1. *Read back all information received by radio, telephone or other electronic means to guarantee accuracy of the data.*
   In case of verbal load reporting see AY GOM 4.5.1.2.
2. *Record all verbal transmissions in written format (manually or digitally) to be able to clarify all discrepancies before the final loadsheet is transmitted.*
3. *Digitally record all verbal communications.*
4. *A written transmission is always the recommended method. If it is necessary to use verbal communication, ensure the following details are recorded:*
   - *i. Name of the responsible person*
   - *ii. Time of transmission*
   - *iii. Confirmation that the receiving party has acknowledged the changes.*

   This record shall form part of the flight file for retention.

5.4.3.4 Remote Load Control

Remote load control is a process of performing the load planning task and/or weight and balance calculation task for a departing flight in a location away from the aircraft. Finnair Centralised Load Control (CLC) process and CLC-offices are considered as remote load control. See AY GOM 5.8.3.2 for CLC process description.

a) The key roles of remote load control are:

1. *To perform the load planning task.*
2. *To compute the weight and balance calculation task in liaison with the personnel at the aircraft side.*

b) The key roles of the personnel at the aircraft side are:

1. *To supervise aircraft loading and unloading as defined in* AY GOM 4.5.1.
2. *To communicate to the remote load control any discrepancies and/or deviations during the loading/unloading process.*
3. *To report final loading of the aircraft to the remote load control.*

c) Information exchange is essential for a safe remote load control process. Data shall be transmitted between the remote load control, departure station and flight crew, either directly or indirectly, using predetermined means of communication as established by the operator airline procedures.

5.4.4 Post-Departure Messages Task

All post-departure messages and any other relevant messages pertaining to flight handling shall be sent to the defined stations as instructed in AY GOM ANNEX E Messages and Flight File. *Such messages may include, but are not limited to:*

a) Load Message (LDM)

b) Container Pallet Message (CPM)

c) ULD Control Message (UCM)

d) Statistical Load Summary (SLS)

Messages shall be produced and delivered in accordance with respective AY GOM ANNEX E Messages and Flight File and *AHM chapters.*

A flight file for each departing flight shall be maintained in a secure location according to local regulations and AY GOM ANNEX E Messages and Flight File *procedures.*

Departure station GHSP is responsible for updating LDM and CPM SI information directly to DCS or alternatively, if not possible, inform Centralised Load Control when CLC procedure is in use.

Load controller of the flight is responsible for sending LDM, CPM, UCM and SLS messages. If flight crew is load controller of the flight then departure station GHSP is responsible for sending these messages, unless otherwise agreed.

Departure station GHSP is responsible for sending MVT and SCM messages as instructed in AY GOM ANNEX E Messages and Flight File.

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5.5 Load Control Task Job Responsibility

The responsibilities of persons performing the Load Control task may vary depending on the organizational set up. It is recommended that:

a) The load planning task and weight and balance calculation task may be performed by the same person. The person performing these two tasks should not combine the responsibilities with those for the aircraft loading and unloading supervision task.

b) The aircraft loading and unloading supervision task*, the weight and balance calculation task and the post-departure message task may all be performed by the same person. However, the person performing these three tasks should not include the responsibility for the load planning task as well.*

c) At a station where ACARS is used, finalization of the weight and balance calculation task may differ.

d) When load control processes are centralized, the person performing the aircraft loading supervision task is charged with task of transmitting all final loading data to the centralised load control center.

5.5.1 General Responsibilities

[Ref. OM-A 8.1.8.2.2, AHM 590]

To cover the various operational possibilities of EDP systems, e.g.:

a) remote input of data;
b) remote loadsheet issuance;
c) remote LMC;

the responsibility for correct loadsheet data as shown under AY GOM 5.4.3.1 must be shared.

The person responsible for weight and balance calculation task (load controller) of the flight is generally responsible for checking and finalisation of the loadsheet.

Customer service is responsible for accuracy of the reported passenger data to the load controller or passenger data in DCS if final passenger data is automatically retrieved from check-in/boarding control DCS to load control DCS.

The person responsible for the aircraft loading supervision task is responsible that the aircraft has been loaded in accordance with the company regulations, for the accuracy of the reported loading of the aircraft to the load controller of the flight and for actual loading positions of dangerous goods and other special load to be entered in the NOTOC.

The person updating and confirming the loading report data to AY load control DCS (Ramp Clearance function) is responsible for cross-checking updated data against the loading report. This electronic confirmation is, from a legal and responsibility point of view, equivalent of a conventional hand-written signature.

5.6 Qualification Requirements

Personnel performing load control tasks shall be duly qualified. Training shall be in accordance with AHM 1110 and AY GOM ANNEX F Training Program.

Training for load control tasks shall be performed by a qualified instructor authorized by the operator. Load control licensing, training and documentation shall be in compliance with regulations and Finnair *procedures.*

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5.7 Documentation

The operator is responsible for providing all relevant documentation for load planning and weight and balance calculations. The operator shall define the data content and terminology for documents, reports and messages.

The person issuing the loadsheet shall accurately reflect all received data on documents, reports and messages produced for each flight, as per AHM 590.

Relevant documents shall be manually or electronically issued and signed as per regulatory requirements and operating airline procedures.

Specified documents shall be retained for a period in accordance with applicable local regulations and/or operating airline procedures, but not less than three months.

As a minimum, the documentation for each departing flight shall include:

a) Final LIR signed by the responsible person.
b) NOTOC (when applicable).
c) Fuel figures confirmation (when applicable).
d) Final loadsheet and trim sheet, including LMC, signed by the PiC.

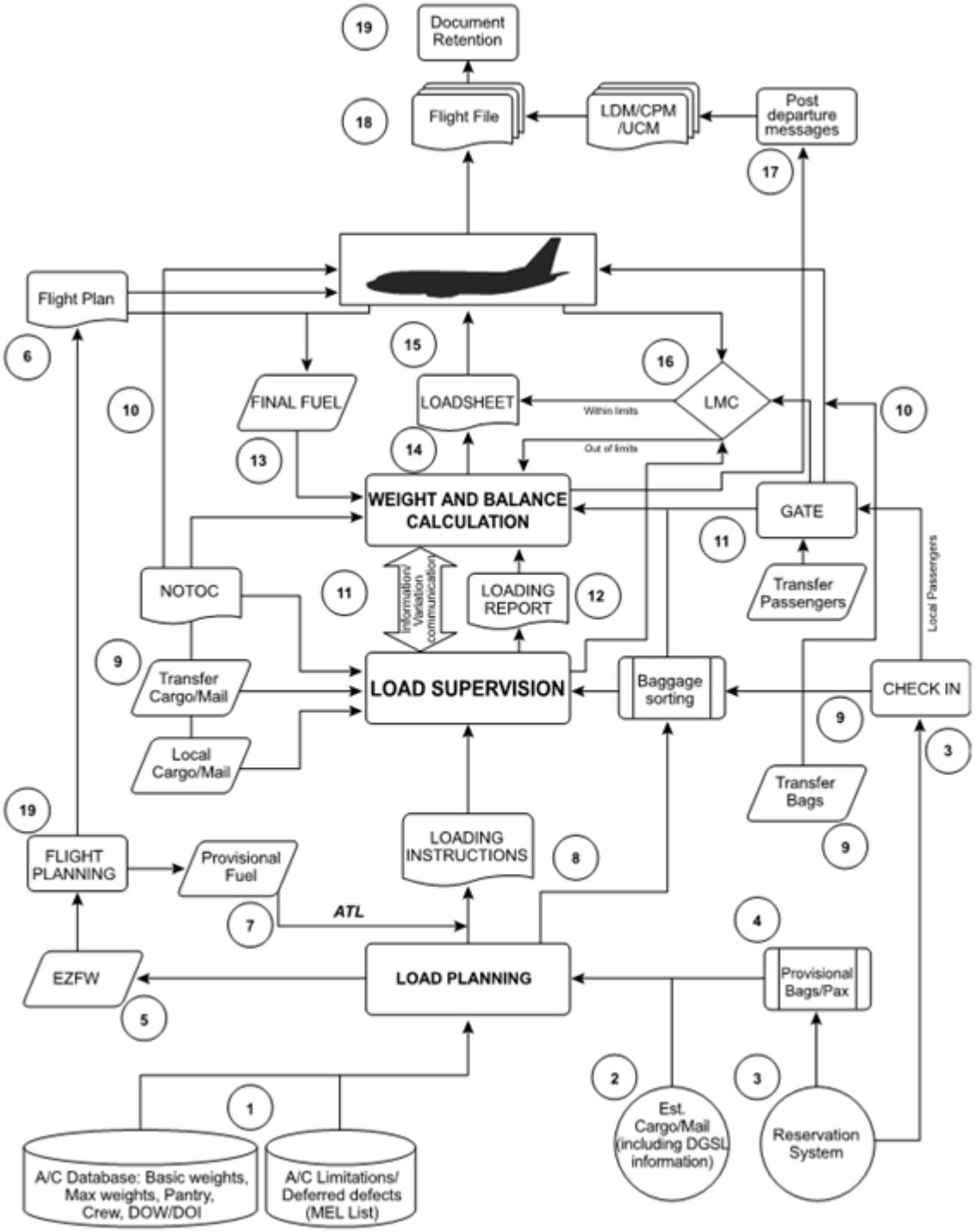
Disposal of documents may also be subject to regulation (see AY GOM 0.10.1.1).

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5.8 Load Control Process Flow

5.8.1 Load Control Process Flow Schema

Picture 63. Load Control Process Flow Schema



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5.8.2 Load Control Process Flow Legend

CIRCLE #	*ACTION*
1	*Aircraft designation: access to permanent and semi-permanent data as per AHM 565 and maintenance data related to limitations that could affect loading and weight and balance*
2	*Estimated/Provisional cargo and mail data, including DGSL information, to load planning*
3	*Data from reservation system to capacity calculation (passenger and baggage counts) and check-in special service requests (SSRs)*
4	*Provisional passengers sorted by class and provisional baggage according to operating airline procedures to load planning*
5	*Provide EZFW to flight planning system*
6	*Operational flight plan to PiC*
7	*Provisional fuel to calculate the allowed traffic load and verify that load planning is within limits*
8	*LIR to load supervision and loading team. Segregation plan to sorting area.*
9	*Actual data flowing from check-in (e.g., passenger number, baggage pieces and weight, special load information), cargo and mail warehouse (special load information) and transfer load*
10	*Load to aircraft*
11	*Load information and variation communication between load control and loading supervision: discrepancies between planned and real load weight, nature and distribution*
12	*Final data confirmation from loading supervision and gate (gate-collected items)*
13	*Final fuel figures communication from the flight planning system or PiC*
14	*Loadsheet verification and release*
15	*Loadsheet to aircraft*
16	*Last minute changes*
17	*Post-departure load messages and DGSL information to station of arrival*
18	*Signed documents verification and collection*
19	*File archiving and retention*

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5.8.3 Methods to Determine Weight and Balance

[Ref. OM-A 8.1.8.2.3]

5.8.3.1 General

There are three different methods in three different locations to determine weight and balance conditions.

These methods and locations are:

Table 49. Methods and Locations to Determine Weight and Balance Conditions

	DCS	Manual	Spreadsheet
Centralised Load Control (CLC)	X	X	X
Local Load Control	X	X	
Cockpit Load Control		X	

Standard method is CLC using DCS. Other methods are used only exceptionally due disruptions or if separately agreed so.

5.8.3.2 Centralised Load Control (CLC)

In this method weight and balance calculations are produced at a remote location office called CLC-office.

Weight and balance calculations can be produced with AY DCS, manually or with AY approved spreadsheet.

If manual loadsheet is produced IATA standard loadsheet form and aircraft specific balance table published in Finnair Partner Hub.

PROCEDURE AND RESPONSIBILITIES:

a) For load planning purposes passenger and baggage load estimate is retrieved and defined by CLC-office, cargo and mail booking is informed to CLC-office by cargo handling agent.
b) CLC-office shall prepare and send loading instructions to departure station ground handling service provider.
c) Flight crew will inform CLC-office final fuel figures (BF, Taxi Fuel, TIF)
d) CLC-office shall send preliminary loadsheet to flight deck via ACARS or by other means, for example directly to EFB
e) When boarding is completed departure station ground handling service provider shall inform final amount of boarded passengers and seating conditions to CLC-office. This is confirmed either automatically (Acceptance Finalised function in AY DCS) or manually by sending passenger close out message to CLC-office.
f) If any items requiring NOTOC is loaded the person responsible for loading shall deliver NOTOC to flight crew for signature. NOTOC is prepared by cargo handling agent and completed by person responsible for loading. The departure station ground handling service provider shall retain and archive NOTOC signed by the Commander for at least 3 months.
g) When actual loading is finished the departure station ground handling service provider shall deliver final loading figures to the CLC-office, either by sending confirmed and signed loading report to CLC-office or by confirming final loading figures directly to AY DCS (Ramp Clearance function in AY DCS). Signed LIR must be retained and archived by the groudn handling service provider for at least 3 months.
h) CLC-office shall produce weight and balance calculations based on final figures and send ACARS final loadsheet to the flight crew or in case electronic delivery is unavailable the ground handling service provider shall provide the final load sheet received from CLC by other means to flight crew as a paper copy. EDP or manual loadsheet shall be sent for example via e-mail, SITA network or fax, depending on local facilities.
i) The Commander shall request loadsheet from CLC-office if no information is received in due time.
j) ACARS loadsheet must indicate the person who produced the calculations (electronic signature) and the final loadsheet must be accepted by the Commander. This acceptance is carried out by sending an acknowledgement to the CLC-office via ACARS or using application in EFB, including Commanders ID number (electronic signature). ACARS loadsheets and acknowledgements are automatically retained and archived electronically by AY for at least 3 months.
k) EDP or manual loadsheet must indicate the person who produced the calculations. 2 copies must be delivered to the flight crew. Loadsheets must be accepted and signed by the Commander and one signed copy must be given to the departure station ground handling service provider. The departure station ground handling service provider shall retain and archive these documents for at least 3 months.
l) If exceptionally departure station handling agent is unable to communicate with CLC-office flight crew can communicate relevant load and/or passenger data to CLC-office.

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Further procedure details shall be agreed locally if required.

5.8.3.2.1 Example of CLC-Process Actions, Timings and Responsibilities

Timings below are for example only and may vary depending on flight type and local procedures.

Table 50. Example of CLC-Process Actions, Timings and Responsibilities

	Action	Time (STD-)	Resp.
1.	Flight is triggered from Altéa Inventory to Altéa FM and CM, Altéa FM establish BI/BW, catering, potable water and crew data based on aircraft registration, flight leg and business rules. Pax bookings are available in Altéa CM and FM.	-74h	DCS
2.	Altéa FM performs Capacity Calculation for Baggage Container Requirement and Cargo Offer (amount of ULDs adjusted by CLC if required)	-23h	DCS / CLC
3.	Altéa FM sends Cargo Offer message to Cargo Handling Agent and Baggage Container Requirement message to Ramp Ground Handling Service Provider	-22h	DCS
4.	Preliminary cargo weight from Cargo Department to CLC / Altéa FM	-3h	Cargo
5.	Control that load control process for all allocated flights progress as planned	-3h	CLC
6.	Preliminary fuel is received from AY Flight Planning / Lido (long-haul flights). If load controller expects that due weight restrictions not all ID passengers without confirmed seats (SA) can be accepted load controller shall add comment to Altéa CM Flight Information Comments screen (use Load control Comments space) “Keep ID SA SBY due weight restrictions”. Additionally CLC sends same info to departure station ground handling service provider, for HEL departures inform SSM. This comment must be always revised or deleted after status AC (see step 17) unless other communicating methods (for example Altéa Messenger) are used with departure station ground handling service provider. Departure station ground handling service provider shall acknowledge to CLC that this information is received.	-2h 30min (or earlier)	CLC
7.	Final Cargo and mail data from cargo system to Altéa FM or from Cargo Handling Agent to CLC	-2h 15min long-haul, -1h 25min short-haul	Cargo
8.	Input CSU data to Altéa FM if applicable	-2h 15min	AY Kitchen
9.	Optional task to input cargo, mail and DG/SL data to Altéa FM if it cannot be automatically processed	-2h	CLC
10.	If load controller estimates that all cargo cannot be loaded due weight, balance or volume limitations required amount of cargo shall be put on stand-by and not included in LIR. SI text informing about stand-by cargo shall be inserted to LIR SI text. For long-haul flights load controller shall also plan LIR so that there is enough cargo easily offloadable (on doorside positions) to allow final fuel order up to 3000kg of additional fuel compared to preliminary fuel received from AY Flight Planning / Lido (to avoid misinterpretation not specifically noted as stand-by cargo in LIR SI text). Lowest priority cargo can be defined according to cargo department’s prioritisation and priority list in 5.4.1.1.3. If at later stage offloading of cargo is mandatory or loading of not positioned cargo becomes possible departure station shall be immediately informed and new LIR shall be issued.	-2h	CLC
11.	Control that load distribution in DCS takes place according to company regulations and issue Loading Instruction/Report to departure station	-2h long-haul, -1h 20min short-haul, -1h domestic	CLC

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12.	Revised preliminary fuel figures issued from AY Flight Planning / Lido to CLC / Altéa FM (long-haul flights)	-1h 50min	AY Flight Planning
13.	Final fuel figures from Pilots to Altéa FM and Ground Handling Service Provider (via Fuel System or ACARS)	-45min	PiC
14.	Actual crew figures retrieved from CMS to Altéa FM	-40mins	DCS
15.	Check-in Closed (Altéa flight status Acceptance Closed / AC). Actual checked-in and accepted passenger and baggage weights are used for EZFW in FM. All stand-by pax (including bookable pax that are on stand-by) or non-checked in pax weights are excluded from ZFW.	-40min	Gate
16.	If more cargo than originally planned must be offloaded items to be offloaded shall be determined as stated in step 10. However if this is expected to cause any flight delay ULDs to be offloaded can be decided independently by load controller considering DG/SL code, location (easiest/fastest to offload) and weight. E.g. if aircraft is already partly or fully loaded then ULD(s) closest to door positions can be offloaded. Dangerous goods / special load shall not be offloaded unless mandatory or offloading is approved by cargo department.	-40min	CLC
17.	After cargo has been optimised (step 16) load controller checks how much underload is left. Decision how many ID SA-pax can be accepted shall be made at this stage. Rough figures such as 1 passenger with 1 bag = 100kg can be used to estimate how many passengers can be accepted. Underload buffer of approx. 100kg is suggested to be left for last minute changes in Ramp Clearance. Weight of bookable pax that are still on stand-by (due e.g. overbooking handling) must be included in calculations if there are seats still available in total cabin capacity. Load controller informs gate the status of ID SA-pax acceptance in Altéa CM Flight Information Comments screen (use Load control Comments space). Example: “ATTN Pax Handling: MAX 245 pax can be accepted due weight restrictions”. Note that maximum passenger figure does not include infants as infant weight is 0kg. Other communicating methods can be used if agreed with departure station Ground Handling Service Provider.	-35min	CLC
18.	Departure station Passenger Ground Handling Service Provider proceeds with stand-by pax acceptance	-30min	Gate
19.	Preliminary ACARS loadsheet is sent to flight deck. Decision regarding loading of cargo/mail on stand-by should be made before issuing preliminary loadsheet to have accurate ZFW in preliminary loadsheet. If loading of cargo/mail on stand-by becomes possible (enough underload or volume) after issuing preliminary loadsheet and weight increase would be more than 1000kg load controller shall ask for approval from pilots as this could affect flight plan, trip fuel and take-off calculations.	-25min	CLC
20.	NOTOC is delivered to PiC if applicable	-20min	Ramp
21.	Adjust deadload distribution to Altéa FM Ramp Application if applicable	-15min	Ramp
22.	Check and approve changes Ramp Ground Handling Service Provider has made to deadload distribution (step 21) if required by FM and changes are acceptable. If not, change of loading must be requested.	-14min	CLC
23.	Boarding completed (Altéa flight status Acceptance Finalised / AF)	-10min	Gate
24.	Finalise Ramp Clearance to FM according to actual final loading of the aircraft, including any relevant LDM/CPM SI information (only when compartment doors are closing and final loading is known)	-10min	Ramp
25.	Possible pax Last Minute Changes (Changes after flight status has been Acceptance Finalised) information to CLC	-5min	Gate
26.	Send Passenger Area Distribution message to CLC via ACARS (free-seating flights only)	-5min	PiC
27.	Cabin doors closed	-5min	SCC
28.	Final ACARS loadsheet is sent to flight deck	-2min	CLC

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29.	Final loadsheet is acknowledged	-2min	PiC
30.	If applicable, inform any deadload changes after load reporting / Ramp Clearance has been completed ASAP to CLC (LMC or Ramp Clearance error)	-2min (ASAP)	Ramp
31.	If applicable, communicate any changes or errors in final loadsheet to flights deck as instructed in 5.4.3.2.	-1min (ASAP)	CLC
32.	Send MVT-message and define delay code(s) if applicable	+5min	Departure Station
33.	Fill in and send FPR	+15min	Departure Station
34.	File all required documents that are not electronically filed (e.g. NOTOC, LIR) to flight file	+15min	Departure Station
35.	Automated filing of flight documents to data warehouse, such as — Loadsheet copies — Commanders Acknowledgement of loadsheet — LDM, CPM, UCM OUT	+14d	DCS

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5.8.3.3 Local Load Control

In this method weight and balance calculations are produced at the departure station by using an AY approved DCS or manual loadsheet.

Program printout (EDP or ACARS loadsheet) shall be based on IATA or AY defined layout.

Manual loadsheet must be based on IATA standard loadsheet and aircraft specific balance table published in the ANNEX D Aircraft Guide shall be prepared.

Only properly trained load control agents at departure station are allowed to produce weight and balance calculations. Training requirements are specified in ANNEX F Training Program.

PROCEDURE AND RESPONSIBILITIES:

a) For load planning purposes passenger and baggage load estimate is retrieved and defined by load controller at the departure station, cargo and mail booking is informed to load controller by cargo handling agent.
b) Departure station load controller shall prepare and send/deliver loading instructions to person responsible for loading if the aircraft. This report must indicate the person who prepared the loading instructions.
c) Flight crew will inform departure station load controller final fuel figures (BF, Taxi Fuel, TIF)
d) When boarding is completed passenger ground handling service provider shall inform final amount of boarded passengers and seating conditions to load controller.
e) If any items requiring NOTOC is loaded the person responsible for loading shall deliver NOTOC to flight crew for signature. NOTOC is prepared by cargo handling agent and completed by person responsible for loading. The departure station ground handling service provider shall retain and archive a copy of NOTOC signed by the Commander for at least 3 months.
f) When actual loading is finished the person responsible for loading shall deliver fulfilled and signed loading report to the load controller. This report must be retained and archived by the ground handling service provider for at least 3 months.
g) Load controller shall produce weight and balance calculations based on final figures and send ACARS loadsheet to the flight deck or in case electronic communication is unavailable deliver 2 copies of the EDP or manual loadsheet to the flight crew. Loadsheet must indicate the person who produced the calculations (electronic signature).
h) If manual loadsheet is prepared aircraft specific balance table shall be prepared and balance conditions shall be copied to the loadsheet. Balance table shall be delivered to the flight crew with the loadsheet.
i) The final loadsheet must be accepted and signed by the Commander. For ACARS loadsheet this acceptance is carried out by sending an acknowledgement to the departure station via ACARS including Commanders personal identification number (electronic signature). Copy of ACARS loadsheets and acknowledgement must be retained and archived by the ground handling service provider for at least 3 months.
j) EDP or manual loadsheets must be accepted and signed by the Commander and one signed copy must be given to the departure station ground handling service provider. The departure station ground handling service provider shall retain and archive these documents for at least 3 months.

Further procedure details shall be agreed locally if required.

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5.8.3.4 Cockpit Load Control

In this method weight and balance calculations are prepared manually by the flight crew (Commander is the load controller of the flight).

Manual loadsheet must be based on IATA standard loadsheet and aircraft specific balance table shall be prepared. Balance tables are available in cockpit route forms -folder.

PROCEDURE AND RESPONSIBILITIES:

a) Aircraft basic weight and index (BW/BI) can be retrieved from cockpit official folder.
b) Pantry code, pantry weights/indexes and/or DOW/DOI can be requested from CLC-office if not known.
c) Manual LIR form can be requested from ground handling service provider.
d) Manual balance table and loadsheet forms are available from cockpit route forms -folder.
e) Aircraft loading is carried out based on the loading instructions prepared by the departure station ground handling service provider, CLC-office or flight crew depending on local procedures.
f) If flight crew produces loading instructions the person responsible for loading shall deliver preliminary dead load figures to the flight crew as soon as possible.
g) Preliminary passenger figures are available from: CIS, senior cabin crew or departure station ground handling service provider depending on local procedure.
h) When the loading has been completed the person responsible for loading shall sign the loading report to confirm that the loading has been completed in accordance to his report and deliver the report to the flight crew.
i) The senior cabin crew shall deliver cabin report including final passenger figures and seating conditions to the flight crew.
j) The flight crew shall produce the loadsheet which are based on the cabin report and the signed LIR by using IATA standard loadsheet form and aircraft specific balance table.
k) Loadsheet shall be signed by the Commander and a copy shall be given to the departure station ground handling service provider.
l) Signed loading report must be given back to the departure station ground handling service provider.
m) Departure station ground handling service provider shall retain and archive these documents for at least 3 months

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5.9 Handling/Load Information Codes to be Used on Traffic Documents and Messages

[Ref. AHM 510]

Load Information/Volume Codes

The codes listed below shall be used to identify load categories and to give information in connection with ULD handling.

Table 51. Load Category Codes

Code	Load Category
B	baggage
C	cargo
D	crew baggage
E	equipment, e.g. unmanifested flight spares, in compartment
M	mail
N	no ULD at position
Q	courier baggage
U	unserviceable ULD
W	cargo in security controlled ULD
X	empty ULD
Z	miscellaneous items not included in other commodities due system or procedural limitations, can be used for e.g. - special baggage (e.g. AVI, EXP or WCH) to allow practical split from other baggage in DCS - catering material and pre-orders (e.g. CSU, EIC) to prevent inclusion in cargo statistics (non-IATA standard definition) - Newspapers (NWP) transported in hold when not transported as cargo or mail

5.9.1 Additional Baggage Load Information Codes

The codes listed below shall be used to distinguish different baggage categories and to give information in connection with the handling of baggage.

Table 52. Additional Baggage Load Information Codes

Code	Definition
BB	Local Regular
BF	Local Priority
BT	Transfer
BH	Transfer Hot / short connection
BL	Transfer Long connection

Note: If transfer bag is also priority bag it shall be handled and segregated as transfer bag.

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5.9.2 ULD Load Volume Codes

Table 53. Unit Load Volume Codes

Code	Definition
0	no volume available
1	quarter volume available
2	half volume available
3	three quarters volume available

Example 1:

.22L/JFK/C0 in compartment two, lateral row two, left hand side there is for JFK a full container of cargo.

Example 2:

.34R/BKK/BT1 in compartment three, lateral row four, right hand side there is for a baggage ULD for Bangkok containing transfer baggage with one quarter of its volume remaining empty.

5.9.3 Codes for Loads Requiring Special Attention

See AY GOM ANNEX C 4.

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5.10 Notification to Captain (NOTOC)

[Ref. OM-A 9.7.4-5, Appendix 3 to OM-A 9.7.4, AY CHM 5.2, DGR 9.5.1, IATA AHM 593, ISM GRH 3.3.1 (iii), 3.3.4, 3.3.7, 3.3.8]

The flight crew must be provided with a notification concerning dangerous goods and any other special load (i.e., AVI, HEG, HUM), as required by the operating airline, onboard the aircraft in the form of a NOTOC (Notification to Captain).

The person responsible for the load planning and weight and balance calculation task is liable to decide on the loading positions.

This will be reflected in the LIR and updated to the right hand side of the NOTOC by person responsible for loading supervision task. Any change must be agreed and communicated in advance with load controller of the flight.

NOTOC shall be updated by personnel responsible for loading or loading supervision task.

Finalized NOTOC shall be signed and delivered to PiC.

5.10.1 General

[Ref. OM-A 9.7.4, DGR 9.5.1, AY CHM 5.2]

The commander of the aircraft on which dangerous goods are to be carried must be informed before the flight of those dangerous goods. This information must be on a “Special load notification to captain” (NOTOC) (see example of the form and completing instructions in AY GOM 5.10.6). All forms which meet the requirements of IATA AHM 593 are acceptable.

Also the carriage of perishable goods requiring special temperature settings, live animals and other special loads requiring special attention must be reported to Pilot-in-Command (PiC) by means of the NOTOC. Exception is special loads as checked in baggage which shall be informed to PiC in loadsheet SI-field.

5.10.2 Distribution

[Ref. OM-A Appendix 2 to 9.5.1, 9.7.4, AHM 593, DGR 9.5.1.1.9]

The NOTOC must be completed at least in duplicate. The original is to be handed over to the cockpit crew and the copy is to be filed at the departure station. The NOTOC shall be despatched to the flight deck for approval latest 10 minutes before departure.

5.10.3 Responsibilities

[Ref. OM-A Appendix 3 to 9.5.1, 9.7.4, DGR 9.5.1.1.7, 9.5.1.1.9]

The NOTOC for dangerous cargo and special cargo is prepared by the cargo agent who enters all details except items 21 and 22.

Copy of NOTOC must be sent to applicable CLC office by fax or e-mail attachment well in advance of departure.

Details of loading are prepared by ramp or cargo agent supervising of loading ULD or aircraft. NOTOC must also include signed confirmation, or some other indication, from the person responsible for loading the aircraft, that there was no evidence of any damage to or leakage from the packages or any leakage from the unit load devices loaded on the aircraft.

For the communication method to PiC for special baggage i.e. live animals and battery driven wheelchairs and other special loads as baggage, no NOTOC is required and Loadsheet SI-field must be used as specified in AY GOM ANNEX C (Dangerous Goods and Special Loads) 1.1.

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5.10.4 Availability of NOTOC in Case of In-flight Emergency

[Ref. OM-A 9.7.5, DGR 9.5.1.2]

All information related to dangerous goods loaded on board must be quickly provided to emergency responders if in-flight incident occurs.

AY OCC Lead Operations Controller has the responsibility to provide detailed information without delay about dangerous goods carried as cargo to emergency services responding to an accident or serious incident involving Operator's aircraft.

Therefore, the dangerous goods information provided to the commander shall be made readily available to AY OCC Lead Operations Controller by the commander as described in OM-A 8.1.13.

The contact information to AY OCC is

- +358 9 818 5851 (Lead Operations Controller)
- +358 9 818 5853 (Operations Control)
- E-mail: occ@finnair.com

5.10.5 Multi-sector Flights

[Ref AY CHM 5.2.3, AHM 593]

Each station issuing a NOTOC shall prepare a separate NOTOC form for each station en Route. On arrival at each en Route station, the loading supervisor shall collect all copies of the NOTOC forms from the flight deck.

The transit and/or joining NOTOC form(s) shall be presented to the outgoing Pilot-in-Command by the loading supervisor as soon as he/she reports to the aircraft, or earlier. The loading supervisor shall sign the joining NOTOC form and obtain the Pilot-in-Command's signature. Changes or repositioning of transit dangerous goods shipment or other special loads must be properly amended on the transit NOTOC form(s).

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5.10.6 Completion of the Finnair NOTOC Form

[Ref IATA DGR 9.5.1, AHM 593, OM-A 9.7.4, Appendix 2 to OM-A 9.7.4, CHM 5.2.6]

Information on the NOTOC must include:

a) Loading location
b) Flight number / Date
c) Name of person or office who prepared the NOTOC
d) Unloading airport for each shipment
e) The Air Waybill number (when issued)
f) The Proper Shipping Name
g) In case of smoke hoods (including chemical oxygen generators) transported in accordance with DGR Special Provision A144 also the required statement
h) The class or division, any identified subsidiary hazards and, for explosives, the compatibility Group
i) The packing group (when assigned)
j) (for non-radioactive material) the number of packages, the net quantity, or gross weight if applicable, of each package and their exact loading location.
    1. For a consignment consisting of multiple packages containing dangerous goods bearing the same proper shipping name and UN number or ID number, only the total quantity and an indication of the largest and smallest package at each loading location need to be provided. For unit load devices or other types of pallets containing consumer commodities accepted from a single shipper, the number of packages and the average gross weight;
    2. For UN 1845, carbon dioxide, solid (dry ice), only the UN number, proper shipping name, class, total quantity in each hold on the aircraft and the destination at which the package(s) is to be unloaded need to be provided. Number of packages, although not required by the DGR, is strongly recommended.
    3. For UN 3480 (lithium ion batteries), UN 3090 (lithium metal batteries) and UN 3551 (sodium ion batteries), only the UN number, proper shipping name, class, total quantity at each loading location, and whether the package must be carried on a cargo only aircraft need be provided. In case these are carried under a State exemption NOTOC must show all information.
k) (for radioactive material) the number of packages, their category, their transport index and dimensions for each package, if applicable and their exact loading location
l) “Cargo aircraft only” -indication (if applicable)
m) An indication that dangerous goods are carried under state exemption (if applicable)
n) When the NOTOC form is provided with the fields of Cargo IMP Code and ERG Drill code they must be completed
o) Confirmation that there is no evidence of damaged or leaking packages or any leakage from the unit load devices loaded on the aircraft.

Packages containing Radioactive Material, Excepted packages (RRE), Dangerous Goods in Excepted Quantities (REQ), Biological Substances, Category B (RDS), Magnetized Material (MAG), Genetically Modified Organisms (GMO) or Excepted Lithium and Sodium Batteries (ELI, ELM) are not required to be shown on the NOTOC.

Cargo handling agent shall send a copy of NOTOC to applicable CLC office as an e-mail attachment at the same time when final cargo weights are informed to CLC.

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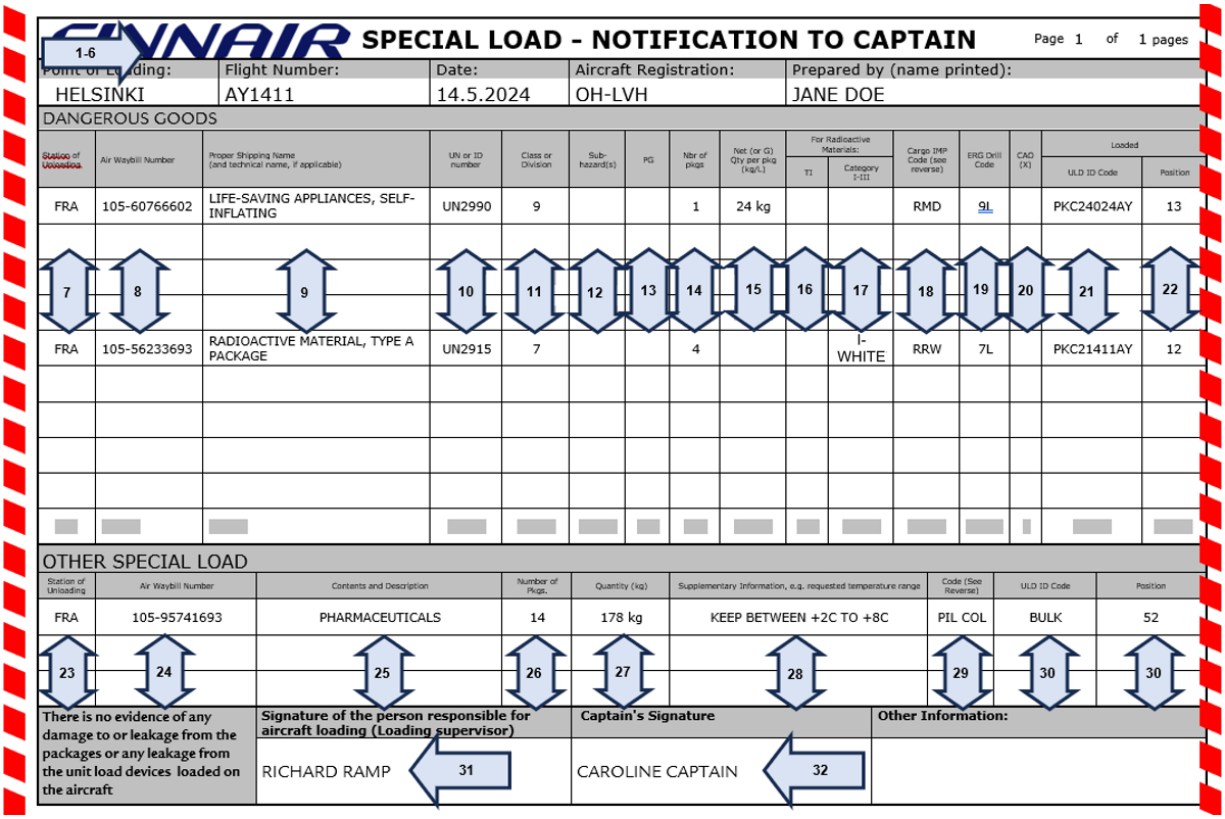
Table 54. Reference Numbers and Specimen NOTOC Form

Ref. No.	PRINTED HEADING	COMPLETION
1	Station of loading	Self-explanatory
2	Flight Number	Self-explanatory
3	Date	Self-explanatory
4	Aircraft registration	Self-explanatory
5	Prepared by	The person or office preparing the notification prior to its release to the weight and balance office or ramp.
6	Page of pages	Page number and total number of pages in NOTOC
Dangerous Goods		
7	Station of unloading	Station of unload for this flight (IATA three-letter airport code)
8	Air waybill number (if issued)	Self-explanatory
9	Proper shipping name	The full proper shipping name as per Shipper's Declaration (technical names are not required). In case of smoke hoods (including chemical oxygen generators) transported in accordance with Special Provision A144 also the required statement.
10	UN or ID Number	As per Shipper's Declaration
11	Class or Division	As per Shipper's Declaration; and for Class 1, compatibility group
12	Subsidiary Hazard (risk)	As per Shipper's Declaration
13	Packing Group	As per Shipper's Declaration
14	Number of Packages	The number of packages in each loading location
15a	Net Quantity (kg/litre)	(For non-radioactive material only) net quantity, or gross weight, if applicable per package (kg or L).
15b	Net Quantity (kg/litre) – multi-package shipments	For a consignment of multiple packages containing dangerous goods bearing the same UN number, P.S.N and Packing Group, the total net quantity and an indication of the largest and smallest package at each loading location need only to be provided (e.g. Total 100 L, 8-12 L), but 15 a procedure may also be used.
15c	Net Quantity – multi-package shipments of Dry Ice	For UN 1845, carbon dioxide, solid (dry ice), only the UN number, proper shipping name, class, total quantity in each hold on the aircraft and the destination at which the package(s) is to be unloaded need only to be provided, but 15 a procedure may also be used. Number of packages, although not required by the DGR, is strongly recommended.
15d	Net Quantiy – multi-package shipments of UN3090, UN3480 or UN3551 (all CAO)	For UN 3480 (lithium ion batteries), UN 3090 (lithium metal batteries) and UN 3551 (sodium ion batteries), only the UN number, proper shipping name, class, total quantity at each loading location, and whether the package must be carried on a cargo only aircraft need be provided. In case these are carried under a State exemption NOTOC must show all information.
15e	OVERPACKS: When dangerous goods packages are contained in an overpack, the information should show the overpack information immediately following the entries within it.	
15f	All-packed-in-one (APIO): When different dangerous goods are contained in one outer packaging, the piece count may be left blank for each entry and shown only for the outer packaging. The information should show the all-packed-in-one (APIO) information immediately following the entries within it.	
16	Transport Index	(For radioactive material only) Transport Index, if applicable
17	Category	(for radioactive material only) Category I, II or III according the radioactive category (I-white, II- and III-yellow)

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18	Cargo IMP Code	Cargo IMP Code of substance
19	ERG Code	Emergency Drill Code, as per IATA DGR 4.2 column N
20	CAO	Enter "X" for 'Cargo Aircraft Only' items
21	ULD ID Code	Enter ULD identification number, if applicable
22	Position	The loading position in the aircraft entered by loading supervisor
Other Special Load		
23	Station of unloading	Self-explanatory
24	Air waybill number (if issued)	Self-explanatory
25	Contents and Description	Brief description of the goods
26	Number of packages	The number of packages in each loading location
27	Quantity	Enter the gross weight of packages
28	Supplementary Information	Any relevant information, e.g. wanted hold temperature
29	Cargo IMP Code	Cargo IMP Code of substance (see NOTOC reverse)
30	ULD ID Code and position	As above
31	Person responsible for ULD and/or airplane loading	To be signed by the person responsible for ULD loading (optional) and/or airplane loading
32	Captain's signature	To be signed by the Pilot-in-Command
33	Other Information	Any other information. If applicable an indication that an item is transported under a State Exemption
The information is mandatory in all fields of NOTOC, except "Supplementary Information" and "Other Information" fields. It is not mandatory to have Columns 18 Cargo IMP Code, 19 ERG Code in the NOTOC.		

Picture 64. NOTOC Example



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CARGO IMP CODES FOR DANGEROUS GOODS

Class or Division	Name	Code	Class or Division	Name	Code
1.3C	Explosives- Division 1.3C (CAO)	RCX	6.1	Toxic Substances	RPB
1.3G	Explosives – Division 1.3G (CAO)	RGX	6.2	Infectious Substances (Category A)	RIS
1.4B	Explosives – Division 1.4B (CAO)	RXB	7	Radioactive Material – Category I-White	RRW
1.4C	Explosives – Division 1.4C (CAO)	RXC	7	Radioactive Material – Category II- or III-Yellow	RRY
1.4D	Explosives – Division 1.4D (CAO)	RXD	8	Corrosive Material	RCM
1.4E	Explosives – Division 1.4E (CAO)	RXE	9	Miscellaneous Dangerous Goods	RMD
1.4G	Explosives – Division 1.4G (CAO)	RXG	9	Dry Ice	ICE
1.4S	Explosives – Division 1.4S	RXS	9	Lithium Ion Batteries, UN3480 Section I (CAO)	RBI
2.1	Flammable Gas	RFG	9	Lithium Ion Batteries, UN3481 contained in/packed with Equipment (Section I of PI 966-967)	RLI
2.2	Non-flammable Gas	RNG	9	Lithium Metal Batteries UN3090 Section I (CAO)	RBM
2.2	Cryogenic Liquids (Gases with Packing Instruction 202)	RCL	9	Lithium Metal Batteries, UN3091 contained in/packed with Equipment (Section I o PI 969-970)	RLM
2.3	Toxic Gas (CAO)	RPG	9	Sodium Ion Batteries, UN3551 Section I (CAO)	RBI
3	Flammable Liquids	RFL	9	Sodium Ion Batteries, UN3552 contained in/packed with Equipment (Section I of PI 977-978)	RLI
4.1	Flammable Solids	RFS	9	Polymeric Beads (for UN2211 and UN3314 only)	RSB
4.2	Spontaneously Combustible	RSC	9	Vehicle, Battery Powered (UN3556, UN3557 and UN3558)	RVB
4.3	Dangerous When Wet	RFW	9	Vehicle, Flammable, gas or liquid powered (including fuel cells)	RVF
5.1	Oxidizing Substances	ROX	9	Vehicle, Hybrid (hybrid vehicles under UN3166)	RVH
5.2	Organic Peroxides	ROP	9	Vehicle, Other (for UN3171)	RVO

OTHER CARGO IMP CODES

ACT	Active temperature controlled system (ULD)	FRO	Frozen goods	PES	Perishable fish or seafood
AVI	Live animal	HEG	Hatching eggs	PIL	Pharmaceuticals-temperature controlled
CAO	Cargo aircraft only	HUM	Human remains in coffins	SHL	"Save human life" = urgent medical equipment or medicines
COL	Cool goods, + 2 to + 8 c	LHO	Living human organs or blood	SPF	Laboratory animals
CRT	Controlled room temperature +15 to +25 c	MUW	Munitions of war	SWP	Sporting weapons
EAT	Foodstuffs	PEF	Perishable flowers or plants	VAL	Valuable cargo
ERT	Extended room temperature +2 to + 25 c	PEM	Perishable meat or poultry	VUN	Vulnerable cargo
FIL	Undeveloped/unexposed film	PEP	Perishable fruits or vegetables		
FRI	Frozen goods - subject to veterinary/phytosanitary check	PER	Perishable cargo (general)		

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6 Airside Safety Operational Oversight

6.1 Introduction

To ensure ground operational safety, all station activities, including, if applicable, those outsourced to an external third-party ground handling services provider or its subcontractors, shall be conducted under the direct oversight of supervision personnel.

6.2 Operational Requirements

a) *Supervision personnel shall be trained and qualified to perform the assigned functions.*
b) *Assigned individuals will provide oversight of personnel conducting airside operations.*
c) *The person responsible for the aircraft loading supervision task will oversee the aircraft turnaround during ramp/apron activities ensuring the aircraft is handled and serviced according to* AY GOM and Finnair requirements. This also applies to any local rules and regulations that are more stringent than the requirements specified by Finnair. *These duties may be combined with another function/role.*
    1. *If applicable, checklists are to be provided. They shall be completed as required by the individual assigned to provide oversight.*
    2. *Individuals assigned to oversee ground handling operations shall have oversight on airside operations, ground safety and flight schedule.*
d) *The person assigned for turnaround coordination will support supervision personnel to co-ordinate and when necessary, direct all operational turnaround activities.*
e) *The turnaround coordination will ensure punctual performance through adherence to station Precision Time Schedule (PTS).*
f) All personnel shall perform their function without the influence of drugs, alcohol or psychoactive substances. The company shall have a policy that defines the acceptable limits for drugs, alcohol or psychoactive substances. Where local or national regulation prescribes more restrictive limits than those defined by the organization, these limits shall be applied. [Ref. IATA AHM 616 4.6]

6.3 Supervision Scope

Oversight for an aircraft arrival/departure includes, but is not limited to the following activities:

a) *Aircraft, vehicles and Ground Support Equipment operations and parking*
b) *Arrival*
c) *Baggage handling*
d) *Cabin equipment*
e) *Catering ramp handling*
f) *De-icing/anti-icing services and snow/ice removal*
g) *Departure*
h) *Exterior cleaning*
i) *Interior cleaning*
j) *Load control document accuracy:*
    1. *LIR*
    2. *loadsheet*
    3. *NOTOC*
    4. *other documents, as applicable.*
k) *Load control and flight operations*
l) *Marshalling*
m) *Moving of aircraft*
n) *Passenger services*
o) *Ramp fuelling/de-fuelling operations*
p) *Ramp regulations*
q) *Ramp services*
r) *Ramp to flight-deck communications*
s) *Staff conduct, behaviour and operational practice*
t) *Personal Protective Equipment (PPE)*
u) *Toilet services*
v) *Towing cargo and baggage*
w) *ULD and bulk loading/unloading of baggage and cargo*
x) *Water service*

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6.4 Turnaround Coordination/Supervision Requirements

The list *below defines elements that require supervision by individuals assigned to oversee ground handling operations. The primary task is to stop all unsafe acts.*

1) *Pre-flight brief conducted regarding flight requirement(s) and services as needed*
2) *Pre-arrival check that parking position is free of Foreign Object Debris (FOD), obstacles and/or spillage*
3) *Personnel wearing PPE available and ready*
4) *All GSE and personnel positioned outside the Equipment Restraint Area (ERA)*
5) *Guidance system is activated and marshaller(s)/wing walkers correctly positioned as applicable*
6) *Personnel stay clear of the aircraft, until anti-collision lights have been switched off (exception applies* to nose landing gear chocking (see AY GOM 4.2) and *GPU if Auxiliary Power Unit (APU) is not operational).*
7) *Aircraft chocked and coned*
8) *An arrival external check prior to approach of any ground support equipment is done*
9) *Equipment is properly positioned and operated (e.g. guide rails)*
10) *Cargo holds are offloaded and commodities correctly handled as required*
11) *Cargo holds offloaded according to LIR and inspected for damage*
12) *Passenger Boarding Bridge (PBB) and/or stairs/steps are set to correct height before opening cabin access doors and all safety devices are installed*
13) *Aircraft cabin access door operation by authorized and qualified person*
14) *During passenger (dis)-embarkation, passenger movement is protected and guided in walkways between the aircraft and bus or terminal*
15) *Passenger walkways are clean of obstacles and free of undesired contaminated substances*
16) *Fuel bowser/tank or pumps is properly positioned and escape route not obstructed*
17) *Fuel safety zones are respected*
18) *Safety precautions for fuelling with passengers on board or boarding are adhered to as applicable*
19) *On-load started and the person responsible for loading oversight, (i.e., Load Master) is in possession of the LIR*
20) *Condition of load is inspected prior to loading*
21) *Baggage and cargo loaded and handled in accordance with the LIR*
22) *Dangeroud Goods (DG) is correctly handled, segregated, secured and stowed*
23) *Holds are checked to verify load and locks/nets configuration*
24) *Load information is exchanged with all deviations noted*
25) *Final load information is provided to flight crew as required*
26) *GSE removal procedures are followed*
27) *Final ramp inspection and aircraft walk-around check are performed*
28) *Chocks and cones removal procedures are followed*
29) *Departure sequences conducted as required*
30) *Post departure activities are conducted as required with appropriate document retention*

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6.5 Reporting Incidents, Accidents and Near-Misses

In the event of an incident or accident, the work must stop, the scene must be frozen and isolated and the event shall be immediately reported to the line management airline representative and, as required, to local authorities. In general:

a) *Complete the* Finnair Ground Safety Report *or* Dangerous Goods Occurrence Report *form to collect all relevant information regarding the event.* Finnair reporting forms are available in at Finnair Partner Hub.
b) Submit the completed report according to instructions defined in AY GOM 6.5.2.

6.5.1 General

The main purpose of reporting and investigation of occurrences is to improve flight safety and to prevent future accidents and incidents. This is achieved by encouraging every employee at the company, or subcontracted providers, to report errors, hazards and near misses. Occurrences to be reported are those where the safety of operation was or could have been endangered or which could have led to an unsafe condition. If in the view of the reporter an occurrence did not endanger the safety of the operation but if repeated in different but likely circumstances would create a hazard, then a report should also be made

The nature of all reporting is confidential, which means that the information is not public, but used for safety purposes. Reporting does not seek to attribute blame or liability. Reporting follows Just Culture principles. Company staff is not permitted to discuss publicly the circumstances concerning any safety occurrence with other persons than the authorised investigators. This, by no means, restricts a person to seek for professional (legal or medical) help if needed. It is also possible to submit a report anonymously. If employee wants to report something confidentially, it can be done by filling a “Confidential report” form or an informal report directly to VP Safety and Compliance management (safety@finnair.com).

The Safety and Compliance Management Application (Q-Pulse) is used to collect and process the Air Safety Reports (ASR), Ground Safety Reports (GSR) Maintenance Safety Reports (MSR), Fatigue Safety Report (FSR) and Dangerous Goods Reports (DGR) to identify trends and perform different types of analysis. Occurrence reports will be stored in Company Safety Information System, at least, for 2 years.

It is mandatory to report at least the occurrences defined in the AY GOM 6.5.2. Safety Reports are also used to report all damages to the aircraft (see AY GOM 6.5.3). Finnair encourages reporting all safety related occurrences even though they are not subject to mandatory reporting. The report must be submitted to Safety and Compliance Management without delay and further on to CAA-FI within 72 hours. Alternative reporting methods are Q-Pulse or Q-Pulse web, mail (DQ/503, 01053 FINNAIR) or e-mail (ground.safety@finnair.com).

The report should be made on the form indicated (AY GSR and AY DGOR), but lack of a form shall not prevent making the report (see AY GOM 6.5.3.1).

6.5.2 Mandatory Reporting

Every employee, company or sub-contracted, involved in or observing an occurrence shall ensure that the report is made.

List of occurrences that are mandatory to be reported to authorities:

a) Handling of passengers, baggage and cargo
   1. Significant contamination of aircraft structure, systems or equipment arising from the carriage of baggage or cargo.
   2. Incorrect loading of passengers, baggage or cargo, likely to have a significant effect on aircraft weight and/or balance.
   3. Incorrect stowage of ULDs, baggage (including hand baggage), cargo or any other load likely in any way to endanger the aircraft, its equipment or occupants or to impede emergency evacuation.
   4. Carriage of non-airwothy ULDs
   5. Carriage or attempted carriage of dangerous goods in contravention of applicable regulations, including incorrect labelling and packaging of dangerous goods.
b) Aircraft ground handling and servicing
   1. Failure, malfunction or defect of ground equipment used for the testing or checking of aircraft systems and equipment when the required routine inspection and test procedures did not clearly identify the problem, where this results in a hazardous situation. In case of fuel spill during fuelling/defuelling of aircraft, contact the cockpit crew for reporting.
   2. Non-compliance or significant errors in compliance with required servicing procedures.
   3. Loading of contaminated or incorrect type of fuel or other essential fluids (including oxygen and potable water).

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6.5.2.1 Ground Safety Report (GSR)

Ground safety related occurrences shall be reported with Ground Safety Report (GSR). This report is primarily used for ground occurrences when the aircraft is on ground at stand or being towed. The form that shall be used for reporting (GSR) is available at Finnair Partner Hub.

a) All ground handling occurrences, involving also damage to equipment and/or injury to passengers or staff, shall be reported. Personnel are encouraged to report any near-misses or un-safe practises. It is mandatory to report all the occurrences described in AY GOM 6.5.2.
b) Finnair GSR form shall be used to report any un-safe practices/conditions or near-misses.
c) An initial report, which may be made by any means, must be despatched without any delay. This occurrence report form, duly completed, must be sent as soon as possible, even if all the information is not available.
d) Copies of all relevant documents, such as Loading Instruction / Report, Loadsheet, messages etc., and any photographs should be attached to this report or to be sent by any appropriate means.
e) GSR and relevant documents shall be sent to Safety and Compliance Management, e-mail: ground.safety@finnair.com. It must be submitted to the Safety and Compliance Management without any delay after the time of the event. Safety and Compliance management shall forward the report without delay to:
    1. The Finnish Flight Safety Authority (FCAA)
    2. The Finnish Accident Investigation Board

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6.5.2.2 Dangerous Goods Occurrence Report (DGOR)

Any type of dangerous goods incident or accident must be reported irrespective of whether the dangerous goods are contained in cargo, mail, passenger's baggage or crew baggage. The finding of undeclared or misdeclared dangerous goods in cargo or mail and occasions when dangerous goods not permitted under AY GOM ANNEX C 1 are discovered in passenger's baggage must also be reported. It is recommended to use Finnair Dangerous Goods Occurrence Report form (DGOR) that it is available at Finnair Partner Hub.

a) A dangerous goods accident is an occurrence associated with and related to the transport of dangerous goods which results in fatal or serious injury to a person or major property damage. For this purpose serious injury is an injury which is sustained by a person in an accident and which:
    1. requires hospitalisation for more than 48 hours, commencing within 7 days from the date the injury was received; or
    2. results in a fracture of any bones (except simple fractures of fingers, toes or nose); or
    3. involves lacerations which cause severe haemorrhage, nerve, muscle or tendon damage; or
    4. involves injury to any internal organ; or
    5. involves second or third degree burns, or any burns affecting more than 5% of the body surface; or
    6. involves verified exposure to infectious substances or injurious radiation. A dangerous goods accident may also be an aircraft accident; in which case the normal procedure for reporting of air accidents must be followed.

b) A dangerous goods incident is an occurrence, other than a dangerous goods accident, associated with and related to the transport of dangerous goods, not necessarily occurring on board an aircraft, which results in injury to a person, property damage, fire, breakage, spillage, leakage of fluid or radiation or other evidence that the integrity of the packaging has not been maintained. Any occurrence relating to the transport of dangerous goods which seriously jeopardises the aircraft or its occupants is also deemed to constitute a dangerous goods incident.

c) The report should be as precise as possible and contain all data known at the time the report is made, for example:
    1. Date of the incident or accident, or the finding of undeclared or misdeclared dangerous goods
    2. Location , the flight number and flight date.
    3. Description of goods and the reference number of the air waybill, pouch, baggage tag, ticket, location in aircraft, etc.
    4. Proper shipping name (including technical name, if appropriate) and UN/ID number, where known
    5. Class or Division and any subsidiary hazard
    6. Type of packaging, if applicable, and the packaging specification marking on it (if applicable)
    7. Quantity involved
    8. Name and address of the shipper, passenger, etc.
    9. Any other relevant details
    10. Suspected cause of the incident or accident
    11. Action taken
    12. Name, title, address and contact number of the person making the report.

d) An initial report should be dispatched within 72 hours of the occurrence, unless exceptional circumstances prevent this. The initial report may be made by any means but this occurrence report form, duly completed, must be sent as soon as possible, even if all the information is not available.

e) Completed reports must be sent to the competent authorities of 1) the State in which the incident occurred; 2) the State of the Operator and 3) to the Operator. For 2) and 3) see point g.

f) Copies of all relevant documents, such as AWB, DGD, NOTOC, LI/LIR etc., and any photographs should be attached to this report.

g) Completed reports and copies of related documents must be sent to Finnair Headquarters, Finnair Safety and Compliance Management: ground.safety@finnair.com. This departments will copy reports to competent authorities of Finland and file copies.

h) Providing it is safe to do so, all dangerous goods, packaging, documents, etc, relating to the occurrence must be retained until after the initial report has been sent to the authorities referred to in e) above and they have indicated whether or not these should continue to be retained.

i) Requirements and procedures differ from state to state; it is recommended that the local competent authority be contacted in order to clarify the exact procedures to be followed in the event of a dangerous goods incident or accident.

j) For more information, refer to:
    1. Finnair Operations Manual, OM-A 9.9
    2. Finnair Cargo Handling Manual, CHM 8.3.3

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6.5.3 Instructions for Aircraft Damage Incidents

6.5.3.1 Communication to and Within Finnair

The party causing damage to a Finnair aircraft is responsible for notifying and reporting about the incident in accordance with the instructions in AY GOM 6.5.3.2 or separately given by the person accountable for the business contract at Finnair. An immediate notification about the damage must be made by a responsible supervisor to the Pilot-in-Command (PiC) of the flight concerned and by telephone to the Finnair Operations Control Centre (OCC).

Operations Control Center (OCC)
Tel: +358 9 818 5851, +358 400 403 182 (mobile)
E-mail: occ@finnair.com
Fax: +358 9 818 2409
Sita: HELWWAY

When receiving the initial notification OCC shall remind the person reporting the incident about the responsibility of the party causing the damage to prepare and forward a written report about the incident to Finnair.

The technical supervisor at OCC will report the damage to Maintenance Operations Centre (MOC) and request a damage inspection to be conducted by MOC or the company providing technical handling services for Finnair at the airport of the occurrence.

The PiC will make a separate notification (via Acars) to OCC, as considered appropriate.

The order to report to OCC applies also to damage occurring at Finnair Technical Services if it is expected that the incident may cause a delay or lead to the cancellation of a Finnair flight or if the damage is of such nature that although not affecting the airworthiness of the aircraft it does, however, inconvenience or restrict the customer service on board or leads to additional costs to Finnair.

As a general principle, a report made by the local police shall be requested whenever possible. This requirement can be waived if the PiC does not consider calling the police on the incident site necessary.

6.5.3.2 Reporting

After the initial reporting to OCC the incident has to be reported to Safety and Compliance Management -organization without delay, however latest the following day, including contact information of those persons having witnessed or verified the incident and photos taken of the damage.
Ground operations/handling organisations shall make the report by using the Ground Safety Report (GSR) form (Finnair 897), maintenance/technical staff by using the Maintenance Safety Report (MSR) form (Finnair 911) and pilots by using the Air Safety Report (ASR) form (Finnair 725/1D).
The report shall be sent/forwarded as follows:

a) GSR: ground.safety@finnair.fi
b) MSR: safety@finnair.fi
c) ASR: to the red mailbox next to the Crew Service Desk, green page attached to the aircraft log

Finnair Safety and Compliance Management -organisation is responsible for the immediate distribution of the information concerning the incident within Finnair, including the persons accountable for the business contracts at Finnair and to the respective authority in case of discrepancies as defined in EU directive 2003/42/EC.

6.5.3.3 Finnair Notification to the Party Responsible for the Damage

The person accountable for the business contract at Finnair or a person authorised by him/her shall send to the liable party a standard letter available from the Finnair legal office where Finnair declares its right to revert at a later stage and charge the liable party the costs arising from the incident.

6.5.3.4 Responsibilities for Gathering the Cost Information of Incidents

Finnair Technical Services – data and documentation of the repair costs at the Technical Services
Technical Operations – data and documentation of the repair costs from outside service providers OCC data concerning other incident related costs, e.g, ferry flight, customer service expenses arising out of the irregularity, estimated loss of revenue etc.

For scheduled flights the Technical Operations shall collect all the information about the costs resulting of an incident and forward this information together with the applicable enclosures to the person responsible for the business contract.

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6.6 Airside Safety Investigation Procedure

6.6.1 General

The investigation process will be conducted in a logical way by collecting and analysing facts to identify root causes as well as contributing and human factors.

6.6.2 Factual Information

In general:

- *a) Gather factual information including photographs, testimonials, reports, sketches, video footage, maps and any other relevant information.*
- *b) Determine the level of investigation:*
    1. *Basic investigation – an informal inquiry to identify the key elements that led to the event.*
    2. *Formal investigation – a formal inquiry with all parties involved, including legally required internal and external parties.*

6.6.3 Investigation Procedure

In general:

- *a) Gather all information available about the event:*
    1. *Identify the circumstances leading up to the event.*
    2. *Review all reports pertaining to the event.*
    3. *Collect all available data (e.g., CCTV and other video footage, photographs, objects, testimonials, sketches, maps).*
    4. *Identify the people involved and any witnesses.*
    5. *Gather all relevant information concerning the people involved (e.g., roster, training records, medical information, employee records, assigned task, all reports, any other).*
    6. *Gather all relevant information concerning the technical, environmental and infrastructural conditions.*
- *b) Conduct interviews with all individuals involved and any witnesses.*
- *c) Conduct a confirmation site visit if possible.*
- *d) Confirm whether a Standard Operating Procedures (SOP) are published and available for the task being performed.*
- *e) Identify human factors:*
    1. *Communication*
    2. *Stress and timing*
    3. *Fatigue*
    4. *Loss of situational awareness*
    5. *Health condition*
    6. *Use of available resources*
    7. *Staff feedback related to the SOP*
    8. *Teamwork*
    9. *Knowledge retention and competence.*
- *f) Technical factors:*
    1. *Use of a GSE*
    2. *Preventive and corrective maintenance records*
    3. *Current technical condition*
    4. *Suitability for the task*

6.6.4 Analysis

Analyse the event by:

- *a) Describing the sequence of events as they occurred for each person/element involved.*
- *b) Identifying any failures in the tasks performed in relation to written instructions.*
- *c) Identifying any causal links between events.*
- *d) Documenting a chronological sequence of events that led to the incident/accident as supported by facts.*
- *e) Determining which failures contributed to the accident based on factual evidence in relation to the sequence of events.*
- *f) Identifying pre-existing and/or new hazards that contributed to the event.*

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6.6.5 Conclusion and Causes

Specify:

- *a) Root causes*
- *b) Contributing factors*
- *c) Human factors*

6.6.6 Investigation Follow-up

Follow-up the investigation by:

- *a) Establishing the following for each root cause:*
  1. *Corrective action requests.*
  2. *Preventive actions requests.*
- *b) Making safety recommendations that:*
  1. *Address the root causes as well as contributing and human factors identified as a part of the investigation.*
  2. *Ensure corrective and preventive action requests will be issued to line management.*
  3. *Provide line management with corrective action plans to address the root causes as well as contributing and human factors for approval.*
  4. *Ensure that an action plan implementation is confirmed through a monitoring/audit process.*
  5. *Ensure that the human factors information in Airside Safety Investigations form is completed.*

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Picture 65. Human Factors in Airside Safety Investigations (AHM 652)

Section I General Information		
Case # : _____	Date of Event: _____ / _____ / _____	
Airline: _____	Time of Event _____ (use 24 hr clock)	
Station: _____	Lead Investigator: _____	
Area / Gate: _____	Date of Investigation: _____ / _____ / _____	
	Date Investigation Closed: _____ / _____ / _____	
Type of Event		
☐ Aircraft Damage	☐ GSE Damage	☐ Occupational Injury
☐ Near-Miss Aircraft Damage	☐ Near-Miss GSE Damage	☐ Near-Miss Occ Injury
☐ Passenger Injury		
Phase of Operation (Tick all that apply)		
☐ Ramp Transfer	☐ Bag Tug Operation	
☐ Aircraft Arrival	☐ Fueling	
☐ Loading / Unloading Aircraft	☐ Maintenance	
☐ Loading Bridge Docking or Positioning	☐ Lavatory Service	
☐ Aircraft Pushback, Towing or Taxi	☐ Water Service	
☐ Aircraft Repositioning	☐ Bag Tug and Bag Cart Operation	
☐ Belt Loader Operation	☐ Bag Tug and ULD Operation	
☐ Container Loader Operation	☐ Other	
Section II Impact of Event		
☐ Flight Cancel	☐ GSE Removed From Service due to event	
☐ Flight Delayed	☐ Employee Received First Aid Only	
☐ Flight Equipment Changed	☐ Employee Hospitalised	
Description of Incident: (Describe the incident in detail and include a description of the activity.)		

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Section III Contributing Factors Ticklist		
A. Work Area/Environment (Tick all that apply)		
☐ a. Traffic Congestion	☐ f. High Winds	☐ k. Trip Hazard
☐ b. Ramp Markings	☐ g. Snow/Ice	☐ l. Noise
☐ c. Visual Reference	☐ h. Rain	☐ m. Dust Storm
☐ d. Spatial Judgement	☐ i. Lightening	☐ n. Heat (ambient temp)
☐ e. Lighting	☐ j. Slippery Surface	☐ o. Other
Specifically describe how the selected factor contributed to the event.		

B. Equipment/Tools (Tick all that apply)	
☐ a. Equipment Malfunction (verified)	☐ i. Inappropriate Equipment Used
☐ b. Pre-Operation Tick list not completed	☐ j. No Instructions Provided
☐ c. Preventive Maintenance not completed	☐ k. Equipment Incorrectly Used
☐ d. Faulty Equip not removed from service	☐ l. Safety Device Bypassed
☐ e. Unsafe or Unreliable Equip used	☐ m. Operated at Excessive Speeds
☐ f. Equipment Difficult to Use	☐ n. Not Trained on Equipment
☐ g. Proper Equipment Unavailable	☐ o. Design Problem
☐ h. Not Familiar with Equipment	☐ p. Other
Specifically describe how the selected factor contributed to the event.	

C. Communication (Tick all that apply)	
☐ a. Shift Debriefing	☐ e. Incomplete Message
☐ b. Communication, Ground to/fr Flight Deck	☐ f. Confusing Message
☐ c. Communication, Ground to/fr Ground	☐ g. Hand Signals
☐ d. Communication, Supervisor to/fr agent	☐ h. Other
Specifically describe how the selected factor contributed to the event. Describe form of communication used.	

D. Ergonomics (Tick all that apply)	
☐ a. Repetitive/Monotonous	☐ g. Difficult to Grip
☐ b. Forceful Exertions	☐ h. Long Duration
☐ c. Kneeling/Bending/Stooping	☐ i. Heat/Cold
☐ d. Twisting	☐ j. Awkward Position
☐ e. Vibration	☐ h. Other
☐ f. Contact Stress	
Specifically describe how the selected factor contributed to the event.	

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E. Procedures/Task/Training (Tick all that apply)	
☐ a. Lacked Skill or Training	☐ h. Procedure not Communicated
☐ b. Failed to Plan for Task	☐ i. Not Familiar with Procedure
☐ c. Task to Difficult	☐ j. Procedure Did Not Anticipate Hazard
☐ d. Deviated from Procedure	☐ k. Task Encourages Deviation from Procedure
☐ e. Procedure not Documented	☐ l. New Task or Task Change
☐ f. Procedure not Trained	☐ m. New Tool or Equipment
☐ g. Procedure or Training not Reinforced	☐ n. Other
Specifically describe how the selected factor contributed to the event.	

F. Individual Factors (Tick all that apply)	
☐ a. Physical Health (hearing/sight)	☐ g. Memory Lapse (Forgot)
☐ b. Fatigue	☐ h. Situational Awareness (failed to id hazard)
☐ c. Peer Pressure	☐ i. Stress
☐ d. Body Size or Strength	☐ j. Time Constraints
☐ e. Personal Event (family problem, car acc)	☐ k. Job/Task Experience
☐ f. Workplace Distraction/Interruption	☐ l. Other
Specifically describe how the selected factor contributed to the event.	

G. Leadership/Supervision/Organisation (Tick all that apply)	
☐ a. Planning/Organisation of Task	☐ f. Responsibility not Assigned
☐ b. Prioritisation of Work	☐ g. Failed to Communicate
☐ c. Delegation of Task	☐ h. Failed to Co-ordinate
☐ d. Unrealistic Attitude or Expectations	☐ i. Workload Management
☐ e. Amount of Supervision or Availability	☐ j. Other
Specifically describe how the selected factor contributed to the event.	

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H. Organisational Factors (Tick all that apply)	
☐ a. Quality of Support Mgt/Eng./Planning	☐ f. Work Process
☐ b. Company Policies	☐ g. Insufficient Staff
☐ c. Corporate Change/Restructuring	☐ h. Local Norms Permit At-Risk Behaviour
☐ d. Union Action	☐ i. Other
☐ e. Normal Practice	
Specifically describe how the selected factor contributed to the event.	

List Contributing Factor (Causes) and Associated Corrective Action	
#1 Contributing Factor	
Corrective Action	
Owner	Estimated Completion Date _____/_____/_____
#2 Contributing Factor	
Corrective Action	
Owner	Estimated Completion Date _____/_____/_____
#3 Contributing Factor	
Corrective Action	
Owner	Estimated Completion Date _____/_____/_____
#4 Contributing Factor	
Corrective Action	
Owner	Estimated Completion Date _____/_____/_____
#5 Contributing Factor	
Corrective Action	

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6.7 Monitoring Procedures

Safety performance monitoring is important to enable management to identify trends that could have a negative effect on safety.

Safety performance monitoring checklists being utilized in Finnair are maintained and published in Finnair Partner Hub. The usage of these checklists is instructed separately by the Head of Ground Service Delivery.

6.8 Emergency Response Procedures

VP of Ground Operations shall ensure that all Finnair stations have an adequate response level. As a minimum each station shall have a Local Emergency Response Plan (LERP) or equivalent and resources to fulfill the requirements. All procedures in place shall be in accordance with local laws and regulations, and with the Finnair Crisis Manual.

The purpose of these instructions is to provide Finnair ground handling service providers quick reference and guidelines for immediate actions in an emergency situation in case LERP is not available, e.g. for ad-hoc flights. This information should be placed where the information on an emergency most likely is received. Specific Finnair Emergency Response (FER) checklist shall be followed at Centralised Load Control offices.

These instructions apply to following situations:

a) Air Disaster
b) Flight accident
c) Hijacking

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6.8.1 Immediate Actions

Table 55. Immediate Actions Step 1

1. Step	**Notify immediately Finnair Operations Control Center at HEL by phone.** Keep the line open for further information, information change and instructions.		
	Telephone	+ 358 9 818 5852	alternative + 358 9 818 5837
	Confirm this information in writing		
	Email	occ@finnair.com	

The notification shall include if possible following data:

a) Flight number and aircraft registration number
b) Type of emergency
c) Place and time (LT, UTC)
d) Information source
e) Name of the person making notification and contact information, and
f) Additional information about the details of the emergency

Table 56. Immediate Actions Step 2

2. Step	Once you have contacted Finnair´s Operations Contact Center at HEL, Finnair Emergency response procedures will be established.
	Act as Finnair agent and lead the emergency response for Finnair at the location until the Finnair Site Team arrives from HEL. Organize initial local emergency response. Ask for further instructions from OCC and give updated information to OCC whenever received.
	Liaise with the local Police Authority, emergency services and Airport Authority and give assistance as required until the arrival of the Finnair Site Team. If requested give (numeric) information on number of passengers, crew and eventual information on special load.
	Register the passengers and crew. Ensure their safety and privacy. Provide care and support in the form of food, beverages, clean clothes, and accommodation. Assist all friends and family members of the passengers at the airport and ensure their well-being while they are waiting for information of their loved ones.

6.8.2 Passenger and Crew lists

Passenger and crew lists are confidential documents and shall not be released to any third party without authorization from Finnair.

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6.8.3 Handling of Media

Finnair Communications department manages all issues concerning the media. In case media insists for any detailed information, ask them to contact following telephone number +358 9 818 4020 (Media Desk open 24 h).

Ground handling service providers, their employees or representatives, should not make any statements to the media without authorization from the Finnair Communications unit.

6.8.4 Telephone Enquiry Center (TEC)

Finnair opens a telephone enquiry center to collect information on passengers and their family members. Telephone number after establishing the center is +358 800 92242 for all calls in Finnish. The telephone number for international calls will be published once the TEC is activated.

Note: No other telephone numbers than TEC shall be published. Media Desk telephone number is for the Media representatives only. All other telephone numbers and email addresses in these instructions are confidential.

6.8.5 Emergency Evacuation of an Aircraft During Ground Handling

In the event of an emergency situation occurring during ground handling operations, evacuation of an aircraft may be necessary. The safety of passengers and staff in such circumstances is of utmost importance.

6.8.5.1 Responsibilities

It is the responsibility of each organisation involved in the handling operation to ensure that staff is made aware of their specific responsibilities in the event of an emergency situation. All organisations shall instruct and train their staff in the procedures that must be enacted in emergency situations. e.g. the use of loading bridges and proper communication shall be familiar to all staff.

6.8.5.2 Emergency Evacuation of Ground Personnel During Handling Operations (No Aircrew Present)

Emergency evacuation of ground staff in aircraft may be required when there is no aircrew on board. The following guidelines are provided:

Normal access/egress routes shall be used in case of evacuation of staff. Vehicles and equipment must not be located where they would obstruct the evacuation of persons.

These procedures would apply only when aircrew are not on board the aircraft and apply to ground personnel such as ramp handling, engineering, cleaning, catering etc.

Refinement and integration of these procedures will require close and continued co-operation between stakeholders (airport authorities, airlines and service providers).

6.8.5.3 Rapid Disembarkation

[Ref. OM-A 8.2.5, CCOM]

A rapid disembarkation is initiated in a situation where no emergency evacuation is necessary but an indirect risk for passengers, crew and aircraft still exists. Then, in the interest of safety, the Commander or, in the absence of flight crew, the SCC deems it necessary to disembark passengers and crew through designated boarding doors as rapidly as possible to mitigate the risk of injuries.

Rapid disembarkation procedure may be initiated when the passengers are embarking, disembarking or onboard the aircraft when the aircraft is parked at gate or on stand. Suitable doors with passenger bridge or stairs shall be used for disembarkation. Cabin crew must stay alert in case an emergency evacuation becomes necessary.

It is the responsibility of ground personnel to ensure unobstructed exit from the aircraft is possible, e.g. not blocking aircraft stairs with ground handling equipment or closing the route to passenger bridge before permission from the crew etc. Also possible local station procedures must be followed. Passenger guidance must be provided when necessary.

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6.8.6 Fire Fighting and Protection on the Ramp

[Ref. OM-A 8.2.2.24]

It is the responsibility of all staff on ramp to ensure restrictions on smoking and open fire are complied with as instructed by local authorities. If any breach of safety rules, by Company staff, non-company staff or passenger is observed or detected, it must immediately be brought to the attention of the person(s) concerned, and when needed, to the attention of the responsible supervisor or authority.

In the event of fire, time is a critical factor. The sooner a fire can be fought, the greater is the chance of preventing a major disaster. Even if the fire brigade responds quickly to an alarm, several minutes may elapse before their arrival on the scene.

It is therefore important that ground staff working on the ramp have means at their disposal for preventing a fire from spreading. If properly applied, a portable fire extinguisher is a very effective means of achieving this.

Ground staff working on the ramp must be familiar with the location of portable fire extinguishers. It is highly recommended that they shall receive appropriate training for the use of such equipment.

All ground staff must know the location of the nearest telephone or fire alarm, as well as the local emergency numbers and alarm procedures.

In the event of fire on or in the vicinity of an aircraft, the airport fire brigade must be called immediately and the crew or staff on board the aircraft must be alerted at once so that evacuation can be initiated.

Ground staff must refrain from fighting engine fires with fire extinguishers as the flight crew normally handles them by means of the engine fire extinguishing system.

If an aircraft arrives with a fire, or suspected fire in a compartment, the compartment door shall be opened by an aircraft mechanic or by airport fire crew.

RESPONSE TO A FIRE:

a) Rescue those in danger
b) Inform Fire & Rescue services
c) Start first-aid extinguishing
d) Direct Fire & Rescue to the fire scene
e) Go to an assembly place

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6.9 Adverse Weather Oversight Procedures

Oversight for an aircraft arrival/departure during adverse weather includes, but is not limited to the activities listed below. Some examples of adverse weather include snowstorms, thunderstorms/lightning, sandstorms, high winds, hurricanes/typhoons, tornadoes and intense heat. Refer to AY GOM 3.3.

a) *Activities:*
   1. *Aircraft, vehicles and GSE operations and parking*
   2. *Arrival*
   3. *Baggage handling*
   4. *Cabin equipment*
   5. *Catering ramp handling*
   6. *Departure*
   7. *Exterior cleaning*
   8. *Interior cleaning*
   9. *Load control document accuracy:*
      i. *LIR*
      ii. *Loadsheet*
      iii. *NOTOC*
      iv. *Other documents as applicable*
   10. *Load control and flight operations*
   11. *Marshaling*
   12. *Moving of aircraft*
   13. *Passenger services*
   14. *PRM*
   15. *Ramp fueling/de-fueling operations*
   16. *Ramp regulations*
   17. *Ramp services*
   18. *Ramp to flight-deck communications*
   19. *Staff conduct, behavior and operational practice, PPE*
   20. *Toilet services*
   21. *Towing cargo and baggage*
   22. *ULD and bulk loading and unloading of baggage and cargo*
   23. *Water services*

b) *Process:*
   1. *Receive notification of adverse weather*
   2. *Acknowledge notification of adverse weather*
   3. *Identify the threat*
   4. *Take action according to established procedures*
   5. *Communicate to all affected parties*
   6. *Ensure compliance with local regulations*

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6.10 Safeguarding of Aircraft

Access to an aircraft being prepared for flight is limited to:

a) Staff on duty involved with the ground handling of the aircraft.
b) Officials on duty (police, customs, immigration and health authorities).

6.10.1 Exceptions

Only the station responsible, in co-ordination with the flight crew, may allow exceptions for:

a) Other airline staff
b) Guided tours for small groups of guests.

In such cases, the station responsible must:

a) Obtain permission from the airport authorities, if required.
b) Provide competent supervision of the visitors.

Visits are not allowed during fuelling.

6.10.2 Responsibility

The station responsible must take all reasonable precautions to safeguard the aircraft, its load and the handling equipment.

6.10.3 Unattended Aircraft

The following precautions must be taken if an aircraft is left unattended:

a) Cabin doors and compartment doors must be closed.
b) After co-ordination with the flight crew and/or ground engineer, passenger stairs, passenger loading bridges, container/pallet loaders, catering vehicles and conveyor belts must be removed.
c) Aircraft must be sealed as instructed in AY GOM 6.11
d) Aircraft operators shall be responsible for the security of their aircraft.
e) For the sealing of the aircraft following responsibilities apply:
    1. station with station engineer: station engineer
    2. station seasonal or scheduled without station engineer: ground handling service provider
    3. station charter or ad-hoc without any station engineer: crew

6.10.4 Prevention of Access by Unauthorised Persons During Ground Stop

Arrangements must be made with the authorities and/or ground handling service provider to make sure that unauthorised persons have no access to the:

a) Aircraft parking area.
b) Parking/storage areas for ground handling equipment.
c) Load storage and processing areas.

The authorities must be informed of the presence of any suspicious or doubtful persons in the above mentioned areas.

6.10.5 Incidents

Any incident related to the safety of the aircraft must be handled by the station responsible. Any such incident shall be reported immediately to Finnair representative at the station, the Commander and Finnair Operations Control Center (HELWWAY). See AY GOM 6.5.

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6.11 Sealing of Aircraft

[OM-A 10.3]

6.11.1 Purpose

The purpose of sealing the aircraft is to ensure the security of the aircraft by preventing unauthorized access to the aircraft during prolonged ground stops and night stops. Finnair aircraft must be sealed during night stop or prolonged ground stop according to Table 57. Sealing During Night Stop or Prolonged Ground Stop.

Table 57. Sealing During Night Stop or Prolonged Ground Stop

Location*	Sealing Requirement	Exceptions
Finland	YES	HEL, OUL, RVN, TMP - no sealing required
Other EU Member States	NO	BCN, FCO, MAD - sealing required
Iceland, Norway, Switzerland, UK	NO	
Other Stations	YES	Unless exempted based on risk assessment and approved by Head of Security. Such exemptions is marked in CIS.

* Also applicable when the aircraft is diverted to such station

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6.11.2 Instructions

Sealing of the aircraft shall be made by a Finnair employee or a Finnair authorized representative.

The sealing shall be done by using security seals provided by Finnair or by the ground handling agent. Minimum amount of seals is also stored in the cockpit. Seal numbers, whether taken from cockpit or handling agent , must be entered on the Finnair form "Aeroplane Sealing Instruction/Report / aeroplane type concerened" by person sealing the aircraft. Forms are available for ground handling personnel staff at Finnair Partner Hub.

If seals are used, the copy of the form where the seal numbers are entered must be stored at the station for at least 30 days.

Sealing shall be carried out after completion of the routine night stop check or any repairs and after the visual check for foreign objects in the cabin, cockpit, toilets, galleys, cargo compartments etc.

Seals are not needed on passenger doors not accessible from the ground if external aids, such as passenger bridge and/or stairs are removed from aircraft. Also, such doors and hatches that are not accessible from the ground without external aids (e.g., ladders, van/truck etc.) need not to be sealed.

Use self-adhesive Security Seals:

- Make sure that the surface is clean before placing the seal.
- Mark the number of the used seal in the form mentioned above.
- If additional seals are placed on aircraft, mark them in the same manner into the form.
- Place the seal exactly over the previous seal if possible.
- Remove old seals when applicable.

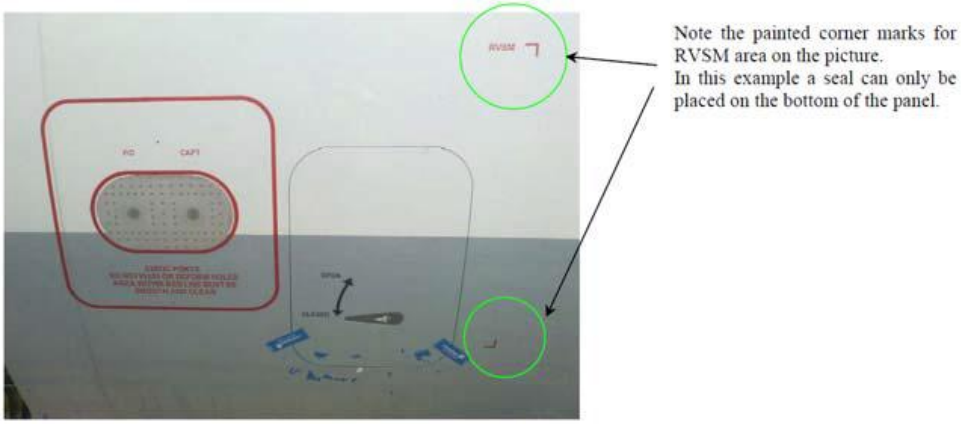
Picture 67. Doors to be Sealed – A32S, Picture 68. Doors to be Sealed – A330 and Picture 69. Doors to be Sealed – A350 define the doors that need to be sealed. For other aircraft types Finnair Technical Operations department will give sealing instructions when necessary.

Prior to opening doors, sealing and security seal numbers shall be examined and verified by a Finnair employee or a Finnair authorized representative. When the seals show no signs of tampering, are unbroken and the security seal numbers match with the numbers entered on the filled and signed copy of the appropriate Finnair form, all normal operative routines may continue.

In case of a broken security seal, signs of tampering or existing differences between the security seal numbers, the Commander must be immediately notified. The compartment behind such seals shall be visually searched by the Commander, cockpit crew or Station Engineer for any suspicious items. If the seals on cabin doors are broken or tampered with, crew shall complete an aircraft security search in the cabin and cockpit. If a suspicious items are found, the appropriate law enforcement officials must immediately be contacted.

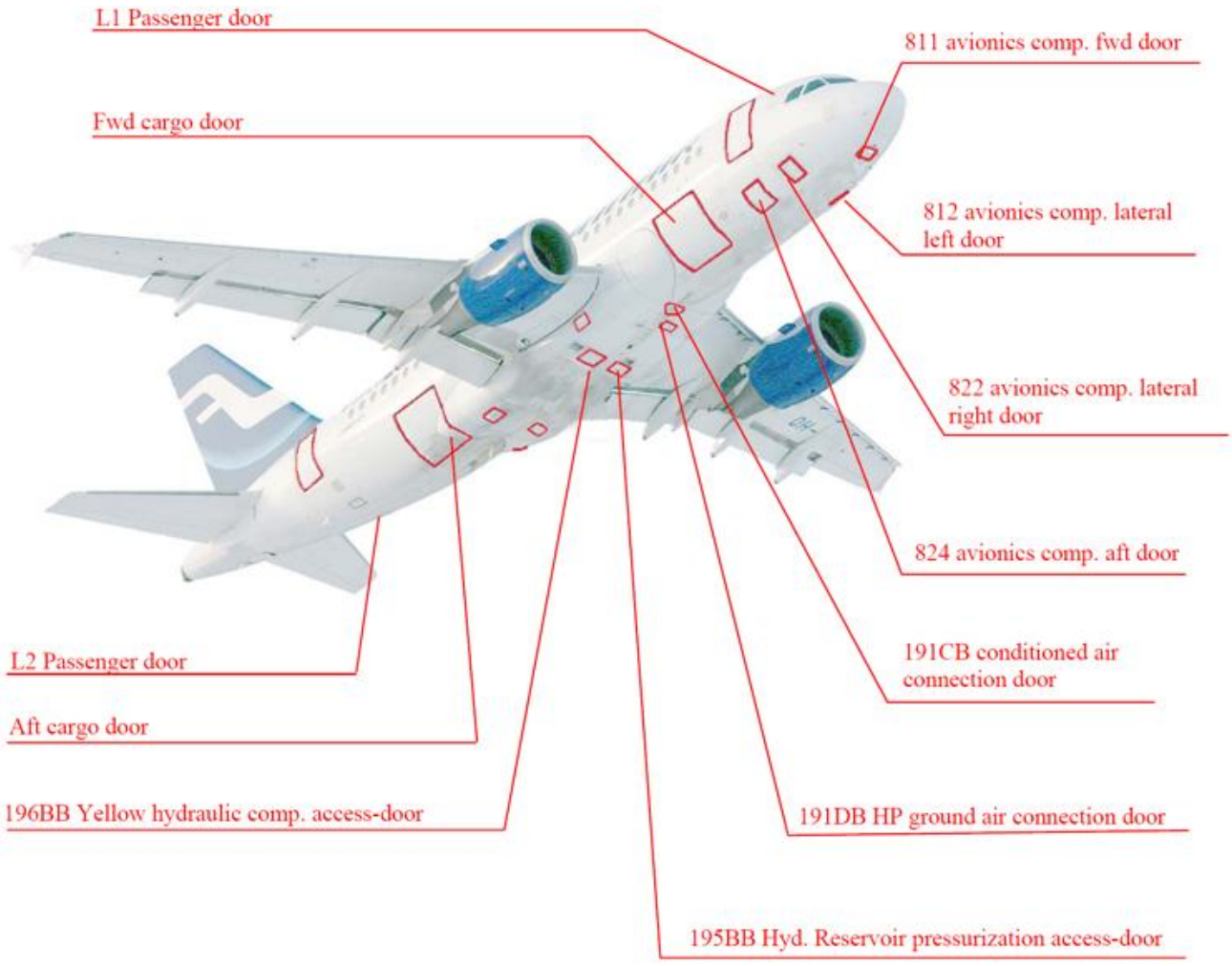
Note: It is forbidden to put any seal inside the RVSM (Reduced Vertical Separation Minimum) area. This area must always be clean.

Picture 66. Example of RVSM



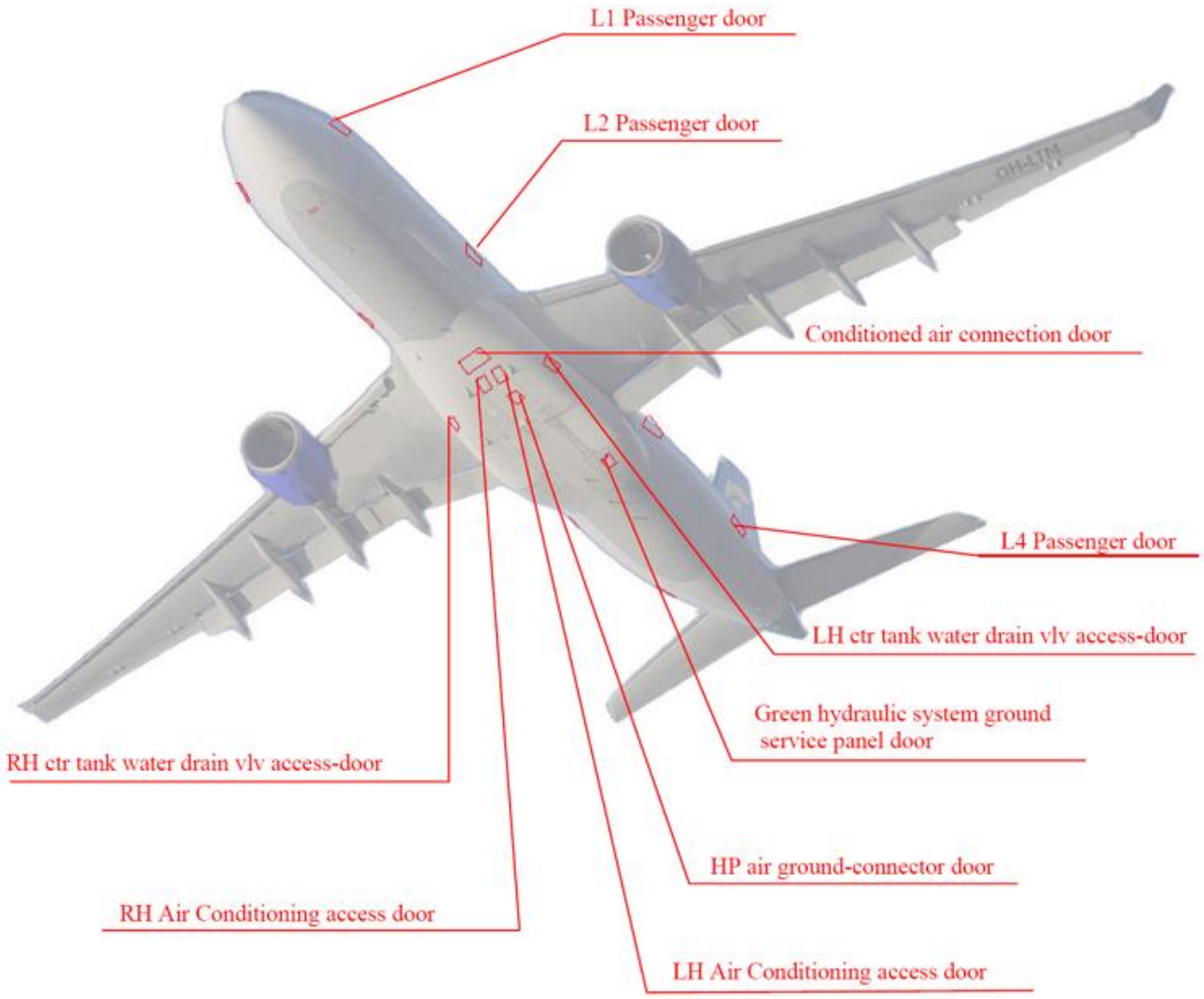
Classified as Internal

Picture 67. Doors to be Sealed – A32S



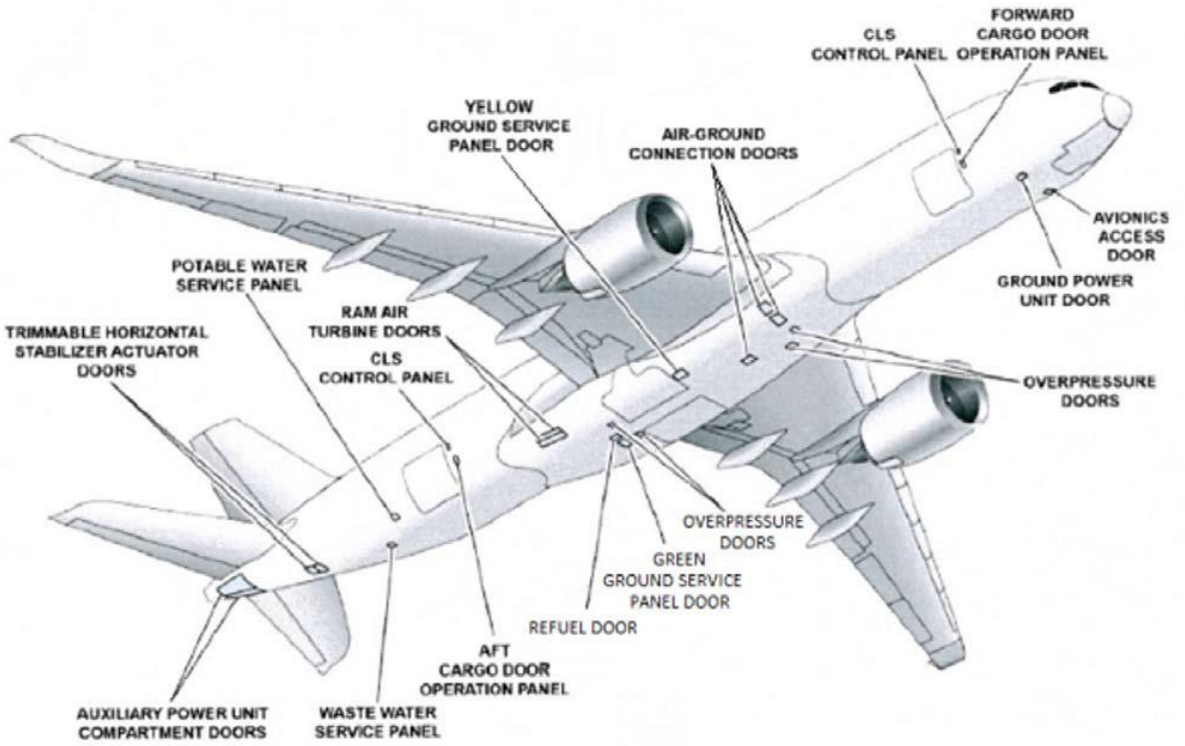
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Picture 68. Doors to be Sealed – A330



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Picture 69. Doors to be Sealed – A350



L1 Passenger Door
L2 Passenger Door
L4 Passenger Door
197 NB SCS Ground Service Access Door
193 RB MLG Door Opening Access Panel

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6.12 Aircraft Security Search

[Ref. OM-A 10.1.5]

Aircraft security searches shall be conducted by:

a) the crew or other personnel with appropriate training (aircraft interior, i.e. flight deck and cabin).
b) maintenance or ground handling personnel or other personnel with an appropriate training (aircraft exterior and holds)
c) where no maintenance, ground handling or other personnel with appropriate training is available the Commander is responsible for ensuring that the exterior check/search has been completed.

NOTE: Loading personnel are considered to have appropriate training for conducting an aircraft search or search for the aircraft holds. Licensed maintenance personnel are considered to have appropriate training to conduct the aircraft security search for all exterior areas.

Airport security authorities should be requested to inspect and remove any suspicious articles. Left-behind belongings shall be delivered to the Finnair ground personnel or to other company representatives to be forwarded to the lost and found office.

All Finnair aircraft shall be searched as follows, unless more stringent measures are required. Such requirement will be informed by the Head of Security.

The aircraft is exempted from the aircraft security search if it arrives to the airport critical parts from an EU member state or other state accepted by EU.

If the aircraft arrives to, or departs from, another than critical part, it shall be subjected to an aircraft security search. An aircraft security search shall also be conducted when an aircraft is moved to the critical part from other parts of the airport. If the aircraft is in transit, the aircraft security search may be done if the passenger have their handbaggage in their possession during the search and passengers are controlled in aim to prevent changing place during the search.

Finnair crew or other designated person/entity approved by the Head of Security is responsible for conducting the aircraft security search.

The search shall be made by hand. Such areas that are empty can be searched visually.

6.12.1 Security Search at Stopover

If needed, it shall be carried out as described below.

a) When passengers stay on board during stopover (transit), the security search has to be performed according to the list above. Exception: If the seat unit is occupied a visual search of the seat pockets is adequate.
b) Transit passenger´s personal belongings shall be identified by the passenger. If a transit passenger wishes to disembark during the stopover, he shall take his belongings with him.
c) If there is a crew change the departing crew shall perform the security search.
d) Any unidentified belongings shall be delivered to the ground personnel.
e) When the security search has been performed, the SCC shall always report it to the Commander.

6.12.2 Record Keeping

a) A record of security search shall be kept for 24 hours or the duration of the flight, whichever is longer. The record shall contain the following information:
    1. Flight number,
    2. Departure station of previous flight,
    3. Information if the aircraft security search has been completed.

b) If the aircraft security search has been completed, also following information shall be contained in the record;
    1. Date and time of the aircraft security search,
    2. Name and signature of the Commander.

    The above-mentioned record is completed by acknowledging the security search in the Technical log (See OM-A 8.1.11).

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1 Ticketing and Reservation

1.1 Finnair E-ticket

Finnair's e-ticket is an electronic flight ticket written in Amadeus. Finnair does not accept paper tickets. If the customer holds an electronic boarding pass, separate paper boarding pass issuance is not needed except at airports where the authorities require it.

E-tickets may be purchased through the internet, Finnair's telephone sales, at ticket counters or at travel agencies.

1.1.1 Receipt and Confirmation

The customer is always issued with an itinerary/receipt after e-ticket issuance. The itinerary/receipt is sent to the customer either by mail, e-mail or via a SMS message. The itinerary contains the travel itinerary, acts as a receipt for the purchase and is a legal notice on the liability limitations of the airline. The itinerary/receipt is valid for accounting purposes in Finland (approved by the accounting officials in Finland). It is not obligatory to bring the itinerary along on a flight except of long-haul flights. It is, however, advisable to have the ticket number available in case of a possible irregularity.

1.1.2 Customer Identification

The customer should have an official photo ID (such as a passport, driver's license or personal identification card) as customer identification to enable e-ticket retrieval from the check-in system at the airport. To fullfill border formalities the customer must in addition carry a valid passport or other applicable travel document accepted for the route; e.g. a driver's license is valid for travel within the Nordic countries for Nordic nationalities only.

1.1.3 E-ticket Status Codes

O = e-ticket coupon is open for use
A = coupon is in airport control
C = e-ticket coupon is checked-in
F = flown
R = refunded
V = voided
E = exchanged, reissued
S = suspended
Z = closed
Y = refund taxes / fees / charges only
U = e-ticket unavailable as ticketed

1.1.4 Check-in with E-ticket

The customer shall be checked in to the e-ticket destination. As a principle, a customer holding an e-ticket can use all available modes of check-in as stated in AY GOM 1.1.3. When the customer checks-in at the airport, he will not be issued with a boarding pass unless the local airport authorities require a paper boarding pass for proceeding to the security screened area of the airport.

1.1.5 E-ticket Rebooking and Revalidation

Revalidation can be done in case only the date and/or flight number is changed according to the fare rules. In case of other changes a reissue must be done. Note that Finnair 105 e-tickets must be updated after rebooking, otherwise the e-ticket coupon cannot be found in the DCS. If the e-ticket is already checked-in (C-status is shown on the e-ticket display), check-in must be cancelled first, before revalidation can be done if booking is changed in the reservation system. On disruption transfers and force transfers done in the Altéa CM DCS, customers remain checked-in even in rebooking situations and e-tickets are revalidated automatically.

1.2 Name Changes in Finnair Flight Ticket

In some ticket types it is possible to change customer's name either free of charge or against a name change fee. This change must be done latest 24 hours prior STD. Customer shall be referred to Duty Manager/Supervisor and below contacts at Finnair may be also consulted.

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1.3 Name Corrections in Finnair Flight Ticket

General rule

Customers may be asked to prove their identity and intention to travel with a valid flight ticket/itinerary and a valid travel document at various points throughout the journey. The authorities need to be able to verify that the correct person is travelling and the tolerance level towards differences between the names on the flight ticket and in the travel document varies from country to country. This is why Finnair advices its customers to ensure that the first and surnames are spelled in the same way on the flight ticket as in the passport (or other travel document accepted on the route)

Name discrepancies between the flight ticket and the passport may cause problems at check-in and at various authority check points. To avoid any customer inconvenience during the journey the following rules define the criteria when a name correction should be done. These rules apply to the operational check-in window -36 hrs prior STD at the airport. Separate and more detailed rules for travel agencies and call centers are available at Finnair Partner Hub.

In general the name shall be written in the same way as it is in the passport or other valid travel document. With double-barrelled or two-part first names one first name is considered sufficient. If the customer has several first names it is accepted that only one of the first names is written on the ticket. With double-barrelled or several surnames the names should be written on the ticket as they are in the travel document.

Scandinavian letters Å, Ä and Ö in the travel document are accepted on the ticket both as AA/A, AE/A and OE/O, => no correction is needed. (E.g. the name MÄKINEN in the passport can be written on the ticket as MAEKINEN or MAKINEN)

This applies also when the customer is travelling to/from/via the USA.

In the PNR's SSR DOCS element, from where the Secure Flight and API data is sent to the authorities, the name must be written exactly as in the passport's machine readable zone: PAEIVI HANNELE MAEKINEN

Flights within Schengen countries

When travelling within Schengen countries there is no need for a name correction if the customer's first and surname are backwards on the ticket or if there is a small insignificant spelling error.

Flights including Non-Schengen destinations

On the ticket the surname and at least one of the first names should be the same as in the travel document.

Contact info

If you have any doubt as to whether a name correction is required / not required contact Finnair Ticketing Helpdesk: +358 9 818 31911

Fees

The name correction fee applies to most of the markets.

If any doubts exist regarding the authenticity or possible misuse of the flight ticket, the customer shall be referred to a Duty Manager/Supervisor.

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2 Customer Check-in

(As additional information for AY GOM 1.1.3)

2.1 Policy

The check-in of customers and baggage is usually performed on the day of departure within given time limits. A customer can be accepted after closing time only when it can be done without delaying the flight or with the duty manager's or Finnair representative's approval. Separate check-in counters are used for different customer categories. The flight documents and other travel documents and baggage shall be presented at the same time at the check-in counter.

It is forbidden to accept customers (revenue or non-revenue) to cargo aircraft. In this context "customer" excludes a crew member, an operator's employee in an official capacity (*see OM-A 9.12*), an authorised representative of an Authority and a person with duties in respect of a particular shipment of dangerous goods or other cargo on board.

Conditions of Carriage for Customers and Baggage

The conditions of carriage observed by our company are based on international contracts, on the Finnish law of aviation and on the recommendation and resolutions given by IATA. General Conditions of Carriage for Passengers and Bagge is available at Finnair web pages.

Interline Agreement Policy

Finnair ground handling operations follow airlines interline agreement policies. The following services are performed basically for airlines with which Finnair has established interline traffic agreements:

a) through check-in of customers and/or baggage with interline partner for flights that are on a same ticket
b) honouring of flight coupons

Carriers whose operation is based on point-to-point traffic do not have interline agreements with Finnair. Therefore in case of possible onward connection on such second party carriers the customers have to complete the whole check-in procedure, including check-in of baggage, with the second carrier.

The policy is bilateral and Finnair does not expect such services from above mentioned carriers either.

2.2 Assignment of Customer Information

General

Customer information can in principle not be assigned to other than corporate use. Customer information shall be handled in a secure way and in compliance with data protection regulations.

There are two exceptions to this rule:

a) Customer information can be assigned to the customer himself upon request;
b) Authorities may in some cases have legal rights to gain customer information.

Assignment of Information to the Customer in Question

Customer information to the customer himself can be assigned by a Company representative after ensuring the identity of the customer requesting the information.

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Assignment of Information to Authorities

Finnair will deliver customer information to authorities only when obliged by local laws and regulations.

The request for customer information must be received in writing. The request must contain the name and status of the person who makes the request, as well as the basis by which the authority is entitled to receive the requested information.

Requests for customer information shall always forwarded to AY Security Management (security@finnair.com) who will handle the request.

In urgent situations the Station Supervisor may assign this information.

Flight ticket information

If the flight ticket is not associated for the journey in question it should be made certain, that the following data is correct. If the data is correct, association is permitted. If some of the data is not correct it needs to be corrected by ticketing staff or supervision help before accepting customer on a flight.

a) name of the customer
b) validity of the e-ticket
c) airport of departure and destination
d) flight number
e) flight class
f) date and time
g) reservation and coupon status

Regarding the reservation status the following entries may exist:

Table 58. Reservation Status Explanations

OK	Reservation confirmed.
RQ	Reservation requested, but confirmation has not been received or the customer is on the waiting list.
WL/WTL	Customer is on the waiting list.
NS	The ticket has been issued to an infant who has no right to a seat (no seat).
SA	The customer may be accepted to the flight if there are free seats in the aircraft (space available). This entry will be made when the price and rules prohibit advance reservation. This entry is also used in the ID 2 tickets.
OPEN	No reservation has been made or the entry thereof has not been transferred in the flight ticket.

The flight ticket is a personal document of transportation. Transferring it to another person is restricted. Name change possibility is included in some ticket types but must be done latest 24 hours prior STD. In order to prevent abuse, Finnair has the right to check the customer's identity at the check-in (Finnair Conditions of Carriage, Article 7).

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2.3 Check-in Routine

Check-in can be done faster, more efficiently and without mistakes by following these procedures and general instructions, however, always taking into consideration the softer values and customer experience; each customer's individual needs and local requirements and practices. Finnair expects customer service to follow the Finnair Service Principles in addition to the correct process to ensure consistency of customer service.

Customer check-in and flight ticket entries

a) greet the customer, looking them in the eye and smiling
b) check reservation and frequent flyer status for all flight segments
    1. if not shown in the reservation, update the frequent flyer information in the DCS and swipe the card to update the customer status before checking in the customer. Benefits that top tier customers are entitled to cannot be recognized and provided through automation unless frequent flyer status is correctly updated in the DCS-system.
c) check customer's final destination, keeping in mind Finnair's through check-in policy
    1. through check-in for reservations on separate tickets is not allowed except in case where customer has two separate tickets with **Finnair**. See more detailed info in AY GOM 1.1.3.4.
    2. separate non-interline point-to-point connection tickets may not be honoured
d) advise the customer of the operating carrier no later than the time of check-in, if different from the one noted as the "carrier" on the ticket
e) verify the customer's identity against the travel document presented, including review of date of birth, expiry status of document, a visual comparison of the photo to the customer, and ensure the name on the travel document matches the booked name
f) verify the travel document is valid and good for all persons traveling throughout the whole routing to the final destination, as not all States allow family members to be registered in a single passport
g) report any document that shows signs of tampering to appropriate authorities as locally agreed
h) for seating limitations see OM-A 8.2.2.
i) Actual weights for baggage shall be used. If actual weights cannot be used, standard weights apply, see AY GOM 5.4.3.1.1.2.4.
j) check-in the customer into DCS. Always protect customer's personal information and securely dispose of any related paperwork not kept on file.
k) for flights to/from destinations where API-information is required, add the information into DCS
l) for customers with onward connections on QF or CX, API data shall be inserted regardless of destination
m) for customers destined to Australia, check their Visa-status via ETAS
n) enter all special information needed and check the accuracy of any existing special info (e.g. PTM, PSM)
o) check SPML comment
p) issue the boarding pass
    1. if the customer has a boarding pass from self-service check-in (internet, kiosk or mobile/SMS), no new boarding pass shall be re-printed at the check-in/baggage drop unless required by the local authorities
q) hand over the boarding pass and inform the customer about the gate number, boarding time and the final destination to where the baggage has been checked
r) wish the customer a good journey
s) if a flight will be carrying a significant number of customers whose weights, including carry-on baggage, are expected to differ from the standard customer weights, an estimated correction to the standard weight has to be made and therefore this has to be communicated with the load control in a locally agreed way.

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2.4 Finnair Through Check-in

2.4.1 Definitions

a) Transfer Passenger
Transfer passenger is passenger who arrives on a flight and continues on another flight or intermodal connection within 24 hours (calculated from scheduled arrival time to scheduled departure time). Through check-in means checking-in the passenger and baggage also at least into one connecting flight in addition to the first flight.

b) Transit Passenger
Transit passenger is passenger who arrives on a flight and continues on the same flight (same flight number). See AY GOM 1.3.4.

2.4.2 Finnair Through Check-in Policy

Passenger and baggage shall be through checked to the final destination as indicated by the flight ticket, as it forms one single agreement of carriage.

Each ticket with different ticket number is an independent agreement of carriage with the ticketed air carrier. It is not allowed to through check either passenger or baggage between separate flight tickets even if they are in the same PNR. Passenger has to collect baggage and recheck on the connecting flight at the transfer station.

Finnair has made agreements with other airlines which enables through-check in for those carriers (International Airline Through Check-In, IATCI).
Passenger shall be informed of the destination where he and his baggage is checked-in to.

For general baggage tagging rules and their exceptions see AY GOM 1.1.6.9.

2.4.2.1 Exceptions

a) Through check-in allowed
   1. AY-AY on separate PNRs or tickets
      Finnair allows through check-in of passenger and baggage with separate tickets or separate PNRs on AY-AY connections when
      - flights are both marketed and operated by Finnair or other airline for Finnair (e.g., operated by Norra or leased aircraft); and
      - flights are ticketed on 105-stock; and
      - transfer time is within the Minimum Connection Time (MCT).
   2. Passengers travelling with confirmed ID-tickets may be through checked and their baggage may be tagged to their final destination if technically possible and allowed by destination authorities.

b) Baggage
   1. When passenger's transfer in HEL includes an overnight stay, passenger shall be asked if all of the baggage shall be labelled only to HEL. Passenger himself shall be through checked and advised to deliver the baggage to baggage drop counter in HEL in good time before the departure of the connection flight respecting the applicable flight closing times.
   2. It is never permitted to through check-in AVIH. Passenger, baggage and AVIH shall be labelled only to next station. Passenger must collect AVIH and baggage in all transfer stations and separately check-in to connecting flight. If a connecting flight for AVIH is booked, minimum connection time of 180 min is required in between the flights.
      Passenger and AVIH must hold all required and valid documents to enter all transfer stations. This includes all required travel documentation (for example passport and visa when applicable) for the passenger and all documents and vaccinations etc. required for the animal
   3. Exceptionally baggage of staff travelling with SA-status may be labelled to their AY operated final destination when transfering at Helsinki, but the baggage must be labelled with an additional Stand by -label (Finnair 352) to inform HEL baggage handling of a baggage of staff travelling with SA-status. Normal Helsinki airport Minimum Connection Times apply. No baggage shall be loaded onboard the flight in Helsinki before an staff travelling with SA-status is accepted onboard and a seat is assigned. Seat assignments are given before the departure at the departure gate. The staff travelling with SA-status shall be explained this procedure and directed to the transfer counter on the arrival with a reminder that no seat is guaranteed and the final decision of acceptance is made by the time of flight closing.

c) Through Check-in Policy for Connecting Flights in India

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Table 59. Through Check-in Policy for Connecting Flights in India

HEL – DEL – HEL	Through check-in for passenger and baggage with same ticket number	Through check-in for passenger and baggage with separate ticket number	Automatic baggage transfer
INT – INT (e.g. AY – other airline)	YES	NO	YES – see details below
INT – DOM (AY – other airline)	YES – PAX NEED TO CLEAR CUSTOMS IN DEL	NO	NO – CUSTOMS IN DEL
INT – INT (other airline – AY)	YES	NO	YES
DOM – INT (other airline – AY)	YES – only for airlines operating from T3	NO	YES – only for airlines operating from T3

1. INT – INT (e.g. HEL – DEL – KTM or HEL – DEL – BKK v.v.)
    i. No Indian visa needed for INT – INT connections with confirmed booking for onward flight.
    ii. INT – INT passengers will have to go to the transfer area and contact Finnair ground handling service provider (BWFS) personnel for assistance
    iii. BWFS personnel will fill out a direct transit slip with all relevant information and this information is delivered to other airline personnel
        - Direct transit procedure is handled between the airlines (AY – other airline) and other airline will issue new boarding pass, retag and security screen passenger baggage for onward flight
        - Same procedure applies v.v. on INT – INT flights (other airline – AY)
2. INT – DOM (e.g. HEL – DEL – BOM)
    i. INT – DOM passengers must clear Indian immigration and customs at the first port of entry
    ii. Passengers who are through checked and have their domestic connection from terminal T3 should collect their baggage from the arrival belt and then, either proceed to the transfer area in the arrival hall or to the checkin counters of the concerned airlines to drop off their baggage
    iii. Passengers who are not through checked and have their domestic connection from T3 shall either proceed to the transfer area in the arrival hall or to the check-in counters of the concerned airlines to get the boarding pass for the domestic flight and for retagging of their baggage
    iv. Passengers having their domestic connection from the other terminal (terminal 1D) shall take a shuttle service from T3 and proceed with their baggage to terminal 1D where they will get the new boarding card from the concerned airlines and their baggage will be retagged.
3. DOM – INT (e.g. BOM – DEL – HEL)
    i. Passengers arriving at terminal 1D must collect their baggage from baggage belt upon arrival and proceed to terminal T3. A shuttle service between terminal 1D and terminal T3 is available. Once reaching terminal T3 passengers should proceed to AY check-in counters. AY will issue new boarding pass and re-tag the baggage to AY flight.
    ii. Passengers who are through checked and arrive at terminal T3 can directly proceed to the boarding gate for AY flight after clearing immigration and security. Their baggage will be automatically transferred to AY flight.
    iii. Passengers who are not through checked in and arrive at terminal T3 have to collect their baggage in the arrival hall and then proceed to AY check-in counters in the departure hall. AY will issue new boarding pass and re-tag the baggage to AY flight.
4. Through check-in policy for Finnair staff travel in India

    The basic rule for through check-in is that only those passengers with a confirmed seat reservation can be through checked. Finnair staff travelling with confirmed ID -tickets may be through checked and their baggage may be tagged to their final destination if technically possible and allowed by destination authorities even when holding separate tickets.

    Finnair or any other airline staff travelling with a seat available (SA) status ID -ticket may not be through checked to the connection flight but shall always be left on standby even if accepted onboard a flight at the original station. Forced through check-in in Altéa CM is not allowed for any passenger without a confirmed booking for the connection flight.

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2.4.3 Intermodal Connections

Finnair has partnerships with other modes of transport, e.g., bus and train industry, to offer our passengers intermodal travel to and from AY flights in one booking.

General procedures with intermodal connections are described in AY GOM ANNEX A 2.4.3.1 and 2.4.3.2 below.

In all intermodal connections:

a) No UM accepted
b) No AVIH accepted

2.4.3.1 Train or Bus Intermodal Connections (excl. HEL-XTP/XTZ and v.v.)

a) From flight to train/bus
   1. Passenger and baggage are not through-checked to train/bus segment.
   2. As through check-in on any connecting services departing from another station is not allowed, baggage shall be checked only to airport station and passenger needs to claim baggage before continuing his journey to the railway/bus station. It's the passenger's responsibility to collect his checked baggage from the arrival hall at the airport and carry them to respective train/bus.
   3. Passengers might need to check-in himself to train/bus in a separate service.
   4. Passengers are responsible for their own baggage during the train/bus journey.
   5. Connection is protected. If passenger misses the connection with the train/bus service, the ticket will be valid on a later service.

b) From train/bus to flight
   1. Passenger might need to check-in himself to train/bus in a separate service.
   2. It's the passenger's responsibility to carry his baggage from respective train/bus to airport.
   3. Check-in for the flight (for passengers and baggage), as well as security checks are carried out exclusively at the airport.
   4. EU261/2004 does not apply for missed train/bus to Finnair connections. Finnair will rebook to the next Finnair flight in case of a delayed train/bus arrival but is not liable for any further assistance or compensation.

2.4.3.2 Bus Intermodal Connections HEL-XTP/XTZ and v.v.

a) From flight to bus
   1. Baggage is not through-checked to bus segment. Baggage is checked only to HEL. It's the passenger's responsibility to collect his checked baggage from the arrival hall at HEL and carry them to respective bus.
   2. Passenger is through-checked to bus segment.
   3. Connection is protected. Finnair will rebook passengers to new services in case of missed connection to bus.
   4. WCHC accepted only with advance reservation.

b) From bus to flight
   1. Baggage is not checked to bus segment. Passenger is through-checked to connecting flight.
   2. Baggage is only checked-in from outbound flight from HEL. Baggage check-in can be done at all Finnair channels, but baggage tag is printed exclusively at HEL airport.
   3. It's the passenger's responsibility to carry his baggage from respective bus to airport for check-in and/or baggage tag printing.
   4. Security checks are carried out exclusively at the airport.
   5. Connection is protected. Finnair will rebook passengers to new services in case of missed connection to flight due to bus delay / cancellation.
   6. Finnair will follow EU261/2004 customer care rules and timelines if the bus delay or cancellation is causing a missed connection for the passenger.
   7. WCHC accepted only with advance reservation.

2.5 Return Check-in

(As additional information for AY GOM 1.1.3.4)

For the return check-in the customer receives his/her boarding pass and seat number for the homebound flight at the same time when checking in for the outbound flight. The condition for return check-in is that customer has confirmed flights on both segments. Return flight has to be open for check-in in DCS to enable return check-in.

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2.6 Seating of Special Customers

(As additional information for AY GOM 1.1.4.2)
Even if the customer has an Advanced Seat Reservation (ASR) it is still responsibility of the stations to ensure that all special customers are pre-seated according to Finnair safety and customer service rules.

2.6.1 Seating of Families with Children

In business/economy version there is no area in the economy class where the needs of families with children can be especially considered. Families with children are preferably be seated by the system so that they have easy access to toilets and galleys, but preferably not immediately behind the business/economy curtain.

2.6.2 Infant Seating, Baby Bassinets

An infant under two years of age shall always be provided with a seat if there is space available. The seating of infants shall be done according to the infant preference seats per each aircraft type. Seating of infants depends on the locations of the oxygen masks and therefore the number of infants is limited to one per seat unit in most aircraft types. In some aircraft types, the infant seats are limited in Business Class due to customer airbags in the seatbelt; it's not possible to turn off the airbags on every seat. The maximum number of infants per flight is limited to the amount of infant life jackets and infant/extension belts onboard. Infants shall NOT be seated on exit rows. See AY GOM ANNEX A 2.7.

The number of groups travelling with infants is limited due to flight safety and customer service reasons. The number of infants in a group (e.g. adoption group) may not exceed the number of infant life jackets and/or extension belts onboard and there shall not be more than one of such groups per flight. If the amount of infants on a flight exceeds the number of infant life jackets and/or extension belts onboard, it must be informed by the time of reservation, so the aircraft can be equipped with extra jackets/belts. Note that this policy does not limit the number of individual infants accepted.

Baby bassinet is not chargeable but in order to have a baby bassinet (BSCT), customer needs to purchase an ASR-seat with the baby bassinet availability. The concept is same than on leisure flights. Baby bassinets are available in wide body and 321-231 aircraft and are placed to their own wall positions. Inner dimensions of bassinets are 70 x 30 x 20 cm. Infants weighing not more than 11 kg may be carried in the bassinet.

For availability, positions and exceptions see AY GOM ANNEX 2.7 Seating Chart by Aircraft Type.
For more information about exit seats see AY GOM 1.1.4.3, for instructions for positioning a child restraint device (CRD) see ANNEX A 2.7.

2.6.3 Seating of UM

See AY GOM 1.4.1 and ANNEX A 2.7.

2.6.4 Seating of Pet Animal in Cabin (PETC)

Due to customers suffering animal allergies a person travelling with a pet in cabin is preferred to be seated in the rear of the cabin by DCS business rules. This way it is also easier for the cabin crew to control that the animal is kept in the container during the entire flight. If there are more than one pet unknown to each other, approximately 10 rows should be left between them.

a) Recommended seats for PETC (narrow-body aircrafts)
   1. in the rear of the travel class
b) Recommended seats for PETC (wide-body aircrafts)
   1. in Business class seats pets are not allowed (except assistance dogs) as there is no room to accommodate pets under the seat in front due to design of the Business class seats.
   2. in Economy or Economy Premium class rear of the cabin or rear of the Comfort zone. There are specific recommended seats for customers with PETC due limited space under the seat in front of certain seats, limited overhead locker space for other cabin baggage on certain seats on A350 aircraft and also to minimize seat changes on aircraft change situations. These recommended seats for PETC are described in AY GOM ANNEX 2.7 Seating Chart by Aircraft Type.

ASR-seat reservation for PETC will be confirmed either automatically or by FBS or Customer Care Center.

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2.6.5 Seating of Passengers with Reduced Mobility (PRM)

According to safety instructions the seating of PRM customers must never obstruct access to emergency exits or aircraft doors (OM-A 8.2.2.5.3). The seating of PRM customers shall not impede the evacuation of other customers.

In PRM seating the following guidelines shall be followed:

a) PRMs are NOT allowed to sit on the exit rows or in any way impede the emergency evacuation of the aircraft or crew access to emergency equipment. All other seats can be used. See the seating chart, AY GOM ANNEX A 2.7
b) See the preferred PRM seating per aircraft type from AY GOM ANNEX A 2.7
c) PRMs travelling with service/guide animals shall be seated where sufficient floor space for the animal is available, excluding emergency exits, and if booking allows an adjacent seat shall be blocked.
d) If customer needs to keep any equipment on the floor, the bulkhead rows can't be used for PRM-seating.
e) Number of PRMs travelling separately is limited to:
    1. Narrow-body aircraft: 1 per seat row.
       Exception: Total of 2 PRMs travelling in the same group/family can be seated next to each other if all other above mentioned PRM seating rules are fulfilled.
    2. Wide-body aircraft: 2 per seat row. Total of 2 PRMs travelling in the same group/family can be seated next to each other if all other above mentioned PRM seating rules are fulfilled. The total amount of 2 PRMs per seat row still remains, even if seated together. If PRMs are not travelling in the same group/family, they must be seated on different sides/aisles.
f) BLND, DEAF, DPNA, WCHR and WCHS customers can be seated on any seat except exit row.
g) WCHC customers are primarily seated on aisle seat. The assistant(s) or travel companion(s) shall be seated in the adjacent middle or window seat. The remaining window/middle seat(s) are blocked if needed, when the flight is created in Altéa CM. A window seat may be assigned upon the customer's request.
h) Provide adjacent seating as applicable for:
    1. a personal care attendant
    2. a safety attendant
    3. a reader/interpreter in case of a vision or hearing impairment

It is suggested that customers with a disability affecting only one side of their body (hemiplegics, artificial limb, arm or leg in cast, splint or brace etc.) are seated in an aisle seat with the unaffected side of their body towards the aisle. This will facilitate their mobility in cases of emergency.
Customers with stiff legs, fractured legs in plaster, paraplegics, etc. should be accommodated in seats allowing space for their comfort, or space for leg support devices with the least possible disturbance to customers in the adjacent seats The adjacent seat shall be left vacant whenever possible. However, limbs in plaster cast must not obstruct the aisle or emergency exits.

All Finnair wide-body aircraft are equipped with one onboard wheelchair.

2.6.6 Stretcher

Stretchers can be accepted as described in AY GOM 1.4.7. For stretcher locations see AY GOM ANNEX A 2.7.

2.6.7 Medical Outlets

Electric power (230 V/ 50 Hz, max. 750 W) for medical purposes is available on advance request in some aircraft types / registrations only. See AY GOM ANNEX A 2.7.

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2.7 Seating Chart by Aircraft Type

If the maximum number of PRM is planned to be exceeded on AY-operated flights see O-MA 8.2.2.5.3 for process details.

Table 60. Seating Chart A32S

A/C TYPE	A319 Version 3180 144 Seats	A320 Version 3370 174 Seats	A321 Versions 3500 / 3520 209 Seats
MAX NBR OF PRM (of which max nbr of unaccompanied immobile)	15 (2)	15 (2)	15 (2)
RECOMMENDED SEATS FOR PRM (See also AY GOM ANNEX A 2.6.5)	Window or aisle seats on the left side of the cabin (due to armrest can be raised on the left side of the cabin to ease assistance). For WCHC aisle seat is recommended unless window seat is requested by passenger.	Window or aisle seats on the left side of the cabin (due to armrest can be raised on the left side of the cabin to ease assistance). For WCHC aisle seat is recommended unless window seat is requested by passenger.	Window or aisle seats on the left side of the cabin (due to armrest can be raised on the left side of the cabin to ease assistance). For WCHC aisle seat is recommended unless window seat is requested by passenger.
PROHIBITED SEATS FOR PRM	Row 10	Rows 11, 12	Rows 10, 24
STRETCHER LOCATION	22-24ABC	27-29ABC	34-36ABC
MEDICAL OUTLETS ON REQUEST	2A, 24A Except regs: OH-LVH/I/L N/A	2A, 29A Except regs: OH-LXH/I/K/L/M N/A	2B, 36B
SEATING OF INFANTS OR OBESE CUSTOMERS Infants or obese customers needing extension belts shall not be seated on exit seats	Any except exit seats Max 1 inf per 3-seat unit	Any except exit seats Max 1 inf per 3-seat unit	Any except exit seats Max 1 inf per 3-seat unit
STD NBR OF EXTRA INF LIFE VESTS / EXTENSION BELTS	16 / 16	16 / 16	16 / 16
BABY BASSINET POSITIONS	N/A	N/A	1A, 1F
Seats suitable for CBBG	Any window seat except exit seat rows	Any window seat except exit seat rows	Any window seat except exit seat rows
UM SEATING (See also AY GOM 1.4.1 and ANNEX A 7.1)	Near the galley (international: last 3 rows, domestic: first 3 rows)	Near the galley (international: last 3 rows, domestic: first 3 rows)	Near the galley (international: last 3 rows, domestic: first 3 rows)
MAX NBR AND RECOMMENDED SEATING OF PETC UNITS - to be seated minimum 10 rows apart - seating not allowed on exit and bulkhead rows	2 (Rear of the travel class)	2 (Rear of the travel class)	2 (Rear of the travel class)

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Table 61. Seating Chart A330 and A350

A/C TYPE	A330-302 Version 3700 / 297 Seats OH-LTM/N/O/P/R/S/T/U	A350-941 Version 5050 / 278 Seats OH-LWA/B/C/D/E/F/G/H/M	A350-941 Version 5080&5090 / 321 Seats OH-LWI/K/L/N/O/P/R/S/T
Cabin Configuration	J28/W21/Y230	J43/W24/Y211	J30/W26/Y265
MAX NBR OF PRM (of which max nbr of unaccompanied immobile)	33 (4)	33 (4)	33 (4)
RECOMMENDED SEATS FOR PRM (See also AY GOM ANNEX A 2.6.5)	W-class seats: 21DH, 22DH Y-class seats: 32-41AD, 42A, 52-66A For WCHC aisle seat (32-41D) is recommended unless window seat is requested by passenger.	W-class seats: 21DH, 22DH Y-class seats: 32-37A, 32-38D, 53-64A, 52-54D For WCHC aisle seat (32-38D, 52-54D) is recommended unless window seat is requested by passenger.	W-class seats: 21DH, 22DH Y-class seats: 32-43A, 32-44D, 53-64A For WCHC aisle seat (32-44D) is recommended unless window seat is requested by passenger.
PROHIBITED SEATS FOR PRM	J-class seats: - (Not recommended for WCHC as not always suitable due seat design) W-class seats: - Y-class seats: 51ACJL	J-class seats: - (Not recommended for WCHC as not always suitable due seat design) W-class seats: - Y-class seats: 51BCJK, 52AL	J-class seats: - (Not recommended for WCHC as not always suitable due seat design) W-class seats: - J-class seats: 51BCJK, 52AL
STRETCHER LOCATION	65-67AC	N/A (63-65ABC)	N/A (63-65ABC)
MEDICAL OUTLETS (ON REQUEST)	2A, 65A	8L, 65A	8L, 65A
SEATING OF INFANT OR OBESE CUSTOMERS Infants or obese customers needing extension belts shall not be seated on exit seats	J-class seats (rows 1-7) 1-7A, 1-7L – 1 inf 1DH, 3DH, 5DH, 7DH – 2 inf 2DH, 4DH, 6DH – 1 inf W-class seats (rows 21-23) 21-23AC, 21-23JL – 1 inf 21-23DEH – 2 inf Y-class seats (rows 31-67) 1 inf per seat unit except: 51AC, 51JL – 0 inf 51DEGH – 2 inf	J-class seats (rows 1-12) 1 inf per seat unit except: 1DH, 10-12DH – 2 inf W-class seats (rows 21-23) 1 inf per seat unit except: 21-23DEGH – 2 inf per seat unit Y-class seats (rows 31-66) 1 inf per seat unit except: 51BC, 51JK, 52AL – 0 inf 31ABC, 31JKL, 51DEH, 65-66DEH – 2 inf	J-class seats (rows 1-8) 1 inf per seat unit except: 1DH – 2 inf W-class seats (rows 20-23) 1 inf per seat unit except: 21-23DEGH – 2 inf per seat unit Y-class seats (rows 31-66) 1 inf per seat unit except: 51BC, 51JK, 52AL – 0 inf 51DEH, 65-66DEH – 2 inf
STD NBR OF EXTRA INF LIFEVESTS STD NBR OF EXTENSION BELTS	20 (J+W+Y) 8 (J), 24 (W+Y)	18 (J+W+Y) 10 (J), 15 (W+Y)	18 (J+W+Y) 10 (J), 15 (W+Y)
BABY BASSINET POSITIONS (Saleable)	1A, 21E, 31E, 51H	1D, 21H, 51H	1D, 21H, 51H
Seats suitable for CBBG	J-class seats: any W&Y-class seats: any window seat except 51AL	J-class seats: any W&Y-class seats: any window seat except 52AL	J-class seats: any W&Y-class seats: any window seat except 52AL
UM SEATING (See also AY GOM 1.4.1 and ANNEX A 7.1)	J-class: 1L, 2L W-class: 21JL Y-class: 64-66JL, all UM seated together	J-class: 2A, 2L (not on rows 9-12) W-class: 21JL Y-class: 63-65JLK, all UM seated together	J-class: 2A, 2L W-class: 20JL Y-class: 63-65JKL, all UM seated together
MAX NBR AND RECOMMENDED SEATING OF PETC UNITS - to be seated minimum 10 rows apart - seating not allowed on exit and bulkhead rows / seats	J-class seats: 0 (Service dogs are allowed in J-class seats) W+Y-class seats: 2 (W max 1) (22E, 23E, 35DE, 57-61EG, 62-63E, 65-66E)	J-class seats: 0 (Service dogs are allowed in J-class seats) W+Y-class seats: 2 (W max 1) (23A, 23L, 35DE, 52DE, 61DE)	J-class seats: 0 (Service dogs are allowed in J-class seats) W+Y-class seats: 2 (W max 1) (22A, 22L, 23A, 23L, 35DE, 52DE, 61DE)

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Table 62. Seating Chart AT7 and E90 (N7 -operated)

A/C TYPE	AT7 Version Y68 68 Seats OH-ATE, ATF, ATG, ATH, ATI, ATJ, ATL	AT7 Version Y70 70 Seats OH-ATK, ATM, ATN, ATO, ATP	E90 (N7) Versions 7130 / 7140 / 7200 / 9000 100 Seats
MAX NBR OF PRM (of which max nbr of unaccompanied immobile) These limitations do not include PRMs accompanied with able bodied escort capable of assisting in evacuation if so required (N7 GOM 5.2.5).	8 (4)	8 (4)	8 (4)
RECOMMENDED SEATS FOR PRM (See also AY GOM ANNEX A 2.6.5)	2-16AB, rear part of the cabin. For WCHC aisle seat (2-16B) is recommended unless window seat is requested by passenger.	2-16AB, rear part of the cabin. For WCHC aisle seat (2-16B) is recommended unless window seat is requested by passenger.	2-10AC, 12-24AC For WCHC aisle seat (2-10C, 12-24C) is recommended unless window seat is requested by passenger.
PROHIBITED SEATS FOR PRM	Rows 1 and 17	Row 1, 17CD, 18AB	Row 11
STRETCHER LOCATION	N/A	N/A	(23-25AC) Not applicable until further notice
MEDICAL OUTLETS	N/A	N/A	N/A
SEATING OF INFANTS OR OBESE CUSTOMERS Infants or obese customers needing extension belts shall not be seated on exit seats	Rows 2-16. Max 1 inf per 2-seat unit.	Rows 2-16, 17AB. Max 1 inf per 2-seat unit.	Any seat except exit seats (row 11). Max 1 inf per 2-seat unit.
MAX NBR OF INF	5	5	5
BABY BASSINET POSITIONS	N/A	N/A	N/A
Seats suitable for CBBG	Any window seat except 1AD, 17AD	Any window seat except 1AD, 17D, 18A	Any window seat except exit seats (row 11)
UM SEATING (See also AY GOM 1.4.1 and ANNEX A 7.1)	Rows 2-16	Rows 2-16, 17AB	Near the galley (international: last 3 rows, domestic: first 3 rows)
MAX NBR AND RECOMMENDED SEATING OF PETC UNITS - to be seated minimum 10 rows apart - seating not allowed on exit and bulkhead rows	2 (Rear of the cabin)	2 (rear of the cabin)	2 (Rear of the travel class)

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3 Customer Priority

Finnair Priority list is based on the hierarchy shown in Table 63. Firm Non-offloadable, Table 64. Firm Offloadable, Table 65. Stand-by, Table 66. Upgrade Ranking List and Table 67. Downgrade Ranking List. Within each customer segment the internal order is based on the customer value (ACV). Customer value of revenue customers is determined by various criteria e.g. customer loyalty, corporate customer value, high yield revenue and for non-revenue customers the position in the company and seniority order. Customer value may consist of one or more of the criteria types and may vary depending of the flight and flight load. Altea CM Ranking rules form the onload acceptance (AY GOM ANNEX A 3.1) and regrade list (AY GOM ANNEX A 3.2) based on the interdependence of customer values on particular flight. If due to lack of space (seats, weight or volume) customers need to be offloaded, downgraded or upgraded, proceed according to the priority lists below.
Baggage and excess baggage has the same priority as the customer concerned. Finnair load priority including mail, baggage and cargo can be found in AY GOM 5.4.1.1.3.
For detailed information about ID priority see also AY GOM ANNEX A 7.12.

3.1 Customer Priority List

NOTE 1. Priority order is: 1. AY, 2. Norra/**one**world, 3. other airlines, agents and others.

NOTE 2. Priority order for Finnair flights: booked, waitlisted, unbooked and stand-by customers.

NOTE 3. Checked-in inbound revenue customers have priority over local revenue passengers.

NOTE 4. Baggage and booked (pre advised) excess baggage always have the same priority as customers concerned.

NOTE 5. Transit customers:

- Transit revenue customers on the same flight have always priority to joining passengers
- Transit ID customers on the same flight always have priority over joining ID customers unless the joining ID customers are in possession of tickets with confirmed seats.

NOTE 6. Listed Finnair ID customers always have priority over Finnair ID customers with no listing in all categories. To ensure that the nominees who travel together with the employee get the correct boarding priority, the nominees shall be shown in the same PNR as the employee or they shall have contacted Finnair ID Travel office before travel to get the correct boarding priority in their PNR. See AY GOM ANNEX A 7.11 for further instructions.

NOTE 7. ID customers with commander's permission to travel on cockpit or crew seats still hold normal priority to vacant cabin seats according to priority order as stated below. The final decision as to the disposition of vacant crew seats shall be the authority of the commander, see AY GOM ANNEX A 7.

NOTE 8. Only non-revenue customers are marked with onload priority numbers. Commercial customers are given priority on both the onload acceptance and regrade list based on their customer value (ACV).

NOTE 9. Onload priority numbers from 10 until 29 consists of customers who are not to be offloaded/denied boarding in any circumstances, provided that they have confirmed seat reservations on the flight. Priority numbers from 30 to 59 consists of customers holding tickets giving entitlement to seat reservation. These customers may be offloaded/denied boarding if deemed necessary. Onload priority numbers 60 and above consists of customers holding stand-by tickets with no entitlement to seat reservation.

NOTE 10. Onload code states the cabin in which the listing/booking has been made (Y=Economy, W=Premium Economy, J=Business)

NOTE 11. Regrade cabin states the cabin in which the customer is eligible to travel (Y=Economy, W=Premium Economy, J=Business).

The customer should be boarded in this cabin provided that there are seats available.

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NOTE 12. Priority order states the order in which the customers within one onload priority category should be boarded. In case there are fewer seats available on the flight than the size of the travel party appointed first on the priority list, the employee of that travel party may decide who of his/her travel party will be boarded. However, in such situations any special conditions of a specific ticket/customer type must be taken into consideration (e.g. children under 16 years of age may not travel unaccompanied on international flights, customers travelling on Friend tickets may not travel without the employee etc).

NOTE 13. Customer categories G1-G4 corresponds the following

G1 – President/CEO, Top Individuals of the company
G2 – Vice Presidents/Directors/Managers reporting to G1
G3 – Middle management, Senior Salaried Employees
G4 – Staff

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Table 63. Firm Non-offloadable

	ONLOAD PRIORITY / OP	ONLOAD CODE / OC	REGRADE PRIORITY / RP	REGRADE CABIN / RC	DOWN GRADE	PRIORITY ORDER	TO BE USED FOR	
							PASSENGER	EMPLOYING COMPANY
FIRM NON-OFFLOADABLE	10	J	10	J	NO		Pos. Cockpit Crew	Finnair
	10	J or Y	10	J or W	YES		Pos. Cabin Crew bound for flight assignment	Finnair
	10	J, W or Y	10	same os OC	YES		For example pos. flight engineer bound for flight assignment	Finnair
	11	Y or W	11	J	YES		Pos. Cabin Crew	Finnair subcontractor
	12	J, W or Y	12	J or W	NO		G1 Duty Travel	Finnair
	13	J, W or Y	13	J or W	YES	Booking order	G2/G3/G4 Duty Travel	Finnair
	13	J, W or Y	13	same as OC	YES	Booking order	G2/G3/G4 Duty Travel	Finnair subsidiary
	14	J, W or Y	14	same as OC	YES		Positioning Crew	**one**world, other airlines
	16	J or W	16	J or W	YES		G1 Duty Travel	**one**world
	18	J, W or Y	18	J, W or Y	NO		Ticket authorizations by AY Exec. Board / Comms	n/a
	20	W or Y	20	same as OC	NO		UM	Finnair
					NO		Customers requiring special assistance (e.g. PRM/PWD, MEDA)	
					NO		Finnair Plus award –trip (U, F and X booking class) Regardless of travel class	
					YES		Finnair Plus tier members holding customer value (ACV) higher than 8000 regardless of travel class NOTE: PLAT LUMO and PLAT shall not be downgraded	
					YES		**one**world Emerald and Sapphire in the order based on their customer value regardless of travel class	
					YES		Business Class customers	
					YES		Tour operator customers > SK TOIR	
					YES		Any codeshare customer	
					YES		Ancillary upgraded customers. When upgrade is confirmed (U-class or F-class, one upgrade, UPCM etc.), customer has J-class priority	

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Table 64. Firm Offloadable

	ONLOAD PRIORITY / OP	ONLOAD CODE / OC	REGRADE PRIORITY / RP	REGRADE CABIN / RC	DOWN GRADE	PRIORITY ORDER	TO BE USED FOR	
							PASSENGER	EMPLOYING COMPANY
FIRM OFFLOADABLE	20	Y	20	Y	YES		Other groups > SSR GRPF + A/G-fare class	
					YES		Finnair Plus tier members holding customer value (ACV) less than 8000 excluding PLAT LUMO and PLAT	
					YES		Premium economy booking class based on fare value hierarchy, excluding PLAT LUMO and PLAT	
					n/a		Economy booking class based on fare value hierarchy	
	32	J, W or Y	32	same as OC	YES	Booking order	G1 Duty Travel	Other airlines
					YES		Waitlisted revenue passengers	
					YES		Unbooked revenue passengers	
	34	J	34	J or W	YES	Booking order	G2 Duty Travel	oneworld
	36	Y	36	J or W	n/a	Booking order	G3 Duty Travel	oneworld
	38	Y	38	J or W	n/a	Booking order	G4 Duty Travel	oneworld
	40	J, W or Y	40	Same as OC	YES	Booking order	Duty Travel	other airlines, agents, others
	42	J	42	J	YES	Seniority order	Leisure Travel	Finnair employee + dependants
	42	W or Y	42	Same as OC	YES	Seniority order	Leisure Travel	Finnair employee + dependants
	44	J	44	J	YES	Seniority order	Leisure Travel	Finnair retiree + dependants
	44	W or Y	44	Same as OC	n/a	Seniority order	Leisure Travel	Finnair retiree + dependants
	46	J	46	J	YES	Seniority order	Leisure Travel	Finnair dependants alone
	46	W or Y	46	Same as OC	n/a	Seniority order	Leisure Travel	Finnair dependants alone
	48	J, W or Y	48	same as OC	YES	Booking order	Leisure Travel	oneworld
	50	J, W or Y	50	same as OC	YES	Booking order	Leisure travel	other airlines, agents, others
					YES	Booking order	Waitlisted bookable staff ranked by ID code	

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Table 65. Stand-by

	ONLOAD PRIORITY / OP	ONLOAD CODE / OC	REGRADE PRIORITY / RP	REGRADE CABIN / RC	DOWN GRADE	PRIORITY ORDER	TO BE USED FOR	
							PASSENGER	EMPLOYING COMPANY
STAND-BY	60	J, W or Y	60	same as OC	YES	Seniority order	Leisure travel	Finnair
	61	J, W or Y	61	same as OC	YES	Seniority order	Leisure travel	Finnair employee + dependants
	62	J	62	J	YES	Seniority order	Leisure Travel	Finnair employee + dependants
	62	W or Y	62	same as OC	YES	Seniority order	Leisure Travel	Finnair employee + dependants
	64	J	64	J	YES	Seniority order	Leisure Travel	Finnair retiree + dependants
	64	W or Y	64	same as OC	YES	Seniority order	Leisure Travel	Finnair retiree + dependants
	66	J	66	J	YES	Seniority order	Leisure Travel	Finnair dependants alone
	66	W or Y	66	same as OC	YES	Seniority order	Leisure Travel	Finnair dependants alone
	67	J, W or Y	67	same as OC	YES	Seniority order	Leisure Travel	NORRA
	68	J, W or Y	68	same as OC	YES	Listing order	Leisure Travel	**one**world
	69	J, W or Y	69	same as OC	YES	Seniority order	Leisure Travel	partner in co-operation
	70	J, W or Y	70	same as OC	YES	Listing order	Leisure Travel	other airlines agents, others
	90	J, W or Y	90	same as OC	YES	Listing order	Non-listed ID-pax	other airlines, agents, others

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3.2 Customer Ranking List for Regrade: Upgrade and Downgrade

Finnair Regrade Ranking Order

When there is need to upgrade revenue customers, below ranking list defines Altéa CM business rules in which order customers are ranked on the regrade list. Customers are selected on the regrade list in the descending order. Customers having ranking number 1-6 have confirmed seat in Business class prior the boarding. Customers in the same link shall all be upgraded or if not possible then next customer(s) on the ranking list are selected.

Before any free operational upgrades are given to customers, those customers eligible in J-class in ranking numbers 7-11 shall be checked and cleared from the regrade list.

Table 66. Upgrade Ranking List

RANKING ORDER	CUSTOMER TYPE	IDENTIFIER
PROCESS BEFORE GATE ALREADY CONFIRMED J-CLASS CUSTOMERS Customers in category 1-6 are already processed by system and therefore not included in the gate process		
1	Confirmed Non-offloadable DH-staff (deadheading crew bound for flight assignment)	10J/J10, 11J/J11, 12J/J12, 18J/J18
2	FINNAIR PLUS PLATINUM LUMO, PLATINUM AND FINNAIR PLUS VIP TIERS with confirmed booking in J-class	LUMO, PLAT, VIPS
3	Agreement tickets	COOP
4	Customers with confirmed J-class booking	
5	Staff travel with confirmed J-class booking	13J/J13
6	Customers with ancillary or Avios upgrade which have been already confirmed and processed	one upgrade
START OF AIRPORT RANKING PROCESS, PHASE 1 Waitlist clearance and upgrade of customers entitled to travel in Business class based on product. This means that customers in category 7-11, including deadheading crew, shall be processed before any ancillary upgrades (SK UPCM or SK UPOB) are sold at airport.		
7	Customers with direct WL J-class booking	
8	Staff travel with direct WL J-class booking	13J/J13
9	Staff travel with Economy class ticket waitlisted for upgrade to the Business class	13Y/J13
10	Customers with WL Finnair Plus upgrade	
11	Finnair or subcrontactor deadheading crew bound for flight assignment and other duty travel staff with bookable ticket (HK, HL) entitled to J-class if seats available (AY and other airlines)	10W/J10, 10Y/J10, 11Y/J11, 11W/J11
12	J-class ticket for staff travel (SA). Priority is as per ID priority code and Date of Employment (DOE) within each ID priority code among these customers (see Table 65. Stand-by).	60J/J60-90J/J90
AIRPORT RANKING PROCESS, PHASE 2 Operational free upgrades. All Finnair loyalty ranking is based on ACV within own tier.		
13	Finnair LUMO, PLAT and **one**world Emerald	AY LUMO, AY PLAT, OW EMER

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14	Finnair GOLD, **one**world sapphire	AY GOLD, OW SAPH
15	ID staff with SA tickets	Per AY GOM ANNEX A 3
16	High yield class customer, corporate accounts (SSR CLID)	Y FLEX, Y CLASSIC, Y LIGHT ONE1, TWO2, THR3
17	Finnair SILVER and **one**world RUBY, CIP/VIP, corporate accounts (SSR CLID)	AY SILV, OW RUBY SK CIPP, SK VIPP, FOU4, FIV5, SIX6, SEV7, EIG8, NIN9
18	Other Finnair loyalty customers Rest of discounted Economy fare classes (all other than Y FLEX, Y CLASSIC, Y LIGHT fare families)	Finnair PLUS and other booking classes
DO NOT REGRADE		
19	Finnair plus award ticket	FQTR or booking class X, F or class U excluding staff
20	Any codeshare customer	Any codeshare
21	Tour operator customer (booking made at AY office) – unless agreed with group leader [1)]	SK TOIR
22	Other groups – unless agreed with group leader [1)]	SSR GRPF, fare classes A and G
	- PRM-customers (with reduced mobility), e.g. BLND, WCH, MEDA due to safety. Seating limitations may cause issues if last minute seat changes. - UMNR – Unaccompanied Minors - Customers with special meals or baggage on seat	CBBG, DEPA, DEPU, DPNA, EXST, INAD, INFT, CHLD, MEDA, PETC, STCR, UMNR, ESAN, SVAN, CPAP, PPOC, all SPML codes

[1)] Regrade of Groups for flights with heavy Economy overbooking (overbooking approximately 20 customers or more): Seasonally some flights may have heavy Economy overbooking with plenty of groups and only few high yield or top tier customers. In such cases it's recommended to upgrade whole groups. The group leader has to be contacted first and approval is needed for this regrade. Finnair Customer Solution Management may be consulted to find appropriate groups to upgrade but in general the ranking of the groups is as per the order in the ranking list. Unless agreed with Finnair Customer Solution Management that they will contact the group leader for pre-upgrade of the group, the group leader should be asked already at the time of check-in/baggage drop if he/she agrees with the regrade plan. This is a totally manual process where the system does not support the regrade ranking but. The preferred order is to select primarily group with higher ranking in the above list.

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Downgrade Ranking List

In principle the Regrade ranking for upgrades works in reverse order when there's need to downgrade customers. As certain customer types cannot be matched one-to-one in the reverse order, the following table is to show you in a simplified format in which order the customer ranking is set for customer downgrades.

On a three cabin flight downgrading will take into account customer ranking and priority based on all customers on the flight and not just per single cabin. This means that there might be downgrading from Premium Economy to Economy to make space for a downgrade needed from Business. In certain cases downgrade could be made directly from Business to Economy. All downgrade actions are automated in Altéa based on customer ranking. A normal compensation will be paid if needed, as instructed in AY GOM ANNEX A 8.1.7. Finnair Platinum Lumo and Platinum customers shall not be downgraded.

Table 67. Downgrade Ranking List

RANKING ORDER	CUSTOMER TYPE	IDENTIFIER	OTHER
1	ID staff with SA-status in reverse priority order > lowest priority first and then continue to top	ID priority codes in ANNEX A 3.1	ID staff on duty or with SA-status shall be downgraded first as per ANNEX A 3.1 priority list taking into consideration the restrictions with staff downgrades (e.g. deadheading cockpit crew). No DNG-compensation is paid to any ID.
2	ID staff with bookable ticket in reverse priority order > lowest priority first and continue to top NOTE: certain ID-types shall not be downgraded, see ANNEX A 3.1	ID priority codes in ANNEX A 3.1	
3	Customer with lowest Premium Economy or Economy booking class + lowest ACV in reverse priority order > lowest fare value first and continue to top Within the same fare class ranking per ACV-value LUMO/PLAT/VIP/EME excluded	From lowest discount fares to the full fare	Customers with original booking class in Premium Economy or Economy having purchased an ancillary upgrade. Purchased ancillary type does not impact the ranking, only original fare class and possible ACV-value determine the ranking order. No DBC compensation is paid but ancillary cost/Avios are reimbursed to customer.
4	Lower J/W-class fares		Customers in same fare class having ACV-value (plus SAPH/EME) have higher priority compared to non-FQTV customers
5	Code share customers	Any codeshare	If booking in J/W-class > Do not downgrade If upgrade as one upgradeancillary > may be downgraded per ranking order point 3
6	Full fare J/W class fares and corporate agreements (SSR CLID)		Relevant fare family, FOU4, FIV, SIX6, SEV7, EIG8, NIN9
7	AY FF card holders with ACV value 8000 or higher and EME/SAPH customers	ACV ≥ 8000	Customers with higher ACV-value have higher priority when in same fare class. ONE1, TWO2, THR3
DO NOT DOWNGRADE	- LUMO/PLAT (VIP) / EME customers - GROUPs with SK TOIR or other Group indicator (Table 66. Upgrade Ranking List points 21-22) - PRM-customers (with reduced mobility) e.g. BLND, WCH, MEDA due to safety - UMNR – Unaccompanied Minors - Tickets authorized by CEO and other CIP/VIP customers	COOP, CBBG, DEPA, DEPU, DPNA, EXST, INAD, INFT, CHLD, MEDA, PETC, STCR, UMNR, ESAN, SVAN, CPAP, PPOC, SPML SSR codes SK TOIR, etc.	Seating limitations may cause issues if last minute seat changes or lack of suitable Special Meal in the cabin class

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Seating of downgraded customers

In the event there's need to downgrade J/W-class customers we try to protect them a preferred seat in Y-class. When Business or Premium Economy class is overbooked and there's need to downgrade customers into Economy class on long haul flights, all downgraded customers should preferably be seated in Comfort seats if seats available and no charge is to be collected for any downgraded customers (including U-class staff on duty/on SA-status).

3.3 Upgrading

The following policy and rules for upgrading of customers shall be applied on all Finnair scheduled flights.

3.3.1 General Guidelines

Finnair upgrading policy is to offer wide selection of upgrade products to our revenue customers when there are seats available in Business class. During the reservation phase customers may be offered a selection of different types of upgrade products. Upgrades can be requested through various channels e.g. call centers, Finnair.com, e-mail, Finnair app/mobile app and for long haul flights and on selected short haul flights also at check-in and gate. Through these upgrade offerings we will support ancillary sales and reduce the amount of free upgrades at the departure gate in case of an overbooked Premium Economy and Economy class.

When operational upgrades need to be made, they are done by selecting Economy class customers by their customer value (ACV). Altéa CM business rules are set to rank customers on the regrade list as per AY GOM ANNEX A Table 66. Upgrade Ranking List and Table 67. Downgrade Ranking List.

3.3.2 Customer's Upgrade Options

The customer has the following upgrade options, depending on the flight:

a) Finnair Plus upgrades: Avios or vouchers offered in different channels
b) One upgrade refers to different upgrade products that are offered and sold to customers before the airport
   Selected flights: Upgrades bought at check-in, transfer or gate (UPCM / UPOB etc.) via Altéa CM (flights applicable found from the DCS). On selected flights reduced pricing (UPOB or similar) may be activated on selected stations to support sales when Premium Economy or Economy class is overbooked.

Those Finnair Plus members who are on U-class or F-class waiting list for upgrade are automatically prioritized before active upgrade sales in other channels. Business class and Premium Economy waiting list shall always be processed (confirm the upgrade) before selling upgrades at the check-in or gate via Altéa CM.

3.3.3 Upgrading Finnair Plus Members by Avios

Finnair Plus members may use Avios or upgrade benefits for upgrades. Avios or voucher upgrade is possible for customer via web or Finnair application, by contacting Finnair Plus Service or requesting upgrade against Avios or voucher at the airport at the service desk (where available).

a) Upgrade is possible only on AY operated and marketed flights (AY aircraft and AY flight number).
b) Customer must have a confirmed reservation and the ticket must be paid.
c) Upgrade by accrued Avios is done in U-class for business and F-class for Premium Economy.
d) All upgrades by Avios or by top tier upgrade benefits **must be done well in advance before check-in or boarding** through Finnair Plus Service Center or Finnair ticket office.

3.3.4 Finnair Plus Loyalty Upgrade

Finnair offers Finnair Plus instant upgrade for Finnair Plus members and their travel companions on long haul flights. Whenever there is a need to upgrade economy class customers, station shall place a sign to the check-in counters and offer Finnair Plus members possibility for upgrade by using the needed amount of Avios.

The upgrade is subject to availability and business or Premium Economy class meals onboard. If there are meals available in business or Premium Economy class an upgrade may be offered even though it would not be necessary due to economy class booking. If ordering more business or Premium Economy class meals would endanger the on time performance, no upgrade is offered. The signs on the check-in counters shall be removed when there is no more need for upgrade or no more seats or meals available.

Stations shall call to Finnair Ticketing Help Desk (open 24/7 – Tel. +358 9 818 31911) to change the reservation to U-class or F-class. Ticketing Help Desk checks if there are enough Avios on member's Finnair Plus account and makes Avios redemption accordingly. Customer with Finnair Plus instant upgrade will enjoy flying in Finnair premium cabin(s) as sold but will not get any Priority services on the ground (including lounge access). Finnair Plus instant upgrade does not accrue for business class Avios.

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3.3.5 One Upgrade

One upgrade options include:

a) Can be bought before the flight from finnair.com, Finnair contact centers or Finnair application
b) Bought upgrades can be paid with money, Avios or upgrade benefits

Finnair is marketing offers by e-mail: Automatic e-mail is sent to selected customers on campaign flights 21/10/5 days prior the departure.

Online Instant Upgrade: The upgrade is available for customers on finnair.com at Manage my Booking. Customer can check the availability of business class or Premium Economy and if space is available, they can buy the upgrade. There are time limits for online instant upgrades.

3.3.6 Upgrade Sales at Check-In, Transfer or Gate for Selected Routes

Upgrades are sold at check-in, transfer desks and/or gate at Finnair long haul stations , and on selected European flights, when there are seats and meals available in Business class. Upgrades can be sold at the gate time permitting but on-time departure is prioritized. At check-in counters sales can be proactive and also at gate if economy class is overbooked or when requested by the customer. All sales are done in a discreet manner.

The basic flow of selling an upgrade at check-in or gate is as follows:

a) The agent checks the availability on the specific flight:
    1. Agent checks if there are revenue customers or bookable ID (duty travel staff) customers already waitlisted (WL) to Business class as they are upgraded first.
    2. Agent checks if there are seats available in Business or Premium Economy class.
    3. Agent checks the amount of meals in Business or Premium Economy class.
b) If space and meals are available and there are no WL customers to Business class, the customer may be upgraded with UPCM or similar keyword functionality and payment flow in the DCS.
c) On selected flights reduced pricing for upgrade sales (UPOB or similar) will be activated by the system when economy class is overbooked to support upgrade sales.

3.3.7 Operational Upgrade due to Overbooked Economy Class

In case there are still more revenue customers with confirmed bookings checked in in Economy or Premium Economy class when flight closes, upgrading of revenue customers is done based on their Airline Customer Value (ACV). Customer value parameters are determined by each customer segment. Hierarchy between all different customer segments is controlled by Altéa CM business rules. E.g. customer value for Finnair Plus members is calculated per different factors set by Finnair Loyalty. Combined customer value elements form the ranking order for Finnair Plus members. Tier level is no longer the only defining element when calculating the correct customer value (ACV) for frequent flyer member.

To ensure smooth handling of an overbooked Economy or Premium Economy class and to prevent any delays, the situation shall be evaluated and monitored throughout the check-in and boarding process.

All economy seats shall be utilized first, so as to ensure that any vacant seats are left in the business or Premium Economy cabins. This is to provide the best possible comfort for customers in premium cabins.

The customers to be potentially upgraded are to be selected as per Altéa CM regrade list but the actual upgrading should be done, if possible, at the departure gate when the final customer figures are available. Unnecessary upgrading can thus be prevented. It is the duty of gate staff to verify that customers to be upgraded by Altéa CM are suitable for business class as to their personal appearance, including ID-customers. See AY GOM ANNEX A 3.3.

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3.3.8 Restrictions for Upgrades

Upgrading of certain customer types should be avoided due to commercial or operational customer service reasons. Altéa CM business rules are set to restrict the upgrade of the following customer types:

a) Frequent flyer members travelling in a travel organizer quota
b) customers with codeshare reservations (exception oneworld-premium card holders)
c) customers with special requests (e.g. SPML, BSCT) in case upgrade causes operational or customer service difficulties
d) individual members of a group travelling in economy class (A and G fare classes)
e) families with children under 12 years of age to business class but no restrictions for Premium Economy

3.3.9 Handling and Upgrading of ID-customers on Stand-by List

a) When the onload acceptance including possible upgrades of revenue customers is completed, the vacant seats shall be allocated to the non-revenue ID-customers (See phase 2 on Table 66. Upgrade Ranking List).
b) The regrade cabin stated in the customer's listing/booking determines the final class of travel.
c) If the number of ID-customers with economy class tickets exceeds the number of vacant seats in economy class, the upgrading of non-revenue ID-customers shall be performed in the priority order stated in AY GOM ANNEX A 7.12.
d) Note: In case there is a need to downgrade customers see AY GOM ANNEX A 8.1.7.

3.3.10 Commercial and Courtesy Upgrades – Who is Entitled to Authorize an Upgrade

Following persons are entitled to upgrade customers from Economy class to Business class on Finnair scheduled flights:

a) Members of the Finnair Board of Directors: HEL-ZZ, HEL-ZA, HEL-ZD, HEL-ZO, HEL-ZH, HEL-DA, HEL-ZC.
b) The following persons appointed by the Senior Vice President of Commercial Division: HEL-SF, HEL-LE, HEL-SI, HEL-SR, HEL-SB, HEL-SL, AVP Sales, Director Sales, Country Sales Managers and Sales Managers on their own on-line flights.
c) Airport Managers or their appointed supervisors on duty in overbooking situations.
d) Persons separately appointed by Senior Vice President of Operations Division.

Both the name and the mail code of the person authorizing (as well as of the person authorizing on behalf of) the upgrading must be recorded in the PNR when it is amended.

3.3.11 Upgrading by Crew

Crew members are not authorised to upgrade customers. However if upgrading a customer is necessary due to safety or security reasons, it may be done by the SCC with the acceptance of the Commander. The Commander shall make a written report to the Vice President Flight Operations (ZO) and to the VP of Ground Operations (DO). The report shall include the name(s) of the customer(s) and the reasons for the upgrade.

3.3.12 Meal Count and Upgrades

Catering order automated tool is not able to count the meals correctly for those customers who are booked in Economy but are eligible for upgrade if there is space available. Therefore, as part of flight monitoring, stations shall follow the list of customers on the regrade list and look after correct meal amount depending of the seat availability in W-class or J-class. These customers are e.g. U-class or F-class waitlisted customers, **one**world duty travel staff, deadheading crew and ID staff with Business class SA-ticket.

a) Short haul flights: When there are not enough Business class meals on short haul flights, upgrades are entitled and crew shall be informed of the missing meals. Customers are offered a meal per their choice from the SkyBistro menu to compensate the missing meal.
b) Long haul flights: When there are not enough Business class meals and ordering of extra meals would cause a flight delay, it is a reason to restrict upgrade. A thorough consideration shall be made when making decisions not to upgrade if there are seats available and no meals. This can be done when there are ID-customers with SA-ticket or U-class or F-class customers on WL.

Finnair employees in Job Grade 1-3 are entitled to travel in J-class and meal count should be monitored to enable their upgrade as a normal procedure.

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4 Customer Boarding

(As additional information for AY GOM 1.1.7)

4.1 Boarding Preparations and Boarding Procedure

(As additional information for AY GOM 1.1.7.1)

Facilities at the gate and announcements should be such that they support smooth boarding process. Embarkation always starts with Priority boarding and customers eligible for Priority boarding shall be given enough time to proceed through gate before other customers are invited on board.

Priority customers (Business, Finnair Platinum Lumo, Platinum, Gold and **one**world Emerald, Sapphire customers) shall be offered a separate boarding line throughout the whole boarding so they can board at any time. Finnair Airport Signage Guidelines document can be found in Finnair Partner Hub.

It shall be controlled that customers board the aircraft in the sequence they are invited on board.

4.2 Boarding Announcements

(As additional information for AY GOM 1.1.7.1)

There are several boarding announcements on Finnair departures depending on the departure station, type of flight (long haul/short haul) and type of aircraft operating. Basic boarding includes Priority boarding and boarding by group numbers for Economy class customers. Boarding by row number shall be used at those stations where customers are not checked in in Altéa CM and group numbers are not printed in the boarding passes. There are also separate announcement models designed for different situations (boarding announcements can be found in Finnair Partner Hub), e.g.:

a) Jet bridge: Priority boarding and Economy boarding by group numbers
b) Bus gate boarding
c) Delayed departure
d) Carry-on baggage announcement
e) Volunteers on overbooked flight
f) Baggage identification announcement
g) Customer announcement (only surname and flight number shall be included in the announcement to ensure compliance with data protection regulations)

Here are the general guidelines for boarding announcements on Finnair departures:

a) Boarding Preparation Announcement
    1. 5-10 minutes prior to boarding
    2. PRM, UM and families with small children shall be noticed and pre-boarded whenever possible
b) Departure Announcement
    1. Priority boarding
    2. Economy jet bridge boarding by group numbers regardless of the number of customers
c) Announcement languages:
    1. English
    2. Local language
    3. Finnish, if possible
d) Announcements shall be made in professional way
    1. Choose the right announcement
    2. Clear and polite tone of voice
    3. Appropriate, regular and accurate information to customers
e) It shall be controlled that customers board the aircraft in the sequence they are invited on board: first Priority customers and after that Economy customers by group numbers
f) If departure is delayed, regrets shall be expressed at the end of boarding preparation announcement: We apologize for the delay
g) Code share partner(s) shall be identified during boarding announcements when applicable

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4.3 Closing the Flight

(As additional information for AY GOM 1.1.8)

Altéa CM will automatically close the flight for check-in. At non-Altéa CM stations, the gate agent shall close the flight for check-in within the agreed time limits.

After flight closure the gate agent shall take care of the following:

a) Check the the onload list and act accordingly if needed.
b) Other than Finnair/Norra operated flights, print an Onboard Service List, OSL (previously: Passenger Information List, PIL) according to GOM 1.1.8.1.
c) After boarding is completed close and finalize the flight in the DCS.

4.3.1 Last Minute Customers (LMC)

Passenger should check in and leave their baggage at baggage drop by the check-in times indicated in his itinerary/online boarding pass and on Finnair web pages. When accepting passengers after DCS system closing times:

a) Accept passenger if seats still available.
b) Accept any possible baggage by using LMC attribute in Altéa CM (Baggage accepted after acceptance closing time is automatically marked with LMC indication in printed baggage tag). If Altéa CM is not in use, manual LMC indication is needed in the baggage tag.
c) Let the passenger know that there may not be any meal onboard and they may have lost their pre-reserved seat.
d) Ensure that loadcontroller of the flight is aware of the accepted LMC.
e) Accepting an LMC may cause no delay for the flight.

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5 Post-departure Tasks

See AY GOM 1.1.9.

6 Customer Disembarkation

(As additional information for AY GOM 1.3)

6.1 Pre-arrival Arrangements

(As additional information for AY GOM 1.3.1)

Arrival assistance is an important part of customer service. Based on the respective passenger service messages (PTM, PSM) or information about in-flight incidents (via ACARS or cockpit) Ground Handling Service Provider (GHSP) shall organize appropriate arrangements in advance. In case of a delayed arrival of Finnair flight, GHSP shall inform onward carriers and make necessary arrangements according to Local Irregularity Procedure's (LIP) Arrival Delay check-list and AY GOM 1.3.1 and 1.3.2.

6.2 Arrival Assistance and Disembarkation Policy

(As additional information for AY GOM 1.3.2)

The ground personnel is responsible for the customers outside the aircraft. Senior Cabin Crew Member (SCC) shall ensure the acceptance of the ground personnel before disembarkation. If ground personnel is not available the disembarkation is possible by the permission of the Commander when he/she has ensured the safety of the customers on the way from the aircraft to the terminal. Cabin crew and/or ground personnel are responsible for directing the customers to the terminal and ensuring that they refrain from smoking and keep well clear of propellers, jet engine intakes and exhaust and blast danger areas while on the apron area.

The ground personnel shall be at the gate at a time agreed separately in the Service Level Agreement (SLA) before the flight arrival. The jet bridge is to be docked to the aircraft immediately after the aircraft has come to a standstill, main landing gears have been chocked and it has been confirmed that there is no damage on the cabin door area. PTM and PSM information shall be available to assist and guide arriving/connecting customers. One agent shall remain at the gate until all customers have disembarked. The ground handling service provider shall provide or arrange for a trained operator of the jet bridge/aircraft guidance lights and check the functioning of these prior to the operation.

Business Class customers disembark first and the customers requiring assistance disembark last. The aircraft shall be ready for the first customer to disembark latest 2 minutes after the aircraft has come to a standstill. For flights parked at a remote position both forward and aft aircraft doors shall be used for disembarkation whenever possible (unless otherwise agreed). The passenger steps (if required) shall be positioned immediately after the aircraft has fully stopped.

A sufficient number of apron buses (based on the actual customer figures) shall be available to support a convenient transfer to the terminal. The buses shall be parked at the stairs immediately after the aircraft has fully stopped.

6.3 Arrival Service

The arrival service shall be available during all Finnair flight arrivals until all baggage has been reconciled. Finnair identity shall be clearly visible. Dangerous goods and prohibited articles notices should be prominently displayed in sufficient numbers in baggage claim areas (ref. IATA DGR 1.4.3).

Arriving customers shall be informed immediately about left behind baggage and/or any local problems delaying the baggage delivery to the pick-up area.

A forwarding message with customer and baggage information shall be sent if baggage has been left behind. This shall be done immediately when the situation becomes known. The message shall include information of the planned means of re-delivery of the baggage. Such baggage shall be re-delivered to the destination airport on the first possible flight/connection. For baggage irregularities, tracing, compensation and service procedures see ANNEX A 9 and also ANNEX B 4. Note that all customer data shall be handled in a secure way and using only company approved systems to ensure compliance with data protection regulations.

Maximum queuing time at the baggage service desk shall be 10 minutes and the baggage irregularity report (PIR) shall be completed within 20 minutes. Passengers can be adviced to create Delayed Baggage Report online where applicable. Customers can also create delayed baggage report online www.finnair.com/bag for Finnair.

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Whenever possible mishandled baggage shall be delivered to the customer during the same day when baggage is received at the arrival station. Note that local delivery circumstances may have effect on the delivery schedule (e.g. customs restrictions, limitations in delivery options etc.).

Finnair Plus Platinum Lumo, Platinum and Gold members shall be contacted within two hours after the bag has arrived or at a time specially agreed with the customer.

Mishandled baggage of an ID customer travelling on stand by status and homebound, are not entitled to the same level of speedy baggage delivery service as baggage of a full revenue customers. For residents the first priority is to pick up the mishandled baggage from the home station/home base. This naturally depends on the nature of the situation and requires most careful consideration. For non-resident ID customer travelling on stand by status, the delivery of mishandled baggage follows the same guidelines as the revenue customers' with the exception that any noticeable costs (e.g. private baggage transportation, taxi etc.) shall always be avoided as far as possible.

7 Special Customers

(As additional information for AY GOM 1.4)

7.1 Unaccompanied Minors (UM)

(As additional information for AY GOM 1.4.1)

7.1.1 General Conditions

An unaccompanied minor (UM) is a child above 5 but below 12 years not being accompanied by an adult. For travel to/from U.S. the age limit is above 5 but below 15 years old. The UM service may be extended to young travellers between 12-17 years of age if doubt exists concerning the traveller's ability to travel alone and the service is especially requested by the travellers parents or appointed guardian. The UM code shall be used for these young travellers and the complete UM procedure must be followed.

Finnair will accept for carriage unaccompanied minors travelling alone on the following conditions:

a) Minor is accompanied to the airport of departure by an adult and the adult is not entitled to leave before the actual take off of the flight.
b) Minor can be accepted on the flight only once the minor's parent or appointed guardian has accepted the declaration text in the UM Handling Advice (Finnair 185) by signing the form.
c) Person seeing the child off on departure shall verify his/her identity before the child is accepted for the flight.
d) Also person meeting on arrival shall verify his/her identity before the child is released from Finnair's custody.
e) Minor is met by an adult at the airport of destination; - contact details of the person must exist in the UM Handling Advice as well as in the PNR.
f) If the UM-item is missing from or incorrect in the PNR, the customer shall be referred to the ticketing counter before check-in and it must be checked that the PNR is correct with all necessary information and that the child has confirmed booking on all flight segments.
g) UM may not be booked on evening's last domestic flights within Finland due to possible handling problems in case of irregularities with the persons meeting on arrival.
h) UM may not be booked on flights requiring overnight stay at the transfer station.
i) Travel documents of the minor, including a visa if required, are in order and in accordance with AY GOM 1.4.1.
j) UM Handling Advice is duly completed according to *below instructions* for both the onward flight as well as return flight. The parent/guardian shall be informed to retain the UM Handling Advice as it is also used for the return flight.
k) The flight tickets for unaccompanied minors should always be purchased and the UM service confirmed in advance, not at the airport prior to departure.
l) UM travelling with PETC shall be considered case by case as age of UM and routing impacts the decision.
m) Children (below 16) travelling with staff tickets *see below.*
n) No interline connections are accepted for UM-bookings.

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7.1.2 Reservation Procedure

UM service is requested via the booking by using SR UMNR code. Reservation is always confirmed manually by Finnair. Service request cannot be done online but customer has to contact either Finnair call center or travel agency in order to request the service.

UMNR booking can be made in all branded fare classes but still has to be booked on AY prime flight.

Applicable UM service fee shall be collected for all UMNR bookings except for ID UMNR.

7.1.2.1 Maximum number of UM per flight

The number of unaccompanied minors per flight or portions of flight is limited to six (6) because of safety reasons. All children aged 5-17 travelling under UM status shall be counted in this quota, see OM-A 8.2. Possible overbooking should be corrected in advance as early as possible. If the overbooking situation (due to flight irregularity etc.) takes place at the airport before flight departure, the number of UM can be exceeded only by the decision of the Commander.

In case of a go show UM, station shall call to Finnair Ticketing Help Desk (+358 9 818 31911) to ensure there are seats left in the UM quota and all necessary information is inserted into the PNR.

7.1.3 Seating, Boarding and Disembarkation of UM

As a general rule all UM of the flight shall be seated together. Whenever possible the adjacent seat should be left unoccupied. Unaccompanied minors may not be seated at the emergency exits. Pre-boarding shall always be performed for UM and a UM Handover form shall always be used (see below) . The seating of UM depends on the flight route as follows.

a) International flights
   1. In Business class UM is seated in the front of the cabin and/or close to a galley.
   2. In Economy class and on international one class flights UM is seated in the rear of the cabin (last three rows) and/or close to the rear galley.
   3. On international leisure flights UM is seated in the front of the cabin.
   4. UM shall disembark as last customer under the supervision of crew and UM receiving ground staff.

b) Domestic flights within Finland
   1. UM is seated in front of the cabin and/or close to the front galley.
   2. UM shall disembark as first customer under the supervision of crew and UM receiving ground staff.

7.1.4 Delivery and Supervision of UM

The ground staff at the station of departure where the unaccompanied minor boards the flight shall always ensure that he is passed on to a cabin attendant and that he carries with him all documents necessary for the trip in the UM pouch. The UM pouch should be visible at all times for the ground personnel and the cabin crew to be able to recognize the child as UM. As the ground personnel at the airport of destination often are obliged to help other customers or perform other urgent duties upon arrival of the flight, it is very important, particularly in case there are several unaccompanied minors disembarking at the station, that the cabin attendant not only passes the children to the ground personnel at the aircraft door, but when necessary and possible accompanies them to the terminal in order to ensure that none of them run the risk of becoming involved in an accident, getting lost or disturbing other customers or traffic.

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7.1.4.1 Procedures at Stations

UM-Handover form shall be passed forward as per instructions found below at each of the following points during the UMNR's journey

a) Station of Departure
   1. check that the UM-information is visible in DCS-system. In case of no UM-service is confirmed in customer record, see process in here below
   2. ensure that the form UM Handling Advice (Finnair 185) is duly completed and signed. Pay attention to the column (other special information and possible food allergies) in order to ensure relevant information is marked in the document.
   3. check all travel documents of the unaccompanied minor and place them into the UM pouch (Finnair 186)
   4. fill in the possible information required in the UM pouch.
   5. verify the identity of the person seeing the child off on departure.
   6. inform the person seeing the child off that he is not entitled to leave before the actual take off of the flight. If the departure cannot be verified by actually seeing it by the person seeing the child off, the flight has to be at least off the departure monitors.
   7. attach Priority label to all checked baggage.
   8. ensure that the child is in safe custody until embarkation.
   9. fill out the UM Handover form (Finnair 1006), sign it and hand that over the cabin crew. File a copy to flight file.
   10. accompany the child on board, always prior to other customers.
   11. pass the child together with all travel documents into the care of the cabin attendants. When more than one unaccompanied children are travelling on the flight, the customer service agent shall check with the flight attendant before departure that both have identical information about the amount of UM.
   12. send PSM message informing about the unaccompanied minor to transit, transfer and destinaiton station(s).

b) Transit and Transfer Stations
   1. meet the child at the aircraft and collect any travel documents from the cabin crew. UM may not travel from the aircraft by bus etc. to the transit terminal alone.
   2. receive and sign the UM Handover form from the cabin crew, sign it for the connection flight and hand over to the connection flight cabin crew. File a copy to flight file.
   3. ensure that the child is supervised at all times by a cabin attendant or responsible ground personnel and that the child is accompanied to the aircraft when the flight continues/connecting flight departs.

c) Airport of Destination
   1. meet the child at the aircraft and collect any travel documents from the cabin crew. UM may not travel from the aircraft by bus etc. to the transit terminal alone.
   2. receive and sign the UM Handover form from the cabin crew, sign it and file a copy to flight file.
   3. assist the child to claim his baggage and conduct him through immigration and customs where necessary.
   4. hand over the child to the person assigned to meet him after having verified the person's identity.

d) Exceptional Circumstances in UM Arrival Handling
   1. make every effort to contact the person assigned to meet the child, should this person fail to be present at the airport in accordance with prior arrangements.
   2. return the child to his station of origin after contacting the person seeing the child off at the station of departure, if the person assigned to meet him cannot be reached within a reasonable time or if the child is not allowed to be handed over to the person meeting the child or to any other person.
   3. in case of any doubt that the person assigned to meet the child is not in a responsible condition (e.g. use of alcohol), contact the person seeing the child off at the departure station to check whether there is any other person to whom the child can be handed over at the destination.
      i. if such person is found, the contact details must be changed both in UM-form and PNR.
      ii. if such person is not found, the child shall be returned to the station of departure after all flight arrangements are confirmed with the person seeing the child off.
      iii. if this is not possible, the police shall be contacted in order to hand the child over to the child welfare.

   All costs incurred on such returning must be borne by the child's parents or guardian.

Note that regulations vary at different airports when it comes to parents/adults being able to escort UM to/from the gate themselves. At most stations it is not possible for the parent/adult to enter the restricted airside area at all. At airport it is possible for one

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parent/adult to escort the UM to the departure gate as long as certain conditions are met and the correct procedures are followed. On arrival it is not allowed for the parent/adult to meet the UM at the gate though.

7.1.4.2 Flight Irregularities

In case of flight irregularities the airline is obliged to take care of the child until appropriate substitute transportation or new flight connection has been provided. It is the special duty of the ground personnel to ensure that the unaccompanied minors are continually supervised and taken care of until the flight departs/journey continues or the children can be passed on to the next person in charge. In overbooking situations it is important that UMs will be accepted on board the flight concerned.

If the UM will be transported by other means of transportation (bus, taxi etc.) all UM handling instructions apply. The person taking over the responsibility of the UM shall be thoroughly instructed to supervise the UM throughout the journey as well as to follow Finnair rules on releasing the UM to the person meeting on arrival. The identity of that person shall always be verified by checking the person's photo id.

All stations en route and the station of destination as well as the person seeing off and meeting the child shall be immediately informed about the irregularity (e.g. delay, cancellation, alternative transportation) and measures taken to ensure onward carriage. Obtaining approval for the substitute transportation arrangement from the guardian of the UM is recommended whenever possible.

7.1.4.3 Setting of UM Embargo

UM embargo may be set when required on a flight or route due to having received information about a strike or other force majeure reason that would complicate or hinder following of standard UM procedures at the station/stations concerned. When such embargo request received, OCC is responsible for making the embargo decision and for co-ordinating the embargo with the parties concerned.

7.1.4.4 UM Documents and Forms

a) UM Handling Advice (Finnair 185)

The parent/guardian of the unaccompanied minor must complete and sign the UM Handling Advice prior to departure, preferably already when purchasing the ticket. All UM personal data shall be handled in a secure way to ensure compliance with data protection regulations.

1. The UM Handling Advice shall be used as follows:
    i. personal details (names, age, sex) of the child are filled out once but the contact information of the person seeing off and meeting on arrival, as well as the flight details shall be filled out for each journey.
    ii. before signing the document the declaration text shall be fully read and accepted by the parent/guardian seeing the child off on departure.
    iii. the parent/guardian shall ensure that the persons seeing off/meeting on arrival are informed of their responsibilities
    iv. the document is signed only once upon the first segment of the outbound journey but covers the return flights as well
    v. the child can be released from the custody of Finnair to the person meeting on arrival only once the identify of that person has been verified. For this purpose an official photo-ID is required.
    vi. UM may not be released to any other person than to the one mentioned in the form without contacting the person mentioned in the form.
    vii. when the identity of the person meeting on arrival has been verified, the ground handling service provider shall check off the space 'Identity verified' in the Staff use only section.
    viii. the responsibility of the correct identification is left to the agent and the agent must insert his/her own employee number where indicated as confirmation of the release.
2. Distribution of UM Handling Advice:
    i. original: 1st carrier on the first outward journey, to be retained at the station for 3 months. The document shall be retained in a secure place and destroyed when deemed unnecessary to ensure compliance with data protection regulations.
    ii. 1st copy: outward journey destination station, to be retained at the station for 3 months. Retention and disposal in a secure way as above.
    iii. 2nd copy: 1st carrier on return journey, to be retained at the station for 3 months. Retention and disposal in a secure way as above.
    iv. 3rd copy: return journey destination station, to be retained at the station for 3 months. Retention and disposal in a secure way as above.
    v. 4th copy: person meeting on arrival of return journey

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vi. 5th copy: person seeing off on departure of return journey
vii. 6th copy: person meeting on arrival of outward journey
viii. 7th copy: person seeing off on departure

b) UM Handover Form (Finnair 1006)

The UM Handover form is designed to secure proper UM handling on all Finnair's scheduled and leisure flights. The UMs are one of the most important customer groups flying with Finnair and when children are concerned no mishandling can be accepted.

The UM Handling form shall be used as follows:

1. The UM handover form is an A5 size three page form. There is space for six UMs in one form, which is the maximum amount of UMs travelling on one flight. The three pages of the form are copying paper and in three different colors; white, pink and yellow. There is one copy for the departing station (yellow), one for the cabin crew (pink) and one for the arrival station (white). The copies shall be stored in a secure way in order to protect customer's personal data. After three (3) months the copies shall be destroyed in a secure way to ensure compliance with data protection regulations.
2. The form must be filled out before boarding the UM to the flight. The gate officer at the departure station is responsible for filling out/checking out the information on the form and in UM handling advice as well as checking each UM's travel documents before the UMs board the flight. The form must contain all necessary information such as child's name, age, seat number (if applicable) and flight information (Flight/Date/Destination). The gate officer shall sign the form accordingly before handing the child over to the cabin crew.
3. Senior Cabin Crew Member (SCC) shall sign the form when receiving the child from ground personnel and give them the departure station copy (yellow) of the form. Crew shall not accept any UM onboard without properly filled UM handover form. On arrival station the cabin crew will hand the child over to the arrival ground personnel only against a signature to the handover form. The cabin crew will store their copy (pink) and the arrival station will store their copy (white) with departure station's, cabin crew's and arrival station's signatures.

The UM handover form does not replace UM handling advice (Finnair 185) or UM pouch (Finnair 186), but shall be used in addition to those.

c) UM Pouch (Finnair 186)

The UM pouch should be visible at all times for the ground personnel and the cabin crew to be able to recognize the child as UM.

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7.2 Passengers with Reduced Mobility

(As additional information for AY GOM 1.4.4)

7.2.1 Reservation and Acceptance

Principles of acceptance

The responsibility for choosing air transportation is taken by the person himself, his relatives arranging the journey and the physician in charge of the person's health. No medical responsibility can be assumed by Finnair or other airlines involved in the transportation. It must be remembered though, that all cases, where actual doubt exists concerning customers airworthiness and possible need for assistance (WCHC on long haul flights, DEAFBLIND etc.), shall be addressed to Finnair Medadesk tel. +358 9 818 31927 or fax +358 9 818 4825. The person making the reservation shall not refuse nor comment on the customer's ability to travel without consulting the experts on medical matters.

It must be remembered that the safety and welfare of the PRM as well as all other customers always take priority over sales aspects.

Denial of carriage

In accordance with the IATA and EU guidelines, airlines shall refuse to carry or continue to carry persons:

a) whose carriage because of their physical or medical condition, on the bases of established facts, could pose a threat to the safety of other customers and their property, the aircraft or the crew and/or
b) who refuse to, or do not submit themselves to specific conditions of carriage required by the airline's regulations.

The customer has to be able to sit in a normal aircraft seat. Finnair does not supply any special equipment, such as a higher seat cushion. Further, Finnair will not carry in normal scheduled or charter traffic customers who depend upon medical auxiliary equipment or instruments needing careful and time consuming installation and possible connection to the electric system of the aircraft. Such persons shall be advised to contact special ambulance transportation services.

Airlines may also refuse to carry or continue to carry PRM:

a) whose conduct, status, mental or physical condition is known to be such as to render them incapable of caring for themselves without assistance, unless they are accompanied by an able body assistant who will be responsible for them enroute and they will not require additional attention or assistance from employees of the airline(s);
b) who may be a source of infection and in the case of certain diseases, discomfort to other customers or crew;
c) whose carriage, even with the implementation of special precautions might cause unusual hazard or risk to themselves or to other persons and property;
d) who cannot use the standard aircraft seat either in a sitting or reclining position (e.g. stretcher cases or customers in wheelchairs who are continually dependent on special equipment in the wheelchair);
e) who are unable to raise the standard aircraft seat back into an upright position when required (e.g. for take-off and landing);
f) who hold a space-available (standby) ticket for part of their journey.

Therefore, before confirming transportation to PRM, such as described above, the Finnair office or agent in contact with such persons shall ensure that all airlines concerned have specifically agreed to participate in their carriage. In all cases that are difficult to decide, the company doctors shall be consulted.

Any differences of opinion among participating carriers about the need or qualification of an able body assistant must be resolved between the medical departments concerned.

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Types of Assistance offered by an airport operator

Assistance at the airport of departure

This service provides an escort for the customer from the designated point to the departure gate and into the aircraft.

Assistance at the airport of arrival

This service provides an escort for the customer from the aircraft doorway through immigration and customs to the designated landside arrival point.

Transfer assistance

This service provides an escort for the customer from the aircraft doorway through the airport and relevant security and immigration checks and into the connecting aircraft at the departure gate.

Not included in the assistance

The above described types of assistance are seen as services to assist a customer to/from the aircraft and would not include:

a) Language translation
b) Help with children
c) Completing of documentation (unless required by the nature of the disability)
d) Immigration procedures (unless required by the nature of the disability)
e) Help with hold or carry-on baggage (other than contacting a porter on behalf of the customer)
f) Assistance with visit to money exchange office (other than giving directions)
g) Assistance with visit to the toilet (other than giving directions)

Limitations and maximum numbers of PRM

To meet safety, technical, operational or government requirements, airlines may limit numbers or types of PRM accepted on any of their flights, even though special arrangements (including the requirement for qualified able body assistant) are fulfilled by the customers. On scheduled and charter flights, the following rules and limitations shall apply.

The maximum number of immobile PRM customers shall not exceed the limitations listed in AY GOM ANNEX A 2.7. Up to these maximum numbers PRM may be carried without able body assistants (EXCEPTION: stretchers see below: Equipment and Services / Stretchers).

One able body assistant can be responsible for only one immobile customer.

The limits for other PRM, either mobile or accompanied immobile are defined per aircraft type in AY GOM ANNEX A 2.7 and are subject to seating instructions for PRM.

It is important to remember though that whenever an immobile PRM customer requires such assistance as toileting or medical help etc. during journey, the customer must not travel without an able body assistant. It must be remembered, that all cases, where actual doubt exists concerning customer's airworthiness and possible need for assistance, shall be addressed to Finnair Medadesk tel. +358 9 818 31927 or fax +358 9 818 4825.

Exceptions to limitations for PRM

If there is need to exceed the maximum number of PRM presented in AY GOM ANNEX A 2.7, AY Cabin Safety shall be contacted. Process is described in AY OM-A 8.2.2.5.3.

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7.3 Medical Clearance Acceptance Principles

(As additional information for AY GOM 1.4.5 and 1.4.6)

Clearance not required

No prior clearance by Finnair Medadesk shall normally be required for customers who are slightly incapacitated and who only require special assistance in the airport to find the right gate etc, or in embarking/disembarking the aircraft and who do not require assistance during flight to move about in the cabin or during a possible emergency evacuation. The customer's reduced mobility (PRM) status does not justify the carrier to ask for medical clearance from the customer.

Scuba and deep sea divers

There is a risk of decompression sickness when a person travels by air within 24 hours of an aqualung deep dive. If air travel is necessary, clearance shall be obtained from a specialist of aviation or naval medicine. Professional divers are usually aware of the danger.

Clearance for Finnair flights

Approval for air travel is given by the Finnair Medadesk based on an account of the customer's physical condition and special requirements. To obtain this, the reservation office shall send the necessary information addressed to Finnair Medadesk using MEDIF form. Clearance obtained shall be entered into the PNR list. All customer's personal data shall be handled in a secure way to ensure compliance with data protection regulations.

All reservations for stretcher transportation are made by Finnair Medadesk. Transportation can be denied from customers needing medical clearance unless they meet the airline regulations.

Clearance for other airlines

In case transportation on routes of other airlines is involved, prior clearance must be obtained from all carriers concerned. In such cases the carriers need specified advance notification of the nature of the case and special arrangements required. Also, their conditions of acceptance may differ slightly and particularly in respect of extra charges or provision of special equipment. In order to obtain clearance, medical information must be provided using standard forms *(see below: MEDIF)* and transmitted when seats are requested on a flight of another airline.

MEDIF – standard medical information form for air travel

Airlines have agreed to a standard MEDIF form (standard medical information form for air travel, Finnair 14) which is used always when the customer's itinerary includes transportation on other carrier's flights. Finnair as well as most carriers require the form to be used by on-line customers as well.

When the MEDIF form is used (either on a printed form or computer display), part 1 of the form shall be completed by the selling office in contact with the customer and signed by the customer or on his behalf. A copy shall be attached to the customer's ticket. Whenever medical data are required, part 2 of the MEDIF shall be completed by the attending physician. The form shall then be sent to the office dealing with the customer for onward data transmission to the booking airline's reservations office, which in turn carrier (in accordance with AIRIMP) for clearance with its medical clearance department. The data in part 2 shall not be made known to unauthorized parties. All customer data shall be processed and stored in a secure way to ensure compliance with data protection regulations.

Where time does not permit the above procedure, the data may be relayed by telex, cable or phone, as long as the same sequence is used as included in MEDIF. Airlines require the information to be submitted at least three days prior to the date of departure. MEDIF form is also available on the Finnair internet home pages (Medical pages, see Illnesses). All customer data shall be handled in a secure way to ensure compliance with data protection regulations.

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7.3.1 Reservations and Ticketing for MEDA-customers

Action by booking carrier

Whenever making interline reservations for MEDA customers (and escorts) and whenever requesting special arrangements to be made, the relevant information appearing on the MEDIF shall be transmitted by the booking airline to the reservations office(s) of the carrier(s) concerned. If the booking airline is also the first carrier, any medical opinion and/or acceptance conditions originating from its medical clearance department shall also be transmitted. All customer data shall be handled in a secure way to ensure compliance with data protection regulations.

Action by receiving reservations office

Finnair Medadesk receiving such a request shall be responsible for co-ordinating internally and shall notify the travel agent or the booking airline if the customer is accepted or not. The carrying airline may ask the travel agent or the booking airline for additional information before giving a final reply to the request.

Finalising action

The travel agent or the booking airline's reservations office is responsible for co-ordinating the replies obtained from all carriers and for finalising the entire transaction. If the customer accepts all of the conditions and charges, the travel agent or the booking airline shall finalise the transaction with the office in the contact with the customer. The customer will not be allowed to start his journey unless all agreed arrangements have been confirmed. The carrier which has accepted MEDA for transportation shall immediately notify all stations en route. All customer data shall be handled in a secure way to ensure compliance with data protection regulations. The message shall include the following details:

a) name of customer
b) flight number(s), class of service, date and routing
c) age and sex of customer, nature of illness or disability
d) will the patient be transported in a sitting position or on a stretcher (transport in a lying down position is permitted on Finnair flights only under conditions mentioned here below: Equipment and services
e) any special ground arrangements required and whether these have been made. Such ground arrangements are: meal service, oxygen equipment, ambulance, wheelchair, possible assistance to carry wheelchair customers, special diet requirements etc.
f) the cost of special ambulance/ground transfer/wheelchair services outside the airport area, e.g. from airport to hospital, are borne by the customer. Such services must be arranged in advance by the customer, not by Finnair

For fares and ticketing concerning customers needing stretchers on board. See below: Equipment and services.

Equipment and services

When any of the following equipment or service is provided by airlines or ground handling service providers, such equipment or service will be provided in accordance with the providing or carrying airline's policies, the respective government regulations, and applicable rates and charges provided for in the airline's tariffs/regulations.

a) wheelchairs
b) oxygen
c) stretchers
d) carrying devices
e) devices for supporting limbs, etc.
f) any other special equipment to support PRM

The use of assisting equipment, such as aircraft stretchers, is possible only if requested in advance. Other nursing equipment, such as medicines, bandages, etc., must be provided by the customer himself. Also any special dietetic meals must be ordered in advance together with any special serving requirements.

When customer transports helping device he needs for his personal wellbeing (WCH, walking frame etc.) Finnair will not charge any costs for the transportation of these items.

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Customers and medication

Customers are advised to have their medication packed as carry-on baggage. It shall be remembered that it is the sole responsibility of the customer to carry his medication throughout the flight as the cabin crew shall not accept any items from customers to be carried in galleys or trolleys in the aircraft (OM-A 8.3.15.1). Customer is responsible for the sufficient documents and doctor's medical certificates when carrying liquid medication as carry-on baggage.

In case the amount of medication is within carry-on size but exceeds the allowance in pieces, advance notice and special permit is required by the carrier. If there's need to limit the amount of carry-on baggage, customer with extra medication bag may check-in the other carry-on bag free of charge.

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7.4 PRM Procedures at the Station of Departure

(As additional information for AY GOM 1.4.4)

Check-in times

If not otherwise indicated, the check-in time shall be at least:

a) for individual PRM 60 minutes on intercontinental flights and 45 minutes on short haul flights prior to scheduled departure;
b) for groups/parties of PRM 90 minutes on intercontinental flights and 60 minutes on short haul flights.

The local Airport Service Manager/Supervisor may decide the check-in time in each individual case. In uncertain cases the Finnair office or agent in contact with the customer(s) should check with the station concerned before confirming the check-in time.

Verification at check-in

a) ensure that the customer is able to travel in the manner previously arranged (i.e. the customer's state of health or degree of incapacity is not obviously worse than stated in the advance notification);
b) in case of discrepancies to the above, contact the customer's physician or a Finnair doctor whenever possible. The final decision regarding acceptance is made by the captain;
c) ensure that the PRM/groups are accompanied by a sufficient number of escorts (when necessary) capable of nursing them;
d) check that all requirements, limitations (maximum number) and formalities for individuals or groups/parties of PRM are observed.

Handling of unnotified transportation

(applies for individual immobile customers only)

If transportation has not been properly arranged, the acceptance is subject to the following conditions:

a) the allowed maximum number of immobile customers per aircraft is not exceeded.
b) the customer is capable to travel unaccompanied in a sitting position.
c) no special nursing equipment is required.
d) no special attendance in flight is required.
e) no change of seating version or cabin equipment is required.
f) no onward interline transportation is involved, unless properly confirmed and the incapacitated acknowledged by the second carrier(s).

The final decision for acceptance is made by the captain.

7.4.1 Action Upon Refusal/Removal of PRM

Whenever a PRM is denied transportation at the point of origin or at a connecting point, the carrier (or any person appointed by it) taking the decision to refuse such a customer shall be responsible for immediately notifying all down line transfer stations and the destination station shown on the customer's ticket, and the originating carrier, if known, stating the reason for such refusal and full details of any consequent action taken or to be taken. The event shall also be reported as FPR and notified in the PNR. All customer data shall be handled in a secure way to ensure compliance with data protection regulations.

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7.4.2 Boarding of PRM

The presence of any PRM and their able body assistants and any special arrangements made for them while on board, shall always be reported to the SCC before customer boarding. The SCC shall inform the Commander of the final number of PRM.

PRM and their able body assistants shall be boarded prior to other customers.

If customers for any reason have to be offloaded, the highest possible priority for transportation shall be given to PRM and to their able body assistants.

Assistance at embarkation (and disembarkation) to immobile customers should be rendered by accompanying able body assistants or medical staff whenever possible. The outmost care shall always be taken when assisting such customers.

The airport of departure shall send a PSM to all stations en route, including all details regarding PRM, their able body assistants and their need of special assistance. The message shall be sent immediately after the flight departure. All customer data shall be handled in a secure way to ensure compliance with data protection regulations.

Procedures at other stations

Transit stations

PRM requiring special assistance and their able body assistants, shall normally be permitted to stay on board during transit stops to avoid inconvenience. This is naturally subject to the observance of applicable safety rules.

Disembarkation at point of transfer/destination

PRM and their able body assistants shall normally be disembarked after other customers. Where so requested, personnel shall assist PRM with inbound governmental clearance and baggage collection.

Responsibility of carriers at transfer points

When an interline connection is involved, the delivering airline will have completed its responsibility for handling and assisting the PRM when such customer has been transferred to the receiving airline or on EU airports to the PRM service provider.

In the event of the receiving airline being unable to provide any previously confirmed services, such carrier shall make whatever arrangements are necessary for the care and welfare of the customer.

In the event of a schedule irregularity causing the delivering carrier's flight to miss the connection to the receiving carrier, it shall be the responsibility of the delivering carrier to make required arrangements that are necessary for the welfare of the customer.

In the event of a schedule irregularity causing the receiving carrier's flight either to cancel or not to operate on schedule, the receiving carrier shall be responsible for making required arrangements that are necessary for the welfare of the customer.

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7.5 Meda Procedures at the Station of Departure

(As additional information for AY GOM 1.4.5)

Pre-flight screening at the airport

Serious in-flight medical emergencies are infrequent but can be difficult to manage and even life threatening for the individual. They can also cause significant disruption and expenses to the airline and other customers. Some of the incidents occur in people who were unwell at the time of boarding and, therefore may be preventable.

If the ground personnel or the flight crew observe any of the following, e.g. a customer who:

a) looks unwell or acts strangely
b) is coughing persistently
c) is short of breath without any effort (talking only)
d) is vomiting
e) has a visible rash compatible with a communicable disease
f) appears to be in a late stage of pregnancy and has no medical clearance
g) is confused, particularly if travelling alone
h) appears intoxicated
i) uses oxygen and has no medical clearance

or,

if a customer, who has not been medically cleared, mentions a history of recent illness or injury, such as:

j) heart attack or any important illness in the last few weeks
k) major surgery or major accident in the last few weeks
l) hospitalization in the last few weeks
m) current or recent contagious diseases
n) fever

or,

if the ground personnel or the flight crew overhear any accompanying person saying something about terminal illness, possibility of death in-flight, use of oxygen at home, problems on previous flights, or other similar comments they should

o) try to find out more about the illness from the customer
p) contact Medlink for consultation.

Medlink, tel. +1 602 282 6640 (on all Finnair operated flights)

7.6 Service Animals (SVAN)

[See AY GOM 1.1.6.12 g) / Service Animals]

7.7 Emotional Support Animals (ESAN)

[See AY GOM 1.1.6.12 g) / Service Animals]

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7.8 Stretchers

Table 68. Number of Seats to be Reserved for Stretchers

Number of seats to be reserved	
A319, A320, A321	9 seats
A330	6 seats
A350	N/A (9 seats)
E90 (N7 operated)	N/A
AT7 (N7 operated)	N/A

For availability, see AY GOM ANNEX A 2.7.

The escort's seat is not included in the number of seats reserved for the stretcher patient. The seats next to the stretcher are not used as customer seats. See also AY GOM ANNEX A 2.7.

7.8.1 Ground Transfers – Stretcher Loans

Finnair stretchers are intended for use on Finnair aircraft only, and they shall not be loaned to other carriers or third parties. Staff at the station concerned is responsible for ensuring that the stretcher is returned.

7.8.2 Ambulance Transportation

To ensure successful transportation of a stretcher patient, it is important that ambulance transportation has been arranged in advance by the repatriation organisation at the stations of departure, transit and destination. A stretcher reservation can be confirmed only when the required ambulance contact information has been inserted into the PNR. In case of a flight irregularity local staff shall always inform the ambulance company of the new ETA/ETD.

In cases of sudden illness on board, or similar cases of emergency, the flight crew will contact MEDLINK or EMA Group in accordance with the agreed MedAire procedures (Finnair staff, ground handling service provider, airport authorities).

7.8.3 Stretcher Fares and Ticketing

In addition to the customer's already existing ticket (or ticket being currently issued) the fare is calculated on the sellable capacity occupied by the stretcher.

STCR fare:

a) on European routes 4 normal one-way AY carrier Y-level fares
b) on Intercontinental routes 4 normal one-way AY carrier J-level fares

For more detailed pricing instructions and ticketing see Finnair Partner Portal. All STCR bookings are confirmed by Medadesk.

The customer is entitled to carry the normal free baggage allowance for each fare paid. In addition, customer dependent on a wheelchair may carry such extra mobility aid items without charge.

7.8.4 Invalid Loading Chairs

To board/disembark immobile PRM that is not travelling on stretchers, Finnair uses loading chairs, available at all airports in Finland. They are narrow wheelchair-type devices without armrests, and can be moved around in the cabin and up/down aircraft stairs.

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7.9 Children and Infants

7.9.1 Definitions and Limitations

Infant: For the purposes of air travel, an infant is defined as a child less than two (2) years of age. Multiple seat occupancy is only allowed on specified seats and only by a person 16 years old or more and one infant (under 2 years of age), who is properly secured by an extension belt. One adult may travel with two infants provided that one of the infants has a child ticket and infant uses Child Restraint Device (CRD) on his own seat.

The maximum number of infants per flight is limited to the standard amount of extra oxygen masks, infant life jackets and extension belts onboard. See AY GOM ANNEX A 2.7.

The number of groups travelling with infants is limited due to flight safety and customer service reasons. The number of infants in a group (e.g. adoption groups) may not exceed 30 infants per flight (330, 350 and 32S) and there shall not be more than one of such groups per flight. Note that this policy does not limit the number of individual infants accepted.

Child: For the purposes of air travel – a child is defined as a customer between the ages of two (2) years and eleven (11) years inclusive. There is no limitation set for the number of children per flight.

a) children under 5 years of age cannot be accepted for transportation unless travelling with an adult or accompanied by an escort not younger than 16 years in domestic flights and 18 years in international flights and capable of taking care of the minor during the journey. Escort has to be assigned by the child's parents/guardian.
b) child aged 5-11 may travel as an unaccompanied minor under the conditions listed in AY GOM 1.4.2.2.

For child and infant checked baggage allowance and for child and infant carry-on baggage allowance, see AY GOM ANNEX B Baggage.

7.9.2 Use of Child Restraint Device (CRD) Onboard Finnair Flights

Finnair allows the use of child restraint devices (CRD) onboard all Finnair scheduled flights. A child restraint device accepted for use on Finnair flights must meet at least one of the following criteria:

a) CRDs approved for use in aircraft by any JAA authority, the FAA or Transport Canada (on the basis of a national technical standard) and marked accordingly; or
b) CRDs approved for use in motor vehicles according to the UN standard ECE R 44, -03 or later series of Amendments; or
c) CRDs approved for use in motor vehicles and aircraft according to Canadian CMVSS 213/213.1; or
d) CRDs approved for use in motor vehicles and aircraft according to US FMVSS No 213 and (are) manufactured according to these standards on or after February 26, 1985. US approved CRDs manufactured after this date must bear the following labels in red lettering:
    1. "This child restraint system conforms to all applicable federal motor vehicle safety standards" and "This restraint is certified for use in motor vehicles and aircraft"
    or
    2. CRDs qualified for use in aircraft according to the German "Qualification Procedure for Child Restraint Systems for Use in Aircraf" (TÜV Doc.: TÜV/958-01/2001).

All requests for child restraints must be made by contacting Finnair Trade Desk (HELAY0982).

Finnair permits aft facing CRD's that are equipped with a 3-point harness and forward facing child car seats that are equipped with a 5-point harness, whichever is applicable depending on the age of the infant. One customer seat must be provided for an infant and the CRD is to be fitted to it. The infant must be accompanied by an able-bodied adult, who shall be responsible for the infant and the use of a CRD. The CRD and the harness straps should not show obvious signs of damage, or be torn or frayed.

All CRDs require pre-boarding for fitting. The preferred location for a CRD is the window seat. An aisle seat or a cross aisle seat is not recommended. Other locations may be acceptable provided that the access of neighboring customers to the nearest aisle is not obstructed by the CRD. A CRD shall not be placed on an exit row or the row immediately in front or aft of it. A child in a restraint device shall be placed as close to a floor level exit as possible. In general, only one CRD per row segment is recommended. More than one CRD per row segment is allowed if the children are from the same family or travel group and the children are accompanied by a responsible person sitting next to them.

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All safety and installation instructions must be followed carefully by the person accompanying the infant. The accompanying adult is responsible for fastening the CRD to the aircraft seat. The accompanying adult must carry the CRD operating instructions with him or her during the journey to prove that the CRD meets the model approval requirements mentioned above. Cabin crew shall prohibit the use of any inadequately installed CRD or nonqualified seat.

7.9.3 Infant on Outbound Flight / Child on Return Flight

If the fare used requires a reservation for a return journey in the same booking, infant must occupy a seat also on the outbound flight even though the infant has not turned two years before the journey.

7.9.4 Escort International traffic

Finnair does not provide an escort for minors, but the minor's guardian may inquire for a special tariff for an escorting person over 18 years of age arranged by the guardian requiring that escort's flight is originating from Finland. The escort is to return on the next possible flight after escorting the minor to the destination. Bookings are to be made by the Finnair Customer Service Center (+358 600 140140) in Finland. The contact information of guardian and person meeting the child in the destination shall be included in PNR.

7.9.5 Domestic Traffic within Finland

On domestic flights within Finland, the escorting person over 16 years of age arranged by the child's guardian pays the same fare as the minor (ca. 70 % discount). The requirement for purchasing the VESCORT ticket is that the escort shall return on the next possible flight after escorting the minor to the destination.

7.10 VIP-customers

7.10.1 General

VIP and CIP customers are persons in a prominent position who deserve a special attention. They are identified with SSR-element in PNR. This information is dispatched throughout the service chain 24 hours before departure of the flight.

Finnair representative meets the customer personally. A VIP is identified and addressed by name. Local circumstances, available resources, customer's importance and status shall be taken into consideration when planning the form of service. Also customer's right to travel *incognito* shall be respected. The customer is entitled to an advance seat reservation (ASR) in all classes. Use of lounges is determined according to class of travel and/or the membership status of Finnair Plus. In case of high ranking politician (e.g. official or state visit) procedures shall be coordinated with the protocol department or the embassy of the government concerned.

7.10.2 VIP-customers (Very Important Passengers)

VIP-customers are high ranking officials of various governmental or international organisations such as

a) head of state
b) heads of ministries, cabinet ministers, heads of government offices
c) governors
d) ambassadors
e) directors and secretaries general of well-known international organizations (UN and its agencies, EU, IATA, etc.)
f) heads of churches (bishops, cardinals, etc.)
g) official delegations comprising at least one person with VIP status
h) other prominent persons travelling on official business where a formal reception has been arranged or a special treatment requested by high official bodies recognized by Finnair
i) members of Finnair VIP Club

7.10.3 CIP (Commercially Important Passengers)

CIP-status may be assessed to a person if his/her travelling or activities as customer has a considerable importance for Finnair. Evaluation can be done by President, Vice Presidents or Assistant Vice Presidents of the Company and Members of the Steering Group of Marketing Department.

CIP-category may include for instance

a) presidents or Members of Board of business enterprises (industry, commerce, insurance, banking, famous artist, etc.)
b) Finnair Plus Platinum Lumo, Platinum, Gold and Silver and Finnair Club Members

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7.11 Finnair Plus and Oneworld Frequent Flyer Membership

7.11.1 General

Finnair's Frequent Flyer program is called Finnair Plus. There are five tiers in the program: Platinum Lumo, Platinum, Gold, Silver and Basic. Finnair Plus membership is free of charge. It is personal and open to all persons over the age of two (2) years. Persons under the age of 18 must have the consent of a parent or guardian to become a member and to redeem awards. Members between the ages of 2 and 17 join the Finnair Junior Plus program, which has its own rules.

To have Avios registered, members must give their membership number when making a reservation and present their membership card when using the services of Finnair Plus partners.

The basic unit of the Finnair Plus system is a point. The number of Avios granted is based on the distance between the origin and the destination, on the cabin class and on the ticket type, or on the minimum number of Avios stated in the program. If there is a change of aircraft during the trip and the flight number changes, Avios are granted on the basis of the separate segments of the flight. For other services, the number of Avios is based on separate agreements.

When a Finnair Plus top tier member (Platinum Lumo, Platinum, Gold and Silver) does not continue on the same tier, the old benefits are no longer valid. The tier is shown on www.finnair.com/finnair-plus and on the Finnair mobile application when logged in.

For more of membership and Finnair Plus program, see www.finnair.com.

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7.11.2 Oneworld Membership

Finnair is a part of **one**world alliance. Membership provides many benefits for both our mutual customers and to each member carrier. All carriers include the equivalent tier status in their own membership cards by using color coded gem stones:

a) EMERALD (green color gem stone) equals to AY PLATINUM LUMO and PLATINUM
b) SAPPHIRE (blue color gem stone) equals to AY GOLD
c) RUBY (red color gem stone) equals to AY SILVER

To recognize and service our customers along their journey **one**world carriers have agreed of many joint benefits of which a brief summary in the below table. All customer service personnel shall be aware of **one**world membership and need to know what benefits top tier customers are entitled to during all touch points at the airport and onload process.

In the below table all columns marked with bullet points are benefits all **one**world carriers have agreed to offer to customer when flight is marketed and operated by a **one**world member carrier. In addition Finnair offers some benefits to its own Top tier members beyond the agreed minimum standards as marked in the table.

Table 69. Membership Benefits

oneworld tier benefits	ENTRY AY BASIC No **one**world status	RUBY AY SILV	SAPPHIRE AY GOLD	EMERALD AY PLAT LUMO and PLAT
Earn mileage rewards on all **one**world airlines	X	X	X	X
Redeem mileage rewards on all **one**world airlines	X	X	X	X
Earn tier status credits on all **one**world airlines	X	X	X	X
Access to Business Class priority check-in		X	X	X
Access to preferred or pre-reserved seating		X	X	X
Priority on waitlists and when on standby			X	X
Access to Business Class lounges			X	X
Priority boarding			X	X
Priority checked baggage delivery		AY to SILV and Ruby	X	X
Additional baggage allowance			X	X
Fast track at security lanes		AY SILV at selected airports	AY GOLD at selected airports	X
Access to First Class priority check-in				X
Access to First Class lounges				X

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7.12 ID-customers

Types of staff tickets

There are two basic types of reduced fare staff tickets for airline employees and their eligible nominees: zonal fare tickets and tickets based on a percentage discount. Based on ticket type, tickets are either stand-by with no eligibility for a confirmed seat, or tickets with a confirmed seat reservation.

The ticket type and/or discount can be seen on the fare basis box on the ticket:

E.g. YIDZL3R2, YID90N2, CID50S1, CID00C1, JIDOWS1

a) Y/W/C/J = Class of travel
b) ID = Basic designator
c) Ticket discount, identified by two or three digits
d) Classification designator (R/S/C/B/N)
e) Reservation entitlement (1=confirmed travel, 2=stand-by travel)

For further information see ANNEX A 3.

Acceptance of a staff ticket

Employees travelling on an ID-ticket are instructed to purchase a ticket that matches with the routing and carrier. Ticket issued on a different carrier may be accepted if Finnair has a staff travel agreement with the customer's employing airline and if Finnair is able to get the access to the e-ticket from the issuing airline. E-ticket may be accepted on a different segment than ticketed only in exceptional situations.

Staff tickets may be used in different coupon order than ticketed. For example, coupon number 2 may be used before coupon number 1.

Setting of ID limits in flight editing

There is no need for setting ID limits in Altéa CM. The DCS is arranging the regrade/onload list according to the customer priority code in the PNR or entered at the check-in. Depending on the booking figures the system accepts ID customers already at the time of check-in or forms the onload list according to the priority codes and check-in or gate agents shall perform the ID acceptance accordingly.

7.12.1 Travelling on a Staff Ticket

7.12.1.1 Listing for a Flight and Reserving a Seat

ID-customer must make a flight listing or reservation for the flight before check-in. If the customer fails to process the booking/listing he loses his priority according to AY GOM ANNEX A 3. Customer Priority List and/or may be refused to travel.

7.12.1.2 Class of Travel

Customers travelling with ID-tickets are seated in the cabin stated on their tickets and/or PNRs. This shall be considered when selecting the right cabin version.

7.12.1.3 Baggage

The baggage allowance is shown on the ticket and may vary from commercial tickets. ID-customers will be charged the same fee as revenue customers for any excess or special baggage, such as pets. Pet listing shall be made in advance through Finnair Staff Travel Services.

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7.12.1.4 Check-in

A person traveling on a staff ticket shall always check himself in using a self-service application in internet or kiosk at the airport whenever possible. When checking in at a counter, this should be done for a departing flight/possible connection at an appropriate desk of the departure station according to the class of travel shown on the ticket. The customer cannot check in at the departure gate.

If the PNR does not include onload priority information as stated in AY GOM ANNEX A 3 the check-in agent should add the missing details in DCS.

7.12.1.5 Procedure at the Departure Gate

The customer should move to the departure gate in the boarding time mentioned in the boarding pass or at the airport information screens at the latest. If the customer has a ticket with a confirmed reservation and/or the boarding pass shows a defined seat, he can go straight to the plane. If the customer receives a stand-by boarding pass at the check-in, i.e. a pass with no defined seat, the customer should wait by the gate until invited to board the plane.

The eligibility for staff tickets is verified at the time of ticket purchase. An ID-customer shall carry his e-ticket number and official photo ID with him while travelling and shall present these at the departure gate if requested. This applies to the employee and his nominees. In case of children under 12 years of age travelling within Finland an official 'KELA' card may be accepted as a proof of identification, even if no photo on it. The employee does not need to carry his company identification card with him.

7.12.1.6 Boarding Priority

Several persons travelling on different types of staff tickets granted by Finnair may be boarding the same flight. The priority list at AY GOM ANNEX A 3 is to be observed with the following amendments:

a) The priority order within one onload priority category is mainly based on seniority, so that employees who have served the company longer and their accompanying nominees are accepted on a flight before junior employees. The date of employment is shown on the ticket and in the PNR.
b) In case more seats have been confirmed than the capacity allows, an 'off loading' procedure in reverse order of seniority may be necessary.
c) In case there are fewer seats available on the flight than the size of the travel party appointed first on the priority list, the employee of that travel party may decide who of his/her travel party will be boarded.
d) A nominee of a crew member or an employee travelling on duty is considered to be travelling together with the employee. Thus, he is accepted on the flight depending on the employee's seniority. The correct onload priority code should have been added to the listing prior check-in. Alternatively, they are to report at the check-in together, or the dependant needs to have a copy of the employee's travel order or duty rota. When travelling with an employee on a duty trip, the nominee has the eligibility to travel on the same class as the employee.
e) If there are seats available in business class, those employees regradeable to cabin J in one onload priority category shall be boarded to that cabin first. If the business class is full, the employees regradeable to cabin J, have the ID priority code based priority to economy class as all other employees in that same onload priority category.
f) If economy class is full and employees regradeable to only cabin Y are upgraded to business class, the seniority order should be considered provided that the general guidelines of an upgrade are met.
g) If the number of ID-customers accepted on a flight is limited due to restrictions on the flight's weight/balance, all customers holding a stand-by ID-ticket shall be boarded as stated in AY GOM ANNEX A 3.1 regardless of the class entitlement on the ticket or listing. In such cases those ID-customers having a cockpit or cabin crew jump seat permit from captain shall be boarded first. Only after that any vacant normal seat shall be given to other staff per the weight limits.
h) If the customer is travelling on staff ticket with eligibility for a confirmed seat but has not made any reservation the customer loses his priority compared to other staff travellers as stated in AY GOM ANNEX A 3.1.
i) If the customer has not made a listing for a flight before check-in, the customer loses the priority compared to the ones listed as stated in AY GOM ANNEX A 3.1.
j) Deadheading/positioning crew members and Finnair employees travelling on duty shall always be given a normal seat. Even in case of flight overbooking such passenger shall not be transferred to a jump seat unless he/she agrees to do so.

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7.12.1.7 Special Service Requests

The following rules apply for travel on staff ticket:

a) customer can order a special meal on a Finnair flight only if he travels on a confirmed seat
b) a specific seat cannot be booked in advance
c) travel shall not count towards any Frequent Flyer Program
d) the use of lounge is not permitted even when travelling with a business class ticket. This applies to all Finnair flight destinations in Finland and abroad.
e) customers with Finnair Plus tier membership cards or oneworld Emerald or Sapphire tier membership cards are allowed to use the special airport services in accordance with the card's conditions. This may include e.g. lounge services and priority lanes at check-in and security control.
f) customer can request the same special service as a regular customer. The same reservation conditions apply to these services as for a regular customer. Exception is SPML, see point a).

7.12.1.8 Children Under 16 Travelling Alone

For children of Finnair employees the following rules apply: A child under 5 years of age can travel on a staff ticket only with a person who is more than 16 years old and travels in the same cabin. On domestic routes children between 5 and 11 years of age, and on international routes children between 5 and 15 years of age can travel unaccompanied only on confirmed seat tickets.

A child is not considered unaccompanied when one of the parents is a crew member on the flight or a staff member travelling on duty. In addition, a child is not considered unaccompanied when travelling on international flights with any person above 16 years of age and on flights within Finland with any person above 12 years of age.

Other airline employees' children under 16 years of age must travel accompanied by a person above 16 years of age holding a similar discounted staff ticket.

7.12.1.9 Dress Code

All staff travelers must dress in good taste. The lack of such attire may cause a refusal of the access for a flight. ID-customers must dress in smart-casual wear and tidy footwear. The following attire will not be accepted: sportswear, shorts, beachwear or tracksuits and windcheaters.

7.12.1.10 Conduct when Travelling on Staff Tickets

Employees and their nominees travelling on staff tickets are expected to behave in a proper and tactful manner so as not to disturb the service of other travellers in any way. They must never draw attention to themselves as holders of staff tickets. Anyone under the influence of drugs is under no circumstances permitted to travel on Finnair. Excessive use of alcohol causing any disturbance on board is also prohibite

7.12.1.11 Restrictions on the Use of Staff Tickets, Embargo

Leisure travel id-tickets are to be used for recreational purposes only. They may not be used for business trips related to one's own business activity or that of another party. The use of staff tickets is not allowed after termination of employment. Also the right to use staff tickets during sickness leave or rehabilitation subsidy is restricted.

Finnair has the right to impose an embargo on certain routes at certain times, or to impose seasonal restrictions on specific routes or destinations.

7.12.1.12 Reporting of Misuse or Mishandling of Staff Tickets

If any misuse of id-tickets is suspected or the AY GOM's order of acceptance on a flight is breached, Finnair Staff Manager should be informed. All reports shall be addressed to HEL-IT/503.

7.12.1.13 Duty Travel

All Finnair and oneworld alliance employees travelling on duty have the entitlement to travel in Business class. An upgrade shall be performed at the boarding gate. This applies to "zero" fare ID00S1 and IDOWS1-tickets. Customers travelling on a ticket with a fare (e.g. IDMMS1, IDWWS1, ID50) are boarded in the cabin as booked.

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7.12.1.14 Positioning Cabin and Flight Crew Members

Positioning/deadheading Finnair crew members are entitled to travel in Business class. If seats have been confirmed in Economy class, an upgrade should be processed. Downgrading may be done only according to Table 67. Downgrade Ranking List.

Non-offloadable positioning crew members shall always be given a normal seat thus they shall not be seated on crew seat in case of flight overbooking.

7.12.1.15 Non-acceptance / Downgrade / Offload

When there is need to offload or downgrade customers due to overbooking, ground staff shall first locate if there are any customers travelling with staff tickets. If there are several customers with staff tickets, the offloading/downgrading shall be done according to Customer Priority List (See AY GOM ANNEX A 3.1).

Crew members heading for a flight assignment on ID00C1/IDMHxC1/ID50C1 reduced fare tickets shall not be subject to involuntary denied boarding and/or deplanement, even if such action is required to avoid the involuntary denied boarding of commercial customers.

A person travelling on other type of staff tickets can never be sure of being accepted on a flight and must be prepared for unexpected costs. There is no question of a breach of contract or Finnair being under any obligation for compensation. Even when travelling on a ticket with the eligibility for a confirmed seat the ID customer might have to give up his seat for a commercial customer. In such off-loading situations, Finnair has no obligation to arrange an alternate transportation or accommodation unless the customer is employed by another airline and travels on a duty ticket issued according to MIBA agreement (ticket fare basis ID50S1, IDMLxS1, IDMMxS1 or IDMHxS1). Provided that the reservation has been confirmed and the customer has checked-in strictly in accordance with Finnair's published rules, Finnair will absorb the customer's costs for accommodation, ground transportation to/from hotel and meals not exceeding what is granted to commercial passengers. Additionally, the customer must be rebooked on the next available Finnair flight for the sector in question.

Customers who are downgraded, denied boarding or off-loaded will not be entitled to downgrading compensation or denied boarding compensation. A refund of fare class difference may be authorized in accordance with the ticket rules or bilateral agreements made with the customer's employing airline. In such situations, it is the customer's responsibility to contact his own airline's staff travel representatives to solve the issue.

In a situation of a flight cancellation or a heavy delay an ID customer, also when travelling on a stand-by ticket, is entitled to the same basic care as commercial customers without transportation or accommodation costs. Yet, re-routing and other customer rights do not apply (See AY GOM ANNEX A 8).

7.12.1.16 Delayed / Misrouted / Damaged / Lost Baggage

Compensation payable to commercial customers for delayed, misrouted, damaged or lost baggage shall apply also to ID customers with the following exception. A non-resident ID customer is entitled to delayed baggage transportation to the address informed in the PIR at Finnair's expense according to the local ground handling service provider's transportation schedules. No taxi or other special transportations are allowed unless on ID customer's own expense. For a resident ID customer's delayed baggage there is no transportation provided but the baggage must be picked up from the airport or transportation must be arranged at customer's own expense.

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7.12.2 Use of Vacant Crew Seats

[OM-A 8.3.13]

A person intending to travel on a vacant crew seat shall ask for prior permission of the commander. Such a passenger shall have a valid airline staff discount ticket. The use of vacant crew seats by revenue passengers is not allowed. Passengers not permitted to be seated on exit rows shall not be permitted to occupy a vacant crew seat. All persons travelling on a vacant crew seat shall be positively identified.

7.12.2.1 Flight Deck

[OM-A 8.3.12]

The final decision regarding travelling in the flight deck shall be made by the Commander.

No person, other than operating crew member assigned to the flight, shall travel in the flight deck unless that person is:

a) Person belonging to Finnair's or Norra's flight- or cabin crew
b) Person directly employed by Finnair
c) Person under flight training provided by Finnair
   Note: person shall be included in the crew list
d) Representative of the authority responsible for certification, licensing or inspection
e) Non-revenue (with ID ticket) passenger personally known by operating flight crew member assigned to the flight
   Notes:
   - "Personally known" means a relative, friend or other person whom operating flight crew member know on a personal level and whom operating flight crew member consider to be trustworthy
   - Casual acquaintances or persons familiar from the media or social media are not considered as personally known
f) Dependant of operating crew member assigned to the flight (the dependant shall be non-revenue passenger, travelling with ID ticket); or
g) Person having special permit (Cockpit Permit), issued by the VP Flight Operations according to the respective procedure

Children under 5 years shall not be permitted to travel in the flight deck.

7.12.2.2 Other Vacant Crew Seats

[OM-A 8.3.13.2]

The final decision as to the disposition of vacant crew seats shall be under the authority of the Commander.

No person shall be carried in the vacant crew seat in the cabin, unless that person is:

a) A person permitted to travel in flight deck crew seats; or
b) Any non-revenue (ID) passenger specifically authorized by the commander

The Commander shall not grant permission for occupation of a vacant crew seat to a person who is less than 12 years or who is not permitted to be seated at the exit rows according to OM-A 8.2.2.4.

7.12.2.3 Crew Rest Seats

No customer, revenue or non-revenue, shall be seated on crew rest seats.

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8 Customer Service Irregularities

(As additional information for AY GOM 1.5)

8.1 Common Finnair Rules on Long Delay, Delay, Cancellation and Denied Boarding

EU Regulation 261/2004 establishes a set of rules for compensation and assistance to air passengers in the event of denied boarding, downgrading, flight cancellations or long delays. The Regulation sets out specific amounts of compensation depending on the distance of the flight and the length of delay experienced by passengers. If a flight is cancelled or delayed for more than three hours, passengers may be entitled to up to €600 in compensation. The Regulation also requires airlines to provide passengers with meals and refreshments during long delays, as well as hotel accommodation if necessary and in relation to what is reasonably needed for customer care. The Regulation sets the minimum standard of service in case of a disruption.

8.1.1 Applicability of Rules

The Regulation applies to all Finnair operated one-way flights where the first departure point is EU country or Iceland, United Kingdom, Norway or Switzerland or the last arrival point is in the aforesaid countries. In addition, the passengers must have a confirmed ticket. However, the Regulation is applicable also to award ticket holders.

To be able to claim compensation or other benefits according to the Regulation, the passenger must be on time at check-in. The time is either the one stipulated in the flight ticket or if that has not been indicated, at least 45 minutes before the departure time of the flight.

The Regulation is not applied in denied boarding situations that are justified on reasonable grounds, such as lack of adequate travel documentation.

If the passenger has not contributed to the disruption situation, regardless of reason and timing of the disruption, Finnair must provide passengers reasonable care, such as hotel accommodation, food, beverages, phone calls and/or internet connection if needed. Special emphasis should be given to PRM passengers, elderly passengers and families with children. In this case, the care is provided to all passengers, notwithstanding the applicability of the Regulation.

Finnair Customer Relations is responsible for all standard compensation payments and passengers may claim compensation from www.finnair.com/feedback. A standard compensation of 125 to 600 euros may be paid if the disruption situation was not caused by extraordinary circumstances, which will be determined according to the Regulation by Finnair Customer Relations.

8.1.2 Required Passenger Information

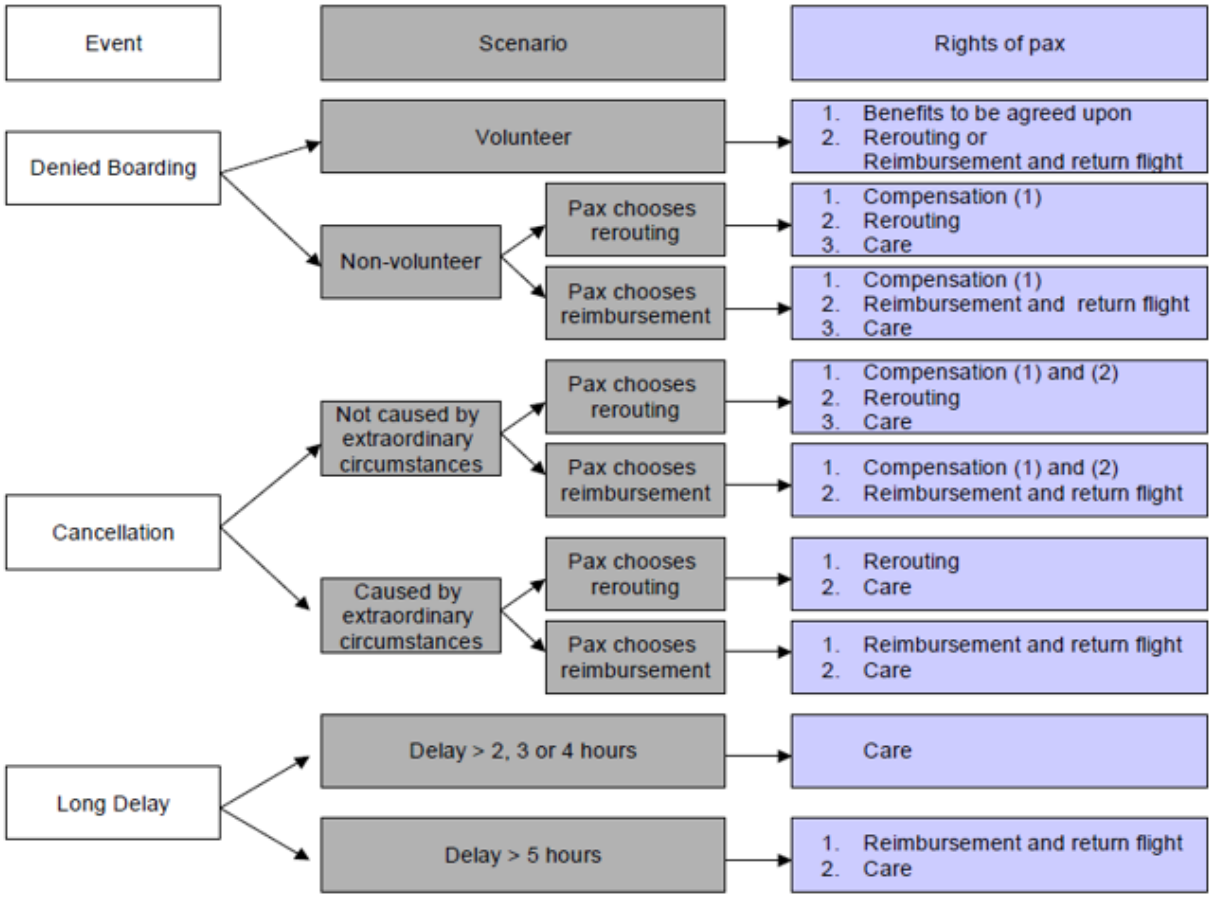
In case of denied boarding, cancellation or delay (over 2 hours), each passenger affected **must** be given a copy of the **Finnair Notice on Passenger Rights** setting out the rules for compensation and assistance. There is one common notice concerning these events in 15 languages and they are found in Finnair Partner Hub web-site in Airports section. The Finnair Notice on Passenger Rights is also included in all disruption passenger communications messages in e-mail and sms; Finnair uses Finnish and English in disruption communications as language. For passengers with visual disability the information in the notice is given by reading the rights to the passenger.

The Finnair Notice on Passenger Rights shall be clearly visible at the Finnair check-in area if the airport authority has not locally made other arrangements for informing about the passenger's rights. In addition to the Finnair Notice on Passenger Rights there are **Finnair cancellation, delay, diversion, downgrading and voluntary (overbooked flight) notices** available in three languages (Finnish, Swedish and English) in Finnair Partner Hub which shall be given to all passengers affected by these disruptions.

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Picture 70. Passenger Rights (Simplified Table of EU261 Passenger Rights)



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8.1.3 Rights of Passenger in the Event of Long Delay

8.1.3.1 Right to Care

Table 70. Delays below indicates the EU261 limits for right to compensation. These time limits, however, do not directly entitle the airline to provide customer care vouchers. Finnair Disruption Policy follows EU261 rule of providing customer care in relation to what can be thought as a reasonable waiting time during the disruption. Finnair sees that 3 hours waiting time due to a delay in operative, under 48h, window to the flights departure, is the time limit where Finnair offers customer care in form of a service voucher. Disruption Customer Care vouchers are used in delay, rebooking and other disruption scenarios when that seems reasonable. The primary use of vouchers is when the flight is:

- delayed for 3h or more,
- cancelled,
- overbooked and customer is denied boarding,
- customer is arriving delayed on a Finnair flight and onward connection under the same ticket is missed and customer is rebooked.

The service voucher monetary value is based on the local price level at the operating airport and should be enough to cover costs of a warm meal including a non-alcoholic drink. Further information about the categories can be found in Finnair Partner Hub and station specific Local Irregularity Procedure (LIP) documents.

No care is required if that would result in further delay of the operation.

Table 70. Delays

Flight length	Delay
Trips less than 1500 km	has to be more than 2 hrs
Trips 1500 – 3500 km and all intra EU in excess of 1500 km	has to more than 3 hrs
Trips more than 3500 km (non intra EU)	has to more than 4 hrs

a) In all these cases right to care:
   1. Disruption customer care is offered according to the Finnair policy (see Table 71. Finnair Disruption Customer Care Voucher Policy) by using iCoupon, Altéa CM service voucher/meal card or similar provided by the ground handling service provider
   2. Two telephone calls/telex/e-mails/fax
   3. When necessary, hotel accommodation including transfers between airport and hotel

Table 71. Finnair Disruption Customer Care Voucher Policy

Duration of Delay	Type of Service
Over 3 hours	Meal / Disruption Customer Care Voucher

b) If delay implies staying over night:
   1. hotel accommodation including transfers between airport (and a meal when reasonably needed)

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8.1.3.2 Right to Choose Between Rerouting and Reimbursement

If delay lasts more than 5 hours or flight is cancelled or involuntary and voluntary denied boarding customers:

a) Customer has the right to decide not to travel on the delayed flight / offered new flight in case the journey clearly no longer serves any purpose in relation the customer's original travel plan. In such case customer has the right to be reimbursed within 7 days as follows:
    1) Outbound customers: cost of ticket (both ways)
    2) Inbound customers: cost of non-used coupons
    3) Transit customers: cost of non-used coupons and used coupons
    4) If the flight no longer serves any purpose in relation to for the customer's original travel plan: also cost of the ticket for parts already made and if relevant, return flight to first point of departure.
    5) For package tour customers: as the first priority, the agreements between Finnair and package tour operators shall be followed.

b) The reimbursement is only made upon affected customer's request

c) The reimbursement is made in cash/electronic bank transfer and always in the same form of payment (e.g. same credit card number) as when the ticket was purchased. Reimbursement should be requested from the origin of sales. Whenever possible this can be made already at the Finnair Ticketing Help, but where this is not possible see the following instructions:
    1) Finnair Internet issued tickets: Customer should make refund request online through www.finnair.com
    2) Travel agency issued tickets: Customer should contact travel agent for refund.

If customer informs of change of plan and chooses to be reimbursed it shall always be noted in the PNR.

8.1.3.3 Right to Compensation

When customers reach their final destination three hours or more after the scheduled arrival time:

a) They may claim standard compensation 375-900 euros in Gift card (250-600 euros in cash value) unless the delay is caused by extraordinary circumstances which are beyond the actual control of the air carrier. In case customers ask for compensation give Finnair Notice on Passenger Rights and ask them to contact Finnair Customer Relations online through www.finnair.com/feedback.

b) No standard compensation is paid at the airport in the event of delay

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8.1.4 Rights of Passenger in the Event of Commercial Flight Cancellation

When the flight is cancelled, the customer may be entitled to all elements defined in the following sub-chapters.

8.1.4.1 Right to Compensation

It is important to note that no compensation for flight cancellation is paid, if the information of the flight cancellation has been delivered to the customer:

a) 2 weeks before STD
b) between 14 days and 7 days, if rerouted with such flights that the departure takes place less than 2 hours before and arrival 4 hours after the original times
c) less than 7 days before if customer is rerouted with departure less than 1 hour before and arrival 2 hours after the original times

All responsible for Finnair bookings are instructed to contact the customer according to this timeframe and possible commercial cancellations made well (2 weeks before STD) in advance in order to prevent the compensation liability. When an alternative routing/flight has been found the information shall be inserted into the PNR and informed to the customer. If the customer has not been reached for some reason, that information shall be available in the PNR.

If customer has not received information of the cancellation in the time frames written above he may be entitled to the following compensation:

Table 72. Compensations

Flight length - the compensation payable to the customer is based on the customer's last destination on the ticket accepted for check-in (for calculating distances see AY GOM ANNEX A 8.1.6)	Compensation values - Compensation amounts is sent to customer in form of Gift card which customer may change into cash in self service web portal	50% reduction in compensation, if arrival to final destination is delayed
Trips less than 1500 km	375 EUR Gift card (EUR 250)	less than 2 hrs
Trips 1500 – 3500 km and all intra EU in excess of 1500 km	600 EUR Gift card (EUR 400)	less than 3 hrs
Trips more than 3500 km (non intra EU)	900 EUR Gift card (EUR 600)	less than 4 hrs

If the customer wants to claim compensation they may be forwarded to www.finnair.com/feedback. If you wish to give the Customer Relations team more information about an incident, you can forward your report to cr.fya@finnair.com.

8.1.4.2 Right to Choose Between Rerouting and Reimbursement

In case of cancellation all impacted passengers must be offered a choice between:

a) Rerouting to final destination at earliest opportunity under comparable transport conditions;
or
b) Rerouting to final destination at a later date according to customer convenience, but subject to availability of space;
or
c) Reimbursement within 7 days if flight no longer serves any purpose in relation to the customer's original travel plan and an earliest possible return flight to the first point of departure.

The reimbursement is only made upon affected customer's own request and policy is same as with long delay defined in AY GOM ANNEX A 8.1.3.2.

8.1.4.3 Right to Care

a) Refreshments/meals are offered according to the Finnair policy (see Table 71. Finnair Disruption Customer Care Voucher Policy) by using iCoupon digital vouchers, Altéa CM service vouchers/meal cards or similar provided by ground handling service provider
b) Two telephone calls/telex/e-mails/fax
c) When necessary, hotel accommodation including transfers between airport and hotel

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8.1.5 Rights of Passenger in the Event of Denied Boarding (DB)

When there is a risk for denied boarding because of an overbooked flight, ground handling personnel shall first and foremost call for volunteers. This is not only the company policy but also mandated by the lawful regulation (EC No 261/2004). By efficient calling for volunteers at the check-in or latest at the gate, the costs resulting from denied boarding can be remarkably reduced.

If flight becomes overbooked due to other carrier rerouting customers on AY flights within 24 hrs prior STD, it is important to remember the following rules set by IATA reso735d. If rerouting to Finnair is arranged by another carrier less than 24 hours prior the departure due to their disrupted flight:

a) rerouting may only take place with the prior approval of Finnair
b) rerouting/upgrade to higher compartment class (cabin class) may only take place with the prior approval of Finnair
c) rerouting to the same compartment class (cabin class) may take place without prior approval as long as prior approval to book on Finnair has been approved by us

In case where the other carrier has re-routed customers on Finnair flight less than 24 hours prior to the departure without prior approval from Finnair, we have the right to refuse acceptance of those re-routed customers. Reasons to refuse are if re-routing causes Finnair flight a delay or becoming overbooked. Also on long haul flights there needs to be meal available for the re-routed customer in order for us to accept him on a flight.

If delivering carrier fails to seek prior approval from Finnair and flight becomes overbooked or is in danger of being delayed, we may send customers back to the origin carrier and inform that carrier of the reason for refusal of acceptance. In such cases Finnair has no liability to compensate these customers and will not bear any additional costs on behalf of the other carrier.

8.1.5.1 Seek for Volunteers

Finnair policy is to ask for volunteers at the flight check-in and departure gate if needed. This is done via all check-in channels by Altéa CM functionality to search for volunteers. Voluntary leaflets shall be used at stations and handed over to customers during the search for voluntary customers. Finnair Customer Solution Management may also look for volunteers beforehand, usually a day or two prior to the departure. SMS is sent to affected customers by Customer Journey Management. Customers are informed about the chance of somebody being voluntarily denied boarding and asked whether they could volunteer to choose an alternative routing for their destination. In the message, customers are guided to Finnair Contact Centers and the voluntary rebooking actions are made there. Customer Journey Management and Customer Solution Management will always post a disruption news post about the volunteer search processes in Partner Hub front page. Further case specific information can be found from there. In case a flight is overbooked on the day of departure and the overbooking situation is to be handled at the airport, Customer Solution Management will update alternative rebooking options and compensation amounts on VDB Information -page in Altéa CM Flight-tab.

In case customers need to be denied boarding because of overbooking, the volunteers are offered compensation, a new rerouting and customer care. Agreed compensation is provided for the denied boarding customer. Finnair Compensation packages are shown in Table 73. Voluntary Customers Compensations below. VDB (Voluntary Denied Boarding) instructions for the more detailed process, providing the compensation and reporting requirements can be found in Finnair Partner Hub in Airports section.

Each station shall locally prepare its own efficient method to call for volunteers also at the check-in area. If adequate number of volunteers is not found at the check in, a clear and efficient call shall still be performed at the gate by announcing a call for volunteers.

The following customer types are not asked by Altéa CM to volunteer and shall be avoided also during the manual call for volunteer: PRM customers, UMNR, PETC/AVIH, DEPA/DEPU, customers with INFT/CHD, code share customers and on certain flights also inbound customers. If, however, there's a need to find more Volunteers at the check-in/gate, also customers with INF/CHD, PETC, inbound flight or code share flight may be asked to volunteer but shall not be involuntarily denied boarding. It is also important to make sure that in case code share (marketing flight) customer volunteers, he is fully aware of being voluntary and what that means for him. The Onload Apply -list in Altéa CM sorts the ranking of customers automatically but the ranked customers can be also checked out manually through Customer List; filtering must be used as PCV Sort by Ranked Order and value as acceptance. Further assistance can be called from your supervisor or Customer Solution Management if needed.

It shall be noted that confirming the boarding of these customers as well as of package tour customers is highly important.

The volunteers shall be advised and offered Finnair compensation options available via Altéa CM Compensation tool e.g. bank transfer, gift card or Avios or agent shall report by Agent report form of the compensation to be paid by Customer Relations (instructions see ANNEX A 8.1.8) whichever is applicable.

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8.1.5.1.1 Flights Departing From the United States of America

According to the regulations of the US Civil Aeronautics Board no passenger may be denied boarding against his will until airline personnel first ask for volunteers who will give up their reservations willingly, in exchange for arrangements and/or payment offered by the airline. As an EU carrier Finnair follows the EC regulation 261/2004 in all irregularity situations and Finnair Voluntary Notice shall be used for seeking volunteers.

8.1.5.2 Rights of Involuntary and Voluntary Passengers

When the customer is denied boarding, the customer may be entitled to all following elements in AY GOM ANNEX A 8.1.5.3, 8.1.5.4 and 8.1.5.5 and customer may not be asked to choose between them under any circumstances.

If there are not enough volunteers and the customer is involuntarily denied boarding, he must be given a copy of the Finnair Notice on Passenger Rights. No compensation or re-imbursement is paid if customer is refused for reasons of safety, security, health or inadequate travel documents.

8.1.5.3 Right to Compensation

Involuntary customers are offered compensation as per EU regulation (see Table 74. Involuntary Customers Compensations). Compensation options in Altéa CM and also in Customer Relations are either Gift card and/or Avios. In EU compensation cases customer may change the offered gift card compensation into cash (bank transfer) in a separate web portal. Instructions are sent to customer along with the gift card email. As offered Gift card is always +50% higher than cash option, the paid cash sum is lower accordingly.

Volunteer customers are offered compensation as per below Table 73. Voluntary Customers Compensations packages. Note the limitations in the table for the use of gift card voucher and Avios.

According to the Finnair policy, both involuntary and voluntary customers have the right to care (meals etc. as stated before).

Table 73. Voluntary Customers Compensations

Category	Flight Distance	Rerouting to destination arrival not later than original arrival	Gift card (for Euro currency country resident only)	Avios (for Finnair Plus members only)	Cash value (see note)
1	< 1500 km	N/A	188 EUR	15 500 A	125 EUR
2	1500-3500 km	N/A	300 EUR	26 500 A	200 EUR
3	> 3500 km	N/A	450 EUR	40 000 A	300 EUR

NOTE: Customer may change EU compensation gift card into cash in self service web portal after receiving gift card email

Table 74. Involuntary Customers Compensations

Category	Flight Distance	Gift card (rerouted arrival not later than 2h*/3h**/4h***)	Cash value (see NOTE) (rerouted arrival not later than 2h*/3h**/4h***)
1	< 1500 km	375 EUR (188 EUR*)	250 EUR (125 EUR*)
2	1500-3500 km	600 EUR (300 EUR**)	400 EUR (200 EUR**)
3	> 3500 km	900 EUR (450 EUR***)	600 EUR (300 EUR***)

NOTE: Customer may change EU compensation gift card into cash in self service web portal after receiving gift card email

When flight is departing from U.S. the compensation for involuntary denied boarding is based on the Table 75. Involuntary Customers Compensations (From U.S.). For voluntary customers the normal VOL process with compensations is applied.

Table 75. Involuntary Customers Compensations (From U.S.)

0 to 1 hour arrival delay compared to the original routing	No compensation
1 to 4 hour arrival delay compared to the original routing	200% of one-way fare (but no more than 675 USD)
Over 4 hours arrival delay compared to the original routing	400% of one-way fare (but no more than 1,350 USD)

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8.1.5.4 Right to Choose Between Rerouting and Reimbursement

In addition to the compensation and care, according to the EC regulation both involuntary and voluntary customers are also entitled to choose between re-imbursement and rerouting with the following options:

a) Rerouting to final destination at earliest opportunity under comparable transport conditions
or
b) Rerouting to final destination at a later date according to customer convenience, but subject to availability of space
or
c) Reimbursement within 7 days if flight no longer serves any purpose in relation to the customers original travel plan and an earliest possible return flight to the first point of departure. The reimbursement is only made upon affected customer's own request and policy is same as with long delay defined in AY GOM ANNEX A 8.1.3.2.

8.1.5.5 Right to Care

a) Meals and refreshments are offered according to the Finnair policy Table 71. Finnair Disruption Customer Care Voucher Policy using iCoupon digital service vouchers, Altéa CM service vouchers/meal cards or similar provided by ground handling service provider
b) Two telephone calls/telex/e-mails/fax
c) When necessary, hotel accommodation including transfers between airport and hotel

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8.1.6 Finnair Scheduled Flights Policy for Involuntary Rerouting in Case of a Flight Disruption

In accordance with IATA regulations (IATA RESO 735d) and EC Regulation 261/2004, Finnair observes the following main rules in scheduled traffic when re-routing passengers involuntarily.

In principle, all passenger reroutings and rebookings are handled by or in cooperation with Finnair Customer Solution Management. In general, Customer Solution Management will provide the first passenger solution in involuntary situations and ground handling service providers' and contact centers' duty is to make possible second changes as per Finnair Rerouting Policy. This is regardless of the operating window. The current rerouting policy can be seen in Partner Hub / Disruption Policy -page.

8.1.6.1 Scenarios for Changes to Routing, Carrier or Class of Travel

Changes to routing, carrier or class of travel can be made in the following situations:

a) Flight is cancelled
b) Flight cannot be operated reasonably in accordance with schedule
c) Flight cannot be performed to the point of destination or transfer indicated on the passenger's flight ticket
d) Passenger's confirmed reservation cannot be honored
e) Passenger arriving on the delayed flight misses connection to an onward flight for which he holds confirmed reservation in same ticket as the delayed inbound flight

There may be other scenarios as well and if the situations are unclear, Customer Solution Management should be consulted for decision

8.1.6.2 General Instructions for Rerouting Passengers from Finnair Scheduled Flight

In principle all passenger reroutings and rebookings including updating of the tickets are handled by or in cooperation with Finnair Customer Solution Management:

a) In all disruptions, whenever possible, revised travel arrangements shall be made using Finnair operated and marketed flights.
b) When necessary, rerouting may also be done using other airlines or other means of transportation. Flights operated and marketed by Finnair and selected **one**world partners are given first priority. Refer to the latest Disruption Policy in Partner Hub.
c) Bookings shall always be made using the original travel class and the operating airline's quota (flight number).
d) In rerouting situations where the routing changes so that the passenger has to travel via a third airport/country, it shall be ensured that the passenger holds the required travel documents for the new routing. If the passengers rerouting means i.e. leaving the Schengen area and re-entering it, re-entry requirements shall be fulfilled.
e) Commitments which cannot be fulfilled shall never be made to the passenger on behalf of Finnair.
f) Certain passengers shall have priority over others in rerouting situations and they shall be assisted with all arrangements to secure flight connection. The passenger list shall be checked for special passengers such as PRM and UM and their connections shall always be secured as a priority. Secondarily, arrangements for passengers with flight connections to destinations with limited available service shall also be given priority when possible. Finnair Customer Solution Management rerouting tools have these and other business rules coded in them to providing passengers solutions with the priority we want to give to our passengers. That is one reason we have centralized first rebooking activities to Customer Solution Management.
g) Passenger shall be entitled to the free baggage allowance applicable to the fare originally paid. The baggage shall always be rerouted to match the passenger's routing and delivered to the final destination under the same ticket.
h) Information of routings can be seen in Altéa CM, reservations systems and when opening the PNR in www.finnair.com / manage booking platform.
i) All disruptions and compensations paid at the stations shall be reported in FPR as well as in LIP check list. Paying compensations at the airport should be done through Altéa CM whenever possible. If the local ground handling service provider and Finnair has agreed a procedure to use local compensation vouchers, the compensations should at least be issued in Altéa CM. Finnair uses iCoupon digital service vouchers in part of the stations they operate to.

Finnair top tier members may have different baggage allowance as a tier benefit to their original ticketed allowance on Finnair operated flights. In case passenger is rerouted to another carrier not honoring Finnair top tier allowance and charging for excess baggage, advise passenger to contact Finnair Customer Relations for excess charge refund. Note that all passenger data shall be handled in a secure way to ensure compliance with data protection regulations.

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8.1.6.3 Change of Travel Class

a) In case passenger must be downgraded, the downgrading compensation/reimbursement of fare difference shall be paid. See AY GOM ANNEX A 8.1.8 and 9.

b) When using another IATA carrier (excluding **one**world carriers) for rebooking and the passenger must be upgraded to a higher class of service than indicated on the passenger's ticket, an advance approval from the other carrier must always be granted in situations (or timeframes)

1. if a passenger is rebooked to a flight of another carrier earlier than 24 hours prior to departure of this flight
   or
2. if the rebooking to another carrier is made later than 24 hours prior to the departure.

c) Passenger who is upgraded to a higher class of service shall not be downgraded back to his original class of service at a later stage of the flight.

d) When another carrier accepts a passenger to be transported in a higher class of service than entitled to by his ticket, the carrier in question will not charge the difference of fare between the classes from the original carrier. The PNR is marked "Involuntary Rerouting".

8.1.6.4 Changes on Flight Coupons

a) All necessary alterations are made on the passenger's ticket or PNR. If this is not possible, e.g. due to lack of time, it is essential to inform passenger about arrangements that are not yet confirmed.

b) When passenger is holding an e-ticket, the ticket shall be reissued. Finnair can also revalidate the original ticket in most cases when the segment destinations and carriers remain the same.

c) If passenger is transferred to an international flight of another carrier, the tickets shall be changed to match the new routing. Fare and fare basis must remain the same. The flight coupons are marked "Involuntary Rerouting".

d) When passenger is upgraded or downgraded to another class of service information must be entered into passenger's PNR. If the passenger's routing is altered and the flight ticket must be changed, these entries are made on the new ticket as well. The passenger's baggage allowance remains in accordance with the original flight class.

8.1.6.5 Use of FIM when The Applicable Flight Coupon is not Available

Finnair no longer issues nor accepts Flight Interruption Manifest (FIM) issued by any other airline.

8.1.6.6 Use of Backhold Ticket on Finnair Scheduled Flights (Free Return Transportation)

a) The backhold ticket may be issued to TRANSIT and TRANSFER pasengers with confirmed booking upon their own request for immediate return to the station of origin in case the passenger's connecting flight or onward portion of a flight is cancelled.

b) Backhold ticket may be issued also if a passenger wants to interrupt the journey which has become unnecessary because of the flight disruption.

c) A two-way backhold ticket can be issued as an alternative to accommodation in situations where the passenger is to continue the interrupted journey on the next day. This alternative shall be used mainly when accommodation is difficult to obtain and the connecting time between the passenger's flights the next day is sufficiently safe.

8.1.6.7 Ticketing Instruction for Backhold Ticket

Backhold ticket is always issued without fare (EUR 0,00) and an entry shall be made on the ticket to indicate that it is a backhold ticket. Valid taxes must be charged from Finnair's account. Reason for issuing a backhold ticket must be entered both to the old and new PNR. Fare basis is YBACKHOLD. Form of payment is F520440 AC623010. In the endorsement information the number of passenger's original ticket shall be entered: Backhold ticket to 105... (ticket number) and non ref. PNR print shall be added to the daily accounting list. In these situations, the passenger may also ask for a refund (See AY GOM ANNEX A 8.1).

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8.1.6.8 Missed Connections and Rerouting from/to Finnair Flights

The up to date Finnair Disruption Policy is available in Partner Hub. The Table 76. Rerouting Chart below provides good guidelines in how to handle scenarios overall, but the disruption policy has more detail to it. Finnair has a centralized way of handling rebookings – in general, Customer Solution Management team will give all involuntary rerouting first solutions to customers unless otherwise stated in Partner Hub news post regarding the event, agreed with the station or otherwise agreed to handle. Finnair also has a second change rebooking policy which means that customers have one change free of charge after the first solution given by Customer Solution Management. The customer should be told that this change is a voluntary change to an involuntary first change and customer may not be entitled to certain compensations and customer care. The first solution should be respected and second changes should be well thought and considered case by case. When a second is done at the airport an SK VOLI element should be inserted to the PNR as a sign of second change and to stop automatic compensations to be paid to the customers in certain circumstances.

When reading the rerouting chart Table 76. Rerouting Chart the following main principles shall be noted:

a) When a passenger misses a confirmed connection shorter than the approved minimum connecting time (MCT), all costs incurred from the missed connection will be claimed from the travel agency or agent who has made the reservation/issued the ticket. If the passenger, however, holds separate tickets for the flights and the connection time is too short, AY will not bear any costs on behalf of the passenger.

b) Minimum connecting times in Finland are published in the Working Timetable (WTT) as well as exceptional connecting times approved by AY at stations abroad. Normally approved connecting times, see OAG, ABC and AMADEUS City-info.

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Table 76. Rerouting Chart

From/To	Flight disruptions due to AY failure caused by factors within AY control. E.g. disruptions due to overbooking or other commercial reasons.	Flight disruptions due to extraordinary circumstances which are beyond AY control. E.g. disruptions due to extraordinary circumstances as stated in AY GOM ANNEX A 8.1.
1. AY operated to AY marketed v.v 2. AY to **one**world v.v	Rerouting applies when within minimum connecting time and if: • same tickets • separate tickets If only part of the rerouting can be arranged by using another AY flight and the rest of the routing is arranged by using other means of transportation, the necessary arrangements shall be made and agreed upon together with the transfer station concerned. Hotel accommodation ok when required. See disruption policy in Partner Hub.	Rerouting applies when within minimum connecting time and if: • same tickets • separate tickets If only part of the rerouting can be arranged by using another AY flight and the rest of the routing is arranged by using other means of transportation, the necessary arrangements shall be made and agreed upon together with the transfer station concerned. Hotel accommodation ok when required. See disruption policy in Partner Hub.
3. AY to AY Leisure flight v.v.	Rerouting applies if connection time is 75 minutes or more in Helsinki. Rerouting options: • New leisure flight booking in co-operation with tour operator in question See disruption policy in Partner Hub.	
4. AY to other carriers	When within minimum connecting times rerouting applies to the destination booked on the same ticket. If separate tickets: • AY will not take responsibility for lost onward connections • AY will check customer and baggage only to the point of agreement with AY • MCT do not apply Hotel accommodation ok only when required and bookings on the same ticket.	When within minimum connecting times rerouting applies to the point booked on the same ticket. If separate tickets: • AY will not take responsibility for lost onward connections • AY will check customers and baggage only to the point of agreement with AY • MCT do not apply
5. AY to other leisure carriers/low cost airlines or non IATA airlines	No rerouting	
6. AY to other means of transportation (bus, train, ship etc.)	No rerouting in general, except in domestic routes in Finland to XTP (Tampere) and XTZ (Turku). Exceptions may apply in scenarios where rerouting by air is not applicable.	

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7. Another airline to AY	If the passenger has missed connections to a Finnair flight due to another carrier's disruption situation (delay, cancellation, denied boarding). ONLY the carrier causing the misconnection can be considered responsible for the required arrangements for the passenger's onward transportation and care. If the causing carrier's representative is not available at the station, Finnair can provide care and rerouting, only when requested in writing by the other carrier and the costs are approved by the other carrier. All costs arising from such arrangements shall be covered by the responsible airline or they shall be charged from the airline in question. If the company's representative is not available at the station of disruption, an advance approval and eventual endorsement for the ticket should always be obtained for the arrangements and consequent costs whenever possible. If AY has to arrange rerouting of passengers in a situation where the responsible company's representative is not available, the passenger names and routings will be informed by the AY representative to all stations concerned. If a missed connection to an AY flight causes hotel accommodation, transportation or similar arrangements to be made to a later station, these costs shall also be charged from the airline originally causing the missed connection. It is the duty of the first transfer station to make a report of the incident to later transfer stations. The information shall be sent to the supervisors at the stations concerned, who will be responsible for the issuing of an invoicing order to all receipts (HAO, hotel and taxi bills etc.) connected with the arrangements and that a copy of the arrangement request received by the station is enclosed. Some IATA member airlines refuse to pay costs incurred from a missed connection on behalf of the passengers in cases where the connection has been missed from a domestic flight of the company in question (IATA Reso 735d). In these cases the passengers are to cover their costs by themselves. Only in very exceptional conditions AY may accept costs on behalf of such passengers. Possible grounds are only very justified humanitarian circumstances (PRM, UM etc.)	No rerouting, unless requested by the other airline responsible as stated on the left side paragraph. No hotel accommodation, unless requested by the other airline responsible as stated on the left side paragraph.

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8.1.7 Distances Between AY Scheduled Traffic Stations

Distances between AY scheduled traffic are to be used when compensating passengers as stated in AY GOM ANNEX A 8.1.4 and 8.1.5. Distances can be checked from DCS system. The compensation payable to the passenger shall be based on the last destination on the ticket accepted for check-in.

8.1.8 Downgrading (DNG)

When a passenger is involuntarily downgraded to a lower class of service on flights where EC Regulation 261/2004 is applied, he has the right to be reimbursed within 7 days as follows:

a) 30% of the price of the ticket for all flights of 1500 kilometers or less.
b) 50% of the price of the ticket for all intra-Community flights of more than 1500 kilometres, except flights between the European territory of the Member States and the French overseas departments, and for all other flights between 1500 and 3500 kilometres.
c) 75% of the price of the ticket for all flights not falling under a) or b), including flights between the European territory of the Member States and the French overseas departments.
d) The relevant distance is understood to be the flight segment on which the customer is DNG.
e) The ticket price is understood to be the one way coupon value for the flight segment on which the passenger is DNG.
f) The passengers affected must be well explained about their rights and given a copy of the Finnair Notice on Passenger Rights and a copy of Finnair Downgrading Notice.

Customer Solution Management actively solves J-cl overbooking situations before the date of departure. This reduces the need for stations to execute downgrades at the airport, nevertheless, stations should be trained to handle adhoc downgrading scenarios as well. Customer Solution Management will monitor J-cl overbooking figures in 14 days to 48h window and start actioning when entering the 48h window before the flight departure. Customer Solution Management will always offer downgrading and possible compensation/refund as the primary option; however passengers can voluntarily choose to travel on another Finnair or **one**world route in the original class or choose to get a full or partial refund of the ticket coupons. Passengers are notified by sms/e-mail and guided to contact the customer service (contact centers) for further changes. Compensation is requested directly from Finnair Refunds team.

8.1.8.1 Compensation and Reporting at Station in the Event of Downgrading

All downgraded passengers are entitled to a partial compensation of the ticket fare for the flight segment they are downgraded on. Those passengers having purchased an ancillary upgrade with Avios or upgrade vouchers, the purchase will be refunded but no EU-compensation is paid. Therefore, agent having made the downgrade needs to report to Finnair Refunds team by sending e-mail to refunds@finnair.com including customer name and PNR and flight for which customer was downgraded. Refunds team will calculate the correct compensation amount and refund it to the original payment method of the ticket within 7 working days.

8.1.8.2 Seating of Downgraded Passengers

In the event there's need to downgrade J- or W-class passengers we try to protect them a preferred seat in Y-class. When Business class is overbooked and there's need to downgrade passengers into Economy class on long haul flights, all downgraded passengers should preferably be seated in Comfort seats if seats available and no charge is to be collected for any downgraded passengers (including U-class staff on duty/on SA status). Aim is to avoid domino effects with multiple downgrades e.g. if no seats available for J-class passenger in W-class, then J-class passenger is downgraded directly to Y-class.

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8.2 Delayed Flight Departure

(As additional information to AY GOM 1.5.2)

The most up to date version of the Disruption Policy can be found in Partner Hub. Policy to handle delayed passengers can be found in there.

8.2.1 Authority to Delay Flights

If the station has a justified cause to delay a flight, the Airport Service Manager/Supervisor may delay the departure in accordance with the instructions given below. If the time frames indicated below are to be exceeded, advance permission must be obtained from Finnair Operations Control Center (OCC) (SITA: HELWWAY). The authority to delay a flight does not, however, apply to stations in Finland.

The object of this procedure is to ensure that all factors connected with a delay, such as aircraft and crew rotation and restrictions, are observed when making the decision.

8.2.1.1 Authority of the Airport Service Manager / Supervisor

Airport Service Managers are authorised to delay flights as follows:

Table 77. Flights Airport Service Managers are Authorized to Delay

Scheduled traffic stations		
Domestic stations:	no authorisation	
Stations within Europe:	10 minutes	provided the estimated time of arrival (ETA) at the next stop does not exceed the scheduled time of arrival (STA) by more than 10 minutes.
Long haul stations (incl. ARN and CPH):	20 minutes	provided the estimated time of arrival (ETA) at the next stop does not exceed the scheduled time of arrival (STA) by more than 10 minutes.
Leisure flight stations		
Stations within Europe (incl. Mediterranean): Long haul (incl. Canary Islands) stations:	10 minutes 20 minutes	provided the estimated time of arrival (ETA) at the next stop does not exceed the scheduled time of arrival (STA) by more than 10 minutes provided the estimated time of arrival (ETA) at the next stop does not exceed the scheduled time of arrival (STA) by more than 10 minutes.
Helsinki		
Domestic flights: Intra European flights: Long haul flights: Leisure flights:	10 minutes 15 minutes 20 minutes see leisure stations above	see appropriate notes above

Reasons for delaying a flight are e.g.

a) waiting for a group of passengers from another flight
b) long queues at the security check

When the Airport Service Manager/Supervisor has made the decision to delay a flight, he must file the reasons for the decision in the FPR.

8.2.1.2 Authority of the Operations Control

Permission to delay flights beyond the limits given above must be obtained from Finnair Operations Control Center (OCC), SITA HELWWAY. In order to enable OCC to make appropriate decisions, factors both for and against delaying a flight , as well as constructive proposals for action shall be included in the request.

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8.2.1.3 Reporting Within the Company

In situations of delay the station must ensure that accurate information is given, not only to the customers, but to Operations Control Center (HELWWAY) and to other stations involved. A delay message must be sent about all delays. Details are available in AY GOM ANNEX E 1.4 or stated in instructions given to the stations separately. A Flight Performance Report (FPR) shall be made without delay after flight departure, and shall include the essential information related to the delay. All disruptions must be reported using the Local Irregularity Procedure (LIP) check list and sent to Finnair Customer Solution Management.

8.2.2 Information

Priority service shall be given to PRM, UM, families with children and Finnair top tier members.

8.2.2.1 Information to Passengers

Information is essential in the settling of all disruptions. It is the responsibility of all personnel to satisfy the passengers' need of information as well as possible. Passengers find the lack of information aggravating, as they are concerned about continuing their journey and reaching their destination.

In case of long flight delay (over 2 hours), each passenger affected must be given a copy of the Finnair Notice on Passenger Rights setting out the rules for compensation and assistance.

8.2.2.2 Reliability

Information given to passengers must be accurate and reliable. Regrets and when appropriate also apologies on behalf of Finnair are essential details not to be forgotten. If the disruption is clearly caused by Finnair, information of the situation should be given out with care. It is important to make the passengers feel that their individual problems are taken care of; empty promises must not be made.

8.2.2.3 Who Does the Informing

If available a duty manager/supervisor of the ground handling service provider shall provide information to the passengers. The duty manager/supervisor shall ensure that all staff handling the flight disruption is aware of the developments and decisions. If the disruption is known prior to passengers arriving at the airport, all efforts shall be made by Finnair Customer Solution Management to contact the passengers in advance.

8.2.2.4 Information Channels to Passengers

All available information channels should be employed. In addition to personal information, the passengers shall be informed through public announcements. The accuracy of notice boards and monitors shall be checked and the staff at information desks kept continually informed of the situation and its developments. Special attention must be paid to the information and guidance of passengers who are unable to follow the information given via public information channels.

Finnair is using automated passenger sms/e-mail communications in disruption situations. The automated message is triggered by the delay message and code when the departure delay is 30 minutes to 5 hours. Delay messages under 30 minutes or over 5 hours will have to be sent manually when the situation demands so. Automated disruption communications are not limited to just delay communications but Finnair is proactively and reactively communicating information to the customers in various disruption situations. Finnair wants to keep both stakeholders and customers updated during the disruptions. Customer Journey Management team is responsible of operative disruption communications to the passengers. More information about disruption communications can be found in Partner Hub.

8.2.2.5 Information to Other Parties

Besides the passengers there are also other important parties involved with the situation who need to be informed. Relevant parties are found in the check lists attached to Local Irregularity Procedure -manual (LIP).
Any flight delay shall be reported immediately to:

- OCC (HELWWAY) – with up-to-date information of the developments
- HCC (Hub Control Center) – for HEL based disruptions
- CSM (Finnair Customer Solution Management) – for customer rebooking and care supervision
- Customer Journey Management – for customer communications. Customer Journey Management also oversees the Disruption Policy and sets exceptional policies if they are needed for the situation.
- GHSP personnel
- Flight Crew
- Tour operators, hotels – if applicable

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8.2.2.6 Timing the Information

When a disruption is confirmed, it is essential to give correct and honest information of the delay to the passengers as early as possible. If the duration of the disruption cannot be given immediately, but additional information to passengers is promised later, it is most important to inform passengers at the given time as promised. Intervals between announcements must not exceed 30 minutes.

In case of exceptionally long delay, the intervals may be longer if there is nothing new to report, but even then the passengers must be contacted at intervals of one (1) hour to inform them that no new information is available. If the delay turns out to be shorter than informed, efficient information must be given immediately when the situation has become apparent, to ensure a prompt departure.

See also AY GOM ANNEX A 8.2.2.9 (Leaving The Aiport Durinmg Wait Time).

8.2.2.7 Change of Route or Aircraft Type

If the flight must divert from its original routing or if a considerably smaller aircraft is used than what published, passengers must be informed of the situation and the reason behind it prior to boarding.

Ground staff procedures:

a) Advise cabin crew that all transit passengers must disembark with their carry-on baggage.
b) Distribute transit boarding passes (or instruct passengers to retain their original boarding pass) and inform passengers about boarding time, gate and available facilities.
c) Provide passenger assistance as required.
d) In case of a change of cabin version, assign passengers new seat numbers if applicable, or apply free/open seating as agreed with Finnair Customer Solution Management. In operative seating matters, contact AY System Solution Management (SSM).

8.2.2.8 Passenger Messages in The Event of a Disruption

EC regulation 261/2004 requires airlines to offer passengers means of communication in the event of a disruption. These means are telephone calls, telex, telefax and e-mail. It shall be locally agreed how each station can provide these services to passengers on behalf of Finnair.

8.2.2.9 Leaving The Airport During Wait Time

When it is not possible or necessary to offer accommodation to the passengers during a long delay, some passengers may want to leave the airport during waiting time. The passengers will do this at their own risk and this must be made clear to them. In this case their bags shall be removed and put on standby. If the delay turns out to be shorter than expected, the departure of the flight will not be delayed by waiting for such passengers.

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8.2.3 Refreshment/Meal Service Arrangements

Priority service shall be given to PRM, UM, families with children and Finnair top tier members.
Subject to the duration or other circumstances of the disruption, passengers shall be offered refreshments or meals while waiting for departure. Refreshment and meal service shall be timed according to the nature of the disruption and they must not cause additional delay to the flight. Finnair Disruption Customer Care vouchers have values chosen specifically for the station. More information about the station specific value amount can be seen in the station specific LIP document.

8.2.3.1 Factors Determining the Arrangements

Besides the duration of the delay, meal service or customer care is determined among other things by the following factors:

a) time of day
b) number of passengers
c) airport facilities for meal service
d) special passengers

8.2.3.2 Basic Time Limits for Meal Service

According to Finnair policy as stated in Table 71. Finnair Disruption Customer Care Voucher Policy / Finnair Disruption Customer Care Policy. The reasonable waiting time for disrupted customer to wait for ones new departure time or new rerouting solution is considered to be three (3) hours. Three hours is the limit for offering meal vouchers to the customers in delay situations. In other scenarios, where the flight is not delayed but a disruption has caused customer to be rebooked on another flight/route, customer may be given a disruption customer care voucher if that is reasonably needed.

8.2.3.3 Passengers Entitled to Meal Service

Meal service arrangements in connection with disruptions concern passengers with confirmed booking. They also concern RQ, WL and SA passengers who have already started their journey on a Finnair flight or have been checked in for the flight concerned.

8.2.3.4 Practical Arrangements

All meals and similar services at Finnair's expense shall be ordered and arranged by Finnair personnel or authorized representative. Restaurants/cafes/catering shall be notified without delay in order to leave sufficient time for preparations. Meals are served against Finnair Service Vouchers printed from Altéa CM, Finnair or ground handling service provider's own iCoupon digital vouchers or those of the handling company. Meal vouchers in HEL are not printed from Altéa CM as a digital iCoupon voucher is in use at HEL. The digital vouchers are activated with a set of parameters that determine the passenger as disrupted and the passenger is sent automatically sms/e-mail regarding the voucher. HEL can issue manual iCoupon Dynamic Vouchers as well in case of challenges with the automated iCoupon activation. Customer Solution Management is looking over the iCoupon usage and processes are the first point of contact in iCoupon challenges and matters. Customer Solution Management can also manually activate vouchers to passengers' boarding passes.

In case customer care vouchers cannot be used for some reason, Customer Solution Management should be informed and consulted how to proceed. There are few exceptional ways to solve this depending on the affected station and the food and beverage vendor contracts, but one preferred way of solving this problem, is to guide customers to buy goods and services with certain predetermined value and claim the costs afterwards from Finnair through Finnair customer service.

Stations abroad together with Finnair Ground Service Delivery Managers shall determine the value of the service voucher according to the local price level. The voucher amounts are visible in the local LIP documents. Finnair has a 5-step voucher value chart from where the GSDM will choose the correct value to match the local price level in cooperation with the local ground handling service provider. When convenient, the vouchers can be handed out already at check-in when informing the passengers about the disruption. Finnair Service Voucher is valid for 48 hours at the station where it has been issued, regardless of it being a digital or paper voucher.

The wellbeing of PRM, UM and families with small children as well as Business Class and Finnair top tier passengers must be ensured as a priority. Business Class, Finnair Plus Platinum Lumo, Platinum and Gold members are preferably served at airport lounge premises with snacks and beverages.

8.2.3.5 Costs

Careful consideration shall be observed as to expenses. The costs of meal service must be known in advance or settled while giving the order. The passengers may not arrange and pay their meals themselves and charge Finnair afterwards. Meal service cannot be arranged by handing out cash but if a passenger is given a voucher with certain face value he may use it according to his own convenience.

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8.2.3.6 Timing

When the information of a disruption has been received, meal service arrangements shall be made immediately, if needed. Organisers of meal service shall be notified without a delay to leave sufficient time for preparations. It is not necessary to wait for the time determining the nature of service. Mmeal service shall be timed considering the duration of the delay.

8.2.3.7 Place

Refreshment/meals shall be served on the airport premises whenever possible. If the disruption causes a long delay or the airport is congested, the meal may be served in a hotel or restaurant nearby. In those cases, local ground handling service provider agreements with the hotels or direct agreement hotels of Finnair should be prioritized. The airport vouchers are not always valid outside the airport premises and the costs, what AY will cover, should be discussed with the restaurant beforehand. In general, AY will cover one warm meal and a non-alcoholic drink per disrupted passenger.

8.2.3.8 Service During Waiting Time

When passengers spend the waiting time in the aircraft, meal service may be arranged on board when circumstances permit it. Meals reserved for the flight may be used for the service or depending on the duration or other circumstances of the flight new meals may be ordered from the local caterer.

In all disruptions also cabin crew shall be informed about the nature of the refreshment/meal services given to the passengers at the airport.

8.2.3.9 Checking of Invoices and Reporting

The Finnair representative shall write a short explanation of the cause of the service on all refreshment/meal service and similar invoices (flight number, date, cause and duration of disruption/delay and number of passengers) and check it off with his signature before passing it on. All refreshment/meal service arrangements and costs shall be reported in the FPR.

8.2.4 Accommodation

When a disruption occurs, passenger comfort may require accommodation with appropriate transportation and meal services. Accommodation shall be offered to all passengers with confirmed booking and for non-resident ID-passengers who are already accepted on the flight. (For ID-travel see see AY GOM ANNEX A 7.12.) Passengers who refuse accommodation offered by Finnair must be informed that Finnair will not cover expenses arising from accommodation arranged privately. Finnair Hotel Accommodation policy in disruptions can be also found in Partner Hub. The keyword in hotel accommodation arrangements and costs is “reasonable".

In case the estimated flight departure is postponed to the next day (delay exceeding minimum 5 hours) Finnair will offer hotel accommodation, if necessary. In connection with shorter delays hotel accommodation may be offered to special passengers, such as PRM, UM or families with children. When accommodating UM, stations must always arrange supervision for the child.

8.2.4.1 Reservation Arrangements

Arrangements for accommodation shall be started immediately when definite information is received that the duration of the disruption requires it. This way the passengers are not kept waiting at the airport unnecessarily. All accommodation and other arrangements shall be ordered and handled by Finnair staff or authorised representative. Exceptions may apply, but in general, the duties have been divided so that:

a) Customer Solution Management will reserve hotel accommodations in flight cancellations and delays in HEL.
b) HEL ground staff will reserve hotel accommodations for individual customers when needed.
c) Ground handling service providers are taking care of hotel reservations in the rest of the stations.

Detailed information of costs to be covered by Finnair on behalf of the passenger shall be given to the hotel. All information regarding services paid by Finnair in the hotel, such as type of accommodation, meals, telephone calls etc. must be stated in Hotel Accommodation Order (HAO, Finnair 282) or similar form of the handling company. All costs that are not mentioned in this information or are not ordered by Finnair, passengers are to pay by themselves.

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8.2.4.2 Meals

Breakfast is always included in accommodation provided by Finnair. In case of an early departure, breakfast service can be also arranged at the airport. Other meals will be offered in case no other meal service has been arranged during waiting time and/or the time of day indicates a meal. When a dinner or other meal besides breakfast must be offered to the passenger, it is convenient to try to use that hotel's restaurant services for passenger comfort. Exceptions may apply and stated in station specific LIP. Customer Solution Management and station supervisors may also make exceptions to arrange meals in other ways if e.g. the restaurant services are not available at the hotel premises. If in doubt regarding how to arrange meals linked to hotel accommodations, Customer Solution Management can be contacted and guidance will be given.

8.2.4.3 Telephone Calls

Telephone calls should be handled on Finnair premises at the airport before transportation to the hotel. Passenger affected has a right to 2 telephone calls/e-mails. In general phone calls, telefax, long-distance calls or internet access placed from the hotel are to be paid by the passenger themselves. If a promise to make a phone call on Finnair's account is given to a passenger, it has to be written separately on the Hotel Accommodation Order along with the given time limit of the phone call (usually from 3 to 5 minutes).

8.2.4.4 Invoicing and Reporting

Altéa CM Hotel Vouchers or Finnair Hotel Accommodation Order (HAO) form shall be used in connection with all disruption accommodations, or alternatively a corresponding form of the handling company. Vouchers or HAO should include all the information regarding the needed information about what the passenger is entitled to have on Finnair bill. Finnair will not reimburse other services than what has been agreed with Finnair or its representative and the accommodation service provider. Hotel Vouchers or HAO shall be attached to the hotel invoice. Accommodation arrangements must be reported in the station report (FPR) as well as in the LIP checklist.

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8.2.5 Substitute Transportation Making Use of Ground Transportation

8.2.5.1 General

In case of disruption substitute transportation, such as taxi, bus, train or ferry can be used. Stations must have locally sufficient and up-to-date plans in Local Irregularity Procedure -manual (LIP) and readiness for arrangements at a short notice and at all times.

Those passengers having a confirmed booking are entitled to substitute transportation. RQ/WL/SA passengers may participate in replacing transportation only if it does not involve additional costs to the company. In substitute transportation arranged due to a disruption, all transit passengers of the flight are entitled to participate regardless of ticket type. Passengers with special needs (PRM, UM, families with small children etc.) shall always have the first priority.

8.2.5.2 Factors to be Considered in Substitute Transportation

a) Routing
   1. On domestic flights, when:
      i. Flight time with a jet is max. 50 minutes, or when ground transportation is the most reasonable rerouting solution.
      ii. Flight time with a turbo-prop is max. 65 minutes, or when ground transportation is the most reasonable rerouting solution.
   2. On international flights depending on circumstances (e.g. ferry connection HEL-TLL, train HEL-LED, MOW, bus JOE-PES)

b) Number and type of passengers

c) An alternative flight combined with substitute transportation
   This combination may only be used if it significantly saves time compared with the next direct flight or other means of transportation.

d) Time of day and local conditions
   Late at night when the meal and airport facilities are poor, it is more convenient to arrange substitute transportation to passengers instead of having them wait for other possible arrangements or flights.

e) Weather conditions at the airport of departure or arrival
   Before making the final decision of substitute transportation, the weather conditions at the destination station shall be checked with OCC.

8.2.5.3 Information About Substitute Transportation

Passengers shall be given the following information as soon as possible:

a) The reason for substitute transportation

b) It is a special transportation arranged only for flight passengers

c) Passenger is entitled to cancel the flight and make his own arrangement as well as to get a refund for the unused coupons of the ticket including the one Finnair failed to complete to the destination (in case of diversion for example). In international traffic the IATA regulations for refunds apply.

8.2.5.4 Domestic Flights

When the substitute ground transportation on domestic flights is arranged, the tickets are to be changed in G status in Altéa CM/reservation system against the substitute transportation. If the ground transportation can be added to the operative systems like Finnair is doing in adhoc AYBUS procedure, ticket coupons are changed automatically to F status as the passengers are handled in the DCS system and the process flows similarly in the system to a regular flight process. The passengers should not be asked to contact the Customer Relations Office, instead the situation shall, as far as possible, be handled and finalised at the station of disruption. If the passengers are directed to use other scheduled conveyance (bus, train, ferry) as substitute transportation, and the station does not have a contract with the local transportation companies passengers shall be advised to pay the fare by themselves and to contact the Customer Relations Office for refund.

In case substitute transportation must be arranged as a result of overbooking, no reference must be made to restrictions on refunds or other compensation.

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8.2.5.5 Information to Other Stations and Other Parties

OCC and Customer Solution Management decide whether a substitute transportation will be used in the first place or if regular rerouting to other flights and passenger care will be given. It is the responsibility of the station arranging substitute transportation to arrange the substitute transportation and inform the details about the situation to the Finnair Customer Solution Management. Customer Solution Management shall be informed:

a) The reason for transportation
b) The vehicle that is being used and details about schedule and route
c) Contact telephone number so that the vehicle can be reached en route

Whenever possible the number of passengers being transported and their names shall be advised as well. All cases of substitute transportation and special arrangements shall be duly reported in the Flight Performance Report (FPR) and in the Local Irregularity Procedure (LIP) checklist. It is extremely important to know who are on board the substitute transportation and the movement times of the transportation in case there should be any further disruptions to the arranged substitute transportation or after care / customer feedback regarding the situation.

8.2.5.6 Reservation Arrangements

When choosing the means of transportation, passenger comfort and economy of the conveyance used must be kept in mind. Another Finnair flight shall always be used as part of the transportation when possible. Finnair Transportation Order Form (Finnair 294) shall be duly filled out. The transportation order shall always accompany the taxi receipt or the invoice of the bus company.

8.2.5.7 Meal and Refreshments During Transportation

Finnair has a legal responsibility to look after its customers wellbeing and provide customer care when it is reasonably needed. Customers should be served with similar care as with other disruptions and the service should be in accordance with the additional harm the customer solution has caused. The best possible and most reasonable meal service may not be the same thing and may not always be possible to combine.

The prioritized way of offering meal in connection with remarkably longer ground transportation time than the original flight time is to offer customers customer care for the same monetary value than what is offered in flight disruptions at that same affected station. That can be solved with vouchers or so that the customer will get reimbursed afterwards, based on receipts, up to the monetary value that is designated to that station as disruption care voucher value. This will be set in processes for certain stations where these scenarios realize more often and exceptions may be made by Customer Solution Management team as an operative decision maker in Finnair disruption scenarios on customer care. In some scenarios, where there is no option for the customers to make reasonable meal and refreshment purchases, the ground handling service provider or other Finnair representative should arrange non-alcoholic drinks and something reasonable to eat – to fulfil the duty to take care of customers' wellbeing.

It is always mandatory for the departing stations ground handling service provider to document information about customer care and how it was arranged to LIP report or some other solid way so that Finnair will have information how it was executed.

8.2.5.8 Substitute Ground Transportation in Delay Situations

In international traffic, substitute ground transportation is not arranged on account of flight delays.

In domestic traffic within Finland, if the duration of the delay cannot be estimated, substitute transportation may be arranged to passengers who have connections on to other Finnair flights, provided that the substitute transportation will arrive well on time before the departure of the connecting flight.

If it is highly probable that the delay will result in cancellation of the flight, the substitute transportation can be arranged already before the cancellation is confirmed. The decision to cancel the flight should not be delayed unnecessarily.

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8.2.5.9 Substitute Transportation Due to Missed Connections

Substitute transportation can be offered to passengers holding confirmed bookings requiring that the connection flight is within the Minimum Connecting Time (MCT). In these situations, separate transportation arrangements to individual passengers are not offered as a standard procedure. It must be always prioritized to group passengers going to the same destination and offer a shared ride for them. You may contact Customer Solution Management regarding a specific case if in doubt whether a substitute transportation should be offered to the missed connection passengers or not. Customer care, rerouting and regulation-based compensations should be taken care of when balancing which passenger solution is to be chosen.

If the connecting flight is not within the minimum connecting times or otherwise not a granted connection due to a reservation error, all costs incurred by the arrangements shall be charged from the party responsible for the error, if other than Finnair.

a) Connections to International Flights
   To arrange overnight accommodation for the passengers, at the Finnair's expense, is often a better solution than substitute transportation, provided a flight connection can be established for the passengers the next day.
b) Connections to Domestic Flights
   The next flight connection shall be offered to the passenger in the first place. In case there are no flight connections on the same day, passenger(s) can be accommodated overnight and a flight booked for the next day, depending on overall costs and the level of urgency that the passenger needs to reach his/her destination.
c) Connections to Leisure Flights
   The next flight connection shall be offered to the passenger in the first place. In case there are no flight connections on the same day, passenger(s) can be accommodated overnight and a flight booked for the next day, depending on overall costs and the level of urgency that the passenger needs to reach his/her destination. For reroutings, and the possible use of backhold ticket, see AY GOM ANNEX A 8.1.6.

8.2.5.10 Routing of Substitute Ground Transportation and Finnair Ground Transportation

When arranging substitute transportation by charter bus, the routing shall take the passengers either to the airport, to city center or if agreed separately, to passengers home address. The driver must be given exact instructions of the route and Finnair contact numbers for the event of possible problems during the transportation. The contact number of chartered bus shall be informed to the station of destination. The bus should not make any extra detours opposed to the set route but passengers can drop off the bus at their convenience during the route given that it won't cause detour nor significant delay to the transportation. This arrangement is in between the driver and the passenger.

8.2.5.11 Domestic Published Bus Feeder Services

When there is a published bus feeder service from the destination station and due to rerouting of passenger the service is not available, the passenger can be offered substitute transportation at Finnair expense.

8.3 Delayed Flight Arrivals

(As additional information to AY GOM 1.5.2)

The most up to date version of the Disruption Policy can be found in Partner Hub. Policy to handle delayed passengers can be found in there.

8.3.1 Information

When a Finnair flight is estimated to arrive behind schedule it is essential to ensure that all relevant parties receive information of the delay. This includes, not only arrival personnel handling the flight, but crew hotels and crew transportation as well, if applicable. Information points at the airport shall be given the correct information and flight arrival monitors shall be updated with the new estimated arrival time as soon as it becomes known.

8.3.2 Missed Connections from Finnair Flight

When Finnair has caused a passenger to miss his connection due to late arrival, Finnair will provide arrangements to ensure that the passenger will reach his destination as smoothly as possible, see AY GOM ANNEX A 8.1.6. Finnair rerouting policy found in Partner Hub Disruption Policy -page applies. Finnair representative shall advise and assist passengers also in situations where Finnair is not responsible for the missed connection and/or subsequent arrangements but the arrangements are not made at Finnair's expense.

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8.3.3 Establishing a New Connection

When a passenger has missed his connection to a flight for which he holds a confirmed reservation, a new connection is to be established to the station of destination. The passenger must first be offered an opportunity to use another flight of the same carrier for which the connection was missed (IATA Reso 735d). Finnair has a centralized rerouting office at Customer Solution Management; in other words, the first rerouting option is in general given from Customer Solution Management. In flight arrival delay scenarios to other stations than HEL, communication between Customer Solution Management and the affected stations Finnair representative is needed in order to evaluate the decisions on missed or kept connections. In HEL, Finnair Hub Control Center (HCC) makes the decisions on connections and gives a DISCO1 decision sheet for Customer Solution Management and other stakeholders to act and for information.

8.3.4 Extent of Responsibility

Finnair is responsible for the passenger until arrival at the destination indicated on the flight ticket or applicable part of it. A refund can be paid to the passenger alternatively or, in international traffic, also additionally on certain conditions separately agreed with local Ground Service Delivery Manager. A backhold ticket may be issued on certain conditions (see AY GOM ANNEX A 8.1.6.6 and 8.1.6.7) or rights of passenger in the event of flight cancellation (see AY GOM ANNEX A 8.1.4).

8.3.5 Accommodation and Meals

An arrival delay may cause the passenger having to stay overnight and accommodation and meals shall be arranged in such cases. See AY GOM ANNEX A 8.2.3 and 8.2.4.

In cases when an arrival delay does not result in overnight accommodation but still means a long wait for the passenger for the next available connection, a meal shall be provided in accordance with guidelines in AY GOM ANNEX A 8.2.3.

8.4 Cancelled Flights

(As additional information to AY GOM 1.5.3)

The most up to date version of the Disruption Policy can be found in Partner Hub. Policy to handle customers on cancelled flights can be found in there.

8.4.1 Authorisation to Cancel a Flight

Cancellations other than prearranged ones can be authorised only by Finnair Operations Control Center, OCC (HELWWAY). This concerns cancellations which are decided upon, following the assignments of Traffic Planning and OCC, before aircraft departure or at the scheduled time of departure and later. AY-flight prime flight cancellations may be operated by e.g. Norra and cancelling Norra flights decision comes from their control center. The execution of the cancellation is done in cooperation with Finnair OCC.

When a flight or flight portion is virtually already cancelled (flight can physically not be performed or a scheduled intermediate landing has already been omitted), it must still be confirmed by OCC afterwards.

8.4.2 Information About the Cancellation

8.4.2.1 Information to Passengers

Passengers must be informed about a cancellation as soon as it has been confirmed. If the cancellation is uncertain at first and the situation is comparable to a flight delay, the instructions in AY GOM ANNEX A 8.2 apply.

It is the passenger's right to be informed of the cancellation as soon as possible and if this has not been done successfully, the passenger is entitled to compensations as stated in AY GOM ANNEX A 8.1.4.

In case of a flight cancellation, each passenger affected shall be given an individual copy of the Finnair Notice on Passenger Rights setting out the rules for compensation and assistance.

See more information about the passenger disruption communications in Partner Hub. It is good to bear in mind that passengers are automatically notified about the cancellation when the cancellation message is sent in the operative systems. Passengers receive the information promptly.

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8.4.2.2 Information to Stations

Cancellation of a flight/flight portion shall be confirmed by OCC to all stations en route, including those that the flight has already passed. In addition to Finnair personnel, the information is also given, as applicable, to the ground handling company and supervisors in charge of local information at the station. When a scheduled intermediate landing is omitted without pre-arrangement, the station concerned must immediately report the incident to OCC and all subsequent stations, and forward the traffic messages (MVT, LDM, PTM, PSM etc.) of the flight concerned as well as information about re-routing of local passengers.

8.4.3 Anticipation of a Cancellation

OCC shall give advance information about a possible cancellation to enable the stations to prepare for the situation. If the aircraft takes off for a flight but weather at the destination makes landing uncertain, OCC shall inform stations of destination and diversion about the possible disruption. When the probability of an overflight is more than 50 per cent, passengers must be informed in advance and given the option of cancelling their trip. If the aircraft waits above the airport e.g. for the weather to clear up, the station must inform OCC and subsequent stations within 15 minutes of the originally estimated time of arrival (ETA). Traffic messages shall also be forwarded to the stations (see above).

When a flight cancellation is known in advance, Finnair Customer Solution Management and Customer Journey Management teams should give the information to all relevant stakeholders as well as to passengers as early as possible.

8.4.4 Substitute Transportation when Flight is Cancelled

It is always recommended that as a first choice the passengers are rerouted and rebooked on a next available Finnair or **one**world carrier's flight connection chosen by Finnair Customer Solution Management. Finnair Rerouting Policy should be followed and Customer Solution Management to be consulted if in doubt. Finnair disruption policies set the factors to be taken care of; rerouting costs, customer care costs and regulatory compensation costs should be balanced to customer experience factors and Customer Solution Management is the final instance to make the decision. The operating airline has the responsibility to customer reaccommodation, customer care and other needed arrangements when there is 48 hours or less to the standard departure time. Customer care in cancellation situations follow the same principles as for delayed flights (AY GOM ANNEX A 8.2).

a) Domestic Traffic
   Before deciding on substitute transportation OCC and Finnair Customer Solution Management shall be consulted on the possibility of rerouting another Finnair flight via the station of disruption. When the number of passengers is small, the alternative of overnight accommodation or use of other means of transportation can be chosen. For passengers who need special assistance an alternative overnight accommodation and a rerouting the next day may be a better option.
b) International Traffic
   When an international flight is cancelled, substitute transportation shall be arranged by Finnair only with careful deliberation. (e.g. ferry HEL-TLL, train HEL-LED, bus JOE-PES). When using e.g. a scheduled ferry, meals are provided when possible. Always confirm arrangements with the shipping company either by telephone or preferably by fax or e-mail. In case the plan is set on the phone, a written summary of plan is needed.

8.5 Flight Diversions

(As additional information to AY GOM 1.5.3)

Due to weather conditions, technical problems, political situations or emergency situations flights may be diverted to other stations than their normal destinations.

Arrangements shall be in place for possible flight diversions. Each station shall have up to date contact numbers/SITA addresses for the designated alternate stations to which a flight may be diverted.

If the alternate station is not a station where Finnair normally operates to, agreements are in place as to which company will handle the flight should it become imminent to divert there. It is essential that OCC is familiar with these agreements and have up to date contacts so that the station of diversion can be reached, and information obtained without delay. Information of a flight diversion shall be given to persons meeting the flight at the intended destination, and intermediate information as to a possible new estimated time of arrival shall be given as soon as it becomes known.

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8.6 Reservation Disruptions

8.6.1 Reservation and Ticketing Errors

8.6.1.1 The Airline's Obligations

The airline's obligations toward its passengers are determined based on the flight ticket. The marking on the passenger's ticket obliges in the first place the airline, which has issued the ticket (has done the marking) and then the carrier airline to take care of the passenger, irrespective of who has caused the mistake.

The entry on the passenger's ticket may differ from the reservation made in the reservation system, or the reservation is not registered in the system at all or the passenger is not informed correctly. The booking error can occur from the wrong reservation or due to a break in the information system, or from the change of the aircraft or when new timetables are published. Booking errors occur especially at the times of reduced traffic and on public holidays.

Excluding bilateral agreements between airlines and joint businesses, the main principle is that the marketing carrier takes care of all disruptions to flight tickets 48 hours or before the departure of the flight and the operating carrier handles disruptions within 48 hours prior to the departure.

8.6.1.2 Customer Service

When the booking error has occurred, it is essential to win back passenger's confidence by efficient and cordial actions. The situation must be handled immediately taking care of the passenger's needs with responsibility, without blaming the others for the incident. Finnair can't do everything for all tickets and it is good to turn to your ticketing help desk for further knowledge. For **one**world carriers' tickets, the best place to reach out is the **one**world help desk phone lines which can be reached out through the ticketing help desk. Always remember to make clear remarks in the reservation for future reference needs.

8.6.1.3 Follow-up

The reasons for the problem have to be solved and the responsible party must be informed about the incident. The costs from the booking error has to be charged, if the error is not caused by Finnair.

8.6.2 Overbookings

All passengers with confirmed reservation can be regarded as overbooked and they are treated equally by the airline irrespective of which airline's documents are used, who has booked the reservations or issued the tickets. Only when there is a definite reason to suspect the passenger for fraudulent action, can exceptions be made to the instructions covering overbookings and appropriate measures taken towards such passenger. Finnair has set business rules to rank passengers to differentiate customer value. The Onload Apply -list in Altéa CM and Customer List filters can be used to seeing a flight specific value order and to determine the passengers to be denied boarding when the situation demands so.

8.6.2.1 Description of Confirmed Reservation

As a principle, a passenger must hold a duly obtained flight ticket confirmed with an OK entry. The reservation must be valid for the flight and flight class in question on the day in question, and the confirmed reservation must be registered in the company's reservation data.

Passenger, who has an OK entry on the flight ticket, but the reservation is not found in the company's reservation data, will be treated as an OK customer, unless there is reason to suspect fraudulent action on the passenger's part. A passenger whose flight ticket shows open reservation for a different flight, but who has a confirmed reservation in the company's reservation data, will be treated as an OK customer.

A passenger who does not have an appropriate confirmation on the ticket and for whom there is no confirmed reservation in the reservation data, will be treated as an RQ customer.

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8.6.2.2 Appealing to OK Status

If a passenger is to appeal to his confirmed reservation in an overbooking situation, he must further meet the following requirements:

a) Passenger checks in for the flight at the right location within the given check-in time (see AY GOM ANNEX A 8.1.1)
b) Passenger's late check-in can be given as a reason for denied boarding only when it can be definitely proved
c) Passenger observes all rules, regulations and instructions of the airline for acceptance on board
d) Passenger holds all necessary travel documents
e) Passenger submits to security check and observes authority regulations
f) Passenger's behaviour or condition of health does not give the airline cause to deny boarding on the grounds of its general conditions of carriage
g) There are no other circumstances entitling the airline to deny boarding by virtue of its conditions of carriage or existing law

8.6.2.3 Conditions Overruling an Overbooking Situation

It is not a question of overbooking when an OK passenger is denied carriage on a flight for any of the following reasons:

a) Authorities have requested seats for their own use on the flight
b) Unusually low weight limits have to be used due to factors beyond control of the airline (e.g. unexpected shortening of available runway by order of the authorities)

In such situations the instructions concerning customer service in case of flight cancellation shall apply, see AY GOM ANNEX A 8.4.

8.6.2.4 Advance Measures to Settle Overbookings

Customer Solution Management starts following overbooking figures 14 days prior to the departure day. If the overbooking situation is considered as difficult to be handled at the airport taking into consideration various aspects, Customer Solution Management can start a volunteer search process, where selected passengers from the flight will be sent passenger communications to inform the situation and to look for volunteers willing to change their travel plans. Those passengers who volunteer, will be asked to contact the customer service by phone and they will be compensated and given new passenger solutions authorized by Customer Solution Management. All airports have the duty to handle overbooking situations, but Customer Solution Management goal is to minimize the overbooking figures so that the impact to passenger service at the airport is at its minimum.

Volunteers should be always tried to be found before the airline needs to deny boarding of passengers. In general, all denied boarding scenarios should be made at the departure gate but sometimes there is a need to deny boarding already in advance. Customer Solution Management can be consulted for in advance denied boarding cases if questions should arise.

More information on overbooking volunteer search can be found case by case in Partner Hub short-term news feed and through Partner Hub's Disruption Instructions pages.

8.6.2.5 Reservation Follow-up

To keep overbooking situations under control, flights shall be surveyed carefully and detect overbookings to be settled already before passengers arrive at the airport. When overbooking is to be expected for a flight, the alternative routings shall be investigated together with Finnair Customer Solution Management and whenever possible advance rerouting plans shall be made. Customer Solution Management updates the Voluntary Denied Boarding information daily to Altéa CM flight page and solutions and compensations are to be set there. Customer Solution Management will assist as help desk regarding overbooking situations.

8.6.2.6 Non-revenue and Discount Passengers with Reservation

If there are non-revenue or discount passengers who have used their right to reserve a seat, such passenger shall be transferred to another flight or flight class (note exceptions listed in AY GOM ANNEX A 3.1 / Customer Priority List and 3.2 / Customer Ranking List for Regrade). In case of transfer crew bound for flight assignment, the urgency of its flight must be investigated. The purpose and urgency of the trip shall be checked also for other non-revenue passengers travelling on company business before transfer to another flight. In case of a returning transfer crew OCC, Crew Control and Finnair Customer Solution Management shall be consulted of the possible consequences of a transfer to another flight and make the decision accordingly.

8.6.2.7 Transit RQ / WL Passengers

If the station of departure accepts for carriage a passenger who does not hold a confirmed reservation for the entire flight, it is important to inform the passenger that he may have to give up his seat at a transfer station in case the flight becomes full. Accurate information of such RQ/WL passenger shall be given to all transfer stations.

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8.6.2.8 Asking for Volunteers

According to EC regulation 261/2004 Finnair must always try to find passengers who are willing to give up their seats voluntarily. This is done through all check-in channels already before passenger arrives at the airport. Finnair Customer Solution Management may contact the passenger by SMS when looking for the volunteers. At the check-in or latest at the gate passenger shall be asked to volunteer and Finnair Voluntary Notice leaflet shall be used to support the process. For more detailed process to call for volunteers see AY GOM ANNEX A 8.1.5. See also AY GOM ANNEX A 8.6.2.4 about advance measure to solve overbooking.

8.6.2.9 Boarding Priority

When a flight is overbooked, the passengers will be allowed to board in accordance with the priority list in AY GOM ANNEX A 3. All passengers entitled to the compensation who are affected by the overbooking must be given a copy of Finnair Notice on Passenger Rights. For details on compensation see AY GOM ANNEX A 8.1.5 and 9.

8.6.2.10 Overbooking of Part Charter Quotas

If it can be clearly proved that a travel agent has sold seats which are not included in its quota confirmed by the airline, Finnair will undertake the arrangements for the carriage of passengers who have been denied boarding for this reason in accordance with the instructions regarding overbookings. The arrangements shall be made as far as possible in co-operation with the travel agent involved and all additional costs incurred shall be charged from the travel agent responsible.

8.6.2.11 Leisure Flights

A travel agent that has exceeded its seat quota shall be responsible for arrangements in case of the overbooking of a leisure flight. Finnair may execute the arrangements at the airport on the travel agent's request but all costs incurred from the situation shall be recharged from the travel agent.

8.6.2.12 Overbooking of Travel Class

If the travel class is overbooked, but the total number of seats is not exceeded, passengers shall be transferred to a higher or lower class of service when necessary. The business rules and parameters have been set to the Onload Apply function in Finnair DCS-system, Altéa CM, for sorting the correct ranking order at the gate. Sorting the order can be done also by using the customer list in Altéa CM and sorting it by PCV Sort by ranked order with the appropriate value. If you have urgent questions regarding whom to deny boarding, upgrade or downgrade, contact first your supervisor for local guidance and as a secondary option, contact Customer Solution Management.

a) Transfer to Higher Class of Service (Upgrading)
   When transfer to a higher class has to be made, it is not necessary to transfer the very passenger who has been subjected to the overbooking. Finnair DCS-system regrade business rules determine whom to upgrade. The transfer does not involve extra cost to the passenger nor is passenger entitled to any compensation. See AY GOM ANNEX A 3.3.
b) Transfer to Lower Class of Service (Downgrading)
   If a passenger has to be transferred to a lower class of service, airport personnel shall check if there are non-revenue or discount passengers with reservations (note exceptions listed in AY GOM ANNEX A 3.2 / Customer Ranking List for Regrade). If there are no non-revenue or discount passengers, the transferred passenger shall be compensated according to EC regulation 261/2004. See AY GOM ANNEX A 3.2, 8.1.8 and 9. For more information about downgrading, look for instructions in Partner Hub.

8.6.2.13 Use of Vacant Crew Seats or Crew Rest Seats

See AY GOM ANNEX A 7.12.2.

8.6.2.14 Information in Overbooking Situations

a) Information to Passengers
   Passengers who have been denied boarding involuntarily must be informed of the situation truthfully and with special care and tact and by given a copy of Finnair Notice on Passenger Rights. An apology on behalf of the company must always be extended regardless of who is responsible for the overbooking.
b) Information and Reporting
   All arrangements must be reported to all parties concerned. Information shall be reported in LIP-report (Local Irregularity Procedure). All passenger data shall be handled in a secure way to ensure compliance with data protection regulations.
   All costs of denied boarding compensation and arrangements made in consequence of an overbooking must be reported accurately and without delay in the Local Irregularity Procedure (LIP form). Insert in the Flight Performance Report (FPR) information that LIP has been completed and sent to relevant parties addressed in LIP.

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8.6.2.15 Financial Compensations

Denied boarding compensation shall be paid in accordance with AY GOM ANNEX A 8.1.5. The compensation shall be settled in addition to other above services.

Disruption customer care vouchers may be given to customers, who have been denied boarding whenever that is a reasonable and doable decision. Sometimes the new routing option departs already so soon that it is not applicable to offer additional customer care to the customer. Continuing ones journey is always prioritized.

8.6.2.16 Refunds

When a passenger wants refund for his flight ticket see AY GOM ANNEX A 8.1.

8.6.2.17 Substitute Transportation Due to Overbooking or Reservations Error

Passengers are rerouted on first available connection to the destination. Stations shall have ready negotiated alternative connections with Finnair Customer Solution Management. Depending on the situation, advance rerouting by Finnair Customer Solution Management is to be considered, booking passengers on to an earlier flight, without having to wait the departure of the actual overbooked flight. The case should always be settled in a manner satisfactory to the passenger but still observing costs as far as possible.

If it is clearly shown that the overbooking has been caused by an outside agent or airline, all costs involved shall be recharged from the responsible party by writing the appropriate invoicing order on the invoices and receipts. Last minute bookings by another airline due to their disruption (within 24 hrs) causing a flight overbooking is under IATA 735d regulation a situation where Finnair bears no costs. If another carrier overbooks a Finnair flight within 24 hours before the departure, the passengers can be sent back to the carrier who has rebooked the customers on the overbooked Finnair flight. Other carriers should always check the actual booking figures of a Finnair flight before routing passengers to us. See AY GOM ANNEX A 8.1.5.

8.6.2.18 Substitute Transportation

a) Domestic Scheduled Flights
   If no suitable alternative can be found for a passenger who has been denied boarding on a domestic flight because of an overbooking, replacing ground transportation shall be arranged. In most cases the use of taxi is justified.

b) International Scheduled Flights
   In most cases it is advisable to accommodate the passengers and establish a new flight connection on the next day. If travelling by a ferry passenger shall be offered a taxi to the harbour and a cabin onboard. If the costs can't be billed by Finnair representative at the local airport, passenger can apply for reimbursement of reasonable costs based on receipts through Finnair customer service feedback form at www.finnair.com/feedback.

c) Leisure Flights
   The decisions should be agreed upon between the passenger and travel agent that has chartered the flight or part of the flight. Alternatively, the passenger may be offered a leisure flight to a new leisure destination.

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9 Customer Relations, Claims and Compensations

9.1 Customer Relations and Feedback

The Customer Relations and Feedback, subordinated to the Commercial & Customer Experience Division (CCX).

The field of customer relations includes any feedback from customers in relation to services offered by Finnair: compliments, complaints, feedback, suggestions and claims. The feedback is received in the form of letters, e-mails, via web, social media and internal stake holders.

Customer Relations and Feedback office main focus

a) Customer Relations issues (listen, act and restore customer satisfaction)
b) Customer feedback handling, handling support and responding to third party (legal, authority and consumer board clarifications)
c) Customer feedback operational process and system development, quality definition and monitoring. Use of customer feedback (reporting, service improvement)
d) Claim prevention (proactive compensations and service recovery)

9.1.1 Feedback from Customer and Reports from Stations to the Customer Relations

9.1.1.1 Customer

We ask customers to keep all the original documents available related to the trip. In case customer wants to give feedback, we kindly forward customer to send feedback/claim online to ensure all data and customer information is being transmitted correctly and safely per GDPR requirements.

The contact form can be found at www.finnair.com/feedback.

Postal address Customer Relations, SL, 01053 FINNAIR, Finland

9.1.1.2 Stations (For Internal Use, not for Customers)

In order to provide fast and proper customer service when handling feedback, Customer relations needs to have access to reports made of the incidents at stations: flight disruptions are reported via relevant LIP and e.g. denied boardings due to travel documents are to be reported via Partner hub > Airports > denied boarding report including the exact reason for inadequate documents. FPR and PNR are important data source when investigating customer feedback.

Whenever there is need for you to send background information about an incident you except may cause customer to contact us, send your report via e-mail to uk.cr@finnair.com and include the following info in your report: PNR and name of the customer.

In exceptional cases you may send feedback to uk.cr@finnair.com on behalf of customer. In such case include in the report PNR, customer name, e-mail address or phone number, bank account info and amount of compensation if something has been agreed with customer.

9.2 Liability Limitations

Finnair liability is based on:

a) the Montreal Convention 1999, ratified by the European Community June 28, 2004
b) EC Regulation 261/2004, Air passengers´ rights
c) Finnair´s General Conditions of Carriage for Passengers and Baggage
d) IATA recommendations
e) Company policy

The Montreal Liability Limits – document (Finnair – Notice of Liability Limitations) must be available to the customers upon their request.

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9.3 Compensations

General compensation policy is to offer compensation in the form of Finnair Gift card. With the gift card customer can pay Finnair flight tickets. In EU standard compensation cases customer has the option to change the received gift card compensation into cash (bank transfer). As the gift card compensation is always +50% higher than cash compensation, when customer changes the gift card compensation into cash, the paid sum is lower accordingly. For those customers having a frequent flyer status, compensation may be paid in most cases also in Avios. Finnair DCS (Altéa CM) shows available options for compensation in each case either in gift card and/or Avios. Changing the compensation into cash can be done in a web portal and customers get link to the portal when receiving the gift card via email.

9.3.1 Denied Boarding Compensation (DBC)

See AY GOM ANNEX A 8.1.5.

9.3.2 Downgrading Compensation

See AY GOM ANNEX A 8.1.7.

9.3.3 Cabin Compensations

Cabin crew is able to compensate some service failures on board via SkyGuest application. Customer can choose between the preferred compensation, Avios or gift card. if customer is not happy with the offered compensation, crew will report via SkyGuest to Customer relations, where the case will be taken into handling and customer contacted for compensation.

9.3.4 Injuries to Person

9.3.4.1 Limitations of Liability

The airline's liability for injuries to persons in air transportation is limited by national laws, which are based on international agreements. Information on the applicable limitations of liability is available e.g. in a printed notice available upon request at Finnair check-in and on www.finnair.com.

The airline's liability covers the actual air carriage including embarkation and disembarkation. The airline is not liable for accidents in airport terminal buildings or customer buses. But airline is responsible for tarmac area between the aircraft to/from the terminal building. In case customer falls on tarmac e.g. due to slipper/icy ground, GH agent needs to inform Ground Service Delivery Manager immediately so that an official 'Initial notice' can be sent within 30 days for the airport operator to investigate the condition of the tarmac during the incident and whether it was properly maintained. This is very important process in order to define the liability limits between the airline and the airport operator.

9.3.4.2 Handling of Claims

Claims for injuries to persons are handled by Customer Relations.

In case of an injury to a customer the supervisor or duty manager on shift is responsible for forwarding to Customer Relations an accurate report of the incident, including written reports of eye witnesses and pictures of the facilities where the incident occurred.

9.3.4.3 Private Insurance

It is most recommended that customers purchase individual travel insurance from an insurance company. Such insurance covers all stages of the journey – not only the flight – and it is not affected by any limitation of the carrier's liability. The compensations are paid in accordance with the terms of insurance. Note, however, that simultaneous compensation for actual costs cannot be obtained.

10 Ordering of Finnair Ground Handling Material

All instructions and information regarding ordering of Finnair ground handling material such as forms, bag tags, boarding passes and UM handling material etc. are available in Finnair Partner Hub.

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11 Personal Data Privacy

”The EU General Data Protection Regulation (”GDPR”) comes into effect on May 25, 2018. It applies to all processing of personal data, be it customer data or data about our employees. The GDPR has an impact on Finnair ways of working and information systems, putting more emphasis on the rights of the data subjects and the duties of Finnair as a controller of personal data. It is important to manage also the relationships with our partners according to the requirements of the GDPR.

Finnair’s privacy governance and the way we handle personal data is laid down in the Finnair Privacy Policy, and described further in lower level instructions and process descriptions. It is the duty of everyone at Finnair to follow the rules in this documentation, to be careful when handling personal data, and to report any doings that go against our common rules. If a personal data breach should occur, Finnair may have to inform the supervisory authorities within 72 hours. Partners and subcontractors of Finnair are obliged to follow the data protection requirements stated in the contract between the parties. Employees of our partners and subcontractors are expected to follow the same policies as Finnair employees.

We at Finnair put great emphasis on data security and privacy in everything we do, and want to be transparent about our practices. Regular training is given to ensure that our people have the needed awareness and know-how to act lawfully and according to good practice.”

11.1 Personal Data Privacy in Ground Operations

Always ensure personal data privacy in all airport processes. Special attention must be followed when handling customer data in printed material. This includes but is not limited to for example customer lists, boarding passes and bag tags. All printed documents including personal data of customers, such as customer name, PNR booking reference, ticket number or tag number must be destroyed.

Visibilty to systems, for example to computer monitor at the gate, must be secured by using a data privacy screen or by ensuring in other means that data is only visible to relevant personnel. When vacating the computer terminal, system must always be locked and passwords kept secured. When paging customers, only surname and flight related data can be used.

When making reports which include personal data, only Finnair approved systems can be used. If making reports via e-mail, only securemail is allowed. For further instructions, contact your supervisor or questions can be also sent to privacy@finnair.com.

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ANNEX B Baggage

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1 Carry-on Baggage

1.1 Finnair Carry-on Baggage Allowance

(As an additional information for AY GOM 1.1.6.2)

Table 78. Carry-on Baggage Allowance

Ticket Type	Maximum quantity and dimensions of carry-on baggage	Carry-on baggage weight limit
Business	One piece of carry-on baggage, maximum external dimensions 55 X 40 X 23 cm (22 X 16 X 9 in). One small bag(*), maximum external dimensions 40 X 30 X 15 cm (16 X 12 X 6 in).	Combined weight not exceeding 12 kg / 26,5 lb.
Premium Economy and Economy	One piece of carry-on baggage, maximum external dimensions 55 X 40 X 23 cm (22 X 16 X 9 in). One small bag(*), maximum external dimensions 40 X 30 X 15 cm (16 X 12 X 6 in).	Combined weight not exceeding 8 kg / 17,5 lb.
Economy Superlight	One small bag, maximum external dimensions 40 X 30 X 15cm (to be placed under the seat). Note 1: Silver, Gold and Platinum (or equivalent **one**world tiers) can have one carry-on 55 X 40 X 23cm when traveling with Superlight ticket. Note 2: Economy Superlight ticket holders can purchase one carry-on 55 X 40 X 23cm as travel extra.	Weight (or combined weight) not exceeding 8 kg / 17,5 lb.
Infants with no seat reservation – all ticket types	No carry-on allowance. Foldable pushchair and safety seat is accepted. Dimensions of foldable pushchair and safety seat shall not exceed 55 X 40 X 23 cm (22 X 16 X 9 in).	No carry-on allowance. Combined weight of foldable pushchair and safety seat shall not exceed carry-on weight allowance of parent ticket type.

* Small bag such as small handbag / laptop bag / backpack which passenger shall place under the seat in front of the passenger.

1.1.1 Qantas Wet-Lease operations – Carry-on baggage allowance

[Ref OM-A 8.2.2.8.1]

For Qantas Wet-Lease out operations AY GOM Table 78. Carry-on Baggage Allowance shall be followed, with the following exceptions.

a) The maximum quantity of carry-on baggage per passenger seated in business class or premium economy class is one or two pieces depending on the size of the bag as described below.
   The maximum allowed external dimensions and weight of carry-on baggage:
   - 1 piece, 56 X 36 X 23 cm, total weight 10 kg, or
   - 2 pieces, 48 X 34 X 23 cm each, total weight 14kg, max weight per item 10 kg, or
   - 2 pieces, one 48 X 34 X 23 cm and one non-rigid garment bag 60 X 11 X 114 cm, max total weight 14 kg, max weight per item 10 kg

b) The maximum quantity of carry-on baggage per passenger seated in economy class is one piece.
   The maximum allowed external dimensions and weight of carry-on baggage:
   - 1 piece, 56 X 36 X 23 cm, total weight 7 kg, or
   - 1 non-rigid garment bag 60 X 11 X 114 cm, total weight 7 kg

In addition to a) and b) passenger is allowed to have one small bag with maximum external dimensions 40 X 30 X 15 cm (16 X 12 X 6 in). The combined weight of carry-on baggage and small bag shall not exceed the weights in a) or b). Passenger shall place the small bag under the seat in front of the passenger.

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1.1.2 Restrictions on Liquids in Carry-on Baggage

Restrictions on liquids are country specific and thus, they need to be checked from local authorities.

Medication, baby food, special dietary items (in liquid, aerosol or gel format) may normally be carried in addition to the 1litre plastic bag. These items shall be packed separately and only in amounts sufficient for the complete journey. Doctors' prescriptions must accompany any medication and special dietary items. In some countries baby food may have to be sampled in front of the security screening personnel. All medication, baby food and special dietary items shall be presented separately at the security screening points.

ICAO has released security control guidelines for screening of liquids, gels and aerosols. ICAO member states are recommended to implement the guidelines by 1 March 2007; therefore security restrictions on liquids in carry-on baggage shall be followed locally.

1.2 CBBG

(As additional information for AY GOM 1.1.6.12 a))

At the time of reserving a CBBG-seat only published fares without discount can be used. Passenger travelling with a CBBG is allowed 1 extra piece on AY-flights. This extra piece is added for passenger already when issuing the ticket. Due to safety reasons passenger with CBBG needs ASR-seating according to the above criteria and this ASR seating is done always free of charge.

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2 Checked Baggage

2.1 Maximum Weight, Size and Number of Checked Baggage

(As additional information for AY GOM 1.1.6.7)

The maximum checked single baggage weight for baggage on Finnair flights is 32 kg. Finnair will not accept single baggage exceeding this limit. Passengers arriving at the airport with baggage weighing over 32 kg shall be advised to repack or redistribute the weight into other baggage. This policy is in conjunction with most **one**world carriers and with some countries airport safety authority mandates.

The maximum size per single piece of checked baggage on Finnair flights is 190cm x 75cm x 65cm (75in x 29.5in x 25.5in). Any items larger than this will require separate shipping as cargo unless special arrangements agreed and approved by Finnair.

The maximum number of checked baggage is 10 PCS per passenger, 8 PCS can be bought from Finnair's digital channels.

Special baggage (sporting equipment, musical instruments, pets, wheelchairs, toolboxes etc.) may be transported even if it exceeds the single piece weight limit provided that prior approval is obtained from Finnair. Special baggage should be notified of already at the time of reservation, but passengers arriving at the airport without the pre-notification of mobility aids exceeding the maximum weight allowance per piece are also entitled to transport goods exceeding the weight limit if loading and aircraft hold permit the ad hoc acceptance of the item.

2.2 Checked Baggage Allowance

(As additional information for AY GOM 1.1.6.7)

Checked baggage allowance varies depending on the class of travel and ticket type. **The number of items allowed free of charge is marked on the ticket.** If booking includes flights on an airline other than Finnair, baggage allowance may differ from the Finnair allowances shown. Finnair applies IATA Reso 302 which determines the airline whose carrier´s baggage rules and excess charges apply for any given itinerary.

Standard piece of baggage:

a) **Size of a standard bag**: 90cm x 75cm x 45cm (35in x 30in x 18in) (expect for certain special baggage).
b) **Weight of a standard bag**: Each item has a free maximum weight of 23 kg. If the item exceeds 23 kg and weighs up to a maximum of 32 kg, an excess baggage charge may apply.

In case one piece weighs 24–32 kg or exceeds the allowed size limits passenger pays a Heavy Bag Charge (HBC) and/or oversized bag charge (see exceptions in AY GOM 1.1.6.5 and ANNEX B 2.3). For excess baggage flat rates see AY GOM ANNEX B 3.1.

Latest Checked baggage allowance can be checked at Finnair web site at Checked baggage.

Safety seat for the child and infant may be accommodated in cabin if size and safety regulations are met. Safety seats are allowed for infants and children up to 7 years old and car seat must comply with EASA recommendations and have an accepted certification for aircraft use.

Baggage allowance for oneworld **top tier members**

oneworld Emerald and Sapphire members may have 1 additional piece of checked baggage to the ticket allowance free of charge on Finnair, Norra and **one**world operated flights.

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2.2.1 IATA Resolution 302

IATA's Reso 302 is an industry standard solution which determinates whose baggage rules and excess charges will apply for any given itinerary.

There will be a global database of all interline baggage allowances and charges, and the system will automatically determinate whose rules apply.

As of April 1st 2015 according to Reso 302 MSMC (= Most Significant Marketing Carrier) defines whose baggage rules and excess charges apply for the journey. MSMC is always defined for the whole checked-in portion of the journey. Baggage allowance on the outbound flights might be different than on the inbound flights.

Finnair DCS-system Altéa CM reads the allowance in the ticket and that allowance shall be honored at the time of check-in. Until Finnair DCS system supports the collection of excess charges per the MSMC through automation, the excess baggage fees of Finnair shall be used at check-in.

2.2.2 How to Define MSMC

MSMC is the marketing carrier who first:

a) Crosses the area, e.g. HEL (AY) HKG (CX) SYD = AY allowance
b) Crosses the subarea e.g. HEL (AY) BUD (RJ) AMM = RJ allowance
c) Crosses an international border e.g. HEL (AY) LON (BA) EDI = AY allowance
d) First domestic operating carrier e.g. POR (BE) HEL (AY) IVL (AY) HEL (BE) POR = outbound BE allowance, inbound AY allowance

Exception:

e) USA journeys to/from/via USA -> MSMC = marketing carrier defines the baggage allowance for the whole journey.

2.3 Pooling of Baggage

(As additional information for AY GOM 1.1.6.5)

Family: Baggage allowance of a family may not be pooled. To ease the check-in process it is still allowed to use the baggage allowance in one ticket to the maximum in case where a family checks in baggage together.

a) family checks in 2 bags and head of the family has 2 PC allowance. Both bags may be checked to the head of the family. This is within the allowance customer has in his ticket.
b) family checks in 2 bags and head of the family has 1 PC allowance and is Gold/Sapphire customer. Both bags may be checked to the head of the family. This is within the allowance customer is entitled to as all Finnair and oneworld Top Tier members get one extra bag free of charge on Finnair flights.
c) family checks in 2 bags and each member of the family have 1 PC allowance and no extra bag benefits. Inserting 2 bags to the head of the family would cause system to prompt excess charge as the allowance in one ticket exceeds. Bags have to be added to each member of the family separately to stay within the ticketed allowances. In case there are bags in excess to the allowances in the tickets of a family, normal excess bag fees apply

Non-family group: Due to security reasons, pooling of baggage of a non-family group is not allowed. Every member of a non-family group shall be given an individual baggage claim receipt with customer's name information and they must identify their own baggage at the time of check-in.

In cases customer is in transit and baggage has been pooled by another carrier to the head of the pool, it may be waived as long as all baggage is within total allowance. If the amount of baggage exceeds the total allowance, excess payment needs to be collected. If no iEMD is in the customer record, customer needs to have an excess coupon for AY segment and if not having one, excess fee needs to be charged. Exception to this rule is if customer is midroute of a oneworld itinerary where per by agreement oneworld customer shall not be charged if the originating carrier has failed to collect the excess fee.

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3 Excess Baggage

(As additional information for AY GOM 1.1.6.8)

Finnair Commercial Division and Customer Service Division may grant exceptions concerning the excess baggage charge collection. This exception shall always be noted in the PNR by using BAGW element or: SR CKIN AY FOC 1PC AUTH HELDS 01SEP10. If there is no such or similar notification/authorization in the PNR, normal excess charges apply

Excess baggage charge collection on Finnair scheduled flights

The excess baggage charges shall be collected whenever the weight of one piece or the number of pieces exceeds the baggage allowance marked in the ticket.

When a customer has excess baggage, the following procedure shall be performed at all stations except in HEL. Check-in personnel shall inform the customer about Finnair excess baggage policy. Baggage may be tagged, but the customer will not receive a boarding pass and baggage is not accepted for transportation before the customer has paid the excess baggage charge. If the payment cannot be made at the check-in counter, depending on the local facilities and procedures baggage shall be left at the check-in area or be taken with the customer while making the payment. After ensuring that the excess weight charge is paid, check-in personnel may give the boarding pass for the customer and accept the baggage for transportation. More detailed local excess baggage charge collection instructions are to be agreed locally.

3.1 Excess Baggage Flat Rates

Latest pricing for Finnair flights can be checked from Finnair web site at Extra baggage fees.

There are flat rates for certain special baggage. See AY GOM ANNEX C Dangerous Goods and Special Loads.

3.2 Heavy Bag Charge (HBC) and Oversized Bag Charge

In case one baggage piece weighs 24-32 kg and/or exceeds the total dimensions of standard bag customer pays a Heavy Bag Charge (HBC) and/or oversized bag charge. Pricing can be found from Finnair web site at Extra baggage fees.

Heavy bag and oversized bag charges are cumulative thus an item which is heavy and oversized is charged both charges.

Any item heavier than 32 kg or larger than maximum dimensions of 190x75x65cm should be shipped as cargo. Exceptions to these limits can be made

- for special baggage (e.g., wheelchairs, sporting equipment, musical instruments, animals)
- case by case (prior acceptance is always needed from Finnair)

In case no fixed rate applies, a double HBC is collected for carriage of the special baggage in excess of the above measures.

3.3 Excess Baggage Shipped as Cargo

It is possible to ship baggage which size or weight excess baggage allowance as cargo. In such case, passenger needs to contact a Freight Forwarding company.

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4 Baggage Irregularities

(As additional information for AY GOM 2.9)

4.1 Lost and Found

Unchecked items found on board a Finnair aircraft or found at Finnair check-in, Finnair flight´s departure or arrival gate, arrival service counter or lounge are handled as follows:

The flight crew hands the items found onboard to the cleaning company (which delivers items to the Excess Baggage Company) or leaves the items for ground operations staff pick-up as locally instructed.

When an unchecked item is found onboard a Finnair aircraft, local policy applies. If the item is given to the Finnair representative at the station concerned, such items are security screened and only then forwarded back to on the next possible flight, latest in five days. Arrival service forwards also the items found at other stations in Finland to Excess Baggage Company.

All valuable items such as cash, passports, driver´s licenses, bank and credit cards and other official documents are forwarded to Excess Baggage Company as locally instructed. Duty free items from non-EU flights must be delivered to customs as locally instructed.

Finnair is not responsible for security removed items such as power banks which are removed by airport authorities. This is not part of the lost and found process.

Passengers are instructed to make the enquiries at the following:

Excess Baggage Company

Location:	Helsinki Airport, Arrivals hall, 1st floor Lentoasemantie 1 01531 Vantaa
Tel:	+358 9 8171 1968
E-mail:	helsinki@excess-baggage.com
Website:	www.excess-baggage.com

For forwarding items via Arrival Service:

HELLLAY

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4.2 Baggage Claims Process

This instruction has been created, to assist in processing baggage claims. If the answer to the baggage problem concerned cannot be found in this guide, then Baggage Claims at Customer Relations should be contacted.

a) Finnair liability is based on:
   1. the Warsaw Convention 1929 as amended at 1955
   2. the Montreal Convention of 28 May 1999, ratified by the European Community June 28, 2004
   3. EC Regulation 889/2002 articles 6.1 and 6.2
   4. Finnair´s General Conditions of Carriage for Passengers and Baggage
   5. IATA Resolution 780e Articles 4 and 5 (Mishandled Baggage/Baggage Claims/Proration)
   6. Company policy
   7. Depending on the passenger´s itinerary, liability of the airlines involved in the passenger´s journey may alternatively be governed by the Montreal Convention or the Warsaw Convention. In general the settlement of Finnair baggage claims follows the policy of the Montreal Convention as regulated by the EC Regulation, as Finnair is an EU community carrier. As a result, the Montreal Convention liability limits apply on Finnair flights.
   8. Under international convention, the final carrier is responsible for the tracing and where necessary for the payment of the claim. Some or all the costs may be recharged to the carrier that caused the mishandling; damage or loss.
   9. The passenger has the right to claim from any carrier participating in the journey.
   10. All claims are subject to proof of value.

b) Passenger should keep the original documents for the claims processing, such as:
   1. property irregularity report PIR
   2. ticket / boarding passes
   3. baggage receipts
   4. purchase receipts
   5. expert´s report on value of damaged/lost property

4.2.1 How and When to Contact Baggage Claims

Table 79. External Contacts

External Contacts:	
Internet	www.finnair.com/feedback
Address (Finland + other countries)	Finnair Plc, Customer Relations, SL, 01053 FINNAIR, Finland

Table 80. Internal Contacts

ONLY Internal Contacts:	
Address	Baggage claims SL
e-mail	cr.fya@finnair.com
SITA	HELSLAY

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4.2.2 Baggage Delayed

Table 81. Delayed Baggage

Raise Delayed Baggage Report in WorldTracer		Non-Finnair Plus member, Finnair Plus Basic, Junior or Silver (Travel class not business)	Non-Finnair Plus member, Finnair Plus Basic, Junior or Silver (Travel class business)	Finnair Plus Gold (Any travel class)	Finnair Plus Platinum or Platinum Lumo (Any travel class)
Step 1	Use Altéa CM compensation tool if available. Otherwise advice to contact Customer Relations (See AY GOM ANNEX B 4.2.1).	75 € / Gift card 6 500 / Avios Cash value if customer changes Gift card in self-service web portal 50 € / Bank Transfer	120 € / Gift card 10 000 / Avios Cash value if customer changes Gift card in self-service web portal 80 € / Bank Transfer	173 € / Gift card 15 500 / Avios Cash value if customer changes Gift card in self-service web portal 115 € / Bank Transfer	255 € / Gift card 23 500 / Avios Cash value if customer changes Gift card in self-service web portal 170 € / Bank Transfer
NOTE	Passenger is entitled to above fixed compensation amounts up to 3 days if baggage not delivered. However, compensation is paid without receipts only for the first day. For the next day costs passenger needs to provide receipts for the purchases. Advice passenger to contact Customer Relations for claims of higher amounts.				
Step 2	Advise passenger to complete lost baggage questionnaire after 72 hours (Online Baggage Tracing Form)				
According to Montreal Convention passenger can be entitled for max 1519 SDR (1900€) compensations not depending on travel class.					

Table 82. Delayed Baggage – Considerations to be Given to Passengers with Special Needs

CONSIDERATION TO BE GIVEN TO PASSENGERS WITH SPECIAL NEEDS	
Infants/Children	offer to lend or hire baby buggy/pram replace baby needs sufficient supplies for 3 days
Passengers who are disabled, attending a wedding or funeral, joining a cruise	Ex-gratia payment should be made considering impact of: loss/temporary loss moral obligation media impact
Passengers travelling on specialised equipment e.g. golf clubs, photographic equipment, ski gear, exhibition materials, medical instruments, tools	Offer to pay for hire of specialised equipment. Costs shall not exceed limits of liability.
Returning resident	Returning residents should not need compensation as they are returning home.

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4.2.3 Baggage Damaged

Provide customer online service link: www.finnair.com/bag where they can create damaged baggage report. Damaged baggage report can be created also on arrival.

Finnair has a baggage replacement contracts with different suppliers, follow the instructions of your station.

Remember that baggage is designed to protect its contents. In the course of mechanical handling in air traffic, the baggage may show evidence of wear and tear. Finnair assumes no liability for damages that do not affect usability of the baggage. Wheels, locks and handles are normally repairable and in these cases bag replacement is not needed. Instead of replacement, the local repair agreements and procedures shall be used.

4.2.4 Contents Damaged or Pilferage

Provide customer online service link: www.finnair.com/bag where they can create damaged baggage report. Damaged baggage report can be created also on arrival.

Guide customer to contact insurance company or www.finnair.com/feedback.

Remember as per Finnair conditions of Carriage, article 15.1.2 (f), Finnair does not accept liability for valuable, fragile or perishable items packed in checked baggage

4.2.5 Fragile, Valuable or Perishable Items Damaged

Provide customer online service link: www.finnair.com/bag where they can create damaged baggage report. Damaged baggage report can be created also on arrival.

Advise customer that we are not liable for Fragile, Valuable or Perishable items in checked baggage as per Conditions of Carriage, article 15.1.2 (f). Advice customer to contact his/her insurance company.

4.2.6 Cabin Incidents, Carry-on Baggage

Table 83. Cabin Incidents, Carry-on Baggage

Cabin Incidents	**CR handling process**
If a bag, which is intended to be taken into cabin but removed at the gate, tagged and placed in the hold, is subsequently lost/damaged: - Create WorldTracer record	Advice to make a claim at www.finnair.com
Loss/damage in cabin: - Damage/loss caused by flight attendant, but no report made by cabin crew - Damage/loss caused by flight attendant, report made - Damage/loss caused by other passenger	Advice to make a claim at www.finnair.com
- In passengers own care - Customer left item on board	See AY GOM ANNEX B 4.1 Lost and Found

4.2.7 Security Removed Items

See AY GOM 1.1.6.2 and 1.1.6.3.

4.2.8 Station / Regions Abroad Settlement Limit

In case considering to settle a claim up to the maximum liability based on the Montreal Convention, 1519 SDRs or approximately EUR 1900, the Customer Relations will handle the case.

Special Drawing Rights (SDRs) is an international unit of account, defined by the International Monetary Fund (IMF), based upon the values of several leading currencies. The currency values of the SDRs fluctuate and are re-calculated each banking day.

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4.2.9 Special Declaration Value

Customer may declare a value for checked baggage in excess of the standard applicable liability limits. Request has to be made at the check-in desk before customer checks in his bag, and the excess value charge must be paid at the ticketing desk before the start of the journey.

Under the Montreal Convention Finnair's liability for lost, damaged or delayed baggage is limited to 1519 SDRs for checked and carry-on baggage.

4.2.9.1 The Declaration of Interest and Liability

a) Raises the limit of Finnair's liability to a higher figure of up to 2,000 SDRs.
b) Maximum valuation per passenger is 2,000 SDRs (equivalent amount will depend on the rate of exchange of the currency used).
c) Charged at a rate of 21 EUR / 25 USD per customer covers flights operated by Finnair only.
d) instructions how to collect the payment can be found in Finnair Finnair Partner Hub / Salesforce.

4.2.9.2 Limitations on the Declaration of Interest

a) Does not cover the return flight unless specifically requested at the start of the journey.
b) Is not an insurance premium. It raises the cap on the compensation payable if Finnair is legally liable for any loss, damage or delay to the passenger's baggage.
c) Does not entitle you to recover the sum declared in the event of loss, damage or delay; you can only recover for proven losses and damage.

4.3 Denied Entry of Animals

In case animal as baggage (AVIH or PETC) is abandoned at the airport or denied entry to the country upon arrival and passenger is unable to take care of the animal:

a) In general Finnair is not liable for the costs (ref. Finnair General Conditions of Carriage for Passengers and Baggage 8.9.5).
b) Finnair can indirectly cover involved mandatory costs, which shall then be charged from the passenger.
c) GHSP shall take required immediate mandatory actions, for example arranging temporary shelter and care for the animal if needed.
d) GHSP shall consult AY OCC and in co-operation decide further arrangements, which might include returning animal to the country of origin, finding permanent shelter for the animal at the country of destination or euthanasia.
e) Any involved costs shall be documented and informed with other relevant information to Finnair Customer Relations / cr.fya@finnair.com.

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ANNEX C Dangerous Goods and Special Loads

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1 Dangerous Goods

1.1 General

Dangerous goods are articles and substances, which can pose a risk to health, safety, property or to the environment and which are shown in the list of Dangerous Goods in the IATA Dangerous Goods Regulations or which are classified according to those Regulations.

The restrictions below apply to flights operated by Finnair. For trips including a flight operated by another airline, check with the airline.

Finnair has permanent approval for the transport of dangerous goods. This approval is granted by the Finnish Civil Aviation Authority and is reflected on the Air Operator Certificate. An additional approval or an exemption may be required to permit the transport of some dangerous goods (see *OM-A 9.4.3*).

It is the Company policy that Dangerous Goods are only carried in accordance with the IATA Dangerous Goods Regulations (abbreviated DGR) which contains all the requirements of

- the International Civil Aviation Organization's Technical Instructions for the Safe Transport of Dangerous Goods by Air (ICAO TI), and
- Commission Regulations (EU) No 965/2012 – "EASA-OPS"
    - Annex IV Part CAT.GEN.MPA.200 Transport of Dangerous goods;
    - Annex V Subpart G Transport of dangerous goods

Irrespective of whether the flight is wholly or partly within or wholly outside the territory of Finland those regulations are to be followed. Local legislation and requirements shall also be taken into account.

It is at Finnair's discretion to accept or refuse to transport any substance, item or shipment which is subject to Dangerous Goods Regulations. For current Finnair variations, see *OM-A 9.5.10*.

In this Sub-section references shown in brackets (DGR x.x.x.) refer to the latest effective edition of IATA Dangerous Goods Regulations. Other relevant Company Manuals referred in this section are Finnair Operations Manual (OM-A) and Finnair Cargo Handling Manual (CHM). This manual must be in compliance with OM-A in matters related to DGR but may include more specific requirements than OM-A.

In addition to the items and substances described on these pages, many articles are further restricted due to security reasons. Sharp items, such as knives, axes, or needles and blunt articles capable of causing injury (for example sticks and bats) are forbidden in the carry-on baggage. For restrictions on liquids in carry-on baggage see ANNEX B Baggage. Further information on matters pertaining to security is available on the Finavia website and on the leaflet published by the Finnish Civil Aviation Authority. For other countries, contact the local aviation authority.

Dangerous goods are divided into the following classes:

a) Class 1 Explosives
b) Class 2 Flammable, compressed, liquefied, refrigerated , dissolved and toxic gases
c) Class 3 Flammable liquids
d) Class 4 Flammable solids
e) Class 5 Oxidising substances and organic peroxides
f) Class 6 Toxic and infectious substances
g) Class 7 Radioactive materials
h) Class 8 Corrosive material
i) Class 9 Other miscellaneous dangerous substances and articles, including environmentally hazardous substances

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1.1.1 Dangerous Goods Carried by Passenger or Crew

[Ref. OM-A 9.4.5.1, DGR 2.3.0]

Dangerous Goods must not be carried by passengers or crew as or in checked baggage; as or in carry-on baggage or on their person except as noted in this section below.

a) These provisions are applicable also to the baggage transported by the operator which has been separated from its owner during transit (e.g. lost baggage or improperly routed baggage).
b) These provisions are applicable also to the Excess Baggage sent as Cargo (see Finnair Cargo Handling Manual 4.5.6.7*)*.
c) The entry in this section that most appropriately describes the item or article must be applied. For example, electronic cigarettes must meet the requirements set out in AY GOM ANNEX C 1.8 a), and not the provisions for portable electronic devices containing batteries in AY GOM ANNEX C 1.7 d).
d) An item or article that contains more than one item of dangerous goods must meet the provisions of all applicable entries. For example, an avalanche rescue backpack containing lithium batteries and gas cartridges must meet the applicable provisions of AY GOM ANNEX C 1.5 c) and 1.7 d).
e) Baggage intended to be carried in the cabin that is placed in the cargo compartment must only contain dangerous goods permitted in checked baggage. When baggage intended as carry-on is taken by Finnair or GHSP and placed into the cargo compartment for carriage, Finnair or GHSP must confirm with the passenger that any dangerous goods which are only permitted in carry-on baggage have been removed.

When the Approval of Finnair is required that may be granted by departments shown in AY GOM ANNEX C 1.12 and indication of that authorization must be made to PNR or C/I record.

Notification showing the location of goods must be made to the Pilot-in-Command by the means of note in SI field of Load Sheet:

For following items as checked baggage:

- Wheelchairs or other similar battery-powered mobility aids with any type of batteries. This applies also for a non-spillable battery removed from a mobility aid and carried in cargo compartment in a strong, rigid packaging. (see AY GOM 1.1.6.12 e) and 2.7.3)
- Small gaseous oxygen or air cylinders required for medical use (see AY GOM ANNEX C 1.5)

For following items as carry-on baggage:

- Lithium Ion battery(ies) for wheelchairs or other similar battery-powered mobility aid models, which are specifically designed to allow its batteries to be removed easily by the user, following manufacturers instructions (see AY GOM 1.1.6.12 e), 2.7.3.1, 2.7.3.2 , ANNEX C 1.3 b) and d).
- Mercurial barometer or mercurial thermometer (see AY GOM ANNEX C 1.4)
- Small gaseous oxygen or air cylinders required for medical use (see AY GOM ANNEX C 1.5)

1.1.2 Inspections to Prevent Leaking or Damaged Packages to be Loaded

[Ref. OM-A 9.6.1, DGR 9.4]

During the whole handling process ground handling service providers must ensure packages, overpacks, freight containers and ULDs are inspected for evidence of damage or leakage. Especially that includes phases when packages are loaded into a ULD or unloaded from a ULD and when they are loaded and unloaded as bulk cargo on an airplane, and when ULDs are loaded or unloaded from the aircraft.
If damages or leakages are found, procedures of AY GOM ANNEX C 1.14 must be followed.

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1.2 Forbidden Dangerous Goods

[ref. OM-A 9.4.5.2, DGR 2.3.1]

a) **Security-type Equipment** such as attaché cases, cash boxes, cash bags, etc. incorporating dangerous goods, such as lithium batteries or pyrotechnic material, are totally forbidden except for those meeting the provisions of AY GOM ANNEX C 1.3.

b) **Disabling Devices** such as mace, pepper spray etc., containing an irritant or incapacitating substance are prohibited on the person, in checked and carry-on baggage.

c) **Liquid Oxygen Devices.** Personal medical oxygen devices that ulilize liquid oxygen are prohibited on the person, in checked and carry-on baggage.

d) **Electro Shock Weapons** (e.g. Tasers) containing dangerous goods such as explosives, compressed gases, lithium batteries, etc. are forbidden in carry-on baggage or checked baggage or on the person.

e) **Lithium Battery-Powered Lighters.** Battery-powered lighters powered by a lithium ion or lithium metal battery (e.g. laser plasma lighters, tesla coil lighters, flux lighters, arc lighters and double arc lighters) without a safety cap or means of protection against unintentional activation.

f) Unless specifically permitted, **Small e-Vehicles and Propulsion Devices** powered by lithium batteries are forbidden in the carry-on or as checked baggage, even without batteries.

1. The following items are completely forbidden (note: this list is not exhaustive):
    i. solowheels
    ii. hoverboards
    iii. mini-segways
    iv. balance wheels
    v. e-scooters
    vi. underwater propulsion devices
2. The following items are permitted, if the battery is removed:
    i. devices designed to be mobility aids for PRMs
    ii. self-propelled rideable (motorized) baggage
    iii. battery-powered self-folding strollers
    iv. battery-powered electric bikes
    Note: Electric bike / e-bike is a bicycle that is equipped with an electric motor to assist with propulsion.

For all such permitted items, the battery must be removed before acceptance for check-in. All existing restrictions regarding carry-on and checked in spare batteries must be complied with, including Wh limitations. If the battery cannot be removed, the device shall not be accepted.

g) **Other forbidden dangerous goods are:**

1. **explosives**, such as firearms, flares, torches, toy guns and caps
2. **gases** (for example butane gas cylinders)
3. **cigarette lighter refills, blue flame cigar lighters**
4. **flammable liquids and solids** (for example fuels, paints, thinners, solvents, firelighters)
5. **alcoholic beverages** with an alcohol content **exceeding 70%**
6. **oxidising substances and organic peroxides** (for example bleaches)
7. **toxic and infectious substances** (for example pesticides and virus cultures)
8. **radioactive material** (for example medical isotopes)
9. **corrosive substances** (for example strong caustic cleaning fluids and car batteries containing acid or alkali)
10. **flammable liquid or gas powered vehicles or engines**.

h) **All other substances/items, which are classified as Dangerous Goods** and which are not specifically excepted from Regulations according to *DGR 2.3* (see AY GOM ANNEX C 1.3 – 1.10)

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1.3 Dangerous Goods Acceptable with the Approval of Finnair in or as Checked Baggage Only

a) **Ammunition** (cartridges for weapons, small arms.), securely packaged (in Division 1.4S, UN 0012 or UN 0014 only), in quantities not exceeding 5 kg gross weight per person for that person's own use, excluding ammunition with explosive or incendiary projectiles. Allowances for more than one passenger must not be combined into one or more packages. For more information see AY GOM ANNEX C 2.11

b) **Wheelchairs / Mobility Aids with Non-spillable Wet Batteries, Nickel-Metal Hydride Batteries or Dry Batteries**
Batteries in this category:
1. **non-spillable wet batteries** (which comply with IATA DGR Special Provision A67)
2. **nickel-metal hydride batteries** (which comply with IATA DGR Special Provision A199)
3. **dry batteries** (which comply with IATA DGR Special Provision A123) such as alkali-manganese, zinc-carbon, nickel-cadmium batteries and any other electrical battery having the potential of a dangerous evolution of heat.

For acceptance and handling see AY GOM 1.1.6.12 e), 2.7.3.1 and 2.7.3.2.1.

c) **Wheelchairs / Mobility Aids with Spillable Batteries**
For acceptance and handling see AY GOM 1.1.6.12 e), 2.7.3.1 and 2.7.3.2.2.

d) **Wheelchairs / Mobility Aids with Lithium Batteries**
For acceptance and handling see AY GOM 1.1.6.12 e), 2.7.3.1 and 2.7.3.2.3.

e) **Camping stoves and fuel containers** that have contained a flammable liquid fuel may be carried provided the fuel tank of the camping stove and/or fuel container has been completely drained of all liquid fuel and action has been taken to nullify the danger:
1. To nullify the danger, the empty fuel tank and/or container must be allowed to drain for at least 1 hour, the fuel tank and/or container must then be left uncapped for a minimum of 6 hours to allow any residual fuel to evaporate.
2. Alternative methods, such as adding cooking oil to the fuel tank and/or container to elevate the flash point of any residual liquid above the flash point of flammable liquid and then emptying the fuel tank and/or container, are equally acceptable.
3. The fuel tank, and/or container must then have the cap securely fastened and be wrapped in an absorbent material such as paper towel and placed in a polyethylene or equivalent bag. The top of the bag must then be sealed or gathered and closed with an elastic band or twine.
4. Cylinders containing gas (even empty) for camping stoves are totally forbidden.

f) **Security-Type Equipment.** Security type equipment such as attaché cases, cash boxes, cash bags, etc. incorporating dangerous goods as part of this equipment, for example lithium batteries or pyrotechnic material, may be carried as checked baggage only if the equipment complies with the following:
1. the equipment must be equipped with an effective means of preventing accidental activation;
2. if the equipment contains an explosive or pyrotechnic substance or an explosive article, this article or substance must be excluded from Class 1 by the appropriate national authority of the State of in compliance with DGR 3.1.7.1;
3. if the equipment contains lithium cells or batteries, these cells or batteries must comply with the following restrictions:
   i. for a lithium metal cell, the lithium content is not more than 1 g;
   ii. for a lithium metal battery, the aggregate lithium content is not more than 2 g;
   iii. for lithium ion cells, the Watt-hour rating is not more than 20 Wh;
   iv. for lithium ion batteries, the Watt-hour rating is not more than 100 Wh;
   v. each cell or battery is of the type proven to meet the requirements of each test in the UN Manual of Tests and Criteria, Part III, section 38.3;
4. if the equipment contains gases to expel dye or ink, only gas cartridges and receptacles, small, containing gas with a capacity not exceeding 50 ml, containing no constituents subject to DGR other than a Division 2.2 gas, are allowed. The release of gas must not cause extreme annoyance or discomfort to crew members so as to prevent the correct performance of assigned duties. In case of accidental activation all hazardous effects must be confined within the equipment and must not produce extreme noise.
5. security type equipment that is defective or that has been damaged is forbidden for transport.

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1.4 Dangerous Goods Acceptable with the Approval of Finnair in or as Carry-on Baggage Only

a) **Mercury barometer or thermometer** carried by a representative of a government weather bureau or similar official agency. The barometer or thermometer must be packed in a strong outer packaging, having a sealed inner liner or a bag of strong leak-proof and puncture-resistant material impervious to mercury, which will prevent the escape of mercury from the package irrespective of its position. The Pilot-in-Command must be informed of the barometer or thermometer.

b) **Spare Lithium Batteries**

Note: this paragraph deals only with "large" batteries exceeding 100Wh (for lithium ion) and 2 g (for lithium metal). For batteries below these limits, see AY GOM ANNEX C 1.8 b).

1. Spare lithium batteries including articles containing lithium metal or lithium ion cells or batteries, the primary purpose of which is to provide power to another device e.g. power banks, are permitted in carry-on baggage as follows:
   i. No more than 2 lithium ion batteries, including power banks with a watt-hour rating exceeding 100 Wh but not exceeding 160 Wh or 2 lithium metal batteries, with a lithium content exceeding 2 g but not exceeding 8 g. Lithium metal batteries are only permitted for portable medical electronic devices (PMED), such as automated external defibrillators (AED), portable oxygen concentrators (POC) and continuous positive airway pressure (CPAP);
   ii. Spare batteries, including power banks must be individually protected to prevent short circuits (by placement in original retail packaging or by otherwise insulating terminals, e.g. by taping over exposed terminals or placing each battery in a separate plastic bag or protective pouch);
   iii. Measures must be taken to protect the device from damage and to prevent unintentional activation and stowed as far as possible within the bag from any other battery and/or potentially flammable item (e.g. perfume).
   iv. Spare batteries, including power banks must be of a type that meet the requirements of the UN Manual of Tests and Criteria, Part III, subsection 38.3. No more than two individually protected spare batteries, including power banks per person may be carried.
2. Spare batteries, including power banks, are forbidden for transport in checked baggage.
3. Spare batteries, including power banks, are not permitted (except when used for PMED in accordance with AY GOM ANNEX C 1.5 g) 1 or as required to carry out the functions for which crew are responsible in accordance with AY OM-A 9.4.6.1 c)):
   i. to be charged using inseat/inflight power during all phases of flight;
   ii. to be used to charge or power other portable electronic devices during all phases of flight.

   Note: Spare batteries may be used only when installed in their intended device (e.g., camera, laptop) but must not be charged the spare battery itself during flight (even with an external charger).
4. Spare batteries, including power banks, should be carried where they can be monitored (on the person). Therefore, they should:
   i. not to be placed in cabin baggage loaded in the overhead storage locker; and
   ii. be placed in cabin baggage under the seat in front, or other designated storage location, such as the seat back pocket.

Note: Conversion from Ah (Amp hours) to Wh is: Ah x Voltage = Wh and from mAh (milliamp hours) to Wh is mAh/ 1000 x voltage.

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1.5 Dangerous Goods Acceptable with the Approval of Finnair in or as Carry-on Baggage, in or as Checked Baggage

[ref. OM-A 9.4.5.5]

a) **Medical Oxygen** Gaseous oxygen or air cylinders required for medical use. Each cylinder must not exceed 5 kg gross weight. Cylinders, valves and regulators, where fitted, must be protected from damage that could cause inadvertent release of the contents. This provision also applies where the cylinders are being carried by medically trained persons.
The pilot-in-command must be informed of the number of oxygen or air cylinders loaded on board the aircraft and their loading location(s).
NOTE: Personal medical oxygen devices that utilise liquid oxygen are forbidden on the person, in checked and carry-on baggage.

b) **Small Non-Flammable, Non-toxic Gas Cartridges fitted into Devices**
   1. **Self-inflating safety devices** intended to be worn by a person such as lifejackets or vests with fitted/installed small gas cartridges:
      i. no more than two personal safety devices per person;
      ii. the personal safety devices must be packed in such a manner that they cannot be accidently activated;
      iii. limited to carbon dioxide or other suitable gas in Division 2.2 without a subsidiary hazard;
      iv. cartridge(s) must be for inflation purposes;
      v. each device must be fitted with no more than two small cartridges; and
      vi. not more than two spare cartridges per device.
   2. Other devices with fitted/installed small gas cartridges:
      i. no more than four small cartridges of carbon dioxide or other suitable gas in Division 2.2 without a subsidiary hazard, per person;
      ii. the water capacity of each cartridge must not exceed 50 mL

   NOTE: For carbon dioxide a gas cylinder with a water capacity of 50 mL is equivalent to a 28 g cartridge

c) **Avalanche Rescue Backpack**
   1. One **Avalanche Rescue Backpack** per person **equipped with a pyrotechnic trigger mechanism** containing not more than 200 mg net of explosives in Division 1.4S.
      i. The backpack must be packed in such a manner that it cannot be accidentally activated. The airbags within the backpacks must be fitted with pressure relief valves.
      ii. Additional Finnair policy: Cartridge shall be attached to the backpack. Separate spare cartridges are not allowed for transportation unless they are small cylinders containing Division 2.2 gas without a subsidiary hazard. The water capacity of each cylinder must not exceed 50 mL (For carbon dioxide a gas cylinder with a water capacity of 50 mL is equivalent to a 28 g cartridge) and total number of such cartridges per passenger is max. 4.
   2. An **avalanche rescue backpack equipped with a supercapacitor** less than or equal to 10 Wh is allowed in checked or carry-on baggage.
      i. Capacitors installed in equipment must be transported either in an uncharged state or protected against short circuit.
      ii. Capacitors containing an electrolyte meeting the classification criteria of any class or division of dangerous goods are forbidden.
      iii. Capacitors ≤0.3 Wh are not subject to IATA regulations.

   NOTE: These items are not allowed on flights to/from/within U.S.A.

d) **Chemical Agent Monitoring Equipment:** Instruments containing radioactive material not exceeding the activity limits specified in DGR Table 10.3.D, i.e. chemical agent monitor (CAM) and/or rapid alarm and identification device monitor (RAID-M), securely packed and without lithium batteries, when carried by staff members of the Organization for the Prohibition of Chemical Weapons (OPCW) on official travel.

e) **Carbon Dioxide, Solid (Dry Ice)**, in quantities not exceeding 2.5 kg per person when used to pack perishables not classified as dangerous goods, provided:
   1. the piece of baggage permits the release of carbon dioxide gas
   2. when carried in checked baggage, each package must be marked: “DRY ICE” or “CARBON DIOXIDE, SOLID” and with the net weight of the dry ice or an indication that the net weight is 2.5 kg or less.

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f) **Heat Producing Articles:** Battery-powered equipment capable of generating extreme heat, which would cause a fire if activated, e.g. underwater high-intensity lamps. The heat producing component and the battery are isolated from each other by the removal of the heat producing component, the battery or another component, e.g. fuse. Any battery that has been removed must be protected against short circuit (by placement in the original retail packaging or by otherwise insulating terminals, e.g. by taping over exposed terminals or placing each battery in a separate plastic bag or protective pouch).

g) **Lithium Battery-Powered Electronic Devices**

Note: this paragraph deals only with devices with "large" batteries exceeding 100Wh (for lithium ion) and 2 g (for lithium metal). For devices containing batteries below these limits, see AY GOM ANNEX C 1.7 d).

Lithium battery-powered electronic devices are permitted in checked and carry-on baggage with the approval of Finnair as follows:

1. **Portable Medical Electronic Devices (PMED)**, such as automated external defibrillators (AED), portable oxygen concentrators (POC) and continuous positive airway pressure (CPAP), containing lithium metal or lithium ion cells or batteries may be carried by passengers for medical use as follows:
   i. for lithium metal or lithium alloy batteries, a lithium content exceeding 2 g, but not exceeding 8 g; or
   ii. for lithium ion batteries, a watt-hour rating exceeding 100 Wh, but not exceeding 160 Wh;
   iii. batteries must be of a type that meets the requirements of the UN Manual of Tests and Criteria, Part III, subsection 38.3.

   Note: the use of these devices in the aircraft is forbidden without the approval as per AY OM-A 9.4.5.8.
2. **Portable Electronic Devices (PED)**, such as power tools, video cameras and laptops containing lithium ion batteries as follows:
   i. lithium ion batteries with a watt-hour rating exceeding 100 Wh, but not exceeding 160 Wh;
   ii. batteries must be of a type that meets the requirements of the UN Manual of Tests and Criteria, Part III, subsection 38.3.

   If devices are carried in checked baggage the passenger/crew member must take measures to prevent unintentional activation.

   NOTE:
   - For spare lithium metal batteries with a lithium content exceeding 2 g and lithium ion batteries with a Watt-hour rating exceeding 100 Wh see AY GOM ANNEX C 1.4 b).
   - For electronic devices with lithium metal batteries with a lithium content not exceeding 2 g and lithium ion batteries with a Watt-hour rating not exceeding 100 Wh, see AY GOM ANNEX C 1.7 d).

1.6 Dangerous Goods Acceptable without the Approval of Finnair in or as Checked Baggage Only

a) **Internal Combustion or Fuel Cell Engines**

1. In checked baggage only, internal combustion or fuel cell engines being carried separately or incorporated into a machine or other apparatus. The engine must comply with the requirements of DGR Special Provision A70.
2. The engine is powered by a fuel that does not meet the classification criteria for any class or division;
   or
3. The fuel tank of the vehicle, machine or other apparatus has never contained any fuel, or the fuel tank has been flushed and purged of vapours and adequate measures taken to nullify the hazard;
4. The passenger has provided the operator with written or electronic documentation stating that a flushing and purging procedure has been followed;
   and
5. The entire fuel system of the engine has no free liquid and all fuel lines are sealed or capped or securely connected to the machinery or apparatus.

b) **Medical/Clinical Thermometer:** One small medical or clinical thermometer which contains mercury, for personal use, when in its protective case.

c) **Permeation Devices** for calibrating air quality monitoring equipment. These devices must comply with the requirements of DGR Special Provision A41.

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1.7 Dangerous Goods Acceptable without the Approval of Finnair in or as Carry-on Baggage, in or as Checked Baggage or on One's Person

a) **Non-radioactive Medicinal or Toiletry Articles** (including aerosols) and **aerosols in Division 2.2** (non-flammable, non-toxic gas), with no subsidiary hazard, for sporting or home use. The term "medicinal or toiletry articles" is intended to include such items as hair sprays, perfumes, colognes and medicines containing alcohols.
NOTE:
- The total net quantity of all such articles carried by each passenger or crew member in this paragraph must not exceed 2 L or 2 kg and the net quantity of each single article must not exceed 0.5 L or 0.5 kg.
- Release valves on aerosols must be protected by a cap or other suitable means to prevent inadvertent release of the contents.

b) **Alcoholic Beverages**, when in retail packagings
1. containing more than 24% but not more than 70% alcohol by volume
2. in receptacles not exceeding 5 L
3. with a total net quantity per person of 5 L for such beverages

Note: Alcoholic beverages containing 24% or less alcohol by volume are not subject to any Dangerous Goods restrictions and alcoholic beverages exceeding 70% of alcohol by volume limit are prohibited.

c) **Cylinders for Mechanical Limbs**: Small cylinders of a gas of division 2.2 (non-flammable, non toxic) worn for the operation of mechanical limbs. Also, spare cylinders of a similar size if required to ensure an adequate supply for the duration of the journey.

d) **Portable Electronic Devices (PED) (Including Medical Devices) containing Batteries**
Note: this paragraph deals only with devices with "small" batteries NOT exceeding 100Wh (for lithium ion) and 2 g (for lithium metal). For batteries above these limits, see AY GOM ANNEX C 1.4 b) and 1.5 g).
1. The term "Portable electronic devices, containing batteries" include medical devices such as portable oxygen concentrators (POC) and consumer electronics such as cameras, mobile phones, laptops and tablets and is referred as PED:
   i. They need to be intended for the personal use of passengers or crew and they should be carried in carry-on baggage.
   ii. Measures must be taken to protect the device from damage and to prevent unintentional activation.
   iii. If devices are carried in checked baggage devices must be completely switched off (not in sleep or hibernation mode) unless the device contains only lithium batteries not exceeding:
      - for lithium metal batteries, a lithium content of 0,3 g per device; or
      - for lithium ion batteries, a Watt-hour rating of 2,7 Wh per device.

      Note: these items typically include e.g. tracking devices (AirTags and similar products)
2. Additional requirements for devices containing lithium batteries:
   i. Each installed battery must not exceed:
      - for lithium metal or lithium alloy batteries, a lithium content more that 2 g; or
      - for lithium ion batteries, a watt-hour rating of not more than 100 Wh.
   ii. Batteries and cells must be of a type that meets the requirement of the UN Manual of Test and Criteria, Part III, subsection 38.3;
   iii. Each person is limited to a maximum of 15 PED/PMED.
   iv. See additional requirements for:
      - Small e-Vehicles and Propulsion Devices, AY GOM ANNEX C 1.2 f)
      - Electronic cigarettes containing batteries, AY GOM ANNEX C 1.8 a)
      - "Smart Luggage", AY GOM ANNEX C 1.8 c)
   v. Articles containing lithium metal or lithium ion cells or batteries, the primary purpose of which is to provide power to another device, e.g. power banks, are permitted in carry-on baggage only (see AY GOM ANNEX C 1.8 b).
3. Additional requirements for devices containing non-spillable batteries:
   i. Batteries must meet the requirements of Special Provision A67 and must not contain any free or unabsorbed liquid;
   ii. The voltage of each battery must not exceed 12 V and the Watt-hour rating must not exceed 100 Wh;
   iii. Each spare battery must be protected from short circuit by insulation of the battery terminals.

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1.8 Dangerous Goods Acceptable without the Approval of Finnair in or as Carry-on Baggage Only

[ref. OM-A 9.4.5.6]

a) **Electronic Cigarettes containing Batteries**.

1. Electronic cigarettes, including e-cigars and other personal vaporizers containing batteries when carried by passengers or crew for personal use must be in carry-on baggage on one's person only.
2. Measures must be taken to protect the device from damage and to prevent unintentional activation.
3. Device shall be stowed as far as possible from any other battery and/or potentially flammable item (e.g. perfume).
4. Charging of these devices and/or batteries on board the aircraft is not permitted.
5. Electronic cigarettes should be carried where they can be monitored (on the person). Therefore, they should:
    i. not to be placed in cabin baggage loaded in the overhead storage locker; and
    ii. be placed in cabin baggage under the seat in front, or other designated storage location, such as the seat back pocket.

For electronic cigarette lighters, see AY GOM ANNEX C 1.10 b).

b) **Spare Batteries**

1. Spare batteries, including power banks, must be individually protected to prevent short circuits by placement in the original retail packaging or by otherwise insulating terminals, e.g. by taping over exposed terminals or placing each battery in a separate plastic bag or protective pouch and carried in carry-on baggage only.
2. Measures must be taken to protect the device from damage and to prevent unintentional activation and stowed as far as possible within the bag from any other battery and/or potentially flammable item (e.g. perfume).
3. Each person is limited to a maximum of 20 spare batteries.
4. Spare batteries, including power banks, are not permitted (except when used for PMED in accordance with AY GOM 1.5 g) 1 or as required to carry out the functions for which crew are responsible in accordance with 9.4.6.1 c)):
    i. to be charged using inseat/inflight power during all phases of flight;
    ii. to be used to charge or power other portable electronic devices during all phases of flight;
    NOTE: Spare batteries may be used only when installed in their intended device (e.g., camera, laptop) but must not be charged the spare battery itself during flight (even with an external charger).
5. Spare batteries, including power banks, should be carried where they can be monitored (on the person). Therefore, they should:
    i. not to be placed in cabin baggage loaded in the overhead storage locker; and
    ii. be placed in cabin baggage under the seat in front, or other designated storage location, such as the seat back pocket.
6. Additional requirements for lithium batteries:
    i. Each spare battery must not exceed:
        - for lithium metal or lithium alloy batteries, a lithium content of not more than 2 g; or
        - for lithium ion batteries, a watt-hour rating of not more than 100 Wh.
    ii. Batteries and cells must be of a type that meets the requirements of the UN Manual of Tests and Criteria, Part III, subsection 38.3;

    Note: this paragraph deals only with "small" batteries NOT exceeding 100Wh (for lithium ion) and 2 g (for lithium metal). For batteries above these limits, see AY GOM ANNEX C 1.4 b).
7. Additional requirements for non-spillabe batteries:
    i. Each person is limited to a maximum of two spare batteries in carry-on baggage only;
    ii. Batteries must meet the requirements of Special Provision A67 and must not contain any free or unabsorbed liquid;
    iii. The voltage of each battery must not exceed 12 V and the Watt-hour rating must not exceed 100 Wh;
    iv. Each spare battery must be protected from short circuit by insulation of the battery terminals.

Notes: Conversion from Ah (Amp hours) to Wh is: Ah x Voltage = Wh and from mAh (milliamp hours) to Wh is mAh/1000 x voltage.

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c) **Baggage with installed Lithium Batteries**

Also known as"Smart Bags", meaning baggage equipped with a lithium battery, with a lithium metal content exceeding 0.3 g or a Watt-hour rating exceeding 2.7 Wh:

1. If the baggage is to be checked in, the installed lithium battery must be removed from the baggage and the removed lithium battery must be carried in the cabin and protected as described in AY GOM ANNEX C 1.8 b);
2. Baggage equipped with a non-removable battery exceeding 0.3 g or a Watt-hour rating 2.7 Wh limits is forbidden for carriage;
3. These requirements do not apply for a baggage equipped with a lithium battery not exceeding lithium metal content of 0,3 g or watt-hour rating of 2,7 Wh.

Note: if baggage is equipped with battery to assist with propulsion it is categorized as Small e-Vehicle or Propulsion Device powered by lithium battery, ref AY GOM ANNEX C 1.2 f).

d) **Fuel Cells contained in Portable Electronic Devices:** Fuel cell systems used to power portable electronic devices (for example cameras, cellular phones, laptop computers, and camcorders) and spare fuel cartridges, under the following conditions:

1. Fuel cells and fuel cell cartridges may only contain flammable liquids, corrosive substances, liquefied flammable gas, water-reactive substances or hydrogen in metal hydride;
2. Refueling of fuel cells on board an aircraft is not permitted except that the installation of a spare cartridge is allowed;
3. The maximum quantity of fuel in any fuel cell or fuel cell cartridge must not exceed:
   i. for liquids, 200 ml;
   ii. for solids 200 g;
   iii. for liquefied gases, 120 ml for non-metallic fuel cells or fuel cell cartridges or 200 ml for metal fuel cells or fuel cell cartridges;
   iv. for hydrogen in metal hydride the fuel cell cartridges must have a water capacity of 120 ml or less;
4. Each fuel cell system and each fuel cell cartridge must conform to IEC PAS 62282-6-100 Ed. 1, and must be marked with a manufacturer's certification that it conforms to the specification. In addition, each fuel cell cartridge must be marked with the maximum quantity and type of fuel in the cartridge;
5. No more than two spare fuel cell cartridges may be carried by a passenger in checked baggage, carry-on baggage, or on the person;
6. Fuel cells containing fuel are permitted in carry-on baggage only;
7. Interaction between fuel cells and integrated batteries in a device must conform to IEC PAS 62282-6-100 Ed. 1. Fuel cell systems whose sole function is to charge a battery in the device are not permitted;
8. Fuel cell systems must be of a type that will not charge batteries when the portable electronic device is not in use and must be durably marked by the manufacturer: "APPROVED FOR CARRIAGE IN AIRCRAFT CABIN ONLY" to so indicate; and
9. in addition to the languages which may be required by the State of Origin for the markings specified above, English should be used.

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1.9 Dangerous Goods Acceptable without Prior Approval of Finnair in or as Carry-on Baggage, in or as Checked Baggage

a) **Hair curlers** containing hydrocarbon gas, no more than one per passenger, provided that the safety cover is securely fitted over the heating element. Hair curlers must not be used onboard the aircraft at any time. Gas refills for such curlers are not permitted.

b) **Energy efficient light bulbs** when in retail packaging intended for personal or home use

c) **Insulated Packages Containing Refrigerated Liquid Nitrogen** (usually known by the trade mark "Dry Shipper"): insulated packagings containing refrigerated liquid nitrogen fully absorbed in a porous material. The dry shipper must meet the requirements of *DGR Special Provision A152*.

d) **Non-Infectious Specimens Packed with Small Quantities of Flammable Liquids**: Non-infectious specimens, such as specimens of mammals, birds, amphibians, reptiles, fish, insects and other invertebrates containing small quantities of flammable liquids provided that the requirements of DGR Special Provision A180 are complied with.

1.10 Dangerous Goods Acceptable without the Approval of Finnair on One's Person Only

[ref. OM-A 9.4.5.6]

a) **Cardiac Pacemakers or other Medical Devices**

- Radioisotopic cardiac pacemakers or other medical devices, including those powered by lithium batteries, implanted into a person or fitted externally;
- Radiopharmaceuticals contained within the body of a person as the result of medical treatment are excepted from the DGR.

b) **Safety Matches or Lighter**

One small packet of safety matches or one cigarette lighter with fuel/fluid fully absorbed in a solid and intended for use by an individual when carried on one's person. Matches and lighters are not permitted in checked on carry-on baggage. Lighter fuel and lighter refills are not permitted on one's person nor in checked or carry-on baggage.

Notes:

1. "Strike anywhere" matches, "Blue Flame" lighters and "Cigar lighters" are forbidden for air transport.
2. For electronic cigarette lighters:
    a. Lithium Battery-powered lighters (e.g. laser plasma lighters, tesla coil lighters, flux lighters, arc lighters and double arc lighters) without a safety cap or means of protection against unintentional activation are forbidden.
    b. Recharging of these devices and/or batteries on board the aircraft is not permitted, and measures must be taken to prevent accidental activation.
3. India and China P.R have forbidden all kind of matches and lighters on flights to/from or within their countries for security reasons.

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1.11 Summary Table of Dangerous Goods Carried by Passengers or Crew

[ref. OM-A 9.4.5.7, DGR Table 2.3.A]

Dangerous goods must not be carried by passengers or crew as or in checked baggage or in carry-on baggage or on their person except as otherwise provided below

Table 84. Dangerous Goods Carried by Passengers

DGR Table 2.3.A			Page 1	
Dangerous Goods Carried by Passengers or Crew				
Dangerous goods must not be carried by passengers or crew as or in checked baggage or in carry-on baggage or on their person except as otherwise provided below				
The Pilot-in-Command must be informed of the location – see AY GOM ANNEX C 1.1				
Permitted on carry-on baggage				
Permitted on checked baggage				
The approval of Finnair and other operators (if applicable) is required – see AY GOM ANNEX C 1.12				
Aerosols intended for hygiene and other (non-radioactive) medicinal or toiletry articles such as hair sprays, perfumes, colognes and medicines containing alcohol. **Aerosols** in Division 2.2, with no subsidiary hazard, for sporting or home use. The total net quantity of the articles mentioned above must not exceed 2 kg (4.4 lb) or 2 L (2 qt), and the net quantity of each single article must not exceed 0.5 kg (1 lb) or 0.5 L (1 pt). Release valves on aerosols must be protected by a cap or other suitable means to prevent inadvertent release of the contents.	No	Yes	Yes[1]	No
Alcoholic Beverages, in retail packagings, containing more than 24% but not more than 70% alcohol by volume, in receptacles not exceeding 5 L, with a total net quantity per person of 5 L.	No	Yes	Yes[1]	No
Ammunition (cartridges for weapons), securely packaged in Division 1.4S (UN 0012 or UN 0014 only), in quantities not exceeding 5 kg (11 lb) gross weight per person for that person's own use, excluding ammunition with explosive or incendiary projectiles. Allowances for more than one passenger must not be combined into one or more packages.	Yes	Yes	No	No
Avalanche Rescue Backpack one per passenger equipped with a pyrotechnic trigger mechanism containing not more than 200 mg net of explosives in Division 1.4S. The backpack must be packed in such a manner that it cannot be accidentally activated. The air bags within the backpacks must be fitted with pressure relief valves.	Yes	Yes	Yes	No
Baggage with installed lithium batteries – non-removable batteries exceeding 0.3 g lithium metal or 2.7 Wh.	Forbidden			
Baggage with installed lithium batteries – removable batteries. Batteries must be removed if baggage is to be checked in. *Removed batteries must be carried in the cabin.	No	Yes*	Yes	No
Batteries, spare/loose, for portable electronic devices must be carried in carry-on baggage only and be individually protected to prevent short circuits. See Lithium Battery items.	No	No	Yes	No

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Camping Stoves and Fuel Containers that have Contained a Flammable Liquid Fuel may be carried provided the fuel tank of the camping stove, and/or fuel container has been completely drained of all liquid fuel and action has been taken to nullify the danger. (See ANNEX C 1.3 for details)	Yes	Yes	No	No
Chemical Agent Monitoring Equipment, when carried by staff members of the Organization for the Prohibition of Chemical Weapons (OPCW) on official travel. (See ANNEX C 1.5)	Yes	Yes	Yes	No
Disabling Devices such as mace, pepper spray, etc. containing an irritant or incapacitating substance are forbidden on the person, in checked and carry-on baggage.	Forbidden			
Dry Ice (carbon dioxide, solid), in quantities not exceeding 2.5 kg per person when used to pack perishables not subject to DGR in checked or carry-on baggage, provided the baggage (package) permits the release of carbon dioxide gas. Checked baggage must be marked “dry ice” or “carbon dioxide, solid” and with the net weight of dry ice or an indication that there is 2.5 kg or less dry ice	Yes	Yes	Yes	No
‘**Dry Shipper’** = Insulated packaging containing refrigerated liquid nitrogen. (See ANNEX C 1.9)	No	Yes	Yes	No
e-cigarettes (including e-cigars, e-pipes, other personal vaporizers) containing batteries must be individually protected to prevent accidental activation. E-cigarettes should be carried where they can be monitored (on the person). See AY GOM ANNEX C 1.8 a).	No	No	Yes	No
Electro Shock Weapons (e.g. Tasers) containing dangerous goods such as explosives, compressed gases, lithium batteries, etc.	Forbidden			
Fuel Cells containing Fuel powering portable electronic devices (for example cameras, cellular phones, laptop computers, and camcorders). (See ANNEX C 1.8)	No	No	Yes	No
Fuel Cell Cartridges, spare for portable electronic devices. (See ANNEX C 1.8)	No	Yes	Yes	No
Gas Cartridges, small, containing carbon dioxide or other suitable gas in Division 2.2. Up to two small cartridges fitted into a self-inflating personal safety device intended to be worn by a person such as a life jacket or vest. Not more than two devices per passenger and up to two spare small cartridges per device. (See ANNEX C 1.5)	Yes	Yes	Yes	No
Gas Cartridges, small, non-flammable containing carbon dioxide or other suitable gas in Division 2.2. Not more than four (4) cartridges up to 50 mL water capacity for other than self-inflating safety devices. (See ANNEX C 1.5)	Yes	Yes	Yes	No
Gas Cylinders non-flammable, non-toxic worn for the operation of mechanical limbs. Also, spare cylinders of a similar size if required to ensure an adequate supply for the duration of the journey.	No	Yes	Yes	No
Hair Curlers containing hydrocarbon gas, no more than one per passenger or crew member, provided that the safety cover is securely fitted over the heating element. These hair curlers must not be used on board the aircraft at any time. Gas refills for such curlers are not permitted in checked or carry-on baggage.	No	Yes	Yes	No
Heat Producing Articles, such as underwater torches and soldering iron. (See ANNEX C 1.5)	Yes	Yes	Yes	No
Internal Combustion or Fuel Cell Engines must meet provisions of ANNEX C 1.6 a)	No	Yes	No	No

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DGR Table 2.3.A				Page 2
Dangerous Goods Carried by Passengers or Crew				
Dangerous goods must not be carried by passengers or crew as or in checked baggage or in carry-on baggage or on their person except as otherwise provided below				
The Pilot-in-Command must be informed of the location – see ANNEX C 1.1				
Permitted on carry-on baggage				
Permitted on checked baggage				
The approval of Finnair and other operators (if applicable) is required – see ANNEX C 1.12				
Lamps, **Energy Efficient** (light bulbs) in retail packagings intended for personal or home use.	No	Yes	Yes	No
Lithium Battery-powered Portable Electronic Devices (PED), including **Portable Medical Electronic Devices (PMED)** containing **"small"** (Note 2) **lithium batteries** such as portable oxygen concentrators (POC) and **consumer electronics** such as cameras, mobile phones, laptops and tablets. Carry-on baggage is recommended. Devices must be protected from damage and inadvertent activation. Those in checked baggage must be completely switched off. *Each person is limited to a maximum of 15 PED.	No*	Yes	Yes	No
Lithium Batteries, spare/loose/powerbanks; "small" (Note 2) for portable consumer electronic devices (PED) and PMED. These batteries must be individually protected to prevent short circuits. Batteries should be carried where they can be monitored (on the person). See AY GOM ANNEX C 1.8 b). *Each person is limited to a maximum of 20 spare batteries.	No*	No	Yes	No
Lithium Battery-powered Portable Electronic Devices (PED), including **Portable Medical Eletronic Devices (PMED)** containing **"large"** (Note 2) **lithium batteries**. Carry-on baggage is recommended. Devices must be protected from damage and inadvertent activation. Devices in checked baggage must be completely switched off. See AY GOM ANNEX C 1.5 g).	Yes	Yes	Yes	No
Small Vehicles Powered by Lithium Ion Batteries, such as Hoverboards (regardless of Wh rating). (See exceptions AY GOM ANNEX C f))	Forbidden by Finnair			
Lithium Ion Batteries, spare/loose/powerbanks; "large" (Note 2) for portable consumer electronic devices (PED) and PMED. "Large" Lithium Metal Batteries allowed for PMED only. Maximum of two spare batteries in carry-on baggage only. These batteries must be individually protected to prevent short circuits and stowed as far as possible from any other battery and/or potentially flammable item. Batteries should be carried where they can be monitored (on the person). See AY GOM ANNEX C 1.4 b).	Yes	No	Yes	No
Matches, safety (one small packet) of or **a cigarette lighter** that does not contain unabsorbed liquid fuel, other than liquefied gas, intended for use by an individual when carried on the person. Lighter fuel and lighter refills are not permitted on one's person nor in checked or carry-on baggage. See ANNEX C 1.10 b) for forbidden types of matches.	No	on one's person		No

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Mobility Aids: Battery-powered Wheelchairs or other similar mobility aids **with non-spillable batteries**, nickel-metal hydride batteries or dry batteries. (See ANNEX C 1.3 b) and 2.7.3.2.1)	Yes	Yes	No	Yes
Mobility Aids: Battery-powered Wheelchairs or other similar mobility aids **with spillable batteries**. (See ANNEX C 1.3 c) and 2.7.3.2.2)	Yes	Yes	No	Yes
Mobility Aids: Battery-powered Wheelchairs or other similar mobility aids **with lithium ion batteries**. (See ANNEX C 1.3 d) and 2.7.3.2.3)	Yes	Yes	No	Yes
• removed lithium ion battery of a mobility aid must be carried in cabin	Yes	No	Yes	Yes
Oxygen or Air, gaseous, small cylinders, required for medical use. Each cylinder must not exceed 5 kg gross weight *Note: Liquid oxygen systems are forbidden for transport*. (See Annex C 1.5 a) for details)	Yes	Yes	Yes	Yes
Permeation Devices, must meet DGR Special Provision A41. (See ANNEX C 1.6)	No	Yes	No	No
Portable Electronic Devices containing Non-spillable Batteries, batteries must meet DGR Special Provision A67 and must be 12 V or less and 100 Wh or less. A maximum of 2 spare batteries may be carried. (See ANNEX C 1.7 d) for details)	No	Yes	Yes	No
Power Banks and other articles which have the primary purpose as a power source are considered as spare batteries. *See Lithium Ion Batteries above	*	No	Yes	No
Radioisotopic Cardiac Pacemakers or other Devices, including those powered by lithium batteries, **implanted into a person**, or radiopharmaceuticals contained within the body of a person as the result of medical treatment.	No	on one's person		No
Security-type Equipment such as attaché cases, cash boxes, cash bags, etc. incorporating dangerous goods, such as lithium batteries and/or pyrotechnic material, are totally forbidden except as provided in ANNEX C 1.3 f).	Forbidden			
Specimens, non-infectious packed with small quantities of flammable liquid. (See ANNEX C 1.9)	No	Yes	Yes	No
Thermometer, Medical or Clinical which contains mercury, one (1) per passenger) for personal use, when in its protective case. (See ANNEX C 1.6)	No	Yes	No	No
Thermometer or Barometer, mercury filled carried by a representative of a government weather bureau or similar official agency. (See ANNEX C 1.4)	Yes	No	Yes	Yes

Note 1: Notify that Security Regulations are more restrictive concerning the quantity of any liquid substances in carry-on baggage.

Note 2: Note separate paragraphs and requirements for spare batteries and devices containing
Lithium Ion Batteries:

- "small" lithium ion batteries, a watt-hour rating of not more than 100 Wh and "large" lithium ion batteries, a watt-hour rating more than 100 Wh, but not more than 160 Wh.
- Lithium ion batteries with more than 160 Wh are forbidden except for those and powering a wheelchair or other similar mobility aid (see AY GOM 2.7.3.2.3)

Conversion from Ah (Amp hours) to Wh is: Ah x Voltage = Wh and from mAh (milliamp hours) to Wh is mAh/1000 x voltage.
Lithium Metal Batteries:

"small" lithium metal batteries, a lithium content is not more than 2 g and "large" lithium metal batteries, a lithium content is more than 2 g, but not more than 8 g

Classified as Internal

1.12 Approvals for Dangerous Goods Carried by Passengers or Crew

[ref. OM-A 9.4.5.8]

When Finnair approval is required for the dangerous goods, it may be granted by the personnel defined below. The person giving the approval must inform the customer/crew member of all necessary actions that the customer/crew member must comply with in order to take the dangerous goods with them on the flight. The approval, brief explanation of the item in question and any actions required from the customer/crew member must be marked in PNR or C/I record.

First instance for the approvals, customer/crew member requests and queries regarding dangerous goods is the Finnair Global Customer Care:
Reservation Help Desk & Ticketing Support , tel. +358 9 818 31927, finnair.servicehelpdesk@finnair.com, agentservice@finnair.com or Finnair Medadesk, tel. +358 9 818 31927, medadesk@finnair.com.

The principle is that Help Desk gives approvals in advance, but the requirement cannot be fully communicated in advance to passengers and the need may raise up during check-in or even after boarding. It must be noted that any passenger handling employee (AY or contractor) in the passenger boarding process, including flight crew, may also give approval providing the customer is informed about applicable limitations. They also have the responsibility to mark the necessary information in PNR or C/I record as detailed above. Flight Crew must contact OCC and ask them to mark the approval record accordingly.

Information on applicable limitations can be found from relevant paragraph in this AY GOM ANNEX C Dangerous Goods and Special Loads.

1.13 Hidden Hazards

[ref. OM-A 9.5.11, CHM 4.3, DGR 2.2]

1.13.1 General

All personnel involved in the handling of cargo, mail, stores and baggage need to be alert that cargo declared under a general description may contain hazardous articles that are not apparent. Such articles may also be found in baggage and mail. With the aim of preventing undeclared dangerous goods from being loaded on an aircraft and passengers from taking on board those dangerous goods which they are not permitted to have in their baggage, cargo and passenger acceptance staff should seek confirmation from shippers and passengers about the contents of any item of cargo or baggage where there are suspicions that it may contain dangerous goods.

Ground handling service provider's acceptance staff must be adequately trained to assist them to identify and detect dangerous goods presented as general cargo (see AY GOM ANNEX F 2.3 for DGR Training requirements).

Persons accepting cargo or conducting security screening of cargo should be alert to the presence of dangerous goods within packages that are not marked and labelled as dangerous goods and/or no Shipper's Declaration accompanies the consignment. In particular, items such as aerosols, ammunition, gas cylinders, cigarette lighters and wet acid batteries can be readily identified from x-ray images.

Information provided on an air waybill or marked on a package often indicates that a consignment contains no dangerous goods (usually by a statement "Not restricted"). In the absence of such annotation by the shipper, should suspicions be raised by the size and shape of the contents of a package, consideration should be given to opening and hand-searching the consignment to verify that no undeclared dangerous goods are present. This is allowed to security staff only.

Another option is that shipment is stopped for further clarification from shipper or shipper's agent. It is recommendation that some additional documentary evidence, for example Material Safety Data Sheet (MSDS) is be asked from the shipper.

Consignments of dangerous goods that have been properly marked, labelled and declared to the operator (where approved for carriage) are commonly processed separately from general freight. Should consignments bearing UN numbers, proper shipping names or hazard labels be discovered within general freight when separate arrangements exist this should be queried. It may be that no Shipper's Declaration accompanies the consignment; as such the consignment of dangerous goods would be considered 'undeclared'.

Undeclared and misdeclared dangerous goods must always be reported according to AY GOM 6.5.2.2.

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1.13.2 Recognition of Undeclared Dangerous Goods

It is almost impossible to positively detect hidden dangerous goods, but there may be some indications. If package(s) have any markings (such as UN number) or labels (hazard or handling) required by Dangerous Goods Transport Regulations, but appropriate documentation is not presented, shipment must be stopped for further clarifications.

Other possible indications shown on the package are consumer warning labels.

Some everyday household items may bear consumer warning labels which may or may not indicate they are regarded as dangerous goods in air transport. The purpose of labels is that the supplier of a dangerous chemical gives information about the hazards to their customers. Suppliers usually provide this information on the package itself (e.g. a label) and also within a safety data sheet.

Table 85. Consumer Warning Labels of Globally Harmonized System of Classification and Labelling of Chemicals (GHS)

								
Explosive	Gases Under Pressure	Flammable	Oxidizer	Toxic	Corrosive	Aquatic Toxicity	Harmful	Respiratory

Other indications seen from the package may be:

a) A package that has visible frost or is very cold to the touch may contain Dry Ice
b) A stained or wet package may indicate spillage
c) Any odours which may indicate a spillage or leakage. E.g. smell of gasoline is easily recognizable
d) A package of shifting centre of gravity may suggest liquid contents (check AWB)
e) Aerosol spray cans may make a characteristic rattle during handling
f) Packages generating smoke or fume
g) Packages with pictures of a product, which is regulated: chain saws, generators, lawn mowers, camping stoves etc.
h) Packages making noises, such as hissing, whistling, ticking or vibrating

Information shown on the Nature and Quantity of Goods field of the Air waybill, packing lists, invoices and other documents, which may be attached to the AWB can also indicate hidden hazards. Shippers or their agents are to be asked to check their consignments against the class definitions, if anything refers to possibly dangerous contents. See AY GOM ANNEX C 1.13.3.

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1.13.3 List of Commodity Items to Suspect

The following is a list of general descriptions that are often used for items in cargo or in passengers' baggage and the types of dangerous goods that may be included in any item bearing that description.

a) **AIRCRAFT ON GROUND (AOG) SPARES, EQUIPMENT** – may contain explosives flares or other pyrotechnics), chemical oxygen generators, unserviceable tire assemblies, cylinders of compressed gas (oxygen, carbon dioxide or fire extinguishers), fuel in equipment, wet or lithium batteries, matches. See also Company Material
b) **AUTOMOBILE PARTS (CAR, MOTOR, MOTORCYCLE)** – may include engines, carburettors or fuel tanks that contain or have contained fuel, wet batteries, compressed gases in tire inflation devices and fire extinguishers, air bags, etc.
c) **BAGGAGE** (of passenger) – may contain items meeting any of the criteria for dangerous goods. Examples include fireworks, flammable household liquids, corrosive oven or drain cleaners, flammable gas or liquid lighter refills or camping stove cylinders, matches, ammunition, bleach, aerosols not permitted. See also Personal Effects
d) **BATTERY POWERED DEVICES/EQUIPMENT** – may contain wet or lithium batteries
e) **BREATHING APPARATUS** – may indicate cylinders of compressed air or oxygen, chemical oxygen generators or refrigerated liquefied oxygen
f) **CAMPING EQUIPMENT** – may contain flammable gases (butane, propane, etc.), flammable liquids (kerosene, gasoline, etc.) or flammable solids (hexamine, firelighters, matches, etc.)
g) **CARS, CAR PARTS** – see automobile parts, etc. chemicals – may contain items meeting any of the criteria for dangerous goods, particularly flammable liquids, flammable solids, oxidizers, organic peroxides, toxic or corrosive substances
h) **CHEMICALS** – may contain items meeting any of the criteria for dangerous goods, particularly flammable liquids, flammable solids, oxidizers, organic peroxides, toxic or corrosive substances.
i) **COMPANY MATERIALS (COMAT)** – such as aircraft parts, may contain dangerous goods as an integral part, e.g. chemical oxygen generators in a passenger service unit (PSU), various compressed gases such as oxygen, carbon dioxide and nitrogen, gas lighters, aerosols, fire extinguishers, flammable liquids such as fuels, paints and adhesives, and corrosive material such as batteries. Other items such as flares, first aid kits, lifesaving appliances, matches, magnetized material, etc.
j) **CONSOLIDATED CONSIGNMENTS** – may contain any of the defined classes of dangerous goods. See HAWB or HAWB manifest.
k) **CRYOGENIC (LIQUID)** – indicates refrigerated liquefied gases such as argon, helium, neon, nitrogen, etc.
l) **CYLINDERS** – may contain compressed or liquefied gas
m) **DENTAL APPARATUS** – may contain flammable resins or solvents, compressed or liquefied gas, mercury and radioactive material
n) **DIAGNOSTIC SPECIMENS** – may contain regulated infectious or biological substances
o) **DIVING EQUIPMENT** – may contain cylinders of compressed gas (e.g. air or oxygen). May also contain high intensity diving lamps that can generate extreme heat when operated in air.
p) **DRILLING AND MINING EQUIPMENT** – may contain explosive(s) and/or other dangerous goods
q) **DRY COCONUT MEAT (COPRA)** – the dried meat of coconuts used to produce coconut oil. Copra contains up to 67% oil and is subject to spontaneous combustion.
r) **DRY SHIPPER** (vapour shipper) – may contain free liquid nitrogen. Dry shippers are not subject to DGR only when they do not permit the release of any free liquid nitrogen irrespective of the orientation of the packaging and they do not contain any dangerous goods, e.g. infectious substances
s) **ELECTRICAL EQUIPMENT** – may contain magnetized materials, mercury in switch gear, electron tubes, wet or lithium batteries
t) **ELECTRICALLY POWERED APPARATUS** (wheelchairs, lawn mowers, golf carts, etc.) – may contain wet batteries or lithium batteries
u) **FILM CREW, MUSIC BAND AND MEDIA EQUIPMENT** – may contain explosive pyrotechnic devices, generators incorporating internal combustion engines, wet batteries, fuel, heat-producing items, etc.
v) **FROZEN PRODUCTS** – may be packed in refrigerated liquefied gas (cryogenic liquids) or dry ice
w) **FUELS** – may contain flammable liquids, flammable solids or flammable gases
x) **FUEL CONTROL UNITS** – may contain flammable liquids
y) **HOT-AIR BALLOON** – may contain cylinders with flammable gas, fire extinguishers, engines internal combustion, batteries, etc.
z) **HOUSEHOLD GOODS** – may contain items meeting any of the criteria for dangerous goods. Examples include flammable liquids such as solvent-based paint, adhesives, polishes, aerosols, bleach, corrosive oven or drain cleaners, ammunition, matches, etc.

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aa) **INSTRUMENTS** – may conceal barometers, manometers, mercury switches, rectifier tubes, thermometers, etc. containing mercury
bb) **LABORATORY/TESTING EQUIPMENT** – may contain items meeting any of the criteria for dangerous goods, particularly flammable liquids, flammable solids, oxidizers, organic peroxides, toxic or corrosive substances
cc) **MACHINERY PARTS** – may contain flammable adhesives, paints, sealants and solvents, wet and lithium batteries, mercury, cylinders of compressed or liquefied gas, etc.
dd) **MAGNETS** and other items of similar material – may individually or cumulatively meet the definition of magnetized material
ee) **MEDICAL SUPPLIES** – may contain items meeting any of the criteria for dangerous goods, particularly flammable liquids, flammable solids, oxidizers, organic peroxides, toxic or corrosive substances
ff) **PERSONAL EFFECTS** – may contain items meeting any of the criteria for dangerous goods. Examples include fireworks, flammable household liquids, corrosive oven or drain cleaners, flammable gas or liquid lighter refills or camping stove cylinders, matches, bleach, aerosols, etc.
gg) **PHARMACEUTICALS** – may contain items meeting any of the criteria for dangerous goods, particularly radioactive material flammable liquids, flammable solids, oxidizers, organic peroxides, toxic or corrosive substances
hh) **PHOTOGRAPHIC SUPPLIES** – may contain items meeting any of the criteria for dangerous goods, particularly heat-producing devices, flammable liquids, flammable solids, oxidizers, organic peroxides, toxic or corrosive substances
ii) **PROMOTIONAL MATERIAL** – see BAGGAGE
jj) **RACING CAR OR MOTORCYCLE TEAM EQUIPMENT** – may contain engines, carburettors or fuel tanks that contain fuel or residual fuel, wet batteries, flammable aerosols, nitromethane or other gasoline additives, cylinders of compressed gases, etc
kk) **REPAIR KITS** – may contain organic peroxides and flammable adhesives, solvent-based paints, resins, etc.
ll) **SAMPLES FOR TESTING** – may contain items meeting any of the criteria for dangerous goods, particularly infectious substances, flammable liquids, flammable solids, oxidizers, organic peroxides, toxic or corrosive substances
mm) **SPORTING EQUIPMENT** – may contain aerosols, flammable liquids, adhesives, etc.
nn) **SEMEN** – may be packed with dry ice or refrigerated liquefied gas (see also dry shipper)
oo) **SWIMMING POOL CHEMICALS** – may contain oxidizing or corrosive substances
pp) **SWITCHES** in electrical equipment or instruments – may contain mercury
qq) **TOOL BOXES** – may contain explosives (power rivets), compressed gases or aerosols, flammable gases (Butane cylinders or torches), flammable adhesives or paints, corrosive liquids, etc.
rr) **TORCHES** – micro torches, blue-flame cigar lighters and utility lighters may contain flammable gas and be equipped with an electronic starter. Larger torches may consist of a torch head (often with a self igniting switch) attached to a container or cylinder of flammable gas.
ss) **UNACCOMPANIED PASSENGERS' BAGGAGE** – see Personal Effects
tt) **VACCINES** – may be packed in dry ice (solid carbon dioxide).

1.14 Procedures for Responding to Emergency Situations Involving Dangerous Goods

Any person who notifies breakage or leakage of a package containing dangerous goods or other irregularities, which may cause a risk to safe transportation of dangerous goods, must inform immediately person responsible of loading, baggage or cargo handling area.

1.14.1 General Emergency Procedures for Dangerous Goods

The general emergency procedures to be followed comprise the following:

a) Advice immediate supervisor on duty.
b) Isolate the package by removing other packages or property.
c) Avoid contact with the contents of the package.
d) If contents come in contact with body or clothes: wash off body with plenty of water, remove contaminated clothes, do not eat or smoke, keep hands away from eyes, mouth and nose, apply for medical assistance.
e) Staff involved in such incidents should be registered.
f) In case of fire, standard emergency procedures must be followed and fire department contacted
g) For more detailed information see CHM 8.1.4.7

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1.14.2 Leaking Dangerous Goods and Removal of Contamination

[Ref. OM-A 9.8.4, DGR 9.4, AY CHM 4.7.1, 8.2.1]

1.14.2.1 Procedures for Leaking Dangerous Goods

If evidence of damage or leaking is found:

- the place where the dangerous goods or the ULD was stowed on the aircraft must be inspected after unloading for signs of leakage
- it must be ensured that no other baggage, cargo, ULD or other transport device has been contamined or damaged
- it must be ensured the remainder of the shipment is in proper condition for transport by air

Any packages which appear to be damaged or leaking:

- shall not be loaded on or into a ULD
- shall not be delivered to an aircraft
- must be safely removed from the aircraft and the ULD
- safe disposal shall be arranged in accordance with the company, airport or local government procedures

The aircraft hold, the position in the hold and the ULD, where the dangerous goods or unit load device was stowed on the aircraft must be inspected for damage or contamination and any hazardous contamination removed. It must be ensured that aircraft is taken out of service and not returned to service until it has been determined that there is no risk to the health of the occupants.

Ground Handling Service Provider(s) are responsible that occurrence is immediately reported to the Pilot-In-Command, Technical Supervisor Finnair OCC, HEL-WW/68, tel: +358 9 818 5852 and the local representative of Finnair.

1.14.2.2 Procedures for Leaking Infectious Substances

If any person involved in the carriage of packages containing infectious substances (RIS or RDS) becomes aware of damage to or leakage from such a package, that person must:

- avoid handling the package or keep handling to minimum;
- inform the appropriate public health authority or veterinary authority, and provide information on any other countries of transit where persons may have been exposed to danger; and notify the shipper and/or the consignee;
- inspect adjacent packages for contamination and put aside any that may have been contamined.

1.14.2.3 Procedures for Damages Packages of Radioactive Material

If it is evident that a package or overpack of radioactive material (RRE, RRW, RRY) is damaged or leaking, or if it is suspected that the package or overpack may have leaked or been damaged, access to the package or overpack must be restricted and a qualified person must, as soon as possible, assess the extent of contamination and the resultant dose rate of the package or overpack. The scope of the survey must also include the aircraft, aircraft equipment, the adjacent loading and unloading areas, and, if necessary, all other material which has been carried on the aircraft. When necessary, additional steps for the protection of human health, in accordance with provisions established by the relevant competent authority, must be taken to overcome and minimize the consequences of such leakage or damage. Packages damaged or leaking radioactive contents more than allowable limits for normal conditions of transport may be removed to an acceptable interim location only under supervision and must not be forwarded until repaired or reconditioned and decontaminated.

Note: in this context ‘a qualified person’ mean person having competence to determine the radiation hazards and operate accordingly, typically local radiation authority representative. It does not refer to ground handling service providers or cleaning staff etc.

1.14.3 Procedures for Damaged or Dropped Cargo Packages Containing Lithium or Sodium Batteries

External shocks or damage can pose short-circuit to batteries. Lithium or sodium battery packages (ELI, ELM, RLI or RLM) that have been damaged or subjected to excessive shock must be stopped and delayed for approximately 24 hours ensuring no ignition caused by short-circuit will happen later, e.g. during air transport.

- Do not load such items
- Inform local cargo handling agents about the occurrence
- Return shipments to cargo warehouse
- Inform local Finnair representative
- Issue DGOR

More information can be found from AY CHM 4.7.1 and 8.2.1.

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1.14.4 Dangerous Goods Emergency Response Guidelines

The list below is intended for guidance only and does not substitute any local instructions required by the local authority or legislation. Qualified personnel on the location decide which action is necessary.
A danger zone should be delimited and everyone should be kept as far away as possible from the place on occurrence until the arrival of competent authorities.

Table 86. Dangerous Goods Emergency Response Guidelines

1. Advise immediate supervisor and warn adjacent colleagues			
2. If possible, without compromising your own safety, try to identify the substances involved by documentation or package markings. Minimize leakage and isolate package by removing other goods or property.			
3. Isolate the area and advise emergency services			
Class/Division nbr and Cargo IMP code	**Dangerous Goods Class or Division**	**Hazard description**	**Actions**
1.3C RCX 1.3G RGX	Explosives (CAO shipments)	Fire and minor blast hazard and/or propulsive hazard	Notify Fire Brigade. Guard against fire
1.4B RXB 1.4C RXC 1.4E RXE 1.4D RXD 1.4G RXG		Fire but no other significant hazard	
1.4S RXS	Explosives (safety)	Small fire hazard	
2.1 RFG	Flammable Gas	May ignite when leaking	Notify the fire brigade. Guard against fire Evacuate goods – ventilate area Keep away – minimum 25 m
2.2 RNG	Compressed Gas	High pressure cylinder bursting	
2.2 RCL	Cryogenic Liquids	Subcooling / frost bites Suffocation	
2.3 RPG	Toxic Gas (CAO shipments)	High pressure cylinder bursting and toxic inhalation	
3 RFL	Flammable Liquids	Flame or spark can cause ignition of the fumes given off from such liquid.	Notify the fire brigade. Guard against fire Do NOT use water under any circumstances
4.1 RFS	Flammable Solids	Combustible, contributes to fire	
4.2 RSC	Spontaneously Combustible	May ignite in contact with air	
4.3 RFW	Dangerous when wet	May ignite in contact with water	
5.1 ROX 5.2 ROP	Oxidizing substances Organic peroxides	May ignite combustible material on contact Reacts violently with many other substances	Notify the fire brigade. Guard against fire Do NOT use water under any circumstances
6.1 RPB 6.2 RIS	Toxic Substances Infectious Substances	Dangerous application possible if swallowed, inhaled or contact with skin May cause disease to humans or animals	Isolate area Obtain qualified assistance Do NOT touch Keep away – minimum 25 m
7 RRW 7 RRY	Radioactive Material categories I – III	Radiation hazards and harmful to health	
8 RCM	Corrosive Material	Hazardous damage to skin and other materials, such as metals	Notify the fire brigade. Guard against fire Do NOT touch
9 RMD	Miscellaneous Dangerous Goods	Varying different hazards depending on substance/article	No immediate action required
9 RSB	Polymeric Beads	Evolves small quantities of flammable gas	If burning; as above for 2.1 RFG
9 RBI RLI ELI EBI	Lithium/Sodium Ion Batteries	Batteries may start by fire due to damage, short circuit and thermal runaway	Notify the fire brigade. Guard against fire
9 RBM RLM ELM EBM	Lithium Metal Batteries	Heat may easily spread to adjacent batteries and ignite them Batteries easily re-ignite if not cooled properly	Notify the fire brigade. Guard against fire DO NOT USE WATER!

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9 ICE	Dry Ice	Subcooling / frost bites Suffocation	No immediate action required. Closed rooms must be ventilated. Don't touch Dry Ice with bare hands.

Note:
Get qualified assistance to remove any contamination found as a result of a leakage or damage to a container known or supposed to contain dangerous goods.

An aircraft which has been contaminated by radioactive material may not return to the service as long as the dose rate is higher than the values specified in the IATA DGR 9.4.3.

If the spillage or damage has happened in the warehouse or the during ramp handling process the table above can be used as an aid to minimize the danger and to clean up the contamination in co-operation with the relevant authority.

Disposal of damaged dangerous goods shipments must be done in accordance with local regulations issued by relevant authority.

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2 Special Loads

2.1 General

Special loads consists of packages and materials which due to their chemical and/or physical characteristics may be hazardous to passengers, crew, aircraft or other load on board (Dangerous Goods) or due to their other characteristics need special actions when transported on board an aircraft (i.e. live animals).

2.2 Ballast (BAL)

GENERAL

On occasion, ballast is required to bring the centre of gravity within operational limits.

DEFINITION OF BALLAST

There are two methods of carrying ballast:

a) Ballast (hold loaded) (Standard weight for Finnair's ballast sack is 25 kg)
b) Ballast fuel.

LOADSHEET PROCEDURE

a) Ballast (hold loaded). The information for handling ballast (hold loaded). See AY GOM ANNEX C 4.
b) Ballast Fuel. Ballast fuel must be shown as an adjustment to the dry operating weight which will then be included in the ZFW.
    1. Ballast fuel must not be part of the flight plan fuel and must remain in the tanks for the duration of the relevant sector of the flight. Any fuel jettisoned or used in flight could cause balance problems and jeopardize the safety of the aircraft.
    2. If ballast fuel is carried over a sector where it is not required, it must be considered either as further ballast or usable fuel and included appropriately in the loadsheet.
    3. When ballast fuel is carried, it must be shown in the supplementary information (SI) of the load message as information to the next station.
c) FLIGHT CREW AND FLIGHT PLANNING INFORMATION. In case of ballast fuel, the Pilot-in-Command and AY Flight Planning must be informed as soon as possible.

2.3 Cargo Aircraft Only (CAO)

Black on orange label with text "CARGO AIRCRAFT ONLY"
Packages must not be loaded on passenger aircraft.

2.4 Company Mail (COM)

The items listed below are classified as company mail:

a) All correspondence pertaining to company matters
b) Newspapers, magazines, books, photos, drawings and press cuttings
c) Office and station material, timetables and AY-advertising material

NOTE:

- Dispatch of articles not classified as company mail constitutes a violation of postal regulations which might result in financial penalties and legal action from the authorities
- It is not allowed to dispatch as company mail private letters or parcels.
- It is strictly forbidden for station staff and crew members to accept for carriage any items other than those clearly identified as company mail. This violates company rules, postal and/or customs regulations and is also a security risk.
- Company mail must always be security screened.
- The transportation of dangerous goods in company mail is prohibited.

Company mail shall be dispatched:

- In the carrier's company mail envelopes, or in other envelopes identified by the carrier's or agent's name. Envelopes may be sealed and marked accordingly if the contents is confidential.
- In bags tied up with a "Company Mail" label which has to be marked with the 3-letter code of the destination.

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Finnair company mail is carried in green COM bags.

Company mail shall be loaded to compartment (not in cabin) preferably with the baggage for the same destination.

The person responsible for loading must inform load control office about the location and weight of company mail (to be included in weight and balance calculations and loadmessages).

2.5 Crew Baggage (D)

Baggage tagged as crew baggage shall be loaded as follows:

Table 87. Loading Locations of Crew Baggage

330, 350	Priority baggage ULD Exceptionally loading to bulk compartment is allowed: 1. for flights where no priority baggage ULD is available (e.g., ferry/positioning flights) 2. when on arrival or departure station crew bags are delivered to crew or crew leaves them at aircraft side, or crew bags are handled on different location than other baggage (e.g., HEL-LPA) 3. when loading of crew baggage to priority baggage ULD would cause delay (e.g., late crew baggage check-in or delivery)
32S	Compartment 5 (bulk compartment)

Crew baggage shall be loaded last as close to the compartment door as possible.

2.6 Diplomatic Baggage

a) Diplomatic Baggage (Checked Baggage)
Finnair has no special ground operations procedures regarding handling of diplomatic baggage as checked baggage.
Any special procedures, e.g., regarding handling or screening requirements of the baggage, shall be done according to local procedures and AY Security Manual 2.4.4.

b) Diplomatic Baggage (Carry-on Baggage)
Finnair has no special ground operations procedures regarding handling of diplomatic baggage as carry-on baggage.
Any special procedures, e.g., regarding handling or screening requirements of the baggage, shall be done according to local procedures and AY Security Manual 2.4.4.
If required, cabin seat baggage (CBBG) can be bought for these items.

2.7 Diplomatic Cargo/Mail (DIP)

No specific handling requirements for diplomatic shipments as cargo or mail.
NOTOC is not required for DIP shipments.

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2.8 Dry Ice (Carbon Dioxide, Solid) and Cryogenic Liquids (ICE and RCL)

[Ref. OM-A 9.6.9, Part 9 Appendix 7, CHM 4.7.9, DGR 9.3.10, 9.3.11]

2.8.1 Principles and Quantity Limitations

The main hazard comes from the outcome of sublimation of ICE, where the resulting carbon dioxide gas (CO_2) is heavier than air and can cause suffocation in confined areas as it displaces air. Due to that the primary protection principle is that limits are specified to ensure the CO_2 concentration is not exceeding 0,5%. That level is defined by FAA/EASA and it is widely used in industry.

Although RCL does not have exactly similar properties it may, for convenience, be considered in this context by the same way as ICE. It should be noted that RCL shipments, typically refrigerated liquid nitrogen are very rare, only 2-3 shipments per year.

2.8.2 Quantity Limits

The quantity limits shown in Table 88. Dry Ice Quantity Limits Based on 2% Sublimation Rate are for convenience purposes; they are based on 2% sublimation rate and can be used for easy checks for flights always when ICE quantities are relatively small.

If table limits are to be exceeded and if ICE load in a hold contains shipments with other sublimation rates (than 2%), maximum load is to be determined by Cargo Control Center (CCC) in accordance of OM-A Part 9 Appendix 7 Dry Ice Transport – Sublimation Rate Calculations.

Table 88. Dry Ice Quantity Limits Based on 2% Sublimation Rate

TYPE OF A/C	HOLD (COMPARTMENTS)	TOTAL MAX QUANTITY [KG]
A319, A320	FWD (1)	150
	AFT (3+4+5)	500
A321	FWD (1+2)	250
	AFT (3+4+5)	500
A330	FWD (1+2)	1000
	AFT (3+4)	500
	Bulk (5)	200
A350	FWD (1+2)	780
	AFT (3+4)	650
	Bulk (5)	200

2.8.3 Communication Process

If the limits shown in Table 88. Dry Ice Quantity Limits Based on 2% Sublimation Rate are exceeded that information will be communicated by

a) CCC to the cargo handling agent at origin. That information consists of
    1. if applicable, a plan how ICE load must be built if all shipments will not be loaded in same hold
    2. request to add following statement in the Other Information field of NOTOC: “ICE quantity exceeding manual limit – based on low sublimation rates of Dry Ice shipments”
b) cargo handling agent to load control and ramp ground handling service provider (NOTOC)
c) CCC to load control describing planned holds for units (ICE load plan)
d) ramp ground handling service provider to PiC (NOTOC)

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2.8.4 Loading/Unloading Precautions

Actions must be taken to ensure that ground staff, in all stations flight operates, are informed that cargo containing ICE/RCL are being to be loaded or are on board the aircraft and that appropriate precautions must be taken to ensure that after the cargo door is opened any gas build up is allowed to vent before loading personnel enter the cargo compartment.



Danger:
As a precaution the compartment must be informed to destination by LDM and CPM messages and compartments must be ventilated adequately before loading personnel enters into compartment.

2.8.5 Live Animals and Dry Ice

a) In case ICE/RCL limits in AY GOM ANNEX C 2.8.2 Table 88. Dry Ice Quantity Limits Based on 2% Sublimation Rate are not exceeded minimum separation distance of 1 meter must be maintained, however segregation to separate holds is recommended
b) In case ICE/RCL limits in AY GOM ANNEX C 2.8.2 Table 88. Dry Ice Quantity Limits Based on 2% Sublimation Rate are exceeded segregation to separate holds is required

As the vapors emitted by ICE/RCL are heavier than air, they concentrate on the lower level of the hold. Therefore, if possible and practical, live animals should be stowed above ICE/RCL packages.

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2.9 Equipment in Compartments (EIC)

Equipment which is carried on the aircraft, but which is not manifested and which is not elsewhere included in the weight composition, such as additional flight kit.

Table 89. Equipment in Compartments (EIC)

FKT	flight kit (When a flight kit is included in the DOW/DOI it shall be identified with a flight kit tag or sticker and no mention of the flight kit shall be made as EIC.)
CSU	catering equipment or food supply hold loaded not used on flight
BAL	ballast hold loaded
BED	stretcher installed in cabin
BEH	stretcher equipment hold loaded
COM	company mail
EIC	types of equipment in compartments not covered by the above specified categories, e.g. pre orders, loading accessories not in use
ELD	extra load devices

Handling of EIC

Marking:
Each EIC item should be marked with the name of the carrier owning it and when applicable the station at which the equipment is controlled, and the weight in kg.

EIC notice

For weight and balance calculation, load planning purposes and in order to ensure that details are included in the loading instruction report the load control office must be notified about the EIC shipment as early as possible.

The delivering department must inform the load control office about EIC.

Loadsheet procedure

The weight of EIC shipments must be included in the cargo weight according to destination and shown as a remark.

Load accessories and lashing material in use need not to be shown as a remark according to carriers requirements.

2.10 Films (FIL)

Unexposed or undeveloped film must be separated from radioactive Material Category II or III, RRY, with a minimum distance as described in the table below:

Table 90. Separation of Unexposed or Undeveloped Films (FIL)

Total sum of TI	4 hours or less		4 – 8 hours		8 – 12 hours	
	Minimum separation distance in meters or ULDs					
	meters	ULDs	meters	ULDs	meters	ULDs
0.1 – 5.0	1.3	1	1.9	2	2.4	2
5.1 – 10.0	2.0	2	2.8	2	3.5	2
10.1 – 20.0	2.8	2	4.0	3	4.9	4

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2.11 Firearms and Ammunition (WEA)

Firearms and ammunition for sporting and hunting purposes (including replicas, decommissioned guns and guns for game purposes, e.g. airsoft and paintball guns) shall be carried as checked baggage only in the aircraft's holds which are inaccessible from the cabin and when the following conditions are met:

a) Prior to acceptance the check-in personnel must be assured that the firearm is not loaded. This is done by questioning the passenger and gaining a positive answer.

b) Firearms are suitably packed to avoid breakage. Firearms may also be packed in passenger baggage among other items as long as it is well protected against breakage. Hard shell cases are recommended. In case baggage containing firearm or ammunition is locked, TSA-approved lock is preferred.

c) Ammunition with explosive or incendiary projectiles is not accepted.

d) Ammunition (max 5 kg/11lb per customer) will only be carried in the aircraft as checked baggage**.** For information on the types of ammunition that can be accepted see AY GOM ANNEX C 1.3. Ammunition shall be identified, with the knowledge of the carrier or carriers, duly packed in wooden, metal or pressed cardboard boxes to protect them from any knocks or movement. Ammunition shall be carried separately from firearm (in a separate baggage).

e) Should the passenger travel in a group where more than one passenger carries the allowed amount of ammunition per person, the ammunition must be packed into separate packages each of which must not exceed 5 kg.

f) All baggage containing firearms or ammunition
   1. shall be checked in to DCS as WEAP or AMMO special bag (when AY Altéa CM DCS is the check-in DCS)
   2. shall have Finnair Firearm -label (230) attached. Exceptions to this labeling rule are described in AY GOM 1.1.6.9.
   3. are shown as special baggage WEA in Altéa FM

g) Firearms and ammunition must be stowed in an area that is inaccessible to any person during the flight and shall not be carried in the cockpit or retained by any member of the crew.

h) On containerized aircraft firearms or ammunition as baggage shall be planned and loaded to bulk compartment whenever feasible.
   Exception for A321 aircrafts with Additional Center Tanks (ACT) installed:
   - Ammunition as baggage shall be planned and loaded to forward hold on A321 aircrafts with Additional Center Tanks installed.
   - As both firearms and ammunition as baggage are identified as WEA in loadcontrol it is acceptable to plan and load also firearms to forward hold.

i) The location of the firearms or ammunition shall be notified in LDM/CPM in order to inform the destination station security authorities etc.

j) Transit and transfer stations must be advised and shall ensure the integrity of such items, and at the final destination security procedures must be implemented to return the firearms to the passenger.

k) 'Safeguard Telex for Firearms Movement' shall be sent to destination station when required by local authorities or Finnair.
   1. 'Safeguard Telex for Firearms Movement' is required for baggage containing firearms for flights to AGP, FCO, LHR, LIN, MAD, MXP and PSA.
   2. Message shall include flight number, date, passenger name, firearm tag number, transfer flight number (if applicable) and location where firearm is loaded.
   3. 'Safeguard Telex for Firearms Movement' is not required for baggage containing ammunition

l) Finnair representative at the destination is required to notify the relevant authorities and to make local arrangements, when needed, based on information of the Safeguard Telex message and/or LDM/CPM. At some stations firearms may be delivered to passenger only after document check and firearms case may not be placed on baggage carousel. Passenger should be always informed of this possible delivery process.

m) Regulations concerning transfer and import of firearms, firearm components and ammunition to Finland vary depending on the country where the firearm permit is issued and whether the firearm holder carries a European firearms pass. A written invitation from a Finnish hunting club (or similar) and required permit/pass/license to carry firearm shall in any case be presented to the Finnish authorities, when requested. The passenger is responsible for obtaining all needed documents before entering Finland.

n) It is the duty of the passenger to ensure that all the required licenses have been obtained and that all import regulations and restrictions of the destination country are observed and therefore it is advisable to contact the relevant embassy or consulate.

o) If there is no SSR information in PNR about the firearm or ammunition and passenger checks in baggage containing firearm or ammunition, then SSR WEAP or AMMO shall be added to PNR.

p) If there is SSR information in PNR about the firearm (WEAP) or ammunition (AMMO) in the PNR and passenger does not check in any firearms or ammunition then SSR WEAP or AMMO shall be removed from the PNR.

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2.12 Foodstuffs for Human Consumption (EAT)

The regulations given below refer to shipments of foodstuffs other than fish, meat, fruits and vegetables. Separate regulations exist for:

a) Fruits and vegetables (PEP),
b) Fresh fish, salted fish and seafood (PES),
c) Frozen fish and frozen seafood (PES),
d) Meat and meat products (PEM).

PES and PEM shipments must be treated as wet cargo. For instructions refer to AY GOM ANNEX C 2.31.

Segregation from other load

a) EAT must be separated with a minimum distance of one meter from human remains in coffins (HUM) and live animals (AVI)
b) Flowers (PEF) should not be loaded into same bulk hold or ULD as fresh fruits and vegetables (PEP) due to ethylene gas produced by vegetables which may deteriorate flowers

Temperature conditions

Whenever possible, EAT shipments must be loaded in compartments where low temperatures can be set.

Special load remark

EAT shipments must be indicated in traffic documents and messages with the three-letter code EAT.

2.13 Fragile Cargo

Fragile cargo may easily be damaged if exposed to jolting, dropping, Dumping etc. For these reasons, special attention should be paid to cargo marked with FRAGILE label or otherwise characterised as fragile.

Packages with the ARROW labels affixed shall be placed in an upright Position, i.e. the arrows shall point upwards. See special instructions, if any, in the Air Waybill.

2.14 Fresh Fish, Salted Fish and Seafood (PES)

Prevention of compartment contamination

As a precautionary measure, plastic sheeting shall be spread on the compartment or ULD floor. The protective material must be of sufficient size to surround the shipment completely. At the unloading station the plastic sheeting is to be carefully removed so that accumulated liquid is not spilled in to the compartment.

Segregation from other load

For instructions refer to AY GOM ANNEX C 2.12.

Temperature conditions

For instructions refer to AY GOM ANNEX C 2.12.

Special load remark

Fresh fish, salted fish and seafood shipments shall be indicated in traffic documents and messages with the 3-letter code PES.

Fresh fish, salted fish and other sea food as checked or unchecked baggage

Finnair does not allow any transportation of fresh fish, salted fish or other sea food as checked or unchecked baggage but they must be transported as cargo under air waybill.

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2.15 Frozen Fish and Frozen Seafood (PES)

Prevention of compartment contamination

Frozen fish and frozen seafood packages normally contain dry ice to keep the goods frozen during transportation. Precautionary measures to prevent spillage of liquid are therefore not required.

Segregation from other load

For instructions refer to AY GOM ANNEX C 2.12.

Temperature conditions

For instructions refer to AY GOM ANNEX C 2.12.

Special load remark

Frozen fish and frozen seafood shipments shall be indicated in traffic documents with the three-letter code PES. If dry ice is used as refrigerant, the three-letter code ICE is to be shown in the CPM and LDM, in addition to the code PES.

2.16 Fruits and Vegetables (PEP)

Segregation from other load

For instructions refer to AY GOM ANNEX C 2.12.

Temperature conditions

For instructions refer to AY GOM ANNEX C 2.12.

Special load remark

Fruits and vegetables shipments must be indicated in traffic documents and messages with the 3-letter code PEP

2.17 Heavy Items (HEA)

Heavy items require special attention in stowing. For aircraft type specific stowing requlations see ANNEX D Aircraft Guide.

2.18 Human Remains (HUM/HUU)

a) Human Remains in Coffins (HUM)

Carriage of human remains in coffins (HUM) are subject to the following conditions:

1. HUM shall be transported as cargo.
2. HUM must be packed in a hermetically sealed inner containment which may be constructed of a flexible material or may be a rigid coffin of lead or zinc. The inner containment must then be packed inside a wooden or metal coffin. The wooden or metal coffin may be protected from damage by an outer packing and covered by canvas or tarpaulin so that the nature of its contents is not apparent.
3. HUM must be separated with a minimum distance of one meter from foodstuffs (EAT) and live animals (AVI).
4. For heavy coffins all weight and volume restrictions must be followed.
5. The Pilot-in-Command shall be informed (NOTOC required).

b) Human Remains in Urns (HUU)

Carriage of cremated human remains in urns (HUU) are subject to the following conditions:

1. HUU are acceptable as cargo, checked baggage or as carry-on baggage in cabin.
2. When HUU is transported as baggage, it is passenger's responsibility to be in possession of all necessary documentation. When transporting remains from one country to another, it is recommended for the passenger to confirm with the consulate about the possible local authority requirements.
3. HUU must be transported in funeral urns which are efficiently cushioned by suitable packaging against breakage.
4. Handling and loading as normal cargo or baggage.
5. NOTOC is not required.

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2.19 Live Animals (AVI)

2.19.1 General

Animals are to be transported in accordance with the IATA Live Animals Regulations (LAR) and the following general principles apply when loading live animals, carried as cargo or passengers' checked baggage. It shall be noted that laboratory animals may only be carried as cargo on Finnair.

Live animals must only be loaded into suitable aircraft compartments authorised by the carrier, always taking into account the needs of the animals. When carrying any type of live animals, the basic environmental requirements shall be ascertained considering in-flight conditions (temperature range and oxygen needs) and possible climatic effects on ground during transit stops. For loading, the orientation of the animal in relation to the longitudinal or lateral axis of the aircraft shall be checked with the shipper/passenger. Company regulations shall also be checked to make sure that conditions in the planned cargo compartment can be adjusted to meet the temperature and ventilation requirements. Loading and unloading of the animals into or out of the animals own container/cage should be carried out by the shipper/passenger, the consignee or, when agreed, by qualified handling staff.

Live animals shipments shall be treated as wet shipments, and must be manifested in all documents as AVI.

The flight crew shall be notified on the form *Special Load – Notification to Captain* of the live animals transported as cargo and the required action on hold heating/ventilation controls.

The information about live animals transported as baggage may be forwarded to the cockpit crew in SI column on the loadsheet or via ACARS / radio communication instead of NOTOC -form.

2.19.2 Reservation and Check-in (AVIH)

Approval from Finnair is needed when booking AVIH. Following conditions shall be met to reserve or accept AVIH for carriage:

a) Passenger and AVIH shall hold all required and valid documents to enter the destination. This includes all required travel documentation (for example passport and visa when applicable) for the passenger and all documents and vaccinations etc. required for the AVIH.
b) AVIH through check-in is not permitted. In case passenger with AVIH has multiple flights:
    1. Passenger and AVIH shall hold all required and valid documents also to enter the first destination. This includes all required travel documentation (for example passport and visa when applicable) for the passenger and all documents and vaccinations etc. required for the AVIH.
    2. All baggage and AVIH shall be checked (labelled) only to first airport and passenger must claim all baggage and AVIH and check-in for next flight separately (after clearing customs when applicable).
    3. Minimum connection time of 180 min is required in between the flights.
c) Maximum weight of pet carrier as baggage (AVIH) is 75kg (total gross weight of animal and container/cage)
d) For the carriage of dogs and cats on flights to/from USA:
    1. No more than one live dog or cat, six month of age or older, or no more than one live puppy, eight weeks to six months of age and weighing over 9 kg, may be transported in a pet carrier.
    2. No more than two live puppies or kittens, seven weeks to six months of age, that are of comparable size, and weighing 9 kg, or less each, may be transported in the same pet carrier. Puppies or kittens, four months of age or less, may not be transported in the same pet carrier with adult dogs or cats other than their dams.

2.19.3 Seating Recommendations for Pet in Cabin

Pet in cabin should be seated whenever possible in the rear of the cabin and approximately 10 rows shall be kept between animals unknown to each other. It is the responsibility of the ground staff and cabin crew to use their best judgement to ensure that animals accepted in cabin will not be offensive or disturb other passengers. Final acceptance is always subject to Commander's approval and removal of pet to the cargo hold may be ordered if one of the established conditions is not respected.

2.19.4 Pet in Cabin and Passengers with Animal Allergies

Finnair will not close cabin from pet animals for customers with animal allergies at the time of reservation. In case of a severe allergy, Medadesk will evaluate the need to close the PETC count via MEDIF process. Customer shall submit the special assistance form online to contact Medadesk.

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2.19.5 Pet Unit

Pets of the same family or otherwise familiar with each other travelling on the same PNR are handled as one pet unit both in cases of PETC and AVIH.

Pet unit can include maximum 3 pet carriers

As PETC is transported under the seat in front of the passenger only 1 PETC per customer is allowed (e.g. if pet unit includes 2 PETC then reservation must have minimum 2 customers)

2.19.6 Limitations on Number of Pet Units by Aircraft Type

Pets are carried as follows in the Finnair flights:

a) On flights operated by A330 and A350 aircraft pets are not allowed in Business Class seats (except assistance dogs) as there is no room to accommodate pets under the seat in front due to design of the Business Class seats.
b) Baggage on seat rule (CBBG) does not apply on pets in cabin.
c) If the maximum number presented in Table 91. Maximum Number of Pet Units by Aircraft Type is planned to be exceeded, the following applies:
    1. Cabin safety and Fleet Office will evaluate the situation in advance, make the decision and implement the applicable mitigations, if required.
    2. If the maximum number of AVIH is planned to be exceeded, the Ground OPS must be consulted.
    3. The crew is to be informed about the exceedance.
d) Limitations and pet unit/carrier definitions above are for animals as baggage only, maximum number of animals transported as cargo is evaluated by Finnair Cargo or its subcontractors based on IATA LAR, aircraft restrictions and commercial decisions.
e) In unforeseen conditions with the Commander's decision the number of PETC and AVIH may be exceeded. Refer to *OM-A 8.2.2.10.*

Table 91. Maximum Number of Pet Units by Aircraft Type

Aircraft type	PETC	AVIH
330, 350	2 (J-class 0, W-class 1, W+Y -class 2)	2
32S	2	2

2.19.7 Ramp Handling

Ground transportation and loading/unloading should be performed smoothly in order not to startle the animals. Avoid unnecessary tilting and jolting of containers. Animal containers must be handled and stowed in the upright and level position. Animals must be loaded as near to the time of the aircraft's departure as possible. Animals must never be left standing unnecessarily in the open, nor on standing aircraft when the departure is delayed. It shall be ensured that animals are provided adequate protection from the severe weather conditions (freezing cold, hot sunshine etc.). In practise this means that whenever required due to weather or other conditions, AVIH shall be transported and loaded last into the aircraft and unloaded and transported as first to the arrival terminal.

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2.19.8 Stowage in Aircraft

Live animals shall not be packed/loaded inside a closed ULD, except for a few species, e.g. fish.

When loading containers onto pallets with igloos, the cages shall be stowed next to the igloo opening, with their main ventilation side facing the open side of the igloo. The igloo protection cover (if any) shall remain folded up. The containers shall always be tied down or be otherwise secured against any kind of movement at take-off, landing and during flight, to prevent shifting or falling of the animal container. The containers shall be stowed in such a way that there is enough space between cages and other load to guarantee a sufficient air circulation. Cages shall not be placed under other loads. A departure from the normal loading sequence may be unavoidable, in order to ensure the best possible container location. Depending on the quality of the animal container, care should be taken when stacking to prevent crushing of the lower levels. The containers shall be accessible, without needing to be offloaded, when care of the animal is required during transit stops.

In the event of an excessive delay, special care should be taken, e.g. opening of compartment doors, extra watering/feeding, off-loading, etc. when necessary.

Animal containers shall not be loaded directly in front of or below air ventilation outlets, or in contact with the floor, or compartment walls, or internal lights. Use spreader boards to prevent cold temperature transfer from the airframe to the containers. There has to be sufficient air for normal breathing, the ventilation apertures must not be blocked by other loads, compartment or ULD walls.

Those live animal shipment containers that after acceptance for some reason appear not to have a durable leak proof bottom must be treated as wet cargo. In such a case plastic sheeting or tarpaulin must be placed under the live animal containers in order to avoid contamination of aircraft holds, ULDs and other load.

Animals shall be separated from incompatible loads that have negative effects on their welfare:

a) ICE/RCL (carbon dioxide, solid (dry ice) / cryogenic liquids) with a minimum distance of one meter or separate holds, depending on ICE/RCL quantity (see AY GOM ANNEX C 2.8 and 3.1)
b) EAT (foodstuffs) with a minimum distance of one meter (see AY GOM ANNEX C 2.12 and 3.1)
c) RRY (radioactive materials) with a minimum distance of one meter, however separation is preferred to be made according to distance depending on RRY TI (see AY GOM ANNEX C 2.26.1 and 3.1)
d) HUM (human remains) with a minimum distance of one meter (see AY GOM ANNEX C 2.18 and 3.1)
e) SPF (laboratory animals) shall be loaded apart from other animals to reduce any risk of cross infection or contamination. Laboratory animals may be carried as cargo only on Finnair flights. (see AY GOM ANNEX C 3.1)
f) Animals which are natural enemies, e.g., cats and dogs, may be loaded in the same hold provided they are not in sight of one another (loading as far as apart as possible or to different hold or different non adjacent ULD's is preferred)
g) If male and female animals are loaded in the same compartment or hold, they should be stowed as far apart as possible

Table 92. Recommended Optimum Temperature Range for Transporting Cats and Dogs

	temperature minimum	temperature maximum
dog (short hair)	10 °C	32 °C
dog (long hair)	4 °C	27 °C
cat (short hair)	10 °C	29 °C
cat (long hair)	7 °C	27 °C

For more information regarding temperature sensitive cargo see AY GOM ANNEX C 2.29.

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2.19.9 Health and Hygiene - General

After delivery of the animals at destination, the carriers' container shall be cleaned and washed thoroughly before returning, and disinfected before re-use, in accordance with the requirements of the exporting, transiting and importing countries.

It is recommended that no equipment, with which animals will come into direct contact, be replaced in the aircraft until it has been disinfected, and then washed with clean water to remove any traces of disinfectant which might cause damage to the aircraft structure.

When feasible, arrange for injured animals, or those which have apparently become ill during carriage, to receive veterinary treatment.

When feasible, arrange for the removal of sick or dead animals from containers. Such action should only be taken in consultation with the best expert advice available at short notice. When, for whatever reason, such action cannot be carried out, the next en-route station(s) and destination station should be informed.

After off-loading the containers, the relevant aircraft holds shall be inspected and cleaned in case of leakage or spillage.

2.19.10 Special Regulations

a) Suitable Compartments

Table 93. Suitable Compartments for AVIH Loading

330, 350	Compartments 1, 2 and 5
320, 321	Compartments 3, 4 and 5
319	Compartments 4 and 5

See also AY GOM ANNEX C 2.19.11.

b) Segregation from Other Load
See AY GOM ANNEX C 3.1

c) AVI on Pallets
Only leak-proof containers are acceptable. The pallet floor must be protected against urine spillage by means of tarpaulins, plastic covers or similar suitable equipment.
To prevent suffocation, crates must be loaded either on top of the pallet or with the ventilation holes next to the net.
No plastic sheet must cover the part of the pallet where live animals have been loaded.

d) Day-old Chickens, Ducklings and Turkey Poults
Must be stowed in such a manner that sufficient air ventilation around all boxes is granted during transportation, i.e. a minimum of 10 cm around each stack and at least 20 cm separation between other load. Boxes may only be stowed 4 high.

e) Day-old Poultry
Sufficient space must be left between the cages to ensure needed ventilation. Maximum permitted quantity per pallet: 700 kg gross weight. The pallets shall not be loaded higher than approximately 1,20 meters.

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2.19.11 Breathing Air for Animal Transportation in Compartment

No other cargo should be placed on or around, in close proximity to the animal container, thus ensuring adequate ventilation to the animal.

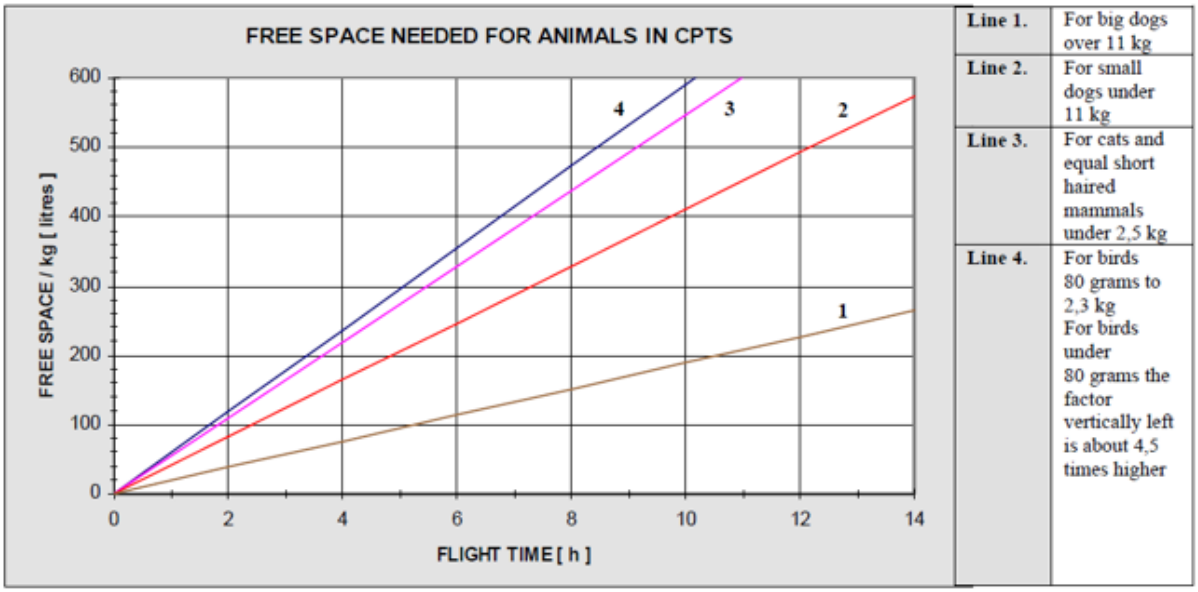
a) Air quantity for animal transport in narrow-body aircraft (A32S)

The amount of sufficient breathing air for animal transportation in A32S compartments.

The air required per animal can be calculated using the chart below. The bottom line is flight time in hours. From the left vertically we find the factors which multiplied with the animals weight tells the amount of air needed in litres.

Space needed = (animal weight) x (free space / kg) (Free space / kg - value taken from the table below)

Picture 71. Free Space Needed for Animals in CPTs



Note: Day Old Chickens shipped as cargo are excepted from these restrictions.

Example: Dog weighing 27 kg and 5,5 hours in the compartment.
Line 1. and 5,5 hours are crossing at point about 105 l/kg.
27 kg x 105 l/kg = 2835 litres equals about 2,8 cubic meters, which is the amount of breathing air required by this animal.

b) Air quantity for animal transport in wide-body aircraft (A330 and A350)

Compartments suitable for animal transport are:

- forward cargo compartment (CPT 1 + 2)
- bulk compartment (CPT 5)

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2.19.12 Preparations and Restrictions Concerning Animals in International Traffic

When transporting pets the animals' welfare has to be taken into consideration as well as country-specific regulations. Puppies should, for example, be weaned off their mother and be able to eat on their own to be accepted for transportation. In Finland, the minimum age for air transportation of puppies is 8 weeks. For country-specific regulations, e.g. regarding minimum age of puppies, and required documents the passenger shall contact national authorities.

It is recommended to feed the pet only lightly, because most pets are house-trained and do not want to soil their own bedding. If the duration of transportation is more than 8 hours, a water container must also be included in the box. Water containers must not be filled too much, in order to avoid spillage. The amount of water shall be checked by the airline at intermediate landing places. AVIH shall not have a collar or leash while in the container. Also it is not recommended that AVIH wears any 'coat' for safety reasons as it could hurt the AVIH if coat gets stuck during the transportation.

The customer must have an advanced booking in Finnair's reservation system and he has to provide all necessary documents (pet passport, export/import/transit permits, health/vaccination certificates etc.) and other possible preparations (tattoo or microchip, quarantine, veterinary meeting on arrival etc.). Finnair does not assume any responsibility if an animal is refused entry into or transit through a country.

The importation of pets as baggage is totally prohibited to/via some countries, e.g. Great Britain, Ireland, South Africa, Hong Kong and Australia. The airline will be severely fined for carrying any pets as either carry-on baggage or checked in baggage to these destinations. To these countries live animals must be transported solely as air cargo under an appropriate air waybill. It shall also be noted that even when the Finnair policy allows transportation of certain animal species as AVIH or PETC, country regulations may differ from Finnair policy when they shall naturally be honoured. For example the Chinese authorities consider only dogs and cats as PETC/AVIH, all other species shall be sent under air waybill as cargo. Due to these differing regulations it is most important to check TIM (Travel Information Manual) and/or the TIMATIC display in Finnair DCS/AMADEUS terminals which show detailed information on customs and health regulations of individual countries. AVIH may not be through checked via CDG due to government restrictions. If customer travelling with AVIH has a routing via CDG, AVIH shall be checked only to CDG where customer must pick up the AVIH and check it to the connecting flight.

2.20 Magnetised Materials (MAG)

Magnetized materials must be loaded so that headings of aircraft compasses are maintained within the tolerances prescribed by the applicable aircraft airworthiness requirements and, where practical, in locations minimizing possible effects on compasses. Multiple packages may produce a cumulative effect. For magnetized material transported under the conditions of an approval described in DGR PI 953, loading must be in accordance with conditions specified in the authorizing approval.

Following items of iron or steel shall always be handled as magnetised material:

a) pieces weighing more than 300 kg
b) assemblies or single pieces weighing more than 150 kg and measuring more than 200 cm in length.

All compartments on Finnair aircrafts are suitable for MAG transportation.

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2.21 Meat and Meat Products (PEM)

The instructions given below apply to fresh and chilled meat packed in double gauze or cardboard boxes.

Prevention of compartment contamination
Meat shall be enclosed in waterproof material and handled as 'wet cargo'. Any wet ice used shall be sealed within its own watertight container.

For instructions refer to AY GOM ANNEX C 2.31.

Segregation from other load
For instructions regarding segregation of meat and meat products shipments from other commodities refer to AY GOM ANNEX C 2.11.

Replenishing of dry ice charge
In case of extended delays the dry ice charge in the ULDs must be checked and replenished if necessary.

Special load remark
Meat and meat products shipments shall be indicated in traffic documents and messages with the three-letter code PEM.

2.22 Media Bags

MBAG is AJB-carriers' own product for bags of large media-companies. Only selected travel agents can book media bags through a special process and agreement for media bag transportation is offered only to a number of media companies (mostly U.S. film and news industry companies).

Flat fee per Media bag is 70EUR/USD or 50GBP. Manual pricing and collecting the Media bag fee is always done manually at the Airport Service desk. If Media Company has paid excess fees for the return flight in advance, they need to present a document of the prepayment after which the excess baggage may be waived with MEDIABAG reason code.

Conditions for the MBAG bookings are as follows:

a) One entity (travel company, media event) is allowed to bring with a maximum amount of 25 pieces per flight.
b) a piece cannot exceed 45 kg and be larger than 320 cm (of which max length is 190 cm).
c) In the PNR media bag SSR MBAG -line has to be visible and confirmed in order to apply special MBAG rates and in order to accept any items more than 32 kg.
d) Bookings are allowed only on operating (prime) flight quota.
e) In case there is no confirmed MBAG in the prime booking, excess bag of any media group is handled as normal extra bags and normal excess baggage fees apply.

2.23 Musical Instruments

a) Musical instruments may be carried as carry-on baggage according to Finnair carry-on acceptance rules. See AY GOM ANNEX B 1.1 for further information.
b) Larger musical instruments exceeding carry-on acceptance rules may be carried as CBBG. See AY GOM 1.1.6.12 a).
c) Large musical items not meeting CBBG rules shall be transported in cargo hold.

2.24 Polymeric Beads (RSB)

[ref. DGR 9.3.12]

A total of not more than 100 kg net weight of expandable polymeric beads (or granules) or plastic moulding materials may be carried in any inaccessible compartment on any airplane (RSB, UN 2211 and UN 3314).

2.25 Press Photos/ News Material

Small news material item may be placed in aircraft document briefcase, attached to the Airwaybill. Others, which due to their packing are not placed in the aircraft document briefcase, shall be stowed as mentioned under "Small cargo shipments".

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2.26 Radioactive Materials (RRE/RRW/RRY)

Radioactive packages are classified according to their external dose rate in four categories. The dose rate is expressed in number of Transport Indexes (TI) and is equivalent to the maximum dose rate in millirem per hour (MREM/HR) at one meter from the external surface of the package.

Table 94. Labeling of Radioactive Materials RRW/RRY

Category	Max value of TI per one package	Label	IMP Code
Excepted	0		RRE
I	0		RRW
II	1,0		RRY
III	10,0		RRY

a) For **category I** radioactive packages the abbreviation **RRW** (white RADIOACTIVE label) is used. No loading limitations apply to category I packages.
b) For **category II and III** packages the abbreviation **RRY** (yellow RADIOACTIVE label) is used.
c) **Categories I, II and III** must be shown in the form Special Load - Notification to Captain (NOTOC)
d) In addition to three categories above radioactive material in very small activities and dose rate may be transported as 'Radioactive material, excepted packages'. The abbreviation RRE is used for these packages, which can be recognized from the Radioactive Material, Excepted package label. They do not need to be shown on the NOTOC and they have no loading limitations.

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2.26.1 General Loading Guidance for Radioactive Material

a) Loading of RRY packages is permitted in the lower compartments only.

b) Total number of packages and overpacks on board a single aircraft must be so limited that the total sum of the transport indexes aboard the aircraft does not exceed 50 for passenger aircraft.

c) Generally RRY packages are, if possible, loaded on the compartment floor with the shortest side up, provided no specific stowing position required due shape or THIS SIDE UP label. However, when necessary, RRY packages can also be loaded on other packages provided that the distance between the top of the RRY package and compartment floor not exceeds the maximum permissible height of that RRY package.
See Table 95 and Table 96 in AY GOM ANNEX C 2.26.2.

d) Pallets/containers containing RRY packages, or RRY packages loaded in bulk compartments must be separated from each other. Loading limitations and minimum separation distances are shown in Table 95 and Table 96 in ANNEX C 2.26.2.

e) Packages with small dose rate may be loaded together provided that the maximum height permitted for an individual package in the group is limited by the sum of the transport indexes of all packages in the group.

f) Live animals (AVI) shall be separated with a minimum distance of one meter, however separation according to last column (Min. separation distance from cabin/cockpit) of Table 95 and Table 96 in ANNEX C 2.26.2 is preferred.

g) Live Human Organs/Blood (LHO) and Mobile Crew Rest (MCR) shall be separated from RRY as shown on the last column (Min. separation distance from cabin/cockpit) of Table 95 and Table 96 in ANNEX C 2.26.2.

h) Unexposed or undeveloped film must be separated from RRY as instructed in AY GOM ANNEX C 2.10

i) Minimum separation distance must also be observed between RRY packages loaded in compartment 5 and RRY packages loaded in compartment 4. Minimum separation distance check is not required between forward hold and aft hold as minimum separation distance requirements are always complied.

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2.26.2 Specific Loading Limitations per Aircraft Type

In order not to expose passengers and crew to hazardous dose rates, a minimum separation distance between the surface of the package and the cabin floor must be ensured. This means that the maximum height of packages containing radioactive material is limited by the transport index. If packages are grouped together, the maximum height permitted for an individual package in the group is limited by the sum of the transport indexes of all packages in the group (Table 95 column 3 or 4 / Table 96 columns 3, 4 or 5). For the separation of packages or groups of packages with different transport indexes, the minimum separation distance required for the package or group of packages with the higher transport index must be applied.

Table 95. Maximum Height of Packages and Minimum Separation Distance (A319/A320/A321)

1	2		3	4	5
Total sum of transport index (TI)	Maximum permissible height of packages (cm)		Min. separation distance between groups* (cm)	Min. separation distance between groups* (container positions)	Min. separation distance from the cabin/cockpit (cm)
	A319/A320/A321				
	CPT 1-4	Bulk/ CPT 5			
0,1 - 1,0	103	74	90	1	30
1,1 - 2,0	83	48	150	1	50
2,1 - 3,0	63	28	210	2	70
3,1 - 4,0	48	N/A	255	2	85
4,1 - 5,0	33	N/A	300	2	100
5,1 - 6,0	N/A	N/A	345	3	115

*) Separation distance between packages or groups of packages with same TI

Table 96. Maximum Height of Packages and Minimum Separation Distance (A330/A350)

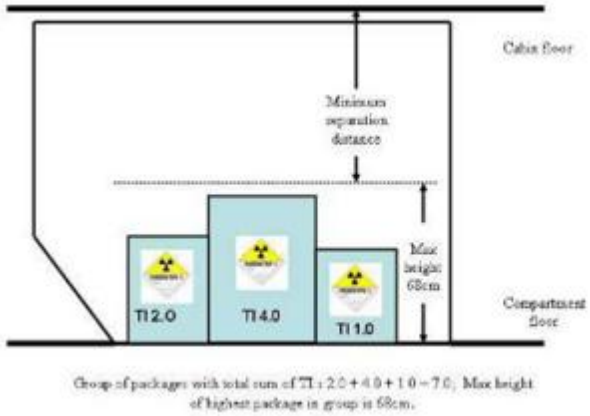
1	2	3	4	5	6
Total sum of transport index (TI)	Maximum permissible height of packages (cm)	Min. separation distance between groups* (cm)	Min. separation distance between groups (container positions)	Min. separation distance between groups (pallet positions)**	Min. separation distance from the cabin/cockpit (cm)
	A330 / A350				
0,1 - 1,0	163	90	1	1	30
1,1 - 2,0	148	150	1	1	50
2,1 - 3,0	128	210	2	1	70
3,1 - 4,0	113	255	2	2	85
4,1 - 5,0	98	300	2	2	100
5,1 - 6,0	80	345	3	2	115
6,1 - 7,0	68	390	3	2	130
7,1 - 8,0	53	435	3	2	145
8,1 - 9,0	43	465	3	2	155
9,1 - 10,0	33	495	4	3	165

*) Separation distance between packages or groups of packages with same TI

**) If the ULDs between groups are a mixture of containers and pallets the separation distance for containers must be used

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Picture 72. Minimum Separation Distance Example



2.27 Small Cargo Shipments

Small items of cargo for the same point of unloading shall be placed in net collector sacks. The sacks shall be loaded together with other load for the same point of unloading.

2.28 Sporting Equipment – General

In case sporting equipment is within the size and weight of a standard bag, these items can be carried as part of the normal baggage allowance. In case sporting item exceeds the standard allowance or size, heavy bag, oversize bag , excess baggage charge or special handling fee may apply.

2.28.1 Skiing Equipment

Skiing equipment is considered a ski bag including skiing equipment. The equipment must be packed into an appropriate ski bag to prevent damage to other load.

Charges depend on the size and weight of the ski bag and the length of the flight, and they are valid for a one-way journey and for the flight(s) for which the skiing equipment is checked in.

a) Skis up to 220 cm of length and up to 23kg (51lb) are considered as standard size skiing equipment.
b) Skis over 220 cm (e.g., ski jumping and special trekking skis) are always counted as oversized baggage and applicable charge shall be collected.
c) Finnair Plus Platinum Lumo and Platinum members are allowed to carry one set of skiing equipment without charge on Finnair marketed and operated flights.
d) Skis over 200cm of length shall not be confirmed or accepted on Norra ATR -operated flights.

2.28.2 Golfing Equipment

Golfing equipment is considered a golf bag including golfing equipment.

Charges depend on the flight time, and they are valid for a one-way journey and for the flight(s) for which the golf bag is checked in.

a) An extra bag charge shall be collected for golf bag up to 23 kg in case in excess to the allowance in the ticket.
b) Golf equipment up to 190 cm of length are considered as standard golf bag up to 23 kg. If in excess to these measures, SR SPEQ request is needed and a heavy/oversized rate applies.
c) Finnair Plus Platinum Lumo and Platinum as well as oneworld Emerald members are allowed to carry one set of golfing equipment without charge on Finnair marketed and operated flights.

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2.28.3 Bicycles

Bicycles are considered as fragile items and are accepted on transportation only when packed in a protective case or cardboard box which is meant for air transportation of bicycles.

Preparations for the transportation of bicycles: the handlebars shall be fixed sideways, the pressure of the tires reduced to avoid any problems in the unlikely event of pressurisation changes during flight and, if possible, the pedals removed.

Customer needs to notify in advance of the bicycle.

Check-in agent needs to check in the PNR that SR BIKE is confirmed and handling fee paid before accepting the bicycle for transportation.

Rates for bikes can be checked from Finnair web site at Extra baggage fees.

Note: for electric bike / e-bike (bicycle that is equipped with an electric motor to assist with propulsion), see AY GOM ANNEX C 1.2 f) and 2.28.4.

2.28.4 Small e-Vehicles and Propulsion Devices Powered by Lithium Batteries

See AY GOM ANNEX C 1.2 f).

2.28.5 Water Sport Equipment

a) Windsurfing equipment, kayaks and canoes
Windsurfing equipment, kayaks and canoes are not included in the checked baggage allowance. For wind surfing equipment, kayaks and canoes a fixed rate is always collected. Rates can be checked from Finnair web site at Extra baggage fees.
Windsurfing and surfboard equipment, kayaks and canoes may be transported as baggage provided that advance arrangement has been made with all carriers participating in the transportation. The customer must be advised to present the windsurfing equipment, kayaks or canoes at airport check-in in good time prior to flight departure.

b) Wake and Surfboards
Wake and surf boards (excluding windsurfing equipment) up to 210 X 60 X 40 cm of size and 23 kg of weight are considered as standard wake or surfboard bags. If in excess to these measures, SR SPEQ request is needed and a heavy/oversized rate applies.

2.28.6 Scuba Diving Equipment

Scuba diving equipment is considered special baggage, and will therefore be charged for, when the equipment contains air bottles. The air bottles must be empty when accepted for carriage. Normal excess and heavy bag charges apply in case of exceeding the free allowance on scheduled flights.

Finnair Plus Platinum Lumo, Platinum and Gold members are allowed to carry one set of scuba diving equipment without charge both on Finnair flights.

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2.28.7 Vaulting Poles

Vaulting poles may be transported as baggage on most Finnair routes excluding routes solely operated by E90 or ATR aircrafts. Transportation of vaulting poles requires special loading and both the length and width of the item are critical. All dimensions are needed already at the time of reservation. The maximum length may be 540 cm and diameter of pole baggage 20 cm in order to fit the poles into the aircraft's holds (excluding E90 or ATR). Heavy bag charge is always collected and normal excess baggage charges apply if in excess of normal allowance.

Vaulting poles (sport equipment) or other equipment of comparable size and shape can be confirmed for Finnair aircrafts as follows:

Table 97. Limitations for Confirming Vaulting Poles (Sport Equipment) or Other Equipment of Comparable Size

A319/A320/A321-211/ A321-231 (ACT not installed)	Yes (see ANNEX D Aircraft Guide for stowing regulations)	Max. 2 packages
A321-231 (ACT installed)	Only with prior permission from Manager, Ground Safety, Security and Compliance. (see ANNEX D Aircraft Guide for stowing regulations)	Agreed separately
A330, A350	Yes	Max. 3 packages

Maximum dimensions per package are 540 cm x 20 cm (length x diameter).

For stowing regulations per aircraft type, see AY GOM ANNEX D Aircraft Guide.
If exceptionally more than allowed amount of vaulting poles to be confirmed is delivered to aircraft, vaulting poles can be loaded if they can be loaded and secured as described in stowing regulations of ANNEX D Aircraft Guide.

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2.29 Temperature Sensitive Cargo (COL/CRT/ERT/FRO)

2.29.1 General

[Ref. AY CHM 6.8.1]

A proper handling of several special loads require knowledge of the temperature in aircraft holds during flight.

The following general factors have effect on the minimum and maximum hold temperature during flight:

a) Temperature and mass (loaded as cold or hot) of the goods to be loaded in cargo compartment. This has effect slightly also in wide body aircraft in the initial phase of the flight.
b) Flight time: In narrow body aircraft the temperature decreases more rapidly between flight hours of 1,5 to 3,5. After that temperature will not decrease any more. Flight time has no significant effect to the hold temperature in the ventilated compartments of the wide body aircraft.
c) Airport temperature and turnaround time have effect in narrow body aircraft during short flights. Even a quite warm airport is not able to increase the minimum temperature in holds when flight time exceeds 1,5 hours.
d) Outside temperature during flight has effect on the minimum temperature of the cargo compartments of a narrow body aircraft. The effect is ± 5 degrees Celsius.

Whenever there are significantly conflicting temperature requirements for special loads and there are no other restrictions limiting loading possibilities:

a) The load(s) that require warmer temperature should be planned and loaded to hold where temperature can be adjusted
b) The load(s) that required colder temperature should not be planned to same hold with load(s) with significantly conflicting temperature requirements

2.29.2 Aircraft Type-related Information

[Ref. AY CHM 6.8.2]

Following temperatures are basic values, which will change depending on the factors listed in AY GOM ANNEX C 2.29.1.

a) A32S
   CPT 1+2 (FWD): No heating, no possibilities to have effect to hold temperature.
   CPT 3+4+5 (AFT and bulk): There is a heating and ventilation system in aft hold having best effect in bulk compartment. The temperature can be selected in range of +5 to +26°C (bulk compartment) and the temperature in the hold can be monitored in cockpit during flight.
b) A330 and A350
   CPT 1+2 (FWD): There is a heating, cooling and ventilation system in compartment. Temperature can be selected within the range of +5 to +25°C from cockpit.
   CPT 3+4 (AFT): No heating, cooling or ventilation, no possibilities to have effect to hold temperature.
   CPT 5 (bulk): There is a heating and ventilation system in compartment, no cooling option. The temperature can be adjusted from cockpit between +5 and +25°C, but in practice only temperatues between +10 to +25°C may be achieved.

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2.29.3 Best Practises in Load Planning for Temperature-Sensitive Cargo

[Ref. AY CHM 6.8.3]

2.29.3.1 General

Following additional topics must be considered and procedures to be followed when temperature-controlled cargo is to be loaded.

2.29.3.2 Recommended Aircraft Holds and Positions

The tables below show the temperature capabilities, which are based on the information from aircraft manufacturer and temperature mapping performed by Finnair Cargo. Note also above AY GOM ANNEX C 2.29.1, which gives some basic guidance concerning the effects of flight time and temperature of other load.

Adjustment options of holds are shown in Table 98. A32S -Fleet and Table 99. A330 and A350 below. Holds with no adjustment option have usually temperature varying between +5 to +15°C.

Table 98. A32S -Fleet

Hold (Compartment)	Adjustment Options	Best Practise
FWD (CPT 1+2)	No adjustment	Recommended hold only for ERT with a range of +2°C to +25°C.
AFT (CPT 3+4)	+5 to +25°C	Recommended hold for temperature-sensitive cargo. Pilot to set temperature as close as possible to the NOTOC temperature request.
Bulk (CPT 5)	+5 to +25°C	Recommended hold only for CRT. Pilot to set temperature as close as possible to the NOTOC temperature request.

Table 99. A330 and A350

Hold (Compartment)	Adjustment Options	Best Practise
FWD (CPT 1+2)	+5 to +25°C	Recommended hold for temperature-sensitive cargo. Pilot to set temperature as close as possible to the NOTOC temperature request.
AFT (CPT 3+4)	No adjustment	Recommended hold only for ERT with a range of +2°C to +25°C.
Bulk (CPT 5)	+10 to +25°C*	Recommended hold only for CRT/ERT. Pilot to set temperature as close as possible to the NOTOC temperature request.

* Bulk hold has only heating option, no cooling. Temperature range between +5 to +25°C can be selected from cockpit but in practice temperatures between +10 to +25°C can be achieved. Therefore CPT5 is not suitable for shipments requiring cooler than +10°C temperatures.

For A330/A350 aircrafts, to avoid exposure to hot or cold weather conditions, temperature sensitive cargo is often delivered to aircraft later than other cargo. Therefore, when there are no other limiting factors (e.g. balance conditions, segregation requirements) these units should be planned doorside or close to compartment door to allow early loading of other ULDs.

2.29.3.3 Use of Non-Adjustable Cargo Holds

Temperature-sensitive pharma cargo (PIL) or other temperature-sensitive cargo (COL, CRT, ERT, FRO) must not be loaded into a hold which cannot be adjusted, unless

a) The requested temperature range falls into the normal temperature range of non-adjustable hold as specified in AY GOM ANNEX C 2.29.3.2. In practice this means ERT, i.e. a range of +2°C to +25°C

or

b) Loadcontroller has received permission to load to non-adjustable hold from Finnair Cargo

In offloading cases Finnair Cargo Control Center (CCC) (cargo.networksupervisor@finnair.com) has the power of decision of priority of cargo and mail. It should be noted that PIL shipment are always assigned into high priority and this is also noted in predefined ULD priorities.

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2.30 Valuable Cargo (VAL)

No special requirements for loading location. Notification to captain must be made using the NOTOC to draw attention to any valuable cargo being carried onboard.

In case of diversion it is the responsibility of local Finnair Ground Handling Service Provider/Cargo Handling Agent Management to ensure that any valuable cargo is adequately safeguarded.

If the flight is diverted to an airport where Finnair representative is not available, it is the captain's responsibility to ensure that the valuable cargo in the hold is guarded in an appropriate manner. One crewmember must be present by the hold where the VAL-shipment is loaded until local security measures with appropriate standards are established. If it is not possible to delegate this responsibility to a crewmember, the captain must inform the local ground handling staff that the hold door may not be opened.

2.31 Wet Cargo

Shipments containing liquids, or shipments which by their nature may produce liquids, and which are not subject to the IATA Dangerous Goods Regulations, are designated as 'Wet Cargo'. Wet cargo should be packed and handled in a manner that prevents any spillage inside aircraft. This is because of the danger that spillage or leakage during air transport could lead to corrosion or other damage to the aircraft structure or its components, or damage to other load.

a) Definition
   The following types of cargo are to be considered as wet cargo:
   1. Shipments of liquids in watertight containers.
   2. Shipments of wet materials not packed in watertight containers e.g. fish packed in wet ice, wet hides and skins, etc.
   3. Goods which may produce liquid, e.g. live animals.
   4. Perishable shipments which may exude liquids.

b) Handling
   1. To protect the aircraft floor, plastic sheets or tarpaulins should be spread on the aircraft or ULD floor and walls, to catch any spillage or leakage.
   2. Containers shall be stowed and secured upright, i.e. the closure must be at the top.
   3. Special Handling instructions (labels or imprints, e.g. “This Way Up” label) shall be strictly observed.
   4. Special care must be taken to avoid crushing of the packages when stacked several levels high.
   5. Damaged packages or packages where damage can be assumed to have occurred shall not be loaded in a ULD or on the aircraft, e.g. packages with holes, indentations, traces of leakage, defective caps or closure devices.
   6. Cargo which by its nature may produce liquid, for example live animals which make a large amount of urine, shall be in leak-proof containers or shall contain sufficient absorbent material as defined in LAR.

2.32 Wildlife and Wildlife Products

Finnair is committed to help raise awareness of the illegal trade of wildlife and wildlife products.
The trade of wildlife is the sale or exchange of animal and plant resources. It can involve live animals and plants or their parts and products.
The trade in wildlife is illegal if it contravenes laws. Trade in CITES (the Convention on International Trade in Endangered Species of Wild Fauna and Flora) protected species and their parts and products is illegal if it violates the provisions of the Convention.

Finnair has embargo for transporting hunting trophies, skin, hide and all articles made from or containing parts of endangered species (animals or plants) listed in the CITES (Appendices I, II and III). This includes items transported as cargo (PEA) or by passengers. Excluded are shipments which meet all CITES requirements and are accompanied with needed permits. For checklist of CITES species and more information on illegal wildlife trafficking (IWT) see https://cites.org.

If illegal wildlife trafficking is noticed or suspected:

a) Notify your supervisor
b) Report to local customs or other competent authorities
c) Report to Finnair (GSR)

2.33 Location for Cargo and Mail Documents

Cargo and mail documents shall be loaded to bulk CPT5 on all Finnair aircrafts unless otherwise instructed by Finnair Cargo.

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3 Segregation of Dangerous Goods and Special Loads

3.1 General

Packages containing dangerous goods, which might react dangerously with each other, must not be stowed on an aircraft next to each other or in a position that would allow interaction between them in the event of leakage. To maintain acceptable segregation between packages containing dangerous goods having different hazards, the segregation requirements shown tables below must be observed. The segregation requirements apply based on all hazard labels applied on the package, irrespective of whether the hazard is the primary or subsidiary hazard. Some are also incompatible with non-dangerous cargo. Loading restrictions are combined in the following table.

Incompatible dangerous goods and/or special loads must also be segregated during acceptance, handling and loading.

a) Segregation is not required if conflicting codes are indicating characteristics and requirements of goods packed together in one package. Examples:
   1. Live crabs (AVI) which are intended for food (PES) and must be kept cool (COL)
   2. Dry Ice (ICE) to control Pharmaceutical Shipments (PIL) temperature requirement
   3. UN3131 is a solid substance having itself properties of Class 8 (RCM) and Division 4.3 (RFW) and it must be segregated only for other substances of Class 8 (RCM) and Division 4.3 (RFW)

b) Not included in tables:
   1. Divisions 1.4S, 4.1 and classes 2 and 6 (as they do not require segregation from other classes of dangerous goods or special loads)
   2. Those divisions which are allowed only on cargo aircrafts (CAO) (as Finnair does not operate cargo aircrafts / transport CAO shipments)

Table 100. Segregation Requirements Table for Dangerous Goods

Hazard Label and/or IMP Code	2.2 RCL	3 RFL*	4.2 RSC	4.3 RFW	5.1 ROX	7 RRY	8 RCM	9 ICE
3 RFL*					X			
4.2 RSC					X			
4.3 RFW							X	
5.1 ROX		X	X					
8 RCM				X				
AVI/SPF	1					2		1
FIL						5		
HEG	1					2		1
LHO	2					4		
MCR						4		
PIL								7

* Segregation required for Class 3 substances is not applicable to UN3258 (Engines internal combustion, flammable liquid powered etc.)

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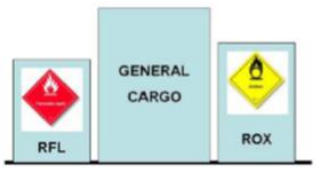
Table 101. Segregation Requirements Table for Special Loads

Hazard Label and/or IMP Code	AVI/SPF	EAT/PEM/PEP/PES	FIL	HEG	HUM	LHO	MCR	PEF	PIL
2.2 RCL	1			1		2			
7 RRY	2		5	2		4	4		
9 ICE	1			1					7
AVI/SPF	3	2			2				8
EAT/PEM/PEP/PES	2				2			6	
HUM	2	2							8

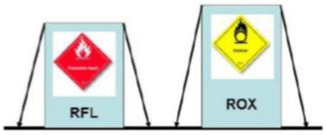
Table 102. Segregation Requirements

Code	Segregation requirements
X	Incompatible dangerous goods must be physically separated either by: - A non dangerous package (see Picture 73. Segregation Example 1) - Separate tie down (see Picture 74. Segregation Example 2) - Loading in or on separate ULD
1	Minimum distance of 1 meter or separate holds, depending on ICE/RCL quantity (see AY GOM ANNEX C 2.8 and 2.19.8). Segregation to separate holds is always recommended.
2	Minimum separation distance of 1 meter must be maintained, segregation to separate holds is recommended
3	- Laboratory animals SPF shall be separated from other animals (different compartments or different non adjacent ULD's) - Animals which are natural enemies, e.g., cats and dogs, may be loaded in the same hold provided they are not in sight of one another (loading as far as apart as possible or to different hold or different non adjacent ULD's is preferred)
4	Separation distance between RRY and LHO or Mobile Crew Rest (MCR) shall be established as described in AY GOM ANNEX C 2.26
5	For separation distance between FIL and RRY see table in AY GOM ANNEX C 2.10
6	PEF should not be loaded into same bulk hold or ULD as PEP
7	Minimum separation distance of 0,5 meters must be maintained
8	For sanitary reasons, pharmaceutical shipments (PIL) must maintain reasonable distance from live animals (AVI) and human remains (HUM)

Picture 73. Segregation Example 1



Picture 74. Segregation Example 2



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3.2 Dangerous Goods Limitation on Flights to/from/within USA

DANGEROUS GOODS QUANTITY LIMITATIONS ON A PASSENGER AIRCRAFT (DGR 28.2 USG-13d)

Except for substances of Class 9, radioactive material and packages prepared according to Limited Quantity provisions, no more than 25 kg net weight of dangerous goods, and in addition thereto, 75 kg net weight of non-flammable gas, that are permitted to be carried aboard a passenger aircraft may be carried in an inaccessible cargo compartment.

In this context compartment means a space formed by solid walls or bulkheads with solid flooring and ceiling; i.e hold.

Table 103. Maximum DGR Quantities on Flights to/from/within USA

Cargo IMP Code	FWD Hold CPT1+2	AFT Hold CPT3+4+5
RXS, RFG, RFL, RFS, RSC, RFW, ROX, ROP, RPB, RIS, RCM*	Total quantity 25kg	Total quantity 25kg
RNG, RCL	Total quantity 75kg	Total quantity 75kg

* Aircraft batteries for Finnair (RCM) are excepted from these limits.

For other Dangerous Goods standard limitations apply and other DGR USG state variations are controlled by cargo department.

RADIOACTIVE MATERIAL IN PASSENGER AIRCRAFT (DGR 2.8.2 USG-10b)

It is forbidden to transport aboard a passenger aircraft a package or an overpack containing radioactive material (RRY) with a transport index greater than 3.0.

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4 Codes for Loads Requiring Special Attention

The codes shown below shall be used to identify those types of load which require special handling and/or special treatment. When used on Loadsheet/Loadmessage the codes (and the details) are entered as follows:

a) for passenger or passenger/cargo aircraft in the Remarks box of the respective destination;
b) for all cargo aircraft in the SI box preceded by the destination code in case of multi-sector flights. The destination code must be preceded by a full stop;
c) each code must be preceded by a full stop. The code is followed by an oblique (/) if further loading details are to be shown.
d) for dangerous goods, if restrictions based on total quantity apply, quantity may be shown in the SI box together with the Cargo-IMP code, when necessary.

Table 104. Codes for Loads Requiring Special Attention

Code	Description	NOTOC required	Remarks
ACT	Thermal certified Containers with an Active Temperature Controlled System. Example: .ACT/22L	Yes	Same abbreviation used for Additional Center Tank, avoid misinterpretation
AOG	Spare Parts required for Aircraft on Ground. 1-3 alpha-numerics to indicate the loading position. Example: .AOG/1	No	
AVI	Live Animals. 1-3 alpha-numerics to indicate the loading position. Example: AVI/4	Yes (not required if as checked baggage and flight crew informed)	Whan as baggage: Informed to PiC in loadsheet SI-text.
BAL	Ballast hold loaded (Unmanifested). 1-3 alpha-numerics to indicate the loading position followed by an oblique and 2-4 numerics to indicate the weight. Example: .BAL/1/1000	No	
BED	Stretcher installed (Unmanifested). 1 or 2 numerics to indicate the total number of seats blocked by the stretcher arrangement(s) followed by an oblique and 1 or 2 numerics plus 1 alpha character to indicate the number of passengers (invalid and accompanying) and class, travelling on these seats. These passengers must be included in the pax distribution. Example: .BED/6/3Y	No	
BEH	Stretched hold loaded (Unmanifested). 1-3 alpha-numerics to indicate the loading position followed by an oblique and two numerics for the weight of the stretcher. Example: .BEH/34L/50	No	

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BIG	An item loaded on two or more pallets or which, due to its size or weight, requires special handling/equipment for loading and off-loading. 1-3 alpha-numerics to indicate the forward position and 1-3 alpha-numerics to indicate the rear position of the pallet bays over which the piece is loaded, followed by an oblique and 2-5 numerics to indicate its weight in kilograms. Example: .BIG/11P12P/567 NOTE 1: The code BIG is applicable only to loads on pallets. NOTE 2: Floating pallets are to be treated as BIG. NOTE 3: The code BIG can also be used in conjunction with the code OHG. Example: .BIG/PRR/13000.OHG/PRR/SR85	No	
CAO	Dangerous Goods Cargo Aircraft Only (labelled). 1-3 alpha-numerics to indicate the loading position followed by an oblique and 1-4 numerics to indicate the weight. Example: .CAO/A/58	Yes	
CAT	Cargo Attendant on Cargo Aircraft. 1 or 2 numerics to indicate the number. Example: .CAT/1	No	
CIC	Cargo in Cabin Example: .CIC/6	Yes	
COL	Cool Perishable requiring a cool temperature for transport and storage. Example: .COL/22L	Yes	
COM	Company Mail (Unmanifested). 1-3 alpha-numerics to indicate the loading position followed by an oblique and 1-4 numerics to indicate the weight. Example: .COM/1/16	No	
CRT	Controlled Room Temperature +15 to +25C 1-3 alpha-numerics to indicate the loading position. Example: .CRT/2	Yes	
CSU	Catering Equipment and food supply not used on flight (Unmanifested). 1-3 alpha-numerics to indicate the loading position followed by an oblique and 2-4 numerics to indicate the weight. Example: .CSU/1/180	No	
DAA	Delivery at Aircraft (baggage). 1-3 alpha-numerics to indicate the loading position. Example: .DAA/2	No	Non-IATA standard handling/load information code.

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DHC	Crew positioning to/from duty not directly involved in the operation of the flight, who are occupying passenger seats. Example: .DHC/0/2/16 NOTE: DHC are included in passenger figures.	No	
DIP	Diplomatic Mail. 1-3 alpha-numerics to indicate the loading position followed by an oblique and 1-2 numerics to indicate the number of bags. Example: .DIP/4/2	No	
EAT	Foodstuffs for human consumption other than meat and fish/seafood as specific handling codes are designated for such codes. 1-3 alpha-numerics to indicate the loading position. Example: .EAT/2	No (Yes if temperature controlled)	
EIC	Equipment in Compartment (Unmanifested). Miscellaneous Items not included in the Dry Operating Weight/Index but not including BAL, BED, COM, CSU, FKT and BEH. 1-3 alpha-numerics to indicate the loading position followed by an oblique and 1-4 numerics to indicate the weight. Example: .EIC/4/50	No	E.g. Pre-orders transported in compartment.
ELD	Extra Load Devices. 1-3 alpha-numerics to indicate the loading position followed by an oblique and 1-4 numerics to indicate the weight. Example: .ELD/32/425	No	
ELI	Lithium Ion Batteries excepted as per IATA DGR Section II of PI 966-967, or Sodium Ion Batteries excepted as per IATA DGR Section II of PI 977-978. 1-3 alpha-numerics to indicate the loading position. Example: .ELI/22	No	
ELM	Lithium Metal Batteries excepted as per IATA DGR Section II of PI 969-970. 1-3 alpha-numerics to indicate the loading position. Example: .ELM/22	No	
EMD	Electronic Monitoring Devices	No	
ERT	Extended Room Temperature (+2°C to +25°C) 1-3 alpha-numerics to indicate the loading position. Example: .ERT/2	Yes	

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EXP	Expedite (Rush) Baggage. 1-3 alpha-numerics to indicate the loading position. Example: .EXP/2	No	Non-IATA standard handling/load information code.
FIL	Undeveloped Film/Unexposed Film. 1-3 alpha-numerics to indicate the loading position. Example: .FIL/3	Yes	
FKT	Flight Kit (Unmanifested). 1-3 alpha-numerics to indicate the loading position followed by an oblique and 1-4 numerics to indicate the weight (not applicable when weight is included in the Dry Operating Weight/Index). Example: .FKT/42R/450	No	
FRI	Frozen Goods subject to veterinary / photosanitary check. 1-3 alpha-numerics to indicate the loading position. Example: .FRI/2	Yes	
FRO	Frozen Goods. 1-3 alpha-numerics to indicate the loading position. Example: .FRO/2	Yes	
GMO	Genetically Modified Organisms	No	Not to be used on Loadsheet and Loadmessage (LDM, CPM).
HEA	Heavy Cargo above 150 kg per piece. 1-3 alpha-numerics to indicate the loading position followed by an oblique and 3-4 numerics to indicate the weight. Example: .HEA/1/196 NOTE 1: Two or more heavy pieces in the same compartment need to be shown individually. Example: .HEA/1/196 .HEA/1/204 NOTE 2: For heavy cargo above 150 kg per piece loaded on pallets/in containers the code HEA is not required.	No	
HEG	Hatching Eggs. 1-3 alpha-numerics to indicate the loading position. Example: .HEG/21L	Yes	
HUU	Human Remains in Urns.	No	

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HUM	Human Remains in Coffins. 1-3 alpha-numerics to indicate the loading position followed by an oblique and 2-3 numerics to indicate the weight. Example: .HUM/4/258 NOTE: The code HUM is not required for funeral urns.	Yes (not required for funeral urns / HUU)	
ICE	Carbon Dioxide, solid (Dry Ice) (Shipment) (labelled). 1-3 alpha-numerics to indicate the loading position. Example: .ICE/21L	Yes (not required if as checked baggage)	
JET	Jetpak Cargo shipment.	No	Non-IATA standard handling/load information code.Not to be used on Loadsheet and Loadmessage (LDM, CPM).
LHO	Live Human Organs/Blood. 1-3 alpha-numerics to indicate the loading position. Example: .LHO/2	Yes	
MAG	Magnetised Materials (labelled).	No	Not to be used on Loadsheet and Loadmessage (LDM, CPM).
MOS	Miscellaneous Operational Staff other than crew, who perform functions relating to the flight and occupy passenger seats. Example: .MOS/0/0/2 NOTE: MOS are included in passenger figures.	No	
MUW	Munitions of War. 1-3 alpha-numerics to indicate the loading position. Example: .MUW/2	Yes	MUW is not Dangerous Goods code. If any DG characteristics are applicable, they shall be added with applicable DG -codes.
NIL	No items loaded or manifested.	No	
NWP	Newspapers. 1-3 alpha-numerics to indicate the loading position. Example: .NWP/2	No	
OBX	Obnoxious dead load that produces strong offensive odour. 1-3 alpha-numerics to indicate the loading position. Example: .OBX/22P	Yes	Finnair does not carry any obnoxious items.
OFF	Offloaded from previous flight.	No	Non-IATA standard handling/load information code. Not to be used on Loadsheet and Loadmessage (LDM, CPM).

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OHG	An item loaded on one or more pallets that overhangs positions other than those on which it is loaded. 1-3 alphanumerics to indicate the forward position and 1-3 alphanumerics to indicate the rear position of the pallet bays on which the item is loaded, followed by an oblique, 1-3 alphanumerics to indicate the position of the pallet bay overhung by the load and 1-3 numerics to indicate the length of the overhang in centimetres. The overhang information is to be repeated, if required. Example: .OHG/EF/G100 .OHG/DR/CR100/ER80	No	
PAD	Passengers not entitled to a firm booking who may be offloaded at a station en route to their ticketed destination in order to accommodate joining passengers who have higher priority. Example: .PAD/2/1 . PAD/0/1/5 NOTE 1: ID-passengers travelling on crew seats shall be treated as passengers for weight and balance purposes. They shall be included in that class of service for which they have been accepted. NOTE 2: Passengers travelling on crew seats shall be accounted for in the balance calculation according to the actual seat location. An explanation shall be given by an appropriate remark, including destination on multi-sector flights, in the SI - box of the loadsheet. Example: 1 pax on fwd crew seat; 1 pax in cockpit.	No	
PEA	Hunting Trophies, Skin, Hide and all articles made from or containing parts of species listed in the CITES. 1-3 alpha-numerics to indicate the loading position. Example: .PEA/2	No	
PEF	Flowers. 1-3 alpha-numerics to indicate the loading position. Example: .PEF/1	No (Yes if temperature controlled)	
PEM	Meat. 1-3 alpha-numerics to indicate the loading position. Example: .PEM/4 . PEM/11P	No (Yes if temperature controlled)	
PEP	Fruits and vegetables. 1-3 alpha-numerics to indicate the loading position. Example: .PEP/2	No (Yes if temperature controlled)	
PER	All Perishable Cargoes other than flowers, meat and fish/seafood as individual handling codes are designated for such codes. 1-3 alpha-numerics to indicate the loading position. Example: .PER/2	No (Yes if temperature controlled)	

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PES	Seafood/Fish for human consumption. 1-3 alpha-numerics to indicate the loading position. Example: .PES/2	No (Yes if temperature controlled)	
PHA	Pharmaceuticals not requiring temperature handling during transportation	No	
PIL	Time and Temperature Sensitive Healthcare Products. Example: PIL/22L	No (Yes if temperature controlled)	
QRT	Quick Ramp Transfer	No	
RBI	Fully regulated lithium ion batteries (Class 9, UN 3480) as per IATA DGR Section IA and IB of PI 965, or Fully regulated sodium ion batteries (Class 9, UN 3551) as per IATA DGR Section IA and IB of PI 976. 1-3 alpha-numerics to indicate the loading position. Example: .RBI/2	Yes	UN3480 CAO UN3551 CAO
RBM	Fully regulated lithium metal batteries (Class 9, UN 3090) as per IATA DGR Section IA and IB of PI 968. 1-3 alpha-numerics to indicate the loading position. Example: .RBM/2	Yes	UN3090 CAO
RCL	Cryogenic Liquids (refrigerated liquefied gases). 1-3 alpha-numerics to indicate the loading position. Example: .RCL/5	Yes	
RCM	Corrosive (labelled). 1-3 alpha-numerics to indicate the loading position. Example: .RCM/2	Yes	
RCX	Explosive 1.3C (labelled). 1-3 alpha-numerics to indicate the loading position. Example: .RCX/CR	Yes	
RDS	Biological Substance, category B. 1-3 alpha-numerics to indicate the loading position. Example: .RDS/2	No	
REQ	Dangerous Goods in Excepted Quantities. 1-3 alpha-numerics to indicate the loading position. Example: .REQ/2	No	
REX	Normally Forbidden Explosive (1.1, 1.2, 1.3 [with a few exceptions], 1.4F, 1.5 and 1.6) (labelled). 1-3 alpha-numerics to indicate the loading position. Example: .REX/A	Yes	
RFG	Flammable Gas (labelled). 1-3 alpha-numerics to indicate the loading position. Example: .RFG/21	Yes	

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RFL	Flammable Liquid (labelled). 1-3 alpha-numerics to indicate the loading position. Example: .RFL/B	Yes	
RFS	Flammable Solid (labelled). 1-3 alpha-numerics to indicate the loading position. Example: .RFS/2	Yes	
RFW	Dangerous When Wet (labelled). 1-3 alpha-numerics to indicate the loading position. Example: .RFW/21P	Yes	
RGX	Explosive 1.3G (labelled). 1-3 alpha-numerics to indicate the loading position. Example: .RGX/FL	Yes	
RIS	Infectious Substance (labelled). 1-3 alpha-numerics to indicate the loading position. Example: .RIS/22	Yes	
RLI	Fully regulated lithium ion batteries (Class 9, UN 3481) as per IATA DGR Section I of PI 966 and 967, or Fully regulated sodium ion batteries (Class 9, UN 3552) as per IATA DGR Section I of PI 977 and PI 978. 1-3 alpha-numerics to indicate the loading position. Example: .RLI/2	Yes	
RLM	Fully regulated lithium metal batteries (Class 9, UN 3091) as per IATA DGR Section I of PI 969 and 970. 1-3 alpha-numerics to indicate the loading position. Example: .RLM/2	Yes	
RMD	Miscellaneous Dangerous Goods (labelled).	Yes	
RNG	Non-Flammable Non-toxic Gas (labelled). 1-3 alpha-numerics to indicate the loading position. Example: .RNG/2	Yes	
ROP	Organic Peroxide (labelled). 1-3 alpha-numerics to indicate the loading position. Example: .ROP/2	Yes	
ROX	Oxidizer (labelled). 1-3 alpha-numerics to indicate the loading position. Example: .ROX/2	Yes	
RPB	Toxic Substance (labelled). 1-3 alpha-numerics to indicate the loading position. Example: .RPB/2	Yes	
RPG	Toxic Gas (labelled). 1-3 alpha-numerics to indicate the loading position. Example: .RPG/A	Yes	

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RRE	Excepted Packages of Radioactive Material 1-3 alpha-numerics to indicate the loading position. Example: .RRE/2	No	
RRW	Radioactive Category I - White (labelled).	Yes	
RRY	Radioactive Categories II and III - Yellow (labelled). 1-3 alpha-numerics to indicate the loading position followed by an oblique and 1-3 numerics to indicate the sum of transport indexes. If decimals are shown this must be separated by the abbreviation PT. Example: .RRY/1/6PT4 .RRY/D/25	Yes	
RSB	Polymeric Beads /Plastics Moulding Compound (labelled). 1-3 alpha-numerics to indicate the loading position followed by an oblique and 1-3 numerics to indicate the weight in kilograms. Example: .RSB/23L/95	Yes	
RSC	Spontaneously Combustible (labelled). 1-3 alpha-numerics to indicate the loading position. Example: .RSC/12	Yes	
RVB	Vehicle, Battery Powered	Yes	
RVF	Vehicle, Flammable, gas or liquid powered (including fuel cells)	Yes	
RVH	Vehicle, Hybrid	Yes	
RVO	Vehicle, Other	Yes	
RXB	Explosive 1.4B (labelled). 1-3 alpha-numerics to indicate the loading position. Example: .RXB/B	Yes	
RXC	Explosive 1.4C (labelled). 1-3 alpha-numerics to indicate the loading position. Example: .RXC/13	Yes	
RXD	Explosive 1.4D (labelled). 1-3 alpha-numerics to indicate the loading position. Example: .RXD/3	Yes	
RXE	Explosive 1.4E (labelled). 1-3 alpha-numerics to indicate the loading position. Example: .RXE/22R	Yes	
RXG	Explosive 1.4G (labelled). 1-3 alpha-numerics to indicate the loading position. Example: .RXG/1	Yes	
RXS	Explosive 1.4S (labelled). 1-3 alpha-numerics to indicate the loading position. Example: .RXS/FL	Yes (not required for ammunition as checked baggage, see WEA)	

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SHL	Save Human Life. 1-3 alpha-numerics to indicate the loading position. Example: .SHL/2	Yes	
SOC	Seats occupied by baggage, cargo and/or mail. 1-3 numerics to indicate the number of seats occupied in each class separated by an oblique. Example: .SOC/11/32 .SOC/0/140 .SOC/32/44	No	
SPF	Laboratory Animals. 1-3 alpha-numerics to indicate the loading position. Example: .SPF/2	Yes	
SWP	Sporting Weapons. 1-3 alpha-numerics to indicate the loading position. Example: .SWP/2	Yes	Code to be used for weapon as cargo
UBG	Unaccompanied Baggage and Personal Effects (Shipped as cargo)	No	Not to be used on Loadsheet and Loadmessage (LDM, CPM).
ULX	Empty ULD. 1-3 alpha-numerics to indicate the loading position. Example: .ULX/11	No	Non-IATA standard handling/load information code.
VAL	Valuable Cargo.	Yes	Not to be used on Loadsheet and Loadmessage (LDM, CPM).
VIC	Very Important Cargo	No	
VUN	Vulnerable Cargo. 1-3 alpha-numerics to indicate the loading position. Example: .VUN/2	No	
WBD	Wheelchair Battery Dry 1-3 alpha-numerics to indicate the loading position followed by an oblique and optional 1-3 numerics for the weight of the wheelchair. Example: WBD/5/150	No	Informed to PiC in loadsheet SI-text.
WBL	Wheelchair Battery Lithium-ion 1–3 alpha-numerics to indicate the loading position followed by an oblique and optional 1-3 numerics for the weight of the wheelchair. Example: WBL/5/150	No	Informed to PiC in loadsheet SI-text.
WBW	Wheelchair Battery Wet 1–3 alpha-numerics to indicate the loading position followed by an oblique and optional 1-3 numerics for the weight of the wheelchair. Example: .WBW/5/150	No	Informed to PiC in loadsheet SI-text.

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WCH	Wheelchair (type not specified) 1–3 alpha-numerics to indicate the loading position followed by an oblique and optional 1-3 numerics for the weight of the wheelchair. Example: .WCH/5/20	No	Non-IATA standard handling/load information code.
WEA	Weapon or Ammunition 1-3 alpha-numerics to indicate the loading position. Example: .WEA/41L	No	Code to be used for weapon or ammunition as baggage. Informed to PiC in automatic loadsheet SI-text: WEA/2/5 (pieces/location)
WET	Shipments of wet materials not packed in watertight containers, e.g. fish packed in wet ice. 1-3 alpha-numerics to indicate the loading position. Example: .WET/52	No	
WMP	Wheelchair Manual Powered 1–3 alpha-numerics to indicate the loading position followed by an oblique and optional 1-3 numerics for the weight of the wheelchair. Example: WMP/5/20	No	
XCR	Operating Crew requiring passenger seat(s). 1-3 numerics to indicate the number of seats occupied in each class separated by an oblique. Example: .XCR/2/0/3 NOTE: XCR are included in the operating crew figures, i.e. not included in passenger figures.	No	
XPS	Priority Small Package. Also used for AY Cargo Product “First”. 1-3 alpha-numerics to indicate the loading position. Example: .XPS/47R	No	

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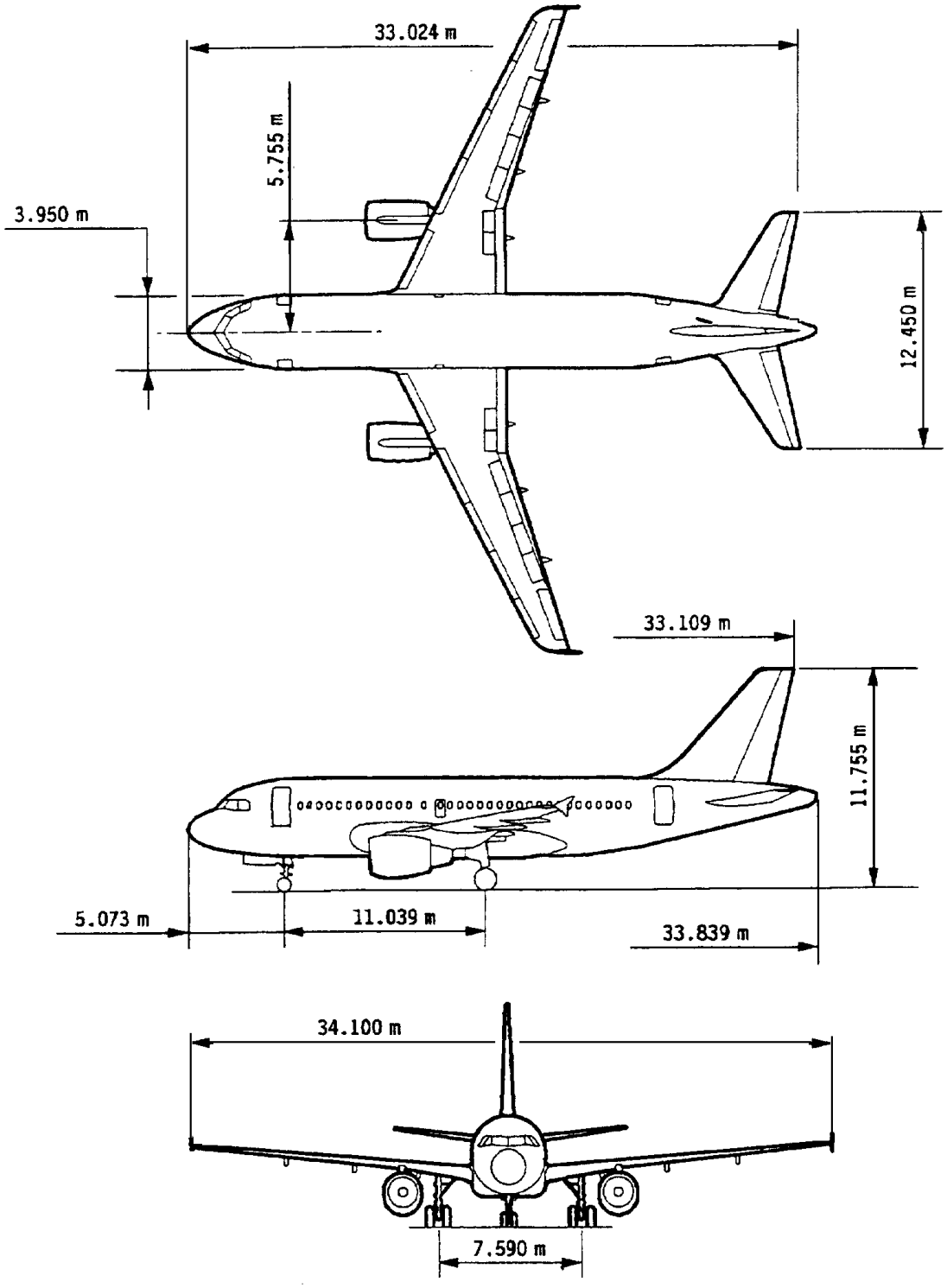
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1 Airbus A319

1.1 Exterior Dimensions

Picture 75. A319 Exterior Dimensions



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1.2 Door Dimensions and Sill Heights

Picture 76. A319 Door Dimensions and Sill Heights

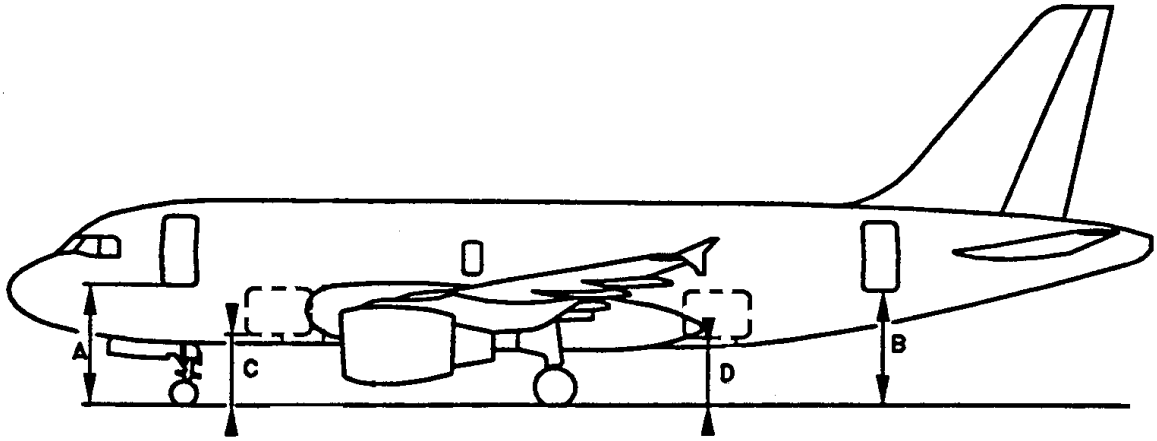


Table 105. A319 Sill Heights / Passenger Doors and Cargo Compartments

	Operating weight empty CG 22 % [m]	Max. ramp weight CG 21 % [m]	Max. ramp weight CG 37 % [m]
A	3,45	3,38	3,45
B	3,73	3,60	3,51
C	1,86	1,77	1,80
D	2,25	2,14	2,09

Table 106. A319 Door Dimensions

	HEIGHT x WIDTH [m]
FWD L/R	1,85 x 0,81
AFT L/R	1,85 x 0,81
FWD HOLD	1,24 x 1,82
AFT HOLD	1,24 x 1,82

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1.3 Servicing Points

Picture 77. A319 Servicing Points

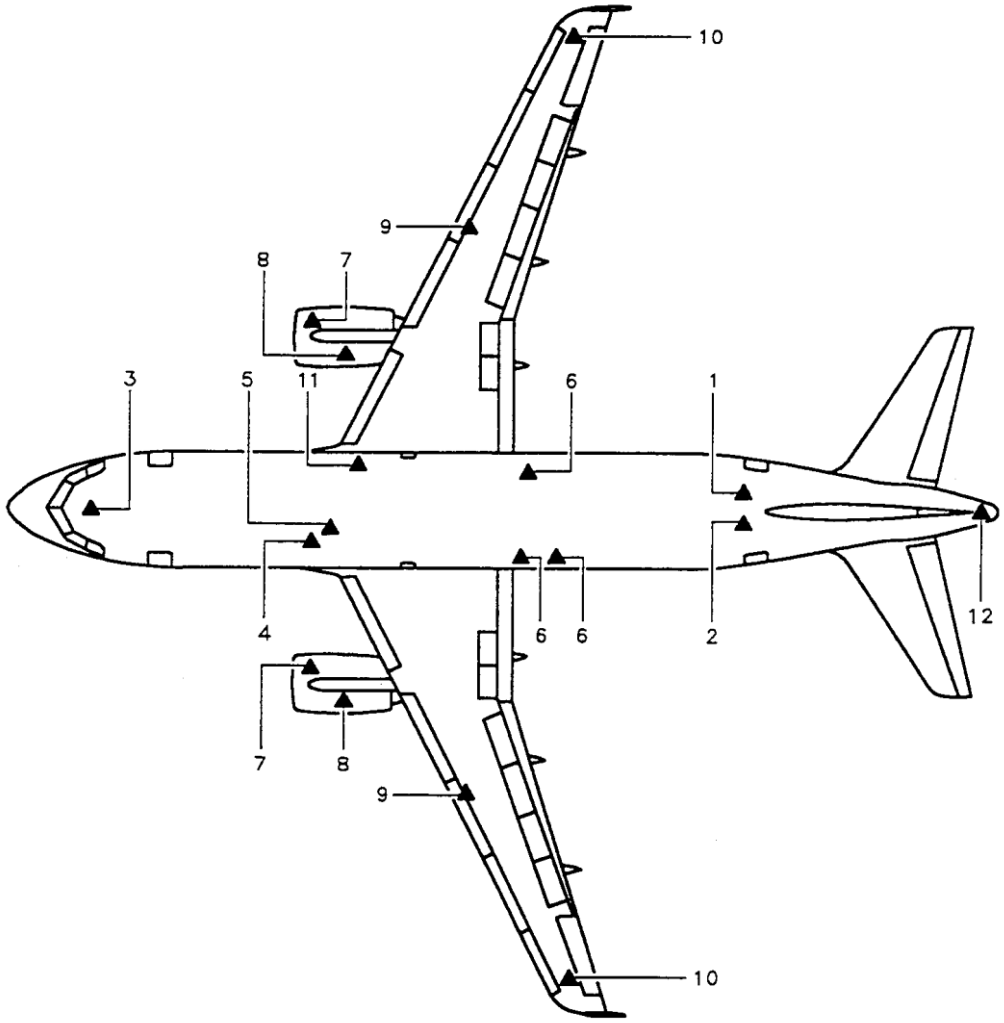


Table 107. A319 Ground Service Connections

1	Toilet servicing
2	Water filling and drainage
3	Ground electrical power receptable
4	Ground service conditioned air connector
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6	Hydraulic
7	IDG oil filling connector
8	Engine oil filling connector
9	Refuel / defuel connector
10	Gravity filling panels
11	Refuel / defuel panel
12	APU oil filling connector

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1.4 Compartment Dimensions, Capacities and Limitations

1.4.1 Maximum Package Dimensions

1.4.1.1 Forward Cargo Hold (Compartment 1)

Table 108. A319 Forward Cargo Hold (Compartment 1) Max Package Dimension provides the maximum dimensions of the packages that can be loaded in the largest net section (net section 12) when bulk loaded and the mandatory divider net installed.

The dimensions in Table 108. A319 Forward Cargo Hold (Compartment 1) Max Package Dimension are approximate and refer to rectangular package sizes. Maximum dimensions can be reached if the packages are put on the sloping part of the floor (possible in a diagonal position). To avoid high local loads, it is recommended to use load spreaders on the sloping part of the floor.

Table 108. A319 Forward Cargo Hold (Compartment 1) Max Package Dimension

Package Width [m]	Package Height (H) H ≤ 0.746 m	Package Height (H) 0.746 m < H ≤ 1.014 m	Package Height (H) 1.014 m < H ≤ 1.156 m
	Maximum Package Length [m]		
0.000	2.780	2.413	1.977
0.100	2.696	2.321	1.879
0.200	2.616	2.231	1.781
0.300	2.542	2.145	1.685
0.400	2.473	2.063	1.591
0.500	2.427	1.996	1.519
0.600	2.427	1.996	1.519
0.700	2.427	1.996	1.519
0.800	2.427	1.996	1.519
0.900	2.427	1.996	1.519
1.000	2.427	1.996	1.519
1.100	2.427	1.996	1.519
1.200	2.427	1.996	1.519
1.300	2.427	1.996	-

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1.4.1.2 Aft Cargo Hold (Compartment 4)

Table 109. A319 Aft Cargo Hold (Compartments 4) Net Section 41 Max Package Dimensions and Table 110. A319 Aft Cargo Hold (Compartments 4) Net Section 42 Max Package Dimensions provides the maximum dimensions of the packages that can be loaded in net sections 41 or 42 when bulk loaded and the mandatory divider net installed.

The dimensions in Table 109. A319 Aft Cargo Hold (Compartments 4) Net Section 41 Max Package Dimensions and Table 110. A319 Aft Cargo Hold (Compartments 4) Net Section 42 Max Package Dimensions are approximate and refer to rectangular package sizes. Maximum dimensions can be reached if the packages are put on the sloping part of the floor (possible in a diagonal position). To avoid high local loads, it is recommended to use load spreaders on the sloping part of the floor.

Table 109. A319 Aft Cargo Hold (Compartments 4) Net Section 41 Max Package Dimensions

Package Width [m]	Package Height (H) H ≤ 0.746 m	Package Height (H) 0.746 m < H ≤ 1.014 m	Package Height (H) 1.014 m < H ≤ 1.156 m
	Maximum Package Length [m]		
0.000	2.971	2.631	2.104
0.100	2.878	2.532	2.005
0.200	2.785	2.434	1.905
0.300	2.695	2.336	1.806
0.400	2.608	2.239	1.708
0.500	2.523	2.143	1.610
0.600	2.444	2.049	1.514
0.700	2.427	1.997	1.439
0.800	2.427	1.997	1.439
0.900	2.427	1.997	1.439
1.000	2.427	1.997	1.439
1.100	2.427	1.997	1.439
1.200	2.427	1.997	1.439
1.300	2.427	1.997	1.439
1.400	2.427	1.997	1.439
1.500	2.427	1.997	-
1.600	2.427	1.997	-
1.700	2.427	1.997	-

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Table 110. A319 Aft Cargo Hold (Compartments 4) Net Section 42 Max Package Dimensions

Package Width [m]	Package Height (H) H ≤ 0.746 m	Package Height (H) 0.746 m < H ≤ 1.014 m	Package Height (H) 1.014 m < H ≤ 1.156 m
	Maximum Package Length [m]		
0.000	3.239	3.015	2.704
0.100	3.142	2.927	2.623
0.200	3.047	2.841	2.545
0.300	2.952	2.758	2.474
0.400	2.859	2.680	2.409
0.500	2.767	2.607	2.354
0.600	2.678	2.541	2.309
0.700	2.592	2.484	2.277
0.800	2.511	2.439	2.241
0.900	2.436	2.402	2.040
1.000	2.371	2.362	1.838
1.100	2.317	2.317	1.636
1.200	2.267	2.262	1.439
1.300	2.211	2.061	-
1.400	2.149	1.860	-
1.500	2.081	1.715	-
1.600	1.997	-	-
1.700	1.979	-	-

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1.4.1.3 Bulk Cargo Hold (Compartment 5)

Table 111. A319 Bulk Cargo Hold (Compartment 5) Max Package Dimensions provides the maximum dimensions of the packages that can be loaded in bulk cargo hold.

The dimensions in Table 111. A319 Bulk Cargo Hold (Compartment 5) Max Package Dimensions are approximate and refer to rectangular package sizes. Maximum dimensions can be reached if the packages are put on the sloping part of the floor (possible in a diagonal position). To avoid high local loads, it is recommended to use load spreaders on the sloping part of the floor.

Table 111. A319 Bulk Cargo Hold (Compartment 5) Max Package Dimensions

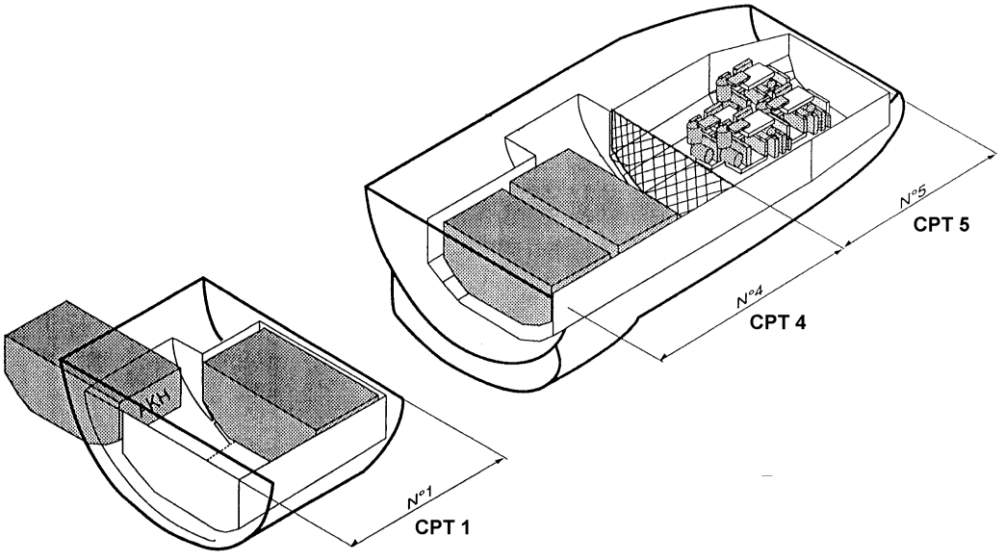
Package Width [m]	Package Height				
	0.400 m	0.600 m	0.750 m	0.900 m	1.000 m
	Maximum Package Length [m]				
0.000	3.728	3.663	3.473	2.421	1.720
0.100	3.651	3.582	3.402	2.337	1.620
0.200	3.574	3.502	3.335	2.255	1.520
0.300	3.498	3.424	3.271	2.175	1.421
0.400	3.422	3.348	3.211	2.099	1.321
0.500	3.347	3.274	3.156	2.027	1.228
0.600	3.274	3.204	3.108	1.962	1.228
0.700	3.202	3.137	3.067	1.909	1.228
0.800	3.133	3.077	3.035	1.867	1.228
0.900	3.066	3.023	2.958	1.821	1.228
1.000	3.004	2.977	2.810	1.768	1.228
1.100	2.948	2.940	2.670	1.707	1.228
1.200	2.901	2.901	2.474	1.554	1.228
1.300	2.857	2.836	2.274	1.498	-
1.400	2.809	2.631	2.055	1.498	-
1.500	2.692	2.423	1.805	-	-
1.600	2.528	2.211	1.733	-	-
1.700	2.528	2.153	1.733	-	-

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1.4.2 Measures and Volumes of Compartments

1.4.2.1 General



ULD-POSITIONS

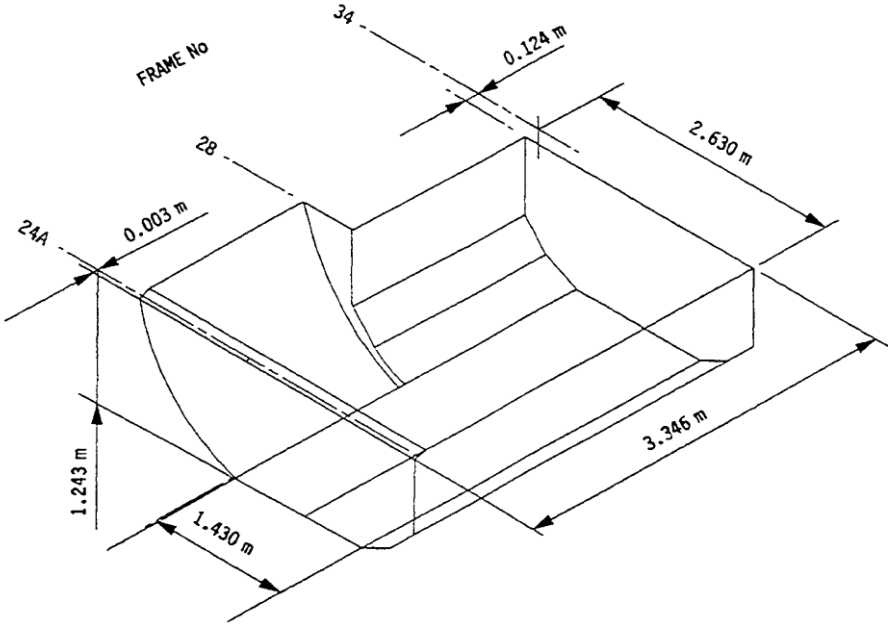
Compartment 1: 11, 12
Compartment 4: 41, 42

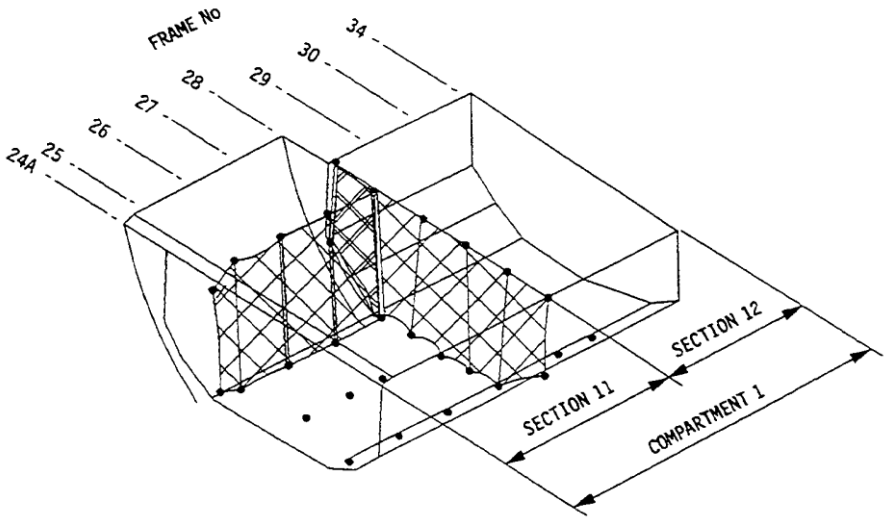
NOTE:

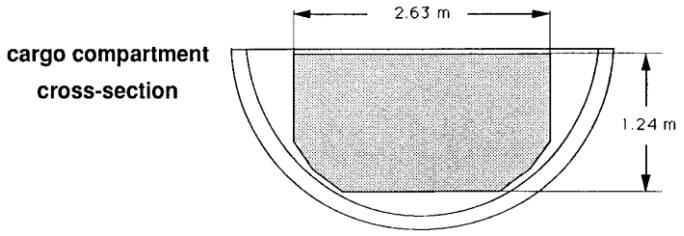
a) Every ULD must be individually secured with latches.
b) Both ULD-holds (Forward and Aft) are designed for the transport of loose bulk load with maximum load density of 240 kg/m^3.

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1.4.2.2 Compartment Measures and Bulk Arrangement (Forward Hold)







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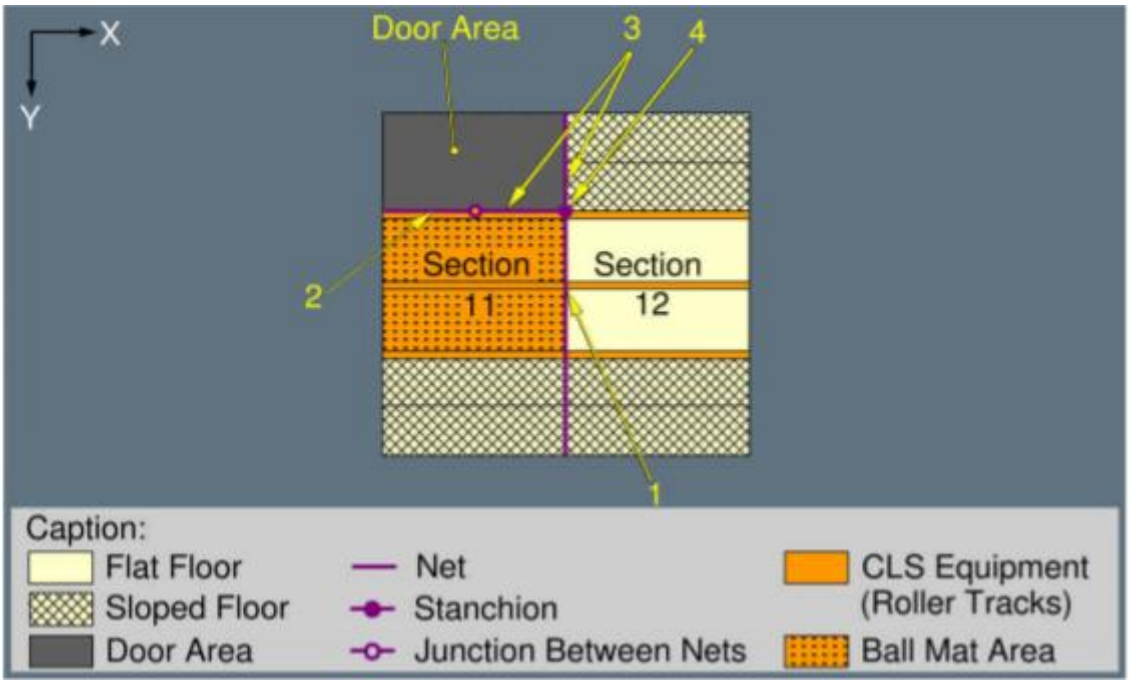
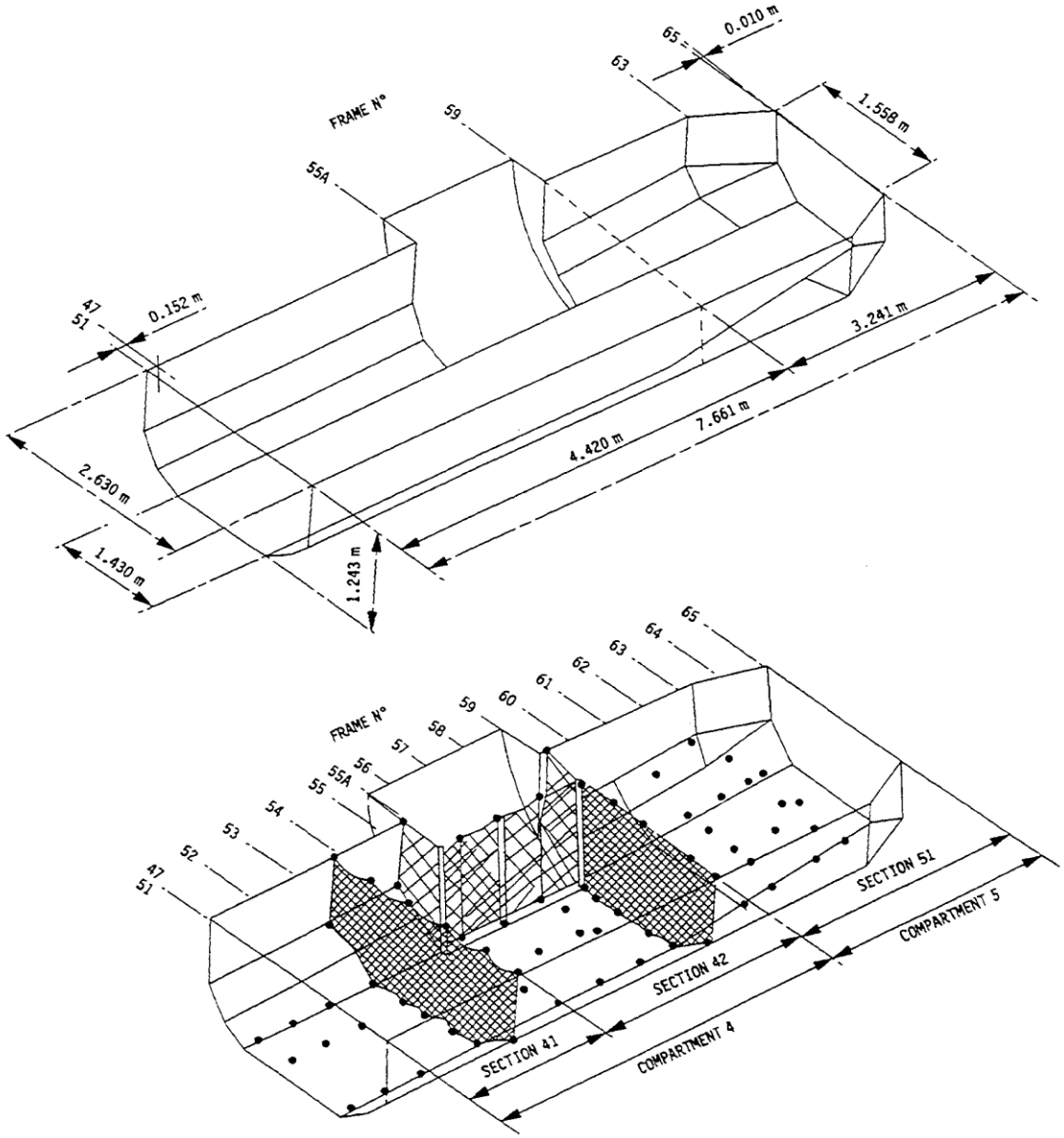


Table 112. A319 FWD Hold Net Types

1.	Divider Net Type C	AC40-0209900
2.	Door Net Type C	AC40-0217200
3.	Door Net Type A	AC40-0217000
4.	Stanchion	

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1.4.2.3 Compartment Measures and Bulk Arrangement (Aft Hold)



Compartment cross section same as in forward hold

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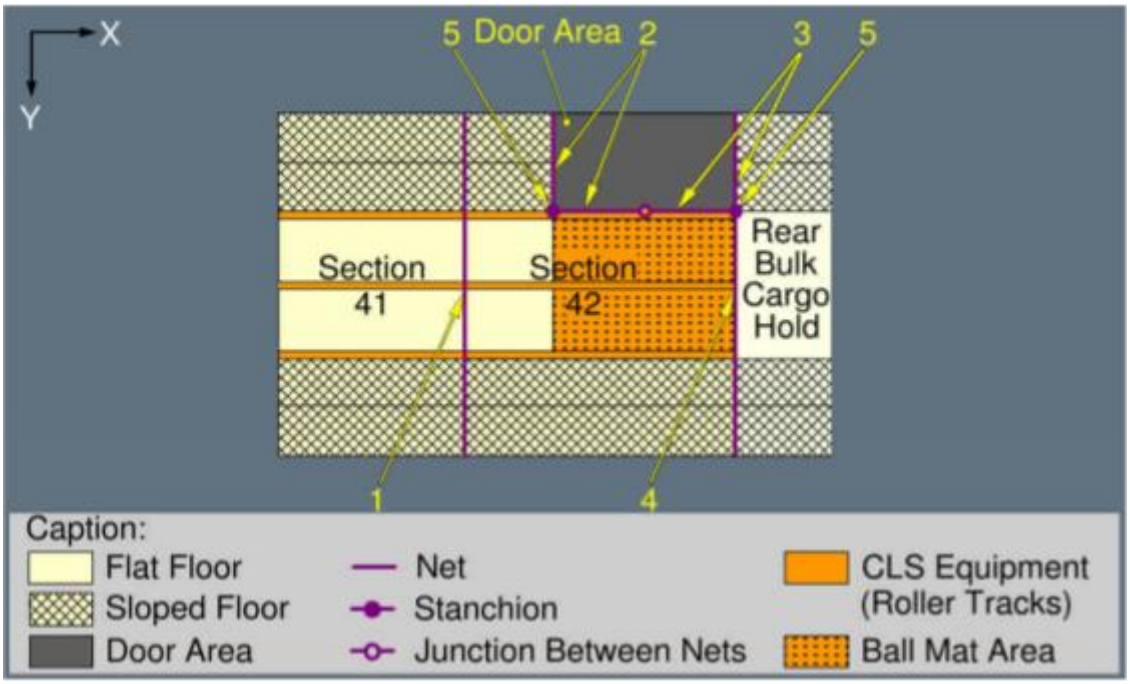


Table 113. A319 AFT Hold Net Types

1.	Divider Net Type A2	AC40-0209500
2.	Door Net Type B	AC40-0217100
3.	Door Net Type A1	AC40-0241204
4.	Divider Net Type C	AC40-0209900
5.	Stanchion	

1.4.2.4 Maximum Weights, Volumes and Floor Loading Limitations of Compartments

Table 114. Maximum Weights, Volumes and Floor Loading Limitations of Compartments

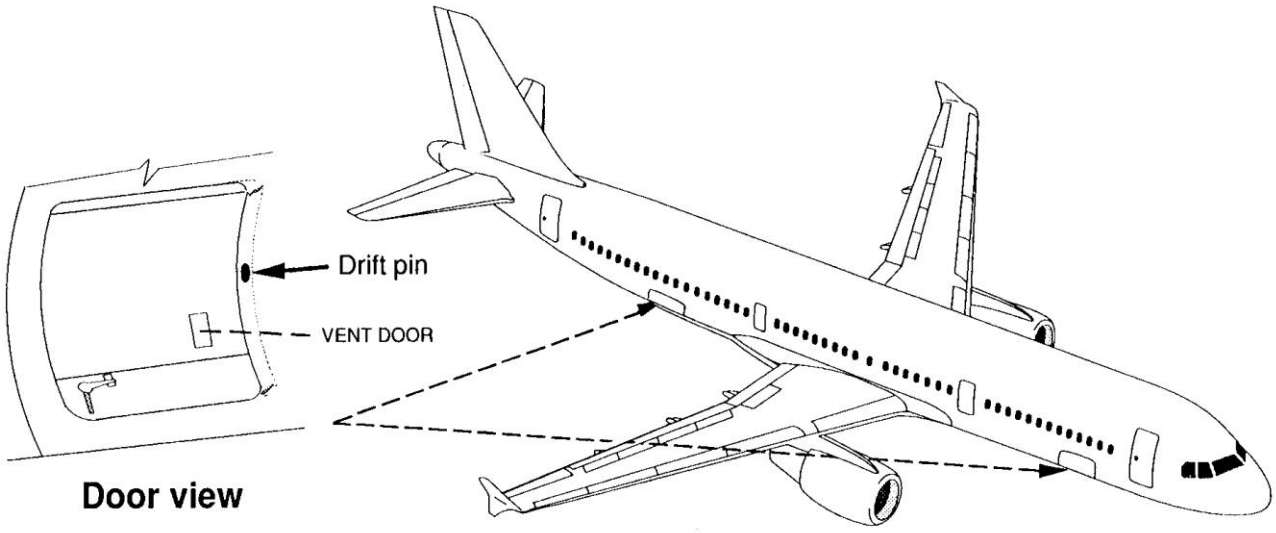
COMPARTMENT / SECTION	MAXIMUM LOAD CAPACITY (BULK LOAD) [kg]	MAXIMUM LOAD CAPACITY (ULD LOAD) [kg]	USABLE VOLUME (BULK) [m³]
11	1045	1134	3,88
12	1223	1134	4,42
Total Compartment 1	**2268**	**2268**	**8,30**
41	1326	1134	5,23
42	1695	1134	6,60
Total Compartment 4	**3021**	**2268**	**11,83**
51	1497	-	7,22
Total Compartment 5	**1497**	**-**	**7,22**

All cargo compartments floor structure is capable of supporting on the flat and sloping floor areas a maximum distributed load of 732 kg/m².

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1.5 Operation of Compartment Doors

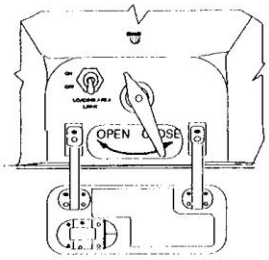
1.5.1 Operation



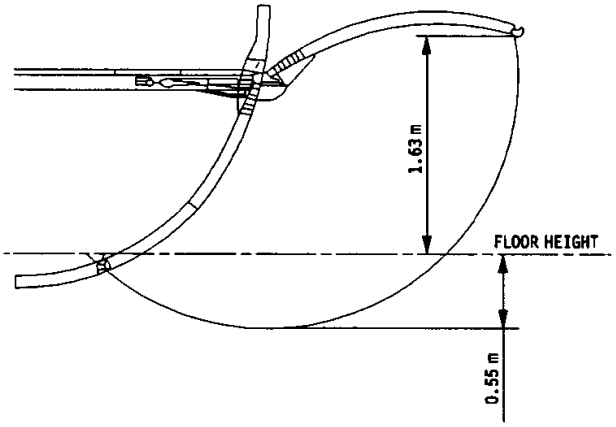
Door view



Door locking lever



Forward and aft cargo door control panel



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1.5.1.1 Mechanical Function

The Forward and Aft cargo doors are structurally and mechanically identical. Both cargo doors open outwards and upwards hydraulically through a double actuator system controlled from a control panel installed on AD underneath the fuselage, near the door.

NOTE:
On registrations OH-LVC and -LVH the aftmost container latches in compartment 4 (aft latches of position 42) are connected with the door moving system preventing it to work if latches are in lowered position. These latches must always (also if compartment is empty or bulk loaded) be in raised position before closing the compartment door. The doors are manually locked and unlocked from outside and retained by a multi-hook system in the closed position. A vent door is installed in both cargo doors for safety reasons. The vent door will close only when the cargo door is properly closed and locked. An open vent door avoids pressurisation of the aircraft.

WARNING:
If the cargo door actuators are left pressurized when closing the door, the door can open very rapidly immediately after being unlatched causing danger. To avoid danger, the person who is unlatching the door must stand beside the door and NOT in the opening path of the door.

If the latching handle turns back anti-clockwise after release or excessive force is needed to move the handle it should be taken as an indication that the cargo door actuators could be pressurized. In that case depressurization must be made by turning cargo door´s manual selector valve lever to the "CLOSED" position prior to unlatching the door.

The design of the cargo door and the actuation is such that doors can be opened with winds gusting up to 40 knots and left open with winds gusting up to 65 knots.

In case of electrical failure, the door can be operated by a hand pump installed in the wheel bay.

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1.6 Stowing Regulations

1.6.1 Ground Stability

1.6.1.1 Compartment Loading and Unloading Sequence / Tipping

Loading: Simultaneously or beginning from forward hold.

Unloading: Simultaneously or beginning from aft hold.

Aircrafts ground stability shall not be compromised at any stage of operation.

AY DCS (Altéa FM) is set to warn load controller whenever 48 %MAC ground stability warning limit is exceeded, taking in to account several worst-case scenarios including partial passenger effect, fuel remaining at landing etc. If this limit is exceeded after loading is completed (e.g. due changes in load) reloading of the aircraft is not required. However, in order to ensure ground stability on arrival AFT compartment shall be offloaded before FWD compartment. Notification to unload AFT before FWD compartment is automatically generated to LDM and CPM messages which are sent to arrival station.

In case AY DCS is not used for load control the Table 115. Minimum Weight of Load Required in Compartment 1 gives the minimum weight of load required in compartment 1 to secure ground stability of the aircraft during loading and unloading operation. To minimize above-mentioned ground stability warning MAC% exceedance cases this table shall also be used as load planning guideline even when AY DCS is used to control ground stability.

Table 115. Minimum Weight of Load Required in Compartment 1

Weight of load in compartments 4 + 5 [kg]	Minimum weight of load in compartment 1 [kg]
up to 3500	0
3501 to 4000	250
4001 to 4500	500

1.6.2 Supporting of Belly Load

See AY GOM 4.5.7.

1.6.3 Special Loads

a) Heavy items (HEA) above 150 kg per piece must be loaded in containers or on pallets only.
b) Heavy wheelchairs or mobility aids can exceptionally be loaded as bulk if flight is not ULD loaded. Maximum floor limitations shall not be exceeded. Spreading of weight (with planks if required) and proper tie down shall be complied with.
c) Vaulting poles (sporting equipment) or equipment of comparable size and shape that will not fit completely in bulk compartment 5 can be loaded in compartment 5 if:
    1. the aftmost position of compartment 4 is empty or
    2. in the aftmost position of compartment 4 is a pallet.

    The poles are loaded in compartment 5 from corner to corner so that part of the poles comes through the net between compartments 4 and 5 he poles must be tied down to prevent movement.

Other special loads: see AY GOM ANNEX C Dangerous Goods and Special Loads.

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1.6.4 Stretcher

1.6.4.1 Stretcher Installed in Cabin

a) DOW and DOI values shall be adjusted DOW +44 kg / DOI +0.39 IU.
b) For instructions regarding to location of stretcher and number of seats required refer to AY GOM ANNEX A 2.7 and 7.8.
c) A patient carried on the stretcher is accounted in the balance calculations as one passenger occupying one seat.

1.6.4.2 Stretcher Carried in Lower Compartments

If stretcher is carried in compartment DOW / DOI adjustments are not needed. The weight of the stretcher must be included in compartment load. Load information code E and IMP code BEH shall be used.

1.6.5 Container Load

Every ULD must be individually secured with latches.

Any ULD position may remain unaccompanied, but all the latches of the cargo hold must be raised to limit inadvertent ULD movement.

In the case of latch malfunctions no affected positions (ULD-positions for which latch is intended to secure ULDs) shall be loaded with ULD (ref. Airbus WBM).

If cargo hold is empty or bulk loaded latches do not need to be raised (exception OH-LVC and -LVH AFT hold, ref AY GOM ANNEX D 1.5.1.1).

It is prohibited to carry loose bulk freight or loose baggage in the forward cargo hold (1) or aft cargo hold (4) together with ULDs. This includes the space between ULD in position 42 and cargo net between CPT4 and CPT5.

See AY GOM 4.5.7 for tie down and supporting requirements.

1.6.6 Bulk Load

When the certified net restraint system (see AY GOM ANNEX D 1.4.2.2 and 1.4.2.3) is used, additional tie down is normally not required. However, all individual items of load which their nature, form or density may constitute a hazard shall be restrained.

Restraint can be achieved by filling the cargo hold or net section volumetrically, or by tie down. When filled up to three quarters of height the cargo hold or net section is considered to be volumetrically full. Tie down points located on the cargo hold floor are each designed to a load of 906 kg in any direction.

A space of five centimetres has to be left between the ceiling and bulk load to avoid damage to the panels in the ceiling.

See AY GOM 4.5.7 for tie down and supporting requirements.

1.6.7 Heating / Ventilation

Aft cargo hold (compartments 4 and 5) is equipped with heating and ventilation system, and the temperature in the hold can be monitored in cockpit during flight.

See AY GOM ANNEX C 2.29 for temperature sensitive cargo or applicable special load chapter in AY GOM ANNEX C Dangerous Goods and Special Loads.

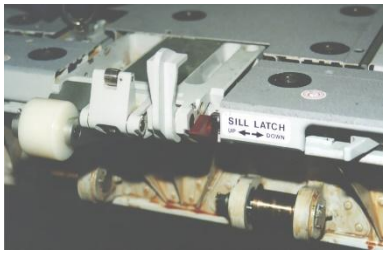
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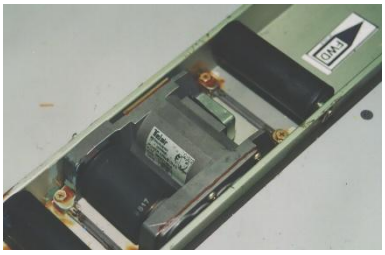
1.6.8 Latch Installations and Loading System in ULD Compartments



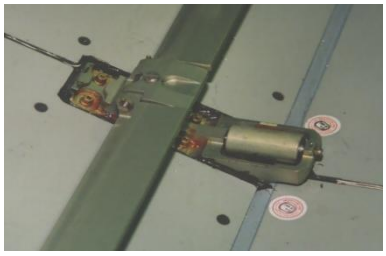
ULD-restraint latch



Door sill latch assembly (ULD-hold)



Power drive unit for moving load in compartment


Continuous side rail, roller and tie down / net fixing point



Light switch beside the hold door (Aft hold)



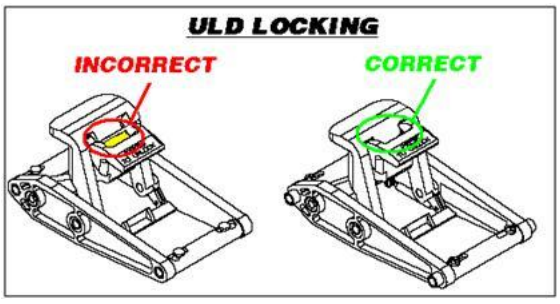
The illustration of maximum height of bulk load


Smoke detector / fire extinguisher nozzle panel on the ceiling of the cargo hold


Joystick assembly inside the cargo hold door (ULD-holds)



ULD movements in compartments are controlled with the joystick. The power ON-OFF switch of the cargo loading system and sill latch UP-DOWN switch are located on the right hand side of the joystick assembly.



The correct longitudinal latching (latch pawls fully raised) must be ensured. New design latches have yellow visual indicator when latch is in intermediate position, i.e. not raised enough to be in the locked position. If the yellow indicator is not visible, the latch is correctly locked. Note that old design latches without yellow visual indicator still exists.

Unserviceable latches (including broken or fatigued latch springs) or endstops may not be used to secure a ULD. In such cases no affected positions (ULD-positions for which latch is intended to secure ULDs) shall be loaded with ULD (ref. Airbus WBM). Inform load control accordingly.

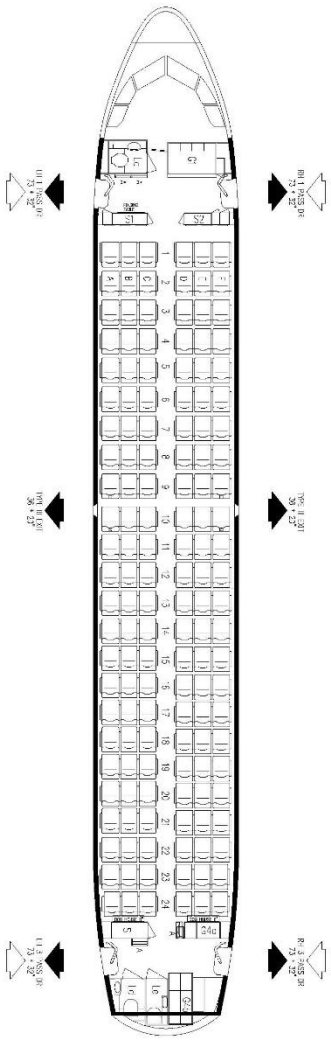
Report the deficiencies immediately to the Commander or responsible ground personnel and Finnair Operational Maintenance, tel. +358 9 8185837, to enable quick corrective actions. Additionally Ground Safety Report (GSR) shall be made for all unserviceable or missing latches.

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1.7 Cabin Versions

1.7.1 Versions 3180 – 3188, 3180A (144 seats)



a) Section / Rows
0A / 1 – 8
0B / 9 – 16
0C / 17 – 24

b) Versions / Configurations

Version	J*	Y	Total PAX	Cabin divider after row
3180	0	144	144	8
3181	Not in use			
3182	8	132	140	2
3183	16	120	136	4
3184	20	114	134	5
3185	24	108	132	6
3186	32	96	128	8
3187	40	84	124	10
3188	48	72	120	12
3180A**	0	141	141	8

*) In J-class all middle seats (B and E) are left unoccupied (non-saleable)
**) A/C regs. OH-LVC/D/L only

c) Emergency Exit Row
Row 10

d) Crew Rest Seats
24EF (version 3180A), A/C regs. OH-LVC/D/L only.
Note: Use of crew rest blocks also set 24D.

e) Duty Stations for Cabin Crew

1.	FWD DOOR RIGHT SEAT
2.	AFT DOOR MID SEAT
3.	FWD DOOR LEFT SEAT
4.	AFT DOOR LEFT SEAT

f) Seating Instructions for Special Passengers
See AY GOM ANNEX A Customer Handling

1.7.2 Seats in Cockpit

2 + 1 jump seat

1.7.3 Currently Valid Cabin Versions

Currently valid cabin versions for A319 can be found in Finnair Partner Hub.

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1.7.4 Cabin Limitations

1.7.4.1 Maximum Number of Passengers and Crew

(When all cabin doors and slides are serviceable)

Table 116. Maximum Number of Passengers and Crew

Number of Seats	
Cabin Version number:	3180
Crew:	
Flight deck	3
Cabin	4
Total number of crew seats	7
Passengers:	
Cabin section A	48
Cabin section B	48
Cabin section C	48
Total number of passenger seats	144

1.7.5 Measures of Overhead Lockers in Cabin

(Measures of one locker)

Table 117. Measures of Overhead Lockers in Cabin

Interior length [cm]	102
Interior height, max [cm]	34
Interior height, min [cm]	7
Depth [cm]	70
Height between locker and cabin floor, max [cm]	160
Height between locker and cabin floor, min [cm]	156

1.8 Maximum Gross Weights, BW/BI, DOW/DOI, Pantry Codes, Standard Taxi Fuel

1.8.1 Maximum Gross Weights

Table 118. Maximum Gross Weights

A/C reg. OH-LVC/D/L		A/C reg. OH-LVH/I	
Max. taxi weight	70 400 kg	Max. taxi weight	68 400 kg
Max. take-off weight	70 000 kg	Max. take-off weight	68 000 kg
Max. landing weight	62 500 kg	Max. landing weight	61 000 kg
Max. zero fuel weight	58 500 kg	Max. zero fuel weight	57 000 kg

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1.8.2 Basic Weights/Indexes, Dry Operating Weights/Indexes, Pantry Codes

Basic Weights and Indexes (BW/BI), Dry Operating Weights and Indexes (DOW/DOI) and pantry codes are published in Finnair Partner Hub.

1.8.3 Standard Taxi Fuel

Including 50 kg for 30 min operation of APU: 200 kg

1.9 Balance Calculations

1.9.1 List of Valid Balance Tables

Table 119. List of Valid Balance Tables

Form Number	Cabin Versions
FINNAIR 5-1700-0218 (01/2025)	3180 – 3188 (144 seats)

Effective balance tables can be retrieved from Finnair Partner Hub.

Instructions for use are included in the balance table form.

1.9.2 Balance Entries in Manual Loadsheet

Write the data given below in "balance conditions" box on the loadsheet:

DOI, DLI, LIZFW, LITOW, MACZFW, MACTOW, ANU/AND

1.10 Maximum Fuel Capacity

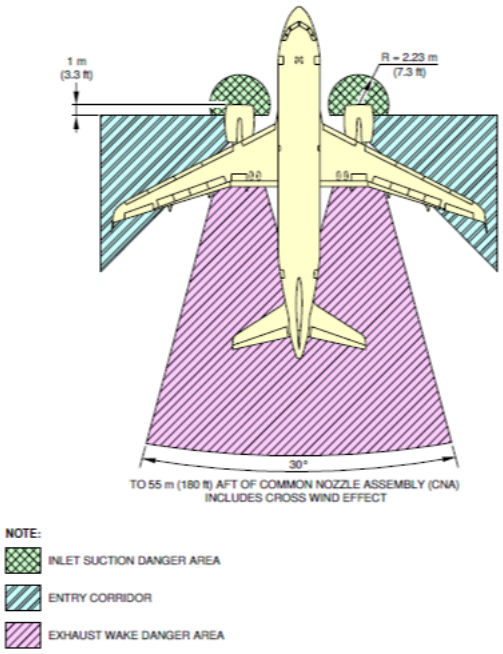
Maximum fuel capacity: 23860 litres
(= 19160 kg when fuel dencity is 0,803 kg/l)

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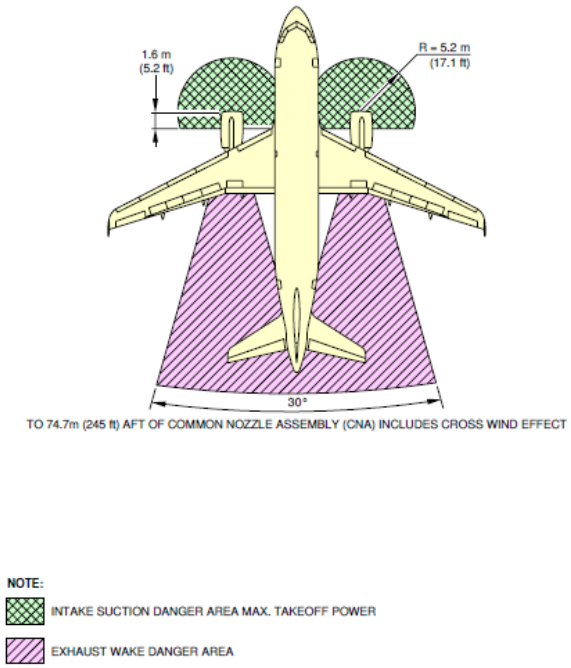
1.11 Danger Areas of Engines

[Ref. Airbus Aircraft Characteristics -manual]

Picture 78. A319 Ground Idle Power

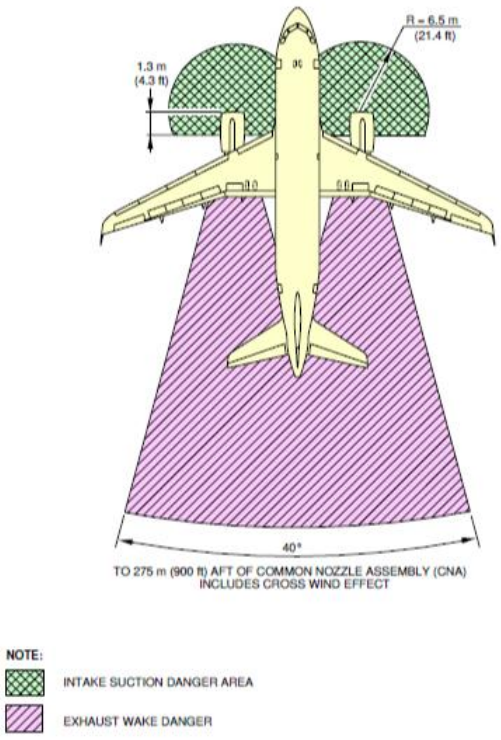


Picture 79. A319 Breakaway Power



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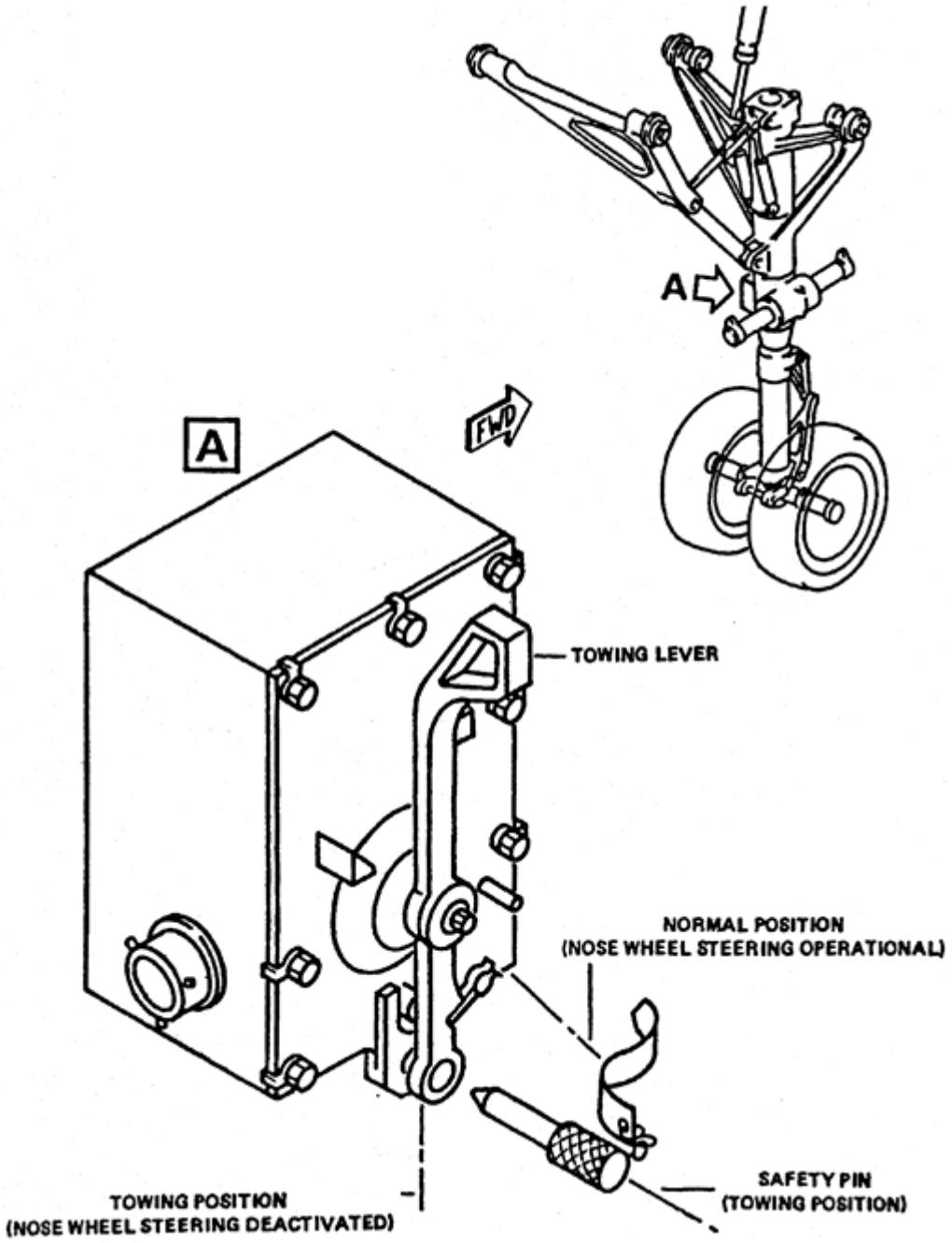
Picture 80. A319 Max. Take-off Power



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1.12 By-pass Valve Assembly

Picture 81. A319 By-pass Valve Assembly

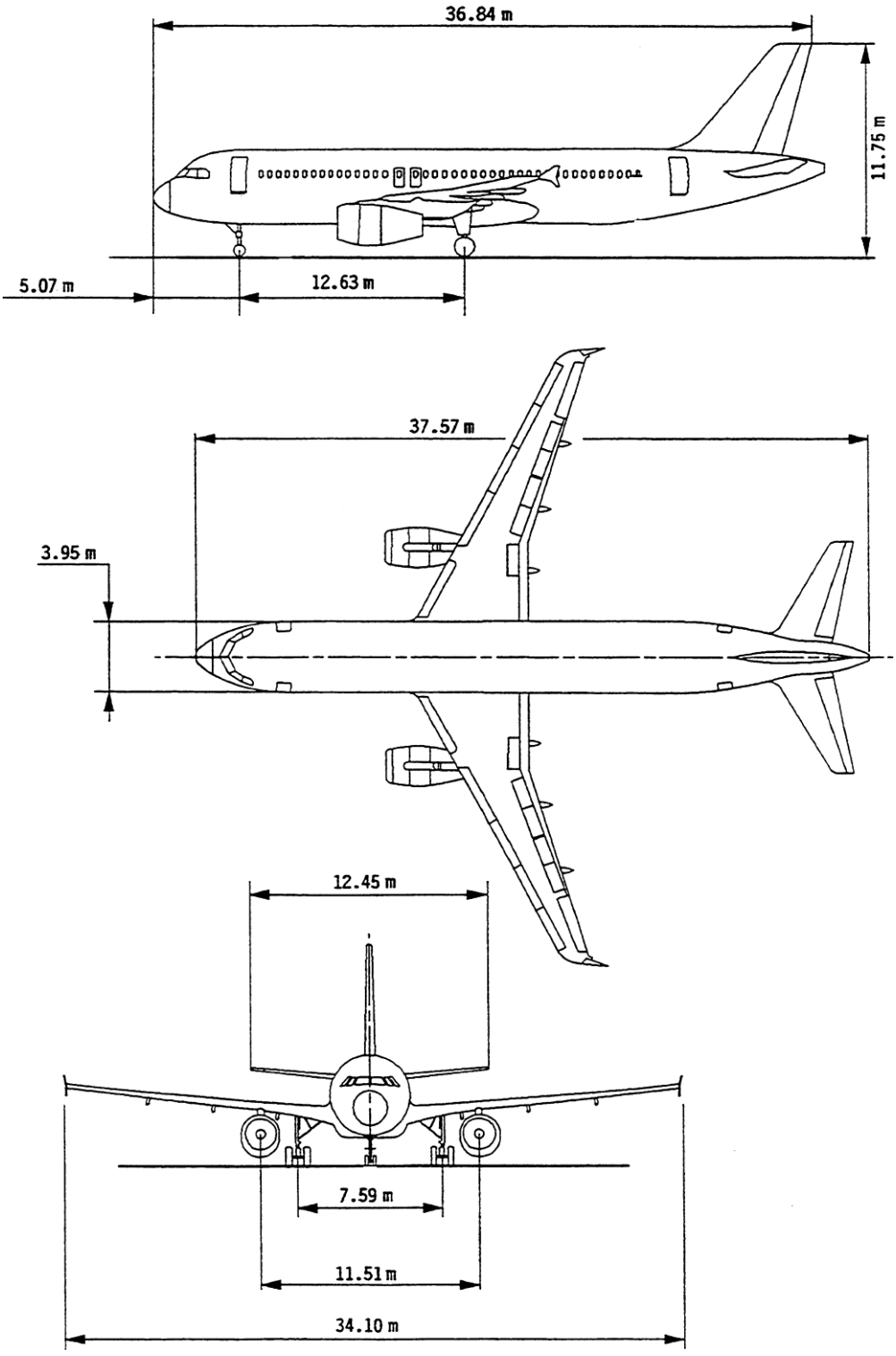


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2 Airbus A320

2.1 Exterior Dimensions

Picture 82. A320 Exterior Dimensions



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2.2 Door Dimensions and Sill Heights

Picture 83. A320 Door Dimensions and Sill Heights

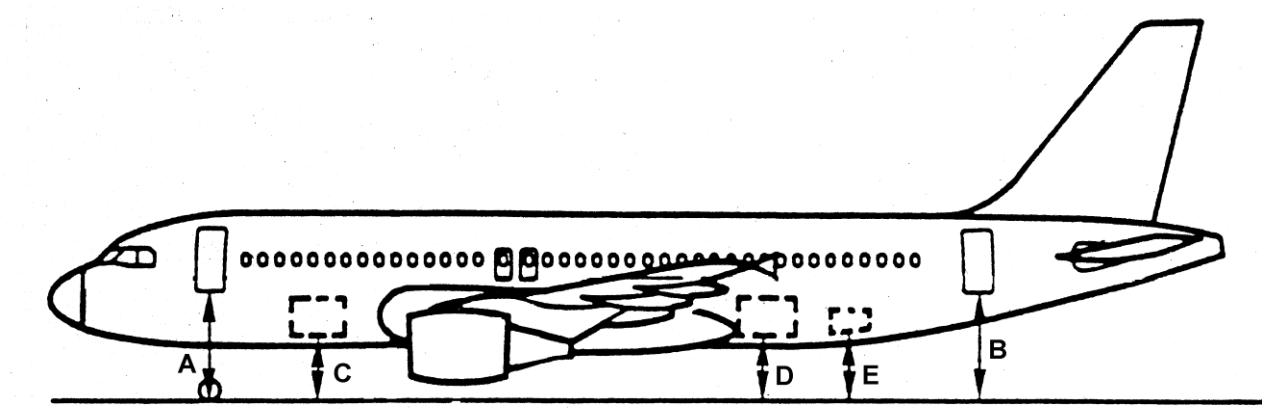


Table 120. A320 Sill Heights / Passenger Doors and Cargo Compartments

	Operating weight empty CG 22 % [m]	Max. ramp weight CG 18,6 % [m]	Max. ramp weight CG 41 % [m]
A	3,45	3,39	3,46
B	3,55	3,45	3,36
C	2,06	1,99	2,04
D	2,11	2,03	1,99
E	2,30	2,20	2,14

Table 121. A320 Door Dimensions

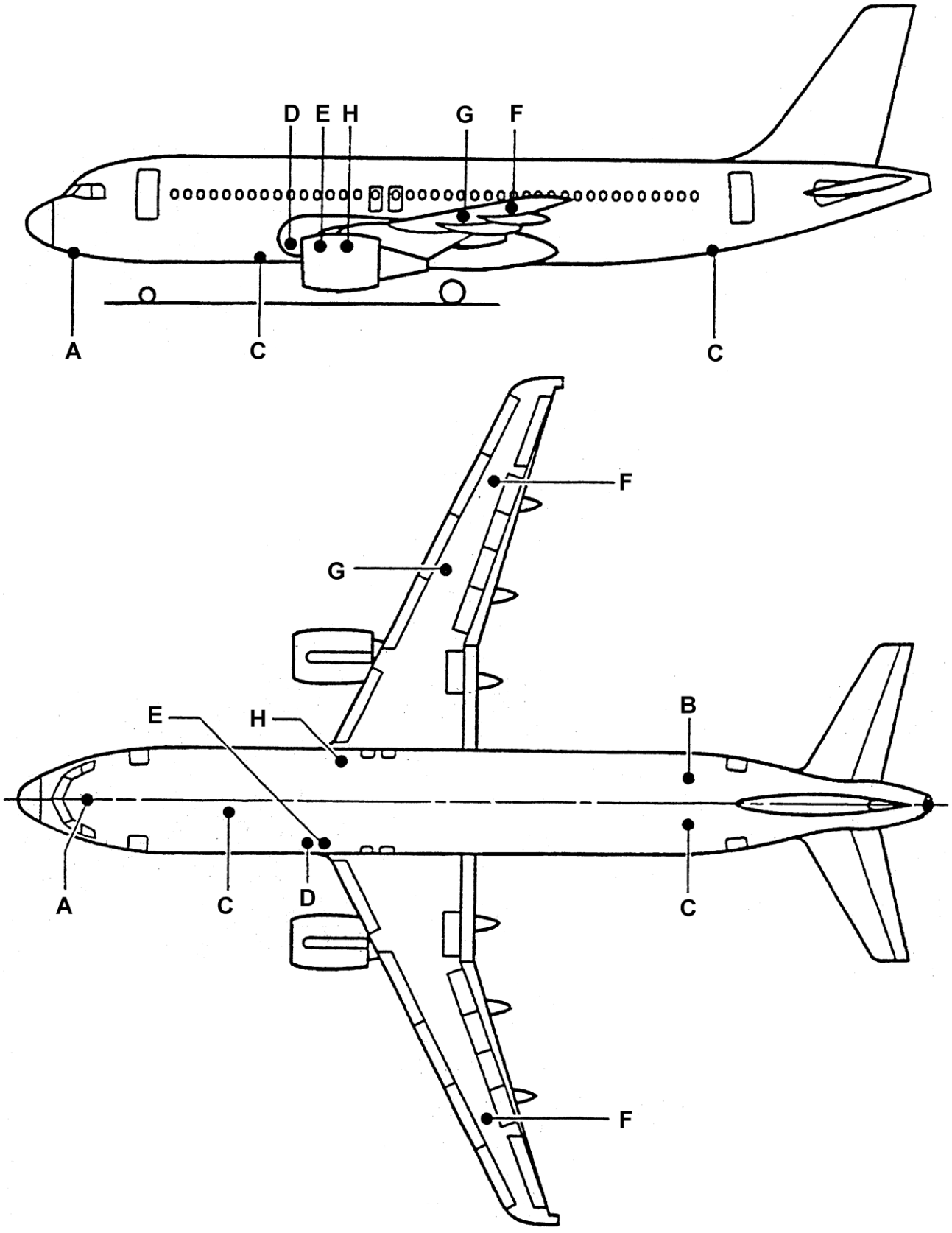
	HEIGHT x WIDTH [m]
FWD L/R	1,83 x 0,81
AFT L/R	1,83 x 0,81
FWD ULD HOLD	1,24 x 1,82
AFT ULD HOLD	1,24 x 1,82
BULK COMPARTMENT	0,81 x 0,95

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2.3 Servicing Points

Picture 84. A320 Servicing Points



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Table 122. A320 Ground Service Connections

GROUND SERVICE CONNECTIONS	
A	Ground electrical power receptable
B	Toilet servicing
C	Water filling and drainage
D	Ground service conditioned air connector
E	Ground air conditioning and air start connector
F	Gravity filling panels
G	Refuel / Defuel connector
H	Refuel / Defuel panel

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2.4 Compartment Dimensions, Capacities and Limitations

2.4.1 Maximum Package Dimensions

2.4.1.1 Forward Cargo Hold (Compartment 1)

Table 123. A320 Forward Cargo Hold (Compartments 1 and 2) Max Package Dimensions provides the maximum dimensions of the packages that can be loaded in the largest net section (net section 11/12) when bulk loaded and the mandatory divider nets installed.

The dimensions in Table 123. A320 Forward Cargo Hold (Compartments 1 and 2) Max Package Dimensions are approximate and refer to rectangular package sizes. Maximum dimensions can be reached if the packages are put on the sloping part of the floor (possible in a diagonal position). To avoid high local loads, it is recommended to use load spreaders on the sloping part of the floor.

Table 123. A320 Forward Cargo Hold (Compartments 1 and 2) Max Package Dimensions

Package Width [m]	Package Height (H) H ≤ 0.746 m	Package Height (H) 0.746 m < H ≤ 1.014 m	Package Height (H) 1.014 m < H ≤ 1.156 m
	Maximum Package Length [m]		
0.000	3.838	3.581	3.196
0.100	3.740	3.489	3.096
0.200	3.642	3.398	3.026
0.300	3.545	3.310	2.963
0.400	3.449	3.224	2.907
0.500	3.353	3.140	2.859
0.600	3.259	3.061	2.711
0.700	3.166	2.986	2.511
0.800	3.074	2.917	2.310
0.900	2.985	2.855	2.110
1.000	2.899	2.803	1.909
1.100	2.818	2.762	1.708
1.200	2.743	2.689	1.507
1.300	2.677	2.484	1.438
1.400	2.622	2.278	-
1.500	2.566	2.068	-
1.600	2.427	1.996	-

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2.4.1.2 Aft Cargo Hold (Compartment 3 and 4)

Table 124. A320 Aft Cargo Hold (Compartments 3 and 4) Max Package Dimensions provides the maximum dimensions of the packages that can be loaded in the largest net section (net section 32/41/42) when bulk loaded and the mandatory divider nets installed.

The dimensions in Table 124. A320 Aft Cargo Hold (Compartments 3 and 4) Max Package Dimensions are approximate and refer to rectangular package sizes. Maximum dimensions can be reached if the packages are put on the sloping part of the floor (possible in a diagonal position). To avoid high local loads, it is recommended to use load spreaders on the sloping part of the floor.

Table 124. A320 Aft Cargo Hold (Compartments 3 and 4) Max Package Dimensions

Package Width [m]	Package Height (H) H ≤ 0.746 m	Package Height (H) 0.746 m < H ≤ 1.014 m	Package Height (H) 1.014 m < H ≤ 1.156 m
	Maximum Package Length [m]		
0.000	4.020	3.776	3.293
0.100	3.924	3.687	3.222
0.200	3.829	3.600	3.155
0.300	3.734	3.515	3.094
0.400	3.641	3.433	3.041
0.500	3.549	3.355	2.911
0.600	3.458	3.280	2.711
0.700	3.370	3.211	2.511
0.800	3.284	3.148	2.310
0.900	3.201	3.093	2.110
1.000	3.123	3.047	1.909
1.100	3.051	3.010	1.708
1.200	2.986	2.836	1.507
1.300	2.930	2.634	1.438
1.400	2.883	2.431	-
1.500	2.759	2.227	-
1.600	2.537	2.021	-
1.700	2.427	1.996	-

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2.4.1.3 Bulk Compartment (Compartment 5)

a) Loading through the rear bulk cargo door

Table 125. A320 Bulk Cargo Hold (Compartment 5) Max Package Dimensions (Through Rear Bulk Cargo Door) provides the maximum dimensions of the packages that can be loaded in bulk cargo hold through the rear bulk cargo door.

The dimensions in Table 125. A320 Bulk Cargo Hold (Compartment 5) Max Package Dimensions (Through Rear Bulk Cargo Door) are approximate and refer to rectangular package sizes. Maximum dimensions can be reached if the packages are put on the sloping part of the floor (possible in a diagonal position). To avoid high local loads, it is recommended to use load spreaders on the sloping part of the floor.

Table 125. A320 Bulk Cargo Hold (Compartment 5) Max Package Dimensions (Through Rear Bulk Cargo Door)

Package Width [m]	Package Height	
	0.400 m	0.600 m
	Maximum Package Length [m]	
0.000	2.155	1.989
0.100	2.100	1.815
0.200	2.053	1.613
0.300	1.957	1.409
0.400	1.757	1.203
0.500	1.556	0.991
0.600	1.355	-
0.700	1.154	-
0.800	0.959	-

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b) Loading through aft cargo door

Table 126. A320 Bulk Cargo Hold (Compartment 5) Max Package Dimensions (Through Aft Cargo Door) provides the maximum dimensions of the packages that can be loaded in bulk cargo hold through the aft cargo door.

The dimensions in Table 126. A320 Bulk Cargo Hold (Compartment 5) Max Package Dimensions (Through Aft Cargo Door) are approximate and refer to rectangular package sizes. Maximum dimensions can be reached if the packages are put on the sloping part of the floor (possible in a diagonal position). To avoid high local loads, it is recommended to use load spreaders on the sloping part of the floor.

Table 126. A320 Bulk Cargo Hold (Compartment 5) Max Package Dimensions (Through Aft Cargo Door)

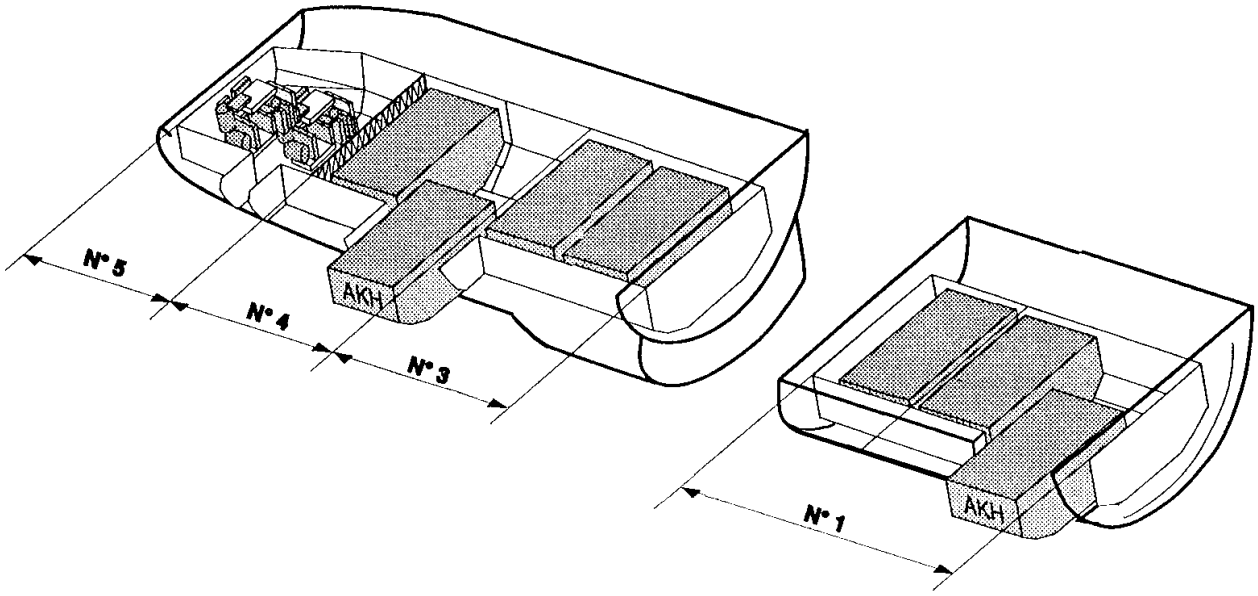
Package Width [m]	Package Height				
	0.400 m	0.600 m	0.750 m	0.900 m	1.000 m
	Maximum Package Length [m]				
0.000	2.664	2.601	2.585	2.050	1.031
0.100	2.618	2.574	2.497	2.031	0.975
0.200	2.580	2.557	2.384	2.017	0.965
0.300	2.552	2.381	2.269	1.715	0.965
0.400	2.533	2.219	2.149	1.715	-
0.500	2.443	1.965	1.907	1.715	-
0.600	2.313	-	-	-	-
0.700	2.177	-	-	-	-
0.800	2.031	-	-	-	-
0.900	1.809	-	-	-	-

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2.4.2 Measures and Volumes of Compartments

2.4.2.1 General



ULD-POSITIONS

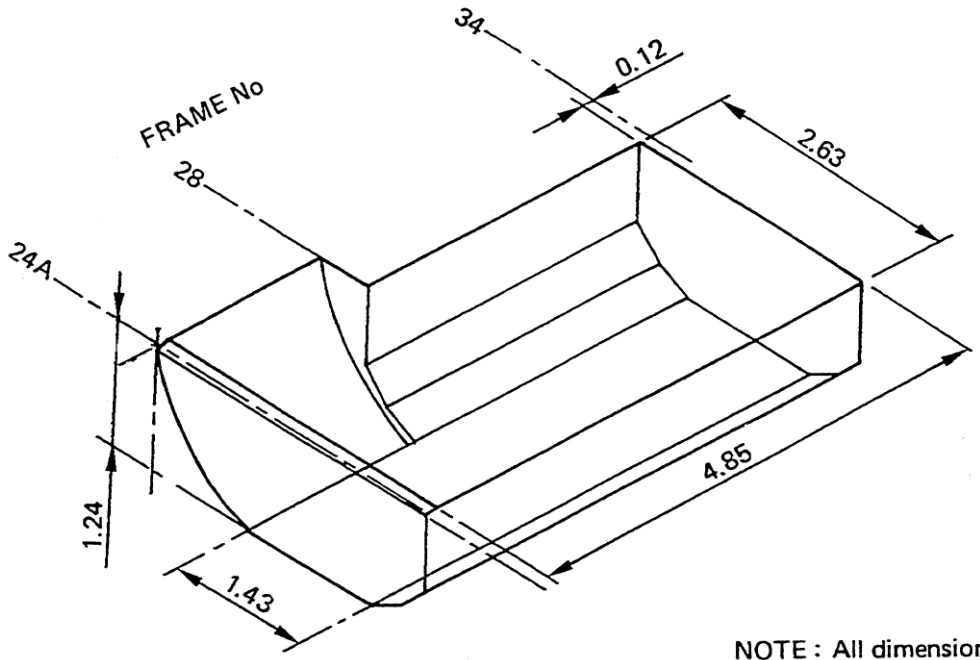
Compartment 1: 11, 12, 13
Compartment 3: 31, 32
Compartment 4: 41, 42

NOTE:

a) Every ULD must be individually secured with latches.
b) Both ULD-holds (Forward and Aft) are designed for the transport of loose bulk load with maximum load density of 240 kg/m³.

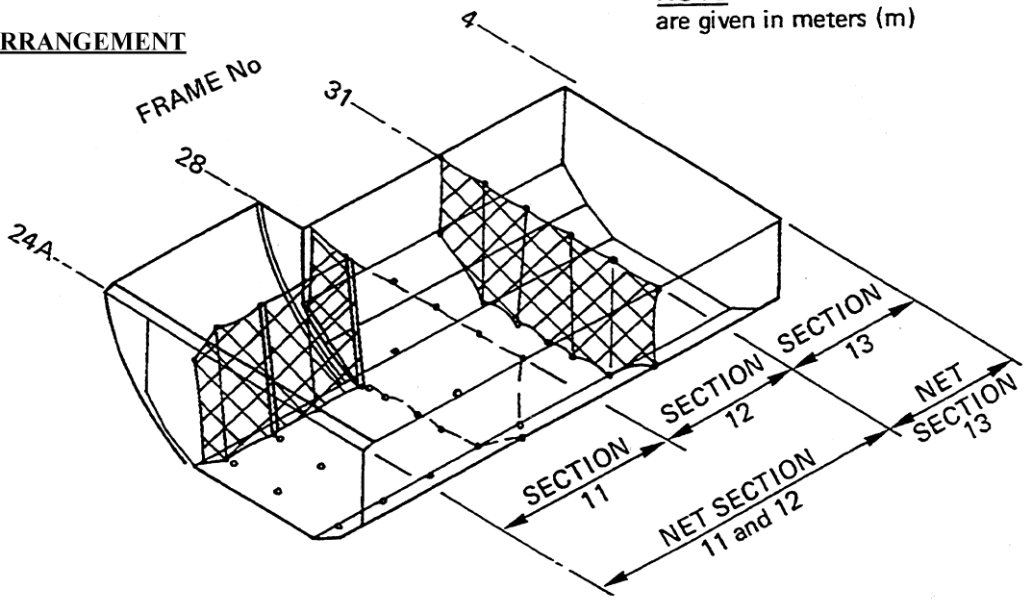
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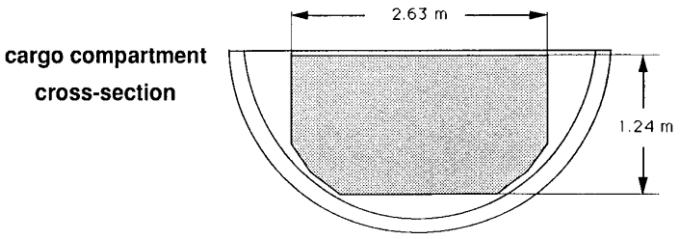
2.4.2.2 Compartment Measures and Bulk Arrangement (Forward Hold)



NOTE : All dimensions are given in meters (m)

BULK ARRANGEMENT





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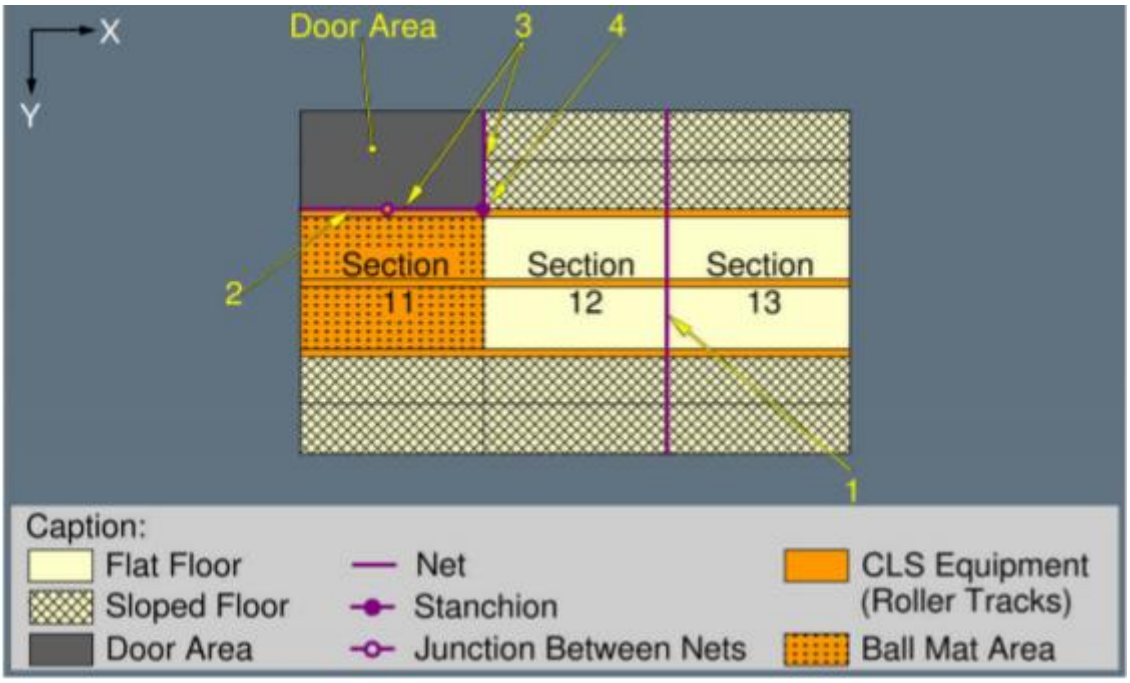
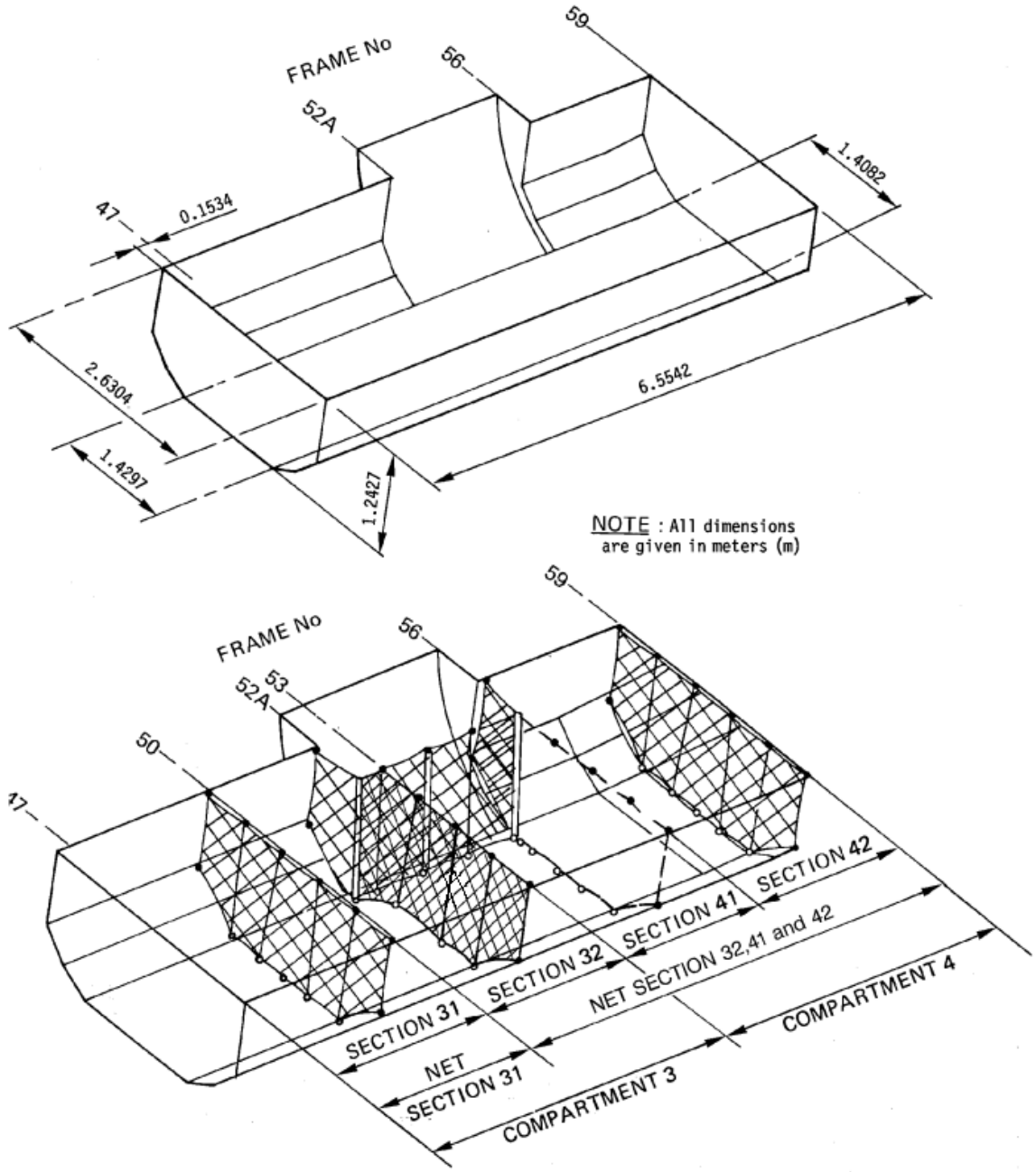


Table 127. A320 FWD Hold Net Types

1.	Divider Net Type A2	AC40-0209500
2.	Door Net Type C	AC40-0217200
3.	Door Net Type A	AC40-0217000
4.	Stanchion	

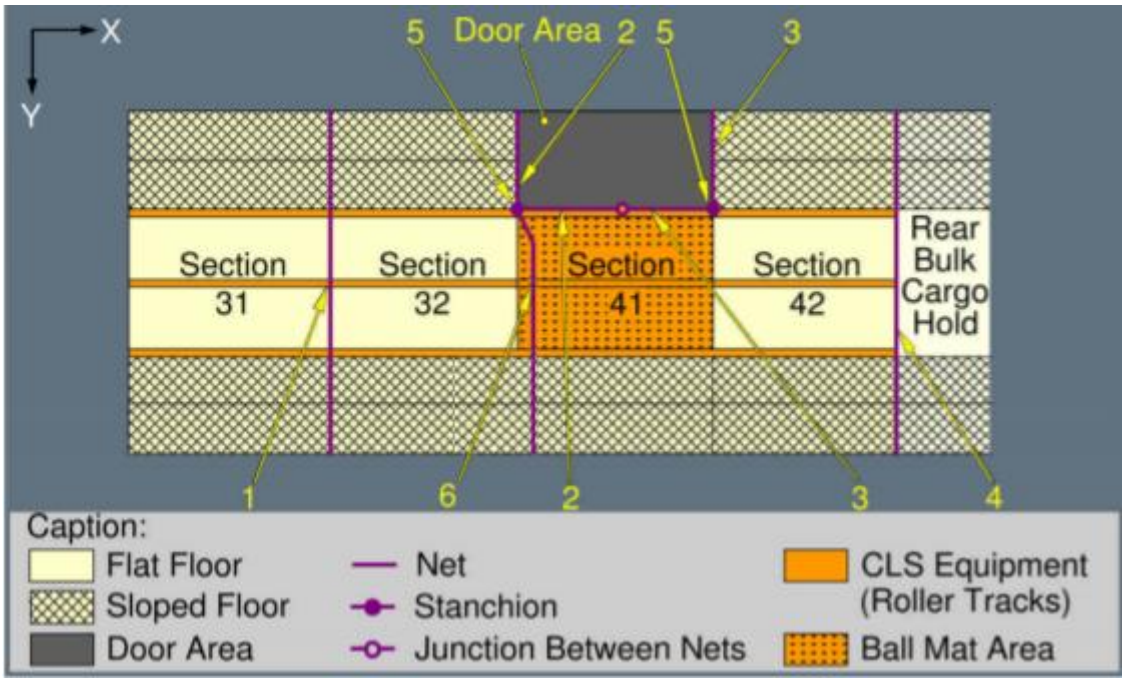
Classified as Internal

2.4.2.3 Compartment Measures and Bulk Arrangement (Aft Hold)



Compartment cross section same as in forward hold

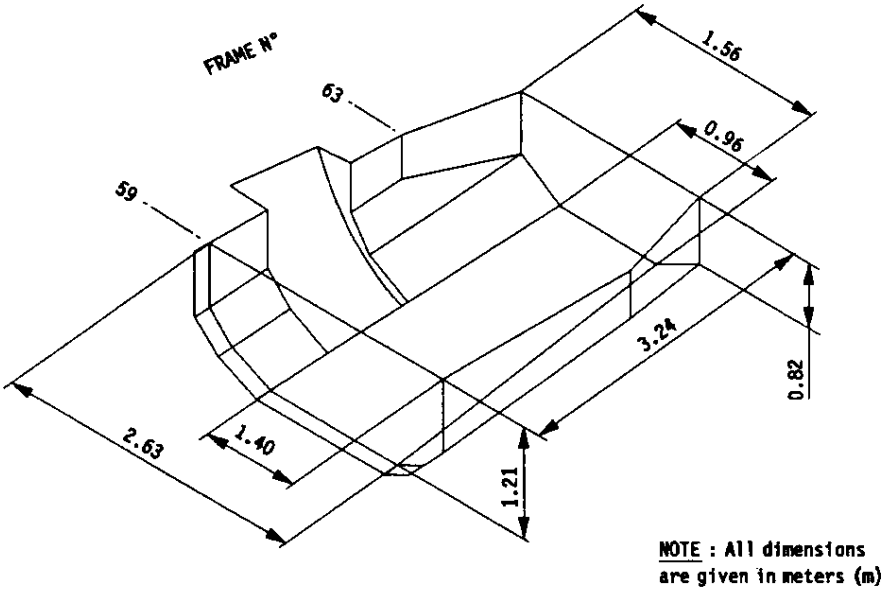
Classified as Internal

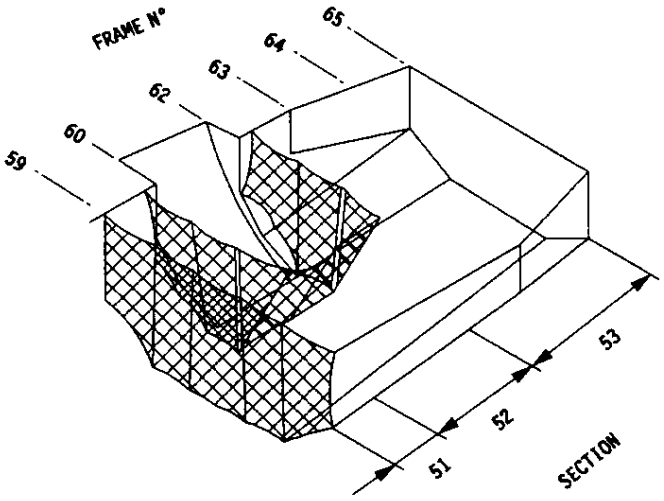


1.	Divider Net Type A2	AC40-0209500
2.	Door Net Type B	AC40-0217100
3.	Door Net Type A	AC40-0217000
4.	Divider Net Type A1	AC40-0217500
5.	Stanchion	
6.	Divider Net Type C	AC40-0209900

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2.4.2.4 Compartment Measures (Compartment 5)





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2.4.2.5 Maximum Weights, Volumes and Floor Loading Limitations of Compartments

Table 128. Maximum Weights, Volumes and Floor Loading Limitations of Compartments

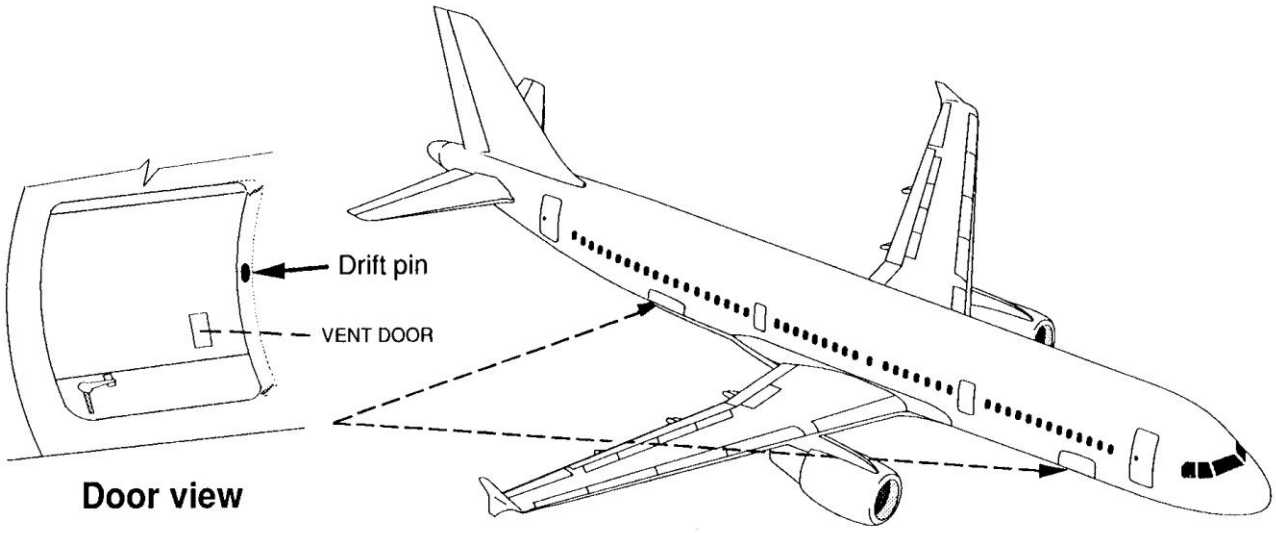
COMPARTMENT / SECTION	MAXIMUM LOAD CAPACITY (BULK LOAD) [kg]	MAXIMUM LOAD CAPACITY (ULD LOAD) [kg]	USABLE VOLUME (BULK) [m^3]
11	1045	1134	4,09
12	1225	1134	4,77
13	1132	1134	4,42
Total Compartment 1	**3402**	**3402**	**13,28**
31	1301	1134	5,23
32	1125	1134	4,53
Total Compartment 3	**2426**	**2268**	**9,76**
41	928	1134	3,75
42	1182	1134	4,75
Total Compartment 4	**2110**	**2268**	**8,50**
Total Compartment 3 and 4	**4536**	**4536**	**18,26**
51	374	-	1,46
52	353	-	1,38
53	770	-	3,04
Total Compartment 5	**1497**	**-**	**5,88**

All cargo compartments floor structure is capable of supporting on the flat and sloping floor areas a maximum distributed load of 732 kg/m^2.

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2.5 Operation of Compartment Doors

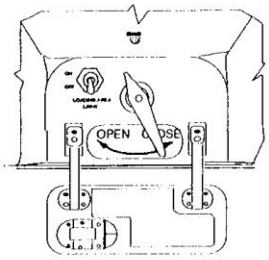
2.5.1 ULD -Compartment Doors



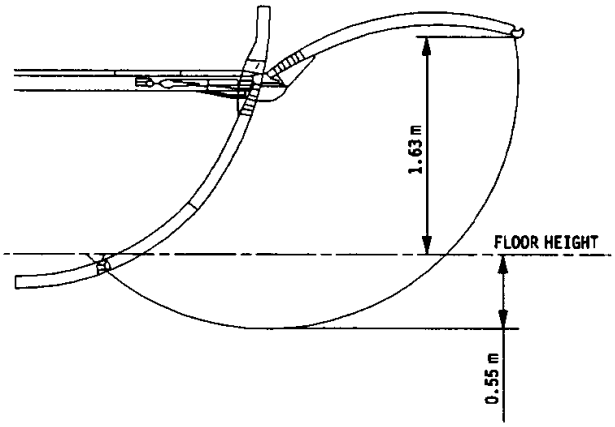
Door view



Door locking lever



Forward and aft cargo door control panel



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2.5.1.1 Mechanical Function

The Forward and Aft cargo doors are structurally and mechanically identical. Both cargo doors open outwards and upwards hydraulically through a double actuator system controlled from a control panel installed on AD underneath the fuselage, near the door.

The doors are manually locked and unlocked from outside and retained by a multi-hook system in the closed position.

A vent door is installed in both cargo doors for safety reasons. The vent door will close only when the cargo door is properly closed and locked. An open vent door avoids pressurisation of the aeroplane.

WARNING:

If the cargo door actuators are left pressurized when closing the door, the door can open very rapidly immediately after being unlatched causing danger.

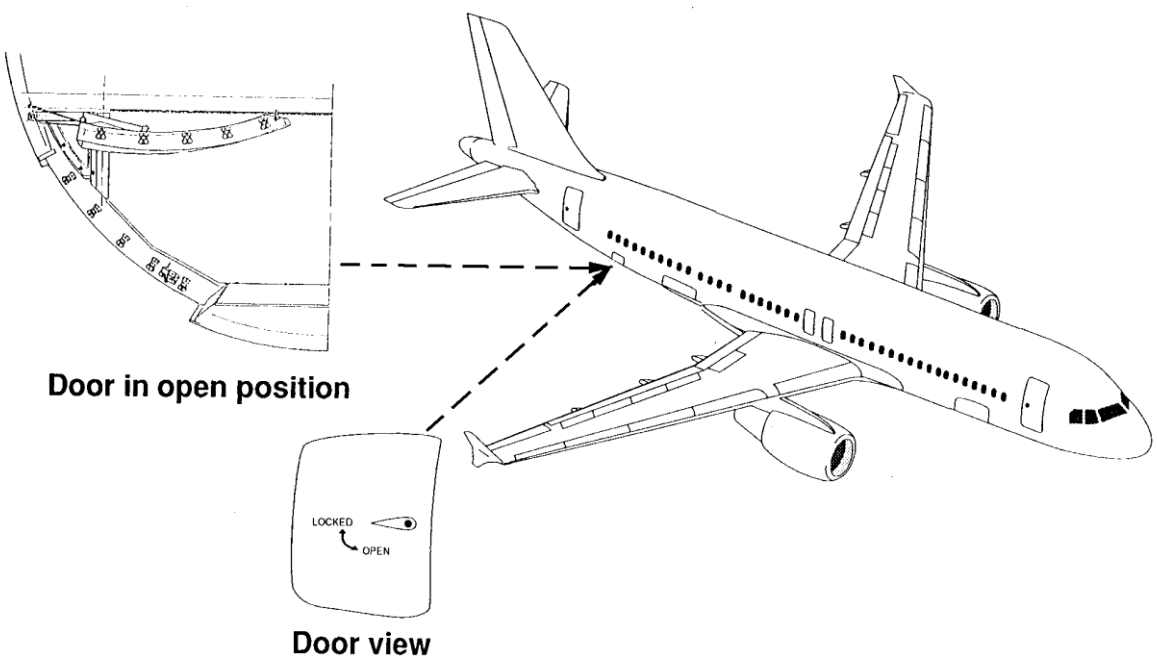
To avoid danger, the person who is unlatching the door must stand beside the door and NOT in the opening path of the door.

If the latching handle turns back anti-clockwise after release or excessive force is needed to move the handle it should be taken as an indication that the cargo door actuators could be pressurized. In that case depressurization must be made by turning cargo door´s manual selector valve lever to the "CLOSED" position prior to unlatching the door.

The design of the cargo door and the actuation is such that doors can be opened with winds gusting up to 40 knots and left open with winds gusting up to 65 knots.

In case of electrical failure, the door can be operated by a hand pump installed in the wheel bay.

2.5.2 Bulk Cargo Compartment (CPT 5) Door



The bulk cargo compartment door opens inwards and upwards, rotating around its upper hinges (plug type door) Manual unlocking, opening, closing and locking of the bulk cargo door is controlled by interior and exterior lever. The door is suspended / counterbalanced and can be easily operated by one man.

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2.6 Stowing Regulations

2.6.1 Ground Stability

2.6.1.1 Compartment Loading and Unloading Sequence / Tipping

Loading: Simultaneously or beginning from forward hold.

Unloading: Simultaneously or beginning from aft hold.

Aircrafts ground stability shall not be compromised at any stage of operation.

AY DCS (Altéa FM) is set to warn loadcontroller whenever 47 %MAC ground stability warning limit is exceeded, taking in to account several worst case scenarios including partial passenger effect, fuel remaining at landing etc. If this limit is exceeded after loading is completed (e.g. due changes in load) reloading of the aircraft is not required. However, in order to ensure ground stability on arrival AFT compartment shall be offloaded before FWD compartment. Notification to unload AFT before FWD compartment is automatically generated to LDM and CPM messages which are sent to arrival station.

In case AY DCS is not used for load control the Table 129. Minimum Weight of Load Required in Compartment 1 gives the minimum weight of load required in compartment 1 to secure ground stability of the aircraft during loading and unloading operation. To minimize above-mentioned ground stability warning MAC% exceedance cases this table shall also be used as load planning guideline even when AY DCS is used to control ground stability.

Table 129. Minimum Weight of Load Required in Compartment 1

Weight of load in compartments 3 + 4 + 5 [kg]	Minimum weight of load in compartment 1 [kg]
up to 2300	0
2301 to 2800	500
2801 to 3300	1000
3301 to 3800	1500
3801 to 4300	2000
4301 to 4800	2500
4801 to 5300	3000

2.6.2 Supporting of Belly Load

See AY GOM 4.5.7.

2.6.3 Special Loads

a) Heavy items (HEA) above 150kg per piece must be loaded in containers or on pallets only.
b) Heavy wheelchairs or mobility aids can exceptionally be loaded as bulk if flight is not ULD loaded. Maximum floor limitations shall not be exceeded. Spreading of weight (with planks if required) and proper tie down shall be complied with.
c) Vaulting poles (sporting equipment) or equipment of comparable size and shape that will not fit completely in bulk compartment 5 can be loaded in compartment 5 if:
    1. the aftmost position of compartment 4 is empty or
    2. in the aftmost position of compartment 4 is a pallet or
    3. a container positioned so that netside faces compartment 5

    The poles are loaded in compartment 5 from corner to corner so that part of the poles comes through the net between compartments 4 and 5. The poles must be tied down to prevent movement.

Other special loads: see AY GOM ANNEX C Dangerous Goods and Special Loads.

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2.6.4 Stretcher

2.6.4.1 Stretcher Installed in Cabin

a) DOW and DOI values shall be adjusted DOW +44 kg / DOI +0.49 IU
b) For instructions regarding to location of stretcher and number of seats required refer to ANNEX A 2.7 and 7.8.
c) A patient carried on the stretcher is accounted in the balance calculations as one passenger occupying one seat.

2.6.4.2 Stretcher Carried in Lower Compartments

If stretcher is carried in compartment DOW / DOI adjustments are not needed. The weight of the stretcher must be included in compartment load. Load information code E and IMP code BEH shall be used.

2.6.5 Container load

Every ULD must be individually secured with latches.

Any ULD position may remain unaccompanied, but all the latches of the cargo hold must be raised to limit inadvertent ULD movement.

In case of latch malfunctions no affected positions (ULD-positions for which latch is intended to secure ULDs) shall be loaded with ULD (ref. Airbus WBM).

If cargo hold is empty or bulk loaded latches do not need to be raised.

It is prohibited to carry loose bulk freight or loose baggage in the forward cargo hold (1) or aft cargo hold (3 + 4) together with ULDs.

See AY GOM 4.5.7 for tie down and supporting requirements.

2.6.6 Bulk Load

When the certified net restraint system (see AY GOM ANNEX D 2.4.2.2 and 2.4.2.3) is used, additional tie down is normally not required. However, all individual items of load which their nature, form or density may constitute a hazard shall be restrained.

Restraint can be achieved by filling the cargo hold or net section volumetrically, or by tie down. When filled up to three quarters of height the cargo hold or net section is considered to be volumetrically full. Tie down points located on the cargo hold floor are each designed to a load of 906 kg in any direction.

A space of five centimetres has to be left between the ceiling and bulk load to avoid damage to the panels in the ceiling.

See AY GOM 4.5.7 for tie down and supporting requirements.

2.6.7 Heating / Ventilation

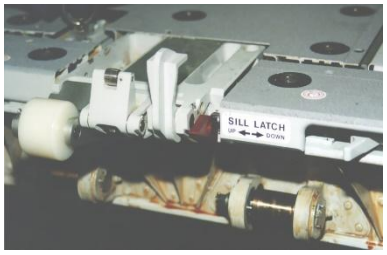
Aft cargo hold (compartments 3, 4 and 5) is equipped with heating and ventilation system, and the temperature in the hold can be monitored in cockpit during flight.

See AY GOM ANNEX C 2.29 for temperature sensitive cargo or applicable special load chapter in AY GOM ANNEX C Dangerous Goods and Special Loads.

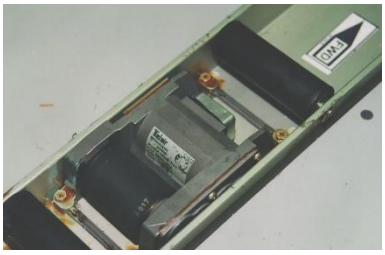
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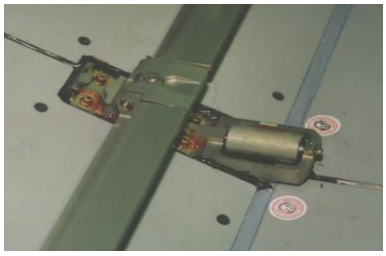
2.6.8 Latch Installations and Loading System in ULD Compartments


ULD-restraint latch



Door sill latch assembly (ULD-hold)


Power drive unit for moving load in compartment


Continuous side rail, roller and tie down / net fixing point



Light switch beside the hold door (Aft hold)



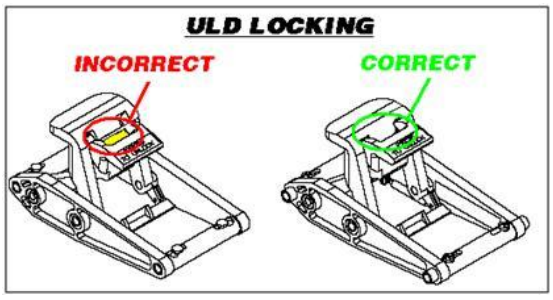
The illustration of maximum height of bulk load


Smoke detector / fire extinguisher nozzle panel on the ceiling of the cargo hold


Joystick assembly inside the cargo hold door (ULD-holds)



ULD movements in compartments are controlled with the joystick. The power ON-OFF switch of the cargo loading system and sill latch UP-DOWN switch are located on the right hand side of the joystick assembly.



The correct longitudinal latching (latch pawls fully raised) must be ensured. New design latches have yellow visual indicator when latch is in intermediate position, i.e. not raised enough to be in the locked position. If the yellow indicator is not visible, the latch is correctly locked. Note that old design latches without yellow visual indicator still exists.

Unserviceable latches (including broken or fatigued latch springs) or endstops may not be used to secure a ULD. In such cases no affected positions (ULD-positions for which latch is intended to secure ULDs) shall be loaded with ULD (ref. Airbus WBM). Inform load control accordingly.

Report the deficiencies immediately to the Commander or responsible ground personnel and Finnair Operational Maintenance, tel. +358 9 8185837, to enable quick corrective actions. Additionally Ground Safety Report (GSR) shall be made for all unserviceable or missing latches.

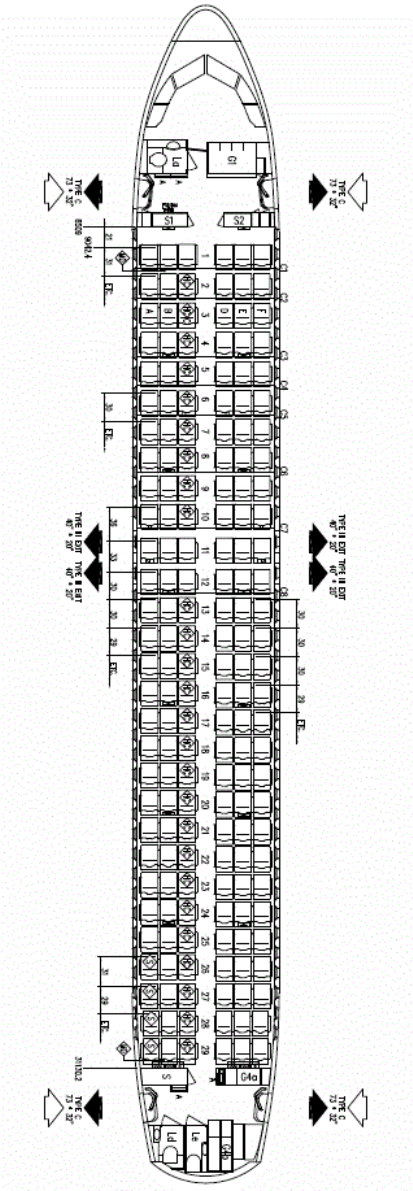
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2.7 Cabin Versions

2.7.1 Versions 3370 – 3378, 3370A (174 seats)

a) Section / Rows
0A / 1 – 10
0B / 11 – 19
0C / 20 – 29



b) Versions / Configurations

Version	J*	Y	Total PAX	Cabin divider after row
3370	0	174	174	8
3371	4	168	172	1
3372	8	162	170	2
3373	16	150	166	4
3374	20	144	164	5
3375	24	132	156	6
3376	32	120	152	8
3377	Not in use			
3378	48	102	150	12
3370A	0	171	171	8

*) In J-class all middle seats (B and E) are left unoccupied (non-saleable)

c) Emergency Exit Rows
Rows 11 and 12

d) Crew Rest Seats
29EF (version 3370A), A/C reg. OH-LXA, -LXB and -LXC only
NOTE: Use of crew rest blocks also seat 29D

e) Duty Stations for Cabin Crew

1.	FWD DOOR RIGHT SEAT
2.	AFT DOOR MID SEAT
3.	FWD DOOR LEFT SEAT
4.	AFT DOOR LEFT SEAT

f) Seating Instructions for Special Passengers
See AY GOM ANNEX A Customer Handling

2.7.2 Seats in Cockpit

2 + 1 jump seat

2.7.3 Currently Valid Cabin Versions

Currently valid cabin versions for A320 can be found from Finnair Partner Hub.

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2.7.4 Cabin Limitations

2.7.4.1 Maximum Number of Passengers and Crew

(When all cabin doors and slides are serviceable)

Table 130. Maximum Number of Passengers and Crew

Number of Seats		
Cabin Version number:	3370	3370A
Crew:		
Flight deck	3	3
Cabin	4	4
Total number of crew seats	7	7
Passengers:		
Cabin section A	60	60
Cabin section B	54	54
Cabin section C	60	57
Total number of passenger seats	174	171

2.7.5 Measures of Overhead Lockers in Cabin

(Measures of one locker)

Table 131. Measures of Overhead Lockers in Cabin

Interior length [cm]	102
Interior height, max [cm]	34
Interior height, min [cm]	7
Depth [cm]	70
Height between locker and cabin floor, max [cm]	160
Height between locker and cabin floor, min [cm]	156

2.8 Maximum Gross Weights, BW/BI, DOW/DOI, Pantry Codes, Standard Taxi Fuel

2.8.1 Maximum Gross Weights

Table 132. Maximum Gross Weights

A/C reg. OH-LXA, -LXB, -LXC, -LXD, -LXF		A/C reg. OH-LXH, -LXI, -LXK, -LXL, -LXM	
Max. taxi weight	75 900 kg	Max. taxi weight	72 300 kg
Max. take-off weight	75 500 kg	Max. take-off weight	71 900 kg
Max. landing weight	66 000 kg	Max. landing weight	66 000 kg
Max. zero fuel weight	62 500 kg	Max. zero fuel weight	62 500 kg

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2.8.2 Basic Weights/Indexes, Dry Operating Weights/Indexes, Pantry Codes

Basic Weights and Indexes (BW/BI), Dry Operating Weights and Indexes (DOW/DOI) and pantry codes are published in Finnair Partner Hub.

2.8.3 Standard Taxi Fuel

Including 50 kg for 30 min operation of APU: 200 kg

2.9 Balance Calculations

2.9.1 List of Valid Balance Tables

Table 133. List of Valid Balance Tables

Form Number	Cabin Versions
FINNAIR 5-1659-0617 (01/2025)	3370 – 3378

Effective balance tables can be retrieved from Finnair Partner Hub.

Instructions for use are included in the balance table form.

2.9.2 Balance Entries in Manual Loadsheet

Write the data given below in "balance conditions" box on the loadsheet:

DOI, DLI, LIZFW, LITOW, MACZFW, MACTOW, ANU/AND

2.10 Maximum Fuel Capacity

Maximum fuel capacity: 23860 litres
(= 19160 kg when fuel density is 0,803 kg/l)

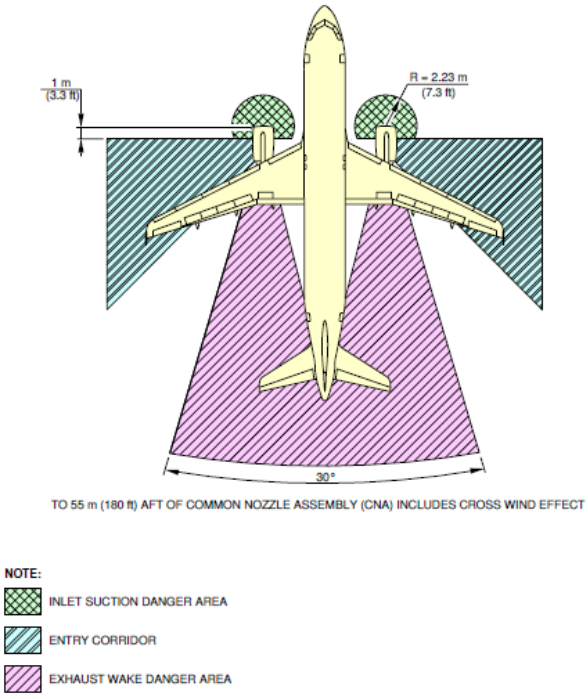
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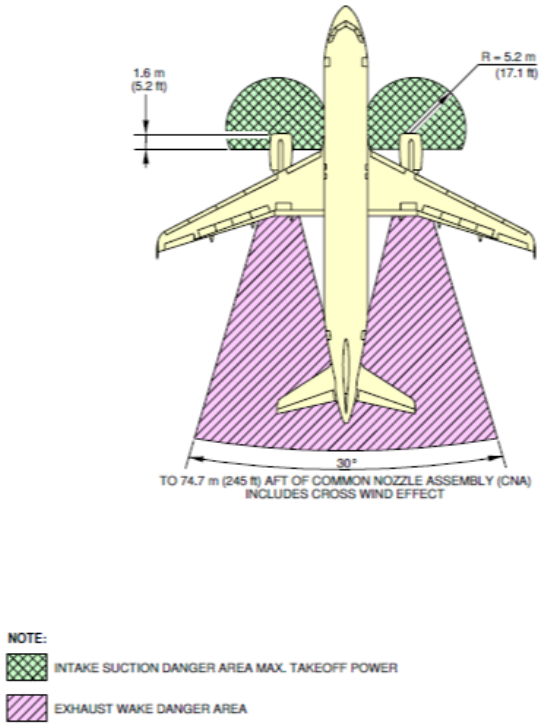
2.11 Danger Areas of Engines

[Ref. Airbus Aircraft Characteristics -manual]

Picture 85. A320 Ground Idle Power

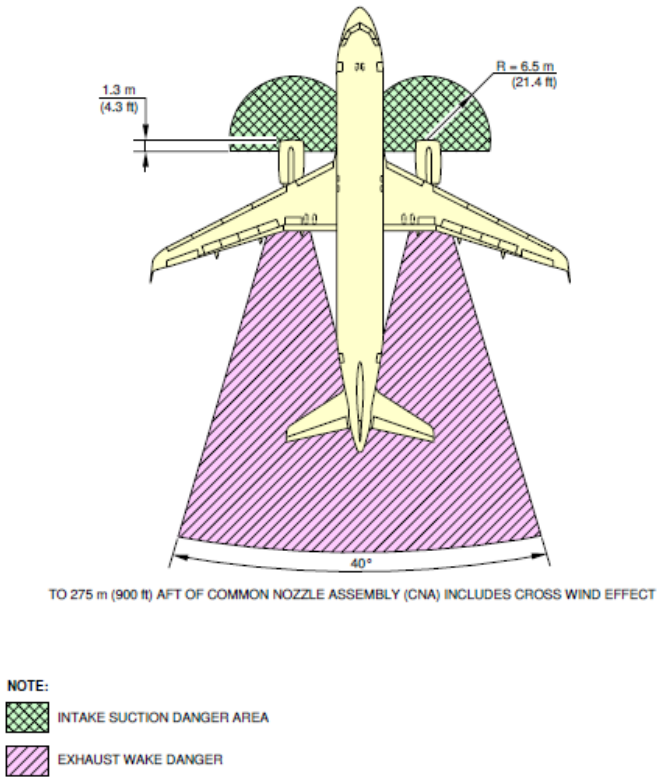


Picture 86. A320 Breakaway Power



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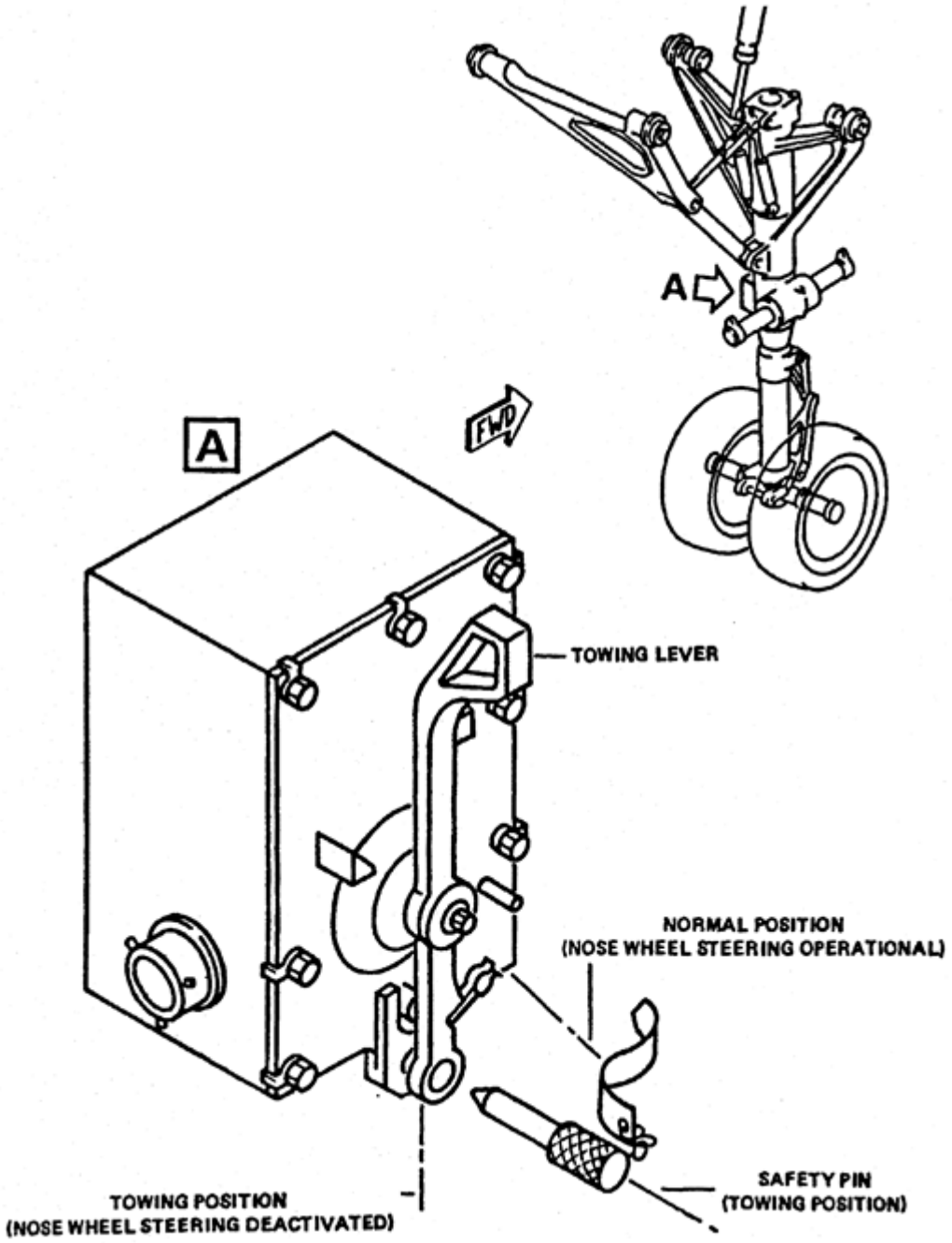
Picture 87. A320 Max. Take-off Power



Classified as Internal

2.12 By-pass Valve Assembly

Picture 88. A320 By-pass Valve Assembly

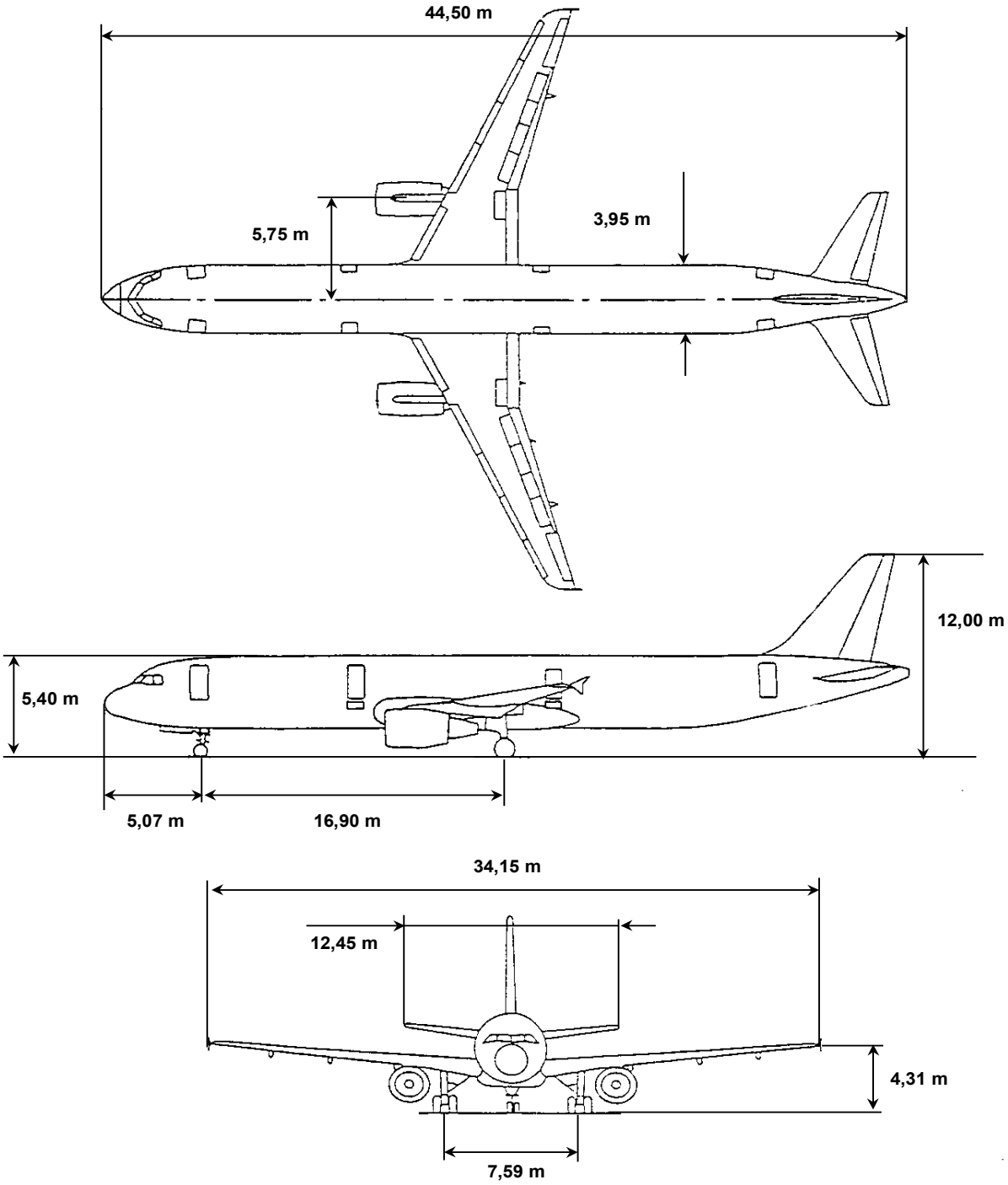


Classified as Internal

3 Airbus A321-211 (OH-LZE / F)

3.1 Exterior Dimensions

Picture 89. A321-211 Exterior Dimensions



Classified as Internal

3.2 Door Dimensions and Sill Heights

Picture 90. A321-211 Door Dimensions and Sill Heights

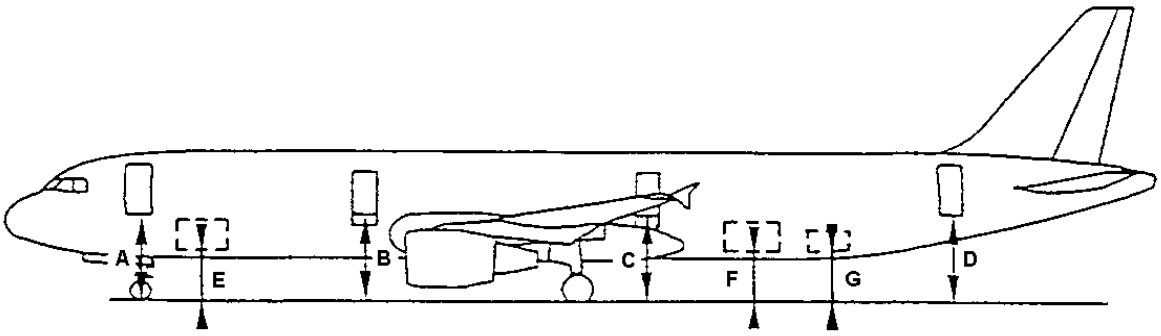


Table 134. A321-211 Sill Heights / Passenger Doors and Cargo Compartments

	Operating weight empty CG 22 % [m]	Max. ramp weight CG 18,6 % [m]	Max. ramp weight CG 41 % [m]
A	3,46	3,37	3,48
B	3,35	3,43	3,48
C	3,61	3,50	3,47
D	3,70	3,58	3,46
E	2,06	1,98	2,07
F	2,24	2,13	2,05
G	2,42	2,30	2,21

Table 135. A321-211 Door Dimensions

	HEIGHT x WIDTH [m]
L/R 1	1,85 x 0,81
L 2	1,85 x 0,76
R 2	1,52 x 0,76
L/R 3	1,52 x 0,76
L/R 4	1,85 x 0,81
FWD ULD HOLD	1,24 x 1,82
AFT ULD HOLD	1,24 x 1,82
BULK COMPARTMENT	0,81 x 0,95

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3.3 Servicing Points

Picture 91. A321-211 Servicing Points

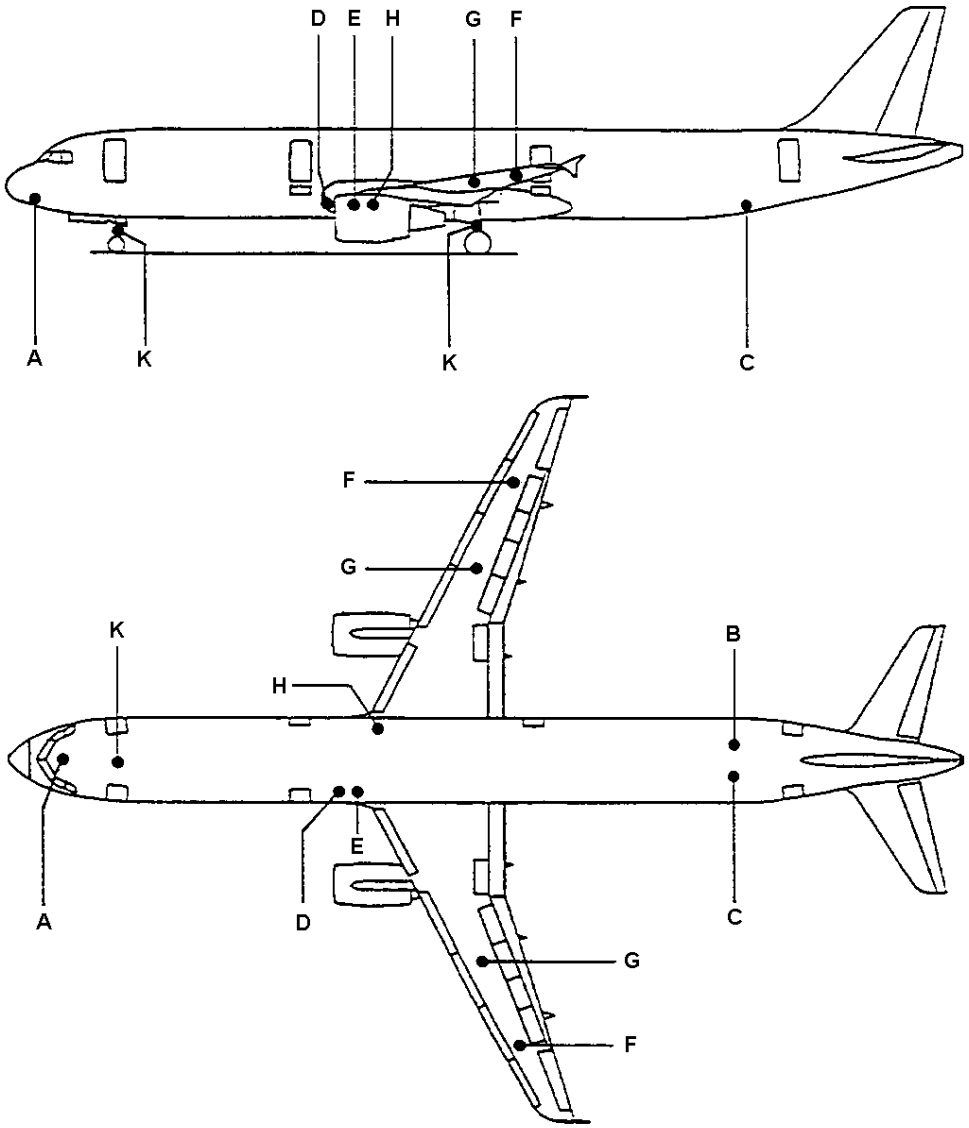


Table 136. A321-211 Ground Service Connections

A	Ground electrical power receptable
B	Toilet servicing
C	Water filling and drainage
D	Ground service conditioned air connector
E	Ground air conditioning and air start connector
F	Gravity filling panels
G	Refuel / Defuel connector
H	Refuel / Defuel panel
K	Aircraft grounding

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3.4 Compartment Dimensions, Capacities and Limitations

3.4.1 Maximum Package Dimensions

3.4.1.1 Forward Cargo Hold (Compartment 1 and 2)

Table 137. A321-211 Forward Cargo Hold (Compartments 1 and 2) Max Package Dimensions provides the maximum dimensions of the packages that can be loaded in the largest net section (net section 11/12) when bulk loaded and the mandatory divider nets installed.

The dimensions in Table 137. A321-211 Forward Cargo Hold (Compartments 1 and 2) Max Package Dimensions are approximate and refer to rectangular package sizes. Maximum dimensions can be reached if the packages are put on the sloping part of the floor (possible in a diagonal position). To avoid high local loads, it is recommended to use load spreaders on the sloping part of the floor.

Table 137. A321-211 Forward Cargo Hold (Compartments 1 and 2) Max Package Dimensions

Package Width [m]	Package Height (H) H ≤ 0.746 m	Package Height (H) 0.746 m < H ≤ 1.014 m	Package Height (H) 1.014 m < H ≤ 1.156 m
	Maximum Package Length [m]		
0.000	3.825	3.637	3.449
0.100	3.737	3.560	3.382
0.200	3.651	3.487	3.321
0.300	3.568	3.418	3.266
0.400	3.488	3.355	3.044
0.500	3.412	3.298	2.844
0.600	3.340	3.248	2.643
0.700	3.273	3.132	2.443
0.800	3.213	2.932	2.242
0.900	3.161	2.732	2.041
1.000	3.070	2.532	1.840
1.100	2.868	2.332	1.638
1.200	2.665	2.132	1.438
1.300	2.461	1.932	-
1.400	2.255	1.732	-
1.500	2.046	1.619	-
1.600	1.978	-	-

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3.4.1.2 Aft Cargo Hold (Compartment 3 and 4)

Table 138. A321-211 Aft Cargo Hold (Compartments 3 and 4) Max Package Dimensions provides the maximum dimensions of the packages that can be loaded in the largest net section (net section 32/41/42) when bulk loaded and the mandatory divider nets installed.

The dimensions in Table 138. A321-211 Aft Cargo Hold (Compartments 3 and 4) Max Package Dimensions are approximate and refer to rectangular package sizes. Maximum dimensions can be reached if the packages are put on the sloping part of the floor (possible in a diagonal position). To avoid high local loads, it is recommended to use load spreaders on the sloping part of the floor.

Table 138. A321-211 Aft Cargo Hold (Compartments 3 and 4) Max Package Dimensions

Package Width [m]	Package Height (H) H ≤ 0.746 m	Package Height (H) 0.746 m < H ≤ 1.014 m	Package Height (H) 1.014 m < H ≤ 1.156 m
	Maximum Package Length [m]		
0.000	3.699	3.504	3.202
0.100	3.609	3.425	3.130
0.200	3.521	3.350	3.065
0.300	3.436	3.278	3.005
0.400	3.353	3.212	2.953
0.500	3.274	3.153	2.844
0.600	3.198	3.100	2.643
0.700	3.128	3.056	2.443
0.800	3.065	3.021	2.242
0.900	3.009	2.865	2.041
1.000	2.963	2.665	1.840
1.100	2.925	2.464	1.638
1.200	2.812	2.264	1.438
1.300	2.610	2.063	-
1.400	2.408	1.862	-
1.500	2.204	1.715	-
1.600	1.998	-	-
1.700	1.978	-	-

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3.4.1.3 Bulk Compartment (Compartment 5)

a) Loading through rear bulk cargo door

Table 139. A321-211 Bulk Cargo Hold (Compartment 5) Max Package Dimensions (Through Rear Bulk Cargo Door) provides the maximum dimensions of the packages that can be loaded in bulk cargo hold through the rear bulk cargo door.

The dimensions in Table 139. A321-211 Bulk Cargo Hold (Compartment 5) Max Package Dimensions (Through Rear Bulk Cargo Door) are approximate and refer to rectangular package sizes. Maximum dimensions can be reached if the packages are put on the sloping part of the floor (possible in a diagonal position). To avoid high local loads, it is recommended to use load spreaders on the sloping part of the floor.

Table 139. A321-211 Bulk Cargo Hold (Compartment 5) Max Package Dimensions (Through Rear Bulk Cargo Door)

Package Width [m]	Package Height	
	0.400 m	0.600 m
	Maximum Package Length [m]	
0.000	2.155	1.989
0.100	2.100	1.815
0.200	2.053	1.613
0.300	1.957	1.409
0.400	1.757	1.203
0.500	1.556	0.991
0.600	1.355	-
0.700	1.154	-
0.800	0.959	-

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b) Loading through aft cargo door

Table 140. A321-211 Bulk Cargo Hold (Compartment 5) Max Package Dimensions (Through Aft Cargo Door) provides the maximum dimensions of the packages that can be loaded in bulk cargo hold through the aft cargo door.

The dimensions in Table 140. A321-211 Bulk Cargo Hold (Compartment 5) Max Package Dimensions (Through Aft Cargo Door) are approximate and refer to rectangular package sizes. Maximum dimensions can be reached if the packages are put on the sloping part of the floor (possible in a diagonal position). To avoid high local loads, it is recommended to use load spreaders on the sloping part of the floor.

Table 140. A321-211 Bulk Cargo Hold (Compartment 5) Max Package Dimensions (Through Aft Cargo Door)

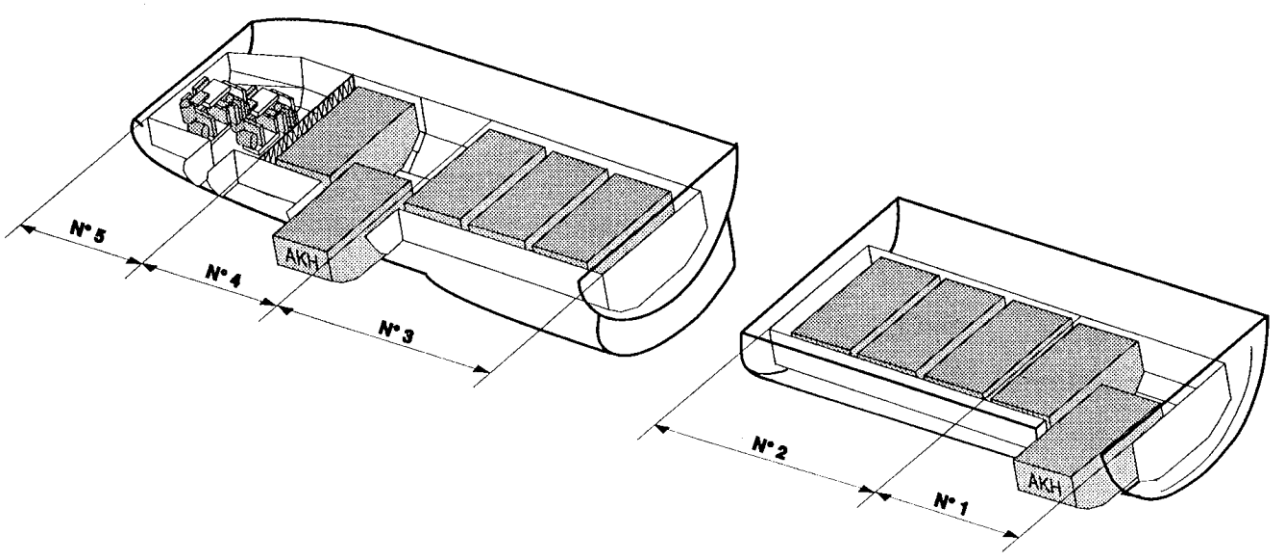
Package Width [m]	Package Height				
	0.400 m	0.600 m	0.750 m	0.900 m	1.000 m
	Maximum Package Length [m]				
0.000	2.664	2.601	2.585	2.050	1.031
0.100	2.618	2.574	2.497	2.031	0.975
0.200	2.580	2.557	2.384	2.017	0.965
0.300	2.552	2.381	2.269	1.715	0.965
0.400	2.533	2.219	2.149	1.715	-
0.500	2.443	1.965	1.907	1.715	-
0.600	2.313	-	-	-	-
0.700	2.177	-	-	-	-
0.800	2.031	-	-	-	-
0.900	1.809	-	-	-	-

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3.4.2 Measures and Volumes of Compartments

3.4.2.1 General



ULD-POSITIONS

Compartment 1: 11, 12
Compartment 2: 21, 22, 23
Compartment 3: 31, 32, 33
Compartment 4: 41, 42

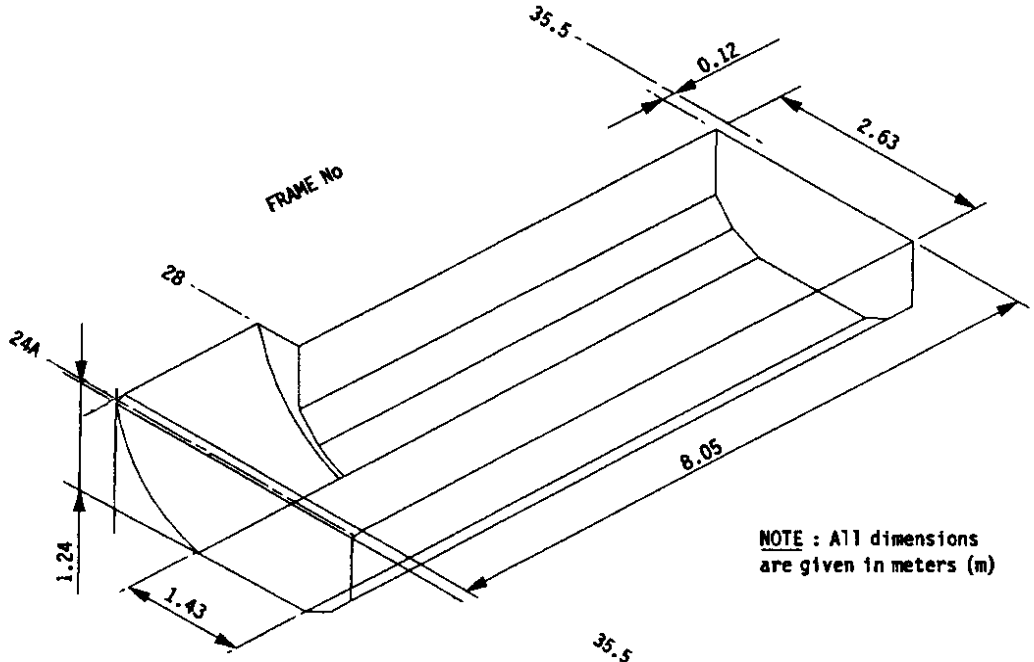
NOTE:

a) Every ULD must be individually secured with latches.
b) Both ULD-holds (Forward and Aft) are designed for the transport of loose bulk load with maximum load density of 240 kg/m^3.

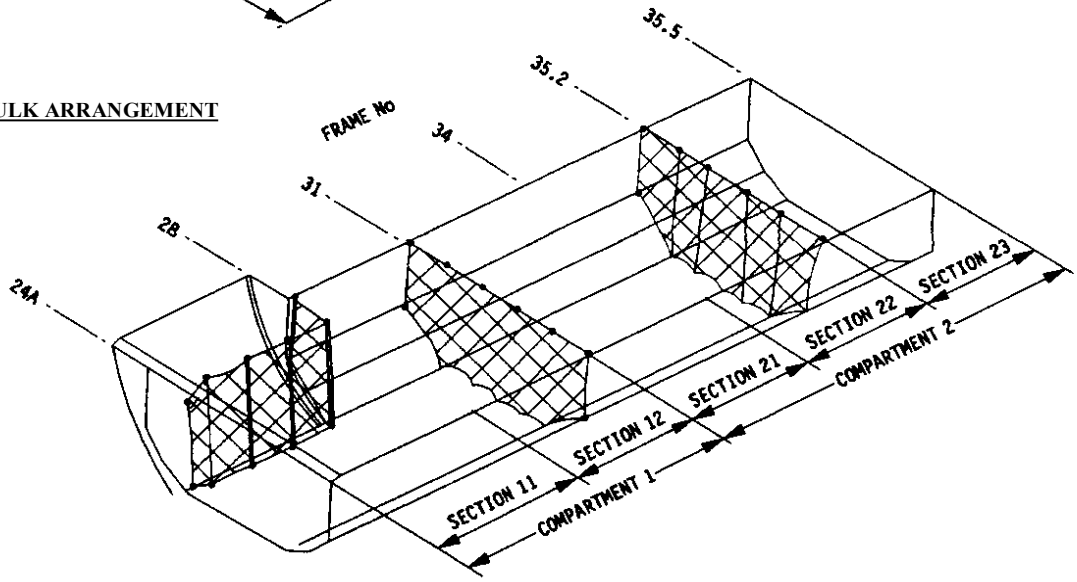
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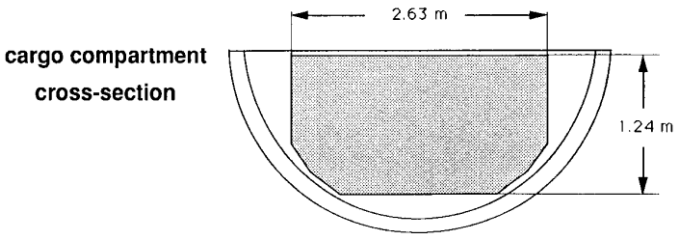
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3.4.2.2 Compartment Measures and Bulk Arrangement (Forward Hold)

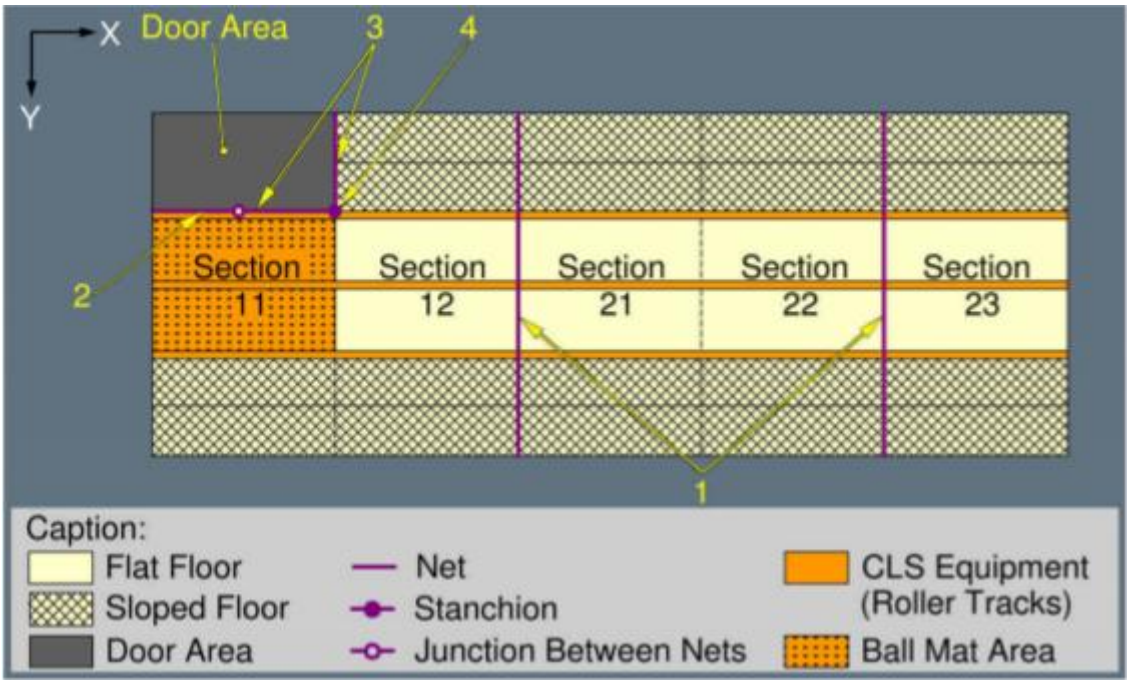


BULK ARRANGEMENT





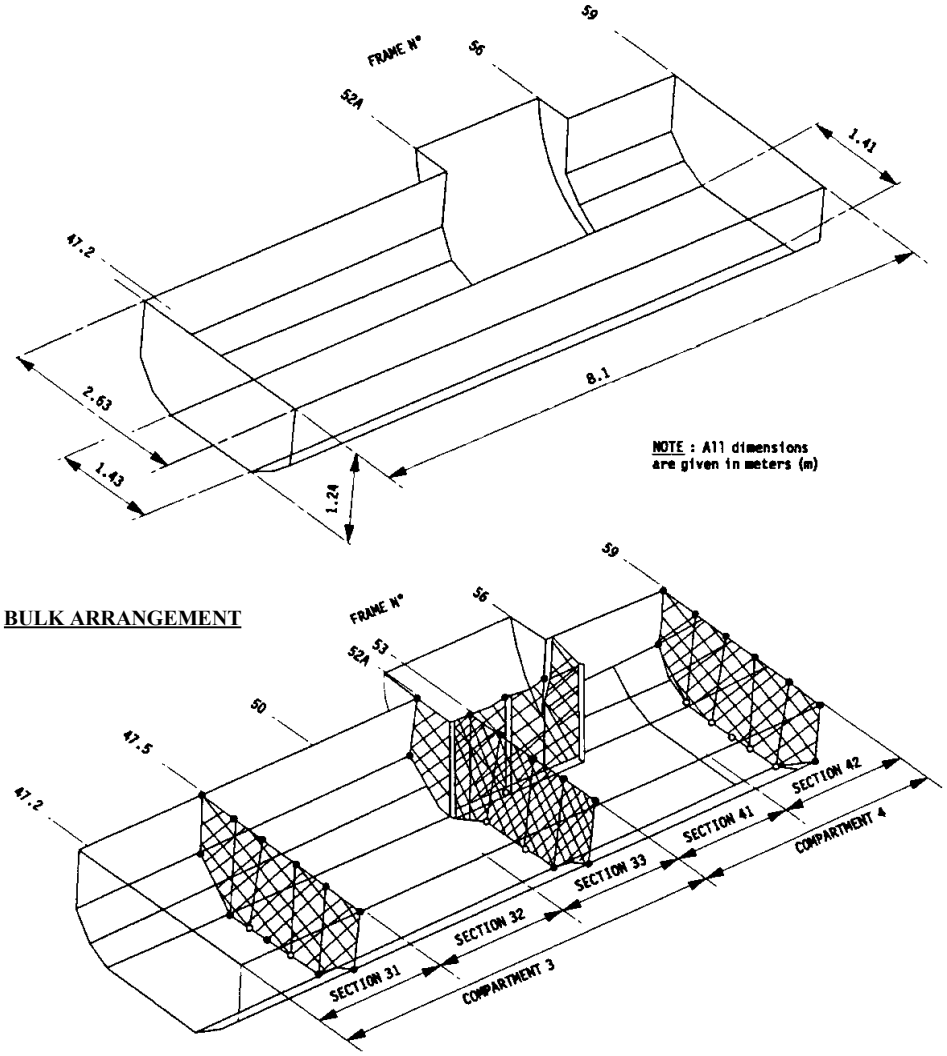
Classified as Internal



1.	Divider Net Type A2	AC40-0209500
2.	Door Net Type C	AC40-0217200
3.	Door Net Type A	AC40-0217000
4.	Stanchion	

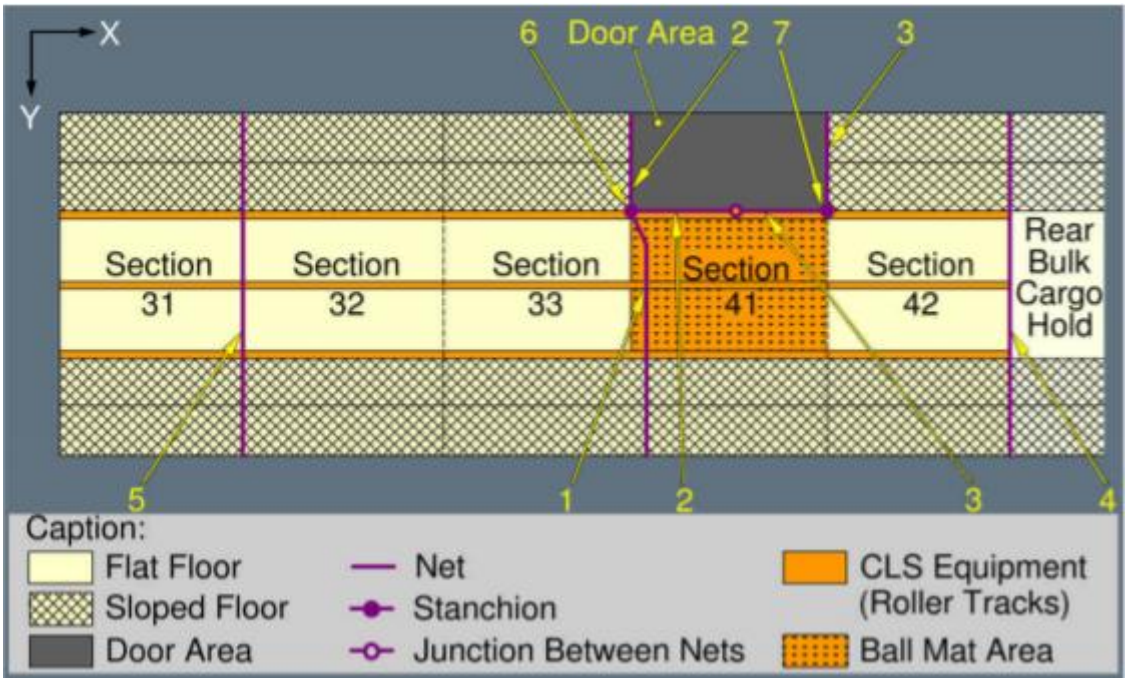
Classified as Internal

3.4.2.3 Compartment Measures and Bulk Arrangement (Aft Hold)



Compartment cross section same as in forward hold

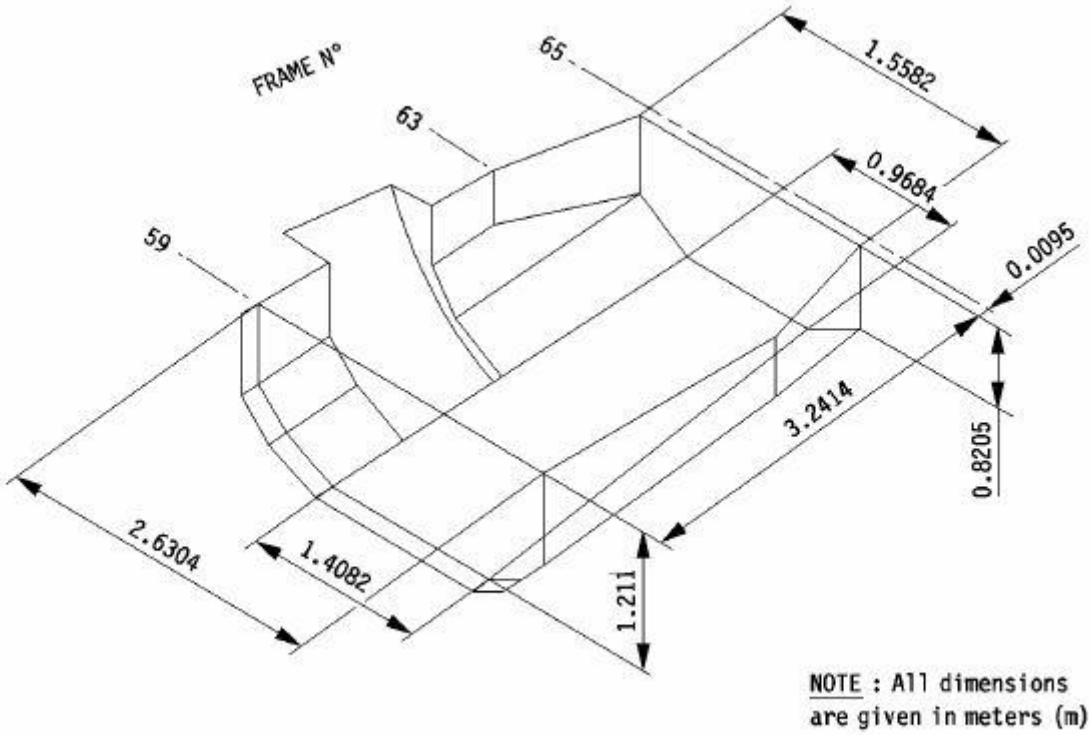
Classified as Internal

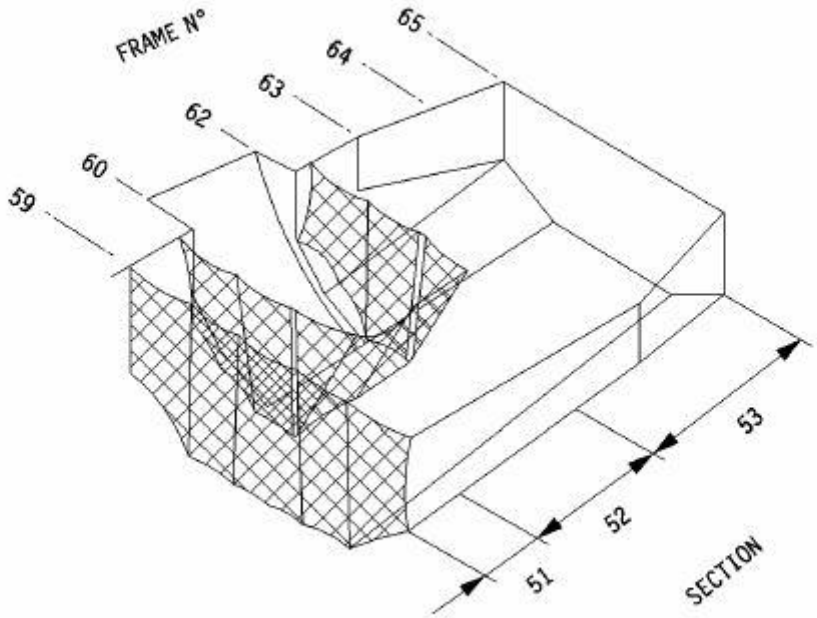


1.	Divider Net Type C	AC40-0209900
2.	Door Net Type B	AC40-0217100
3.	Door Net Type A	AC40-0217000
4.	Divider Net Type A1	AC40-0217500
5.	Divider Net Type A2	AC40-0209500
6.	Stanchion	
7.	Stanchion	

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3.4.2.4 Compartment Measures (Compartment 5)





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3.4.2.5 Maximum Weights, Volumes and Floor Loading Limitations of Compartments

Table 141. Maximum Weights, Volumes and Floor Loading Limitations of Compartments

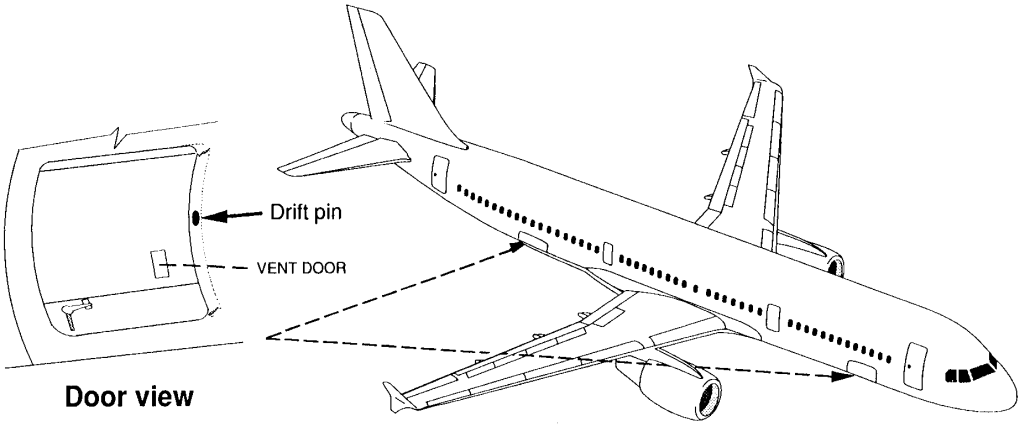
COMPARTMENT / SECTION	MAXIMUM LOAD CAPACITY (BULK LOAD) [kg]	MAXIMUM LOAD CAPACITY (ULD LOAD) [kg]	USABLE VOLUME (BULK) [m³]
11	1013	1134	4,09
12	1189	1134	4,77
Total Compartment 1	**2202**	**2268**	**8,86**
21	1189	1134	4,77
22	1189	1134	4,77
23	1090	1134	4,40
Total Compartment 2	**3468**	**3402**	**13,94**
Total Compartment 1 and 2	**5670**	**5670**	**22,80**
31	1289	1134	5,23
32	1177	1134	4,77
33	1121	1134	4,54
Total Compartment 3	**3587**	**3402**	**14,54**
41	919	1134	3,72
42	1164	1134	4,74
Total Compartment 4	**2083**	**2268**	**8,46**
Total Compartment 3 and 4	**5670**	**5670**	**23,00**
51	374	-	1,46
52	353	-	1,38
53	770	-	3,04
Total Compartment 5	**1497**	**-**	**5,88**

All cargo compartments floor structure is capable of supporting on the flat and sloping floor areas a maximum distributed load of 732 kg/m².

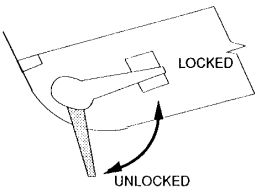
Classified as Internal

3.5 Operation of Compartment Doors

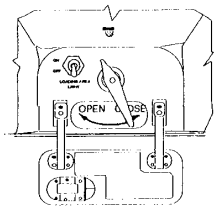
3.5.1 ULD -Compartment Doors



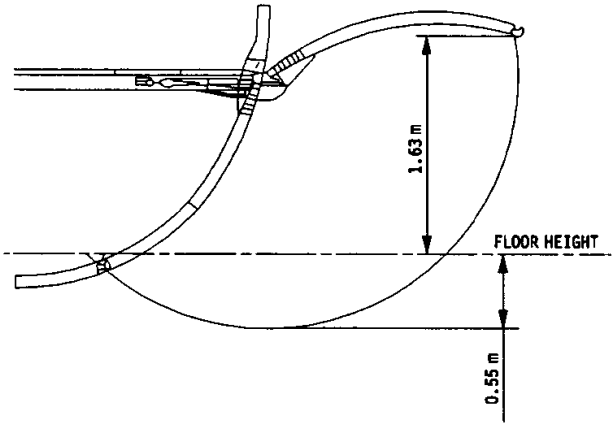
Door view



Door locking lever



Forward and aft cargo door control panel



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3.5.1.1 Mechanical Function

The Forward and Aft cargo doors are structurally and mechanically identical.

Both cargo doors open outwards and upwards hydraulically through a double actuator system controlled from a control panel installed on AD underneath the fuselage, near the door.

The doors are manually locked and unlocked from outside and retained by a multi-hook system in the closed position.

A vent door is installed in both cargo doors for safety reasons. The vent door will close only when the cargo door is properly closed and locked. An open vent door avoids pressurisation of the aircraft.

WARNING:
If the cargo door actuators are left pressurized when closing the door, the door can open very rapidly immediately after being unlatched causing danger.

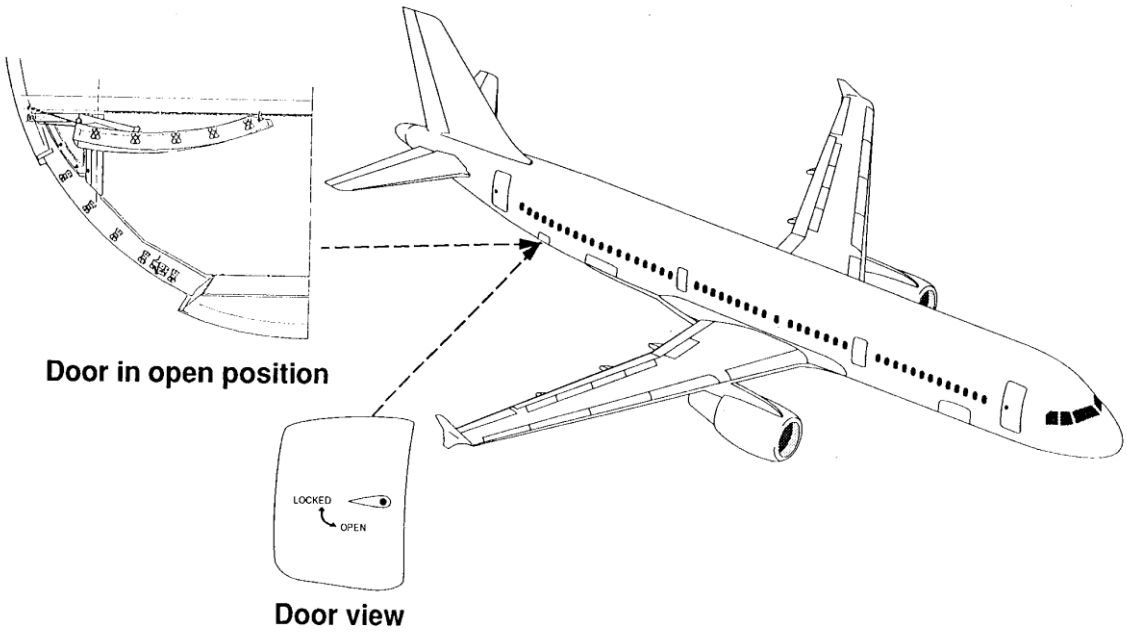
To avoid danger, the person who is unlatching the door must stand beside the door and NOT in the opening path of the door.

If the latching handle turns back anti-clockwise after release or excessive force is needed to move the handle it should be taken as an indication that the cargo door actuators could be pressurized. In that case depressurization must be made by turning cargo door´s manual selector valve lever to the "CLOSED" position prior to unlatching the door.

The design of the cargo door and the actuation is such that doors can be opened with winds gusting up to 40 knots and left open with winds gusting up to 65 knots.

In case of electrical failure, the door can be operated by a hand pump installed in the wheel bay.

3.5.2 Bulk Cargo Compartment (CPT 5) Door



The bulk cargo compartment door opens inwards and upwards, rotating around its upper hinges (plug type door)

Manual unlocking, opening, closing and locking of the bulk cargo door is controlled by interior and exterior lever.

The door is suspended / counterbalanced and can be easily operated by one man.

Classified as Internal

3.6 Stowing Regulations

3.6.1 Ground Stability

3.6.1.1 Compartment Loading and Unloading Sequence / Tipping

Loading: Simultaneously or beginning from forward hold.

Unloading: Simultaneously or beginning from aft hold.

Aircrafts ground stability shall not be compromised at any stage of operation.

AY DCS (Altéa FM) is set to warn loadcontroller whenever 48 %MAC ground stability warning limit is exceeded, taking in to account several worst case scenarios including partial passenger effect, fuel remaining at landing etc. If this limit is exceeded after loading is completed (e.g. due changes in load) reloading of the aircraft is not required. However, in order to ensure ground stability on arrival AFT compartment shall be offloaded before FWD compartment. Notification to unload AFT before FWD compartment is automatically generated to LDM and CPM messages which are sent to arrival station.

In case AY DCS is not used for load control Table 142. Minimum Weight of Load Required in Compartments 1 or 2 gives the minimum weight of load required in compartments 1 or 2 to secure ground stability of the aircraft during loading and unloading operation. To minimize above-mentioned ground stability warning MAC% exceedance cases this table shall also be used as load planning guideline even when AY DCS is used to control ground stability.

Table 142. Minimum Weight of Load Required in Compartments 1 or 2

Weight of load in compartments 3 + 4 + 5 [kg]	Minimum weight of load in compartments 1 + 2 [kg]
up to 2500	0
2501 to 3000	400
3001 to 3500	800
3501 to 4000	1200
4001 to 4500	1600
4501 to 5000	2000
5001 to 5500	2400
5501 to 6000	2800
6001 to 6500	3200
6501 to 7167	3600

3.6.2 Supporting of Belly Load

See AY GOM 4.5.7.

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3.6.3 Special Loads

a) Heavy items (HEA) above 150kg per piece must be loaded in containers or on pallets only.
b) Heavy wheelchairs or mobility aids can exceptionally be loaded as bulk if flight is not ULD loaded. Maximum floor limitations shall not be exceeded. Spreading of weight (with planks if required) and proper tie down shall be complied with.
c) Vaulting poles (sporting equipment) or equipment of comparable size and shape that will not fit completely in bulk compartment 5 can be loaded in compartment 5 if:
   1. the aftmost position of compartment 4 is empty or
   2. in the aftmost position of compartment 4 is a pallet or
   3. a container positioned so that netside faces compartment 5

   The poles are loaded in compartment 5 from corner to corner so that part of the poles comes through the net between compartments 4 and 5. The poles must be tied down to prevent movement.

Other special loads: see AY GOM ANNEX C Dangerous Goods and Special Loads.

3.6.4 Stretcher

3.6.4.1 Stretcher Installed in Cabin

a) DOW and DOI values shall be adjusted DOW +44 kg / DOI +0.58 IU
b) For instructions regarding to location of stretcher and number of seats required refer to ANNEX A 2.7 and 7.8.
c) A patient carried on the stretcher is accounted in the balance calculations as one passenger occupying one seat.

3.6.4.2 Stretcher Carried in Lower Compartments

If stretcher is carried in compartment DOW / DOI adjustments are not needed. The weight of the stretcher must be included in compartment load. Load information code E and IMP code BEH shall be used.

3.6.5 Container Load

Every ULD must be individually secured with latches.

Any ULD position may remain unaccompanied, but all the latches of the cargo hold must be raised to limit inadvertent ULD movement.

In case of latch malfunctions no affected positions (ULD-positions for which latch is intended to secure ULDs) shall be loaded with ULD (ref. Airbus WBM).

If cargo hold is empty or bulk loaded latches do not need to be raised.

It is prohibited to carry loose bulk freight or loose baggage in the forward cargo hold (1 + 2) or aft cargo hold (3 + 4) together with ULDs.

See AY GOM 4.5.7 for tie down and supporting requirements.

3.6.6 Bulk Load

When the certified net restraint system (see AY GOM ANNEX D 3.4.2.2 and 3.4.2.3) is used, additional tie down is normally not required. However, all individual items of load which their nature, form or density may constitute a hazard shall be restrained.

Restraint can be achieved by filling the cargo hold or net section volumetrically, or by tie down. When filled up to three quarters of height the cargo hold or net section is considered to be volumetrically full. Tie down points located on the cargo hold floor are each designed to a load of 906 kg in any direction.

A space of five centimetres has to be left between the ceiling and bulk load to avoid damage to the panels in the ceiling.

See AY GOM 4.5.7 for tie down and supporting requirements.

3.6.7 Heating / Ventilation

Aft cargo hold (compartments 3, 4 and 5) is equipped with heating and ventilation system, and the temperature in the hold can be monitored in cockpit during flight.

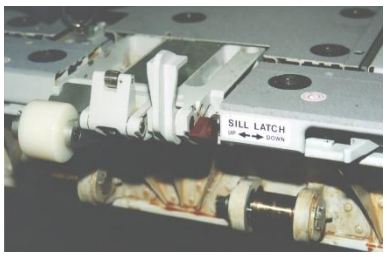
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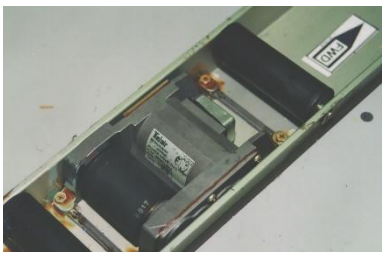
See AY GOM ANNEX C 2.29 for temperature sensitive cargo or applicable special load chapter in AY GOM ANNEX C Dangerous Goods and Special Loads.

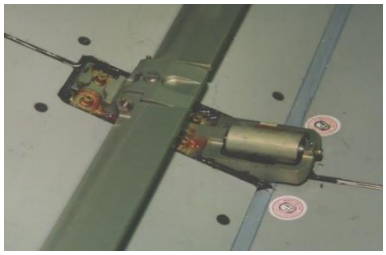
3.6.8 Latch Installations and Loading System in ULD Compartments


ULD-restraint latch



Door sill latch assembly (ULD-hold)


Power drive unit for moving load in compartment


Continuous side rail, roller and tie down / net fixing point



Light switch beside the hold door (Aft hold)



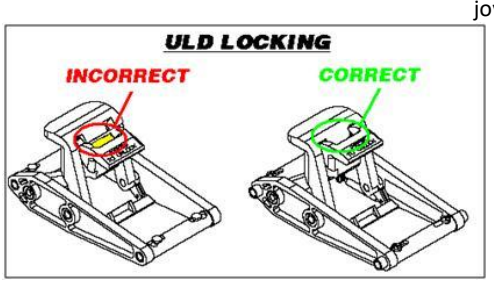
The illustration of maximum height of bulk load


Smoke detector / fire extinguisher nozzle panel on the ceiling of the cargo hold


Joystick assembly inside the cargo hold door (ULD-holds)



ULD movements in compartments are controlled with the joystick. The power ON-OFF switch of the cargo loading system and sill latch UP-DOWN switch are located on the right hand side of the joystick assembly.



The correct longitudinal latching (latch pawls fully raised) must be ensured. New design latches have yellow visual indicator when latch is in intermediate position, i.e. not raised enough to be in the locked position. If the yellow indicator is not visible, the latch is correctly locked. Note that old design latches without yellow visual indicator still exists.

Unserviceable latches (including broken or fatigued latch springs) or endstops may not be used to secure a ULD. In such cases no affected positions (ULD-positions for which latch is intended to secure ULDs) shall be loaded with ULD (ref. Airbus WBM). Inform load control accordingly.

Report the deficiencies immediately to the Commander or responsible ground personnel and Finnair Operational Maintenance, tel. +358 9 8185837, to enable quick corrective actions. Additionally Ground Safety Report (GSR) shall be made for all unserviceable or missing latches.

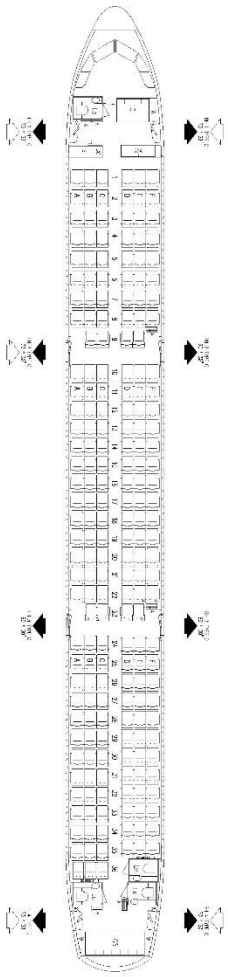
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3.7 Cabin Versions

3.7.1 Versions 3520 – 3532, 3520A (209 seats)

a) Sections / Rows
0A / 1 – 9
0B / 10 – 23
0C / 24 – 36



b) Versions / Configurations

Version	J*	Y	Total PAX	Cabin divider after row
3520	0	209	209	12
3521	4	203	207	1
3522	Not in use			
3523	12	191	203	3
3524	16	185	201	4
3525	20	179	199	5
3526	24	173	197	6
3527	28	167	195	7
3528	Not in use			
3529	38	151	189	10
3530	Not in use			
3531	46	139	185	12
3532	Not in use			
3520A	0	206	206	12

*) in J-class middle seats (B and E) are left unoccupied (non-saleable)

c) Emergency Exit Rows
Rows 10 and 24

d) Crew Rest Seats
35EF (version 3520A), not in use UFN
NOTE: Use of crew rest blocks also seat 35D

e) Duty Stations for Cabin Crew

1.	FWD DOOR RIGHT SEAT
2.	AFT DOOR MID SEAT
3.	FWD EMERGENCY EXIT
4.	AFT EMERGENCY EXIT
5.	FWD DOOR LEFT SEAT
6.	AFT DOOR LEFT SEAT

f) Instructions for Special Passengers
See AY GOM ANNEX A Customer Handling

3.7.2 Seats in Cockpit

2 + 1 jump seat

3.7.3 Currently Valid Cabin Versions

Currently valid cabin versions for A321-211 can be found from Finnair Partner Hub.

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3.7.4 Cabin Limitations

3.7.4.1 Maximum Number of Passengers and Crew

(When all cabin doors and slides are serviceable)

Table 143. Maximum Number of Passengers and Crew

Number of Seats		
Cabin Version number:	3520 / 209 Seats	3520A / 206 Seats
Crew:		
Flight deck	3	3
Cabin	6	6
Total number of crew seats	9	9
Passengers:		
Cabin section A	52	52
Cabin section B	82	82
Cabin section C	75	72
Total number of passenger seats	209	206

3.7.5 Measures of Overhead Lockers in Cabin

(Measures of one locker)

Table 144. Measures of Overhead Lockers in Cabin

Interior length [cm]	102
Interior height, max [cm]	34
Interior height, min [cm]	7
Depth [cm]	70
Height between locker and cabin floor, max [cm]	160
Height between locker and cabin floor, min [cm]	156

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3.8 Maximum Gross Weights, BW/BI, DOW/DOI, Pantry Codes, Standard Taxi Fuel

3.8.1 Maximum Gross Weights

Table 145. Maximum Gross Weights

A/C reg. OH-LZE, -LZF	
Max. taxi weight	84 300 kg
Max. take-off weight	83 900 kg
Max. landing weight	77 800 kg
Max. zero fuel weight	73 800 kg

3.8.2 Basic Weights/Indexes, Dry Operating Weights/Indexes, Pantry Codes

Basic Weights and Indexes (BW/BI), Dry Operating Weights and Indexes (DOW/DOI) and pantry codes are published in Finnair Partner Hub.

3.8.3 Standard Taxi Fuel

Including 50 kg for 30 min operation of APU: 200 kg

3.9 Balance Calculations

3.9.1 List of Valid Balance Tables

Table 146. List of Valid Balance Tables

Form Number	Cabin Versions
FINNAIR 5-1672-1017 (01/2025)	3520 – 3532 (209 Seats)

Effective balance tables can be retrieved from Finnair Partner Hub.

Instructions for use are included in the balance table form.

3.9.2 Balance Entries in Manual Loadsheet

Write the data given below in "balance conditions" box on the loadsheet:

DOI, DLI, LIZFW, LITOW, MACZFW, MACTOW, ANU/AND

3.10 Maximum Fuel Capacity

Maximum fuel capacity: 23700 litres
(= 19031 kg when fuel density is 0,803 kg/l)

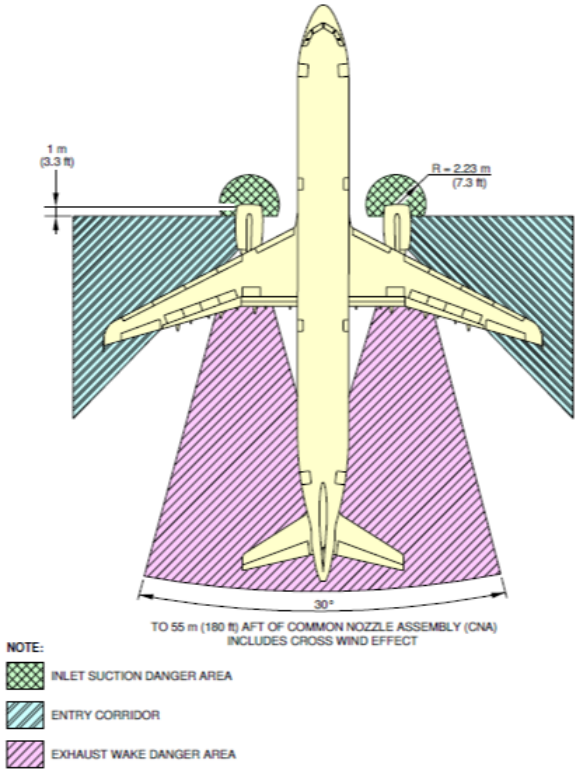
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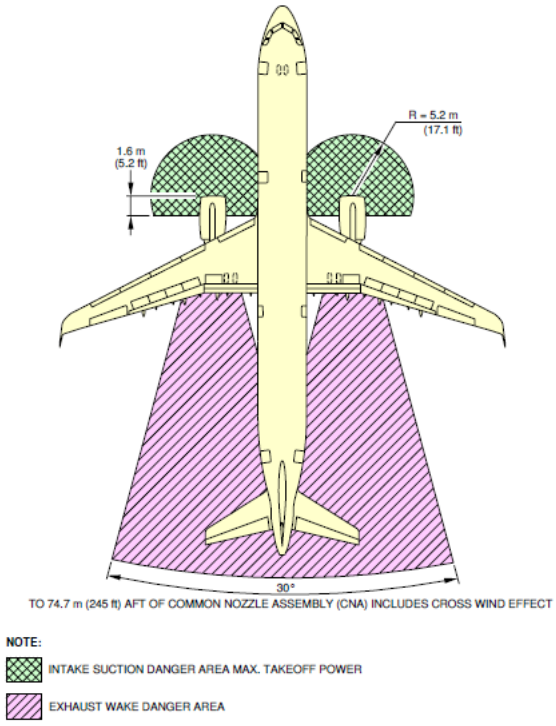
3.11 Danger Areas of Engines

[Ref. Airbus Aircraft Characteristics -manual]

Picture 92. A321-211 Ground Idle Power

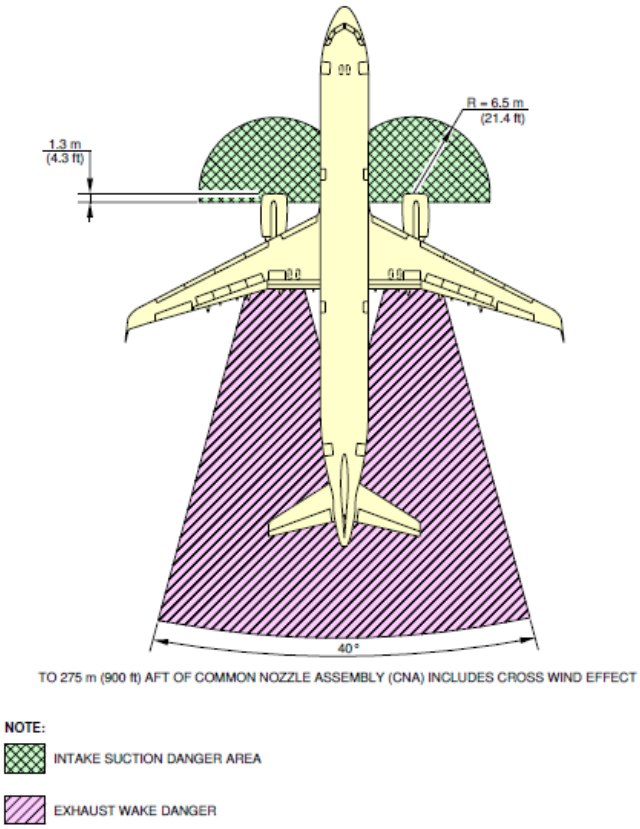


Picture 93. A321-211 Breakaway Power



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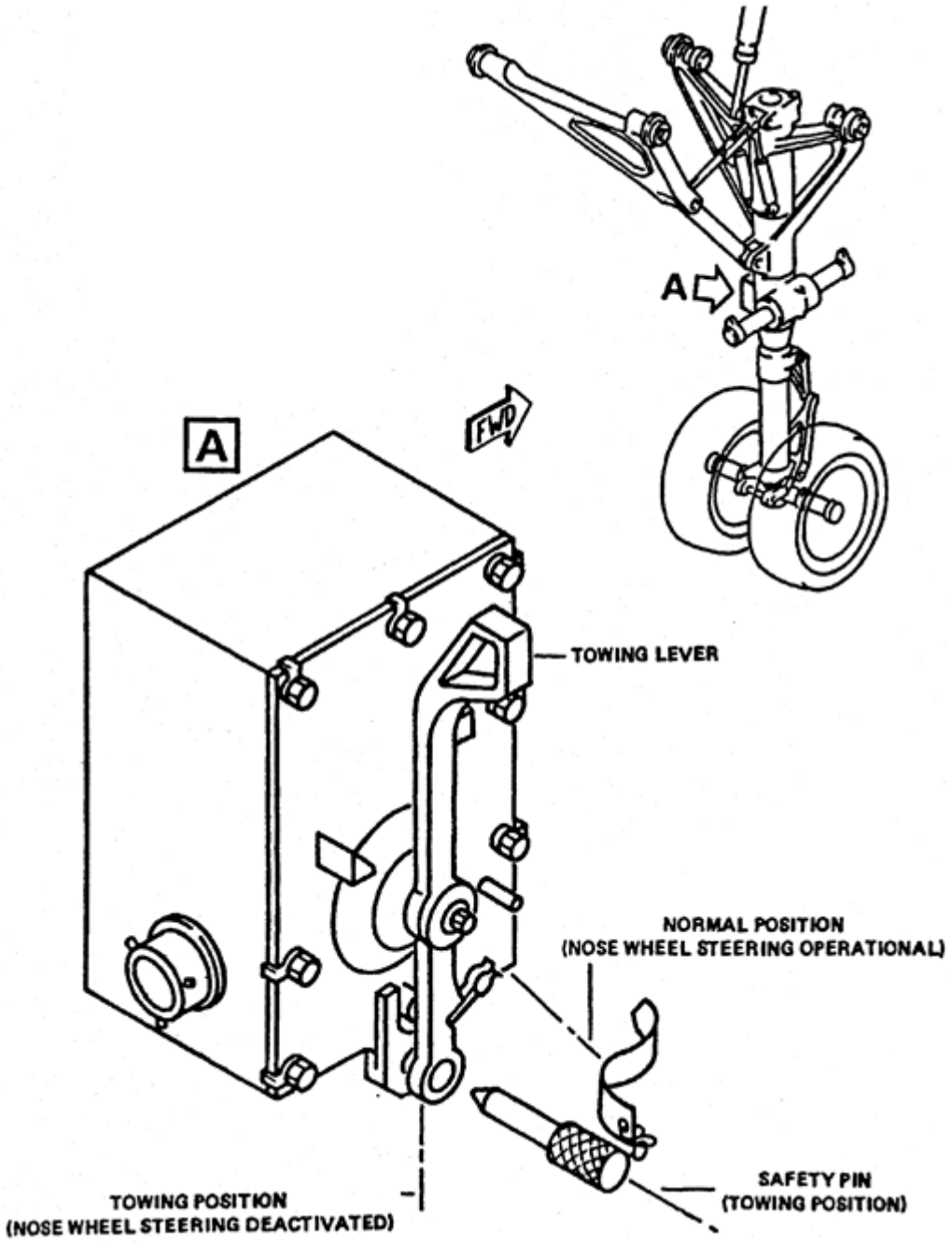
Picture 94. A321-211 Max. Take-off Power



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3.12 By-pass Valve Assembly

Picture 95. A321-211 By-pass Valve Assembly



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4 Airbus A321-231 (OH-LZG / H / I / K / L / M / N / O / P / R / S / T / U)

GENERAL

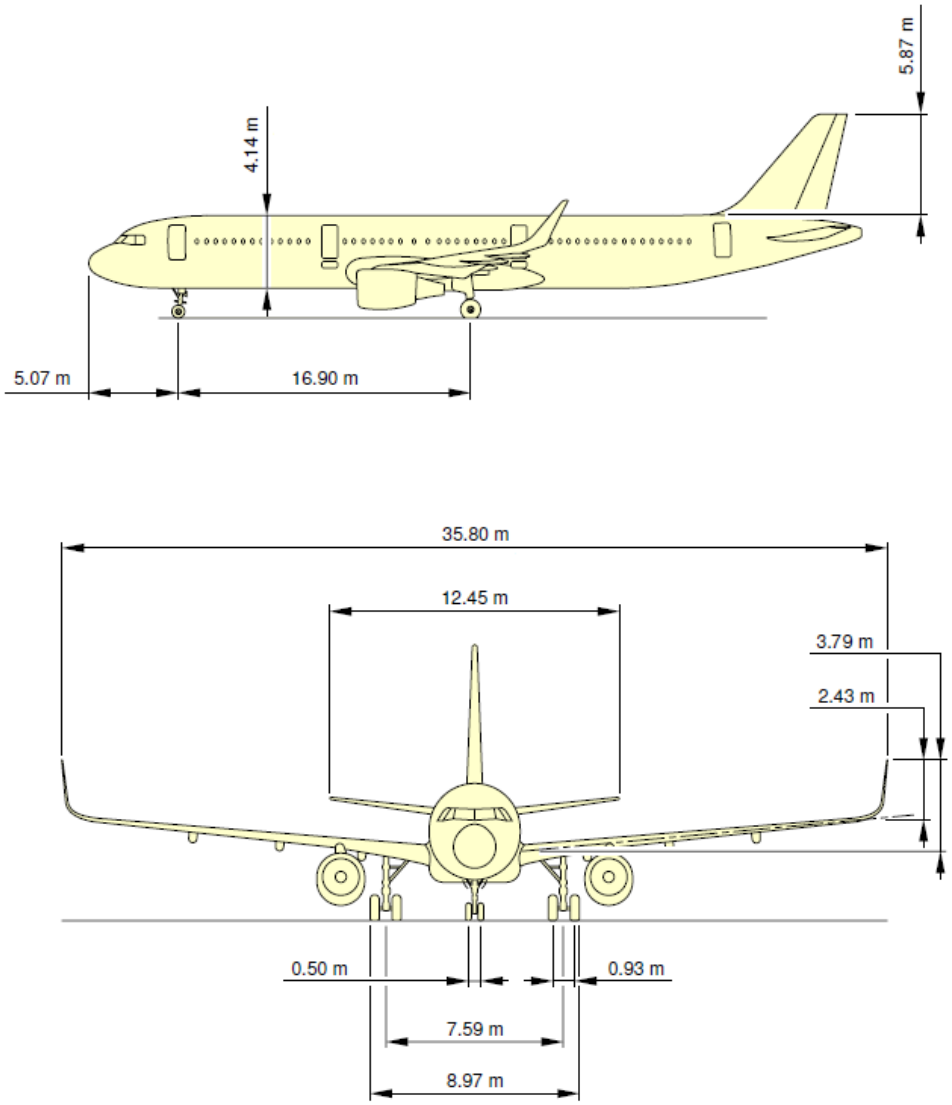
A321-231 (ICAO code 32B) is part of Airbus 32S-fleet. Aircraft is equipped with sharklets on wingtips.

Registrations OH-LZG, -LZH, -LZI, -LZK and -LZL have 2 Additional Center Tanks (ACT) installed which occupy positions 31 and 32 in compartment 3.

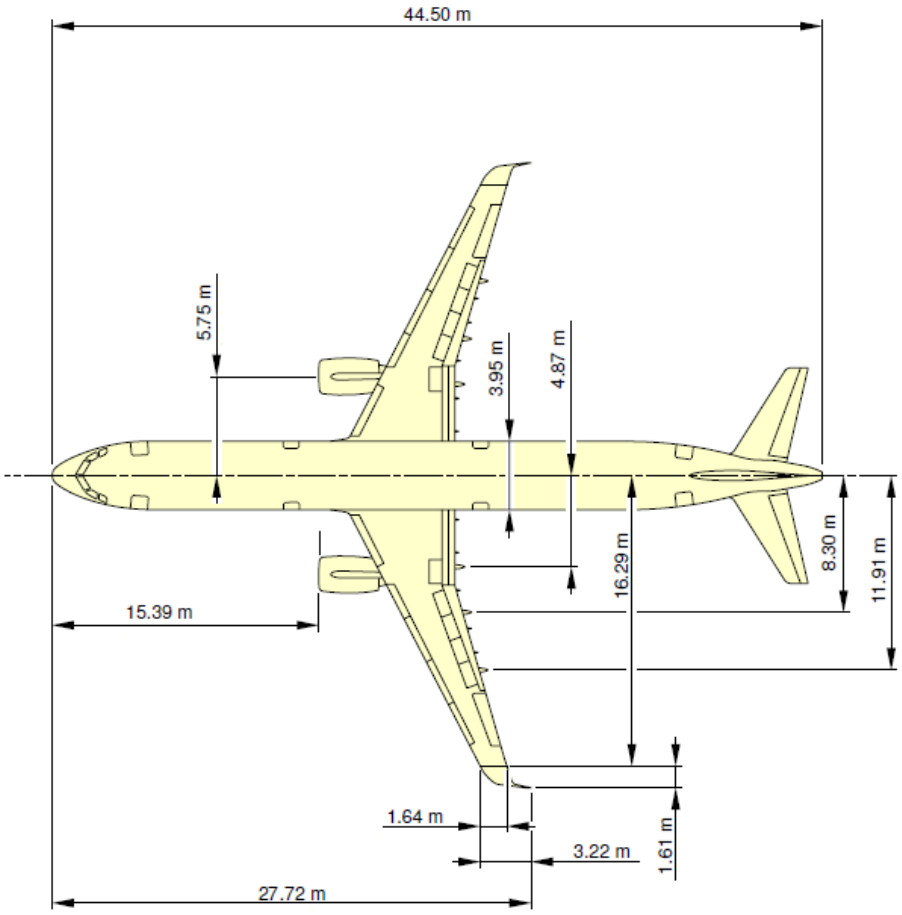
Registrations OH-LZM, -LZN, -LZO, -LZP, -LZR, -LZS, -LZT and -LZU do not have Additional Center Tanks (ACT) installed.

4.1 Exterior Dimensions

Picture 96. A321-231 Exterior Dimensions



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4.2 Door Dimensions and Sill Heights

Picture 97. A321-231 Door Dimensions and Sill Heights

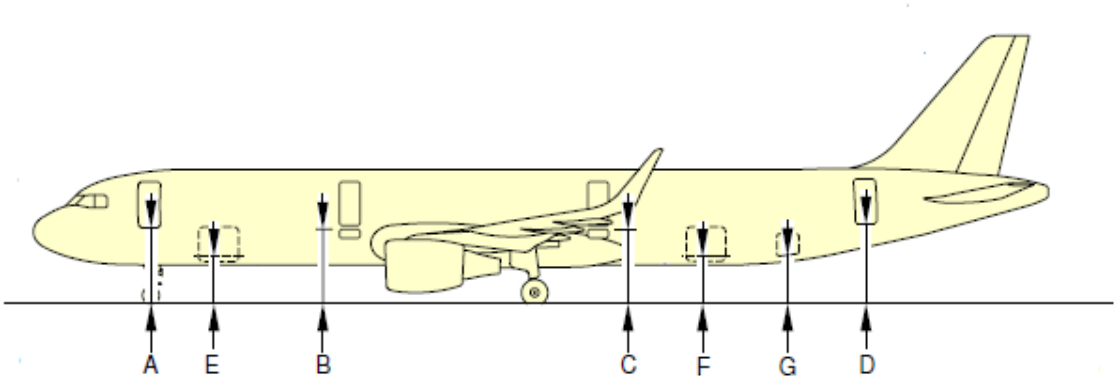


Table 147. A321-231 Sill Heights / Passenger Doors and Cargo Compartments

SILL HEIGHTS / PASSENGER DOORS AND CARGO COMPARTMENTS (Meters, varies depending on aircraft mass and center of gravity)	
A	3,39 - 3,50
B	3,45 - 3,57
C	3,89 - 4,01
D	3,53 - 3,73
E	1,99 - 2,10
F	2,09 - 2,26
G	2,14 - 2,33

Table 148. A321-231 Door Dimensions

DOOR DIMENSIONS HEIGHT x WIDTH [m]	
L/R 1	1,85 x 0,81
L 2	1,85 x 0,76
R 2	1,52 x 0,76
L/R 3	1,52 x 0,76
L/R 4	1,85 x 0,81
FWD ULD HOLD	1,24 x 1,82
AFT ULD HOLD	1,24 x 1,82
BULK COMPARTMENT	0,81 x 0,95

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4.3 Servicing Points

Picture 98. A321-231 Servicing Points

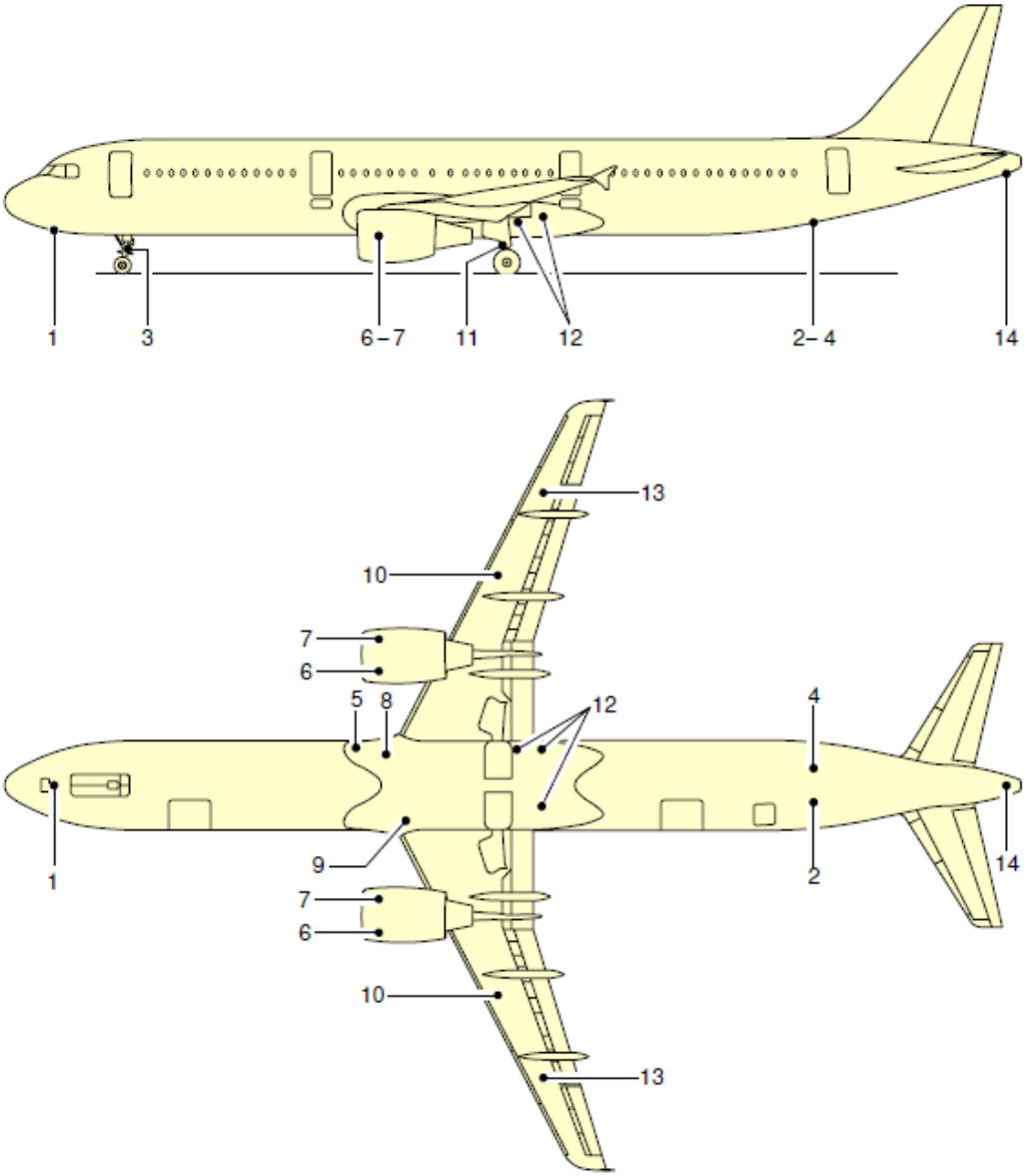


Table 149. A321-231 Ground Service Connections

Ground Service Connections			
1	External power receptacle	8	Ground air starter connector (HP)
2	Toilet service door	9	Refuel/defuel planel
3	Grounding point NLG	10	Refuel/defuel connectors
4	Potable water service door	11	Grouding point MLG
5	Ground service conditioned air connector (LP)	12	Hydraulic system ground services panels
6	IDG oil filling	13	Gravity refuel
7	Engine oil filling connector	14	APU oil filling

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4.4 Compartment Dimensions, Capacities and Limitations

4.4.1 Maximum Package Dimensions

4.4.1.1 Forward Cargo Hold (Compartment 1 and 2)

Table 150. A321-231 Forward Cargo Hold (Compartments 1 and 2) Max Package Dimensions (OH-LZG/H/I/K/L) and Table 151. A321-231 Forward Cargo Hold (Compartments 1 and 2) Max Package Dimensions (OH-LZM/N/O/P/R/S/T/U) provides the maximum dimensions of the packages that can be loaded in the largest net section (net section 11/12 on OH-LZG/H/I/K/L, 12/21/22 or 23 on OH-LZM/N/O/P/R/S/T/U) when bulk loaded and the mandatory divider nets installed.

The dimensions in Table 150. A321-231 Forward Cargo Hold (Compartments 1 and 2) Max Package Dimensions (OH-LZG/H/I/K/L) and Table 151. A321-231 Forward Cargo Hold (Compartments 1 and 2) Max Package Dimensions (OH-LZM/N/O/P/R/S/T/U) are approximate and refer to rectangular package sizes. Maximum dimensions can be reached if the packages are put on the sloping part of the floor (possible in a diagonal position). To avoid high local loads, it is recommended to use load spreaders on the sloping part of the floor.

Table 150. A321-231 Forward Cargo Hold (Compartments 1 and 2) Max Package Dimensions (OH-LZG/H/I/K/L)

Package Width [m]	Package Height (H) H ≤ 0.746 m	Package Height (H) 0.746 m < H ≤ 1.014 m	Package Height (H) 1.014 m < H ≤ 1.156 m
	Maximum Package Length [m]		
0.000	3.825	3.637	3.449
0.100	3.737	3.560	3.382
0.200	3.651	3.487	3.321
0.300	3.568	3.418	3.266
0.400	3.488	3.355	3.044
0.500	3.412	3.298	2.844
0.600	3.340	3.248	2.643
0.700	3.273	3.132	2.443
0.800	3.213	2.932	2.242
0.900	3.161	2.732	2.041
1.000	3.070	2.532	1.840
1.100	2.868	2.332	1.638
1.200	2.665	2.132	1.438
1.300	2.461	1.932	-
1.400	2.255	1.732	-
1.500	2.046	1.619	-
1.600	1.978	-	-

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Table 151. A321-231 Forward Cargo Hold (Compartments 1 and 2) Max Package Dimensions (OH-LZM/N/O/P/R/S/T/U)

Package Width [m]	Package Height (H) H ≤ 0.746 m	Package Height (H) 0.746 m < H ≤ 1.014 m	Package Height (H) 1.014 m < H ≤ 1.156 m
	Maximum Package Length [m]		
0.000	2.852	2.496	2.063
0.100	2.764	2.400	1.963
0.200	2.678	2.306	1.863
0.300	2.596	2.214	1.764
0.400	2.519	2.124	1.664
0.500	2.448	2.038	1.565
0.600	2.427	1.996	1.498
0.700	2.427	1.996	1.498
0.800	2.427	1.996	1.498
0.900	2.427	1.996	1.498
1.000	2.427	1.996	1.498
1.100	2.427	1.996	1.498
1.200	2.427	1.996	1.498
1.300	2.427	1.996	1.498
1.400	2.427	1.996	1.498
1.500	2.427	1.996	1.498

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4.4.1.2 Aft Cargo Hold (Compartments 3 and 4)

Table 152. A321-231 Aft Cargo Hold (Compartments 3 and 4) Max Package Dimensions (OH-LZG/H/I/K/L) and Table 153. A321-231 Aft Cargo Hold (Compartments 3 and 4) Max Package Dimensions (OH-LZM/N/O/P/R/S/T/U) provides the maximum dimensions of the packages that can be loaded in the largest net section (net section 41/42 on OH-LZG/H/I/K/L, net section 31, 32 or 42 on OH-LZM/N/O/P/R/S/T/U) when bulk loaded and the mandatory divider nets installed.

The dimensions in Table 152. A321-231 Aft Cargo Hold (Compartments 3 and 4) Max Package Dimensions (OH-LZG/H/I/K/L) and Table 153. A321-231 Aft Cargo Hold (Compartments 3 and 4) Max Package Dimensions (OH-LZM/N/O/P/R/S/T/U) are approximate and refer to rectangular package sizes.

Maximum dimensions can be reached if the packages are put on the sloping part of the floor (possible in a diagonal position). To avoid high local loads, it is recommended to use load spreaders on the sloping part of the floor.

Table 152. A321-231 Aft Cargo Hold (Compartments 3 and 4) Max Package Dimensions (OH-LZG/H/I/K/L)

Package Width [m]	Package Height (H) H ≤ 0.400 m	Package Height (H) 0.400 < H ≤ 0.746 m	Package Height (H) 0.746 m < H ≤ 1.014 m	Package Height (H) 1.014 m < H ≤ 1.156 m
	Maximum Package Length [m]			
0.000	2.500*	3.699	3.504	3.202
0.100	2.500*	3.609	3.425	3.130
0.200	2.500*	3.521	3.350	3.065
0.300	2.500*	3.436	3.278	3.005
0.400	2.500*	3.353	3.212	2.953
0.500	3.274	3.274	3.153	2.844
0.600	3.198	3.198	3.100	2.643
0.700	3.128	3.128	3.056	2.443
0.800	3.065	3.065	3.021	2.242
0.900	3.009	3.009	2.865	2.041
1.000	2.963	2.963	2.665	1.840
1.100	2.925	2.925	2.464	1.638
1.200	2.812	2.812	2.264	1.438
1.300	2.610	2.610	2.063	-
1.400	2.408	2.408	1.862	-
1.500	2.204	2.204	1.715	-
1.600	1.998	1.998	-	-
1.700	1.978	1.978	-	-

*) When ACTs installed items with front section equal or less than 0.4 m x 0.4 m and a length exceeding 1.9 m shall be loaded so that longest length is loaded parallel to the impact wall of the ACT2. Therefore maximum length is for those items is approximately 250 cm.

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Table 153. A321-231 Aft Cargo Hold (Compartments 3 and 4) Max Package Dimensions (OH-LZM/N/O/P/R/S/T/U)

Package Width [m]	Package Height (H) H ≤ 0.746 m	Package Height (H) 0.746 m < H ≤ 1.014 m	Package Height (H) 1.014 m < H ≤ 1.156 m
	Maximum Package Length [m]		
0.000	2.852	2.496	2.063
0.100	2.764	2.400	1.963
0.200	2.678	2.306	1.863
0.300	2.596	2.214	1.764
0.400	2.519	2.124	1.664
0.500	2.448	2.038	1.565
0.600	2.427	1.996	1.498
0.700	2.427	1.996	1.498
0.800	2.427	1.996	1.498
0.900	2.427	1.996	1.498
1.000	2.427	1.996	1.498
1.100	2.427	1.996	1.498
1.200	2.427	1.996	1.498
1.300	2.427	1.996	1.498
1.400	2.427	1.996	1.498
1.500	2.427	1.996	1.498

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4.4.1.3 Bulk Compartment (Compartment 5)

a) Loading through rear bulk cargo hold door

Table 154. A321-231 Bulk Cargo Hold (Compartment 5) Max Package Dimensions (Through Rear Bulk Cargo Door) provides the maximum dimensions of the packages that can be loaded in bulk cargo hold through the rear bulk cargo door.

The dimensions in Table 154. A321-231 Bulk Cargo Hold (Compartment 5) Max Package Dimensions (Through Rear Bulk Cargo Door) are approximate and refer to rectangular package sizes. Maximum dimensions can be reached if the packages are put on the sloping part of the floor (possible in a diagonal position). To avoid high local loads, it is recommended to use load spreaders on the sloping part of the floor.

Table 154. A321-231 Bulk Cargo Hold (Compartment 5) Max Package Dimensions (Through Rear Bulk Cargo Door)

Package Width [m]	Package Height	
	0.400 m	0.600 m
	Maximum Package Length [m]	
0.000	2.155(*	1.989
0.100	2.100(*	1.815
0.200	2.053(*	1.613
0.300	1.957(*	1.409
0.400	1.757(*	1.203
0.500	1.556	0.991
0.600	1.355	-
0.700	1.154	-
0.800	0.959	-

*) When ACTs installed items with front section equal or less than 0.4 m x 0.4 m and a length exceeding 1.9 m shall be loaded so that longest length is loaded parallel to the impact wall of the ACT2. Therefore maximum length is for those items is approximately 250 cm.

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b) Loading through aft cargo door

Table 155. A321-231 Bulk Cargo Hold (Compartment 5) Max Package Dimensions (Through Aft Cargo Door) provides the maximum dimensions of the packages that can be loaded in bulk cargo hold through the aft cargo door.

The dimensions in Table 155. A321-231 Bulk Cargo Hold (Compartment 5) Max Package Dimensions (Through Aft Cargo Door) are approximate and refer to rectangular package sizes. Maximum dimensions can be reached if the packages are put on the sloping part of the floor (possible in a diagonal position). To avoid high local loads, it is recommended to use load spreaders on the sloping part of the floor.

Table 155. A321-231 Bulk Cargo Hold (Compartment 5) Max Package Dimensions (Through Aft Cargo Door)

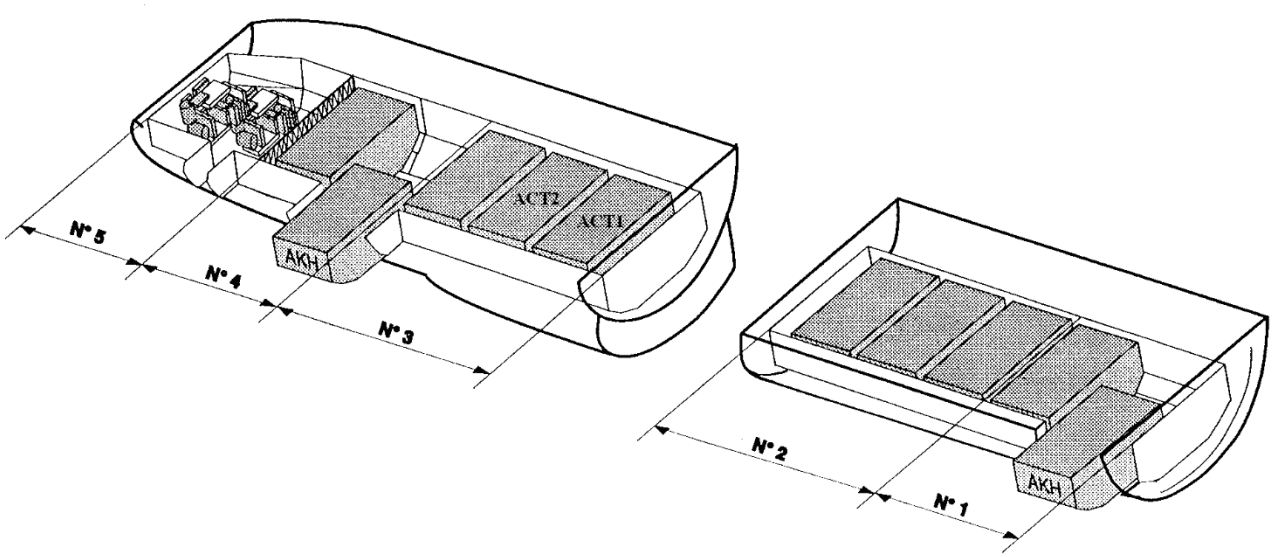
Package Width [m]	Package Height				
	0.400 m	0.600 m	0.750 m	0.900 m	1.000 m
	Maximum Package Length [m]				
0.000	2.664(*	2.601	2.585	2.050	1.031
0.100	2.618(*	2.574	2.497	2.031	0.975
0.200	2.580(*	2.557	2.384	2.017	0.965
0.300	2.552(*	2.381	2.269	1.715	0.965
0.400	2.533(*	2.219	2.149	1.715	-
0.500	2.443	1.965	1.907	1.715	-
0.600	2.313	-	-	-	-
0.700	2.177	-	-	-	-
0.800	2.031	-	-	-	-
0.900	1.809	-	-	-	-

*) When ACTs installed items with front section equal or less than 0.4 m x 0.4 m and a length exceeding 1.9 m shall be loaded so that longest length is loaded parallel to the impact wall of the ACT2. Therefore maximum length is for those items is approximately 250 cm.

Classified as Internal

4.4.2 Measures and Volumes of Compartments

4.4.2.1 General



ULD-POSITIONS

Compartment 1: 11, 12
Compartment 2: 21, 22, 23
Compartment 3: 31, 32, 33 (see note c) below)
Compartment 4: 41, 42

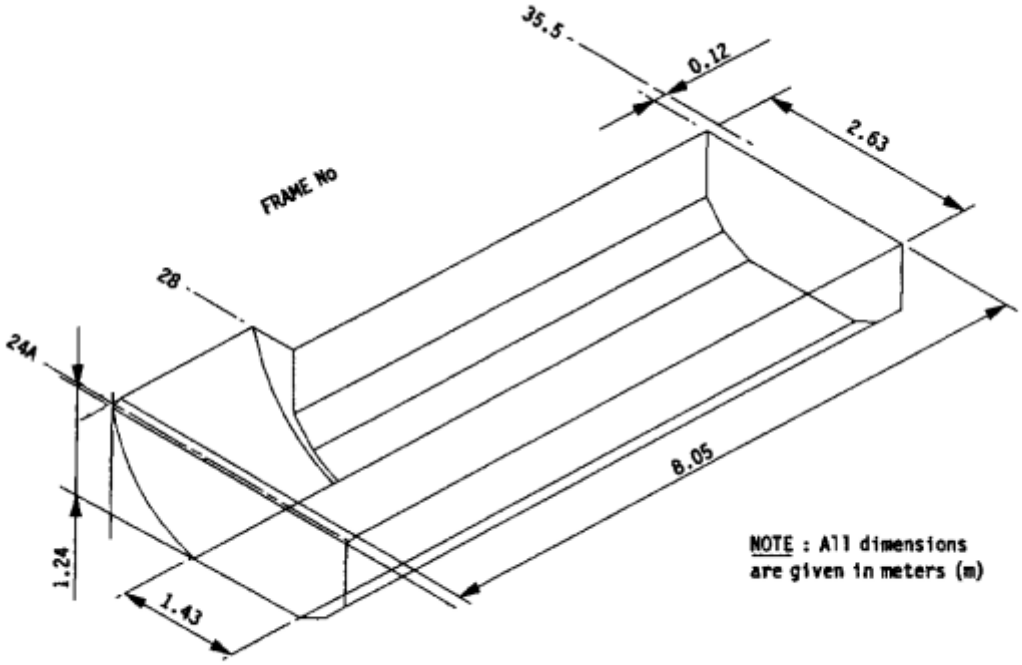
NOTE:

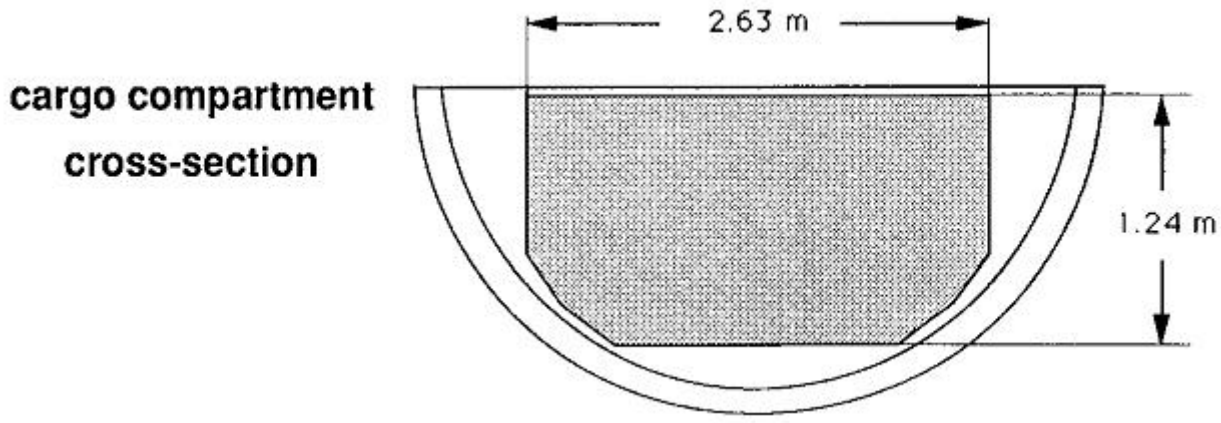
a) Every ULD must be individually secured with latches.
b) Both ULD-holds (Forward and Aft) are designed for the carriage of bulk loads with a maximum load density of
   1. 240 kg/m^3 (registrations OH-LZG, -LZH, -LZI, -LZK, -LZL)
   2. 160 kg/m^3 (registrations OH-LZM, -LZN, -LZO, -LZP, -LZR, -LZS, -LZT, -LZU)
c) Registrations OH-LZG, -LZH, -LZI, -LZK and -LZL are equipped with two Additional Center Tanks (ACT) installed on positions 31 and 32. Actual weight of fuel in ACTs restricts maximum load capacity of aft cargo hold (CPT 3+4+5).

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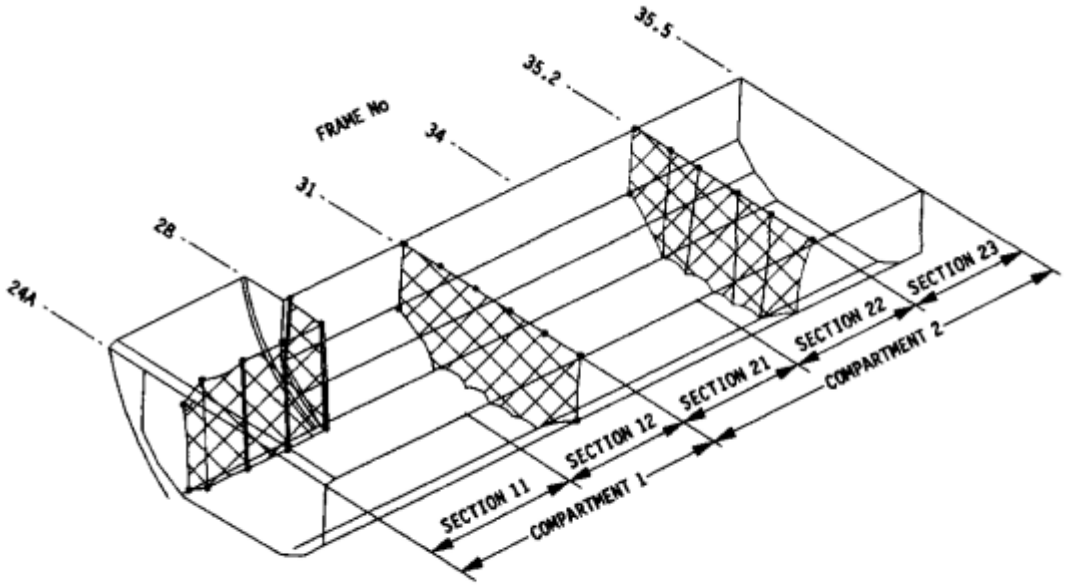
4.4.2.2 Compartment Measures and Bulk Arrangement (Forward Hold)

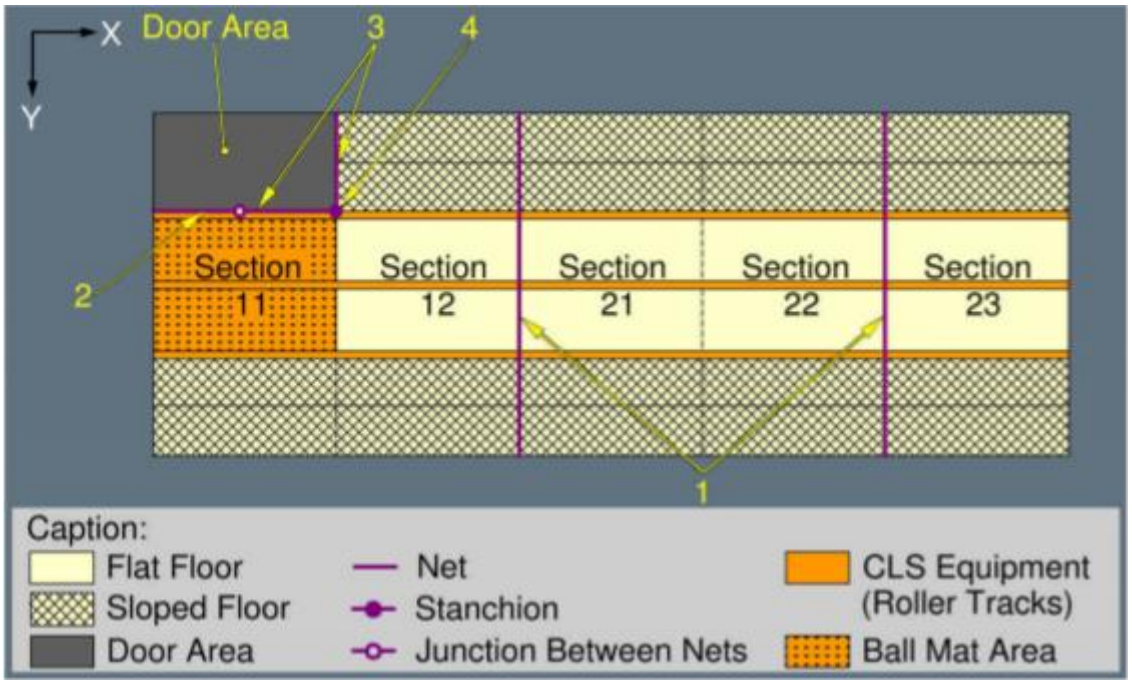




Classified as Internal

a) Bulk arrangement (regs OH-LZG, -LZH, -LZI, -LZK, -LZL)

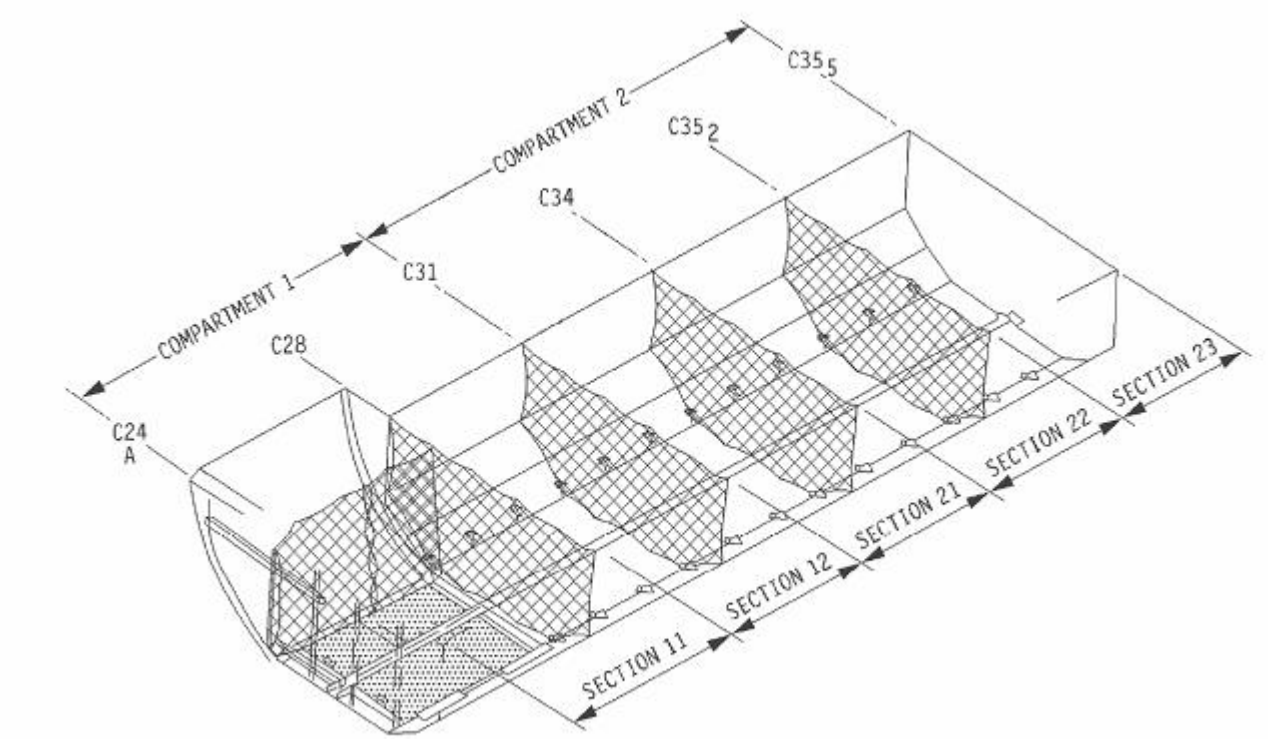


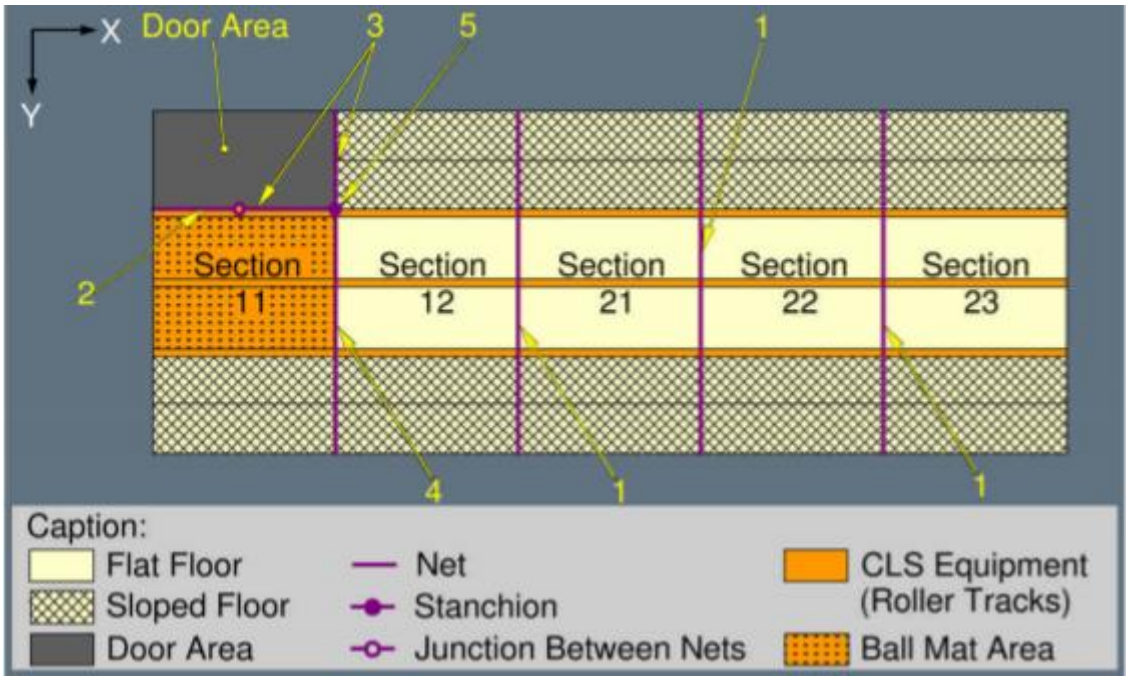


1.	Divider Net Type A2	AC40-0209500
2.	Door Net Type C	AC40-0217200
3.	Door Net Type A	AC40-0217000
4.	Stanchion	

Classified as Internal

b) Bulk arrangement (regs OH-LZM, -LZN, -LZO, -LZP, -LZR, -LZS, -LZT, -LZU)





1.	Divider Net Type A2	AC40-0209500
2.	Door Net Type C	AC40-0217200
3.	Door Net Type A	AC40-0217000
4.	Divider Net Type C	AC40-0209900
5.	Stanchion	

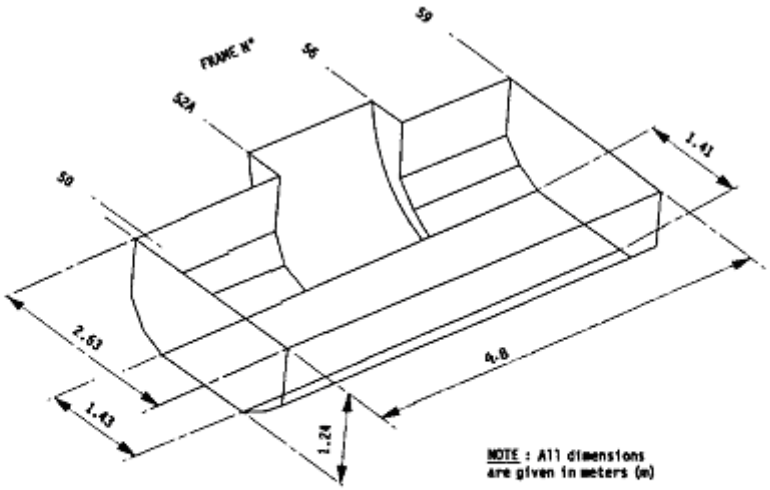
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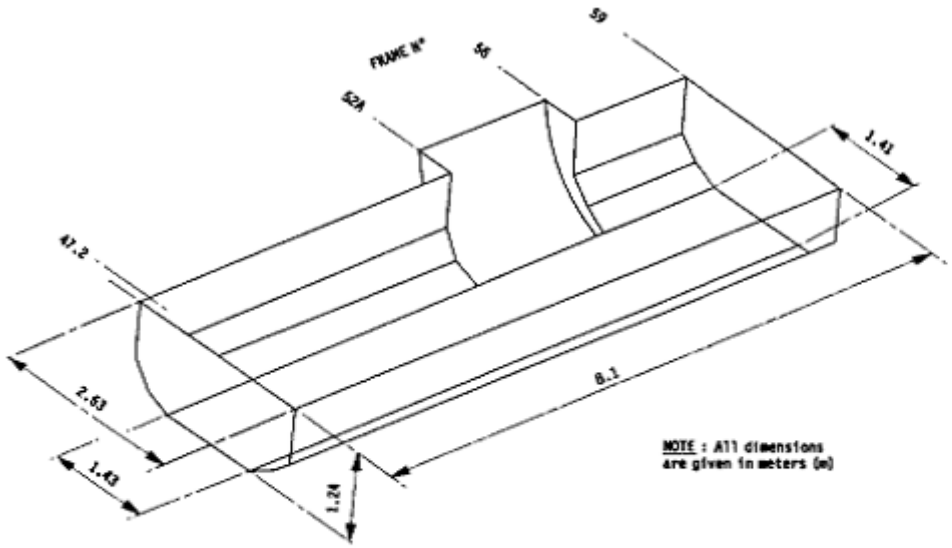
4.4.2.3 Compartment Measures and Bulk Arrangement (Aft Hold)

Compartment cross section same as in forward hold.

a) Measures (regs OH-LZG, -LZH, -LZI, -LZK, -LZL)

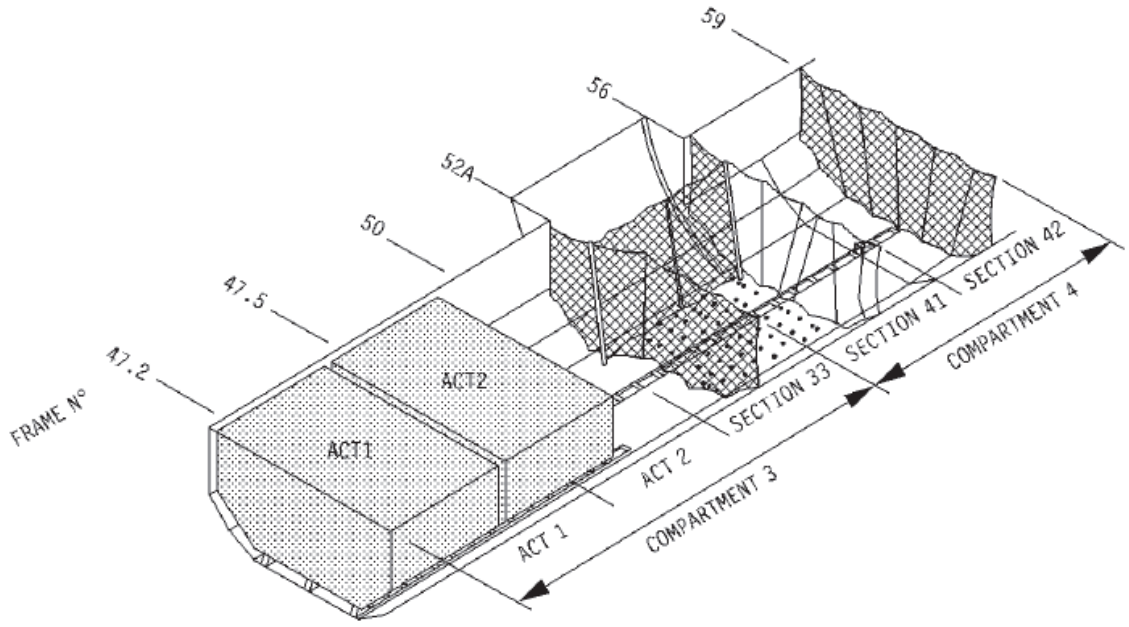


b) Measures (regs OH-LZM, -LZN, -LZO, -LZP, -LZR, -LZS, -LZT, -LZU)

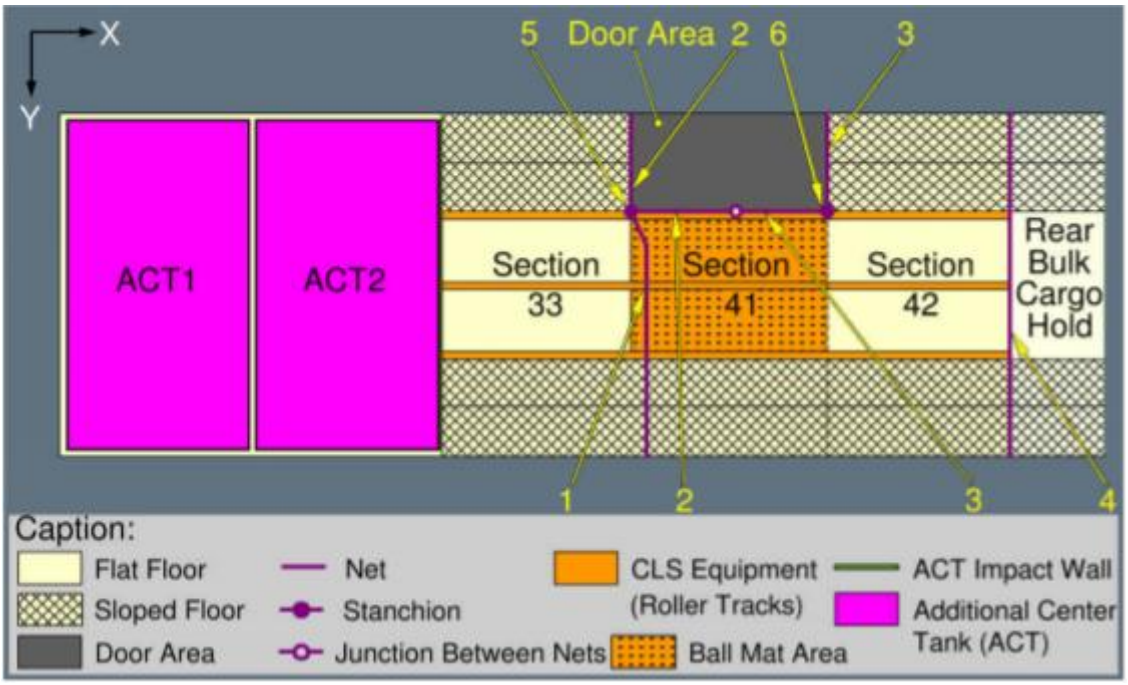


Classified as Internal

c) Bulk Arrangement (regs OH-LZG, -LZH, -LZI, -LZK, -LZL)



NOTE:
When bulk-loaded net section 33 shall be loaded at least three-quarters of its heights before net section 41/42 can be loaded (positions 41 and 42 together are considered as one single net section)

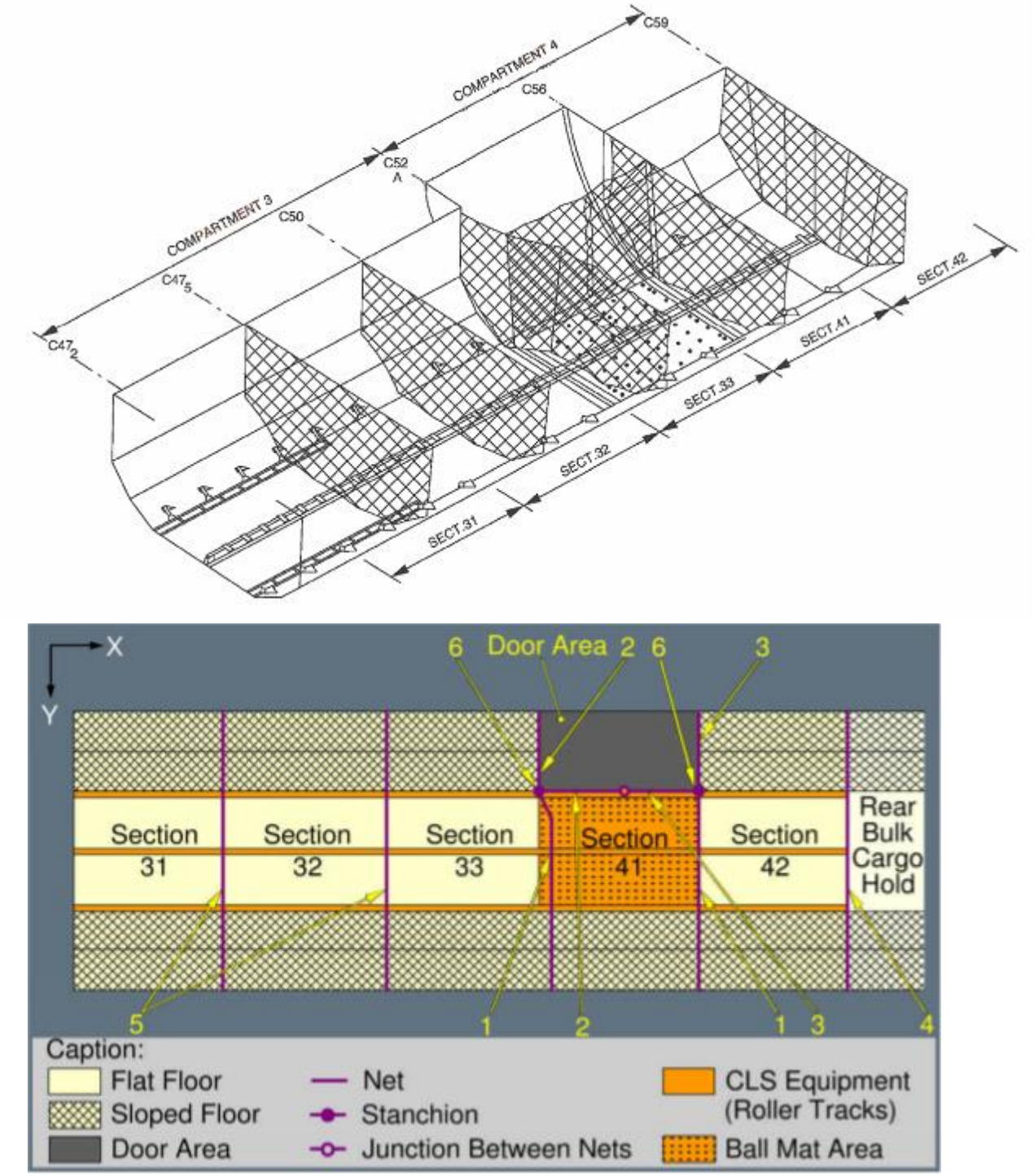


1.	Divider Net Type C	AC40-0209900
2.	Door Net Type B	AC40-0217100
3.	Door Net Type A	AC40-0217000
4.	Divider Net Type A1	AC40-0217500
5.	Stanchion	
6.	Stanchion	

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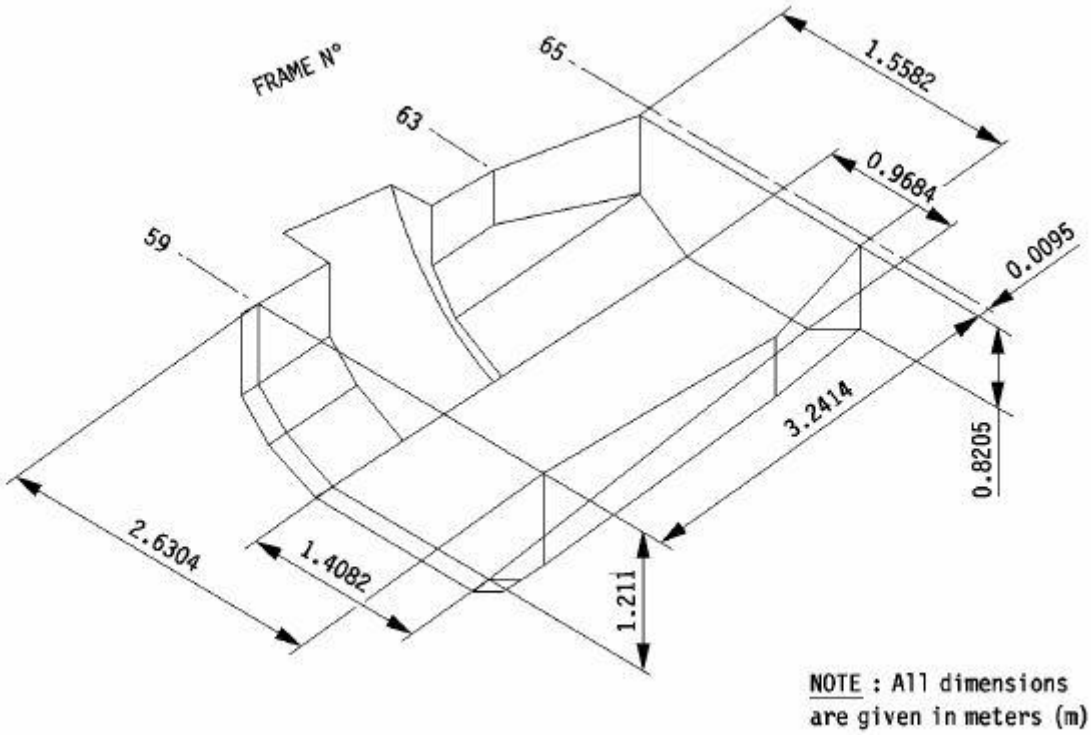
d) Bulk Arrangement (regs OH-LZM, -LZN, -LZO, -LZP, -LZR, -LZS, -LZT, -LZU)

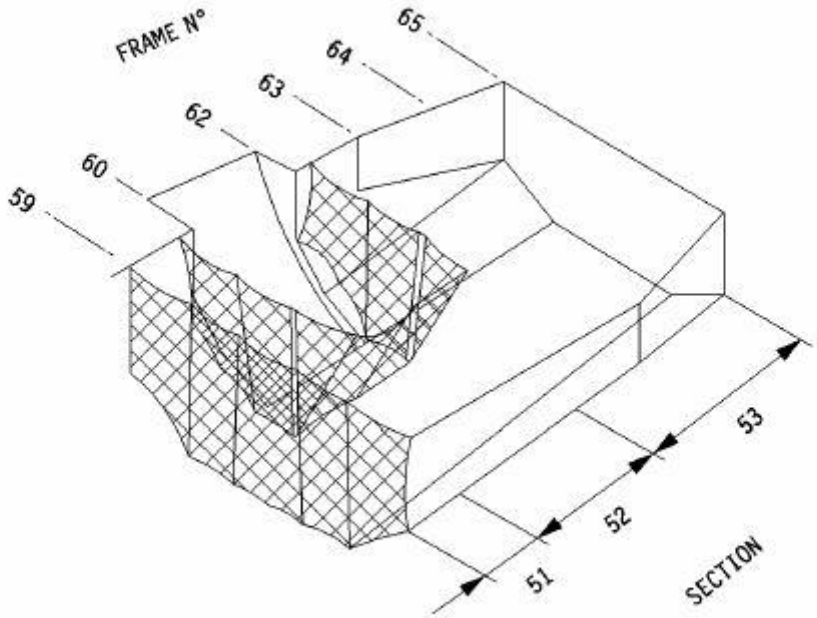


1.	Divider Net Type C	AC40-0209900
2.	Door Net Type B	AC40-0217100
3.	Door Net Type A	AC40-0217000
4.	Divider Net Type A1	AC40-0217500
5.	OH-LZM-S: Divider Net Type A5 OH-LZT-U: Divider Net Type A2	AC40-0253610 AC40-0209500
6.	Stanchion	

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4.4.2.4 Compartment Measures (Compartment 5)





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4.4.2.5 Maximum Weights, Volumes and Loading Limitations of Compartments (Registrations OH-LZG, -LZH, -LZI, -LZK, -LZL)

Table 156. Maximum Weights, Volumes and Loading Limitations of Compartments (Registrations OH-LZG, -LZH, -LZI, -LZK, -LZL)

COMPARTMENT / SECTION	MAXIMUM LOAD CAPACITY (BULK LOAD) [kg]	MAXIMUM LOAD CAPACITY (ULD LOAD) [kg]	USABLE VOLUME (BULK) [m^3]
11	1013	1134	4,09
12	1189	1134	4,77
Total Compartment 1	**2202**	**2268**	**8,86**
21	1189	1134	4,77
22	1189	1134	4,77
23	1090	1134	4,40
Total Compartment 2	**3468**	**3402**	**13,94**
Total Compartment 1 and 2	**5670**	**5670**	**22,80**
33	1121	1134	4,54
Total Compartment 3	**1121**	**1134**	**4,54**
41	919	1134	3,72
42	1164	1134	4,74
Total Compartment 4	**2083**	**2268**	**8,46**
Total Compartment 3 and 4	**3204**	**3402**	**13,00**
51	374	-	1,46
52	353	-	1,38
53	770	-	3,04
Total Compartment 5	**1497 / 250***	**-**	**5,88**
Total Compartment 3, 4 and 5**	**1459-4701**	**1459-4899**	**18,88**

*) If a net section 33 and 41/42 or an AKH ULD in position 33 is not filled up to at least three-quarters of its height then bulk compartment 5 load is restricted to a maximum of 250 kg. Positions 41 and 42 together are considered as one single net section.

**) Loading of aft cargo hold compartment 3, 4 and 5 is limited by a maximum section load. Further more by the actual fuel load of the Additional Center Tanks (ACT). If exact maximum weight of aft cargo hold is required to be determined check actual weight of fuel in ACTs and correct load capacity limitation from Table 157. Actual Weight of Fuel in ACTs and Correct Load Capacity Limitation.

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Table 157. Actual Weight of Fuel in ACTs and Correct Load Capacity Limitation

ACT1+2 Fuel Load [kg]	CPT3+4+5 Maximum Load [kg]
0-1492	4899
1500	4891
2000	4391
2500	3891
3000	3391
3500	2891
4000	2391
4500	1891
4932	1459

NOTE:
Fuel levels in between can be interpolated linear.
All cargo compartments floor structure is capable of supporting on the flat and sloping floor areas a maximum distributed load of 732 kg/m^2.

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Aft cargo hold loading limitations

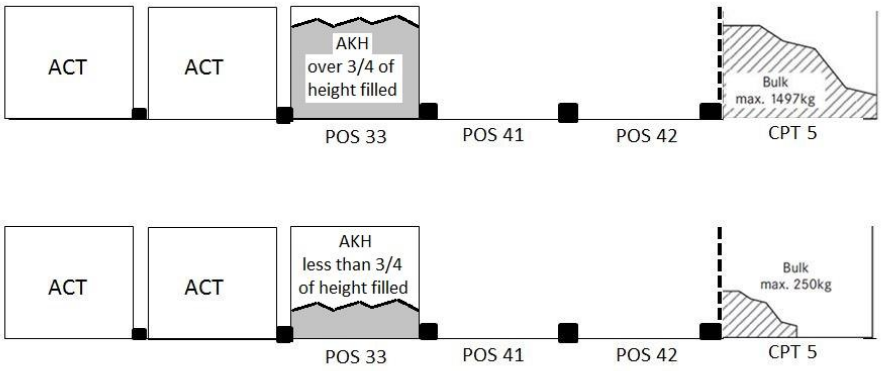
a) General

1. No cargo shall be loaded to compartment 3 (position/section 33) due various special load and volume restrictions/limitations cannot be controlled. Due these restrictions it is recommended to plan and load cargo only to FWD compartment unless balance, volume or nature of cargo requires loading to aft CPT4 or CPT5.

b) ULD loaded

1. Only AKH-type ULD can be loaded to position 33 (no PKC or AKG)
2. If an AKH ULD in position 33 is not filled to at least three-quarters of its height, the bulk compartment 5 load is restricted to a maximum of 250 kg
3. The loading position 33 has to be occupied by an AKH before the positions 41 or 42 can be loaded
4. Empty ULDs can be transported behind loaded ULDs only (unless all ULDs in AFT compartment are empty)
5. No empty positions shall be in front of ULDs

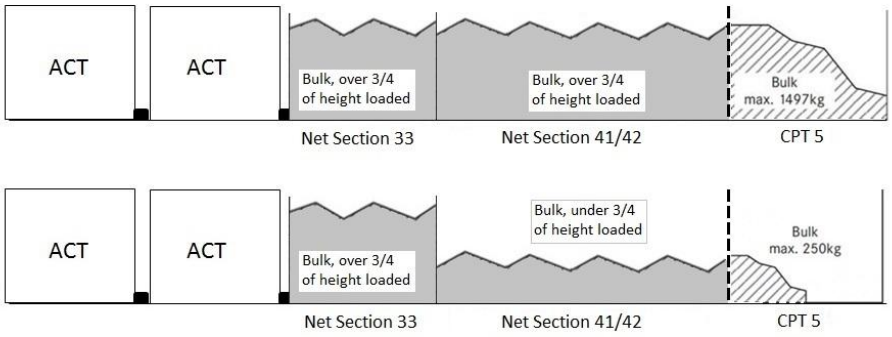
Picture 99. Examples of CPT5 Maximum Weight Restrictions when ULD Loaded



c) Bulk loaded

1. Net section 33 shall be loaded to at least three-quarters of its height before next net section 41/42 can be loaded. Positions 41 and 42 together are considered as one single net section.
2. If net sections 33 and 41/42 are not loaded to at least three-quarters of its height then bulk compartment 5 load is restricted to a maximum of 250 kg.
3. Transport of non unitized load is not allowed (a single items exceeding the size of a net section are considered as non unitized load)

Picture 100. Examples of CPT5 Maximum Weight Restrictions when Bulk Loaded



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4.4.2.6 Maximum Weights, Volumes and Loading Limitations of Compartments (Registrations OH-LZM, -LZN, -LZO, -LZP, -LZR, -LZS, -LZT, -LZU)

Table 158. Maximum Weights, Volumes and Loading Limitations of Compartments (Registrations OH-LZM, -LZN, -LZO, -LZP, -LZR, -LZS, -LZT, -LZU)

COMPARTMENT / SECTION	MAXIMUM LOAD CAPACITY (BULK LOAD) [kg]	MAXIMUM LOAD CAPACITY (ULD LOAD) [kg]	USABLE VOLUME (BULK) [m^3]
11	621	1134	3,88
12	744	1134	4,65
Total Compartment 1	**1365**	**2268**	**8,53**
21	744	1134	4,65
22	744	1134	4,65
23	685	1134	4,29
Total Compartment 2	**2173**	**3402**	**13,59**
Total Compartment 1 and 2	**3538**	**5670**	**22,12**
31	816	1134	5,09
32	744	1134	4,65
33	708	1134	4,40
Total Compartment 3	**2268**	**3402**	**14,15**
41	558	1134	3,49
42	739	1134	4,62
Total Compartment 4	**1297**	**2268**	**8,11**
Total Compartment 3 and 4	**3565**	**5670**	**22,26**
51	374	-	1,49
52	353	-	1,39
53	770	-	3,04
Total Compartment 5	**1497**	**-**	**5,92**

Forward and aft cargo compartments floor structure is capable of supporting on the flat and sloping floor areas a maximum distributed load of 488 kg/m^2.

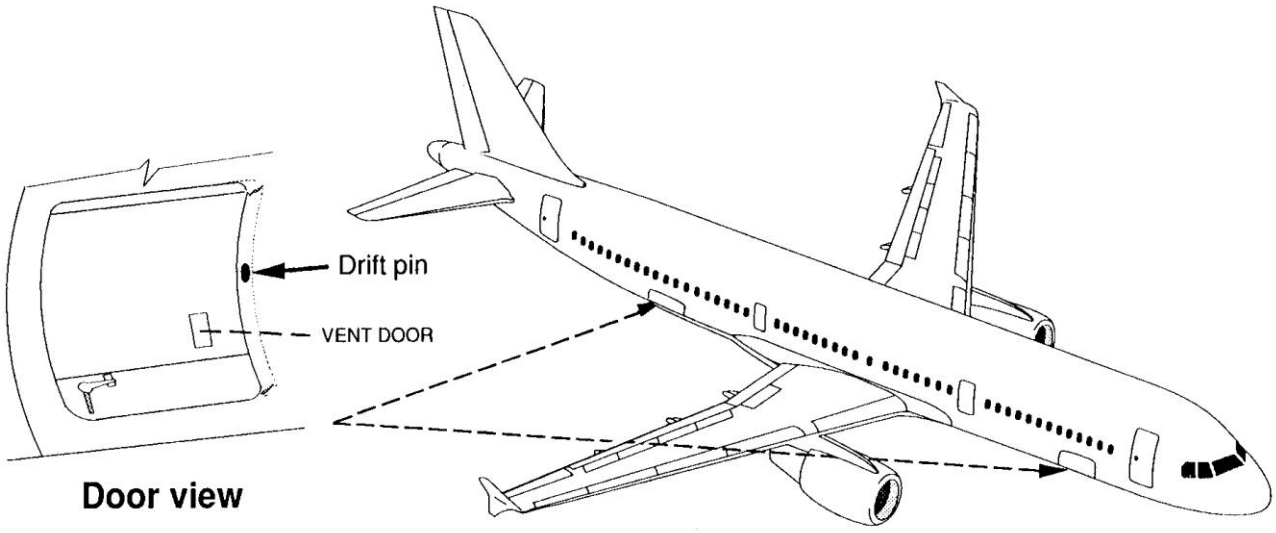
Bulk cargo hold (CPT 5) floor structure is capable of supporting on the flat and sloping floor areas a maximum distributed load of 732 kg/m^2.

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4.5 Operation of Compartment Doors

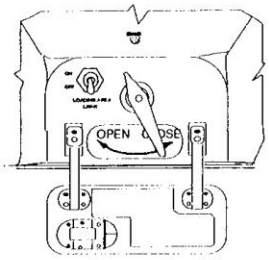
4.5.1 ULD -Compartment Doors



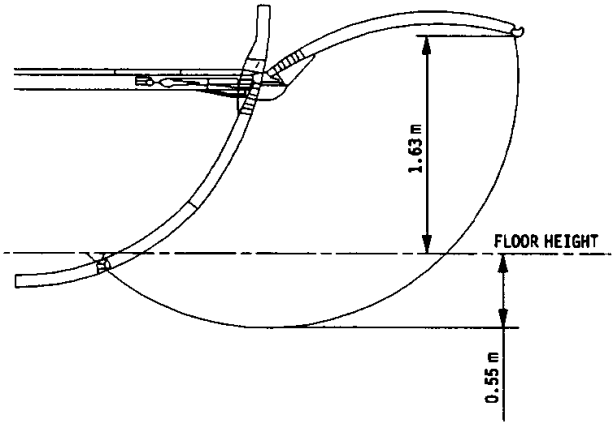
Door view



Door locking lever



Forward and aft cargo door control panel



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4.5.1.1 Mechanical Function

The Forward and Aft cargo doors are structurally and mechanically identical.

Both cargo doors open outwards and upwards hydraulically through a double actuator system controlled from a control panel installed on AD underneath the fuselage, near the door.

The doors are manually locked and unlocked from outside and retained by a multi-hook system in the closed position.

A vent door is installed in both cargo doors for safety reasons. The vent door will close only when the cargo door is properly closed and locked. An open vent door avoids pressurisation of the aircraft.

WARNING:
If the cargo door actuators are left pressurized when closing the door, the door can open very rapidly immediately after being unlatched causing danger.

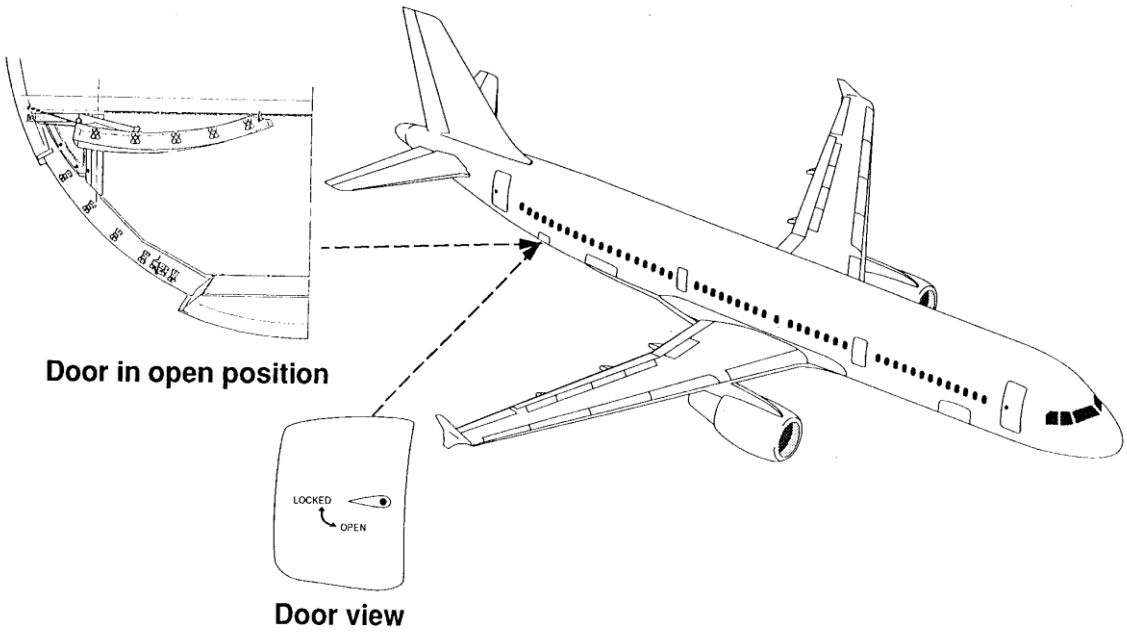
To avoid danger, the person who is unlatching the door must stand beside the door and NOT in the opening path of the door.

If the latching handle turns back anti-clockwise after release or excessive force is needed to move the handle it should be taken as an indication that the cargo door actuators could be pressurized. In that case depressurization must be made by turning cargo door's manual selector valve lever to the 'CLOSED' position prior to unlatching the door.

The design of the cargo door and the actuation is such that doors can be opened with winds gusting up to 40 knots and left open with winds gusting up to 65 knots.

In case of electrical failure, the door can be operated by a hand pump installed in the wheel bay.

4.5.2 Bulk Cargo Compartment (CPT 5) Door



The bulk cargo compartment door opens inwards and upwards, rotating around its upper hinges (plug type door).
Manual unlocking, opening, closing and locking of the bulk cargo door is controlled by interior and exterior lever.
The door is suspended / counterbalanced and can be easily operated by one man.

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4.6 Stowing Regulations

4.6.1 Ground Stability

4.6.1.1 Compartment Loading and Unloading Sequence / Tipping

Loading: Simultaneously or beginning from forward hold.

Unloading: Simultaneously or beginning from aft hold.

Aircrafts ground stability shall not be compromised at any stage of operation.

AY DCS (Altéa FM) is set to warn loadcontroller whenever 48 %MAC ground stability warning limit is exceeded, taking in to account several worst case scenarios including partial passenger effect, fuel remaining at landing etc. If this limit is exceeded after loading is completed (e.g. due changes in load) reloading of the aircraft is not required. However, in order to ensure ground stability on arrival AFT compartment shall be offloaded before FWD compartment. Notification to unload AFT before FWD compartment is automatically generated to LDM and CPM messages which are sent to arrival station.

In case AY DCS is not used for load control Table 159. Minimum Weight of Load Required in Compartments 1 or 2 gives the minimum weight of load required in compartments 1 or 2 to secure ground stability of the aircraft during loading and unloading operation. To minimize above-mentioned ground stability warning MAC% exceedance cases this table shall also be used as load planning guideline even when AY DCS is used to control ground stability.

Table 159. Minimum Weight of Load Required in Compartments 1 or 2

Regs OH-LZG, -LZH, -LZI, -LZK, -LZL	
Weight of load in compartments 3 + 4 + 5 [kg]	**Minimum weight of load in compartments 1 + 2 [kg]**
up to 1300	0
1301 to 1900	500
1901 to 2500	1000
2501 to 3100	1500
3101 to 3700	2000
3701 to 4300	2500
4301 to 4899	3000

Regs OH-LZM, -LZN, -LZO, -LZP, -LZR, -LZS, -LZT, -LZU	
Weight of load in compartments 3 + 4 + 5 [kg]	**Minimum weight of load in compartments 1 + 2 [kg]**
up to 2500	0
2501 - 3000	400
3001 - 3500	800
3501 - 4000	1200
4001 - 4500	1600
4501 - 5000	2000
5001 - 5500	2400
5501 - 6000	2800
6001 - 6500	3200
6501 - 7167	3600

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4.6.2 Supporting of Belly Load

See AY GOM 4.5.7.

4.6.3 Special Loads

4.6.3.1 Special Loads (OH-LZG/H/I/K/L)

a) Heavy items (HEA) above 150kg per piece must be loaded in containers or on pallets only.
b) Heavy items (HEA) shall not be loaded to position 33.
c) Heavy wheelchairs or mobility aids can exceptionally be loaded as bulk to FWD hold in case flight is not ULD loaded. Maximum floor limitations shall not be exceeded. Spreading of weight (with planks if required) and proper tie down shall be complied with.
d) Loading of individual items which by their nature, shape or density may constitute a hazard are not allowed in position/net section 33. For other aft positions/net sections (41, 42, 5) loading is only allowed if the applicable position/net section is loaded at least three-quarters of its height. When bulk loaded, positions 41 and 42 together are considered as one single net section.
e) Vaulting poles (sporting equipment) or equipment of comparable size and shape can be loaded only as bulk in forward compartment. This requires often special arrangements and therefore prior permission from Manager, Ground Safety, Security and Compliance is required.
f) Items with front sections equal or less than 400 mm x 400 mm and a length exceeding 1,9 m are only allowed for transport:
    1. in container; or
    2. as bulk in FWD compartment; or
    3. as bulk in AFT compartment or compartment 5 so that the longest length is loaded parallel to the impact wall of the ACT2
g) Following Dangerous Goods are forbidden in aft hold (positions 33, 41, 42, CPT5):
    1. Class 1: RCX, REX, RGX, RXB, RXC, RXD, RXE, RXG, RXS (including ammunition as baggage)
    2. Class 2: RCL, RFG, RNG, RPG
    3. Class 3: RFL
    4. Class 4: RFS, RFW, RSC
    5. Class 5: ROP, ROX
    6. Class 8: RCM
    7. Class 9: ELI, ELM, REQ, RLI, RLM, RMD, RSB

Other special loads: see AY GOM ANNEX C Dangerous Goods and Special Loads.

4.6.3.2 Special Loads (OH-LZM/N/O/P/R/S/T/U)

a) Heavy items (HEA) above 150kg per piece must be loaded in containers or on pallets only.
b) Heavy wheelchairs or mobility aids can exceptionally be loaded as bulk if flight is not ULD loaded. Maximum floor limitations shall not be exceeded. Spreading of weight (with planks if required) and proper tie down shall be complied with.
c) Vaulting poles (sporting equipment) or equipment of comparable size and shape that will not fit completely in bulk compartment 5 can be loaded in compartment 5 if:
    1. the aftmost position of compartment 4 is empty or
    2. in the aftmost position of compartment 4 is a pallet or
    3. a container positioned so that netside faces compartment 5

    The poles are loaded in compartment 5 from corner to corner so that part of the poles comes through the net between compartments 4 and 5. The poles must be tied down to prevent movement.

Other special loads: see AY GOM ANNEX C Dangerous Goods and Special Loads.

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4.6.4 Stretcher

4.6.4.1 Stretcher Installed in Cabin

a) DOW and DOI values shall be adjusted DOW +44 kg / DOI +0.58 IU
b) For instructions regarding to location of stretcher and number of seats required refer to AY GOM ANNEX A 2.7 and 7.8.
c) A patient carried on the stretcher is accounted in the balance calculations as one passenger occupying one seat.

4.6.4.2 Stretcher Carried in Lower Compartments

If stretcher is carried in compartment DOW / DOI adjustments are not needed. The weight of the stretcher must be included in compartment load. Load information code E and IMP code BEH shall be used.

4.6.5 Container Load

Every ULD must be individually secured with latches.

Any ULD position may remain unaccompanied (exception OH-LZG, -LZH, -LZI, -LZK and -LZL AFT hold, ref AY GOM ANNEX D 4.4.2.5 b 3), but all the latches of the cargo hold must be raised to limit inadvertent ULD movement.

In case of latch malfunctions no affected positions (ULD-positions for which latch is intended to secure ULDs) shall be loaded with ULD (ref. Airbus WBM).

If cargo hold is empty or bulk loaded latches do not need to be raised.

It is prohibited to carry loose bulk freight or loose baggage in the forward cargo hold (1 + 2) or aft cargo hold (3 + 4) together with ULDs.

See AY GOM 4.5.7 for tie down and supporting requirements.

4.6.6 Bulk Load

Restraint conditions:

When the certified net restraint system (see AY GOM ANNEX D 4.4.2.2 and 4.4.2.3) is used, additional tie down is normally not required. However, all individual items of load which their nature, form or density may constitute a hazard shall be restrained.

Restraint can be achieved by filling the cargo hold or net section volumetrically, or by tie down. When filled up to three quarters of height the cargo hold or net section is considered to be volumetrically full. Tie down points located on the cargo hold floor are each designed to a load of 906 kg in any direction.

A space of five centimetres has to be left between the ceiling and bulk load to avoid damage to the panels in the ceiling.

See AY GOM 4.5.7 for tie down and supporting requirements.

4.6.7 Heating / Ventilation

Aft cargo hold (compartments 3, 4 and 5) is equipped with heating and ventilation system. The temperature in the hold can be monitored in cockpit during flight.

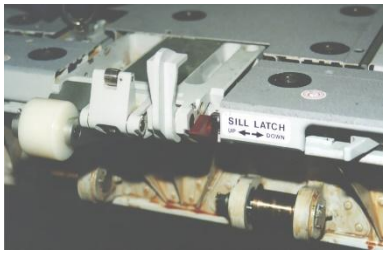
See AY GOM ANNEX C 2.29 for temperature sensitive cargo or applicable special load chapter in AY GOM ANNEX C Dangerous Goods and Special Loads.

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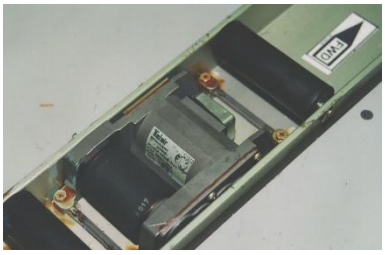
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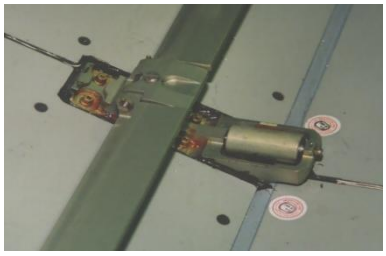
4.6.8 Latch Installations and Loading System in ULD Compartments


ULD-restraint latch



Door sill latch assembly (ULD-hold)


Power drive unit for moving load in compartment


Continuous side rail, roller and tie down / net fixing point



Light switch beside the hold door (Aft hold)



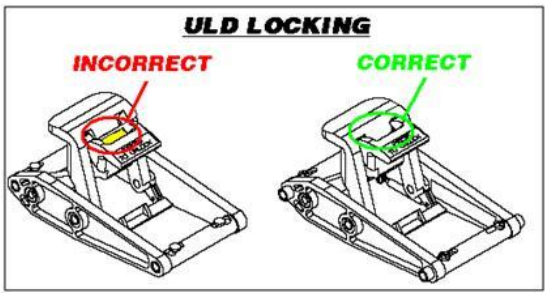
The illustration of maximum height of bulk load


Smoke detector / fire extinguisher nozzle panel on the ceiling of the cargo hold


Joystick assembly inside the cargo hold door (ULD-holds)



ULD movements in compartments are controlled with the joystick. The power ON-OFF switch of the cargo loading system and sill latch UP-DOWN switch are located on the right hand side of the joystick assembly.



The correct longitudinal latching (latch pawls fully raised) must be ensured. New design latches have yellow visual indicator when latch is in intermediate position, i.e. not raised enough to be in the locked position. If the yellow indicator is not visible, the latch is correctly locked. Note that old design latches without yellow visual indicator still exists.

Unserviceable latches (including broken or fatigued latch springs) or endstops may not be used to secure a ULD. In such cases no affected positions (ULD-positions for which latch is intended to secure ULDs) shall be loaded with ULD (ref. Airbus WBM). Inform load control accordingly.

Report the deficiencies immediately to the Commander or responsible ground personnel and Finnair Operational Maintenance, tel. +358 9 8185837, to enable quick corrective actions. Additionally Ground Safety Report (GSR) shall be made for all unserviceable or missing latches.

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4.7 Cabin Versions

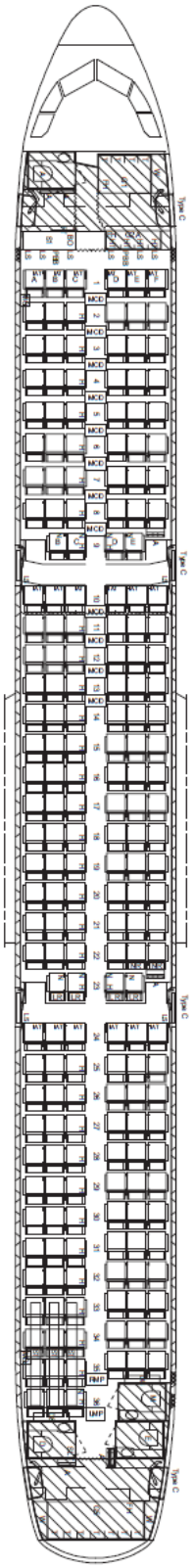
4.7.1 Versions 3500 - 3512, 3500A, 3520 - 3532, 3520A (209 seats)

a) Sections / Rows
0A / 1 – 9
0B / 10 – 23
0C / 24 – 36

b) Versions / Configurations

Version	J*	Y	Total PAX	Cabin divider after row
3500 / 3520	0	209	209	12
3501 / 3521	4	203	207	1
3502 / 3522	8	197	205	2
3503 / 3523	12	191	203	3
3504 / 3524	16	185	201	4
3505 / 3525	20	179	199	5
3506 / 3526	24	173	197	6
3507 / 3527	28	167	195	7
3508 / 3528	32	161	193	8
3509 / 3529	38	151	189	10
3510 / 3530	42	145	187	11
3511 / 3531	46	139	185	12
3512 / 3532	50	133	183	13
3500A / 3520A	0	206	206	12

*) in J-class middle seats (B and E) are left unoccupied (non-saleable)



c) Emergency Exit Rows
Rows 10 and 24

d) Crew Rest Seats
35EF (version 3500A and 3520A)
NOTE: Use of crew rest blocks also seat 35D

e) Duty Stations for Cabin Crew

1.	FWD DOOR RIGHT SEAT
2.	AFT DOOR MID SEAT
3.	FWD EMERGENCY EXIT
4.	AFT EMERGENCY EXIT
5.	FWD DOOR LEFT SEAT
6.	AFT DOOR LEFT SEAT

f) Instructions for Special Passengers
See AY GOM ANNEX A Customer Handling

4.7.2 Seats in Cockpit

2 + 1 jump seat

4.7.3 Currently Valid Cabin Versions

Currently valid cabin versions for 321-231 can be found from Finnair Partner Hub.

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4.7.4 Cabin Limitations

4.7.4.1 Maximum Number of Passengers and Crew

(When all cabin doors and slides are serviceable)

Table 160. Maximum Number od Passengers and Crew

Number of Seats		
Cabin Version number:	3500 / 3520	3500A / 3520A
Crew:		
Flight deck	3	3
Cabin	6	6
Total number of crew seats	9	9
Passengers:		
Cabin section A	52	52
Cabin section B	82	82
Cabin section C	75	72
Total number of passenger seats	209	206

4.7.5 Measures of Overhead Lockers in Cabin

(Measures of one locker)

Table 161. Measures of Overhead Lockers in Cabin

Interior length [cm]	102
Interior height, max [cm]	34
Interior height, min [cm]	7
Depth [cm]	70
Height between locker and cabin floor, max [cm]	160
Height between locker and cabin floor, min [cm]	156

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4.8 Maximum Gross Weights, BW/BI, DOW/DOI, Pantry Codes, Standard Taxi Fuel

4.8.1 Maximum Gross Weights

Table 162. Maximum Gross Weights OH-LZG, -LZH, -LZI, -LZK, -LZL

Weight Variant 011 (High TOW, standard)		Weight Variant 010 (Low TOW, optional, usage instructed separately	
Max. taxi weight	93 900 kg	Max. taxi weight	85 400 kg
Max. take-off weight	93 500 kg	Max. take-off weight	85 000 kg
Max. landing weight	77 800 kg	Max. landing weight	77 800 kg
Max. zero fuel weight	73 800 kg	Max. zero fuel weight	73 800 kg

Table 163. Maximum Gross Weights OH-LZM, -LZN, -LZO, -LZP, -LZR, -LZS, -LZT, -LZU

Max. taxi weight	89 400 kg
Max. take-off weight	89 000 kg
Max. landing weight	77 800 kg
Max. zero fuel weight	73 800 kg

4.8.2 Basic Weights/Indexes, Dry Operating Weights/Indexes, Pantry Codes

Basic Weights and Indexes (BW/BI), Dry Operating Weights and Indexes (DOW/DOI) and pantry codes are published in Finnair Partner Hub.

4.8.3 Standard Taxi Fuel

Including 50 kg for 30 min operation of APU: 200 kg

4.9 Balance Calculations

4.9.1 List of Valid Balance Tables

Table 164. List of Valid Balance Tables

Form Number	Cabin Versions
FINNAIR 5-1649-0217 (01/2025)	3500 – 3512
FINNAIR 5-1639-1216 (01/2025)	3520 – 3532

Effective balance tables can be retrieved from Finnair Partner Hub.

Instructions for use are included in the balance table form.

4.9.2 Balance Entries in Manual Loadsheet

Write the data given below in "balance conditions" box on the loadsheet:

DOI, DLI, LIZFW, LITOW, MACZFW, MACTOW, ANU/AND

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4.10 Maximum Fuel Capacity

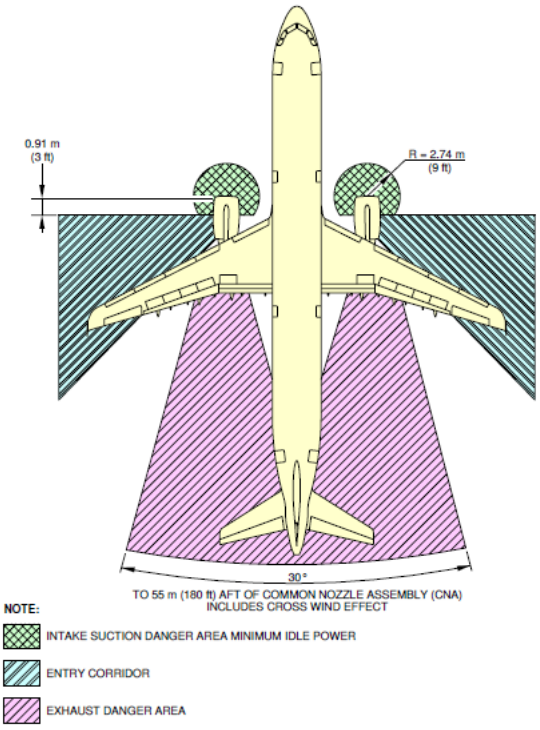
a) OH-LZG/H/I/K/L
29684 litres (= 23302 kg when fuel density is 0,785 kg/l)

b) OH-LZM/N/O/P/R/S/T/U
23700 litres (= 18605 kg when fuel density is 0,785 kg/l)

4.11 Danger Areas of Engines

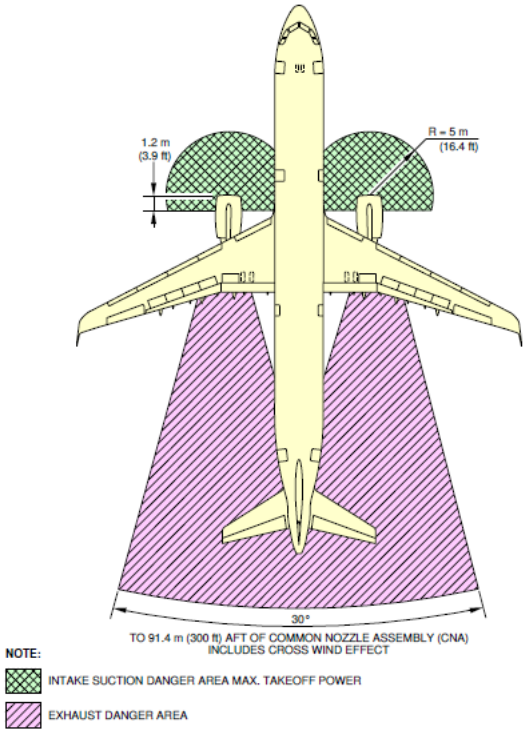
[Ref. Airbus Aircraft Characteristics -manual]

Picture 101. A321-231 Ground Idle Power

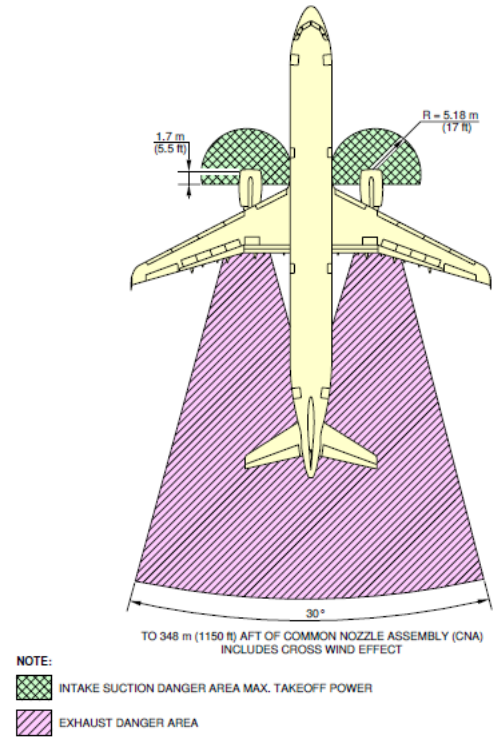


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Picture 102. A321-231 Breakaway Power



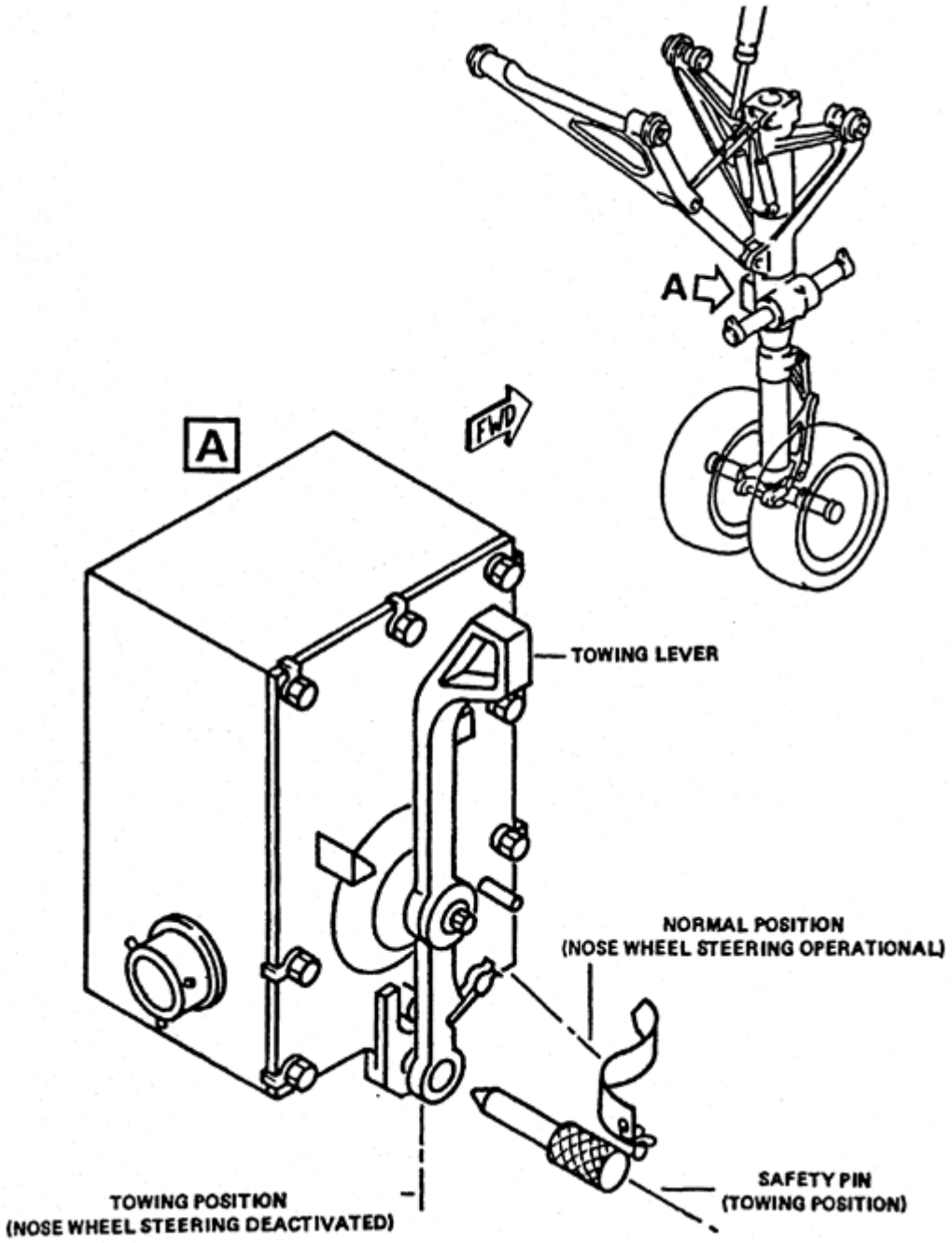
Picture 103. A321-231 Max. Take-off Power



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4.12 By-pass Valve Assembly

Picture 104. A321-231 By-pass Valve Assembly

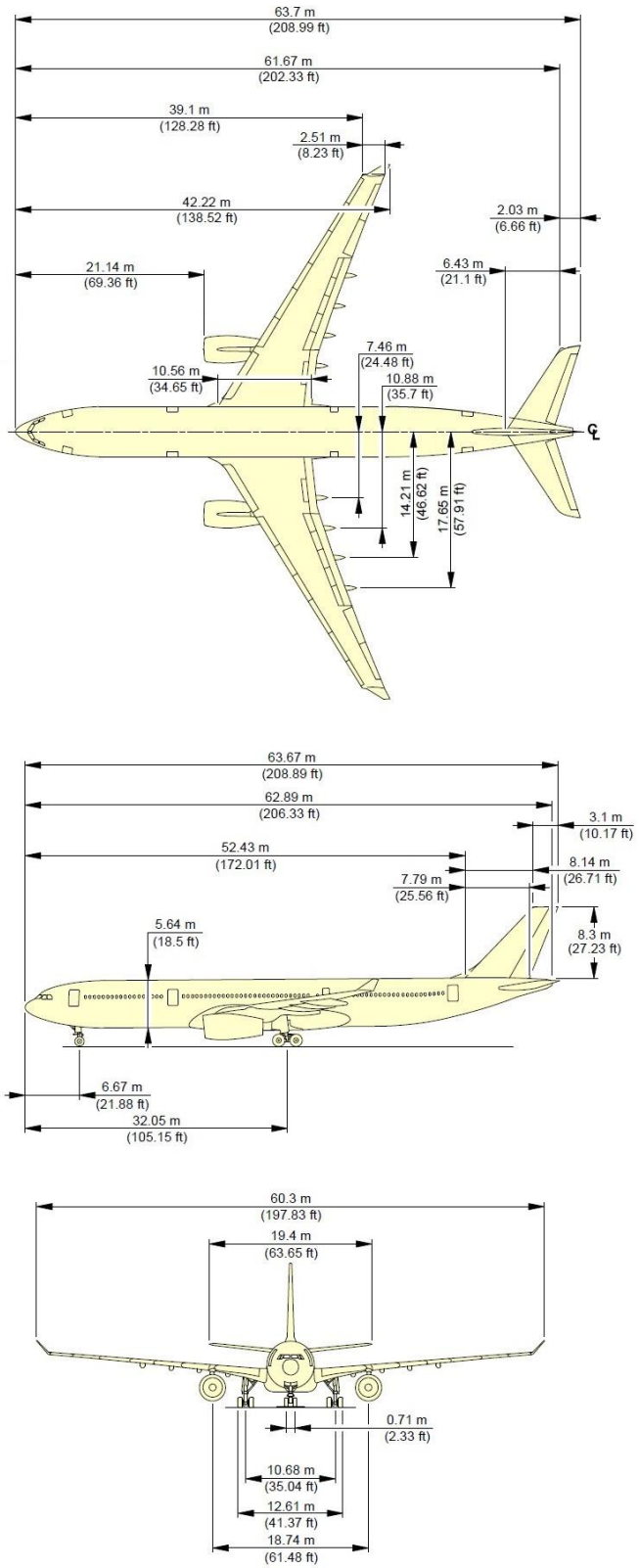


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5 Airbus A330-300

5.1 Exterior Dimensions

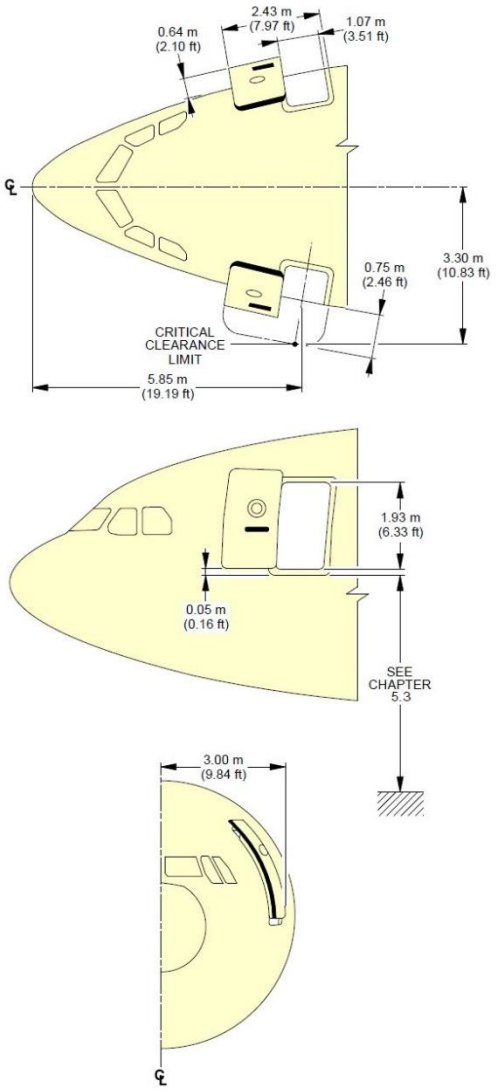
Picture 105. A330-300 Exterior Dimensions



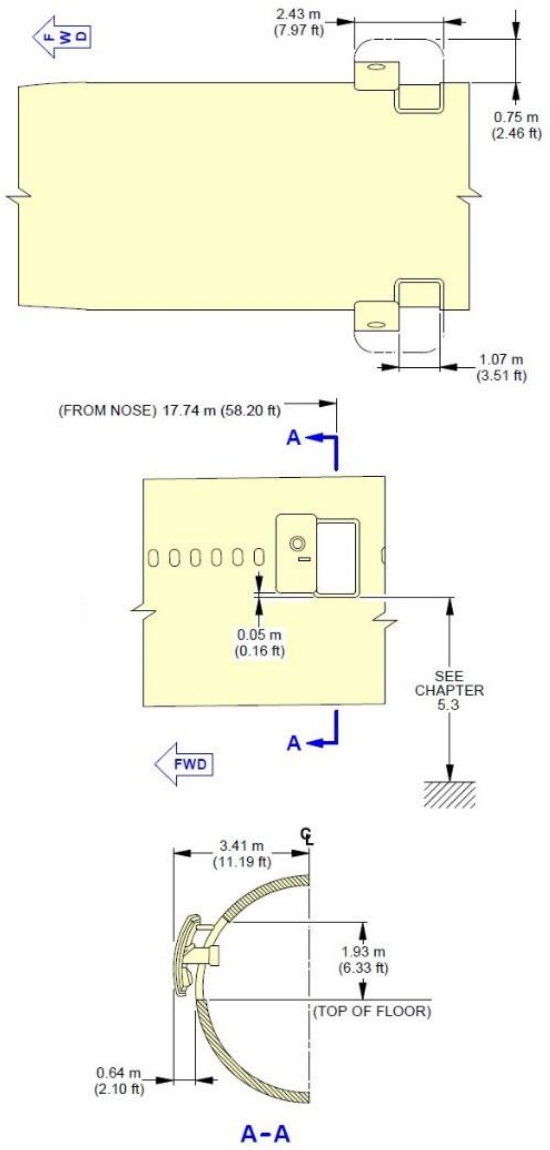
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5.2 Door Dimensions

Picture 106. A330-300 FWD Cabin Access Doors (L1/R1)

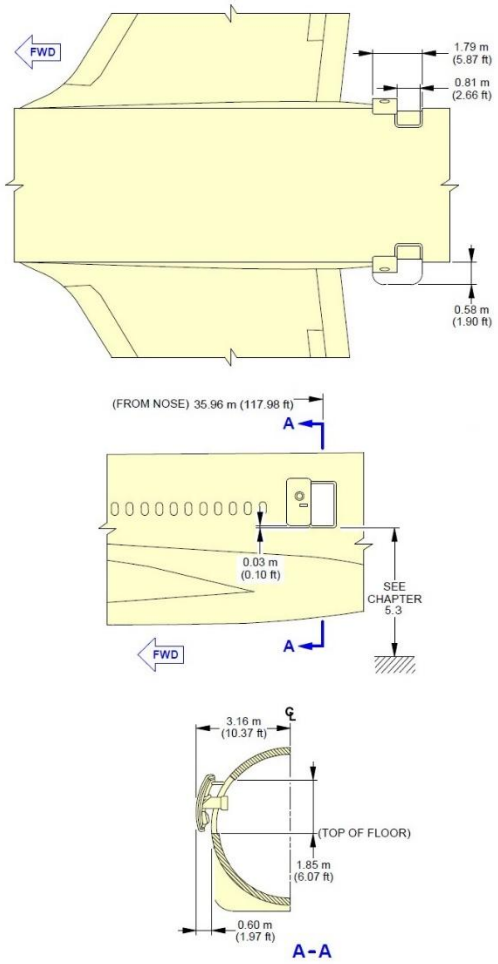


Picture 107. A330-300 MID Cabin Access Doors (L2/R2)

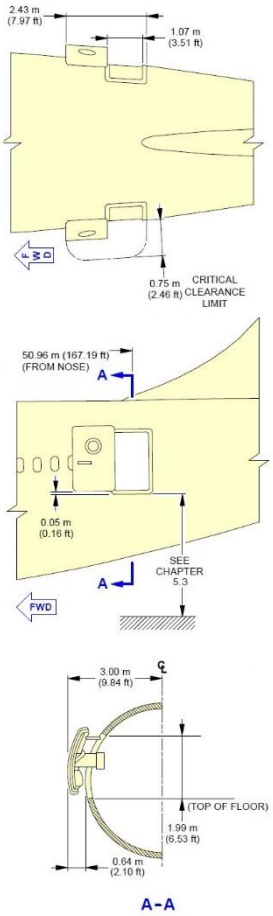


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Picture 108. A300-300 MID Emergency Exits (L3/R3)



Picture 109. A330-300 AFT Cabin Access Doors (L4/R4)



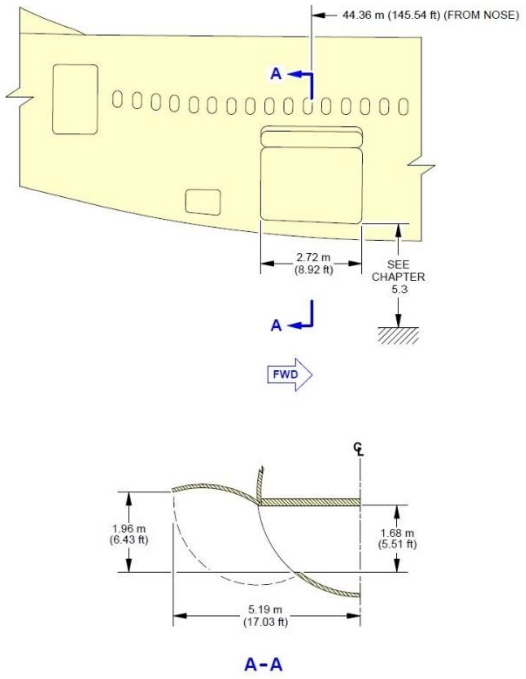
Picture 110. Door Space Illustration



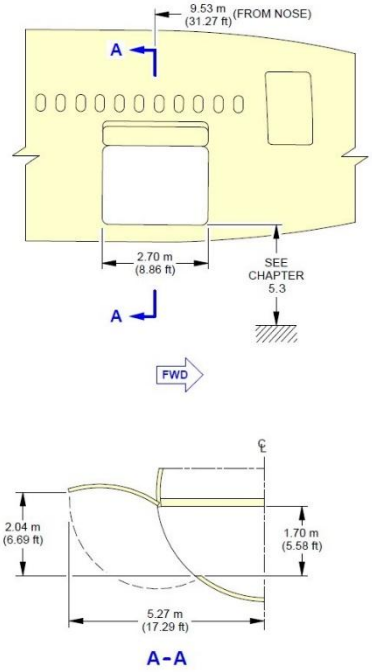
NOTE: Due to outwards opening doors and considerable difference between door sill heights of empty and loaded aircraft, it must be taken care of that sufficient space is left under the opened door when positioning mobile stairs, catering equipment etc. to the aircraft. See AY GOM ANNEX D 5.3 Sill Heights and Ground Clearances.

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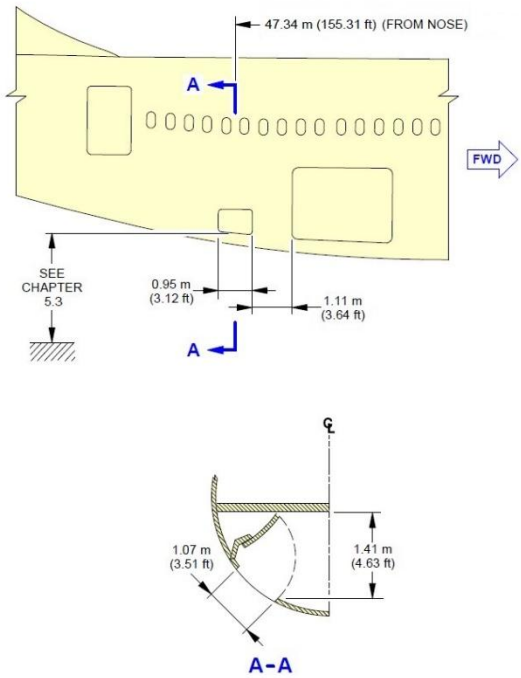
Picture 111. A330-300 AFT Hold Door



Picture 112. A330-300 FWD Hold Door



Picture 113. A330-300 Bulk Compartment Door



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5.3 Sill Heights and Ground Clearances

Picture 114. A330-300 Sill Heights and Ground Clearances

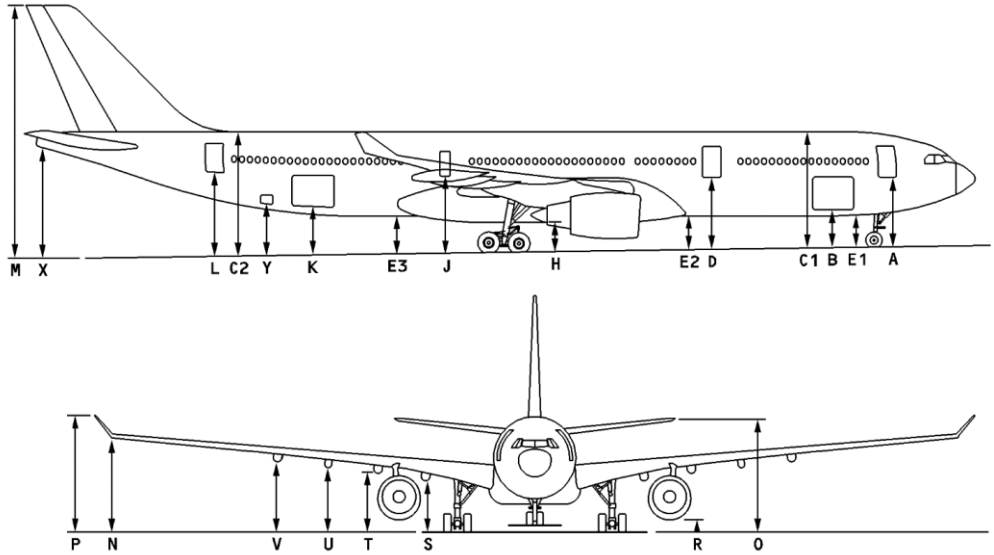


Table 165. Sill Heights and Ground Clearances

Refrerence (Frame)	OPERATING WEIGHT EMPTY CG 26.8 %		MAXIMUM RAMP WEIGHT CG 15 %		MAXIMUM RAMP WEIGHT CG 36.5 %	
	m	ft	m	ft	m	ft
A	4.55	14.92	4.41	14.46	4.55	14.92
B	2.70	8.85	2.55	8.36	2.66	8.72
C1 (FR 26)	7.74	25.4	7.58	24.86	7.67	25.16
C2 (FR 72)	8.53	28	8.31	27.26	8.19	26.87
D	4.83	15.84	4.67	15.32	4.73	15.51
E1 (FR 20)	2.10	6.89	1.95	6.39	2.03	6.66
E2 (FR 37)	2.28	7.48	2.10	6.88	2.14	7.02
E3 (FR 56)	2.74	8.99	2.54	8.33	2.45	8.03
H (FR 45)	2.04	6.7	1.86	6.10	1.85	6.07
J	5.34	17.5	5.31	17.4	5.20	17.06
K	3.43	11.25	3.22	10.56	3.13	10.27
L	5.77	18.93	5.55	18.20	5.41	17.75
M	17.18	56.36	16.94	55.58	16.72	54.85
N	6.46	21.20	6.13	20.11	6.06	19.88
O	8.33	27.32	8.09	26.54	7.88	25.85
P	8.05	26.41	7.70	25.26	7.61	24.96
R	0.94	3.08	0.76	2.49	0.79	2.59
S	3.87	12.70	3.68	12.07	3.64	11.94
T	4.33	14.20	4.13	13.55	4.11	13.48
U	4.64	15.22	4.41	14.46	4.37	14.33
V	4.97	16.30	4.72	15.48	4.67	15.32
X	7.48	24.54	7.24	23.76	7.03	23.06
Y	3.68	12.07	3.46	11.35	3.35	11

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5.4 Servicing Points

Picture 115. A330-300 Servicing Points

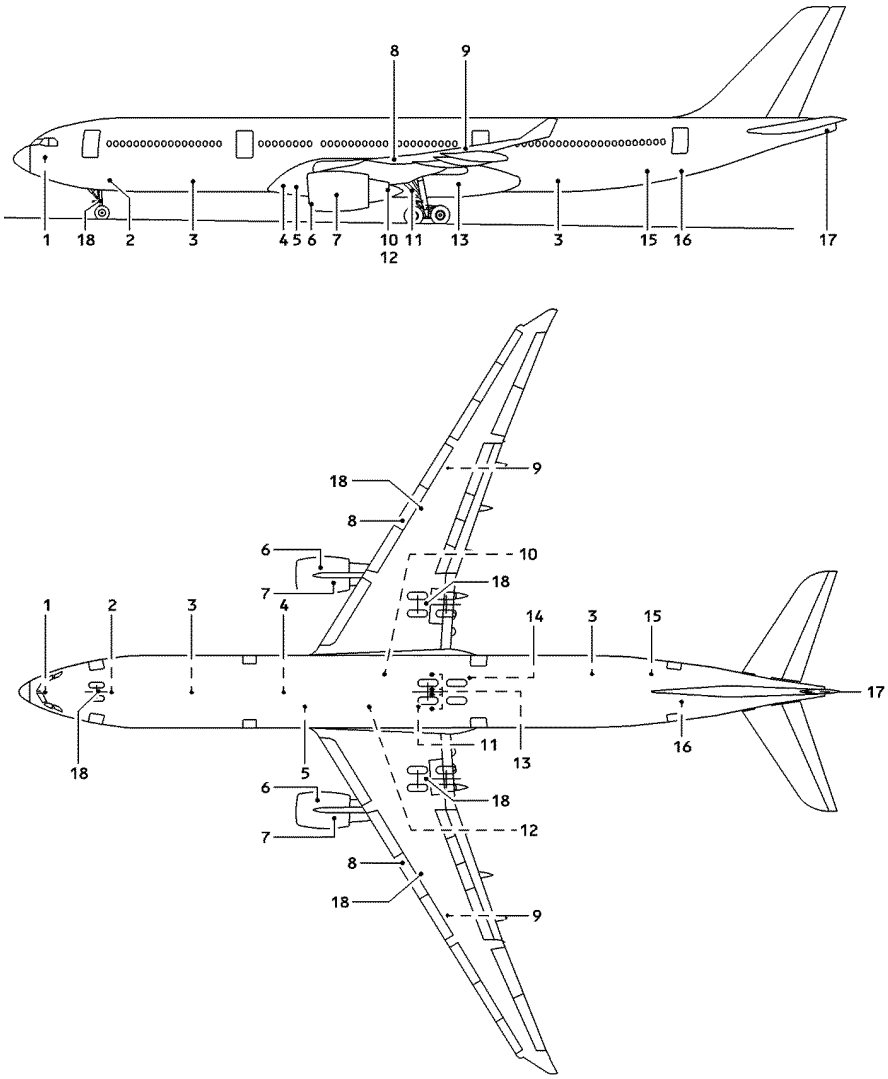


Table 166. A330-300 Ground Service Connections

1	Oxygen system	10	Hydraulic ground power supply (yellow)
2	External power (electrical)	11	Hydraulic reservoir filling and ground power supply (green)
3	Potable water drain	12	Hydraulic reservoir air pressurization & ground power supply (blue)
4	Low pressure pre-conditioning	13	Nitrogen charging for hydraulic accumulators
5	High pressure air pre-conditioning and engine start	14	Refuel/defuel panel
6	IDG oil filling	15	Potable water filling
7	Engine oil filling	16	Toilet servicing
8	Pressure refuel	17	APU oil filling
9	Overwing refuel	18	Grounding points

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5.5 Compartment Dimensions, Capacities and Limitations

5.5.1 Maximum Package Dimensions

5.5.1.1 Forward Cargo Hold (Compartment 1 and 2)

The maximum dimensions of cargo packages which will pass through the forward cargo door and which must be restrained in the forward cargo hold (compartment 1 and 2) are shown in Table 167. Forward Cargo Hold (Compartment 1 and 2) Upright Loading and Table 168. Forward Cargo Hold (Compartment 1 and 2) Tilted Loading.

These dimensions are approximate and refer to rectangular packages.

a) Upright loading
Upright loading refers to large or heavy packages loaded with the assistance of mechanical ground support equipment and maneuvered through the door in an upright position.

Table 167. Forward Cargo Hold (Compartment 1 and 2) Upright Loading

WIDTH [cm]	HEIGHT [cm]	LENGTH [cm]
237	162	307

b) Tilted loading
Tilted loading refers to large low density cargo which may require hand maneuvering through the door in a tilted position to avoid obstructions.

Table 168. Forward Cargo Hold (Compartment 1 and 2) Tilted Loading

WIDTH [cm]	HEIGHT [cm]	LENGTH [cm]
25	25	1400
50	50	950
76	76	750

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5.5.1.2 Aft Cargo Hold (Compartment 3 and 4)

The maximum dimensions of cargo packages which will pass through the aft cargo door and which must be restrained in the forward cargo hold (compartment 3 and 4) are shown in Table 169. Aft Cargo Hold (Compartment 3 and 4) Upright Loading and Table 170. Aft Cargo Hold (Compartment 3 and 4) Tilted Loading.

These dimensions are approximate and refer to rectangular packages.

a) Upright loading
Upright loading refers to large or heavy packages loaded with the assistance of mechanical ground support equipment and maneuvered through the door in an upright position.

Table 169. Aft Cargo Hold (Compartment 3 and 4) Upright Loading

WIDTH [cm]	HEIGHT [cm]	LENGTH [cm]
237	162	307

b) Tilted loading
Tilted loading refers to large low density cargo which may require hand maneuvering through the door in a tilted position to avoid obstructions.

Table 170. Aft Cargo Hold (Compartment 3 and 4) Tilted Loading

WIDTH [cm]	HEIGHT [cm]	LENGTH [cm]
25	25	900
50	50	900
76	76	750

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5.5.1.3 Bulk Compartment (Compartment 5)

Table 171. A330 Bulk Cargo Hold (Compartment 5) Max Package Dimensions (Through Rear Bulk Cargo Door, Flat Floor), Table 172. A330 Bulk Cargo Hold (Compartment 5) Max Package Dimensions (Through Rear Bulk Cargo Door, Tilted Loading) and Table 173. A330 Bulk Cargo Hold (Compartment 5) Max Package Dimensions (Through Aft Cargo Door, Flat Floor) provides the maximum dimensions of packages that can be loaded in the largest net section (net section 53).

The dimensions in the tables are approximate and refer to rectangular package sizes.

a) Loading through the rear bulk cargo door

1. Transport on the flat floor

Table 171. A330 Bulk Cargo Hold (Compartment 5) Max Package Dimensions (Through Rear Bulk Cargo Door, Flat Floor)

WIDTH [cm]	HEIGHT [cm]	LENGTH [cm]
10	56	250
25	56	235
40	56	225
85	56	210

2. Transport on both the flat and sloped floor
   The package will touch both the flat and sloped floors, and will be at an angle. The loading of this type of package requires the operator to manually lift the package on to the sloped floor. This loading option is applicable for light packages only.

Table 172. A330 Bulk Cargo Hold (Compartment 5) Max Package Dimensions (Through Rear Bulk Cargo Door, Tilted Loading)

WIDTH [cm]	HEIGHT [cm]	LENGTH [cm]
10	56	290
25	56	280
40	56	270
55	56	260
85	56	250

b) Loading through the Aft cargo hold door on the flat floor
   The package will touch both the flat and sloped floors, and will be at an angle. The loading of this type of package requires the operator to manually lift the package on to the sloped floor. This loading option is applicable for light packages only.

Table 173. A330 Bulk Cargo Hold (Compartment 5) Max Package Dimensions (Through Aft Cargo Door, Flat Floor)

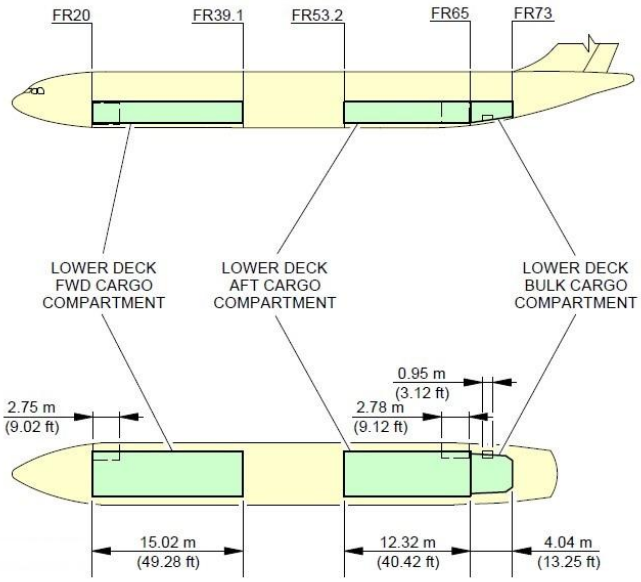
WIDTH [cm]	HEIGHT [cm]	LENGTH [cm]
85	145	210

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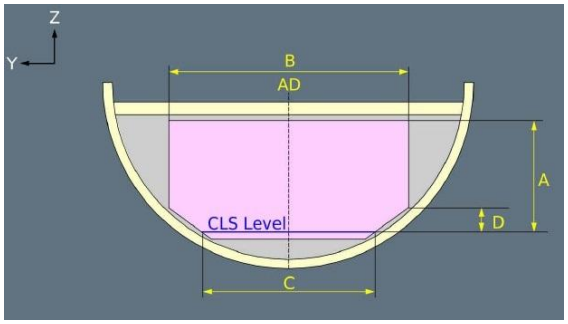
5.5.2 Measures and Volumes of Compartments

5.5.2.1 A330-300 Compartment Measures

Picture 116. A330-300 Hold Measures



Picture 117. A330-300 FWD and AFT Hold Cross Section Dimensions



LEGEND	DIMENSION [m]
A	1,717 (FWD) / 1,670 (AFT)
B	4,156
C	3,179
D	0,465 (FWD) / 0,470 (AFT)

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Picture 118. A330-300 Bulk Compartment Measures and Dimensions
(Numbers 51 and 53 in picture are net sections)

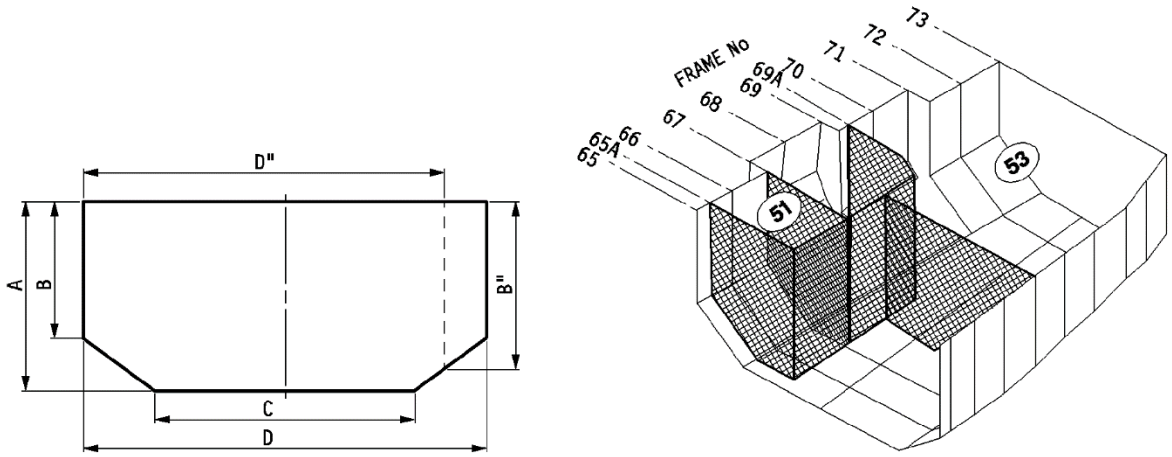


Table 174. Bulk Compartment Cross Sections

Frame Station	H-ARM [m]	A [m]	B [m]	B* [m]	C [m]	D [m]	D* [m]
65	52,315	1,797	1,278	-	2,422	3,799	-
66	52,665	1,805	1,295	-	2,366	3,755	-
67	53,195	1,818	1,300	-	2,282	3,688	-
68	53,725	1,785	1,225	-	2,136	3,621	-
69	54,255	1,752	1,161	-	1,985	3,554	-
70	54,785	1,691	1,069	-	1,837	3,487	-
71	55,315	1,629	0,977	1,265	1,688	-	3,040
72	55,845	1,568	1,004	1,147	1,540	-	2,848
73	56,354	1,507	1,030	1,030	1,391	-	2,658

*) Frame station 71 to 73 RH side only

Table 175. Measures Between Frame Stations (Longitudal Measures of Bulk Compartment)

65A - 73	4,2 m
65A - 67	1,0 m
69 - 73	2,1 m

Classified as Internal

5.5.2.2 Maximum Weights, Volumes and Floor Loading Limitations of Compartments

Table 176. Maximum Weights, Volumes and Floor Loading Limitations of Compartments

COMPARTMENT / SECTION	MAXIMUM LOAD CAPACITY [kg]	USABLE VOLUME (CPT1-4 container loaded) [m^3]
Compartment 1	10 206	25,8
Compartment 2	20 412	51,6
Total Compartment 1 and 2	**22 861**	**77,4**
Compartment 3	9 729 / 14832*	25,8 / 34,4*
Compartment 4	11 793	30,1
Total Compartment 3 and 4	**18 994 / 20094***	**55,9 / 64,5***
Bulk compartment		
51 (bulk)	264	1,87
53 (bulk)	1 617	12,03
Total Compartment 5	**1 881**	**13,90**

*) If Mobile Crew Rest removed

It is prohibited to carry loose bulk freight or loose baggage in the ULD-compartments.

Bulk cargo compartments floor structure is capable of supporting on the flat floor area maximum distributed load of 732 kg/m^2.

Compartments 1-4 floor structure is capable of supporting via ballmats or roller tracks an uniformly distributed load of 672 kg/m^2.

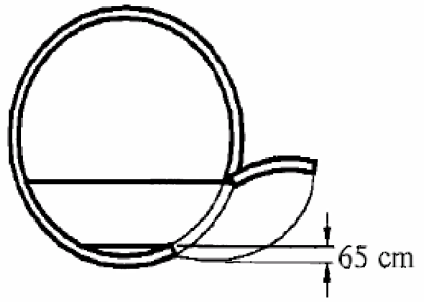
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5.6 Operation of Compartment Doors

5.6.1 ULD -Compartment Doors

Picture 119. Compartment Door Swing Example



CAUTION: During opening and closing, the forward and aft hold doors swing about 65 cm below the door sill level. The doors can be damaged or may damage the load. Keep the door swing area clear and operate the doors carefully.

5.6.1.1 Mechanical Function

The Forward and Aft cargo doors are structurally and mechanically identical.

Both cargo doors open outwards and upwards hydraulically through a double actuator system controlled from a control panel installed on the fuselage, near the door. The doors are manually locked and unlocked from outside and retained by a multi-hook system in the closed position.

a) To open door:
   1. Push handle flap to access operating handle.
   2. Push button on operating handle and pull handle fully down to unlock door.
   3. Check if door locks indicator flags are visible.
   4. Turn selector to "OPEN" and hold in open position until green light is on. Keep selector on open position for a further 3 seconds.
   5. Lower door sill latches manually.
   6. Switch on compartment light.

WARNING:
If the cargo door actuators are left pressurized when closing the door, the door can open very rapidly immediately after being unlatched causing danger. To avoid danger, the person who is unlatching the door must stand beside the door and NOT in the opening path of the door.

If the latching handle turns back anti-clockwise after release or excessive force is needed to move the handle it should be taken as an indication that the cargo door actuators could be pressurized. In that case depressurization must be made by turning cargo door´s manual selector valve lever to the "CLOSED" position prior to unlatching the door.

b) To close door:
   1. Raise door sill latches.
   2. Turn selector to close and hold in closed position until light is off.
   3. Raise operating handle fully up, push-button engages with an audible "click". Flags must be retracted and flush with door outer skin.
   4. Close all panels.

Maximum wind for cargo door operation is 40 knots (or 50 knots if the aeroplane nose is oriented into the wind or the cargo door is on the leeward side). The cargo door must be closed before the wind speed exceeds 60 knots.

5.6.2 Bulk Cargo Compartment (CPT 5) Door

The bulk cargo compartment door opens inwards and upwards, rotating around its upper hinges (plug type door).
Manual unlocking, opening, closing and locking of the bulk cargo door is controlled by interior and exterior lever.
The door is suspended / counterbalanced and can be easily operated by one man.

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5.7 Stowing Regulations

5.7.1 Ground Stability

5.7.1.1 Compartment Loading and Unloading Sequence / Tipping

Loading: Forward and aft cargo hold (lower deck) simultaneously or beginning from forward hold.
If cabin (main deck) cargo is loaded, load main deck cargo starting from forward part of the cabin. Main deck cargo can be loaded before or simultaneously with lower deck loading.

Unloading: Forward and aft cargo hold (lower deck) simultaneously or beginning from aft hold.
If cabin (main deck) cargo is loaded, unload main deck cargo starting from aft part of the cabin. Main deck cargo can be unloaded after or simultaneously with lower deck unloading.

Aircrafts ground stability shall not be compromised at any stage of operation.

AY DCS (Altéa FM) is set to warn loadcontroller whenever 35 %MAC ground stability warning limit is exceeded, taking in to account several worst case scenarios including partial passenger effect, fuel remaining at landing etc. If this limit is exceeded after loading is completed (e.g. due changes in load) reloading of the aircraft is not required. However, in order to ensure ground stability on arrival AFT compartment shall be offloaded before FWD compartment. Notification to unload AFT before FWD compartment is automatically generated to LDM and CPM messages which are sent to arrival station.

In case AY DCS is not used for load control the table Table 177. Maximum Total Index Effect gives maximum total index effect to secure ground stability of the aircraft during loading and unloading operation. To minimize above-mentioned ground stability warning MAC% exceedance cases this table shall also be used as load planning guideline even when AY DCS is used to control ground stability.

NOTE:
Departing aircraft: aircraft must be fueled for flight.
Arriving aircraft: tail (trim) fuel tank must be empty.

Table 177. Maximum Total Index Effect

CPT'S 1+2+3+4+5 MAX TOTAL INDEX EFFECT (IU) for wind speed of:			
calm	5 m/s	10 m/s	20 m/s
50	45	25	-10

5.7.2 Supporting of Belly Load

See AY GOM 4.5.7.

5.7.3 Special Loads

a) Heavy items (HEA) must be loaded in containers or on pallets only.
See AY GOM 4.5.7 for tie down and supporting requirements.

b) Vaulting poles (sporting equipment) or equipment of comparable size and shape that will not fit completely in bulk compartment 5 or baggage container can be loaded on empty pallets or on top of cargo pallets (not to the sides of cargo pallet) on following conditions:
   1. It is loaded so that sufficient space is left between the compartment ceiling and load
   2. It is tied down so that it cannot move on any direction
      i. with minimum two straps; and
      ii. straps are attached to the pallet lock rail (straps do not need to be necessarily attached to lock rail of every pallet as long as the item is properly secured).

   Loadcontroller of the flight shall plan the item(s) based on booking information and information received from AY cargo regarding suitable purpose-built pallets.
   Person responsible for loading supervision task shall inform loadcontroller of the flight regarding the item(s) and loading position(s). Items shall be reported to loadcontrol as baggage positioned to applicable pallet during load reporting. IMP code OHG shall be used in case item is loaded over two or more positions.

c) Other special loads: see AY GOM ANNEX C Dangerous Goods and Special Loads.

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5.7.4 Stretcher

5.7.4.1 Stretcher Installed in Cabin

a) DOW and DOI values shall be adjusted DOW +44 kg / DOI +0.33 IU
b) For instructions regarding to location of stretcher and number of seats required refer to AY GOM ANNEX A 2.7 and 7.8.
c) A patient carried on the stretcher is accounted in the balance calculations as one passenger occupying one seat.

5.7.4.2 Stretcher Carried in Lower Compartments

If stretcher is carried in compartment DOW / DOI adjustments are not needed. The weight of the stretcher must be included in compartment load. Load information code E and IMP code BEH shall be used.

5.7.5 Heating / Ventilation

Forward hold (CPT 1+2) is equipped with heating, cooling and ventilation system.
Bulk compartment (CPT 5) is equippend with heating and ventilation system.
See AY GOM ANNEX C 2.29 for temperature sensitive cargo or applicable special load chapter in AY GOM ANNEX C Dangerous Goods and Special Loads.

5.8 Approved ULD Configurations and Cargo Loading System

5.8.1 ULD Configurations Summary Table

Table 178. Number of Available Container (LD3 or Similar) and Pallet Positions

MCR installed		
Max. Number of LD3s	**Max. Number of Pallets**	**Notes**
31	0	
27	1	
25	2	
21	3	
19	4	
15	5	
13	6	
9	7	
5	8	
7	8	Including at least 1*88" pallet
3	9	Including at least 1*88" pallet
1	10	Including at least 2*88" pallets

MCR not installed		
Max. Number of LD3s	**Max. Number of Pallets**	**Notes**
33	0	
31	1	
27	2	
25	3	
21	4	
19	5	
15	6	
13	7	
9	8	
5	9	
7	9	Including at least 1*88" pallet
3	10	Including at least 1*88" pallet
1	11	Including at least 2*88" pallets

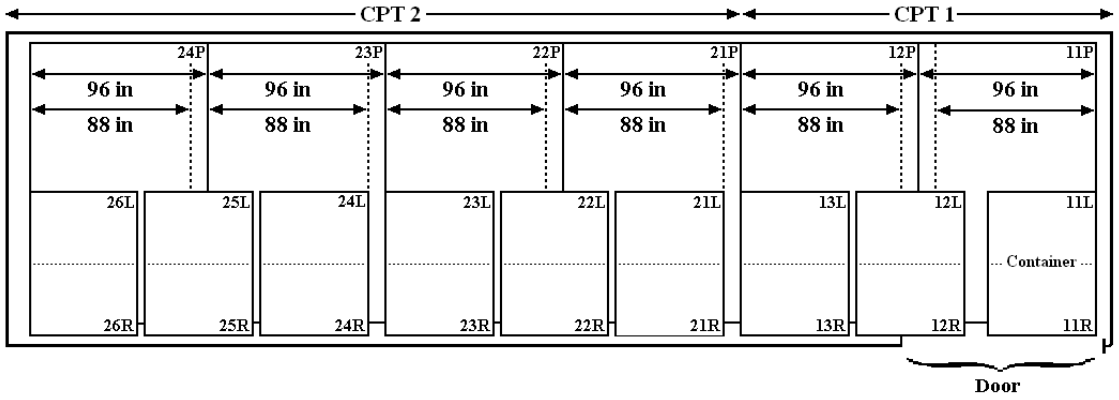
Table 179. Max ULD Position Gross Weight

ULD Type	Max. Gross Weight [kg]
LD3 (60,4" x 61,5" base)	1 587
LD6 / LD11 (60,4" x 125" base)	3 174
P 88x125	4 626
P 96x125	5 103

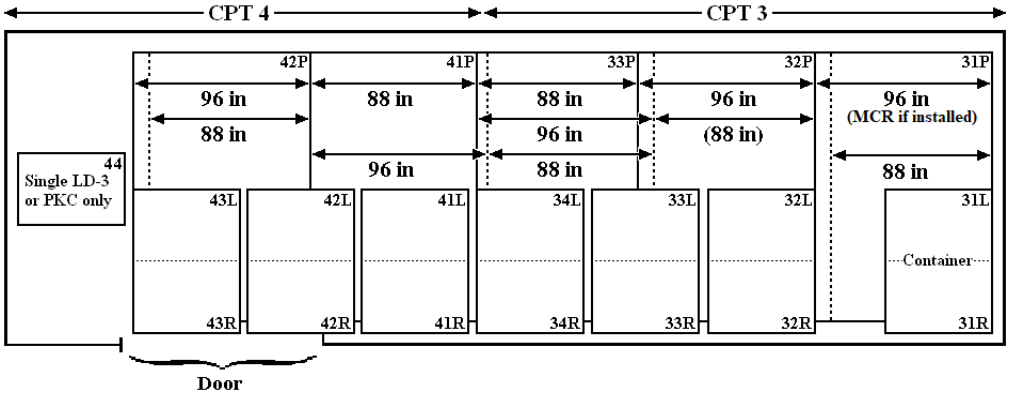
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5.8.2 Forward and Aft Hold Layout

Picture 120. Forward Hold



Picture 121. Aft Hold



NOTES:

a) Any combination of ULDs is allowed except:
   1. With 96" pallet loaded to position 33P, positions 32P and 41P have to remain unoccupied or loaded with 88" pallet
   2. If 96" pallet is loaded to positions 32P and 41P, pallet can not be loaded to position 33P (overlapping)
   3. 88" pallet shall be loaded to position 32P only in exceptional circumstances (to avoid wear to motorized rollers in the floor)
   4. if 96" pallet is loaded to position 41P, ULDs can not be loaded to position 34L/R (overlapping)

b) Position 31 or 31P can not be used for loading if Mobile Crew Rest container is installed

c) Allowed ULD types for container positions are LD6, LD11, LD3-45 (AKH), pair or single LD3 or pair or single 60,4" x 61,5" pallet (PKC)

d) When LD3-45 (AKH) type ULD is loaded, left or right position can be used for loading, adjacent left or right position shall remain empty

e) If 88" pallets are loaded, both latches of each double restraint latch must be raised.

f) The height of the loaded pallets must not exceed 1,626 m.

g) It is permitted to leave any ULD position empty. In such cases the following rules must be obeyed:
   1. ULDs shall be grouped together within hold
   2. LD3 containers need not necessarily be arranged in pairs.

h) Every ULD must be individually secured with latches.

i) When compartment is not fully loaded, latches must be raised in empty positions (ref. Airbus WBM). If cargo hold is empty latches do not need to be raised.

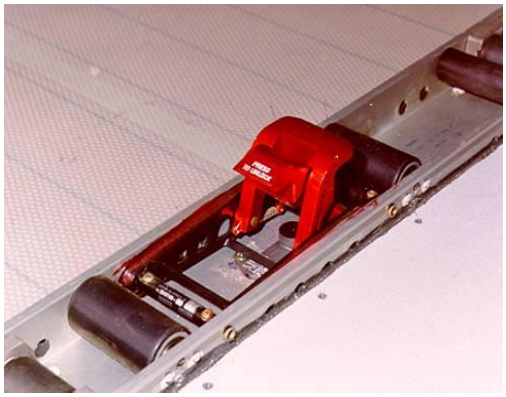
5.8.3 Mobile Crew Rest (MCR) Container

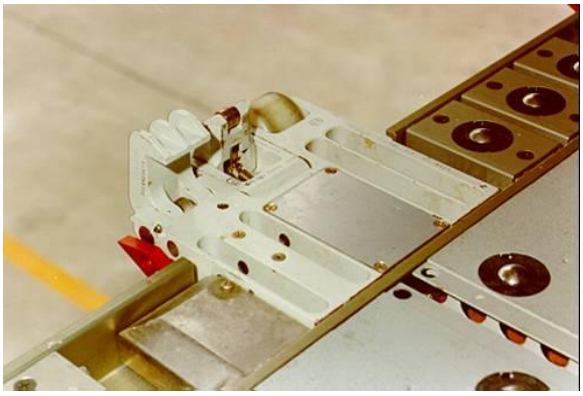
The Mobile Crew Rest (MCR) container unit has a base size of 96" x 125" and can be installed exclusively on ULD position 31P only. MCR is installed as standard to all AY A330 aircrafts.

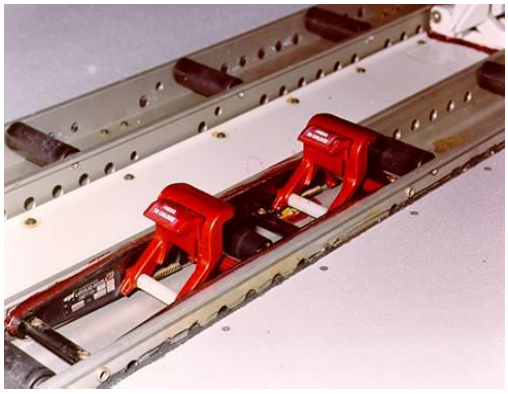
NOTE: When loading RRY minimum distances must be observed also from MCR-container.

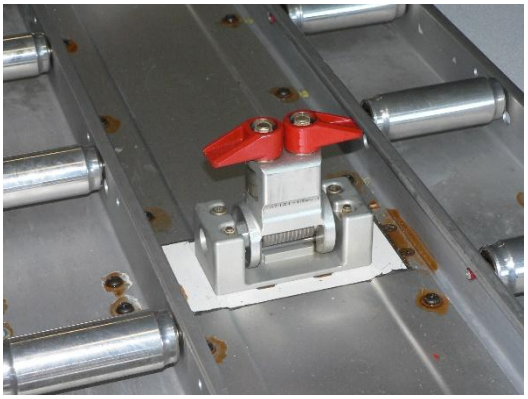
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5.8.4 Latch Installations in ULD Compartments


ULD-restraint latch


Door sill latch assembly


ULD-restraint double latch


Center latch


Endstops

5.8.4.1 Missing or Unserviceable Latches

Unserviceable latches (including broken or fatigued latch springs) or endstops may not be used to secure a ULD.

In case of missing or unserviceable latch:

a) all affected positions (ULD-positions for which latch is intended to secure ULDs) shall remain empty
or
b) Required ULD-position maximum weight reduction on affected positions shall be checked from Airbus WBM - documentation and applied accordingly (as instructed case-by-case by e.g AY Ground Operations, OCC or MCC)

Report the deficiencies immediately to the Commander or responsible ground personnel and Finnair Operational Maintenance, tel. +358 9 8185837, to enable quick corrective actions. Additionally Ground Safety Report (GSR) shall be made for all unserviceable or missing latches.

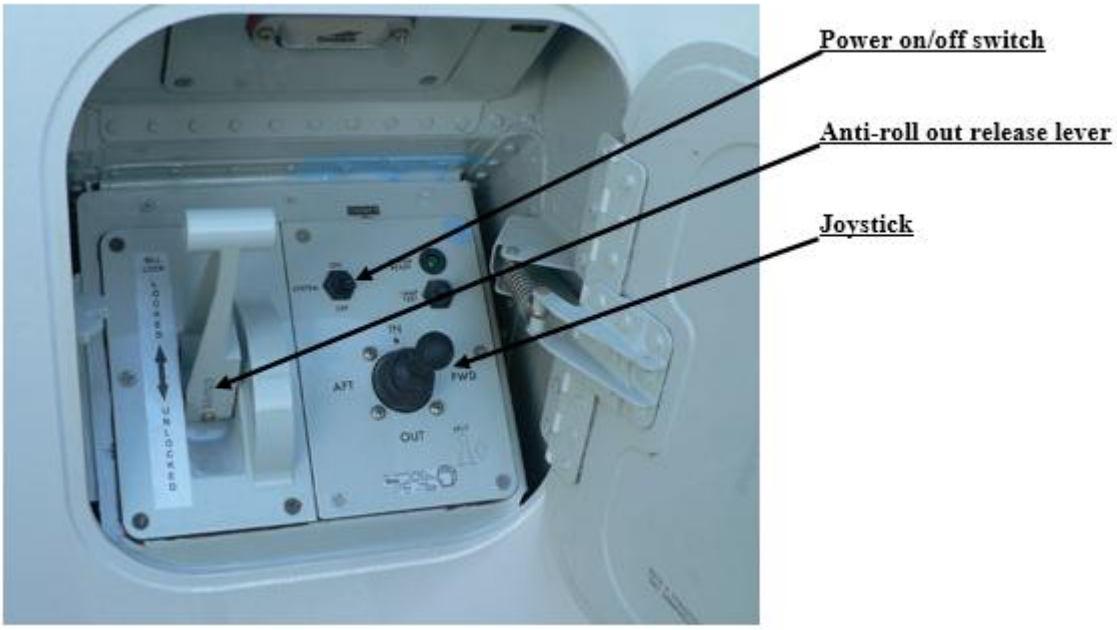
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5.8.5 Cargo Loading System

ULD movements in compartments are controlled with the joystick. The power ON-OFF switch of the cargo loading system and sill latch UP-DOWN lever are located on the left hand side of the joystick assembly.

Picture 122. A330 Cargo Loading System Control



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5.9 Cabin Versions

5.9.1 Version 3700 (OH-LTM / N / O / P / R / S / T / U)

a) Sections / Rows
0A / 1 – 7
0B / 21 – 43
0C / 51 – 67

b) Cabin Configuration
J 28 / W 21 / Y 230
Total pax seats: 279

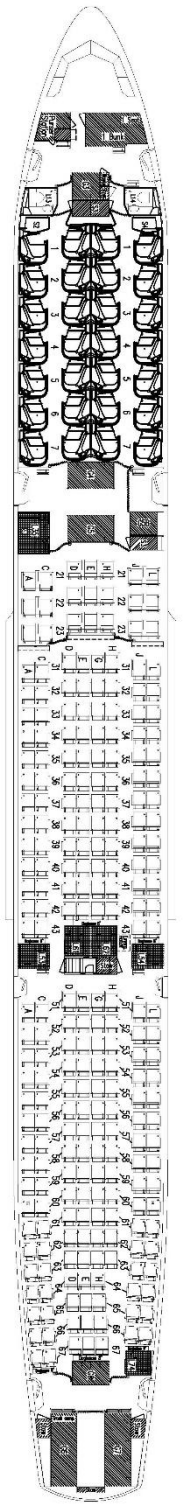
c) Emergency Exit Seats
51AC, 51JL

d) Crew Rest Area
Crew rest compartment in fwd of the cabin
Mobile Crew Rest on lower deck

e) Duty Stations for Cabin Crew

1.	L1 CA SEAT (PT minimum)
2.	L2 CA SEAT (PT minimum)
3.	L3 CA SEAT (PT minimum)
4.	L4 CA SEAT (PT minimum)
5.	R4 CA SEAT (PT minimum)
6.	R3 CA SEAT (PT minimum)
7.	R2 CA SEAT (PT minimum)
8.	R1 CA SEAT (PT minimum)
9.	R1+ CA SEAT
10.	L4+ CA SEAT
11.	R4+ CA SEAT

f) Instructions for Special Passengers
See ANNEX A Customer Handling



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5.9.2 Seats in Cockpit

3 + 1 jump seat

5.9.3 Cabin Limitations

5.9.3.1 Maximum Number of Passengers and Crew

(When all cabin doors and slides are serviceable)

Table 180. Maximum Number of Passengers and Crew

	Number of Seats
Cabin Version number:	3700
Crew:	
Flight deck	4
Cabin	11
Total number of crew seats	15
Passengers:	
Cabin section A	28
Cabin section B	121
Cabin section C	130
Total number of passenger seats	279

5.9.4 Measures of Overhead Lockers in Cabin

(Measures of one locker)

Table 181. Measures of Overhead Lockers in Cabin

Interior length [cm]	102
Interior height [cm]	38
Depth [cm]	53
Height between locker and cabin floor [cm]	177

5.10 Maximum Gross Weights, BW/BI, DOW/DOI, Pantry Codes, Standard Taxi Fuel

5.10.1 Maximum Gross Weights

Table 182. Maximum Gross Weights

Max. taxi weight	233 900 kg
Max. take-off weight	233 000 kg
Max. landing weight	187 000 kg
Max. zero fuel weight	175 000 kg

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5.10.2 Basic Weights/Indexes, Dry Operating Weights/Indexes, Pantry Codes

Basic Weights and Indexes (BW/BI), Dry Operating Weights and Indexes (DOW/DOI) and pantry codes are published in Finnair Partner Hub.

5.10.3 Standard Taxi Fuel

Including 30 min operation of APU: 400 kg

5.11 Balance Calculations

5.11.1 List of Valid Balance Tables

Table 183. List of Valid Balance Tables

Form Number	Cabin Version	Aircraft Registrations
FINNAIR 5-1928-0921 (01/2025)	3700	OH-LTM/N/O/P/R/S/T/U

Effective balance tables can be retrieved from Finnair Partner Hub.

Instructions for use are included in the balance table form.

5.11.2 Balance Entries in Manual Loadsheet

Write the data given below in "balance conditions" box on the loadsheet:

DOI, DLI, LIZFW, MACZFW, LITOW, MACTOW, STABTO (ANU)

5.12 Maximum Fuel Capacity

Inner tanks (left+right): 84 000 litres
Outer tanks (left+right): 7 300 litres
Trim tank: 6 230 litres
(=78 317 kg when fuel density is 0,803 kg/l)
Maximum total fuel capacity: 97 530 litres

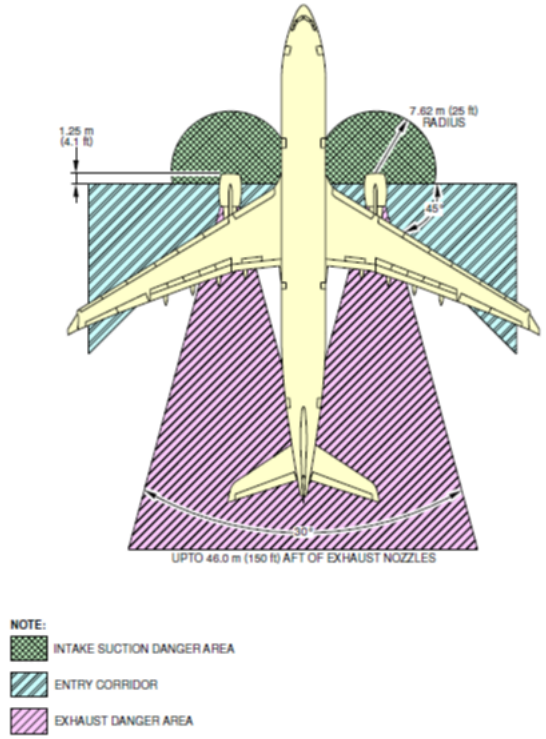
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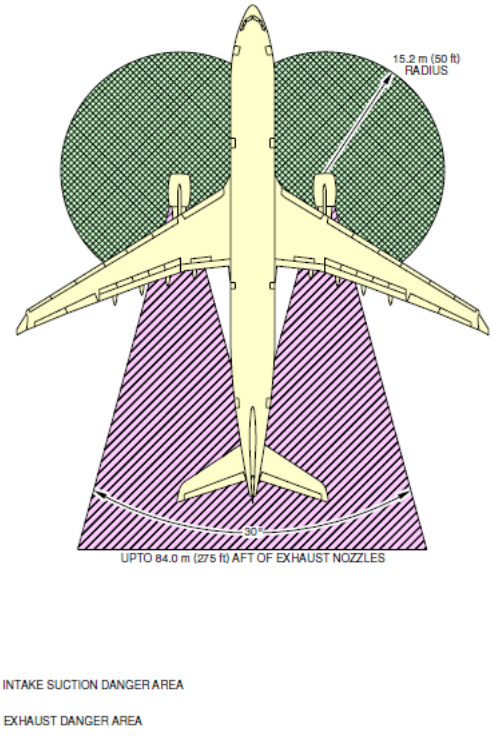
5.13 Danger Areas of Engines

[Ref. Airbus Aircraft Characteristics -manual]

Picture 123. A330 Idle Ground Power

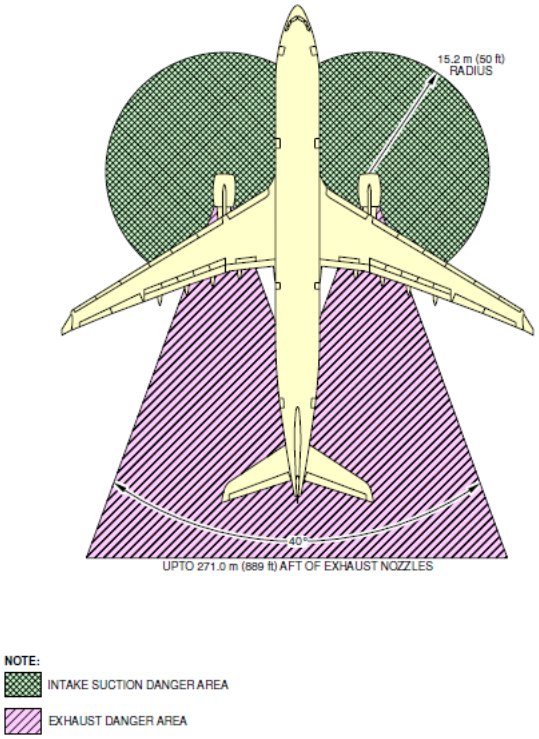


Picture 124. A330 Breakaway Power



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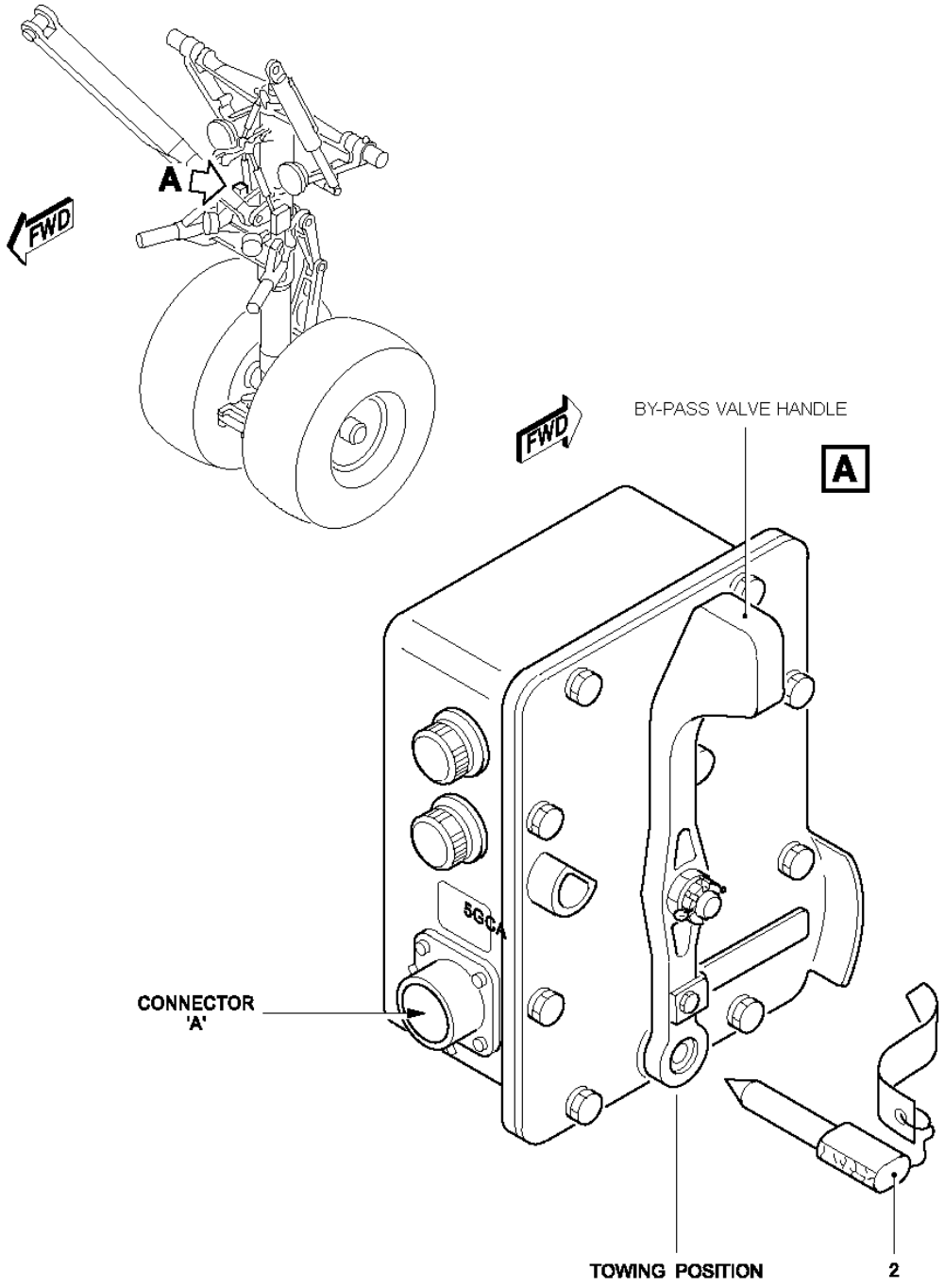
Picture 125. A330 Max. Take-off Power



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5.14 By-pass Valve Assembly

Picture 126. A330 By-pass Valve Assembly

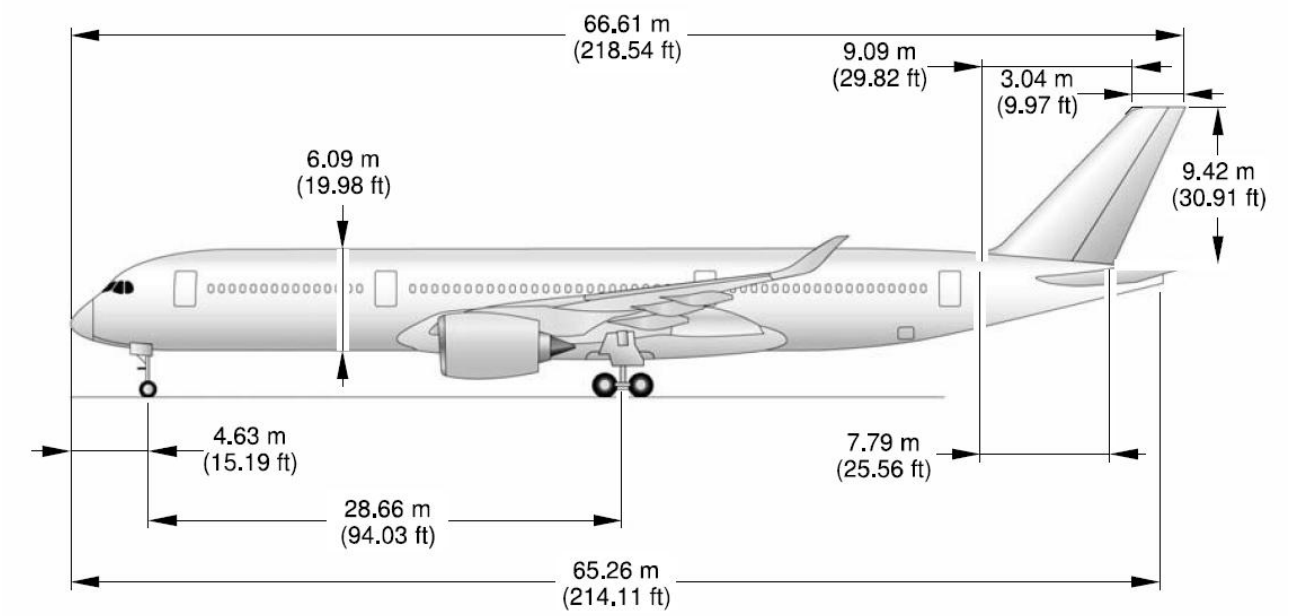


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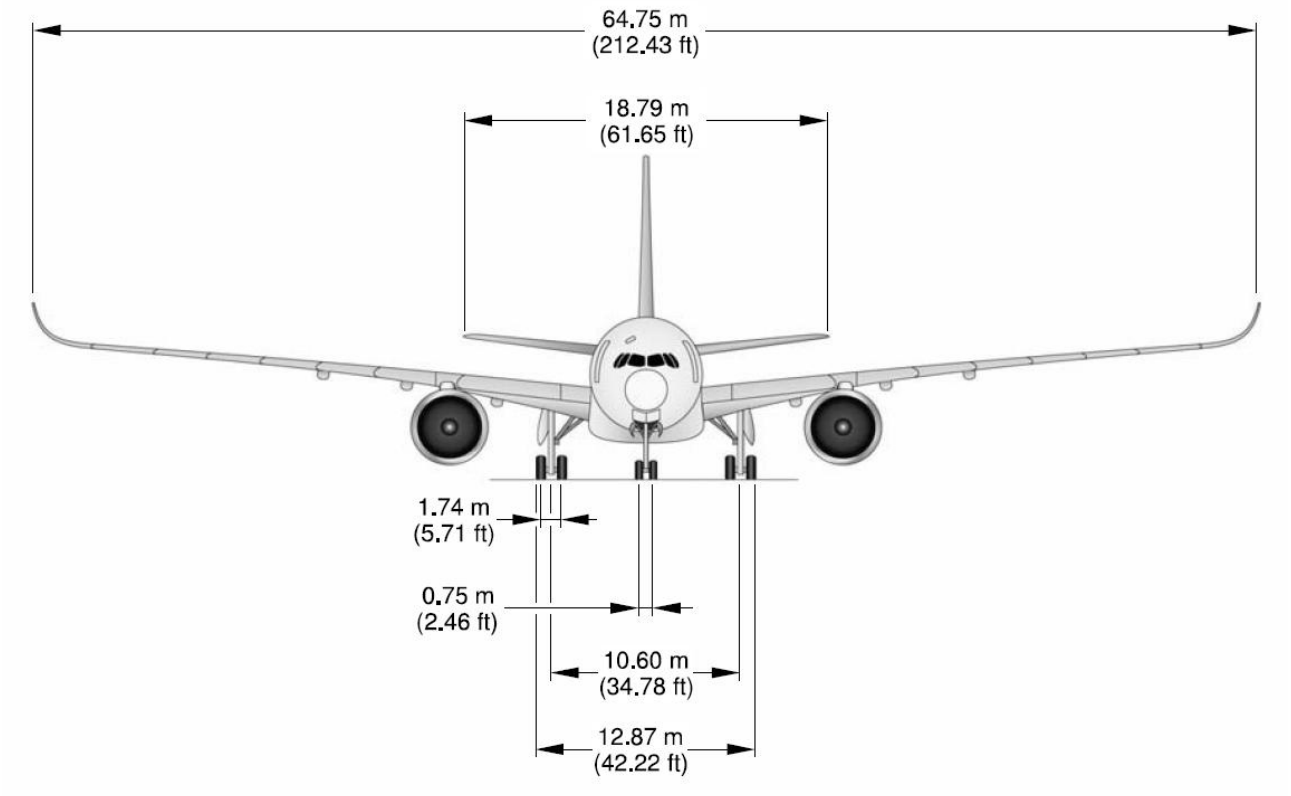
6 Airbus A350-941

6.1 Exterior Dimensions

Picture 127. A350-941 Exterior Dimensions 1

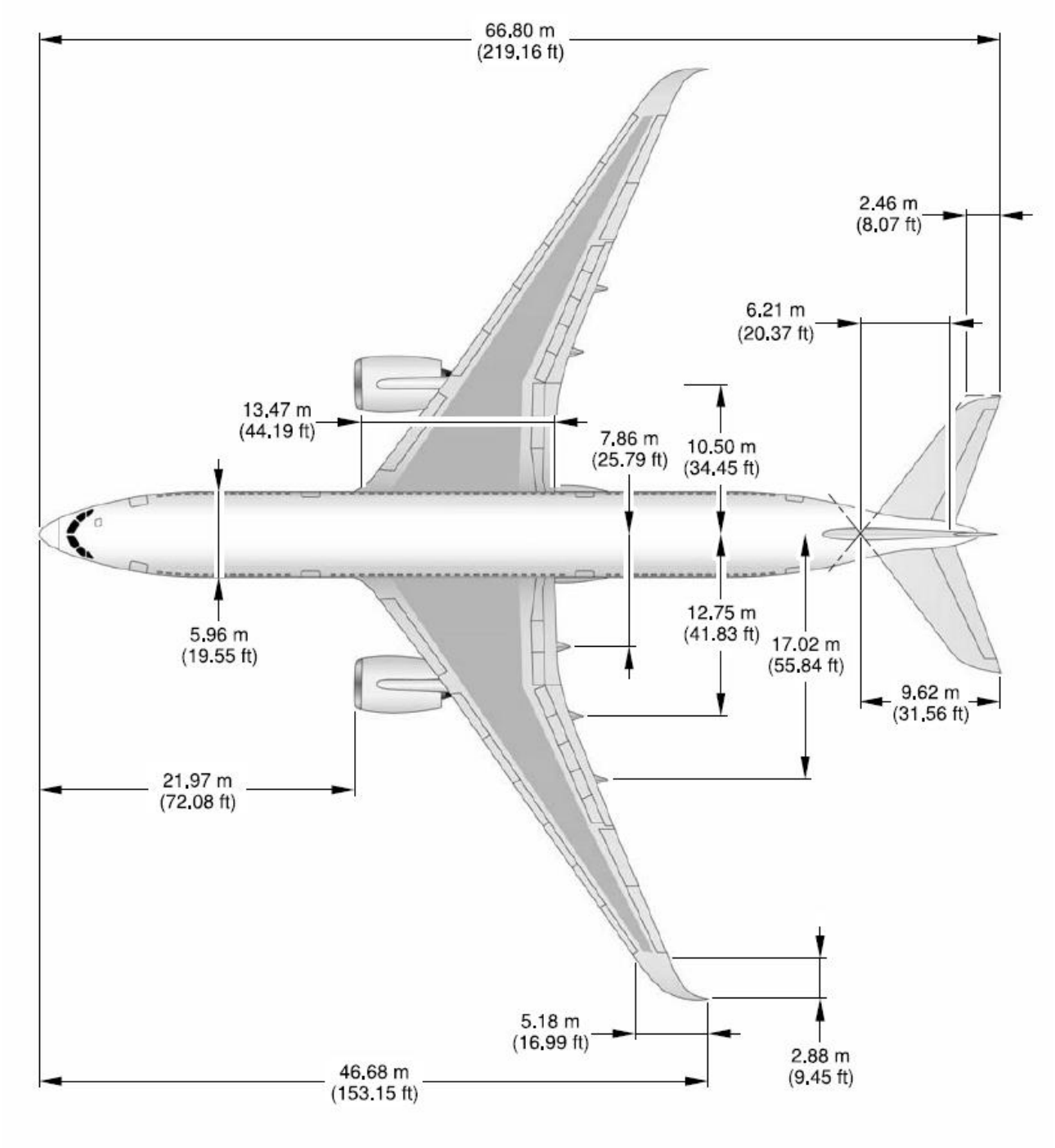


Picture 128. A350-941 Exterior Dimensions 2



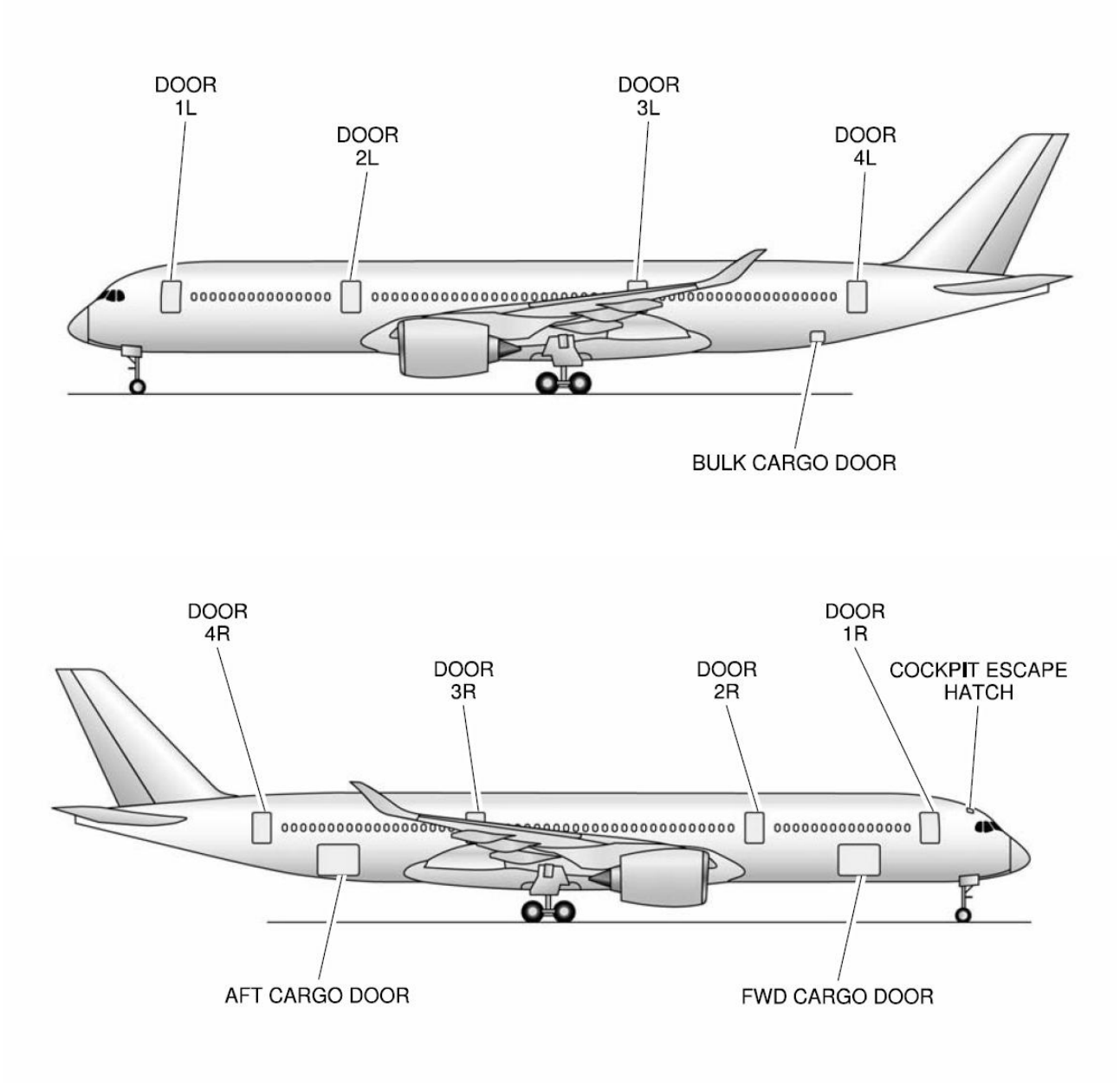
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Picture 129. A350-941 Exterior Dimensions 3

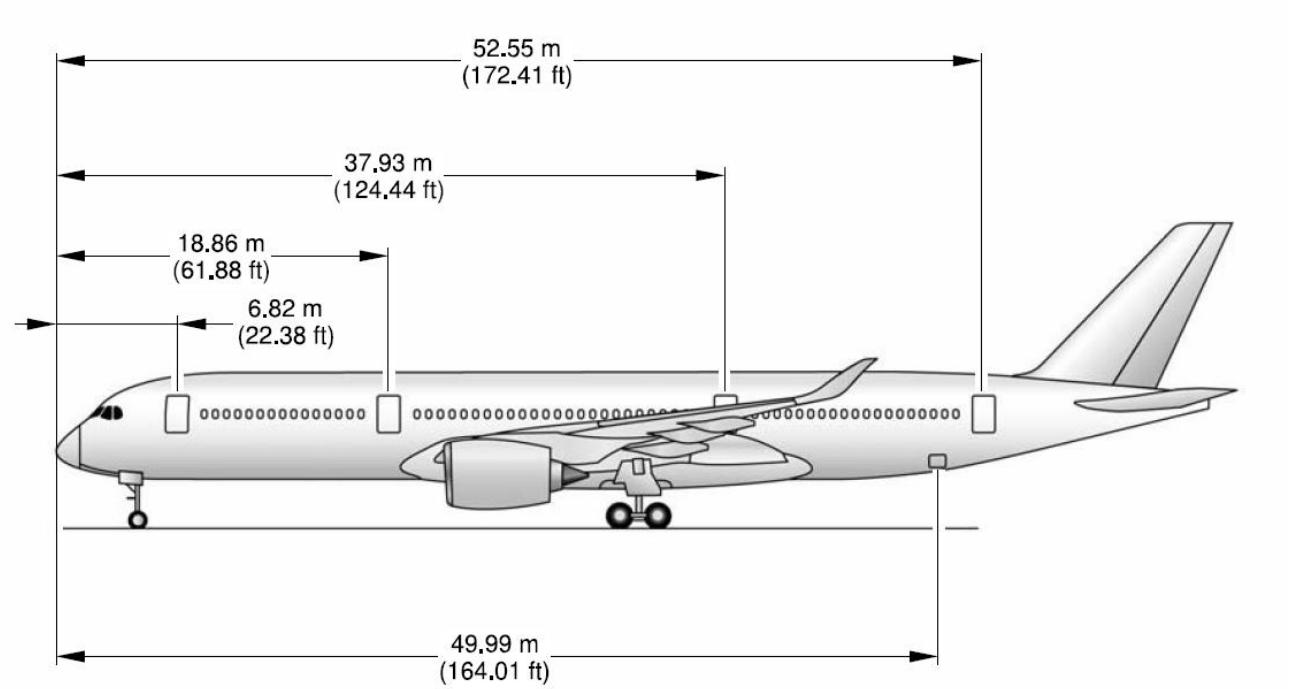


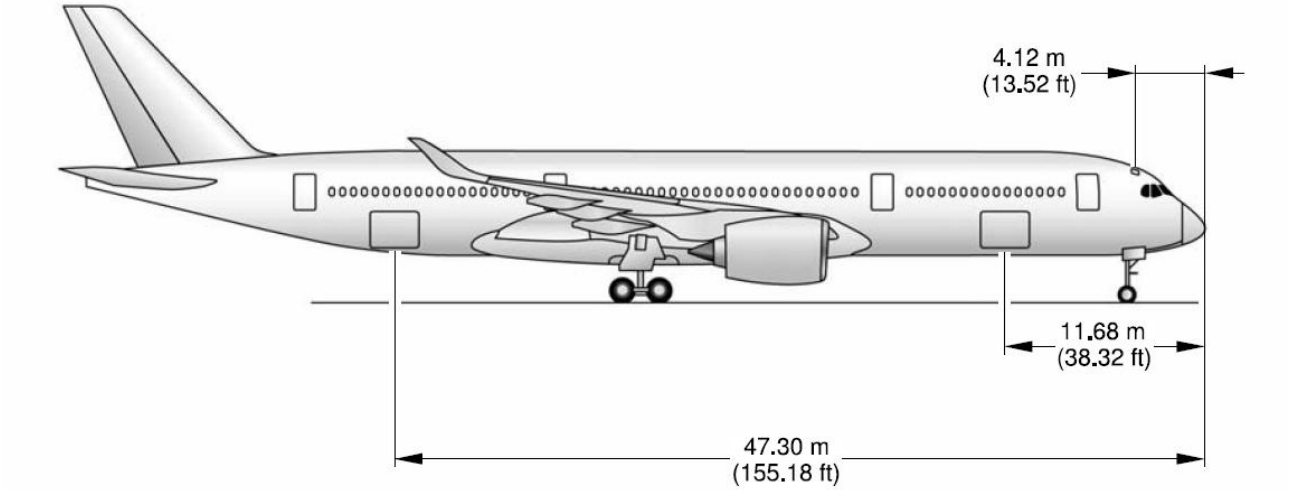
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6.2 Door Locations and Dimensions



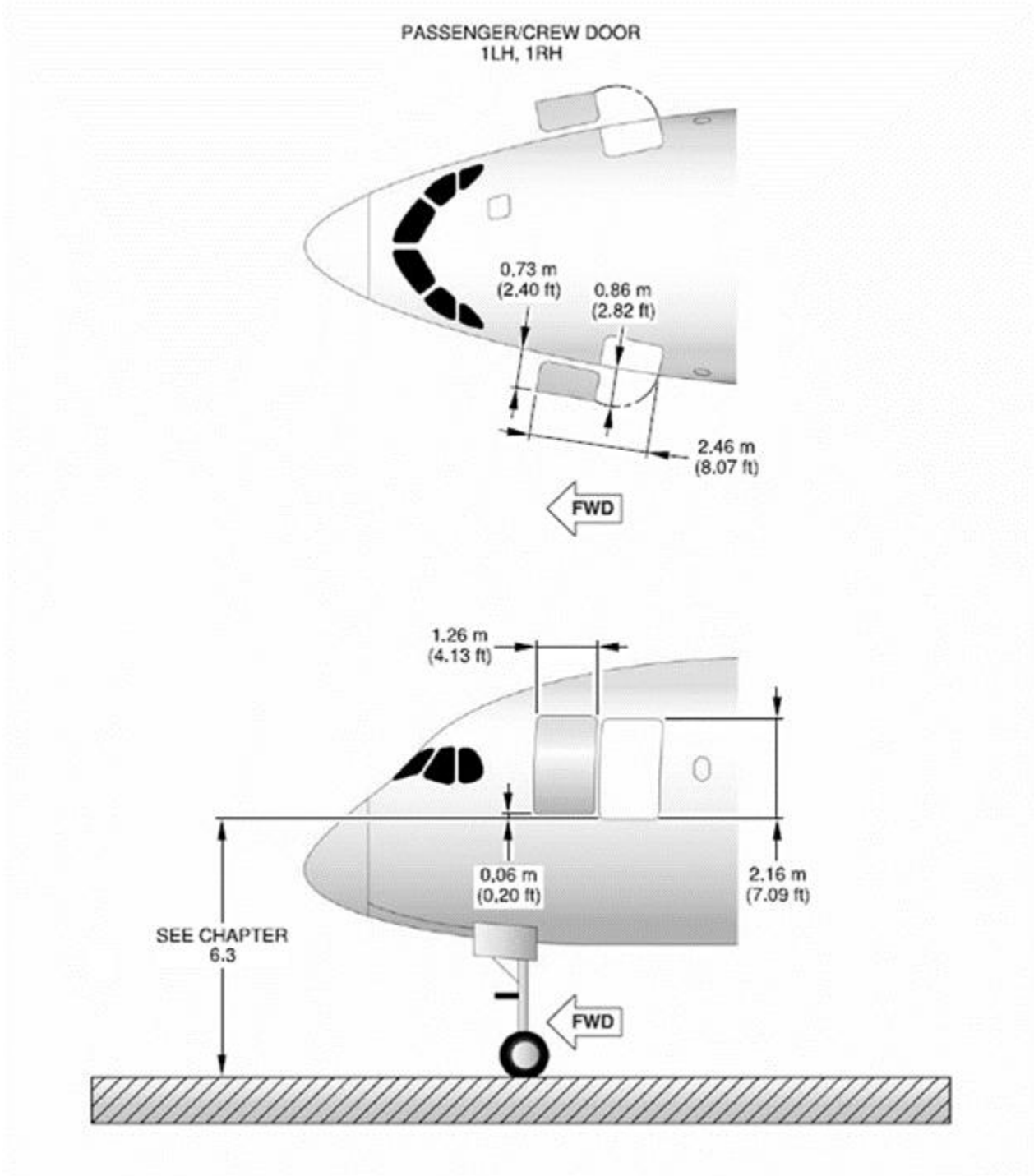
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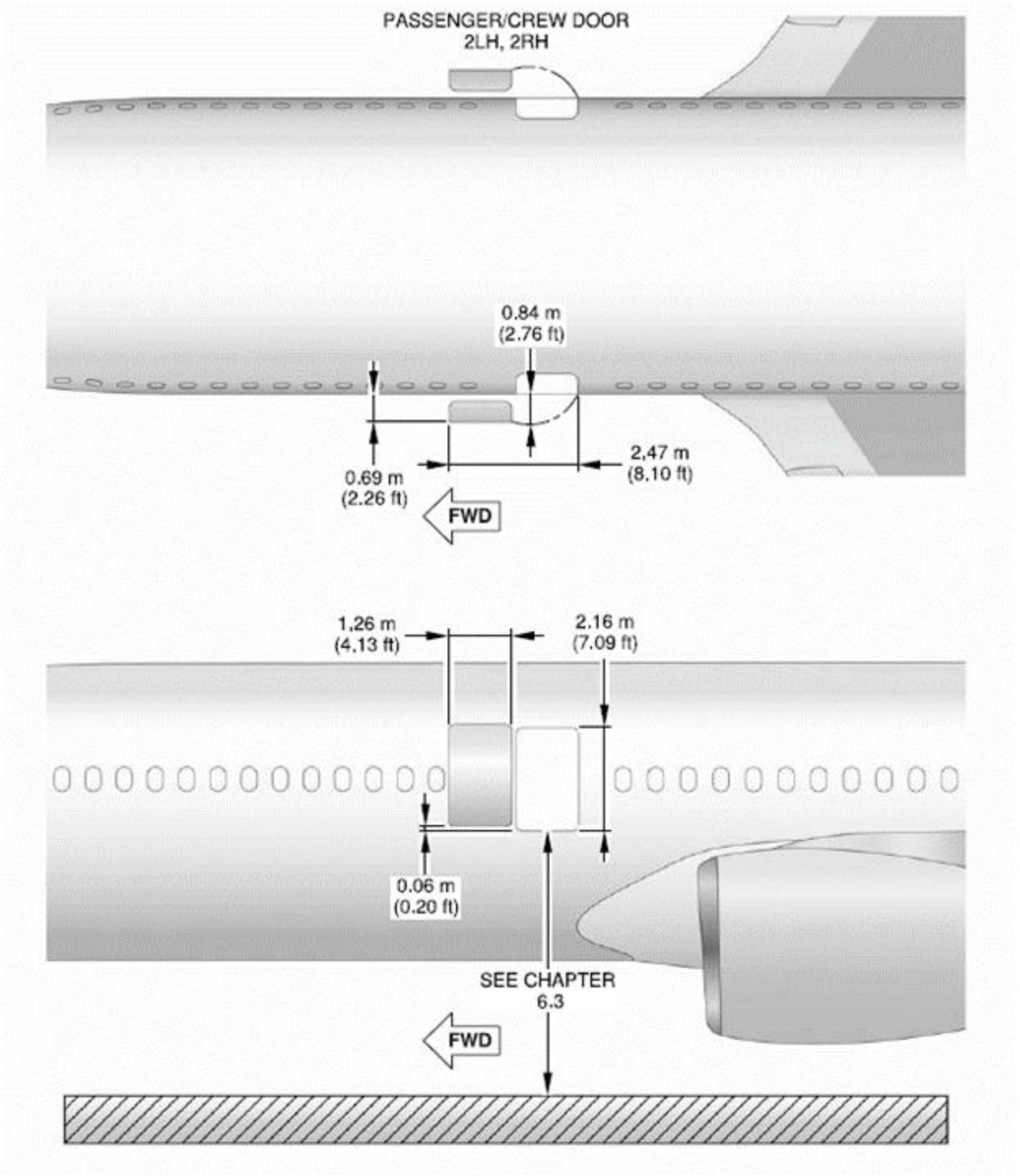


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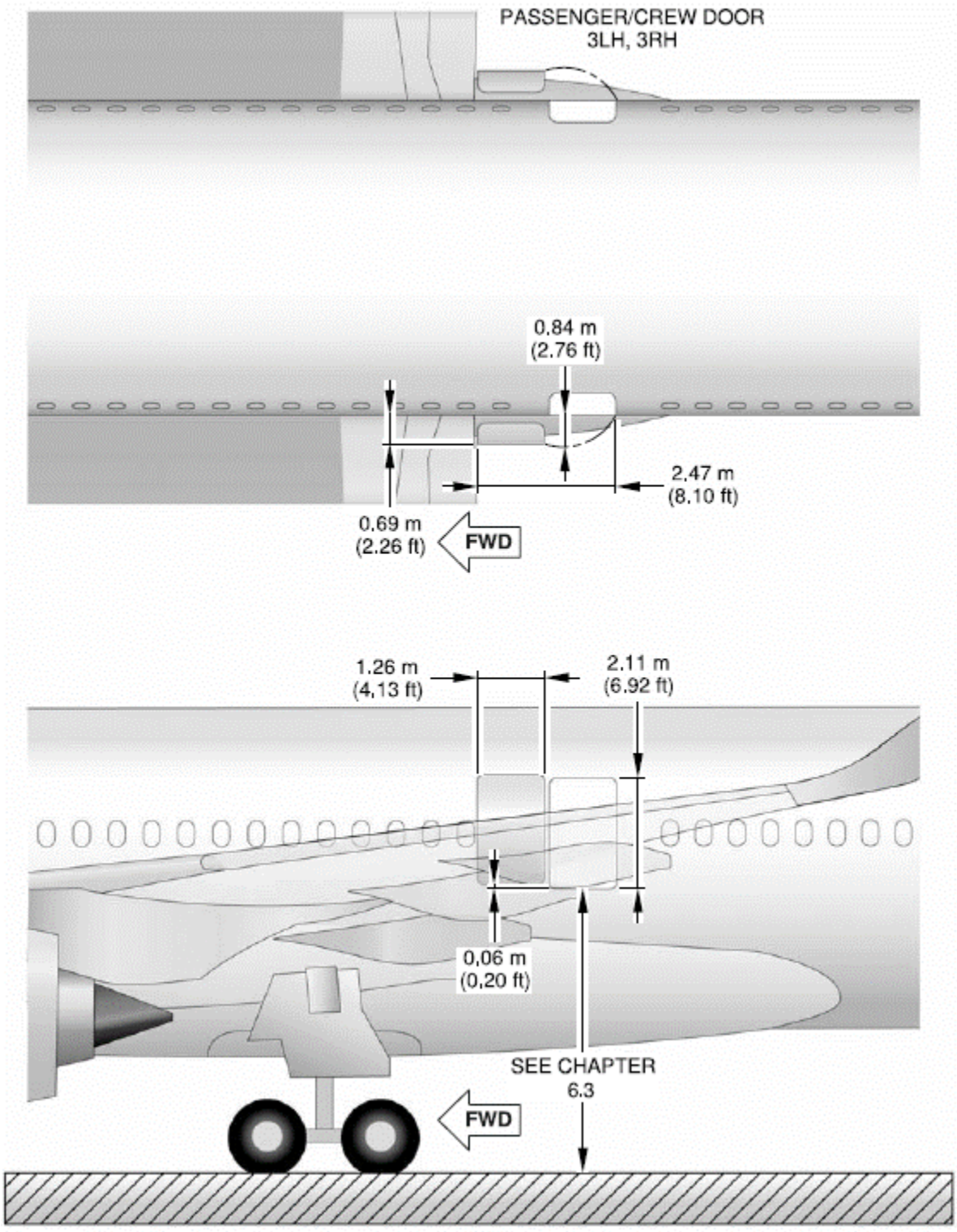
a) Cabin Access Door Locations and Dimensions



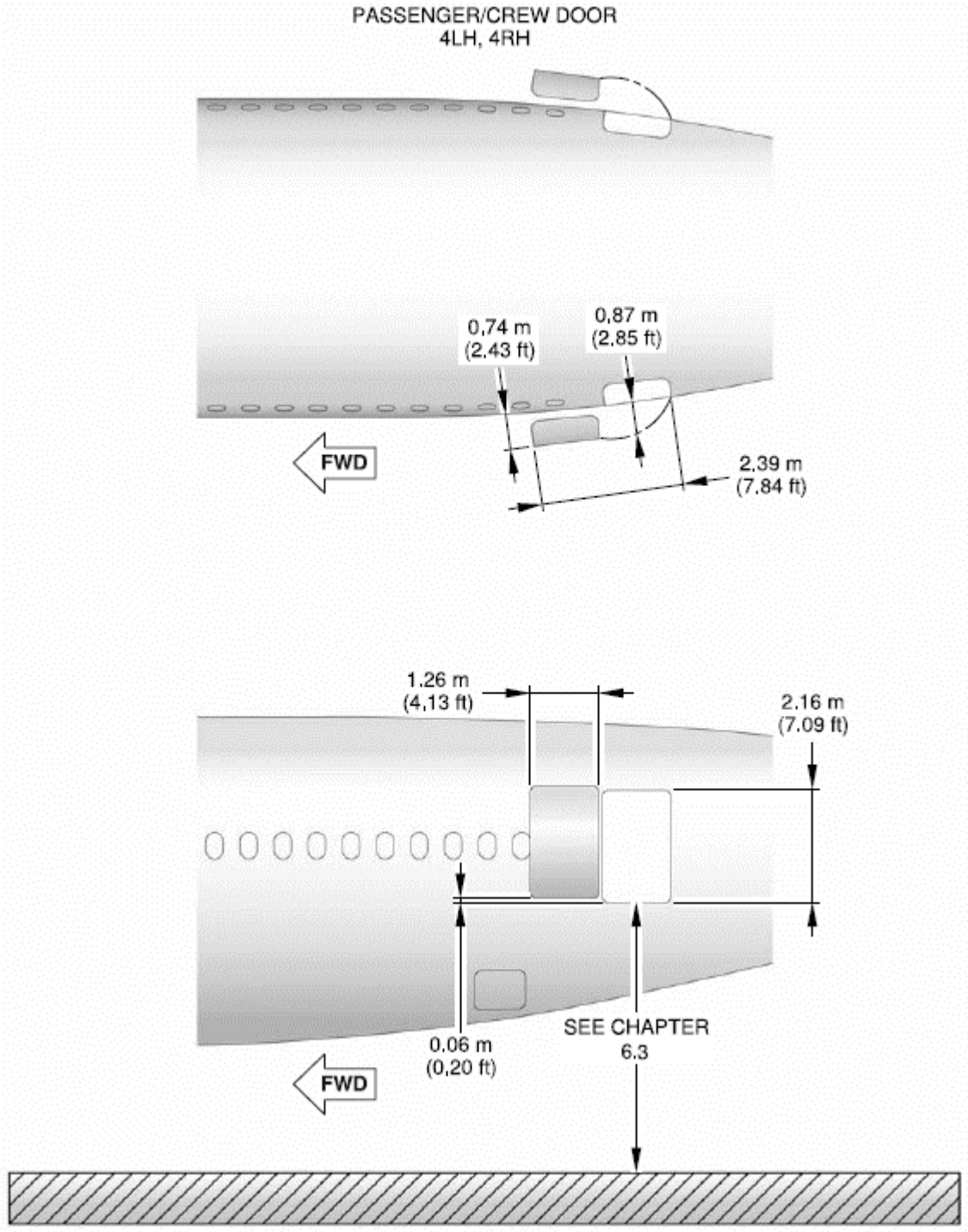
Classified as Internal



Classified as Internal



Classified as Internal



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Picture 130. Door Space Illustration



NOTE: Due to outwards opening doors and considerable difference between door sill heights of empty and loaded aircraft, it must be taken care of that sufficient space is left under the opened door when positioning mobile stairs, catering equipment etc. to the aircraft. See AY GOM ANNEX D 6.3 Sill Heights and Ground Clearances.

Classified as Internal

b) Cargo Compartment Door Locations and Dimensions

Picture 131. A350 Front View of FWD Compartment Door

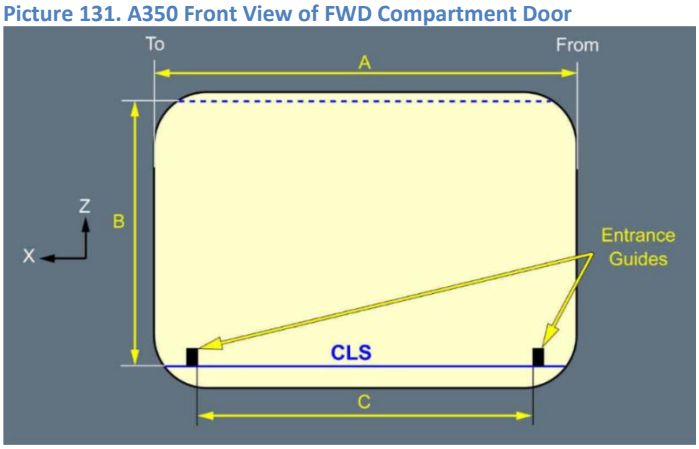


Table 184. A350 FWD Compartment Door Dimensions

LEGEND		DIMENSION [m]
A	Clear opening width	2,852
B	Clear opening height	1,679
C	Door width at CLS level	2,533

Picture 132. A350 Front View of AFT Compartment Door

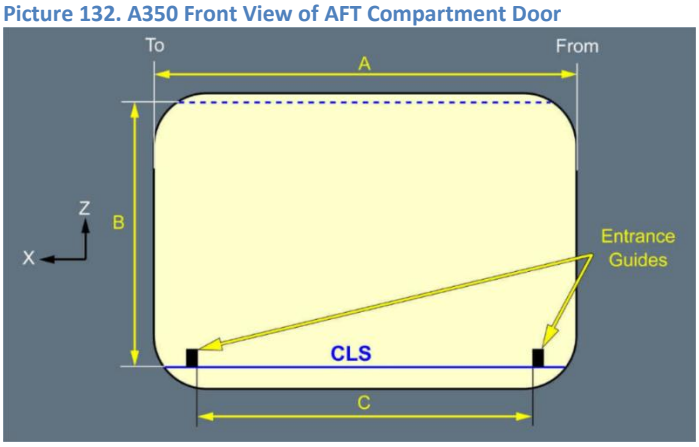


Table 185. A350 AFT Compartment Door Dimensions

LEGEND		DIMENSION [m]
A	Clear opening width	2,797
B	Clear opening height	1,679
C	Door width at CLS level	2,490

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Picture 133. A350 Plan View of FWD and AFT Compartment Doors

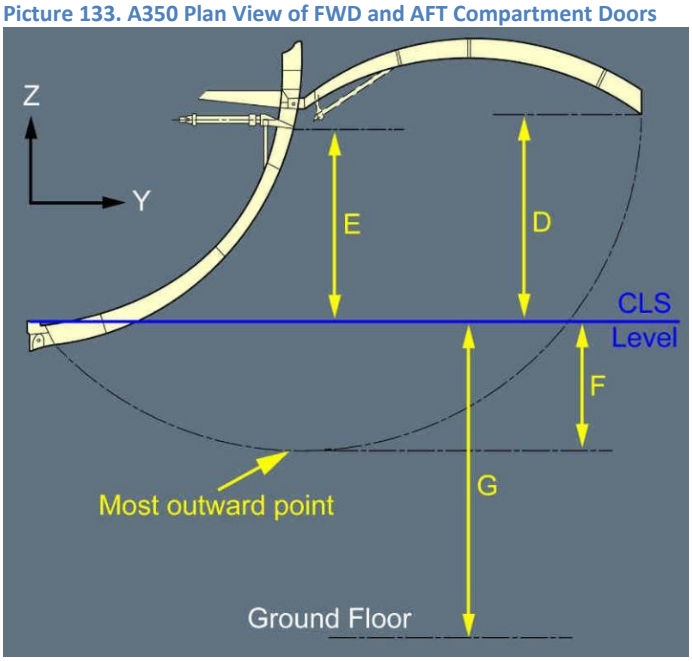


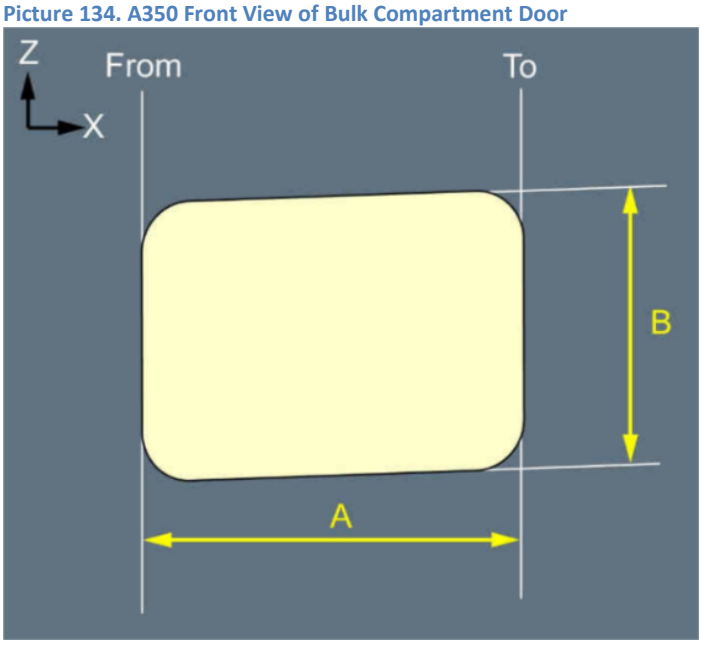
Table 186. A350 FWD and AFT and Compartment Door Dimensions (Plan View)

LEGEND		DIMENSION [m]
D	Clearance between CLS level and hooks (when the door is in fully open position)	2,092
E	Clearance between CLS level and ceiling	1,679
F	Clearance between CLS level and the most outward point (when the door is operated)	0,783
G	Approximative height between CLS level and the ground floor (the value depends on the weight and the CG of the A/C)	3,200

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Picture 134. A350 Front View of Bulk Compartment Door



Picture 135. A350 Plan View of Bulk Compartment Door

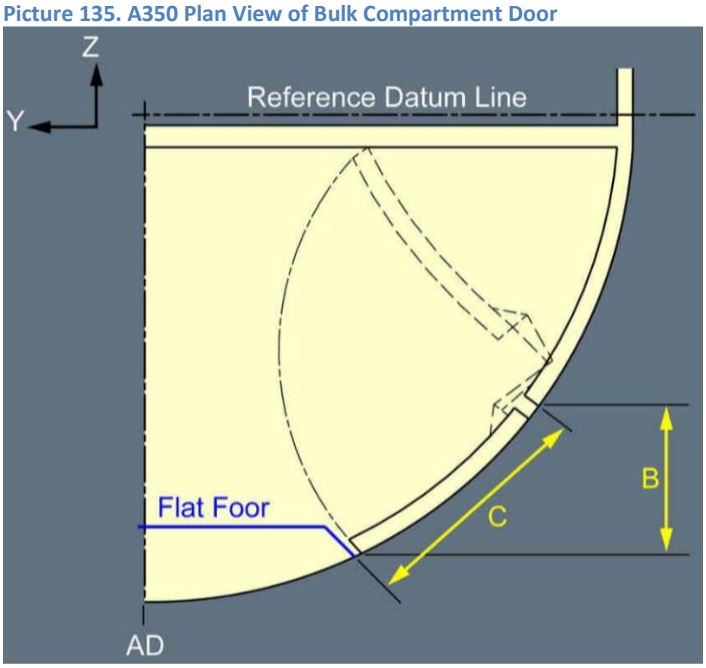


Table 187. A350 Bulk Compartment Door Dimensions

LEGEND		DIMENSION [m]
A	Clear opening width	0,950
B	Clear opening height (Vertical)	0,762
C	Clear height opening in plan view	1,230

Classified as Internal

6.3 Sill Heights and Ground Clearances

This section provides the heights of various points of the aircraft, above the ground, for different aircraft configurations. Dimensions in the tables are approximate and will vary with tire type, weight and balance and other special conditions.

The dimensions are given for:

a) A light weight, for an A/C in maintenance configuration with FWD CG and a AFT CG,
b) An aircraft at MRW with a FWD CG and a AFT CG.

Picture 136. A350-941 Sill Heights and Ground Clearances

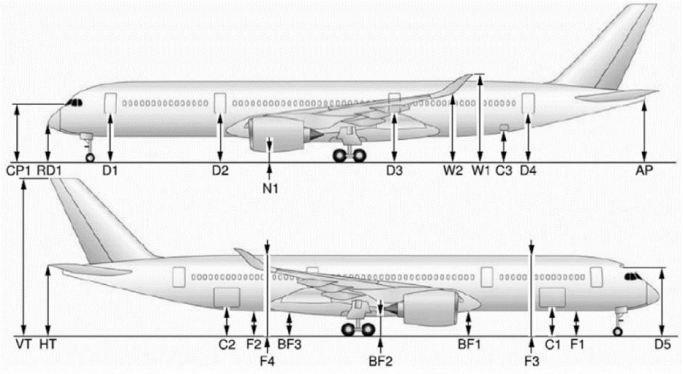


Table 188. A350-941 Sill Heights and Ground Clearances

A/C CONFIGURATION		MAXIMUM RAMP WEIGHT		140 000 kg	
		FWD CG (26%) [m]	AFT CG (33.2%) [m]	FWD CG (20%) [m]	AFT CG (40%) [m]
DOORS	D1	5.06	5.11	5.16	5.38
	D2	5.10	5.13	5.22	5.34
	D3	5.17	5.16	5.33	5.27
	D4	5.22	5.18	5.40	5.21
	D5	7.25	7.31	7.33	7.61
	C1	3.09	3.13	3.20	3.38
	C2	3.26	3.22	3.43	3.29
	C3	3.25	3.21	3.43	3.26
FUSELAGE	F1	2.41	2.45	2.52	2.71
	F2	2.53	2.50	2.70	2.59
	F3	8.50	8.54	8.61	8.78
	F4	8.41	8.38	8.59	8.45
	BF1	2.45	2.47	2.57	2.67
	BF2	1.93	1.93	2.08	2.08
	BF3	2.52	2.50	2.68	2.59
	CP1	5.85	5.91	5.94	6.21
	RD1	3.98	4.04	4.07	4.35
WINGS	W1	9.40	9.37	9.57	9.44
	W2	6.98	6.96	7.14	7.05
TAILPLANE	HT	7.67	7.60	7.88	7.56
	AP	6.62	6.55	6.82	6.52
	VT	17.17	17.10	17.38	17.06
ENGINE / NACELLE	N1	0.74	0.76	0.87	0.94
	N1 With Drain Mast	0.59	0.60	0.72	0.78

NOTE:

Passenger and cargo door ground clearances are measured from the center of the door sill and from floor level.

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6.4 Servicing Points

Picture 137. A350-941 Servicing Points

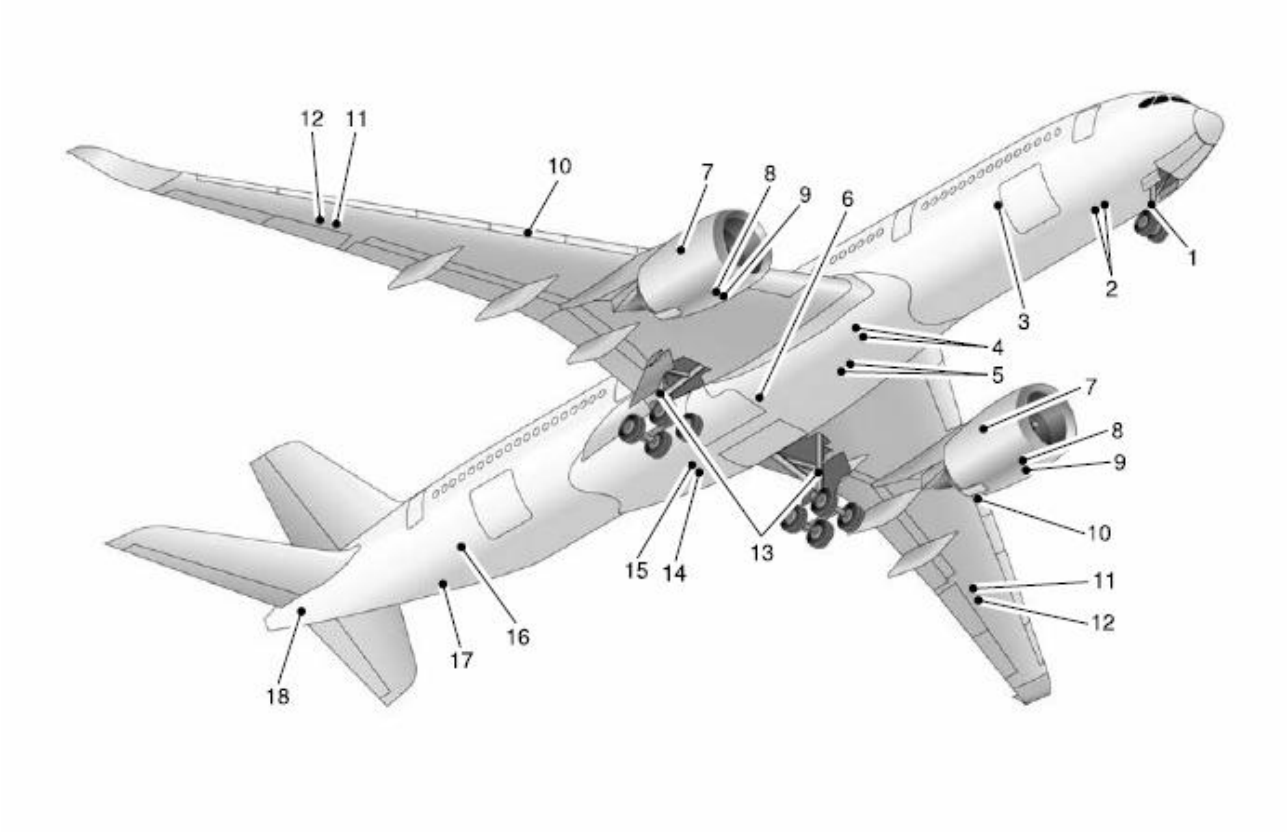


Table 189. A350-941 Ground Service Connections

1	NLG Grounding (Earthing) Point	10	Refuel/Defuel Couplings
2	Ground Electrical Power Connectors	11	Overpressure Protector
3	Oxygen System	12	NACA Flame Arrestor
4	Low Pressure Air Pre-Conditioning	13	MLG Grounding (Earthing) Point
5	High Pressure Air Pre-Conditioning	14	Green Hydraulic-System Service Panel
6	Yellow Hydraulic-System Service Panel	15	Refuel/Defuel Control Panel
7	Engine Oil Servicing	16	Potable Water Servicing Panel
8	Starter Oil Servicing	17	Waste Water Servicing Panel
9	VFG Oil Servicing	18	APU Oil Servicing

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6.5 Compartment Dimensions, Capacities and Limitations

6.5.1 Maximum Package Dimensions

6.5.1.1 Forward Cargo Hold (Compartment 1 and 2)

The maximum dimensions of cargo packages which will pass through the forward cargo door and which must be restrained in the forward cargo hold (compartment 1 and 2) are shown in Table 190. Forward Cargo Hold Upright Loading and in Table 191. Forward Cargo Hold Tilted Loading.

These dimensions are approximate and refer to rectangular packages.

a) Upright loading
Upright loading refers to large or heavy packages loaded with the assistance of mechanical ground support equipment and maneuvered through the door in an upright position.

Table 190. Forward Cargo Hold Upright Loading

WIDTH [cm]	HEIGHT [cm]	LENGTH [cm]
234	162	307

b) Tilted loading
Tilted loading refers to large low density cargo which may require hand maneuvering through the door in a tilted position to avoid obstructions.

Table 191. Forward Cargo Hold Tilted Loading

WIDTH [cm]	HEIGHT [cm]	LENGTH [cm]
25	25	1200
50	50	850
76	76	700

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6.5.1.2 Aft Cargo Hold (Compartment 3 and 4)

The maximum dimensions of cargo packages which will pass through the aft cargo door and which must be restrained in the forward cargo hold (compartment 3 and 4) are shown in Table 192. Aft Cargo Hold Upright Loading and in Table 193. Aft Cargo Hold Tilted Loading.

These dimensions are approximate and refer to rectangular packages.

a) Upright loading
Upright loading refers to large or heavy packages loaded with the assistance of mechanical ground support equipment and maneuvered through the door in an upright position.

Table 192. Aft Cargo Hold Upright Loading

WIDTH [cm]	HEIGHT [cm]	LENGTH [cm]
234	162	307

b) Tilted loading
Tilted loading refers to large low density cargo which may require hand maneuvering through the door in a tilted position to avoid obstructions.

Table 193. Aft Cargo Hold Tilted Loading

WIDTH [cm]	HEIGHT [cm]	LENGTH [cm]
25	25	1200
50	50	850
76	76	700

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6.5.1.3 Bulk Compartment (Compartment 5)

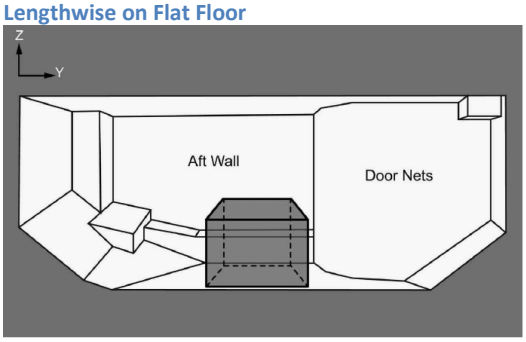
The maximum dimensions of cargo packages which will pass through the rear bulk cargo door are shown in Table 194. Bulk Compartment Upright Loading and in Table 195. Bulk Compartment Tilted Loading.
The maximum dimensions of cargo packages which will pass through the aft cargo hold door are shown in Table 196. Bulk Compartment Through th AFT Hold Door, Upright Loading.

a) Upright loading through the rear bulk door
Upright loading applies to heavy packages which only can be loaded with the assistance of mechanical ground support equipment and in a position parallel to the bulk compartment floor. These packages must be positioned on the horizontal part of the floor.

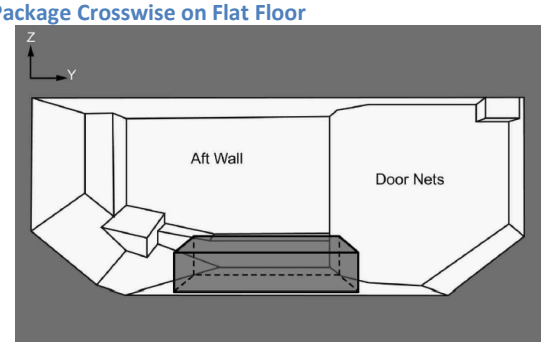
Table 194. Bulk Compartment Upright Loading

WIDTH [cm]	HEIGHT [cm]	LENGTH [cm]	Package Positioning
85	70	165	Picture 138
85	70	155	Picture 139
33	70	240	Picture 140

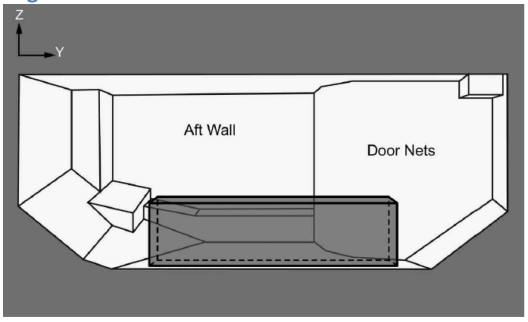
Picture 138. Upright Loading: Package Lengthwise on Flat Floor



Picture 139. Upright Loading: Small Package Crosswise on Flat Floor



Picture 140. Upright Loading: Long Package Crosswise on Flat Floor



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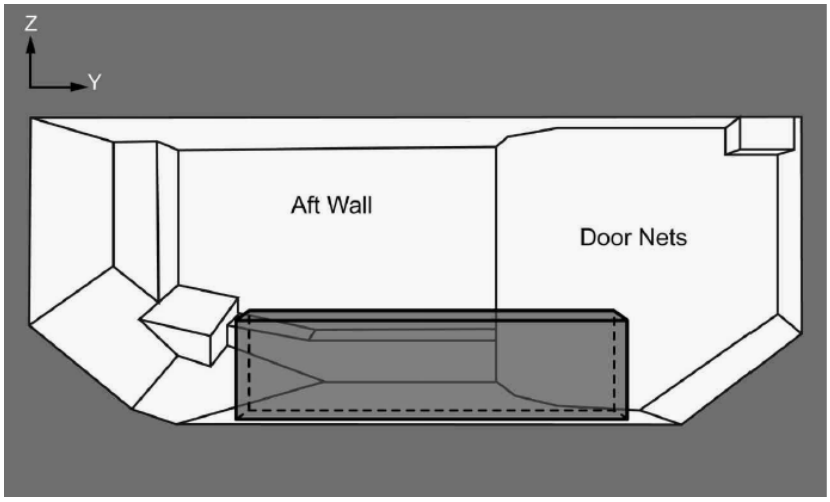
b) Tilted loading through the rear bulk door
Tilted loading applies to large low density cargo which may require hand maneuvering through the door in a tilted position to avoid obstructions. Depending on the size and the weight of the long lightweight package, the use of load spreaders is recommended.

Table 195. Bulk Compartment Tilted Loading

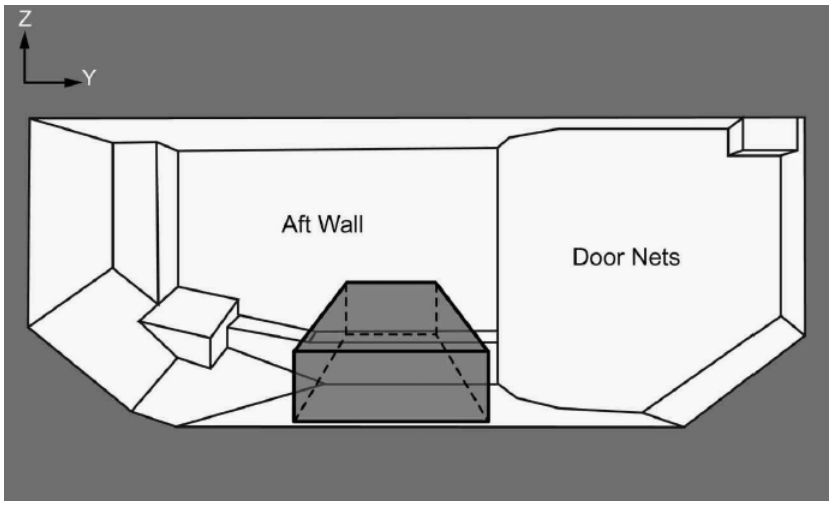
WIDTH [cm]	HEIGHT [cm]	LENGTH [cm]	Package Positioning
33	110	240	Picture 141
85	100	230	Picture 142
120	20	240	Picture 143
95	50	220	
120	50	200	Picture 144

The following illustrations provide some examples of long lightweight packages that are compatible with tilted loading:

Picture 141. Tilted Loading: Long Package Crosswise on Flat Floor

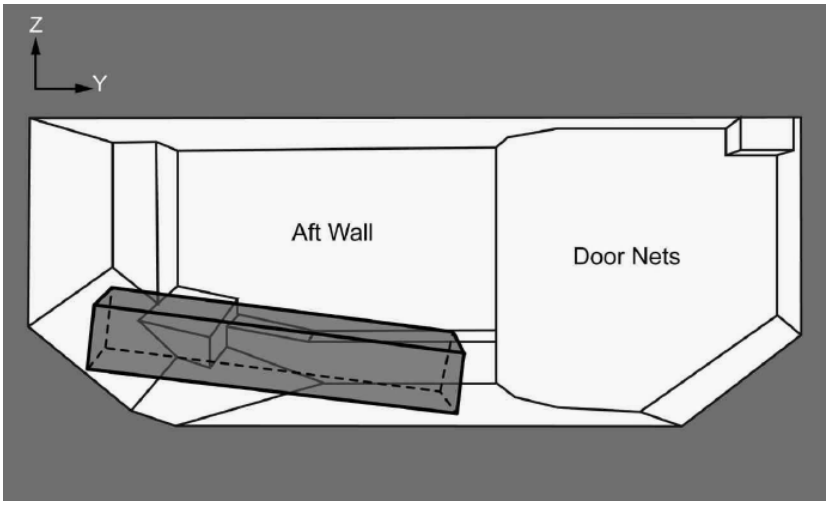


Picture 142. Tilted Loading: Package Lengthwise Partly on Rear Step

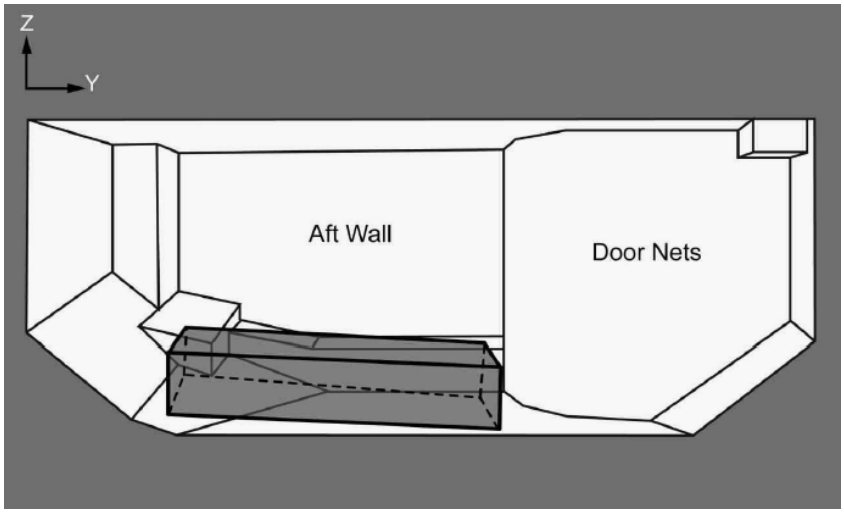


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Picture 143. Tilted Loading: Package Crosswise Partly on Sloped Floor



Picture 144. Tilted Loading: Package Crosswise Partly on Sloped Floor



c) Upright loading through the aft cargo door
This loading applies to low density packages loaded on the flat floor and requires temporary removal of the divider net between bulk compartment and aft hold during the loading and unloading.

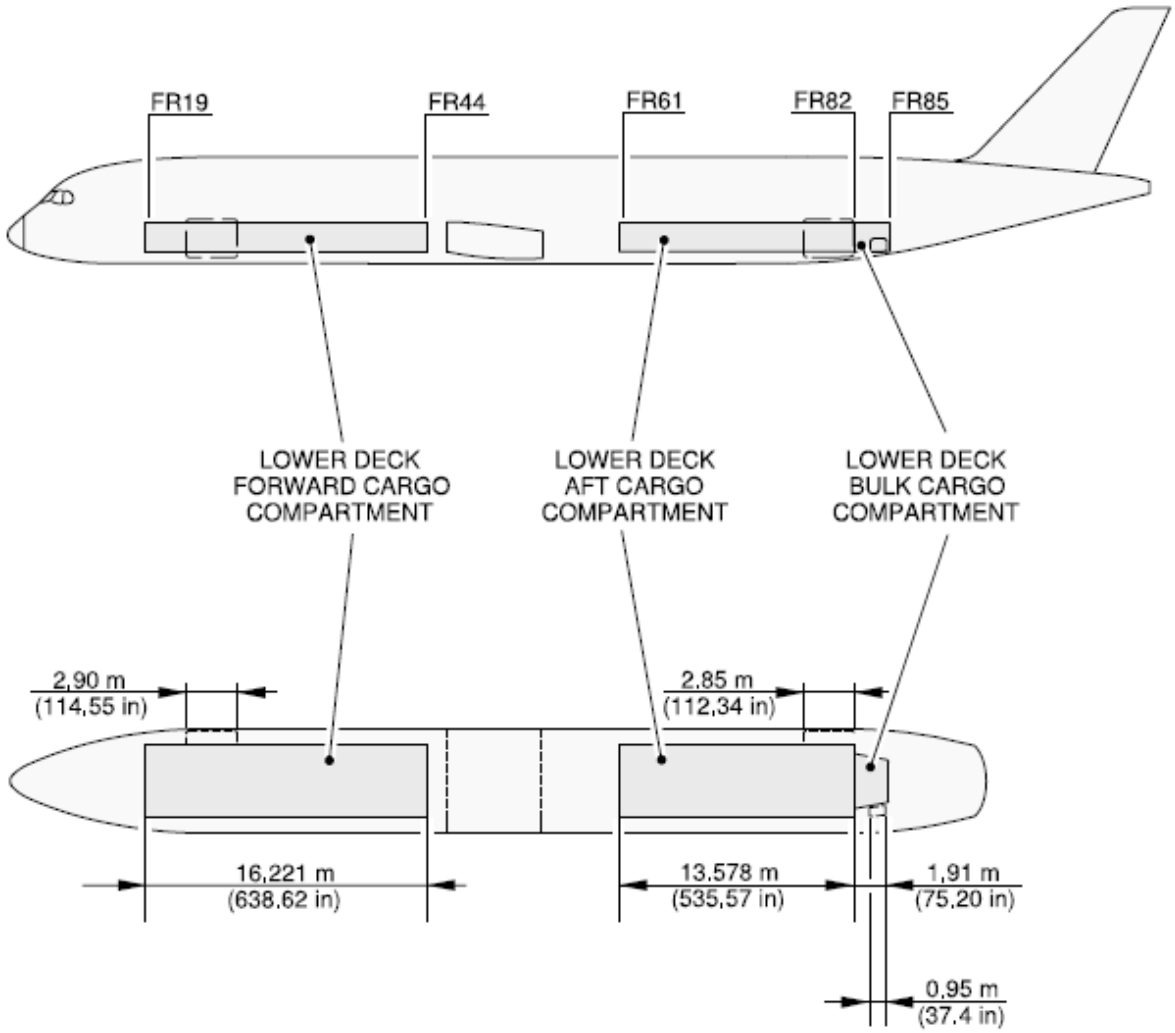
Table 196. Bulk Compartment Through th AFT Hold Door, Upright Loading

WIDTH [cm]	HEIGHT [cm]	Length [cm]
119	162	179

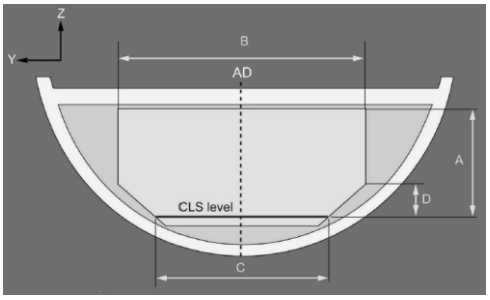
Classified as Internal

6.5.2 Measures and Volumes of Compartments

6.5.2.1 Compartment Measures



a) FWD and AFT Cargo Hold Cross Section

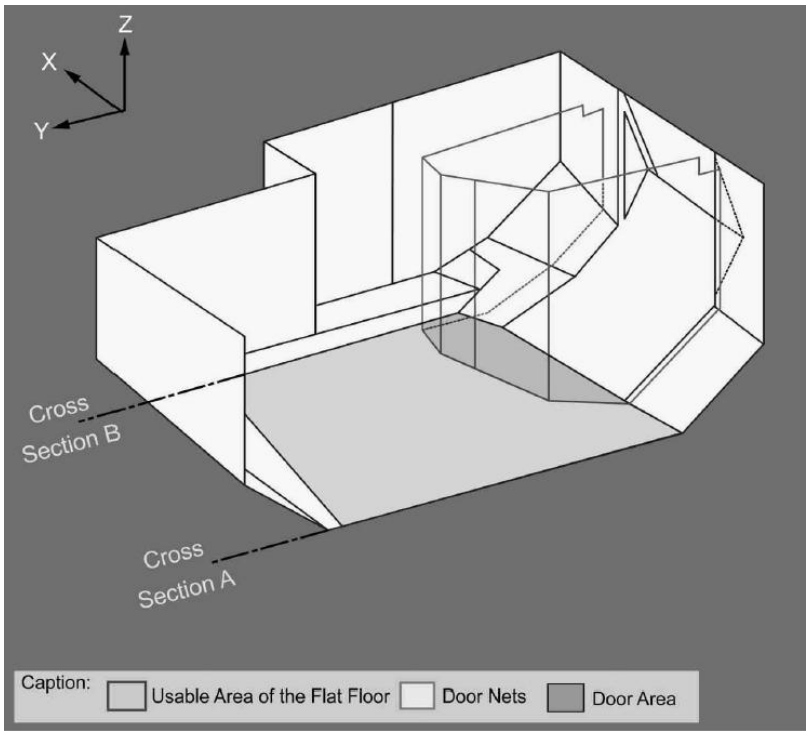


LEGEND	DIMENSION [m]
A	1,677
B	4,171
C	3,183
D	0,472

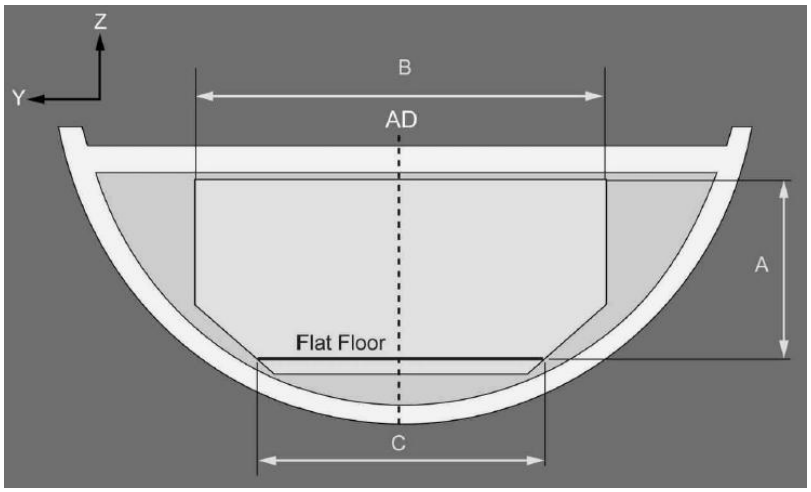
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b) Bulk Compartment

1. Overview of the usable area on the flat floor



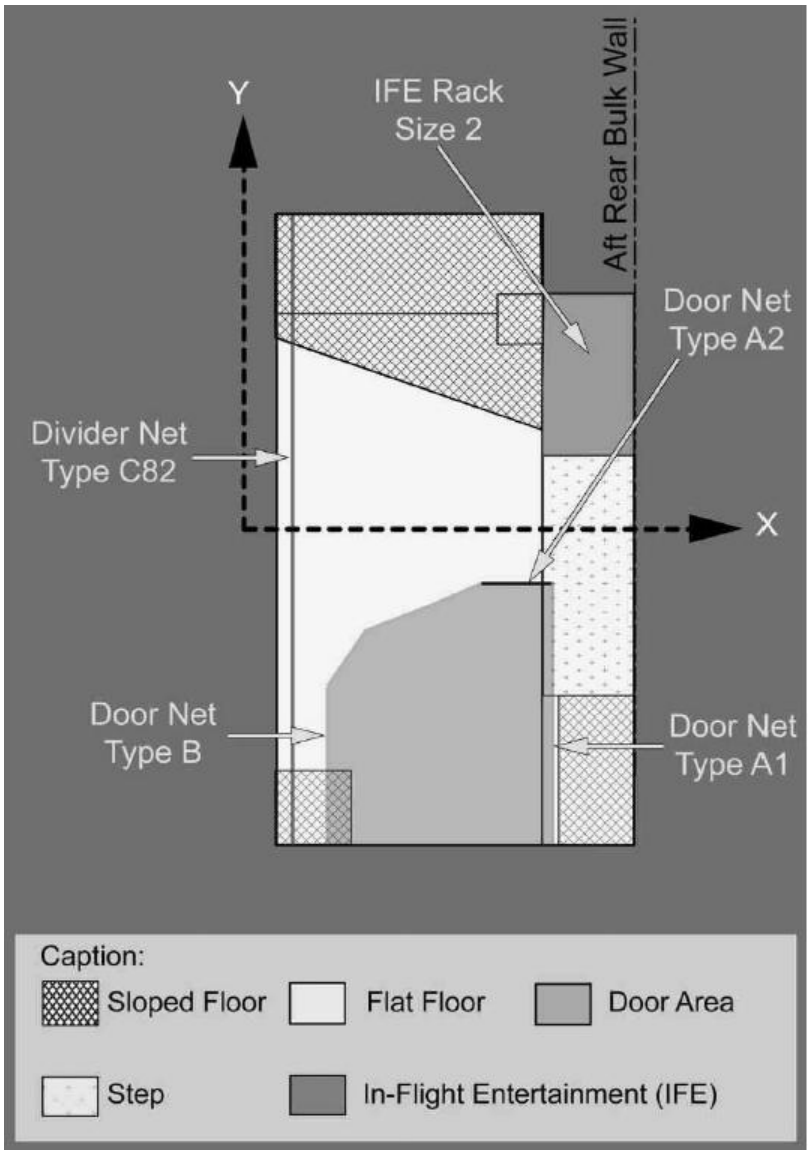
2. Cross Sections



	DIMENSIONS [m]		
	A	**B**	**C**
Cross Section A	1.676	4.040	2.700
Cross Section B	1.676	2.552	1.380

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3. Top View



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6.5.2.2 Maximum Weights, Volumes and Floor Loading Limitations of Compartments

Table 197. Maximum Weights, Volumes and Floor Loading Limitations of Compartments

COMPARTMENT / SECTION	MAXIMUM LOAD CAPACITY [kg]	USABLE VOLUME (Container load) [m^3]
Compartment 1	12 904	
Compartment 2	20 412	
Total Compartment 1 and 2	22 000	89,4
Compartment 3	10 206	
Compartmnet 4	15 875	
Total Compartment 3 and 4	19 000	71,5
Compartment 5	1 500	10,2 (10,1 OH-LWT)

It is prohibited to carry loose bulk freight or loose baggage in the ULD-compartments.

Compartments 1-4 floor structure is capable of supporting via ballmats or roller tracks a uniformly distributed load of 659 kg/m^2.

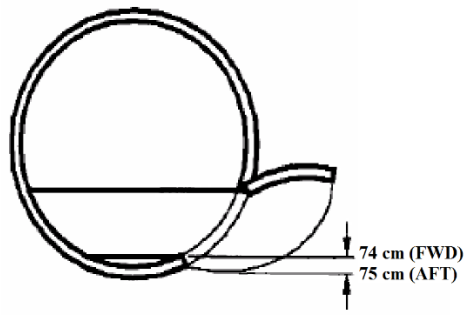
Bulk cargo compartments floor structure is capable of supporting on the flat and sloped floor areas maximum distributed load of 415 kg/m^2. Each floor panel on the flat and sloped areas can sustain local load of 226 kg/0,093m^2 (1 ft^2) and point load of 102 kg/ø12,7mm (ø=Diameter of the circular area in direct contact with the floor panel).

6.6 Operations of Compartment Doors

6.6.1 ULD -Compartment Doors

During opening and closing, the forward and aft hold doors swing about 74 cm (FWD) or 75 cm (AFT) below the door sill level. The doors can be damaged or may damage the load. Keep the door swing area clear and operate the doors carefully.

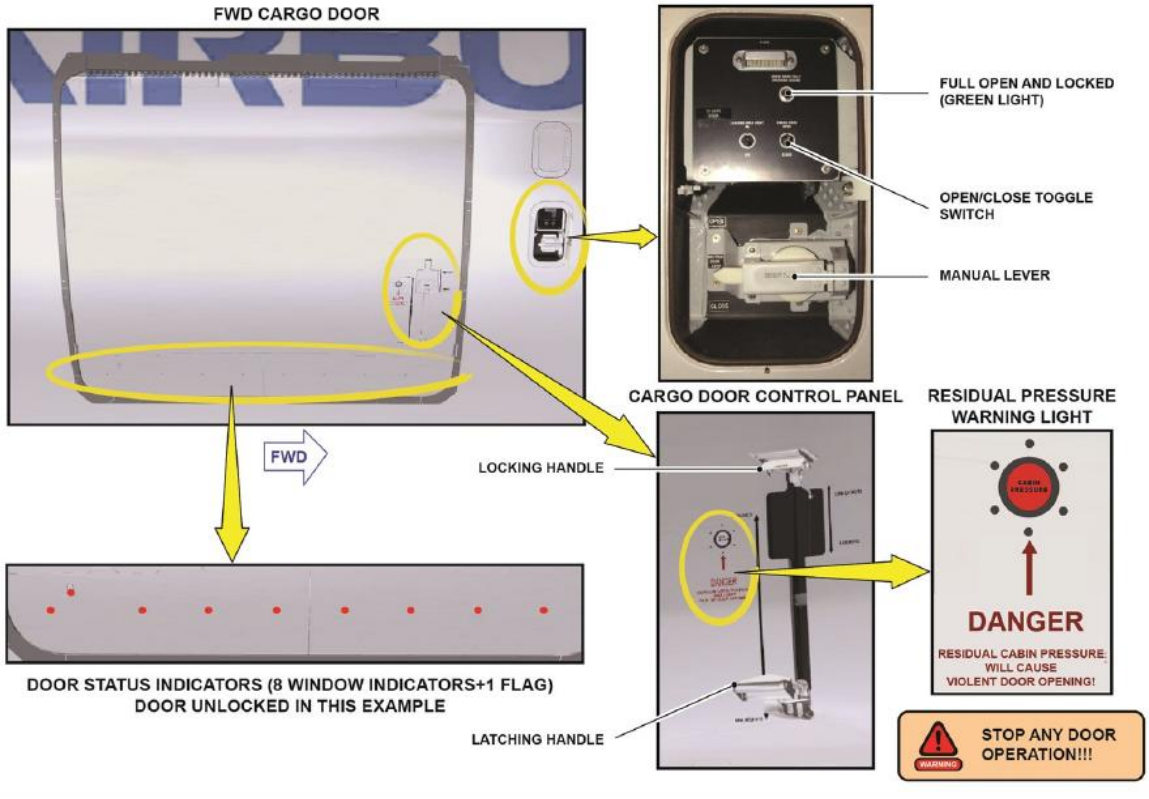
Picture 145. Compartment Door Swing Example



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6.6.1.1 Mechanical Function

a) Door controls



The cargo door controls that are installed on or adjacent to each of the forward and aft cargo doors are:

1. One latching handle, to manually latch/unlatch the cargo door
2. One locking handle, to manually lock/unlock the cargo door
3. An operational panel to operate the cargo door.

These give indications for each forward and aft cargo doors:

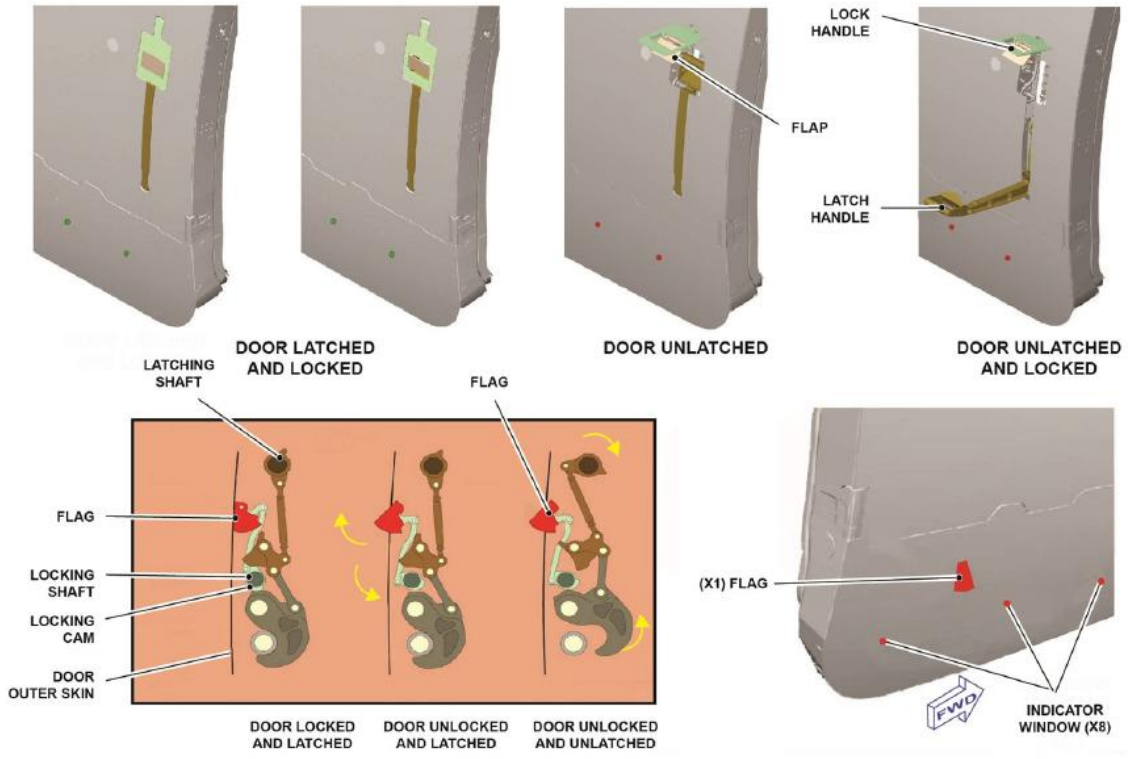
1. A residual pressure light on each forward and aft cargo doors comes on when cabin residual pressure is sensed.
2. The indicator flag (1) and windows (8) on the outer side of each forward and aft cargo doors show that the cargo doors are correctly closed, latched and locked.

A/C needs be energized (fully through APU or GPU or partially through Ground Service Network). The cargo system inhibits Electrical Motor Pump (EMP) start if:

1. At least one engine is running
2. Cargo loading system is available: Door Sill latches are in down position
3. Cargo door is not unlatched

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b) Opening the door



1. Make sure that the "residual pressure" warning-light does not flash.
2. Make sure that the travel range for the cargo compartment door is clear of persons, access platforms, tools and equipment.
3. Push the handle flap in and pull the lock handle to the UNLOCKED position. On the cargo-compartment door, make sure that you can see all indicators (eight RED windows and one RED flag).
4. Pull the latch handle out and down to the fully open position. Make sure that the applicable cargo-compartment door can open freely.
5. The electrical motor pump (EMP) starts automatically.
6. On the operation panel, set and hold the toggle switch in the OPEN position.
7. Cargo door opens to fully open position. When fully open position is reached the green indicator light CARGO-DOOR FULLY OPEN AND ARRESTED comes on.
8. Release the toggle switch.

The toggle switch must go back automatically to the NEUTRAL position. If it does not, put it manually in the NEUTRAL position to prevent permanent operation of the EMP. If the toggle switch is released before the green indicator light comes on the cargo-compartment door movement stops immediately.

The EMP will stop automatically after time delay.

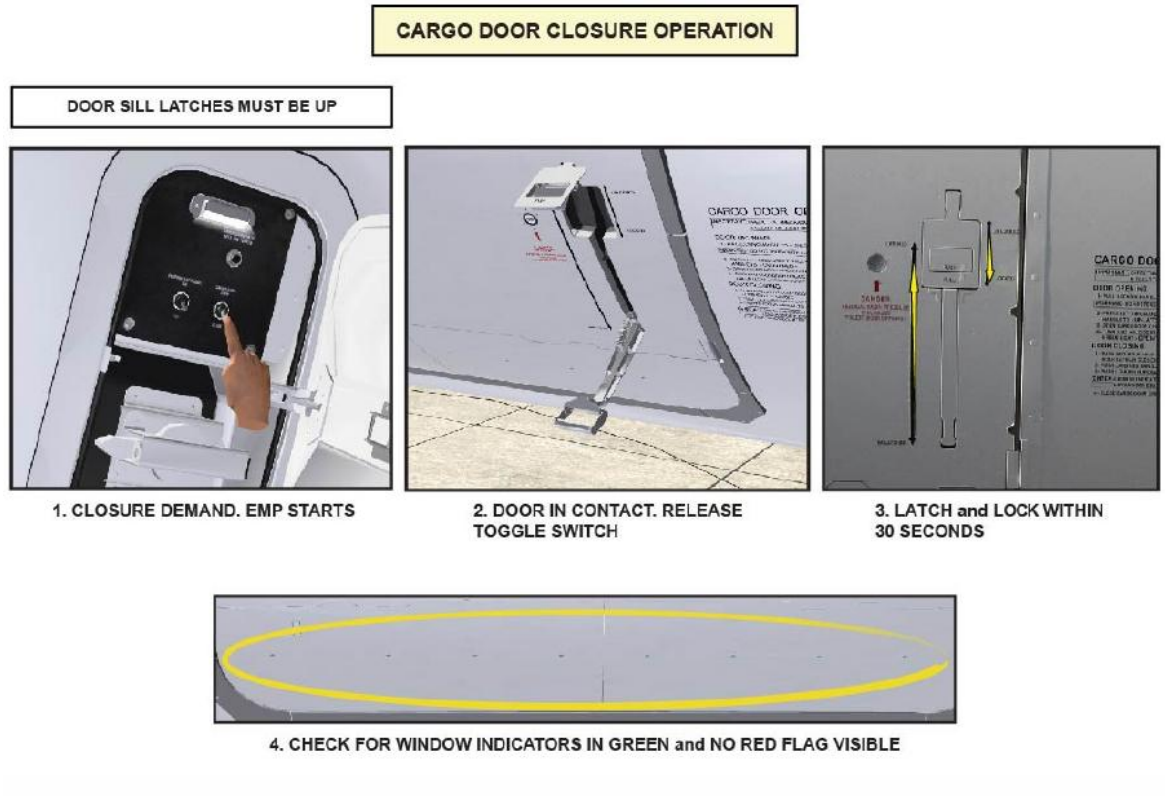
An interlock mechanism prevents the movement of the latching/locking handle when the cargo door does not touch the frame. This makes sure that no damage occurs to the hooks and the door frame fittings while the cargo door closes.

WARNING: Do not open the cargo-compartment doors while the red warning light flashes. If the read warning light flashes, remaining pressure can cause the door to open violently and can cause injury, death to persons or damage to the aircraft. To avoid danger, the person who is unlatching the door must stand beside the door and NOT in the opening path of the door.

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c) Closing the door



1. Make sure that there are no objects or persons in the travel range of the door. The travel range for the cargo compartment door must be clear of persons, access platforms, tools and equipment.
2. If installed, remove the safety lock from the cargo-compartment door actuator.
3. Set and hold the toggle switch on the operation panel in the CLOSE position.
4. The internal lock of the cargo-compartment door actuator disengages.
5. The green indicator light CARGO-DOOR FULLY OPEN AND ARRESTED on the operation panel goes off.
6. The cargo-compartment door actuator retracts and closes the cargo compartment door.

When the cargo-compartment door is in the fully closed position:

1. Release the toggle switch.
2. Make sure that the toggle switch goes back automatically to the NEUTRAL position.
3. Push the latch handle up to the LATCHED position until it is flush with the outer surface.
4. Pull the lock handle down to the LOCKED position.

NOTE:
You must complete this operation in less than 30 seconds after you release the toggle switch. Hydraulic power is available for approximately 30 seconds after you release the toggle switch.

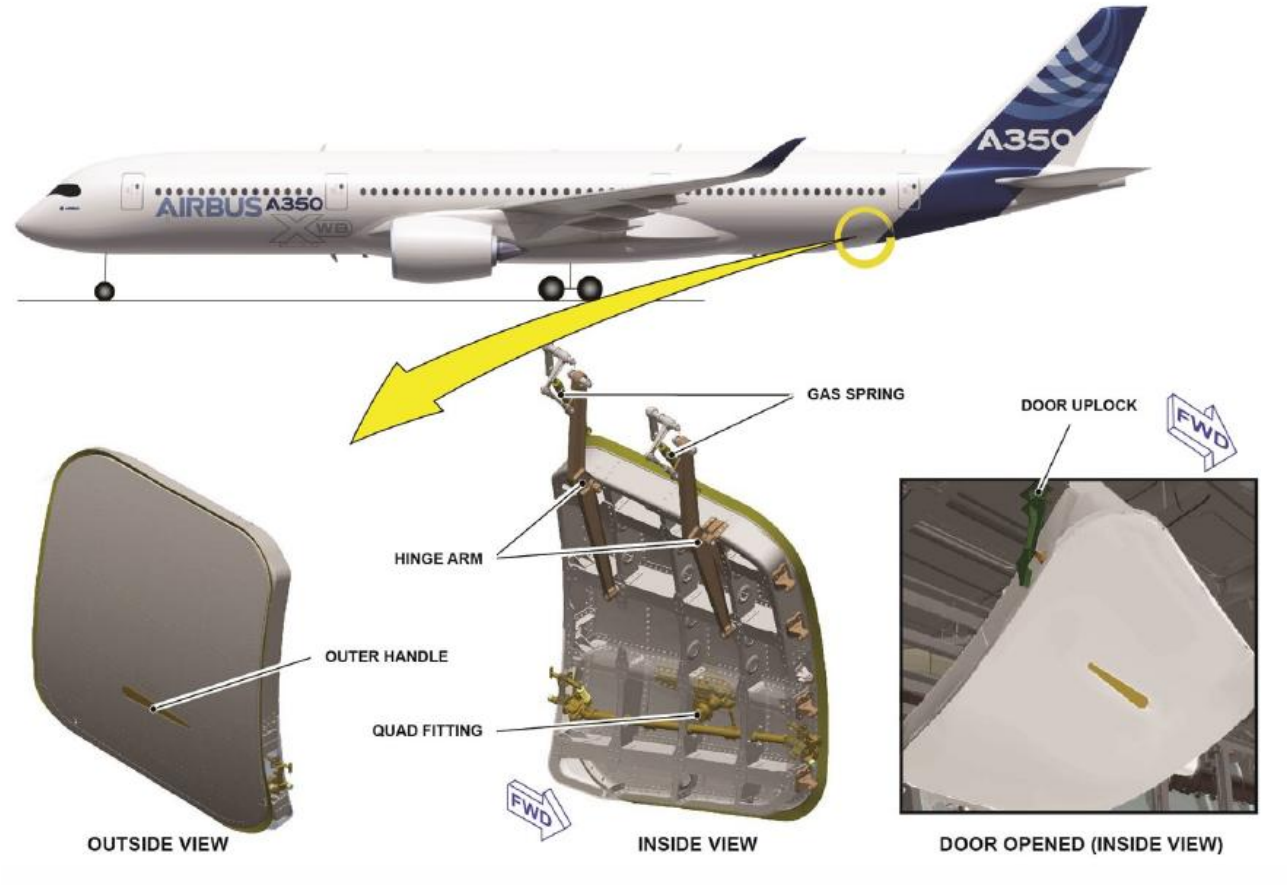
On the cargo compartment door, make sure that all window indicators are green and the flag go out of view.

Do not open the door if the wind speed is more than 40 knots. Wind at more than 40 knots can cause damage to the door and to the aircraft structure. Close the door before the wind speed increases to 60 knots. If the wind speed is more than 60 knots, damage to the door and to the aircraft structure can occur.

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6.6.2 Bulk Cargo Compartment (CPT 5) Door



The bulk cargo door is a failsafe plug-type door, installed on the rear part of the lower left side of the fuselage. There are two hinge arms at the upper end attach the door.

The door is manually operated (helped by gas springs), for latching and unlatching. It is moved in and up and is locked in the open position onto the ceiling of the compartment.

It is possible to operate the door from the inside or the outside:

a) With the outer door handle you can manually open/close and latch/unlatch the bulk cargo door.
b) On the inner side of the bulk cargo door, a quad fitting let the maintenance crew operate the door.

When the door is in the fully open position, it is stopped automatically and held in this position by the door up-lock. Before the door can be closed, it is necessary to turn the external handle to release this up-lock.

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6.7 Stowing Regulations

6.7.1 Ground Stability

6.7.1.1 Compartment Loading and Unloading Sequence / Tipping

Loading: Simultaneously or beginning from forward hold. Departing aircraft must be fueled for flight.

Unloading: Simultaneously or beginning from aft hold.

Aircrafts ground stability shall not be compromised at any stage of operation.

AY DCS (Altéa FM) is set to warn loadcontroller whenever 37 %MAC ground stability warning limit is exceeded, taking in to account several worst case scenarios including partial passenger effect, fuel remaining at landing etc. If this limit is exceeded after loading is completed (e.g. due changes in load) reloading of the aircraft is not required. However, in order to ensure ground stability on arrival AFT compartment shall be offloaded before FWD compartment. Notification to unload AFT before FWD compartment is automatically generated to LDM and CPM messages which are sent to arrival station.

In case AY DCS is not used for load control Table 198. Minimum Weight of Load Required in Compartments 1 or 2 gives the minimum weight of load required in forward compartments to secure ground stability of the aircraft during loading and unloading operation. To minimize above-mentioned ground stability warning MAC% exceedance cases this table shall also be used as load planning guideline even when AY DCS is used to control ground stability.

Table 198. Minimum Weight of Load Required in Compartments 1 or 2

Minimum load in compartments 1+2 [kg]	Max allowed load in compartments 3+4+5 [kg] for wind speed of:			
	calm	5 m/s	10 m/s	20 m/s
0	13400	11600	8500	0
1000	15400	13500	10500	800
2000	17300	15500	12400	2700
3000	19300	17400	14400	4700
4000	20500	19300	16300	6600
5000	20500	20500	18200	8500
6000	20500	20500	20200	10500
7000	20500	20500	20500	12400
8000	20500	20500	20500	14400
9000	20500	20500	20500	16300
10000	20500	20500	20500	18200
11000	20500	20500	20500	20200
12000	20500	20500	20500	20500

6.7.2 Supporting of Belly Load

See AY GOM 4.5.7.

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6.7.3 Special Loads

1. Heavy items (HEA) must be loaded in containers or on pallets only.
   See AY GOM 4.5.7 for tie down and supporting requirements.
2. Vaulting poles (sporting equipment) or equipment of comparable size and shape that will not fit completely in bulk compartment 5 or baggage container can be loaded on empty pallets or on top of cargo pallets (not to the sides of cargo pallet) on following conditions:
   1. It is loaded so that sufficient space is left between the compartment ceiling and load
   2. It is tied down so that it cannot move on any direction
      i. with minimum two straps; and
      ii. straps are attached to the pallet lock rail (straps do not need to be necessarily attached to lock rail of every pallet as long as the item is properly secured).

   Loadcontroller of the flight shall plan the item(s) based on booking information and information received from AY cargo regarding suitable purpose-built pallets.
   Person responsible for loading supervision task shall inform loadcontroller of the flight regarding the item(s) and loading position(s). Items shall be reported to loadcontrol as baggage positioned to applicable pallet during load reporting. IMP code OHG shall be used in case item is loaded over two or more positions.
3. Other special loads see AY GOM ANNEX C Dangerous Goods and Special Loads

6.7.4 Stretcher

N/A

6.7.5 Heating / Ventilation

Forward hold (CPT 1+2) is equipped with heating, cooling and ventilation system.
Bulk compartment (CPT 5) is equippend with heating and ventilation system.

See AY GOM ANNEX C 2.29 for temperature sensitive cargo or applicable special load chapter in AY GOM ANNEX C Dangerous Goods and Special Loads.

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6.8 Approved ULD Configurations and Cargo Loading System

6.8.1 ULD Configurations Summary Table

Table 199. Number of Available Container (LD3 or Similar) and Pallet Positions

Maximum number of LD3s	Maximum Number of Pallets	Notes
36	0	
32	1	
30	2	88" pallet on POS 12P or 13P
28	2	
26	3	
24	4	88" pallet on POS 12P or 13P
22	4	
20	5	
18	6	88" pallet on POS 12P or 13P
16	6	
14	7	
12	8	
8	9	
6	10	88" pallet on POS 12P or 13P
4	10	
2	11	88" pallet on POS 12P or 13P
0	11	

Table 200. Maximum Weights of Containers/Pallets to be Loaded in Compartments 1, 2, 3 and 4

ULD Type	Max. Gross Weight [kg]
LD3 (60,4" x 61,5" base)	1 588
LD6 / LD11 (60,4" x 125" base)	3 175
P 88x125	4 626
P 96x125	5 103

Indicated maximum weights are for soft mounted load. For hard mounted load more restricted maximum weights are applied. Normally no hard mounted cargo is carried. In exceptional cases prior permission for carriage of hard mounted load must be obtained from Manager, Ground Safety, Security and Compliance as special procedures apply.

a) A soft mounted load is
    1. A load attached to a ULD with flexible fastening equipment (straps, nets, etc.)
       or
    2. All loose load items in a container.

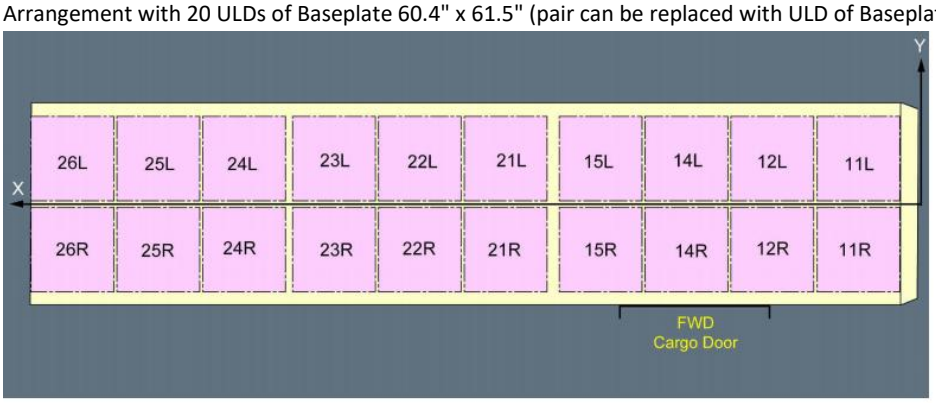
b) A hard mounted load is
    1. A load attached to a ULD with rigid fastening equipment (screws, steel cables, etc.)
       or
    2. Both a ULD and its load, as an entire rigid unit.

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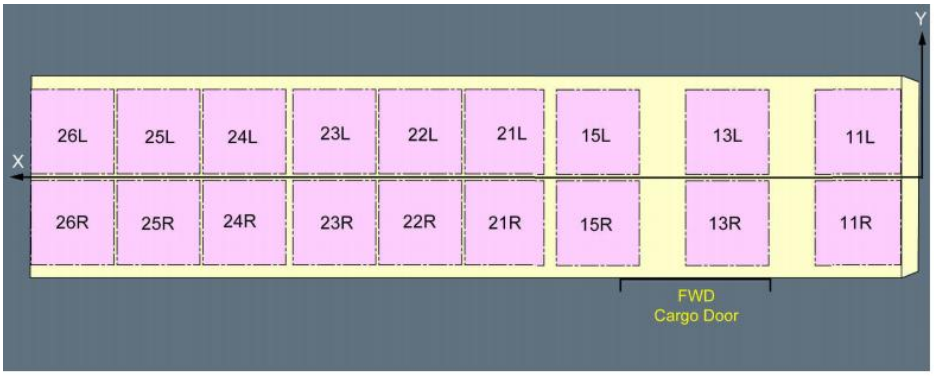
6.8.2 Forward and Aft Hold Layout

a) Forward hold

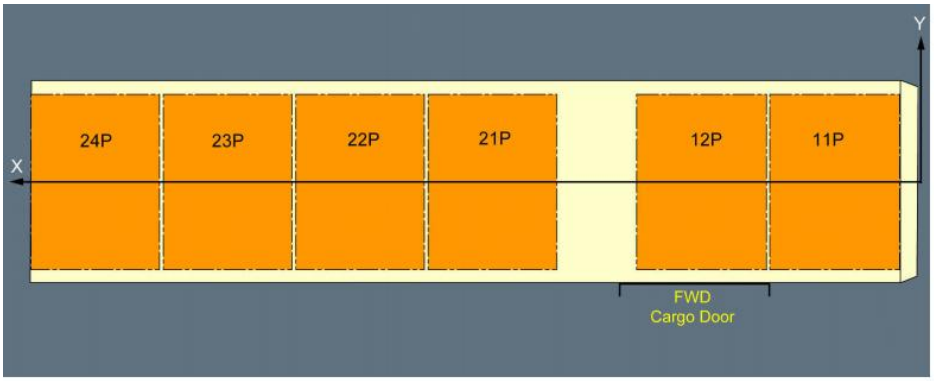
1. Arrangement with 20 ULDs of Baseplate 60.4" x 61.5" (pair can be replaced with ULD of Baseplate 60.4" x 125")



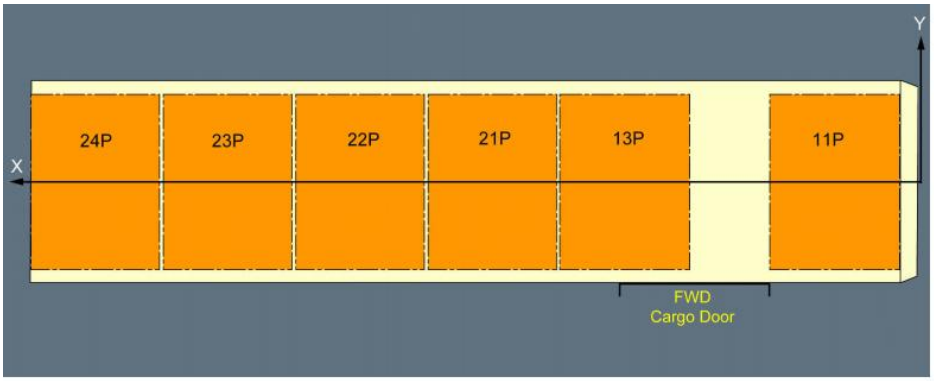
2. Arrangement with 18 ULDs of Baseplate 60.4" x 61.5" (pair can be replaced with ULD of Baseplate 60.4" x 125")



3. Arrangement with 6 ULDs of Baseplate 88" x 125" (one ULD (12P) in front of the FWD Cargo Door)

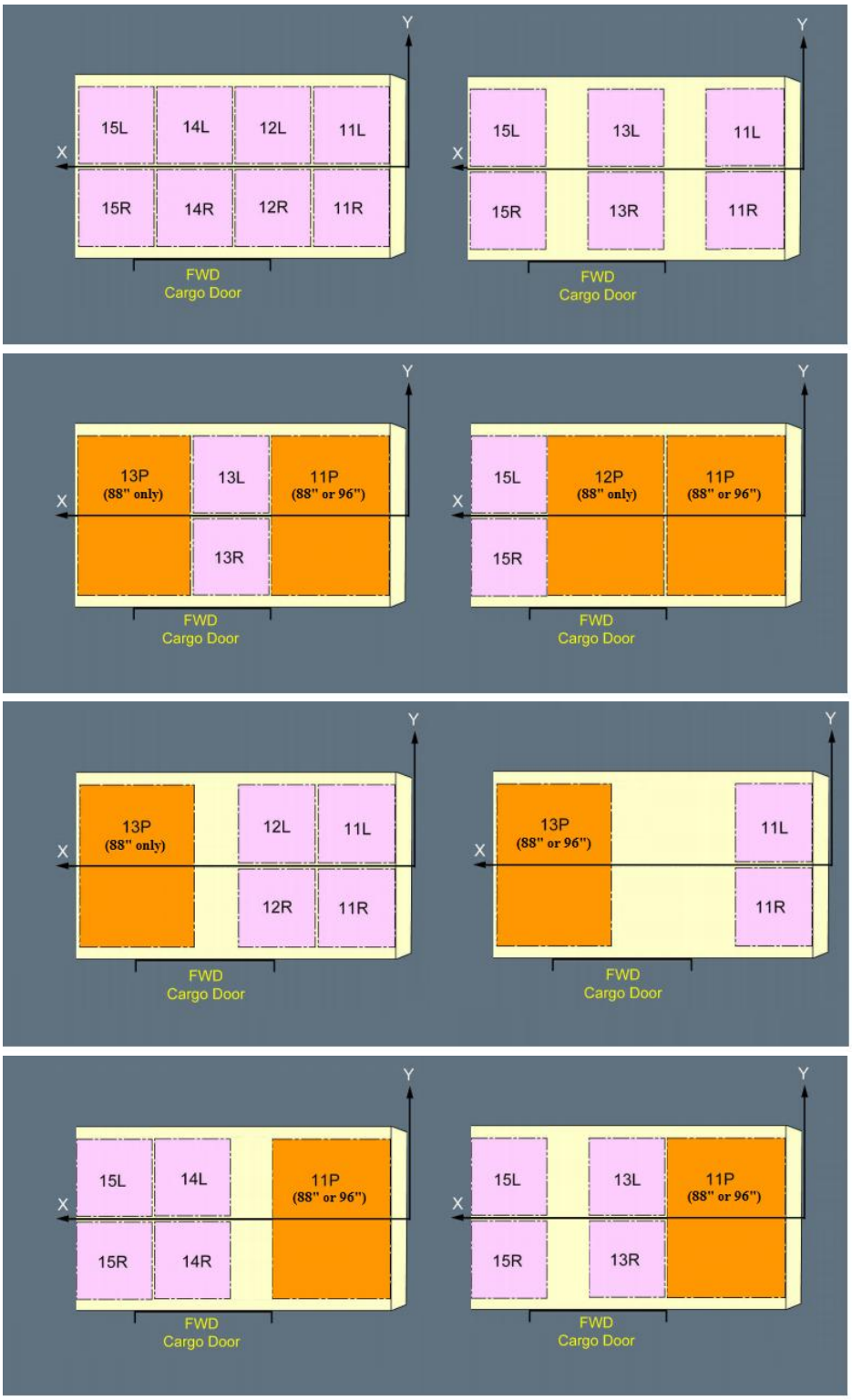


4. Arrangement with 6 ULDs of Baseplate 88" x 125" or 96" x 125" without ULD in front of the FWD Cargo Door



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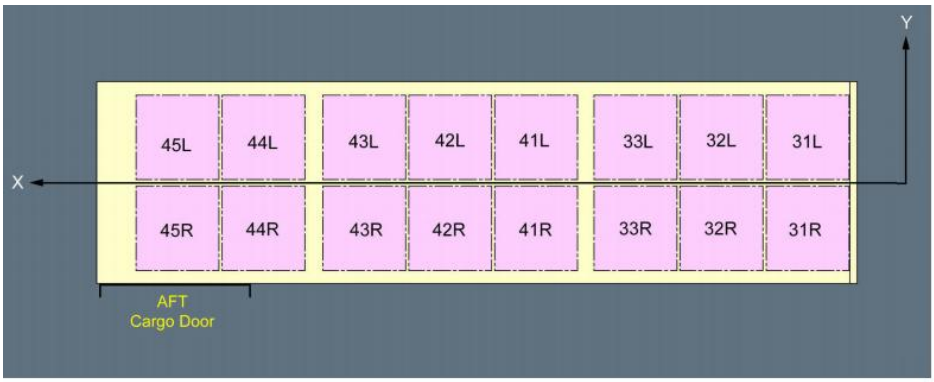
5. Examples of CPT1 loading combinations



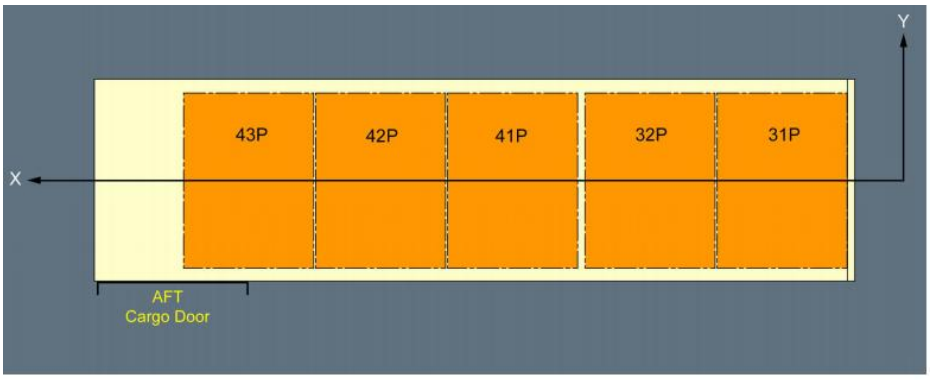
Classified as Internal

b) Aft hold

1. Arrangement with 16 ULDs of Baseplate 60.4" x 61.5" (pair can be replaced with ULD of Baseplate 60.4" x 125")



2. Arrangement with 5 ULDs of Baseplate 88" x 125" or 96" x 125"



c) Notes

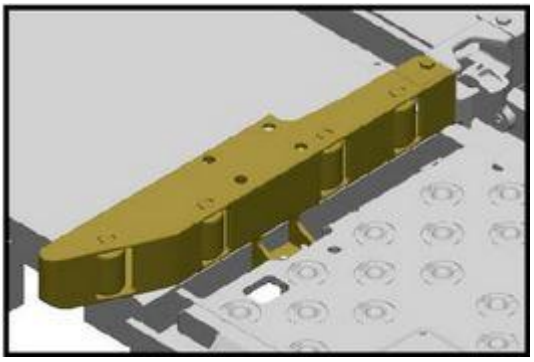
1. Position 12P is only available for 88" pallet
2. if 96" pallet is loaded to position 13P ULDs can not be loaded to position 13 (overlapping) or 12 (unable to load through FWD compartment door)
3. Allowed ULD types for container positions are LD6, LD11, LD3-45 (AKH), pair or single LD3 or pair or single 60,4" x 61,5" pallet (PKC)
4. When LD3-45 (AKH) type ULD is loaded, left or right position can be used for loading, adjacent left or right position shall remain empty
5. If 88" pallets are loaded, both latches of each double restraint latch must be raised when available
6. The height of the loaded pallets must not exceed 1,626 m
7. It is permitted to leave any ULD position empty
8. LD3 containers need not necessarily be arranged in pairs
9. Every ULD must be individually secured with latches
10. When hold is not fully loaded, latches must be raised in empty positions (ref. Airbus WBM). If hold is empty (no ULDs loaded) latches do not need to be raised.

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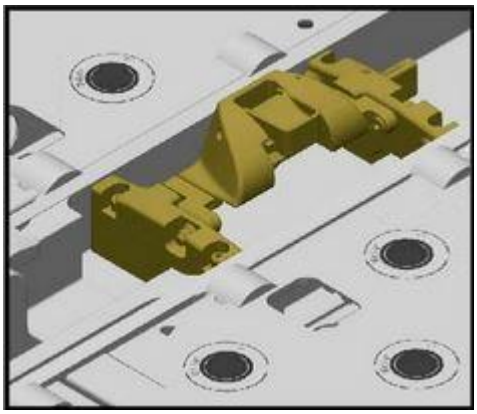
6.8.3 Guides and Latches in ULD compartments

a) Entrance guides



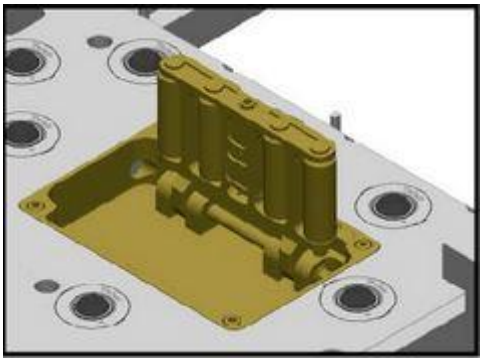
The entrance guides are installed at the door area to guide the ULDs in the transversal and longitudinal directions, and prevent damages to A/C structure.

b) Splitter guides



The splitter guides move the half-size ULDs into the right or left side of the cargo compartment.

c) Lateral guides

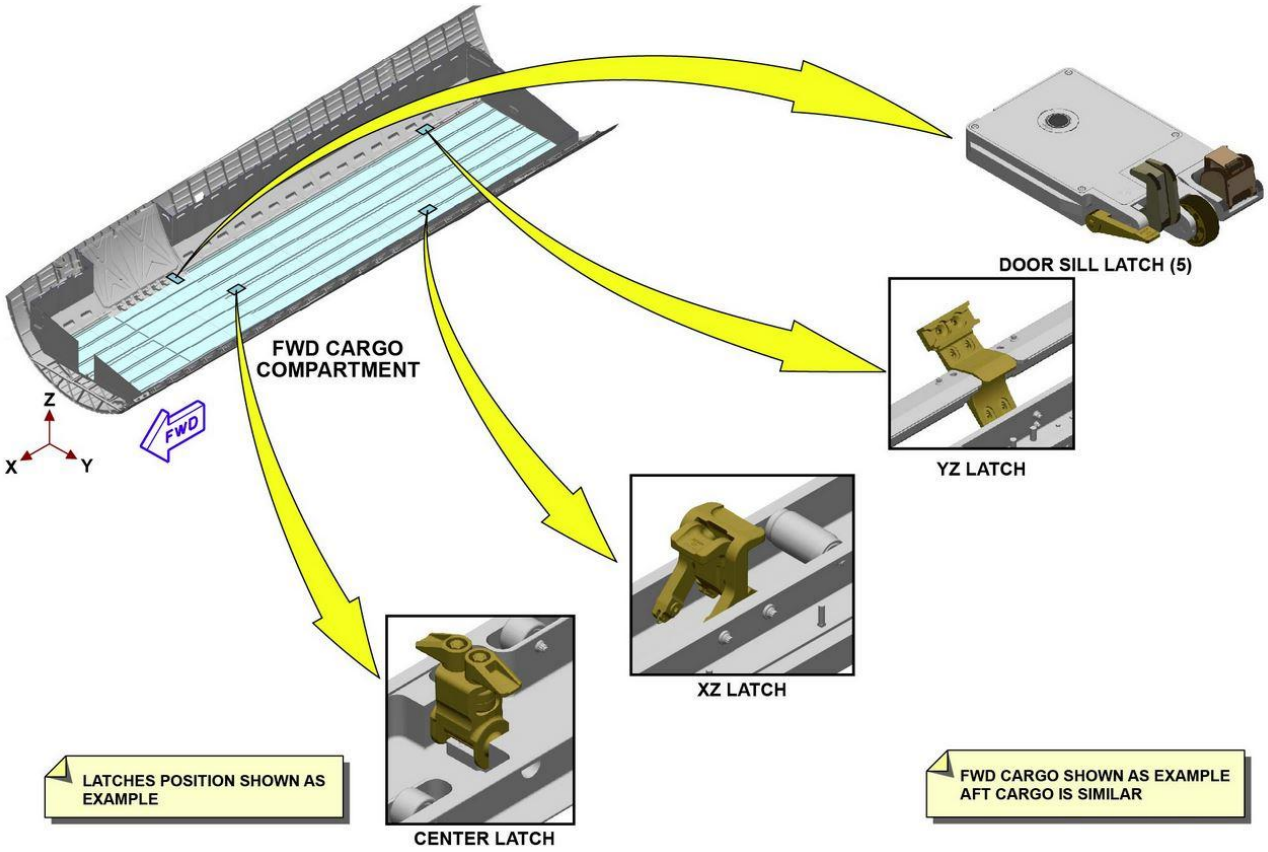


The lateral guides are installed in the ball mat area of the FWD cargo compartment to make the loading and unloading procedure easier.

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d) Latches



1. Center latches
   The lockable center latches are installed in the center roller track. They hold the half-size ULDs in the transversal and vertical directions.
   The center latches (ball-mat and roller tracks) hold the half-size ULDs in the Y and Z directions. The center latches are manually operated and override-able. The center latches retracts when a full-size ULD moves above it. Only the lockable center latches (ball-mat area) are monitored in position by a proximity switch.

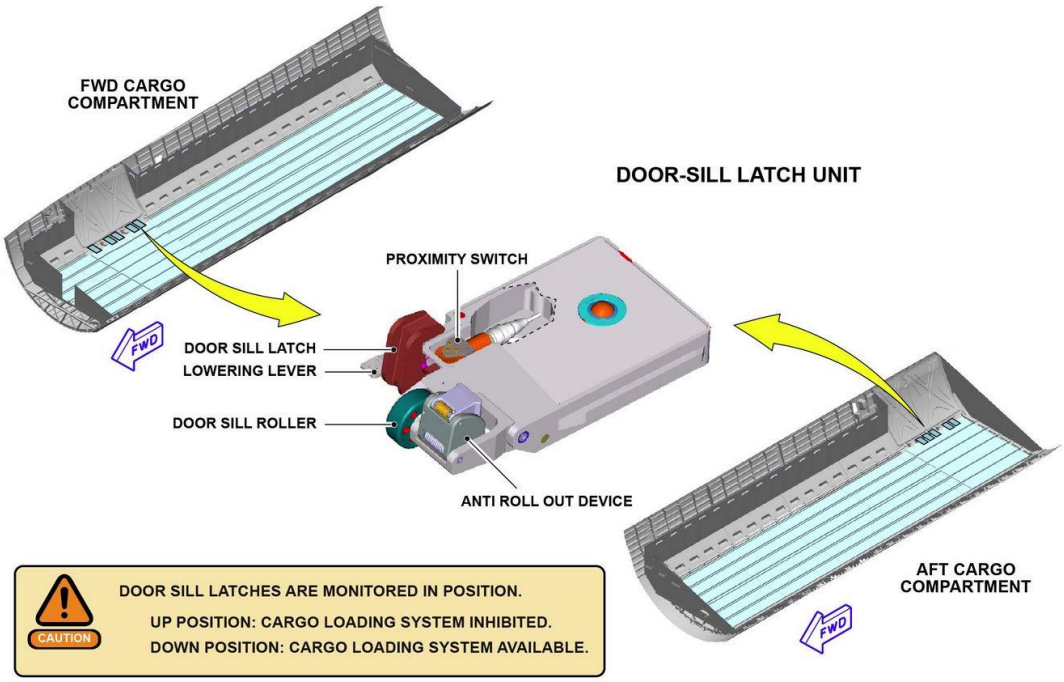
2. XZ latches
   The XZ latches are installed in the roller tracks and hold the ULDs in the X and Z directions. The XZ latches are manually operated.

3. YZ latches
   The YZ latches guide the ULDs during loading and unloading, hold the ULDs in the Y and Z directions (fixed latches) and make sure that no ULD can hit the compartment lining.

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e) Door sill latches



The door sill latches are installed on the door sill in the door area. The door sill latches hold the ULDs in the Y and Z directions. During loading and unloading operations the door sill latches are retracted to make the ULD movement possible.

Each door sill latch unit has:

1. A door sill latch
2. A door sill anti-roll-out device
3. A door sill roller

The door sill latch unit is multifunctional:

1. The basic component has a retractable door sill latch that holds the ULD in the Y and Z directions during flight.
2. The anti-roll out device stops the ULD to go back out of the cargo compartment during loading procedure and split function.
3. The door sill roller operates as a load carrier for the ULDs.

Five door sill latch units are installed in each compartment door area.

The door sill latch can be manually operated. When the lowering lever is pushed down, the door sill latch pawl lowers. To raise the door sill latch pawl in locked position the pawl must be lifted up manually.

Two of the five door sill latches in each cargo compartment door area have proximity switches. Those proximity switches are installed in the door sill latch unit base. They detect the position of the door sill latches to inhibit cargo door operation and authorize CLS operation. The CLS is only supplied with electrical power when all door sill latches are lowered.

6.8.3.1 Missing or Unserviceable Latches

Unserviceable latches (including broken or fatigued latch springs) or endstops may not be used to secure a ULD.

In case of missing or unserviceable latch:

a) all affected positions (ULD-positions for which latch is intended to secure ULDs) shall remain empty
or
b) Required ULD-position maximum weight reduction on affected positions shall be checked from Airbus WBM - documentation and applied accordingly (as instructed case-by-case by e.g AY Ground Operations, OCC or MCC)

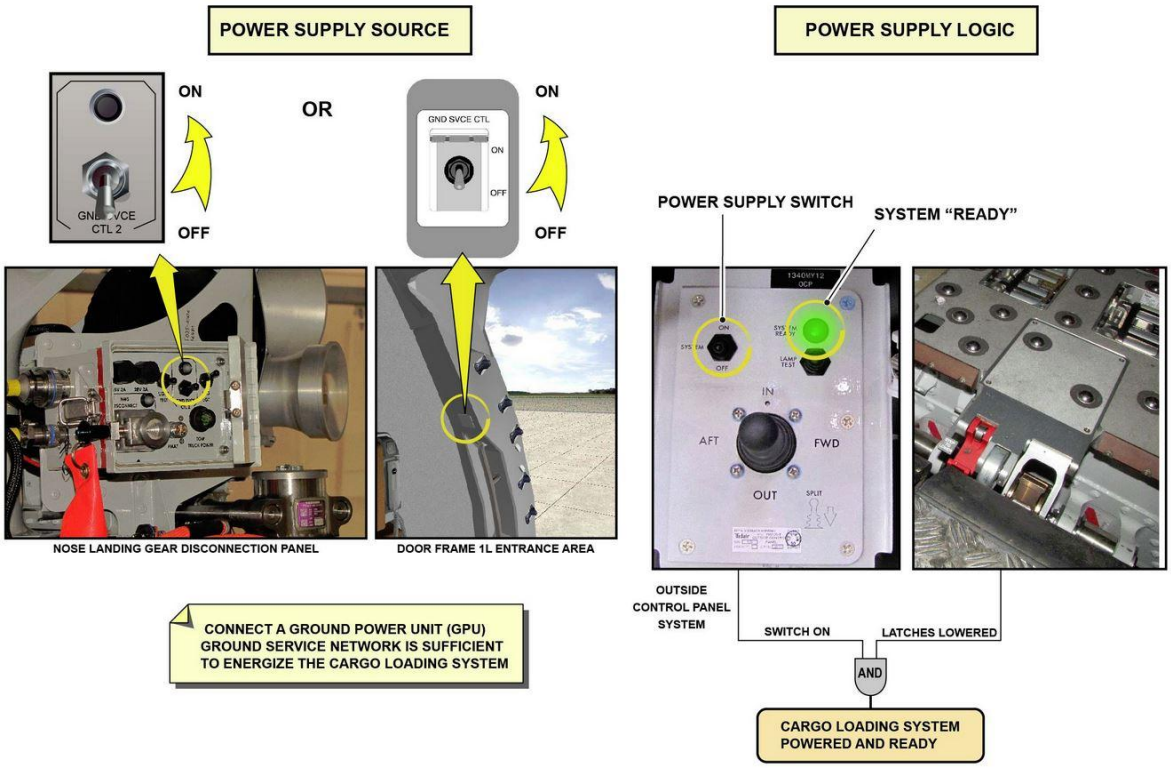
Report the deficiencies immediately to the Commander or responsible ground personnel and Finnair Operational Maintenance, tel. +358 9 8185837, to enable quick corrective actions. Additionally Ground Safety Report (GSR) shall be made for all unserviceable or missing latches.

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6.8.4 Cargo Loading System

a) Cargo loading system power supply logic



The Ground Service Network is sufficient to energize the Cargo Loading System (CLS). To have the system operational, it must be switched on through the outside control panel power switch.

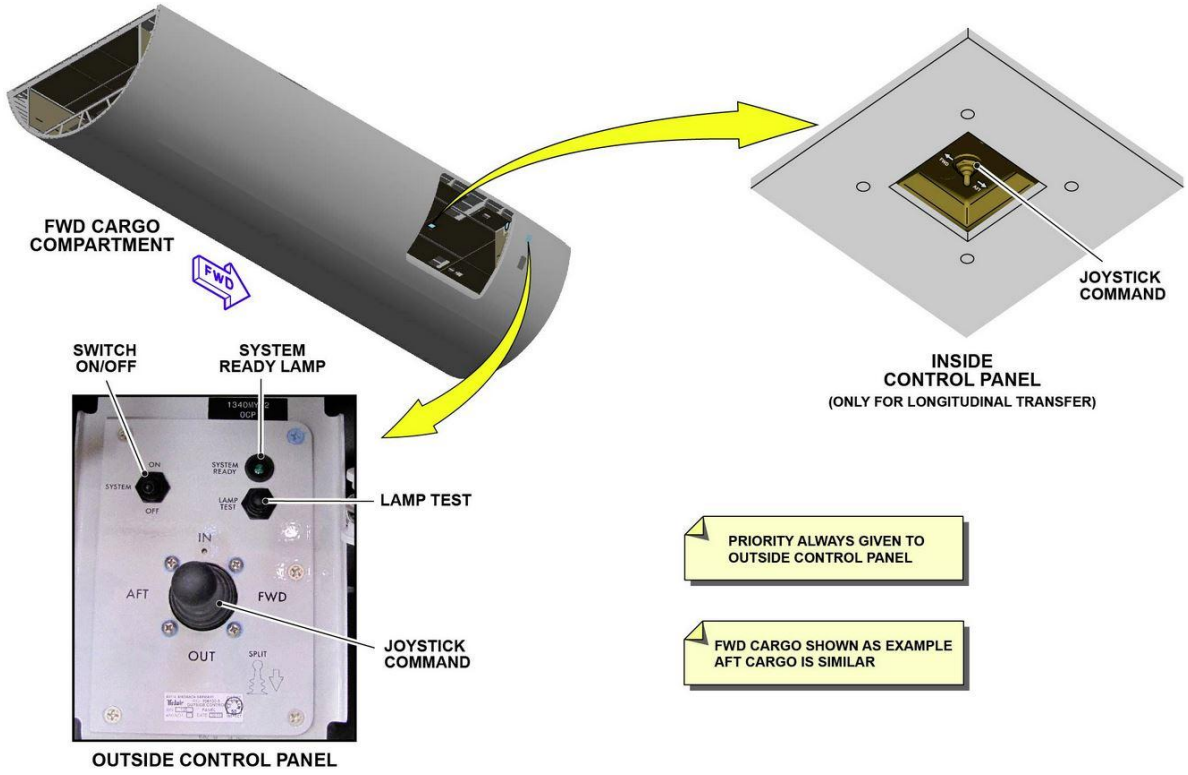
There are two switches to supply power to the ground service loads:

1. One switch on the nose landing gear steering disconnect panel
2. One switch on the doorframe of door 1L in the cabin.

The door sill latches are connected independently to the cargo control box. If all the door sill latches are in the lowered position, the CLS is energized and the cargo compartment door closure operation is electrically isolated.

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b) Control panels



The outside control panel is the primary command interface for the operation of the electrical CLS.

The outside control panel has:

1. A SYSTEM ON/OFF switch
2. A joystick that gives the commands IN/OUT/FWD/AFT/SPLIT
3. A SYSTEM READY green lamp
4. A LAMP TEST push button.

The inside control panel is the secondary command interface for the operation of the CLS. The joystick of the inside control panel only gives the AFT and the FWD commands.

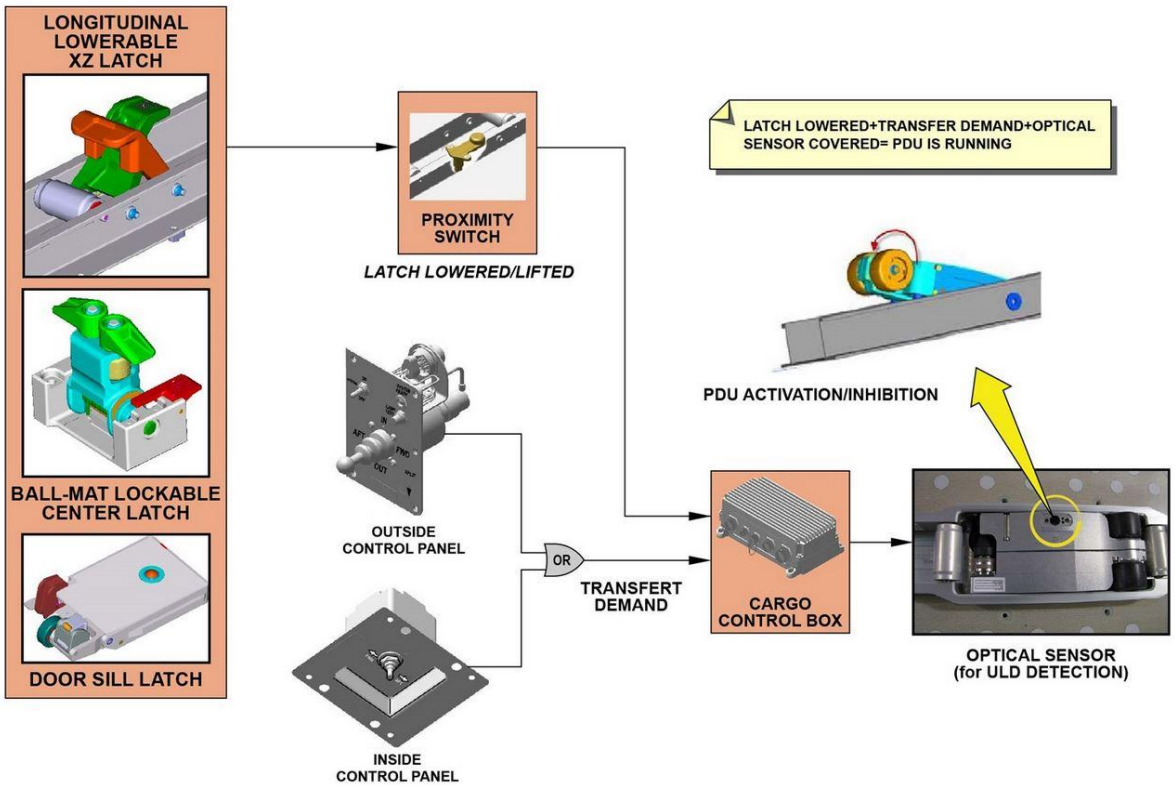
One single person can operate the CLS in two different modes:

1. The electrical loading that is semi-automatic (ULD displacement is motorized, but ULD locking is manual):
    i. When the SYSTEM ON/OFF switch is set to ON the SYSTEM READY lamp starts to flash. The flashes stop after some seconds and the light of the SYSTEM READY becomes steady ON. This shows that the electrical CLS system is now ready to operate.
    ii. One person can move the ULD through the joystick of the outside control panel or the inside control panel (only used for the longitudinal area).
    iii. When half-size ULDs are loaded use SPLIT-function from joystick after ULDs are in the first section of the compartment.
    iv. Note that simultaneous actions on the outside control panel and the inside control panel will cause a complete stop of PDUs operation; to resume electrical cargo loading, both joysticks first have to be returned to their zero position.
2. Manual loading:
    i. For the manual loading, the SYSTEM ON/OFF switch must be in the OFF position. Then you can manually move the ULD in position and must lock the latches manually.

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c) Conveyance proximity switches



The conveyance proximity switches are installed below the XZ latches, lockable center latches and door sill latches. Proximity switches detect if the latches are in the lift or lowered position.

If the latch is in the lifted position, the proximity switch sends a signal to the related PDU that will signal the cargo control box to cut-off the power supply to the PDU. As a result, all PDUs after a raised latch in load direction are inactive to drive ULDs.

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6.9 Cabin Versions

6.9.1 Version 5050, 278 seats (OH-LWA / B / C / D / E / F / G / H / M)

a) Sections / Rows
0A / 1 – 8
0B / 9 – 39
0C / 51 – 66

b) Cabin Configuration
J 43 / W 24 / Y 211
Total pax seats: 278

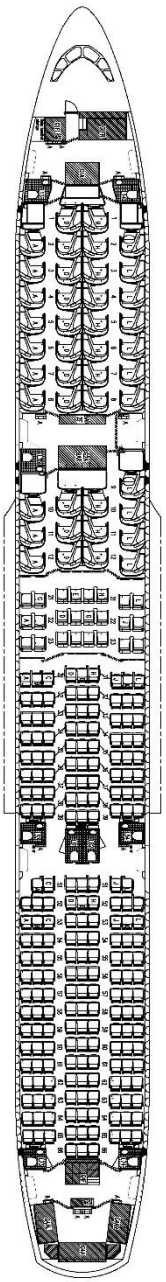
c) Emergency Exit Seats
51BC, 51JK, 52A, 52L

d) Crew Rest Area
Crew Rest Compartments are installed in FWD and AFT area of the cabin

e) Duty Stations for Cabin Crew

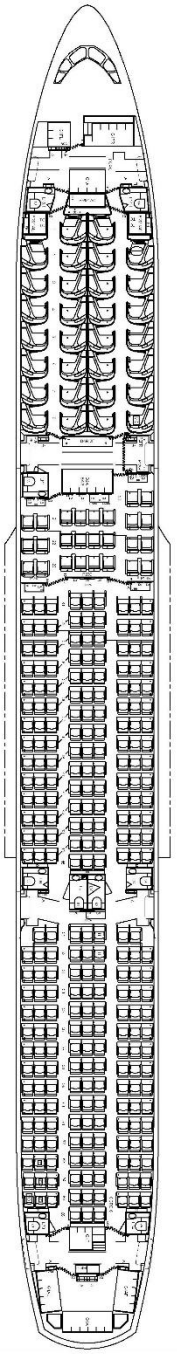
1.	L1 CA SEAT (PT minimum)
2.	L2 CA SEAT (PT minimum)
3.	L3 CA SEAT (PT minimum)
4.	L4 CA SEAT (PT minimum)
5.	R4 CA SEAT (PT minimum)
6.	R3 CA SEAT (PT minimum)
7.	R2 CA SEAT (PT minimum)
8.	R1 CA SEAT (PT minimum)
9.	L1+ CA SEAT
10.	R4+ CA SEAT
11.	L4+ CA SEAT
12.	L1++ CA SEAT

f) Instructions for Special Passengers
See AY GOM ANNEX A Customer Handling



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6.9.2 Versions 5080 and 5090, 321 seats (OH-LWI / K / L / N / O / P / R / S / T)



a) Sections / Rows
0A / 1 – 8
0B / 20 – 45
0C / 51 – 66

b) Cabin Configuration
J 30 / W 26 / Y 265
Total pax seats: 321

c) Emergency Exit Seats
51BC, 51JK, 52A, 52L

d) Crew Rest Area
Crew Rest Compartments are installed in FWD and AFT area of the cabin

e) Duty Stations for Cabin Crew

1.	L1 CA SEAT (PT minimum)
2.	L2 CA SEAT (PT minimum)
3.	L3 CA SEAT (PT minimum)
4.	L4 CA SEAT (PT minimum)
5.	R4 CA SEAT (PT minimum)
6.	R3 CA SEAT (PT minimum)
7.	R2 CA SEAT (PT minimum)
8.	R1 CA SEAT (PT minimum)
9.	L1+ CA SEAT
10.	R4+ CA SEAT
11.	L4+ CA SEAT
12.	L1++ CA SEAT

f) Instructions for Special Passengers
See AY GOM ANNEX A Customer Handling

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6.9.3 Seats in Cockpit

3 + 1 jump seat

6.9.4 Cabin Limitations

6.9.4.1 Maximum Number of Passengers and Crew

(When all cabin doors and slides are serviceable)

Table 201. Maximum Number os Passengers and Crew

	Number of Seats	
Cabin Version number:	5050	5080/5090
Crew:		
Flight deck	4	4
Cabin	12	12
Total number of crew seats	16	16
Passengers:		
Cabin section A	30	30
Cabin section B	112	155
Cabin section C	136	136
Total number of passenger seats	278	321

6.9.5 Measures of Overhead Lockers in Cabin

(Measures of one locker)

Table 202. Measures of Overhead Lockers in Cabin

Interior length above rows 1-12 [cm]	114
Interior length above rows 21-33 [cm]	125
Interior length above rows 41-56 [cm]	120
Interior height at front of locker [cm]	44
Interior height at back of locker [cm]	34
Depth [cm]	62

NOTE: No overhead locker available above middle seat block at rows 51-56.

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6.10 Maximum Gross Weights, BW/BI, DOW/DOI, Pantry Codes, Standard Taxi Fuel

6.10.1 Maximum Gross Weights

Table 203. Maximum Gross Weights

	OH-LWA/B/C/D/E/F/G (WV003)	OH-LWH/I/K/L/M (WV001)	OH-LWN/O/P/R/S/T (WV010)
Max. taxi weight	268 900 kg	275 900 kg	280 900 kg
Max. take-off weight	268 000 kg	275 000 kg	280 000 kg
Max. landing weight	207 000 kg	207 000 kg	207 000 kg
Max. zero fuel weight	195 700 kg	195 700 kg	195 700 kg

6.10.2 Basic Weights/Indexes, Dry Operating Weights/Indexes, Pantry Codes

Basic Weights and Indexes (BW/BI), Dry Operating Weights and Indexes (DOW/DOI) and pantry codes are published in Finnair Partner Hub.

6.10.3 Standard Taxi Fuel

Including 30 min operation of APU: 400 kg

6.11 Balance Calculations

6.11.1 List of Valid Balance Tables

Table 204. List of Valid Balance Tables

Form Number	Cabin Version (Registrations)
FINNAIR-5-1944-1221 (01/2025)	5050 (OH-LWA/B/C/D/E/F/G/H/M)
FINNAIR-5-1942-1221 (01/2025)	5080 (OH-LWS/T)
FINNAIR-5-1943-1221 (01/2025)	5090 (OH-LWI/K/L)
FINNAIR-5-1982-1222 (01/2025)	5090 (OH-LWN/O/P/R)

Effective balance tables can be retrieved from Finnair Partner Hub.

Instructions for use are included in the balance table form.

6.11.2 Balance Entries in Manual Loadsheet

Write the data given below in "balance conditions" box on the loadsheet.

DOI, DLI, LIZFW, MACZFW, LITOW, MACTOW

6.12 Maximum Fuel Capacity

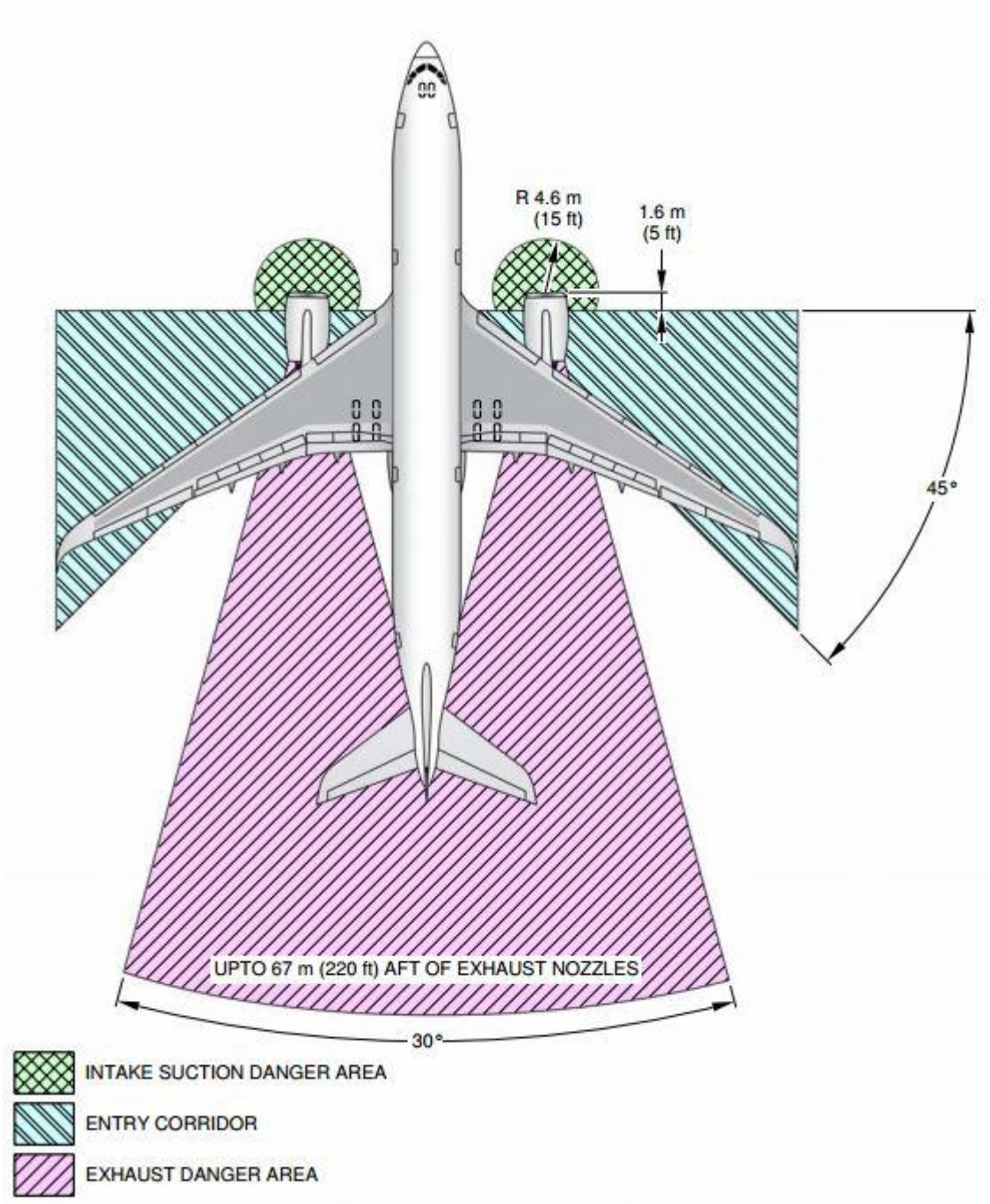
Center tank: 80 947 litres
Wing tanks (left+right): 59 848 litres
Maximum total fuel capacity: 140 795 litres
(= 113 058 kg when fuel density is 0,803 kg/l)

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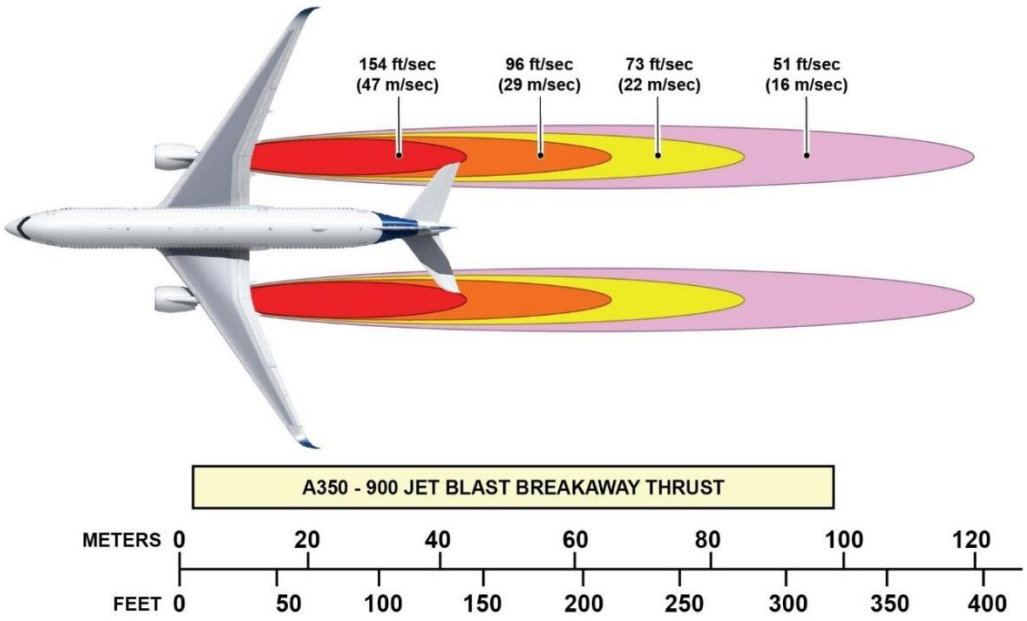
6.13 Danger Areas of Engines

Picture 146. Idle Power



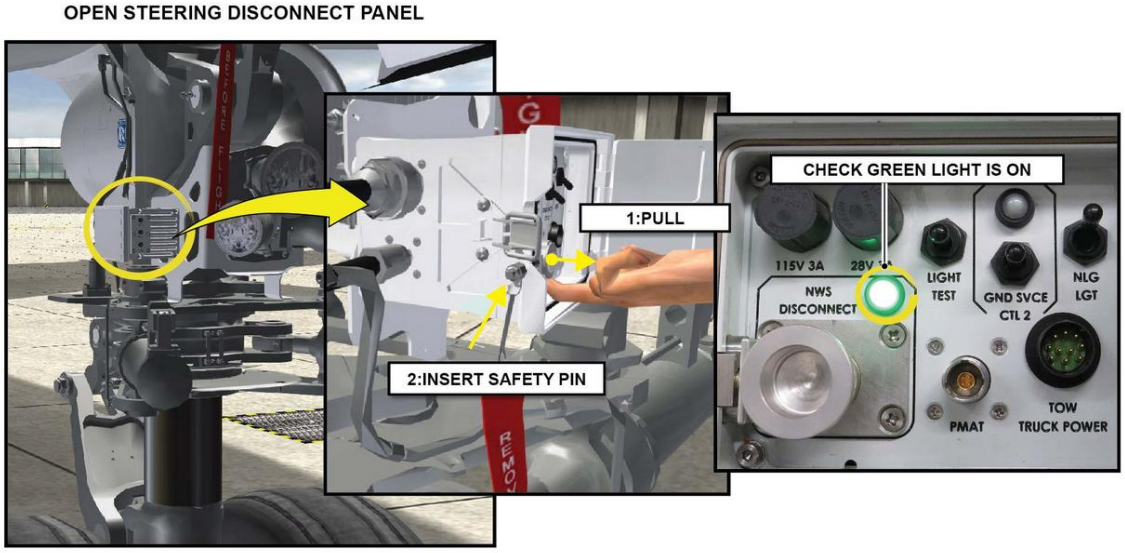
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Picture 147. Breakaway Power



6.14 By-pass Valve Assembly

Picture 148. A350 By-pass Valve Assembly



Classified as Internal

ANNEX E Messages and Flight File

1 Movement Messages (MVT) 659
1.1 Time Definition 659
1.2 Abbreviations 659
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1 Movement Messages (MVT)

Traffic punctuality and the movements of aircraft and crew can be surveyed in messages concerning aircraft movements. By using standard message formats as shown in the examples, stations can send all departure, arrival and irregularity messages. These messages shall be sent by the station staff (or representative of the handling company) after each departure, arrival and irregularity, using the IATA standard format shown in under examples. IATA format is mandatory due EDP handling/storage of messages. If AD, EA or AA movement message is automatically generated and sent with correct times and delay codes, no additional movement message is required by the station.

1.1 Time Definition

Aircraft movement times are defined according to the following time definitions:

Estimated time of Departure (ED)
Date + time

Actual time of Departure (AD)
Date, off-block time and actual time of take-off

Estimated time of Arrival (EA)
Date + time
Note: EA time is obtained by adding the estimated flight time, informed by captain or received from flight planning system, to the scheduled, estimated or actual departure time.

Actual time of Arrival (AA)
Date, actual landing time and on-block time

1.2 Abbreviations

AA	Actual time of Arrival
AD	Actual time of Departure
ALT	Alternate
DL	Delay Reason
DLA	Sub Delay Code
EA	Estimated time of Arrival
EB	Estimated on-block time
ED	Estimated time of Departure
EO	Estimated time of Take-off
FR	Forced Return (Return from Airborne)
MVT	Movement Message
NI	Time of Next Information
PX	Passengers
RF	Ramp Fuel
RR	Return to Ramp
RW	Ramp Weight
SI	Supplementary Information
TOF	Take-off Fuel
TOW	Take-off Weight

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1.3 Departure Message (MVT AD)

1.3.1 Dispatch

A departure message shall be dispatched for every flight sector departure, regardless of the flight type.

The message shall be dispatched immediately after take-off of the flight concerned.

1.3.2 Distribution

1.3.2.1 Standard Distribution

Departure message shall be sent to:

a) HELWMAY
b) HELRMAY
c) recipients of diversion message in cases where diversion warning or a diversion message has been sent

Note: Departure messages sent to HELWMAY will be automatically distributed to relevant addresses, such as the next station ahead and required operational systems.

1.3.2.2 Delayed Flights / Diverted Flights

The departure message of flights for which a delay or diversion message has been dispatched shall be addressed to all stations that received the previous delay message or diversion message.

1.3.3 Corrections to Departure Message

If corrections to an already dispatched departure messages become necessary:

a) a complete departure message shall be dispatched again
b) the message identifier COR shall be used in addition to the normal identifier MVT
c) a corrected departure message shall be dispatched before arrival of the flight at the station of next intended landing

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1.3.4 Message Description

IMPORTANT: All dates/times expressed in UTC.

Table 205. Part 1: Address and Communication References

Element Number	Element Definition / Description	Examples
1	Priority indicator for message	QU
2	Teletype address/es for message	QU ZRHKKAY
3	Originator, recharge, date/time group and operator´s initials composed of the elements No. 3.1 thru 3.4	.RHOKKOA AY/120340 PH .RHOKKOA 121340
3.1	Teletype address of originator	.RHOKKOA
3.2	Recharge, if required. Teletype address of originator (element No. 3.1) and designator of the airline to be charged for the message (element No. 3.2) must be separated by a space.	AY
3.3	Date and time group. Recharge designator (element No. 3.2) and date/time group (element No. 3.3) must be separated by an oblique. NOTE: The oblique is to be omitted if no recharge designator is shown.	/121340
3.4	Operator´s initials, if required. Date and time group (element No. 3.3) and operator´s initials (element No. 3.4) must be separated by a space.	PH
NOTE: Element No. 3 must be on one line.		

Table 206. Part 2: Standard Message Identified and Flight Record (MVT)

Element Number	Element Definition / Description	Examples
4	Standard identifier for movement messages: MVT The identifier MVT must be on a separate line.	MVT
5	Flight number and scheduled UTC date of departure out of its originating station.	AY003/01
6	Aircraft registration. 1. Flight number (element No. 5) and aircraft registration (element No. 6) must be separated by a full stop. 2. The hyphen between country code and aircraft code is to be omitted.	.OHLGA
7	Airport of movement. 1. Aircraft registration (element No. 6) and airport of movement (element No. 7) must be separated by a full stop. 2. The 3-letter IATA airport or city codes must be used.	.JFK .ARN
NOTE: Elements No. 5 thru 7 must be on one line.		

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Table 207. Part 3: Flight Information (MVT AD)

Element Number	Element Definition / Description	Examples
8	Actual departure time The departure indicator AD is followed by off-block and airborne time. The time groups are to be separated by an oblique.	AD0958/1004
9	Estimated time of arrival 1. The indicator EA is followed by the estimated time of arrival in UTC. 2. Estimated departure time (element No. 8) and estimated arrival time (element No. 9) are to be separated by a space.	EA1128
10	Airport of next intended landing. 1. The 3-letter IATA airport codes are to be used. 2. Estimated arrival time (element No. 9) and code for airport of next intended landing (element No. 10) are to be separated by a space. 3. Elements No. 8 thru 10 must be on one line.	LHR
11	Actual delay information, composed of maximum 17 characters. 1. The delay identifier DL is followed by not more than 2 delay codes and the duration of the delay in hours and minutes. Delay codes and time groups are to be separated by obliques. 2. Finnair has zero (0) minutes tolerance in departure delays. All delays must be recorded and included in MVT messages. Not more than 2 delay reasons can be shown. 3. If there are more than 2 delay reasons, attribute the total delay time to the 2 main reasons.	DL52/0121 DL11/01/0017/0125
12	Total number of seats occupied by passengers (optional). 1. The passenger indicator PX is followed by the number of seats occupied by passengers including PADs. 2. Element No. 12 must be on a separate line.	PX9 PX321
13	Sub Delay Code to further define DL composed of the identifier DLA followed by four fields of 3 characters per code (in the same order as DL line) separated by an oblique. All three obliques as separator must be present. Element No. 13 must be on a separate line. Subcodes are published in ANNEX E (Messages and Flight File) 1.4.5.2. Examples: 1 delay code, 1 subcode 2 delay codes, 2 subcodes No subcodes Note: Delay subcodes shall always be included in the message when delay codes are used and subcodes shall be defined for all delay codes.	 DLA85A/// DLA11C/14A// [No DLA line in message]

Table 208. Part 4: Supplementary Information (MVT AD)

Element Number	**Element Definition / Description**	**Examples**
14	Supplementary information Supplementary Information. Any other information pertaining to aircraft movement may be printed at the bottom of the MVT Message. It may show delay reasons in plain language or other company requirements. It must begin in a new line with the indicator SI followed by a space.	ALT/TMP RW237100 APU U/S

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1.3.5 Message Examples

```
QU HELWMAY
.BKKKKAY 221745
MVT
AY098/22.OHLGA.BKK
AD1721/1744 EA1405 HEL
DL81/0021
PX178
DLA81D///
SI
=

QU HELWMAY
.BKKKKAY 221732
MVT
AY098/22.OHLGA.BKK
AD1700/1721 EA1345 HEL
PX178
SI APU U/S
=
```


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1.4 Delay Message (MVT ED/NI)

1.4.1 Dispatch

1.4.1.1 General

a) A delay message shall be dispatched as soon as delay is known and estimated delay is 5 minutes or more relative to scheduled or otherwise stated departure time.
b) If a flight is delayed beyond the estimated departure (ED) or next information (NI) time specified in a previously dispatched message, a new delay message shall be dispatched as soon as the further delay is known.

1.4.1.2 Dispatch of Departure Message

A normal departure message shall be sent to all addresses that received the delay message(s) after departure of the flight concerned.

For instructions regarding departure message refer to ANNEX E 1.3.

1.4.2 Distribution

Delay message shall be sent to:

a) HELWMAY
b) HELRMAY
c) the station of the originally intended landing in case of a diversion
d) recipients of diversion message in cases where diversion warning or a diversion message has been sent

Delay messages sent to HELWMAY will be automatically distributed to relevant addresses, such as the next station ahead, station management and/or flight planning office, the company(ies) acting as ground handling service provider for Finnair and required operational systems.

For delay codes refer to AY GOM ANNEX E 1.4.5.

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1.4.3 Message Description

IMPORTANT: All dates/times expressed in UTC.

Table 205. Part 1: Address and Communication References
(Same element definitions and formats as for the standardized departure message)

Table 206. Part 2: Standard Message Identified and Flight Record (MVT)
(Same element definitions and formats as for the standardized departure message)

Table 209. Part 3: Flight Information (MVT ED/NI)

Element Number	Element Definition / Description	Examples
8	Estimated time of departure or next information.	
8.1	Estimated time of departure. Estimated departure time indicator ED is followed by the estimated departure time.	ED060555
8.2	Next information. 1. If a revised time of departure (element 8.1) cannot be estimated even approximately at the time of the origination of the delay message, the indicator NI for "Next information" shall be used in lieu of the indicator ED. 2. The indicator NI is followed by the date/time group at which further information will be issued.	NI060800
9	Delay code(s) 1. The delay indicator DL is followed by not more than 2 delay codes. The delay codes must be separated by an oblique. 2. Element No. 9 must be on a separate line.	DL01 DL91/92
10	Sub Delay Code to further define DL composed of the identifier DLA followed by four fields of 3 characters per code (in the same order as DL line) separated by an oblique. All three obliques as separator must be present. Element No. 13 must be on a separate line. Subcodes are published in ANNEX E (Messages and Flight File) 1.4.5.2. Examples: 1 delay code, 1 subcode 2 delay codes, 2 subcodes No subcodes Note: Delay subcodes shall always be included in the message when delay codes are used and subcodes shall be defined for all delay codes.	 DLA85A/// DLA11C/14A// [No DLA line in message]

Table 210. Part 4: Supplementary Information (MVT ED/NI)

Element Number	Element Definition / Description	Examples
11	Supplementary information Additional information pertaining to the flight may be shown at the end of the delay message. A new line must be used beginning with the indicator "SI" and followed by a space.	

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1.4.4 Message Examples

a) Estimated Departure

```
QU HELWMAY
.PEKKKAY 221655
MVT
AY052/22.OHLGC.PEK
ED221720
DL75
DLA75A///
=
```

b) Duration of delay unknown

```
QU HELWMAY
.HELKLAY 221211
MVT
AY051/22.OHLGC.HEL
NI221800
DL41
DLA41A///
SI GENERATOR TROUBLE
=
```

c) Notice of delayed departure

```
QU HELWMAY
.JYVKKAY 221745
MVT
AY300/22.OHKRC.JYV
AD1721/1744 EA1820 HEL
DL81/0021
PX056
SI
=
```

d) Notice of return to ramp

```
QU HELWMAY
.HELKLAY 201007
MVT
AY285/20.OHLYN.HEL
AD0959 RR1005
SI ABORTED TAKE OFF
=
```

e) Notice of return from airborne

```
QU HELWMAY
.HELKLAY 191139
MVT
AY003/19.OHLGA.HEL
FR1130/1138
SI BIRD STRIKE ENG 2
=
```

f) Revised estimated time of arrival

```
QU HELWMAY
.LHRKKAY 300900
MVT
AY831/30.OHLMN.LHR
EA0930
SI HOLDING DUE TO ATC RADAR FAILURE
=
```

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g) Notice of revised taxi'ing time of arrived aircraft

```
QU HELWMAY
.JFKKKAY 062136
MVT
AY004/06.OHLGA.JFK
AA2112 EB2200
SI NO STAND AVAILABLE
=
```

1.4.5 Delay Codes

1.4.5.1 General

Use the following codes to express the reason for delay, diversion or other irregularities in aircraft MVT/DIV and other messages.

A description of a code may cover several possible statements. Where there is still some doubt of interpretation, use the SI-part of the movement message to amplify. If there are more than 2 delay reasons attribute the total delay time to the 2 main reasons.

It is essential that these codes are applied impartially and not be considered as reasons for blame but rather to identify corrective action.

1.4.5.2 Delay Code List

1.4.5.2.1 AY Internal Codes (01 to 05)

Table 211. Delay Codes 01 to 05, AY Internal

Code	Delay Cause	Sub-Codes / Notes
01	ERROR AT PREVIOUS STATION en-route	a - incorrect LDM, CPM, PTM etc. b - incorrect class divider position c - no MVT sent on time o - others (mandatory to specify the reason in FPR) NOTE: Reason must always be reported in plain language in SI element of MVT. MVT must be addressed to the station in question.
02	ACARS (aircraft communication, addressing and reporting system) DATALINK FAILURE	a - ground network problem b - aircraft equipment problem o - others (mandatory to specify the reason in FPR)
03	Delay time discrepancies up to 3 minutes automatically initiated by A/C equipped with Datalink facility	Not to be used if conventional MVT sent
04	NON-STANDARD TECHNICAL REASONS	a - technical inspection/check requested by crew, no defect found b - technical inspection/check requested by ground staff, no defect found c - technical inspection/check requested by maintenance staff, no defect found o - others (mandatory to specify the reason in FPR)

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1.4.5.2.2 Others (06 to 09)

Table 212. Delay Codes 06 to 09, Others

Code	Delay Cause	Sub-Codes / Notes
06	NO GATE/STAND AVAILABILITY	a - lack of gate/stand due g/h activities b - lack of gate/stand due other station activities c - lack of or late change of gate/stand due a/c change o - others (mandatory to specify the reason in FPR) NOTE: airport infra+stand/gate allocation - use code 87
09	SCHEDULED GROUND TIME LESS THAN DECLARED MINIMUM GROUND TIME	a - commercial decision o - others (mandatory to specify the reason in FPR)

1.4.5.2.3 Passenger and Baggage (11 to 19)

Table 213. Delay Codes 11 to 19, Passenger and Baggage

Code	Delay Cause	Sub-Codes / Notes
11	LATE CHECK-IN, acceptance after published deadlines	a - passenger at check-in after deadline b - passenger at gate after deadline c - passenger late due to ground transport d - queue at ticket counter e - waitlist processing at check-in o - others (mandatory to specify the reason in FPR)
12	LATE CHECK-IN, congestion in check-in area	a - congestion at check-in, lack of staff b - congestion at transfer desk, lack of staff o - others (mandatory to specify the reason in FPR) NOTE: if congestion is due to airport infra e.g. lack of check-in desks, use code 87
13	CHECK-IN ERROR, passenger and baggage	a - check-in error / station staff b - check-in error / self check-in kiosks c - check-in error, other self-service check-in method (internet, SMS) d - insufficient travel documents / station staff o - others (mandatory to specify the reason in FPR)
14	OVERSALES, booking errors	a - overbooking / offloading of OK passengers b - overbooking / involuntary up/downgrading c - booking errors d - overbooking due to A/C or configuration change e - ticketing error e.g. ticket revalidation missing f - ASR-seating errors in the booking o - others (mandatory to specify the reason in FPR)

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15	BOARDING, discrepancies and paging, missing checked-in passengers	a - passenger figure discrepancies between gate and cabin or load control due to gate error b - late/slow boarding / lack of staff c - staff late from previous, delayed flight d - travel document check e - missing checked-in passengers without baggage f - waitlist/standby processing g - assistance of Unaccompanied Minors h - handling of excessive volumetric hand baggage in cabin or at gate i - late bus at aircraft due to gate activities j - seat changes due to optimizing of aircraft/version k - late transfer pax due to incoming flight/late bridge allocation l - insufficient travel documents, customers own responsibility o - others (mandatory to specify the reason in FPR) NOTE: a - crew error with passenger figures, use code 68 b - if due to station infra/lack of gates, use 87. If equipment problems e.g. gate reader malfunction, use 55 i - if due to station activities, use 87d
16	COMMERCIAL PUBLICITY / PASSENGER CONVENIENCE	a - illness/death b - disruptive passenger handling (including DEPO, INAD) c - NOT IN USE d - VIP, press, TV, PR e - transfer of booked passengers from oversold/cancelled/delayed flight f - missing personal items g - offloading requested by passenger, without baggage h - passenger acceptance from other carrier due their disruption i - sales and/or updating of ancillary services o - others (mandatory to specify the reason in FPR) NOTE: g - passenger with bags, use code 85
17	CATERING ORDER, late or incorrect order given to supplier	a - late order b - incorrect order o - others (mandatory to specify the reason in FPR) NOTE: If crew refuses to accept passengers without meals or extra (non-standard) order by crew, use code 65
18	BAGGAGE PROCESSING, SORTING, ETC.	a - late delivery of local baggage b - late delivery of transfer baggage c - lack of staff d - BRS user failure e - late delivery of heavy/volumetric baggage o - others (mandatory to specify the reason in FPR) NOTE: If delay caused by baggage sorting system inoperative or insufficient capacity and system owned by airport authorities, use code 87f. If system operated by airport authority staff and delay caused by operator error, use code 87f.
19	REDUCED MOBILITY Boarding/Deboarding of PRM customer with reduced mobility	a - late assisting of PRM customer b - late transportation for PRM c - assisting difficulties with boarding/deboarding e.g. big group of PRMs d - missing or wrong info in PSM or DCS customer record causing delay in assistance o - others (mandatory to specify the reason in FPR)

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1.4.5.2.4 Cargo (21 to 26)

Table 214. Delay Codes 21 to 26, Cargo

Code	Delay Cause	Sub-Codes / Notes
21	DOCUMENTATION, errors, etc.	a - late cargo docs or NOTOC b - incorrect cargo docs or NOTOC c - late or incorrect cargo figures in Departure Control System or wrongly stated to load control by cargo dept. o - others (mandatory to specify the reason in FPR)
22	LATE / INCORRECT POSITIONING	a - late cargo at aircraft side b - missing ULDs c - lack of equipment d - positioned to wrong stand o - others (mandatory to specify the reason in FPR)
23	LATE ACCEPTANCE OF CARGO	a - late acceptance of cargo for commercial reasons b - late acceptance of stand-by cargo c - exceptionally large amount of in/outbound cargo d - diplomatic mail o - others (mandatory to specify the reason in FPR)
24	INADEQUATE PACKING	a - leaking/spillage from ULDs or bulk cargo b - odorous cargo c - broken ULD d - dangerous goods o - others (mandatory to specify the reason in FPR)
25	OVERSALES, booking errors	a - exceeding of cargo release load b - delays due to cargo volumetric limitations c - special cargo, difficult to load, not notified in advance o - others (mandatory to specify the reason in FPR)
26	LATE PREPARATION IN WAREHOUSE	a - wrong container for aircraft b - contours / overlaps c - cargo system failure d - lack of staff o - others (mandatory to specify the reason in FPR)

1.4.5.2.5 Mail (27 to 29)

Table 215. Delay Codes 27 to 29, Mail

Code	Delay Cause	Sub-Codes / Notes
27	DOCUMENTATION, PACKING, ETC.	a - late mail figures b - incorrect mail figures in Departure Control System or wrongly stated to load control from mail dept. c - delays due to mail volumetric limitations d - missing weight documentation on mail ULDs or carts o - others (mandatory to specify the reason in FPR)
28	LATE / INCORRECT POSITIONING	a - late mail at aircraft side b - positioned to wrong stand c - breakdown or lack of equipment d - lack of staff o - others (mandatory to specify the reason in FPR)
29	LATE ACCEPTANCE	a - late acceptance of mail for commercial reasons b - lack of staff o - others (mandatory to specify the reason in FPR)

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1.4.5.2.6 Aircraft and Ramp Handling (31 to 39)

Table 216. Delay Codes 31 to 39, Aircraft and Ramp Handling

Code	Delay Cause	Sub-Codes / Notes
31	AIRCRAFT DOCUMENTATION, late/inaccurate weight and balance, general declaration, etc.	a - lack of/late TRC (turn around coordinator) b - lack of/late loadcontroller c - loadcontroller late from previous, delayed flight d - missing/late GD (if prepared by Ground Handling Service Provider) e - LIR issued late by loadcontroller f - loadcontroller error / reseating or reloading due balance / late offload or onload decision g - loadsheet issued late by loadcontroller o - others (mandatory to specify the reason in FPR)
32	LOADING/UNLOADING, bulky, special load	a - lack of staff b - late load reporting to load control c - staff late from previous, delayed flight d - incorrect loading or incorrect load reporting to load control e - volumetric/bulky load f - brs user failure g - late transfer bag offloading from incoming flights o - others (mandatory to specify the reason in FPR)
33	LOADING EQUIPMENT, lack of or breakdown, e.g. container/pallet loader, lack of staff	a - lack of staff or equipment b - late staff / equipment from previous, delayed flight c - lack of carts or dollies d - lack of lashing/supporting material e - breakdown of equipment o - others (mandatory to specify the reason in FPR)
34	SERVICING EQUIPMENT, lack of or breakdown, lack of staff	a - water servicing (if done by Ground Handling Service Provider in acc. with SLA) b - toilet servicing (if done by Ground Handling Service Provider in acc. with SLA) c - lack of/late staff d - late staff or equipment from previous, delayed flight e - late push-back/towing (if done by Ground Handling Agent in acc. with SLA) f - late push-back due to tractor/staff from another flight g - GPU h - breakdown of equipment (e.g. vehicle, external heating equipment) i - missing/late bus for remote parking (if done by Ground Handling Service Provider in acc. with SLA) o - others (mandatory to specify the reason in FPR)
35	AIRCRAFT CLEANING	a - late cleaners from another flight b - lack of/late cleaning staff c - water servicing (if done by cleaning staff) d - toilet servicing (if done by cleaning staff) e - cabin preparations i.e. version changes etc. (if done by cleaning staff) f - late completion g - equipment breakdown h - called back to aircraft i - additional or special cleaning o - others (mandatory to specify the reason in FPR)

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36	FUELLING/DEFUELLING, fuel supplier NOTE: code to be used for all fuelling/defuelling delays except when extra fuel ordered after initial fuelling finished	a - late or lack of fuel truck b - late station engineer c - positioning of fuel truck d - defuelling e - breakdown of fuel truck during operation f - lack of staff g - fuelling error h - fuel spill at A/C due fuelling NOTE: If spill due A/C defect, use code 41 i - due to weather j - late fuelling due obstructive equipment k - late fuel truck from previous, delayed flight o - others (mandatory to specify the reason in FPR)
37	CATERING, late delivery or loading	a - late or wrong delivery b - lack of or late staff c - breakdown of catering equipment d - missing equipment to be delivered by catering company e.g. landing cards, head phones e - transfer of preorders or return catering from compartment to cabin f - return catering not loaded at previous station g - late catering due to a/c change h - positioning of catering truck o - others (mandatory to specify the reason in FPR)
38	ULD, lack of or serviceability	a - ULD damage b - lack of ULD due other stations overstock c - lack of ULD due to weather o - others (mandatory to specify the reason in FPR)
39	TECHNICAL EQUIPMENT, lack of or breakdown	a - lack of/late station engineer b - ASU (air start unit) c - APU inop engine start at position o - others (mandatory to specify the reason in FPR)

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1.4.5.2.7 Technical and Aircraft Equipment (41 to 49)

Table 217. Delay Codes 41 to 49, Technical and Aircraft Equipment

Code	Delay Cause	Sub-Codes / Notes
41	AIRCRAFT DEFECT	a - technical defects (not damages 51/52 or ACARS/02b) b - cabin outfit malfunctions e.g. seats, galley, toilets c - defects on in-flight entertainments d - aircraft loading system failure e - flight crew cockpit preparations delayed due to maintenance personnel occupying cockpit f - reset performed/no help, MEL used g - production problems h - aircraft reset i - defrost, heating required due to aircraft defect (if due weather conditions, use 75c or 77o) o - others (mandatory to specify the reason in FPR)
42	SCHEDULED MAINTENANCE, late release	a - late documentation / missing documents b - late positioning due to late arrival of aircraft c - production problems d - lack of spares o - others (mandatory to specify the reason in FPR)
43	NON-SCHEDULED MAINTENANCE, special checks and/or other additional works beyond normal maintenance	a - special inspections e.g. AD's b - leading edge and cockpit window exterior cleaning per request c - oxygen refill, when normal service (if oxygen refill after leak repair use code 41a) d - late documentation e - production problems f - interior unintentional systems misuse (pax or crew) e.g. sink blockade o - others (mandatory to specify the reason in FPR)
44	SPARES AND MAINTENANCE EQUIPMENT, lack of or breakdown	a - lack of spares b - late delivery of spares c - lack of or breakdown of maintenance equipment d - lack of hangar space o - others (mandatory to specify the reason in FPR)
45	AOG SITUATION, spares, tools or staff, to be carried to another station	a - late or incorrect delivery to aircraft b - late documentation c - incorrect documentation d - reload of aircraft e - AOG for third party f - lack of local technical staff (non maintenance station and staff has to be sent from other location) o - others (mandatory to specify the reason in FPR)
46	AIRCRAFT CHANGE, for technical reasons	First change is code 46 and sub-codes under delay code 96 has to be used for all changes on the same day (long haul incl. previous day) also in case of lack of spare or aircraft change by another station a - due to aircraft defect b - late maintenance due to production problems c - late maintenance due to lack of spares o - others (mandatory to specify the reason in FPR)
47	STAND-BY AIRCRAFT, lack of planned stand-by aircraft for technical reasons	a - aircraft defect b - late release of stand-by aircraft due to production problems c - late release of stand-by aircraft due to lack of spares NOTE: Code 47 to be used at HEL ONLY
48	SCHEDULED CABIN CONFIGURATION / VERSION ADJUSTMENT	a - stretcher installation b - medical equipment including late or lack of stretcher, additional oxygen c - crew rest seating o - others (mandatory to specify the reason in FPR)

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1.4.5.2.8 Damage to Aircraft (51 to 52)

Table 218. Delay Codes 51 to 52, Damage to Aircraft

Code	Delay Cause	Sub-Codes / Notes
51	DAMAGE DURING FLIGHT OPERATIONS	a - bird strike b - lightning strike c - other damage during flight operation d - severe weather conditions e - overweight/heavy landing f - collision during taxiing g - aircraft overrun runway or taxi way h - FOD damage (foreign object damage) or compartment contamination i - maintenance and/or aircraft change after damage during flight operations e.g. wheel change caused by nails j - mishandling damage e.g. operations beyond SOP k - cabin contamination during flight, for example change of seat covers o - others (mandatory to specify the reason in FPR)
52	DAMAGE DURING GROUND OPERATIONS	a - contamination b - damage by loading equipment or steps or GSE c - damage by pushback equipment d - damage by de-icing equipment e - damage by catering equipment f - damage by cleaning equipment (high-loader) g - damage by fuelling equipment h - damage by technical support/maintenance equipment i - damage by passenger bridge j - weather (high wind, hailstorm, lightning, freezing of water system) k - NOT IN USE l - collision (other than during taxiing), towing m - maintenance and/or aircraft change after damage during ground operations (NOTE: to be used only once for the first aircraft change) n - damage by previous station(s) o - others (mandatory to specify the reason in FPR)

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1.4.5.2.9 EDP / Automated Equipment Failure (55 to 58)

Table 219. Delay Codes 55 to 58, EDP / Automated Equipment Failure

Code	Delay Cause	Sub-Codes / Notes
55	AUTOMATED EQUIPMENT FAILURE, departure control	a - DCS-check-in b - DCS-weight and balance calculations c - equipment breakdown (printer/boarding pass printer) d - long response time/terminal locked o - others (mandatory to specify the reason in FPR)
56	AUTOMATED EQUIPMENT FAILURE, cargo preparation/documentation	
57	AUTOMATED EQUIPMENT FAILURE, flight plans	a - flight preparation computer failure e.g. LIDO b - cockpit PC failure c - crew information system (CIS) failure d - printer failure o - others (mandatory to specify the reason in FPR)
58	OTHER AUTOMATED SYSTEM, format	a - system of ground handling company b - system of cleaning company c - system of catering company d - system of fuelling company e - system of airport e.g coordination systems o - others (mandatory to specify the reason in FPR)

1.4.5.2.10 Flight Operations and Crewing (61 to 69)

Table 220. Delay Codes 61 to 69, Flight Operations and Crewing

Code	Delay Cause	Sub-Codes / Notes
61	FLIGHT PLAN, late completion or change of flight documentation	a - late fuelling order (flight planning) b - late fuelling order (pilots) c - complete change of flight documentation d - lack of, incorrect or late ATC flight plan e - incorrect flight planning docs f - late flight documentation due to change of self briefing crew status o - others (mandatory to specify the reason in FPR)
62	OPERATIONAL REQUIREMENTS, extra fuel, load alteration	a - defuelling on captain´s request b - extra fuel c - awaiting final weights-fuel critical flights d - load alterations e - cooling of brakes o - others (mandatory to specify the reason in FPR)
63	LATE CREW BOARDING OR DEPARTURE PROCEDURES, other than connection and stand-by (flight deck or entire crew)	a - late crew bus (airport) b - late crew transportation (hotel) c - departure procedures in cockpit d - ground check e - prolonged departure procedures in cockpit due to existing OML item(s) f - security/immigration procedures at the airport o - others (mandatory to specify the reason in FPR)

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64	FLIGHT DECK CREW SHORTAGE	a - sickness b - awaiting stand-by/late crew from home c - flight time limitations (mandatory crew rest) d - travel documents, visa, health e - crew scheduling or crew control errors o - others (mandatory to specify the reason in FPR)
65	FLIGHT DECK CREW SPECIAL REQUEST, not within operational requirements	a - extended flight deck routines b - holding / delaying pax boarding by crew c - request for maintenance not minimum equipment list e.g. oxygen within limits, tire within limits, brake within limits d - catering order (captain´s request) e - crew meals o - others (mandatory to specify the reason in FPR)
66	LATE CABIN CREW BOARDING OR DEPARTURE PROCEDURES, other than connection and stand-by	a - late crew from briefing b - late crew from security / immigration c - late crew bus d - late crew transportation (hotel) e - cabin crew safety and security procedures at aircraft f - communication with cabin crew g - late boarding due to cabin crew (specify reason in FPR) h - slow boarding due to pax or pax in wrong class (specify the reason in FPR) o - others (mandatory to specify the reason in FPR)
67	CABIN CREW SHORTAGE	a - sickness b - awaiting stand-by/late crew from home c - flight time limitations (mandatory crew rest) d - travel documents, visa, health documents e - crew scheduling or crew control errors o - others (mandatory to specify the reason in FPR)
68	CABIN CREW ERROR OR SPECIAL REQUEST, not within operational requirements	a - incorrect head count b - accidental evacuation slide deployment c - late order of non-standard supplies e.g. blankets, head phones d - re-order or late request of cleaning e - re-order or late request of maintenance o - others (mandatory to specify the reason in FPR)
69	CAPTAIN REQUEST FOR SECURITY CHECK, extraordinary	a - baggage check requested by PiC b - PiC´s request for investigation caused by lack of passengers o - others (mandatory to specify the reason in FPR)

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1.4.5.2.11 Weather (71 to 79)

Table 221. Delay Codes 71 to 79, Weather

Code	Delay Cause	Sub-Codes / Notes
71	DEPARTURE STATION, weather below operating minima	a - outside aircraft limits b - weather below operating limits o - others (mandatory to specify the reason in FPR)
72	DESTINATION STATION, weather below operating minima	a - outside aircraft limits b - outside crew limits c - weather below operating limits o - others (mandatory to specify the reason in FPR)
73	EN-ROUTE OR ALTERNATE, weather below operating minima	a - outside aircraft limits b - weather below operating limits c - ETOPS alternate closed due to weather o - others (mandatory to specify the reason in FPR)
75	DE-ICING OF AIRCRAFT, removal of ice and/or snow, frost prevention excluding unserviceability of equipment	a - normal de-icing b - de-icing late, lack of de-icing equipment/staff late c - defrosting by heater, e.g., engines, landing gear, doors (due to weather conditions) d - breakdown of equipment e - external heating of aircraft (to be used also when extra heating is needed for cabin prior boarding) o - others (mandatory to specify the reason in FPR)
76	REMOVAL OF SNOW, ICE, WATER AND SAND FROM AIRPORT	a - runway b - apron o - others (mandatory to specify the reason in FPR)
77	GROUND HANDLING IMPAIRED BY ADVERSE WEATHER CONDITIONS	a - apron conditions b - high winds -door operation limits c - thunderstorm d - extreme frost, extensive snow storm o - others (mandatory to specify the reason in FPR)

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1.4.5.2.12 Air Traffic Flow Management Restrictions (81 to 84)

Table 222. Delay Codes 81 to 84, Air Traffic Flow Management

Code	Delay Cause	Sub-Codes / Notes
81	ATFM DUE TO ATC EN-ROUTE DEMAND/CAPACITY, standard demand/capacity problems	a - industrial action b - equipment failure c - staff shortage d - high demand or capacity o - others (mandatory to specify the reason in FPR)
82	ATFM DUE TO ATC STAFF/EQUIPMENT EN-ROUTE, reduced capacity caused by industrial action or staff shortage, equipment failure, military exercise or extraordinary demand due to capacity reduction in neighbouring area	a - industrial action b - equipment failure c - staff shortage d - high demand or capacity o - others (mandatory to specify the reason in FPR)
83	ATFM DUE TO RESTRICTION AT DESTINATION AIRPORT, airport and/or runway closed due to obstruction, industrial action, staff shortage, political unrest, noise abatement, night curfew, special flights	a - industrial action b - equipment failure c - staff shortage d - runway closed e - noise abatement/night curfew f - political unrest g - high demand or capacity o - others (mandatory to specify the reason in FPR)
84	ATFM DUE TO WEATHER AT DESTINATION	a - fog b - snow/sand c - volcanic ash o - others (mandatory to specify the reason in FPR)

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1.4.5.2.13 Airport and Governmental Authorities (85 to 89)

Table 223. Delay Codes 85 to 89, Airport and Governmental Authorities

Code	Delay Cause	Sub-Codes / Notes
85	MANDATORY SECURITY, involving passengers and/or cargo	a - congestion at security check b - lack of security staff c - lack of facilities d - late or missing transfer passenger with baggage at gate due to passengers' own fault e - baggage identification / unloading due to missing pax f - excessive amounts of baggage to be checked g - baggage screening h - late or missing local passenger with baggage at gate due to passengers' own fault o - others (mandatory to specify the reason in FPR)
86	IMMIGRATION, CUSTOMS, HEALTH, AUTHORITY	a - immigration b - customs c - health e.g SARS checks d - lack of staff e - insufficient travel doc of passenger/inad/deportee e.g. false passports f - late deportee boarding g - extraordinary disinfection of aircraft by request h - non prenotified safety checks by authorities o - others (mandatory to specify the reason in FPR)
87	AIRPORT FACILITIES, parking stands, ramp congestion, lighting, buildings, gate limitations	a - lack of parking stands b - gate limitations c - passenger bridge inoperative d - missing/late bus for remote parking (if done by airport) e - delayed push-back/towing due to other traffic f - baggage sorting system owned by airport authorities g - towing e.g. no push back clearance due to infrastructure h - de-icing position o - others (mandatory to specify the reason in FPR)
88	RESTRICTIONS AT AIRPORT OF DESTINATION, airport and/or runway closed due to obstruction, industrial action, staff shortage, political unrest, noise abatement, night curfew, special flights	a - airport and/or runway closed due to obstructions b - political unrest or industrial action c - noise abatement d - night curfew e - special flights f - construction work/maintenance e.g. landing restriction due to local requirements g - restrictions enroute o - others (mandatory to specify the reason in FPR)
89	RESTRICTIONS AT AIRPORT OF DEPARTURE WITH OR WITHOUT ATFM RESTRICTIONS, including Air Traffic Services, start-up and pushback, airport and/or runway closed due to obstruction or weather (restriction due to weather in case of ATFM regulation only, else refer to code 71), industrial action, staff shortage, political unrest, noise abatement, night curfew, special flights	a - start-up/push-back b - industrial action c - political unrest d - special flights e - airport closed due to obstruction f - runway closed due to obstruction g - lost flight plan by ATC h - breakdown AFTN/ATC computer i - CDM o - others (mandatory to specify the reason in FPR)

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1.4.5.2.14 Reactionary (91 to 96)

Table 224. Delay Codes 91 to 96, Reactionary

Code	Delay Cause	Sub-Codes / Notes
91	LOAD CONNECTION, awaiting load from another flight	a - passengers and their baggage (+ flight number in SI) b - cargo and/or mail (+ flight number in SI) c - passenger scheduled connecting time under minimum connecting time (MCT) o - others (mandatory to specify the reason in FPR)
92	THROUGH CHECKING ERROR, passenger and baggage	a - wrong passenger/baggage info from previous station b - too many pieces of hand baggage from previous sector c - incorrect transfer baggage segregation d - loading error at previous station e - insufficient or incorrect travel documents from previous station o - others (mandatory to specify the reason in FPR)
93	AIRCRAFT ROTATION, late arrival of aircraft from another flight or previous sector NOTE: If a flight despite late arrival, is ready to depart on time but fails to do so, THE ACTUAL REASON for the delay MUST BE USED	a - late arrival due departure delay at previous station b - late arrival due enroute delay c - late arrival due delay after landing e.g. long taxi time d - automatically calculated delay (not to be entered manually) e - late positioning to maintenance due to late arrival of aircraft o - others (mandatory to specify the reason in FPR)
94	CABIN CREW ROTATION, awaiting cabin crew from another flight	a - operating crew b - positioning or deadhead crew o - others (mandatory to specify the reason in FPR)
95	CREW ROTATION, awaiting crew from another flight (flight deck or entire crew)	a - operating crew b - positioning or deadhead crew o - others (mandatory to specify the reason in FPR)
96	OPERATIONS CONTROL, rerouting, diversion, consolidation, aircraft change for reasons other than technical	a - rerouting and/or political unrest enroute b - diversion c - consolidation delay of flight to accommodate pax of a later flight d - aircraft change for reasons other than technical e - late technical release due to scheduled ground time less than minimum ground time f - late flight planning release g - controller / planner error h - OCC disruption e.g. lack of staff, break down of OPS control system i - secondary technical reason, also due lack off spares or A/C change caused by another station (first change is code 46 and delay 96 has to be used for all changes on the same day, long haul incl. previous day) j - lack of stand-by aircraft due other than technical (code 96j to be used at HEL ONLY!) o - others (mandatory to specify the reason in FPR)

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1.4.5.2.15 Miscellaneous (97 to 99)

Table 225. Delay Codes 97 to 99, Miscellaneous

Code	Delay Cause	Sub-Codes / Notes
97	INDUSTRIAL ACTION WITHIN OWN AIRLINE	a - local station b - whole company c - passenger handling d - ramp handling e - cargo f - catering g - flight deck crew h - cabin crew i - technical j - IT/support k - other operational o - others (mandatory to specify the reason in FPR)
98	INDUSTRIAL ACTION OUTSIDE OWN AIRLINE, excluding ATS/ATC	a - national strike b - whole handling company c - passenger handling d - ramp handling e - cargo f - catering g - technical h - cleaning i - IT/Support j - fuel k - other operational l - security m - authorities n - airport o - others (mandatory to specify the reason in FPR)
99	DELAY CODE TO BE DEFINED LATER	a - reason for delay unclear at the time of departure NOTE: if delay 99 is used it must be corrected within 24 hours after departure to a delay code defining the real reason of the delay

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1.4.5.3 Correlation between AY Delay Codes and Eurocontrol Network Manager (NM) Regulation Causes

[Ref IATA AHM 730]

Due AY delay codes and sub-codes are not aligned with IATA AHM 730 and 731 delay codes table below is not exact match with IATA AHM 730 table.

Table 226. Delay Code Correlations Between AY and NM

NM				AY		
Regulation Cause	Regulation Code	Regulation Location	Guidelines	Delay Code	Delay Cause	Delay Sub-Code
ATC Capacity	C	D	En Route: Demand exceeds or complexity reduces declared or expected capacity. Airport: Demand exceeds declared or expected capacity.	89	RESTRICTIONS AT AIRPORT OF DEPARTURE WITH OR WITHOUT ATFM RESTRICTIONS	o
		E		81	ATFM DUE TO ATC EN-ROUTE DEMAND/CAPACITY	d
		A		83	ATFM DUE TO RESTRICTIONS AT DESTINATION AIRPORT	g
ATC Industrial Action	I	D	Reduction in any capacity due to industrial action by ATC staff	89	RESTRICTIONS AT AIRPORT OF DEPARTURE WITH OR WITHOUT ATFM RESTRICTIONS	b
		E		82	ATFM DUE TO ATC STAFF/EQUIPMENT EN-ROUTE	a
		A		83	ATFM DUE TO RESTRICTIONS AT DESTINATION AIRPORT	a
ATC Routings	R	E	Network solutions/scenarios used to balance demand and capacity	81	ATFM DUE TO ATC EN-ROUTE DEMAND/CAPACITY	o
ATC Staffing	S	D	Unplanned staff shortage reducing expected capacity	89	RESTRICTIONS AT AIRPORT OF DEPARTURE WITH OR WITHOUT ATFM RESTRICTIONS	o
		E		82	ATFM DUE TO ATC STAFF/EQUIPMENT EN-ROUTE	c
		A		83	ATFM DUE TO RESTRICTIONS AT DESTINATION AIRPORT	c
ATC Equipment	T	D	Reduction of expected or declared capacity due to the non-availability or degradation of equipment used to provide an ATC service	89	RESTRICTIONS AT AIRPORT OF DEPARTURE WITH OR WITHOUT ATFM RESTRICTIONS	h
		E		82	ATFM DUE TO ATC STAFF/EQUIPMENT EN-ROUTE	b
		A		83	ATFM DUE TO RESTRICTIONS AT DESTINATION AIRPORT	b

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Accident/ Incident	A	D	Reduction of expected ATC capacity due to an aircraft accident/incident	89	RESTRICTIONS AT AIRPORT OF DEPARTURE WITH OR WITHOUT ATFM RESTRICTIONS	o
		A		83	ATFM DUE TO RESTRICTIONS AT DESTINATION AIRPORT	o
Aerodrome Capacity	G	D	Reduction in declared or expected capacity due to the degradation or non-availability of infrastructure on an airport. e.g. Work in Progress, shortage of aircraft stands	89	RESTRICTIONS AT AIRPORT OF DEPARTURE WITH OR WITHOUT ATFM RESTRICTIONS	o
		A		83	ATFM DUE TO RESTRICTIONS AT DESTINATION AIRPORT	g
Equipment non-ATC (to become Aerodrome Services)	E	D	Reduced capacity due to the degradation or non-availability of support equipment at an airport e.g. Fire Service, De-icing/snow removal equipment or other ground handling equipment.	Not defined		
		A		Not defined		
Industrial Action non-ATC	N	D	A reduction in expected/planned capacity due to industrial action by non-ATC personnel.	98	INDUSTRIAL ACTION OUTSIDE OWN AIRLINE	Not defined
		A		98	INDUSTRIAL ACTION OUTSIDE OWN AIRLINE	Not defined
Airspace Management	M	D	Reduction in declared or expected capacity following changes in airspace/route availability due to small scale military activity (activation of TRA's)	89	RESTRICTIONS AT AIRPORT OF DEPARTURE WITH OR WITHOUT ATFM RESTRICTIONS	d
		E		82	ATFM DUE TO ATC STAFF/EQUIPMENT EN-ROUTE	o
		A		83	ATFM DUE TO RESTRICTIONS AT DESTINATION AIRPORT	o
Special Event	P	D	Reduction in planned, declared or expected capacity or when demand exceeds the above capacities as a result of a major sporting, governmental or social event. It may also be used for ATM system upgrades and transitions. Large multi national military exercises may also use this reason This category should only be used with prior approval during the planning process.	89	RESTRICTIONS AT AIRPORT OF DEPARTURE WITH OR WITHOUT ATFM RESTRICTIONS	o
		E		82	ATFM DUE TO ATC STAFF/EQUIPMENT EN-ROUTE	o
		A		83	ATFM DUE TO RESTRICTIONS AT DESTINATION AIRPORT	o

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Weather	W	D	Reduction in expected capacity due to any weather phenomena. This includes where weather impacts airport infrastructure capacity, but where aerodrome services are operating as planned/expected.	89	RESTRICTIONS AT AIRPORT OF DEPARTURE WITH OR WITHOUT ATFM RESTRICTIONS	e/f/o
		E		81	ATFM DUE TO ATC EN-ROUTE DEMAND/CAPACITY	o
		A		84	ATFM DUE TO WEATHER AT DESTINATION	Not defined
Environmental issue	V	D	Reduction in any capacity or when demand exceeds any capacity due to agreed local noise, runway usage or similar procedures. This category should only be used with prior agreement in the planning process.	89	RESTRICTIONS AT AIRPORT OF DEPARTURE WITH OR WITHOUT ATFM RESTRICTIONS	o
		E		81	ATFM DUE TO ATC EN-ROUTE DEMAND/CAPACITY	o
		A		83	ATFM DUE TO RESTRICTIONS AT DESTINATION AIRPORT	e
Other	O	D	This should only be used in exceptional circumstances when no other category is sufficient. An explanatory ANM remark MUST be given to allow post ops analysis.	89	RESTRICTIONS AT AIRPORT OF DEPARTURE WITH OR WITHOUT ATFM RESTRICTIONS	o
		E		81	ATFM DUE TO ATC EN-ROUTE DEMAND/CAPACITY	o
		A		83	ATFM DUE TO RESTRICTIONS AT DESTINATION AIRPORT	o

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1.5 Arrival Message (MVT AA)

1.5.1 Dispatch

An arrival message shall be dispatched for every flight sector arrival, regardless of flight type

The message shall be dispatched immediately after arrival of the flight concerned.

1.5.2 Distribution

1.5.2.1 Standard Distribution

Arrival message shall be sent to:

a) HELWMAY
b) HELRMAY
c) the station of the originally intended landing in case of a diversion
d) recipients of diversion message in cases where diversion warning or a diversion message has been sent

Arrival messages sent to HELWMAY will be automatically distributed to relevant addresses, such as the originating station of the flight or flight leg, station management and/or flight planning office, the company(ies) acting as ground handling service provider for Finnair and required operational systems.

1.5.3 Corrections to Arrival Message

If corrections to an already dispatched arrival message becomes necessary:

a) a complete arrival message shall be dispatched again
b) the message identifier COR shall be used in addition to the normal identifier MVT

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1.5.4 Message Description

IMPORTANT: All dates/times expressed in UTC.

Table 205. Part 1: Address and Communication References

(Same element definitions and formats as for the standardised departure message)

Table 206. Part 2: Standard Message Identified and Flight Record (MVT)

(Same element definitions and formats as for the standardised departure message)

Table 227. Part 3: Flight Information (MVT AA)

Element Number	Element Definition / Description	Examples
8	Actual arrival time 1. The arrival identifier AA is followed by touch down and on-block time. The time groups are to be separated by an oblique. 2. Element No. 8 must be on a separate line.	AA1255/1302

Table 228. Part 4: Supplementary Information (MVT AA)

Element Number	Element Definition / Description	Examples
9	Supplementary information Additional information pertaining to the flight. A new line must be used beginning with the indicator "SI" and followed by a space.	

1.5.5 Message Example

```
QX HELWMAY
.RVNKKAY 140556
MVT
AY440/14.OHLMP.RVN
AA0608/0611
=
```


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1.6 Diversion Message (DIV)

1.6.1 Dispatch

1.6.1.1 General

The diversion message (DIV) is used to inform stations and services concerned of an inflight diversion. It shall be dispatched by the station or service first receiving notification of the diversion.

1.6.1.2 Relaying Handling Messages

The station of the originally intended landing shall relay the loadmessage and other handling messages to the airport of diversion without delay.

1.6.1.3 Dispatch of Departure Message

A normal departure message shall be sent to HELWMAY, HELRMAY and all addressees that received the diversion message after departure of the flight concerned.

1.6.2 Distribution

The diversion message shall be sent to all stations of the flight schedule (Note), HELWMAY and HELRMAY.

NOTE: The diversion message shall be addressed to the station management and/or flight planning office and to the company(ies) acting as ground handling service provider(s) for Finnair, including Centralised Load Control office handling flight in question.

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1.6.3 Message Description

IMPORTANT: All dates/times expressed in UTC.

Table 205. Part 1: Address and Communication References

(Same element definitions and formats as for the standardised departure message)

Table 229. Part 2: Standard Message Identifier and Flight Record (DIV)

Element Number	Element Definition / Description	Examples
4	Standard identifier for diversion message: DIV The identifier DIV must be on a separate line.	DIV
5	Flight number and scheduled UTC date of departure out of its originating station.	AY821/09
6	Aircraft registration 1. Flight number (element No. 5) and aircraft registration (element No. 6) must be separated by a full stop. 2. The hyphen between country code and aircraft code is to be omitted.	.OHLMN
7	Airport of originally intended landing 1. Aircraft registration (element No. 6) and airport of movement (element No. 7) must be separated by a full stop. 2. The 3-letter IATA airport or city codes must be used.	.FRA .OUL
Note: Elements No. 5 thru 7 must be on one line.		

Table 230. Part 3: Diversion Information (DIV)

Element Number	Element Definition / Description	Examples
8	Estimated time of arrival at diversion airport The indicator EA is followed by the estimated time of arrival over the diversion airport.	EA1534
9	Diversion airport 1. The 3-letter IATA airport or city codes are to be used. 2. Estimated arrival time (element No. 8) and code for diversion airport (element No. 9) are to be separated by a space. 3. Elements No. 8 and 9 must be on one line.	MUC CGN
10	Reason for diversion The indicator DL is followed by the irregularity code. NOTE: For irregularity codes refer to AY GOM ANNEX E 1.4.5.	DL72
11	Total number of seats occupied by passengers 1. The passenger indicator PX is followed by the number of seats occupied by passengers including PADs. 2. The total number of seats occupied by passengers shall be copied from the loadmessage or departure message. 3. Reason for diversion (element No. 10) and total number of seats occupied by passengers (element No. 11) are to be separated by a space. 4. Elements No. 10 and 11 must be on one line.	PX207

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Table 231. Part 4: Supplementary Information (DIV)

Element Number	Element Definition / Description	Examples
12	Supplementary information 1. Additional information pertaining to the flight may be shown at the end of the diversion message. A new line must be used beginning with the indicator "SI" and followed by a space. 2. The reason for the diversion in plain language or other information.	

1.6.4 Message Example

```
QX HELWMAY
.LHRKKAY 221400
DIV
AY832/22.OHLMO.HEL
EA1505 SPL
PX103
SI PAX REQUIRES MEDICAL TREATMENT
=
```


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2 Passenger Service Message (PSM)

2.1 Dispatch

As soon as possible after completion of check-in of passengers, a Passenger Service Message (PSM) must be dispatched to inform the disembarking / transit station(s) of any passengers carried on a flight who require assistance or special handling. PSM must always be send also to addresses HELQMAY HELCAXH HELRMAY HELLLAY.

2.2 Corrections to Passenger Service Message

The instructions given below must be obeyed if corrections to an already dispatched departure message become necessary:

a) a complete departure message must be dispatched again
b) the message identifier COR is to be used in addition to the normal identifier PSM
c) a corrected departure message must be dispatched before arrival of the flight at the station of next intended landing.

2.3 Message Description

Table 232. Message Element Definition/Description (PSM)

Element Definition / Description	Examples
The Standard Message Identifier code "PSM" on a separate line	PSM
Flight number/scheduled UTC date of departure out of its originating station, boarding point	AY003/24JAN HEL
Part number	PART1
If required on multi-sector flights, the airport of disembarkation, followed by the passenger´s name and the category (using AIRIMP codes where applicable) details of each passenger requiring special handling, such as (but not necessarily limited to) the following	-SYD
Unaccompanied minor Wheelchair passengers Stretcher passengers Blind passengers Use a separate line for each passenger. The airport of disembarkation may be repeated on each line. *NOTE 1: In each case, if the passenger is making an onward transfer, add the connecting carrier and flight.* *NOTE 2: Due to length restrictions, a Passenger Service Message may have to be transmitted in parts.*	SMITH ROGER UMNR BROWN WCHC OWN JONES MEDA STCR GREEN/ROBERT BLND SMITH/ROGER UMNR AY112/29
End of part	ENDPART10
End of final part	ENDPSM

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2.4 Examples of PSM Message

```
QX HELKKAY HELQMAY HELCAXH HELRMAY HELLLAY
.LHRKKAY 241110
PSM
AY832/24JAN LHR PART1
-HEL BROWN WCHC OWN
-HEL SMITH ROGER UMNR AY367/24
JONES MEDA STCR
ROBERTS BLND
ENDPSM
=

QX HELKKAY HELQMAY HELCAXH HELRMAY HELLLAY
.SINKKAY 241530
PSM
AY098/02JAN SIN PART1
-HEL BLACK/BOB UMNR AY831/03
BROWN MEDA STCR
GREEN/ROBERT MR BLND
GREEN/MARILYN MRS BLND
ENDPSM
=
```

3 Passenger Transfer Message (PTM)

3.1 Dispatch

A Passenger Transfer Message (PTM) shall be dispatched by teletype message immediately after completion of check-in of passengers and of their baggage. This procedure applies to both computer generated and manually produced PTMs.

3.2 Distribution

A separate PTM shall be dispatched to any subsequent station on the route of the flight out of which passengers are holding direct continuous confirmed or requested connecting reservations on other flights departing within 24 hours of the arriving time and to address HELRMAY. Any station on the route receiving a PTM which contains details on passengers connecting to other airlines flights, shall notify immediately such other airline of the connecting flight numbers, number of passengers and their class and destination, and of the number of pieces of through-checked baggage.

3.3 Corrections to Passenger Transfer Message

The instructions given below must be obeyed if corrections to an already dispatched departure message become necessary:

a) a complete departure message must be dispatched again
b) the message identifier COR is to be used in addition to the normal identifier PTM
c) a corrected departure message must be dispatched before arrival of the flight at the station of next intended landing

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3.4 Message Description

Table 233. Message Definition/Description (PTM)

Element Definition / Description	Examples
The Standard Message Identifier code "PTM" on a separate line	PTM
Flight number/local scheduled departure date	AY003/24JAN
Boarding point: three-letter airport code	HEL
Transfer point: three-letter airport code	JFK
Part number, if more than one *Note: the word NIL is used if there are no connecting passengers* then, per flight, destination, class and status (OK, RQ or SA), on a separate line for each status	PART1
Connecting flight number/date (date is optional for connecting flights departing on the same day as the inbound flight's arrival)	AA311/24
Station of passenger's destination on the connecting flight: three-letter airport code	BOS
The class, preceded by the number of seat occupying passengers to this destination (CHD included, INF not included)	2M
Number of pieces of through-checked baggage belonging to the passengers, code B	2B
Name of the passenger (followed by oblique (/), initial)	JONES/D
Number of children preceded by a full stop and CHD code	.CHD1
Number of infants preceded by a full stop and INF code	.INF1
Category of passenger, when RQ, preceded by a full stop	.RQ
Category of passenger, when SA, preceded by a full stop	.SA
End of part	ENDPART10
End of final part	ENDPTM

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3.5 Example of PTM Message

```
QX JFKKKAY
.HELKLAY 121234
PTM
AY003/12JAN HELJFK
NIL
ENDPTM
JFKKKAY
.HELKLAY 121234
PTM
AY003/02MAR HELJFK PART1
AA021 LAX 1M 1B ROBINSON/M
AC725 YYZ 1M 1B KOUDIAKOVA/E.RQ
AY6801 BOS 1F 2B LEPPA/A
AY6801 BOS 1F 0B SETALA/M
AY6801 BOS 1Y 0B ALALAURILA/J
AY6801 BOS 1Y 2B HALL/R
AY6801 BOS 1Y 0B MARKARIAN/T.CHD1
AY6801 BOS 1Y 3B MARKARIAN/H.INF1
AY6801 BOS 1Y 1B NUMMELA/P
AY6803 DCA 1Y 0B SIERLA/A
AY6803 DCA 1Y 1B WIMAN/R
AY6805 ATL 1Y 3B ASPELUND/M
AY6807 MIA 1Y 2B TUUNANEN/M
DL127 SFO 1Y 1B NORRBACK/K
DL127 SFO 1Y 1B PULKKINEN/K
DL149 LAX 1Y 2B BECKMAN/E
DL149 LAX 1Y 1B COCCARO/M
DL149 LAX 1Y 1B HANSKI/I.SA
DL149 LAX 1Y 3B RASILAINEN/P
DL149 LAX 1Y 0B TUOMINEN/R
ENDPART1
```

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4 Statistical Load Summary Message (SLS)

4.1 Dispatch

a) Prepare and send a Statistical Load Summary (SLS) using the message format shown beneath to HDQFLAY as soon as possible after flight departure.

b) Use only the following codes to identify load. Appropriate class indicator as used on the loadsheet, doubled up, e.g. CC, MM, etc. - revenue passengers by class of service. Note: Revenue passengers includes all passengers travelling on tickets where payment is for 25% or more of the applicable fare.

GG - non-revenue passengers.

Non-revenue passengers are not necessarily the same as PADS (passengers available for disembarkation). Nonrevenues are all passengers travelling on coupons where payment is 24% or less of the applicable fare, they include infants and all discounts in excess of 75% even though those passengers may be entitled to a firm booking.

B - baggage.

C - cargo (manifested) including non-revenue cargo.

S - non-revenue cargo.

M - mail

c) The standard message is composed of four parts.

d) Load controller of the flight is responsible for dispatching SLS message. If load control is performed by pilots originating station handling company is responsible for dispatching SLS message, unless othevise agreed.

4.2 Message Description

Table 205. Part 1: Address and Communication References

(Same element definitions and formats as for the standardised departure message. Must be in accordance with ATA/IATA Interline Communications Manual.)

Table 234. Part 2: Standard Message Identifier and Flight Record (SLS)

Element Number	Element Definition / Description	Examples
4	Standard Message Identifier, SLS	SLS
5	Flight Number / scheduled UTC date of departure out of its originating station.	AY821/14
6	Aircraft registration, preceded by a full stop. No hyphen to be transmitted.	.OHLXA
7	Aircraft version, preceded by a full stop.	.J48Y135
8	Station of loading. Full stop followed by three letter airport code	.HEL
9	Local date at departure station. Full stop followed by two numerics for day, three alpha for month and two numerics for year.	.14DEC07
Note: Element Nos. 5-9 will be on one line.		

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Table 235. Part 3: Statistical Load Summary by Destination (SLS)

Element Number	Element Definition / Description	Examples
10	Destination code, three-letter airport code preceded by a hyphen. Use a new line for each destination. Note: If there is no traffic load to a destination, the destination code is followed by a full stop and the code NIL.	-FRA -HEL.NIL
11	Total number of revenue passengers per class. The text element identifier (class indicator, doubled up) is preceded by a full stop.	.JJ/32.YY/25
12	Total number of non-revenue passengers with infants shown separately. The text element identifier GG is preceded a full stop and followed by an oblique and maximum three numerics for total number of non revenue passengers incl. infants. Infants to be shown separately by an additional oblique followed by maximum two numerics.	.GG/2/1
13	Total weight of baggage. The text element identifier B is preceded by a full stop.	.B/468
14	Total weight of manifested cargo (including non-revenue cargo). The text element identifier C is preceded by a full stop.	.C/1855
15	Weight of manifested non-revenue cargo. The text element identifier S is preceded by a full stop.	.S/121
16	Total weight of mail. The text element identifier M is preceded by a full stop.	.M/2115
Note: Element Nos. 11-16 to be transmitted only if there is Pax or Load in respective element.		

Table 236. Part 4: Supplementary Information (SLS)

Element Number	Element Definition / Description	Examples
17	Supplementary information. Enter information on changes and irregularities to transit or joining load and documents. Enter also details of seats purchased for other than passenger use (stretcher case, etc.). Enter details of passengers occupying jump seats and state whether included in passenger totals (elements 8 and 9)	

4.3 Example of SLS Message

```
QX HDQFLAY
.HELKLAY 141107
SLS
AY0821/14.OHLXA. J48Y135.HEL.14DEC07
-FRA.JJ/32.YY/25.GG/2/1.B/468.C/1855.M/2115
SI MTOW:75500
=
```


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5 Load Message (LDM)

5.1 Dispatch

A loadmessage (LDM) must be dispatched for all flight sectors. Load controller of the flight is responsible for dispatching LDM. If load control is performed by pilots originating station handling company is responsible for dispatching LDM message, unless otherwise agreed.

For flights operated with aircraft types that are carrying ULDs a container/pallet distribution message (CPM) shall be dispatched in addition to the LDM.

The loadmessage shall be dispatched not later than 10 minutes after departure of the flight concerned.

5.2 Distribution

5.2.1 Standard Distribution

The LDM is to be sent to the station of next intended landing, HELRMAY and HELCAXH.

The LDM is to be addressed to the station management and/or flight planning office and to the company(ies) acting as ground handling service provider(s) for Finnair.

5.2.2 Diversions

In case of an in flight diversion to an alternate airport, the station of the original destination shall re-forward the LDM and other handing messages to the diversion airport without delay.

5.2.3 Last Minute Changes (LMC)

The LDM must show the final passenger and load figures. Care shall therefore be taken to include any last-minute change in the figures affected before the LDM is dispatched.

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5.2.4 Message Description

IMPORTANT: If not otherwise required all dates and times in movement messages must be expressed in UTC (Universal Time Coordinated).

Table 205. Part 1: Address and Communication References

(Same element definitions and formats as for the standardised departure message. Must be in accordance with ATA/IATA Interline Communications Manual.)

Table 237. Part 2: Standard Message Identified and Flight Record (LDM)

Element Number	Element Definition / Description	Examples
4	Standard Message Identifier LDM. The identifier LDM must be on a separate line.	LDM
5	Flight number and scheduled UTC date of departure out of its originating station.	AY831/12
6	Registration of aircraft. 2–10 printable characters preceded by a full stop. No hyphen to be transmitted.	.OHLMO
7	Version of aircraft/cabin configuration 1–12 printable characters preceded by a full stop.	.J41Y100 .8060
8	Number of crew (including working crew members occupying passenger seats) One digit for cockpit crew, oblique, 1–2 digits for cabin crew, preceded by a full stop.	.3/15 .2/0 .3/4
Note: Element Nos. 4-8 will be on one line.		

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Table 238. Part 3: Load Information and Remarks per Destination (LDM)

Element Number	Element Definition / Description	Examples
9	Destination. Airport of disembarkation of passengers and/or unloading of deadload. Use new line, preceded by hyphen.	-JFK
10	NIL, if there is no traffic load to this destination. NIL is printed and preceded by a full stop.	.NIL
11	Number of passengers, per weight category Option 1. Adults/children/infants, preceded by a full stop. Option 2. Males/females/children/infants, preceded by a full stop. Note: if there is deadload to this destination but no passengers, zeros must be filled in.	 .120/11/3 .100/20/11/3 .0/0/0/0
12	Cabin baggage weight. 1-4 digits for cabin baggage weight, preceded by a full stop.	.218
13	Total deadload. 1-6 digits, preceded by a full stop and letter T.	.T4156
14	Load in compartments and/or positions of unitized load. 1–3 digits compartment/unitized load designator, oblique, 1–5 digits weight of deadload, preceded by a full stop. This element repeated for each compartment containing deadload for this destination.	.1/615.3/500.4/350
15	Seat-occupying passengers per class including PADs. Element identifier PAX, preceded by a full stop and followed by an oblique and class information. The class information is composed of 1–3 numerics for the number of seat-occupying passengers. Class information is repeated for each class, and this is separated by obliques. The sequence of the classes is shown in descending order of priority.	.PAX/140 .PAX/11/32 .PAX/32/101/44
15.1	PAD, seats occupied by outgoing PADs per class including LMC. Identifier PAD preceded by a full stop, followed by an oblique and class information. The class information is composed of 1–3 numerics for the number of PADs. Class information is repeated for each class and this is separated by obliques. The sequence of the classes is shown in descending order of priority. All PADs are included in PAX distribution.	.PAD/3/2 .PAD/0/16 .PAD/0/12/6
16	Remarks for this destination. Remarks according to AY GOM ANNEX C 4.	.HEA/1/220 .AVI/5 .BAL/1/200
Note: Element Nos. 9-16 are repeated per destination.		

Table 239. Part 4: Supplementary Information (LDM)

Element Number	Element Definition / Description	Examples
17	Supplementary information Any other information pertaining to the whole flight may be printed at the bottom of the loadmessage. It must begin a new line with the letters SI followed by a space.	SI BALLAST FUEL

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5.2.5 Message Example

```
QX HELRMAY
.HELKFAY 151212
LDM
AY0002/13.OHLWX.J43W24Y211.3/8
-HEL.126/112/21/3.0.T17997.1/3910.2/6445
.3/4125.4/3300.5/217.PAX/43/24/192.PAD/1/0/13
.RMD/12P.AVI/51
SI HEL FRE 14080 POS 400 BAG 3517 TRA 0
```

6 Container/Pallet Distribution Message (CPM)

6.1 Dispatch

6.1.1 General

A container/pallet distribution message (CPM) shall be dispatched for all flight sectors operated with aircraft types that are capable of carrying ULDs in the compartments. CPM can be optionally sent for bulk-loaded aircraft types also.

CPM is intended to:

a) enable the next station to provide adequate equipment and manpower for handling containers and pallets.
b) show the position of the ULDs to be unloaded.
c) show the weight, contents and base dimensions of the ULDs.
d) show distribution of containers and pallets as well as the remaining volume in the baggage containers available for joining load on multi-sector flights.
e) show the position of ULDs containing special load.

Load controller of the flight is responsible for dispatching CPM. If load control is performed by Flight Crew originating station ramp Ground Handling Service Provider is responsible for dispatching CPM message, unless otherwise agreed.

6.1.2 Deadline for Dispatch

The CPM shall be dispatched not later than 10 minutes after departure of the flight concerned.

6.2 Distribution

6.2.1 Standard Distribution

The CPM is to be sent to the station of next intended landing and HELRMAY.
Required addresses are stored in AY loadcontrol DCS.

6.2.2 Diversions

In case of an in flight diversion to an alternate airport, the station of the original destination shall forward the CPM and other handling messages to the diversion airport without delay.

6.2.3 Last Minute Changes (LMC)

The data for the CPM shall be copied from the loading report and include all LMC. In case of any changes occur after dispatching CPM, new CPM shall be dispatched.

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6.3 Message Description

IMPORTANT: If not otherwise required all dates and times in operational messages must be expressed in UTC (Universal Time Coordinated).

Table 205. Part 1: Address and Communication References

(Same element definitions and formats as for the standardised departure message. Must be in accordance with ATA/IATA Interline Communications Manual.)

Table 240. Part 2: Standard Message Identifier and Flight Record (CPM)

Element Number	Element	Examples	M/C/O
4	Standard message identifier for CPM. The identifier CPM must be on a separate line.	CPM	M
5	Airline designator and flight number. Scheduled UTC date of departure out of originating station. The two-digit date is preceded by an oblique.	AY9999/01	M
6	Registration of the aircraft preceded by a full stop. No hyphen to be transmitted.	.OHLXX	M
Note: Element numbers 5 and 6 shall be on one line.			

Table 241. Part 3: Distribution and Load Information (CPM)

Element Number	Element	Examples	M/C/O
7	ULD bay/position designation consisting of 1–3 alpha-numeric characters. The element is preceded by a hyphen.	-11 -21P -31L	M
7.1	When load exists in position, ULD information composed of:		C
7.1.1	ULD type code, ULD serial number and airline designator preceded by an oblique. Note: for bulk loaded ULD-positions code BUL is displayed.	/AKE12345AY /BUL	C
7.1.2	For each destination (elements 7.1.2.1-7.1.2.2 repeated if required):		C
7.1.2.1	Station of unloading of load commodity preceded by an oblique. Use the three-letter IATA airport codes.	/HEL	C
7.1.2.2	For each load commodity to the destination (elements 7.1.2.2.1-7.1.2.2.2 repeated if required):		C
7.1.2.2.1	Weight of load commodity type preceded by an oblique. - When there is load to only one destination, tare weight is included in the first commodity displayed. - When there is load to two or more destinations, tare weight is included in the first commodity displayed for the last destination.	/1000	C
7.1.2.2.2	Load commodity code preceded by an oblique (ref. AY GOM 5.9 and 5.9.1 for codes).	/C /BT	C
7.1.3	Estimated available colume remaining in baggage ULD. Volume codes according to AY GOM 5.9.2.	3	C/O
7.1.4	DGSL -code(s) according to AY GOM ANNEX C 4. Each remark is preceded by a full stop.	.PER.COL	C
7.2	When position is empty N preceded by an oblique.	/N	C

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8	Designation of bulk compartment or compartment section, preceded by a hyphen.	-5	M
8.1	When load exists in position, for each destination (elements 8.1.1-8.1.2 repeated if required):		C
8.1.1	Destination of the load carried in this compartment or compartment section. The three-letter IATA airport code is preceded by an oblique.	/HEL	C
8.1.2	For each load commodity to the destination (elements 8.1.2.1-8.1.2.2 repeated if required):		C
8.1.2.1	Weight of load commodity type, preceded by an oblique.	/130	C
8.1.2.2	Load commodity code preceded by an oblique (ref. AY GOM 5.9 and 5.9.1 for codes).	/BB /M	C
8.2	DGSL -code(s) according to AY GOM ANNEX C 4. Each remark is preceded by a full stop.	.AVI.WCH	C
8.3	Available volume information. Estimated available volume remaining in the bulk position. The available volume remaining is indicated by the identifier VR preceded by a full stop and followed by estimated remaining volume (m^3). Not to be displayed for empty bulk compartment or compartment section.	.VR3	O
8.4	For empty bulk compartment or compartment section, the code “NIL” preceded by a full stop.	.NIL	C

Table 242. Part 4: Supplementary Information (CPM)

Element Number	Element	Examples	M/C/O
9	Supplementary information. Use a new line beginning with the letters “SI” followed by a space and free format text. Notes: 1. Any additional information concidered relevant for arriving station shall by added. 2. For transit stations, any information received with an incoming CPM, which is of importance for the next station(s), must be retransmitted with the outgoing CPM.	SI WCH DAA IN CPT5	C

6.4 Message Example

```
CPM
AY9999/01.OHLXX
-11/AKH12345AY/XXX/170/C/100/M
-12/PKC12345AY/XXX/100/C/YYY/135/M.ICE.RRY
-41/N
-42/AKH99999AY/YYY/180/BB3
-5/XXX/55/BB/100/C/YYY/55/BT/50/C.AVI.WCH.VR5
SI WCH DAA TO XXX IN CPT5
```


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7 ULD Movement Control Message (UCM)

7.1 General

The ULD movements must be reported to the AY ULD Control either by means of the ULD control message (UCM), or by direct entry of the ULD details into AY ULD Tracking system.

"IN" to mean ULDs added to a stations inventory by flight / truck service. "OUT" means ULDs leaving a stations inventory by flight / truck service.

UCM OUT-message must also be sent when no ULDs are leaving station´s inventory.

Any information related to the ULDs shown on the UCM shall be reported to AY ULD Control. Either under SI or by a separate plain language message.

Example:

```
AKE2134AY BASE BROKEN
NET ON PMC1234AY MISSING
```

7.2 Dispatch

The UCM OUT must be dispatched immediately after departure of the flight or truck service concerned. UCM OUT and IN messages for flight is dispatched by load controller of the flight. UCM OUT message must also be sent, when no ULDs are transferred (NIL message)

7.3 Distribution

The UCM message must be sent to ay.ucm@air-dispatch.net and HELRMAY. If sending to e-mail is not possible address HELULAY shall be used.

7.4 Message Description

Table 205. Part 1: Address and Communication References

(Same element definitions and formats as for the standardised departure message. Must be in accordance with ATA/IATA Interline Communications Manual.)

Table 243. Part 2: Standard Message Identifier and Flight Record (UCM)

Element Number	Element Definition / Description	Examples
4	Standard Message Identifier. The identifier UCM must be on a separate line.	UCM
5	Carrier code	AY
6	Flight number / Truck service number	105
7	Separator	/
8	Date of Month (of scheduled UTC departure from originating station)	12
9	Full stop	.
10	Aircraft registration	OHLGA
11	Full stop	.
12	Airport code (of movement)	JFK
Note: Element Nos. 5-12 must be on one line.		

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Table 244. Part 3: ULD Movement Information (UCM)

Element Number	Element Definition / Description	Examples
	Header for incoming ULD	
13	Incoming ULD identifier. The identifier IN must be on a separate line.	IN
14	Full stop	.
15	ULD Type	AKE
16	ULD Serial Number	1234
17	ULD Owner Code	AY
	Header for outgoing ULD	
18	Outgoing ULD identifier. The identifier OUT must be on a separate line.	OUT
19	Full stop	.
20	ULD Type	AKE
21	ULD Serial Number	1234
22	ULD Owner Code	AY
23	Separator (if 24 is entered)	/
24	Airport code of unloading	BKK
25	Separator (if 26 is entered)	/
26	Content code	B
Note: Elements 20-26 can be repeated up to 3 times. Standard format according to IATA AHM424, including elements 23-26 shall be used.		

Table 245. Part 4: Supplementary Information (UCM)

Element Number	Element Definition / Description	Examples
27	Supplementary identifier. The identifier must be on a separate line	SI
28	Information pertaining to the ULD	PMC1234AY NET MISSING

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7.5 Message Examples

a) UCMs originating from turnaround stations

1. Outbound flight (one destination)

```
QD HELRMAY HELULAY
.HELKLAY 110600
UCM
AY831/11.OHLXA.HEL
OUT
.AKH20062AY/LHR/B.AKH20430AY/LHR/C.AKH20331AY/LHR/B.
.AKH20296AY/LHR/C.AKH11871KL/LHR/X.AKH33655LH/LHR/M
SI AKH20430AY RECEIVED IN DAMAGED COND
```

2. Outbound flight (multi-sector flight)

```
QD HELRMAY HELULAY
.HELKLAY 102130
UCM
AY097/10.OHLQE.HEL
OUT
.PMC88765AY/BKK/C.PMC86554AY/BKK/C.PMC67587AY/SIN/C
.ALF65768AY/BKK/M.ALF45321AY/SIN/M
.AVE6434AY/BKK/B.AVE87965AY/BKK/B.AKE65547AY/BKK/B
.AKE87953AY/SIN/B.AKE25476AY/SIN/B
```

b) UCMs originating from transit stations

1. Arrival and departure on the same day

```
QD HELRMAY HELULAY
.BKKKLAY 120837
UCM
AY097/11.OHLQF.BKK
IN
PMC08443AY.PMC98555AY
ALF50881AY
AKE88554AY.AKE77665AY.AKE44665BA
AVE66554AY.AVE99776LH
OUT
PMC08665AY.PMC87643AY
AKE77885AY.AKE33875AY
```

On transit stations IN and OUT messages can be sent in the same message when there are no changes in flight number or date, arrival and departure on the same day (flight date).

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8 Unit Load Device Stock Check Message (SCM)

8.1 Dispatch

For the purpose of Unit Load Device stock checking a ULD Stock Check Message must be sent once a week to AY ULD Control. Ramp / Cargo / Mail stock shall be identified as per AY GOM 4.5.9.1.3.

AY ULD control and station stock checks are managed by ULD Tracking System via web-based interface. User access and instructions are provided by ayuldmanager@air-dispatch.com.

When ULD Tracking System is used for station ULD stock reporting no separate SCM message is required from that station.

8.2 Distribution

The SCM must be sent to ayuldmanager@air-dispatch.com.

8.3 Message Description

Table 205. Part 1: Address and Communication References
(Same element definitions and formats as for the standardised departure message. Must be in accordance with ATA/IATA Interline Communications Manual.)

Table 246. Part 2: Standard Message Identifier and Flight Record (SCM)

Element Number	Element Definition / Description	Examples
4	Standard Message Identifier. The Identifier SCM must be on a separate line.	SCM
5	Airport code	HEL
6	Full stop	.
7	Day of Month	11
8	Month Code	FEB
9	Separator	/
10	Time (UTC)	1221
Note: Elements 5-10 must be on one line		
11	Full stop	.
12	ULD Type Code	PMC, AKE
13	Full stop	.
14	ULD Serial Number	12344
15	ULD Owner Code	AY
16	Separator	/
17	ULD Serial Number	12355
18	ULD Owner Code	AY
Note: Elements 16-18: subsequent ULD of the same type. Elements 12-15 can be repeated up to six times.		

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Table 247. Part 3: ULD Stock Information (SCM)

Element Number	Element Definition / Description	Examples
19	Full stop	.
20	Total Identifier	T
21	Number of ULDs of this type	4
Note: Separator if Stock for this Type of ULD not Terminated (only if elements 19-21 not entered). If stock for one type of ULD occupies more than one Message line, elements 13-15 can be repeated up to nine times on each line and followed by elements 20-21.		

Table 248. Part 4: Supplementary Information (SCM)

Element Number	Element Definition / Description	Examples
22	Supplementary Information Identifier	SI
23	Space	
24	Free format text	RAMP or CARGO or MAIL

8.4 Message Example

```
SCM
LHR.11FEB/1000
.AKE.55465AY/33564AY/34255AY/32454AY.T4
.PMC.88675AY/78654AY/67965AY.T3
.AVE.76587AY/74532AY.T2
SI RAMP
```

(SI-field: RAMP / CARGO / MAIL according to which stock is reported)

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9 ULD Transfer Message (LUC)

9.1 General

ULDs delivered to or received from other carriers or agencies must be reported to AY ULD Control by means of the ULD transfer message (LUC) or direct entry of the ULD details into the ULD management system.

9.2 Distribution

The LUC must be sent to ayuldmanager@air-dispatch.com.

9.3 Message Description

Table 249. Message Description (LUC)

Element Number	Element Definition / Description	Examples
1	Standard Message Identifier. The Identifier LUC must be on a separate line.	LUC
2	ULD Type Code	PMC, AKE
3	ULD Serial Number	1234
4	ULD Owner Code	AY
5	Separator	/
6	Date of Transfer	19MAY00
7	Separator	/
8	Time of Transfer	1200
9	Separator	/
10	Receiving Carrier´s Code	AY
11	Separator	/
12	Transferring Carrier´s Code	BA
13	Separator	/
14	Location (of transfer)	LHR
15	Separator	/
16	ULD Control Receipt Number	/105-123456
17	Separator	/
18	Location (of final destination)	HEL
19	Separator	/
20	ULD Condition Code	SER, DAM, HHH One of above codes must be entered
21	Separator	/
22	Supplementary Information Identifier	SI
23	Space	
24	Free format text	

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9.4 Message Example

```
LUC
AKE1235AY/19MAY00/1200/AY/BA/LHR/105-123456/HEL/SER
AKE8765AY/19MAY00/1200/AY/LH/LHR/105-654321/HEL/HHH
SI XXXXXXX XX XXXXX
```

10 Flight Performance Report Message (FPR)

10.1 General

Teletype FPR message sent to HELRMAY is used as station report and for reporting irregularities. Errors and irregularities in ground handling at the stations can be investigated and corrected when properly reported in the FPR. Correct use of the FPR helps to clarify the irregularities and cuts down the need for further correspondence. FPR shall be sent by departure station ground handling service provider for every flight. Different departments can send separate FPR messages. FPR shall be made in English. Always indicate if local or UTC times are used, local times are preferred.

10.2 Timeframe for Entering Information

FPR must be sent immediately after departure. If any additional information or corrections are required additional or corrective FPR must be made within 48 hours after the departure.

10.3 Contents

FPR shall include following information (unless otherwise agreed with Ground Service Delivery Managers):

a) Standard header on first row: FPR
b) Standard header on second row: Flight number, scheduled UTC date of departure and departure station
c) STD, ATD (off-blocks time), delay code(s), sub code(s) and delay minute(s) if applicable
d) Boarding times (started, finished, cabin doors closed)
e) Gate number and note if bus transportation for passengers was used
f) Total number of passengers boarded
g) If Agent Report Form (ARF) or Local Irregularity Procudure (LIP) form is filled or not
h) Names of gate agents
i) Remarks and irregularities, if any. For example:
    1. Reason for delay and a report of measures taken
    2. If an irregularity of some kind occurs in connection with the flight which has caused or may cause complaints from customers, authorities, media etc.
    3. If the flight has caused or will cause extra costs, such as refreshment or meal service, accommodation, alternative transportation, ground transportation, claims, refunds, usage of ground power unit etc. All costs shall be specified as accurately as possible.
    4. If operations at other stations have caused irregularities at the station
    5. If the irregularity will cause consequent irregularities at other stations
    6. Times of ground handling activities if affecting on-time departure (e.g. fuelling, catering, cleaning, crew arrival, de-icing)
j) Name of agent who dispatched FPR

Corrective or additional FPR message does not require repetition of all information stated above.

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10.4 Example of Teletype FPR report

```
FPR
AY0641/02SEP HEL
STD 1230LT, ATD 1235LT, DL91A/5MINS
BOARDING 1202-1221LT, DOORS CLOSED 1226LT
GATE 26A / BUS TRANSPORTATION: YES
TOT PAX 131
AMOUNT OF CARRY ON BAGS REMOVED AT GATE: 0
AGENT REPORT FORM OR LIP FILLED: NO
AT GATE: NINA AND OSSI
LOADING FINISHED LATE 1232LT DUE
WAITING FOR CONNECTING BAGS
FROM DELAYED AY074/NRT, ATA 1200LT
GPU USED
FPR BY: JANNE / OPS
```

Standard header (first 2 rows of message) must be in correct format to ensure automated association of FPR to correct flight.

FPR templates can be found from AY DCS (Altéa) message templates.

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11 Estimated Zero Fuel Weight Message

11.1 Purpose

The purpose of the estimated zero fuel weight message (EZFW message) is to provide Finnair Flight Planning with an EZFW needed for calculation of an operational flight plan.

11.2 Dispatch and Deadline of EZFW Message

It is load controllers responsibility to control that EZFW message is dispatched either automatically by DCS or manually by load controller as required. Manually sent EZFW message is only required when DCS-produced EZFW message cannot be sent.
Address for manually sent EZFW -messages is dispatch@finnair.com or HELOWAY.

An EZFW message must be sent

a) for short-haul flights departing from Helsinki latest 84 minutes before aircrafts scheduled time of departure (STD)
b) for short-haul flights departing from other stations latest 81 minutes before aircrafts scheduled time of departure (STD)
c) for all long-haul flights latest 130 minutes before scheduled time of departure (STD)

Exceptions to the time limits must be agreed with Finnair Flight Planning.

Finnar Flight Planning must be immediately informed if EZFW changes +/- 1000 kg from what has been informed to Finnair Flight Planning.

Manually sent EZFW message must contain the following information:

a) Flight number
b) Departure station
c) Scheduled departure date (local), month and year
d) Estimated ZFW in kilograms (the weight of stand-by load must be included in the estimate and the figure is to be rounded to the nearest 100 kg)

11.3 Example of Manual EZFW Message

```
QU HELOWAY
.BKKLCAY
AY006/JFK/17NOV09
EZFW/180100
```


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12 Flight File

12.1 Flight Files

A flight file consisting of flights' operational records must be retained on the ground. These documents may be electronically stored in a database from where they can be retrieved. If any documents that require mandatory filing are electronically filed, corresponding function is responsible for ensuring regular back-up copies are made to prevent any data loss. Flight file must be filed for each flight. Flight file documents and filing responsibilities are:

a) Load control office files:
   1. copies of weight and balance related documents (if not electronically filed by Operator), see AY GOM 5.7 for details

b) Departure Station Ground Handling Service Provider or other appropriate service provider files:
   1. copies of weight and balance related documents (if load control is performed by departure station ground handling service provider or cockpit crew)
   2. copy of the technical log (includes indicated block fuel data, received from pilots only if not electronically filed)
   3. copy of loading instruction/report (with loading supervisors signature)
   4. copy of final load report sent to load control (deadload and passenger figures) if not updated directly to AY DCS
   5. Baggage reconciliation documentation ("bingo-sheets" in case of manual baggage reconciliation)
   6. copy of signed NOTOC
   7. copy of loadsheet signed by Commander (if ACARS loadsheet is not issued)
   8. copy of OFP (if received from flight crew)
   9. copy of OFP amendment data (if received from flight crew)
   10. route specific NOTAM edited by other than AIS organisation (if received from flight crew)
   11. any other documents required by local authorities

c) Operator files:
   1. copies of weight and balance related documents (when electronically filed, responsibility of Ground Operations)
   2. copy of Commanders Acknowledgement of final loadsheet (when electronically signed via ACARS, responsibility of Ground Operations)
   3. copy of fuel delivery receipt (for HEL departures responsibility of fuelling company, for other departures responsibility of Flight Operations)
   4. copy of technical log (includes indicated block fuel data, electronically filed, responsibility of Flight Operations)
   5. copy of OFP data (electronically filed, responsibility of AY Flight Planning Office)
   6. route specific NOTAM edited by other than AIS organisation (responsibility of AY Flight Planning Office)

d) Following documents are recommended to be filed in flight file:
   1. copies of traffic messages
   2. copies of cargo manifests
   3. copy of balance table if available

Other documents to be stored in the flight file can be decided by each station. The general principle is to store documents that can be of use and help if flight related information is needed afterwards e.g. for handling of customer feedback.

12.2 Internal Correspondence

A file for internal correspondence must be maintained at the station.

12.3 External Correspondence

A file of external correspondence must be maintained at the station.

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13 Minimum Storage Periods

Minimum storage periods as required by EASA-OPS or the Company are described in the following table:

Table 250. Minimum Storage Periods

Name of document/file	Minimum storage period
Flight file (see details in AY GOM ANNEX E 12.1)	3 months
Internal correspondence	12 months
External correspondence	12 months
Pax Related Survey	12 months
PIRs	12 months
Operational bulletins	until date of validity

If local regulations require longer storage periods such regulations must be observed.

After the required minimum storage period documents can be disposed according to instruction in AY GOM 0.10.1.1.

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ANNEX F Training Program

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1 Training Requirements for Ground Operations Personnel / Operational

1.1 General

This annex describes Finnair Ground Operations training program.

The Handling Companies staff must have an acceptable level of training in order to meet the requirements and instructions of Finnair, IATA, IOSA, ICAO, EASA-OPS, FAA and/or other local or international legal regulations when providing the handling services, especially those with a safety aspect such as load control, loading of aircraft and particularly the handling of dangerous goods. The Handling Company must ensure that their staff carries out only the duties for which they have been trained.

Training requirements described in AY GOM are valid for all AY flights, even when operated by other carrier. Operating carrier may have additional training requirements.

The Handling Companies shall have a process to ensure the training program is reviewed and updated on a regular basis. The Handling Companies' process is verified on station audit and/or station inspection. Additionally, the training program and syllabi shall be made available to Finnair upon request.

1.2 Responsibility

Each subcontractor shall be able to present that they fulfill above mentioned requirements as agreed in the contract.

The Handling Company is responsible for assuring that the personnel performing operational functions for Finnair flights has the formal qualification, and that required renewals are obtained in due time. As stated in the Finnair SCMM it is also each individual employee's responsibility to assure that their qualification is kept up-to-date. Each service provider is responsible for maintaining proper training records at each airport.

The training procedures and syllabi are overviewed by the respective Ground Service Delivery Manager and/or Manager, Ground Processes and Training and the subcontractor. The parties will agree on the procedures and syllabi as deemed necessary.

Finnair's process to ensure personnel performing operational ground handling duties have completed required trainings is described in AY Ground Operations Management Book.

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1.3 Instructors

1.3.1 Trainer

a) General

A trainer shall:

1. Deliver theoretical and practical training according to the company training program.
2. Be current as per the requirement of that function, if the delivery of practical training involves operating any operational equipment.
3. Assess achievement of the knowledge gained.

b) Prerequisites

A trainer shall have:

1. A minimum of 12 months of operational experience.
2. Proof of competence in the applicable subject matter.
   Note: It could be initial or last recurrent training

c) Initial Qualification

To become a trainer, an employee shall:

1. Successfully complete a company's own internal or external train-the-trainer program to develop training competence to deliver training effectively. For minimum requirements, see IATA AHM 1110 chapter 11.2.10.
2. Observe a minimum of one training course delivered by a qualified trainer prior to delivering their first training course (if the training is available).
3. Conduct the first training course under the supervision of a qualified trainer to confirm their competence.

d) Continuing Qualification

To maintain competence, a trainer shall:

1. Undertake recurrent training or recurrent assessment for trainers at least once every 36 months e.g., workshops, train the trainer updates, briefs, peer reviews.
2. Complete any trainer re-qualification requirements, as required by a state or regulatory authority.
3. Deliver at least one training course every 24 months for each subject area they are qualified to train.
4. Maintain up-to-date knowledge in the applicable subject area(s).
5. Remain current as per the requirement of that function, if the delivery of practical training involves operating any operational equipment.

Note: If the trainer cannot achieve the above standard, the trainer shall undertake any required initial re-qualification training course for the subject area they are required to deliver.

Finnair subject matter experts, such as Process Owners are always qualified to train their own subject matter area. Any exceptions shall be approved by Process Owner, Competence Development.

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1.3.2 On-the-job Trainer

a) General

The on-the-job trainer role is usually performed by operational personnel who are:

1. Trained and competent to perform the operational task being instructed.
2. Competent to deliver OJT.

b) Prerequisites

The on-the-job trainer shall have:

1. A minimum of 12 months of operational experience and be current in the subject area they are required to deliver.
2. Effective interpersonal and communication skills.
3. A desire to be an on-the-job trainer.

c) Initial Qualification

To become a competent on-the-job trainer, an employee shall:

1. successfully complete an organization's internal development program for on-the-job trainers to acquire competence as an on-the-job trainer and the ability to deliver effective OJT.
2. Conduct their first on-the-job training session under the supervision of a qualified on-the-job trainer to confirm competence.

d) Continuing Qualification

An on-the-job trainer shall:

1. Undertake recurrent training or recurrent assessment for the on-the-job trainers at least once every 36 months (e.g., workshops, trainer update, briefs, peer reviews).
2. Maintain their operational competence and remain current in the subject area to be trained.
3. Deliver at least one OJT every 24 months for each subject area they are qualified to train.

Finnair subject matter experts, such as Process Owners are always qualified to on the job train their own subject matter area. Any exceptions shall be approved by Process Owner, Competence Development.

1.4 Training Records

Ground Handling Service Provider shall maintain training records, also for all training provided or arranged by Finnair, of all employees including any contract/part-time employees. Finnair does not keep training records on behalf of external Ground Service Providers. Training records shall be included in the documentation control system and retained for at least the period required by regulatory authorities. Records shall be made available on request.

At least the following information is recorded for each person in the records:

a) Complete name
b) Initial training, date
c) Recurrent training, date of latest
d) Differences training, when applicable

A person must on request be provided with a copy of their own records. Access to the record shall be limited to persons for whom it is necessary due to their functions or who are authorized to inspect the operation of the system or correctness of the information.

The records must include training history at least for the two last trainings of the person, if applicable.

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1.5 Training

Initial and recurrent training is required for all personnel performing load control, ramp handling, ramp supervision, baggage handling, aircraft loading, passenger handling and catering loading functions. Initial training shall be completed prior to being assigned to perform such operational duties. If the ground handling service provider is certified by IOSA and/or ISAGO the service provider's own training program may be considered acceptable to Finnair. The training program shall provide the knowledge necessary to perform duties, execute procedures and operate the equipment associated with specific ground handling functions and responsibilities. The training program shall include:

1. Familiarization training on applicable regulations
2. In-depth training on requirements, including policies, procedures and operating practices
3. Training in human factor principles (see AY GOM ANNEX F 1.17)
4. Safety training on associated operational hazards (see AY GOM ANNEX F 1.17)

The period of validity of formal qualification is 36 months from the date of initial or renewed qualification. Renewal for formal qualification must be obtained no later than the date of expiry. Recurrent training must be arranged accordingly.

A load control / ramp handling / ramp supervision / baggage handling / aircraft loading / passenger handling / catering load person is considered to have successfully completed the theory part when the result of the formal test is 80% or higher. Formal qualification is achieved by successfully completing the initial training including both theory- and on the job training parts, when deemed necessary. A successful completion of the training program shall require a demonstration of adequate knowledge, competency and proficiency to perform duties, execute procedures and/or operate equipment.

Mandatory Finnair specific training, beyond the initial training:

a) Mandatory Finnair e-learning courses are defined by Process Owner, Competence Development according to each role and its associated duties. They are outlined in Finnair Partner Hub and the HEL Hub Handbook.
b) The Finnair Ground Operations Process Training Webinar for network airports is organized before or around each schedule change. Participation is mandatory for INHAs, Finnair Airport Service Managers, Training Managers or equivalent positions. Participation is highly recommended for trainers / instructors for the subjects they are qualified to train. Material is available in Finnair Partner Hub.
c) Training on travel documents shall be provided based on role and responsibilities.

Training requirements for some ground handling functions are defined in the respective Finnair manual(s).

1.5.1 Recurrent and Re-qualification Training

A recurrent training acceptable to Finnair must be attended within an interval not exceeding 36 months. In addition load control staff shall prepare a manual loadsheet test once a year and personnel responsible for load reporting from station to CLC by using Altéa FM must complete applicable recurrent system training within an interval not exceeding 24 months. Recurrent training syllabi and training methods can vary depending on the need. During a recurrent training e.g. new or changed procedures seldom handled procedures and methods that have caused problems shall be rehearsed. The renewal of formal qualification to perform ones duties is obtained by successfully completing a recurrent training.
A person is considered to have successfully renewed the qualification when the result of the formal test is 80% or higher. For handling companies at other stations than HEL, if no other acceptable recurrent training in use, Ground OPS Process Training material can be used and controlled by read & sign.

Differences/refresher training must be given, as soon as possible, when major changes in procedures or equipment will occur. A differences/refresher training can be included in the recurrent training. Depending on the need, differences/refresher training can be given e.g. during separate training sessions, on-the-job training or as self-study.

Re-qualification training must be arranged to personnel that become unqualified for any reason and/or no longer demonstrate the required capabilities or competences, prior to being reassigned to perform operational duties. After 12 months of consecutive absence from duty, a person's competence in their respective operational functions must be checked by means of a test, before being assigned to perform operational duties. After 6 months of consecutive absence from performing load reporting from station to CLC by using DCS (Altéa FM Ramp Clearance) applicable recurrent system training must be completed. When deemed necessary a refresher training must be arranged.

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1.5.2 Substandard Performance

If an individual fails to achieve the required passing level in a formal test, following procedures shall be followed before the person can continue working in their current role or start duties in the new position. A new test shall be conducted no later than thirty days from the date of the initial test. If the individual fails to achieve the required passing level in the re-test, the employer must evaluate the situation and determine the employee's position and eligibility to handle Finnair flights.

1.5.3 Exceptions

Exceptions to the training requirements set in AY GOM ANNEX F 1.5 a), b) and c) may be granted only for justified reasons and shall be approved by the Process Owner, Competence Development. The Ground Handling Service Provider shall contact and consult the respective Ground Service Delivery Manager and jointly submit an exception application using the designated Alternative Means of Compliance form. Exceptions may be granted for a fixed period at a time not exceeding 24 months. Any proposed extension must be reviewed and granted by the Process Owner, Competence Development. The Ground Handling Service Provider shall present a plan of the alternative means of compliance that have been proposed, or in case of an extension, evidence of the implementation.
Exceptions cannot be granted to:

a) Management
b) Instructors/Supervisors
c) Employees performing load reporting in Altéa FM (Ramp Clearance duties)
d) Employees performing load control functions without prior training or practical experience

1.6 Load Control Personnel

1.6.1 Initial Training

Initial training is required for all personnel performing following load control functions, regularly or occasionally:

a) planning load distributions and issuing loading instructions;
b) performing weight and balance calculations;
c) checking load sheets and performing LMC corrections;
d) instructing/supervising load control functions

1.6.2 Minimum Training Syllabus

a) Aviation Basics
    1. General aircraft handling
    2. Loading and unloading
    3. Relevant regulations and manuals
b) Aircraft Weight & Balance Principles
    1. General load control and weight & balance principles
    2. Concepts, markings, limiting weights and calculation formulas
    3. Fuel calculations and fuel terms
c) Load Planning and Load Sheet
    1. Load planning and loading instructions
    2. Weight calculations and manual load sheet
    3. Balance calculations
    4. Last minute changes
    5. Loadcontrol Departure Control System training (when applicable)
    6. Aircraft type specific requirements
d) Documentation and Messaging
e) AY Load Control Process
f) Safety Related Matters, see AY GOM ANNEX F 1.17
g) Test
h) On the Job Training, see AY GOM ANNEX F 1.6.3

In addition:

- Emergency and Security training must be valid.
- For DGR, see AY GOM ANNEX F 2.3.
- Appropriate radiotelephone communication (RTF) training/license must be valid for those persons who need to use radio communication in their work and when training/certificate is required by the local authorities.

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1.6.3 On the Job Training

After completing the load control initial training theory part, a person whose duties include tasks described in AY GOM ANNEX F 1.6.1 a), b) and c) must practise these functions for a sufficient period of time, under the supervision of an On the Job Trainer. See AY GOM ANNEX F 1.3.

1.6.3.1 Profiency Test Practise

The test must be performed under supervision.

1.7 Passenger Handling Personnel

1.7.1 Initial Training

Initial training is required for all personnel performing following passenger handling functions, regularly or occasionally:

a) check-in
b) aircraft boarding
c) transfer services
d) arrival services
e) flight editing
f) instructing/supervising passenger handling functions

1.7.2 Minimum Training Syllabus

a) Aviation Basics
   1. Introduction to Passenger and Baggage Handling
   2. Relevant Regulations and Manuals
b) Check-in, Arrivals and Departures
   1. AY services, products, quality and processes
   2. Departure Control System training (if applicable)
   3. Travel documents
   4. Transfer, transit, and connection
   5. Transfer of load information
   6. Aircraft cabin access doors (according to AY procedure)
   7. Post-flight requirements (e.g. documentation, messaging)
c) Baggage Services
   1. AY standard and special baggage procedure
d) Special Category Passengers
   1. Passenger assistance
   2. PRM & PWD (passengers with reduced mobility, passengers with disabilities)
   3. Other special category passenger procedures
e) Boarding Bridge Operations (according to local procedure)
f) Safety Related Matters, see AY GOM ANNEX F 1.17
g) Test
h) On the Job Training

In addition:

- Emergency and Security training must be valid.
- For DGR, see AY GOM ANNEX F 2.3.
- PWD-training shall be included in the relevant trainings according to EU1107/2006.
- Personnel handling flights to/from United States shall be trained according to U.S. 382. These disability legislations can be found in Finnair Partner Hub.

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1.7.3 On the Job Training

After completing the initial training, a person must practise these functions for a sufficient period of time, under the supervision of an On the Job Trainer. See AY GOM ANNEX F 1.3.

1.8 Ramp Handling Personnel

1.8.1 Initial Training

Initial training is required for all personnel performing following ramp handling functions, regularly or occasionally:

a) bag hall functions
b) loading/unloading aircraft
c) performing push-back and ground to flight deck communication
d) performing ice-check, as per written instructions from Finnair Process Owner, Seasonal Operations and Aircraft Fueling
e) Instructing ramp handling functions

1.8.2 Minimum Training Syllabus

When applicable to local job role:

a) Basic Ramp
   1. Introduction to baggage and ramp handling functions
   2. Relevant regulations and manuals
   3. Aircraft arrival and departure
   4. Ramp baggage handling
   5. Cargo and mail handling
   6. Aircraft cargo access doors
   7. Aircraft loading/unloading
   8. Basic hand signals
   9. GSE operations
   10. Airside driving
b) AY Baggage and Ramp Handling Procedures, Aircraft Types, Quality and Processes
c) Boarding Bridge Operations (according to local procedures)
d) Aircraft Cabin Access Doors (according to AY procedure)
e) Safety Related Matters, see AY GOM ANNEX F 1.17
f) Test
g) On the Job Training

In addition:

- Emergency and Security training must be valid.
- For DGR, see AY GOM ANNEX F 2.3.
- Appropriate radiotelephone communication (RTF) training/license must be valid for those persons who need to use radio communication in their work and when training/certificate is required by the local authorities.

1.8.3 On the Job Training

After completing the initial training, a person must practise these functions for a sufficient period of time, under the supervision of an On the Job Trainer. See AY GOM ANNEX F 1.3.

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1.9 Ramp Supervisor

1.9.1 Initial Training

The below training is required from personnel performing following ramp supervisor functions, regularly or occasionally:

a) supervising of loading/unloading aircraft
b) performing departure procedures (PFI, Pre-Flight Inspection), aircraft marshalling and ground to flight deck communication
c) performing ice-check, as per written instructions from Finnair Process Owner, Seasonal Operations and Aircraft Fueling
d) Instructing ramp supervisor functions

Prerequisites:

- Basic ramp handling training (Ref AY GOM ANNEX F 1.8.2)

1.9.2 Minimum Training Syllabus

When applicable to local job role:

a) Aircraft Loading Supervision
    1. Introduction to functions of the ramp supervisor and to safety responsibilities related to these functions
    2. Loading instructions
    3. Loading/unloading of special load, segregation of dangerous goods and NOTOC
    4. Load control information exchange
b) Departure Procedures (PFI, Pre-Flight Inspection)
c) Airside Safety Supervision
d) Ground-to-Flight Deck Headset Communication
e) Engine Start
f) Aircraft Marshalling
g) Test
h) On the Job Training

In addition:

- Emergency and Security training must be valid.
- For DGR, see AY GOM ANNEX F 2.3.
- Appropriate radiotelephone communication (RTF) training/license must be valid for those persons who need to use radio communication in their work and when training/certificate is required by the local authorities.

1.9.2.1 Approval of Pre-Flight Inspection Training Standard for Ground Handling

[Ref. TOPI 03.02.04]

Head of Fleet Management shall review the training package for PFI-inspections given to ground handling and send his approval to Manager, Ground Processes and Training.

In case of revision to training package, Head of Fleet Management shall approve the revised training package. Revised training package shall be presented to Head of Fleet Management by Manager, Ground Processes and Training on Ground Operations.

1.9.3 On the Job Training

After completing the initial training, a person must practise these functions for a sufficient period of time, under the supervision of an On the Job Trainer. See AY GOM ANNEX F 1.3.

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1.9.4 Training Requirements for Load Reporting to CLC with DCS

The below training is required for any personnel whose duties include load reporting to CLC by using Altéa FM application, either the desktop or Mobile interface, also if load reporting responsibility is transferred to other person than person responsible for loading supervision task.

1.9.4.1 Initial Training for Altéa FM

Altéa FM desktop or Altéa FM Mobile initial system training must be completed before being responsible for load reporting (Ramp Clearance) in DCS.

a) Altéa FM desktop initial training
   1. AY Altéa FM desktop initial training is conducted as classroom training given by Finnair SME or Finnair endorsed local trainer. If initial system training is conducted as class room training specifically for AY processes, AY Altéa FM Ramp Clearance e-learning is not mandatory as part of the initial training.
      or
   2. If initial system training has been received from another airline or from ground handling service provider, AY Altéa FM desktop training is conducted as e-learning in Finnair Learning Management System for AY process familiarization purposes.

b) Altéa FM Mobile Ramp initial training
   1. AY Altéa FM Mobile initial training is conducted as classroom training given by Finnair SME or Finnair endorsed local trainer. Classroom training entity includes e-learning in Finnair Learning Management System.
      or
   2. If Altéa FM Mobile initial training has been received from another airline or from ground handling service provider, AY Altéa FM Mobile training is conducted as e-learning in Finnair Learning Management System for AY process familiarization purposes.

If completing the e-learning is not possible due well-defined reasons, procedure described in AY GOM ANNEX F 1.5.3 is followed.

1.9.4.2 Minimum Training Syllabus

Minimum training syllabus for AY Altéa FM initial training is available in Finnair Partner Hub.

1.9.4.3 On the Job Training

After completing the initial training, a person must practise these functions for a sufficient period of time, under the supervision of an On the Job Trainer. See AY GOM ANNEX F 1.3.

1.9.4.4 Recurrent Training

Recurrent Altéa FM desktop or Altéa FM Mobile training must be completed within an interval not exceeding 24 months.

After 6 months of consecutive absence from performing load reporting with Altéa FM desktop or Altéa FM Mobile, recurrent system training must be completed. Recurrent training is conducted as e-learning in Finnair Learning Management System unless otherwise agreed.

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1.10 Personnel Responsible for Aircraft Departure, Pushback or Towing

Personnel responsible for aircraft departure, pushback or towing tasks shall be trained according to IATA AHM1110 chapter 11 as applicable.

1.11 Fueling Supervision

1.11.1 Initial Training

Initial training is required for all personnel performing fueling supervision task.
Initial training is supplied as an e-learning training provided by Finnair.

Prerequisites:

a) Basic ramp handling training (Ref AY GOM ANNEX F 1.8.2)
b) Sufficient English language competency

1.11.2 Minimum Training Syllabus

These topics are covered in e-learning provided by Finnair:

a) Fueling Supervisor's responsibilities
b) Fueling supervision procedure
c) Reasons to terminate fueling
d) Monitoring emergency exits
e) Aircraft type specific operations
f) Fueling with an engine running

1.11.3 Recurrent Training

Finnair fueling supervision e-learning shall be completed respecting the recurrency cycle of 36 months.

1.12 Catering Hold Loading

1.12.1 Initial Training

Initial training is required for all personnel performing following loading functions, regularly or occasionally:

a) tie down catering equipment
b) loading/unloading aircraft
c) opening/closing of hold doors
d) Instructing catering handling functions

1.12.2 Minimum Training Syllabus

a) opening / closing of hold doors
b) ramp handling procedures, quality and processes
c) using of belt loader
d) relevant regulations and manuals
e) tie down procedures
f) safety related matters, see AY GOM ANNEX F 1.17
g) test
h) on the job training

In addition:

- Emergency and Security training must be valid.
- For DGR, see AY GOM ANNEX F 2.3.

1.12.3 On the Job Training

After completing the initial training, a person must practise these functions for a sufficient period of time, under the supervision of an On the Job Trainer. See AY GOM ANNEX F 1.3.

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1.13 Aircraft Cleaning Personnel

Training requirements for aircraft cleaning personnel are described in Finnair Aircraft Cleaning Manual.

If cabin class divider relocation task is cleaning personnels responsibility, related training requirements are described in Finnair Aircraft Cleaning Manual.

1.14 Fueling Personnel

[IOSA GRH 2.2.3 (iv)]

Training requirements for fueling personnel are described in Finnair Fuel Manual (FUM).

1.15 De-/anti-icing Personnel

[IOSA GRH 2.2.3 (v)]

Training requirements for de-/anti-icing personnel are described in Finnair Winter Procedure Manual (FWPM).

1.16 Finnair Staff Abroad

The definitions and syllabi contained in this chapter are applicable to all handling services provided by Finnair´s own personnel at any airport where they take part in performing the handling services described above. The responsible person for assuring this is the local Ground Service Delivery Manager. Additional information regarding the training of Finnair's own personnel based at a network airport is available in Finnair Partner Hub.

1.17 Safety Related Matters

Below listed items are to be added into initial and recurrent training syllabus;

a) safety management awareness;
b) human factors principles;
c) rules and regulations;
d) accidents and incidents;
e) personal protection (if applicable);
f) workplace hazards;
g) equipment operation (if applicable);
h) housekeeping;
i) emergency situations;
j) airside markings (if applicable).

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2 Training Requirements for Ground Operations Personnel / Security, Emergency and Dangerous Goods

2.1 Aviation Security Training

2.1.1 Initial Training

Finnair Aviation Security training shall be given to:

a) All Finnair Ground Operations personnel
b) Finnair Ground Operations subcontractor's key contact personnel
c) All other relevant subcontractor personnel seen necessary by the respective Ground Service Delivery Manager

Regarding b) and c), this training can be conducted as an e-learning in the Finnair Learning Management System.

2.1.2 Recurrent Training

Recurrent training is completed as e-learning in Finnair Learning Management System. The recurrent cycle is 36 months.

2.1.3 Training Curricula

The training curricula should as a minimum be based on the security training requirements as stipulated in EU regulation 2015/1998.

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2.2 Emergency Response Training

(Originator YG)

2.2.1 Initial Training

[Ref. AY FCM 7.1]

Initial training is required for all Company personnel and subcontractors' management level engaged in following functions:

a) if assuming duties in the Crisis Organization incl. Telephone Enquiry Center agents
b) if maintaining or being responsible for local emergency preparedness and plans
c) if assuming a pre-assigned role and responsibility as described in the Local Emergency Response Plan. At stations FER e-learning is to be completed by the Emergency Coordinator, the deputy for the Emergency Coordinator and In-house airport service manager or equivalent. However, it is recommended that at stations everyone identified in LERP section 3 – LAP complete the FER e-learning.
d) if instructing crisis response procedures

Initial training is supplied as an e-learning training program provided by Finnair.

2.2.2 Obtaining Formal Basic Qualification

A person obtains formal basic qualification by participating in the course.

2.2.3 Recurrent Training

A recurrent training acceptable to Finnair must be attended every 3 years. Recurrent training syllabi and training methods can vary depending on the need.

2.2.4 Differences Training

[Ref. AY FCM 7.4]

Differences Training must be given when major changes in procedures or equipment will occur or have occurred. Manager, Business Resilience and the director of the respective department evaluate the need of differences training. Depending on the need, the training can be given e.g. during separate training sessions, on-the job training, e-learning or self–study.

After implementation of the Local Emergency Response Plan, the duties and tasks should be checked and rehearsed annually.

2.2.5 Periods of Qualification Validity

The period of validity of formal qualification is 36 months from the date of initial or renewed qualification. Renewals for formal qualification must be obtained no later than the date of expire.

2.2.6 Training Records

A record of training must be maintained in the organisation receiving the training. This must include:

a) Individual's name;
b) date of completion;
c) reference to training course/requirement;
d) the name and address of the organisation providing the training.

The training record must be made available upon request.

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2.3 Dangerous Goods Training

2.3.1 Introduction

To ensure that everyone involved is aware of their responsibilities in the transport of dangerous goods, no matter whether such goods are carried as cargo, or are in the possession of passengers or crew, training must be given so that awareness is gained of the hazard associated with dangerous goods and how they should be dealt with in air transport. The areas to be covered are itemised below; the depth of training required for each area is dependent on the responsibilities of the individuals and varies from a general appreciation to in-depth knowledge so that decision can be made.

2.3.2 Training Program

Dangerous Goods Initial and Recurrent Training programs must be developed based on IATA Competency-Based Training Approach (CBTA) to assure personnel are competent to perform any function for which they are responsible. DGR CBTA training programs shall comply with IATA DGR 1.5 requirements.

The Gound Handling Service Provider must ensure that personnel are competent to perform any function for which they are responsible prior to performing any of these functions. All relevant persons must have successfully passed appropriate Dangerous Goods Initial Training before performing any job functions on Finnair flights.

Recurrent training must take place within 24 months of previous training to ensure knowledge is current unless a competent authority has defined a shorter period. However, if recurrent training is completed within the final 3 months of validity of previous training, the period of validity extends from the month on which the recurrent training was completed until 24 months from the expiry month of that previous training.

Initial and recurrent training programmes must be established and maintained by or on behalf of

a) ground handling agencies which perform, on behalf of the operator, the act of accepting, handling, loading, unloading, transfer or other processing of baggage, cargo, mail or stores;
b) ground handling agencies which perform, on behalf of the operator, load control functions
c) ground handling agencies located at an airport which perform, on behalf of the operator, the act of processing passengers;
d) agencies, not located at an airport, which perform, on behalf of the operator, the act of checking in passengers;
e) freight forwarders;
f) shippers of dangerous goods, including packers and persons' or organisations' undertaking the responsibilities of the shipper; and
g) agencies engaged in the security screening of passengers and their baggage and/or cargo, mail or stores.

2.3.3 Authority Approvals

Training Programs, Training Providers and Instructors must be approved by authorities if required by local legislation. Training programs and authority approvals must be provided to Finnair on request.

2.3.4 Content of DGR Training

The employer must ensure that personnel are competent to perform any function for which they are responsible prior to performing any of these functions. This must be achieved through training and assessment commensurate with the functions for which they are responsible. Such training must include:

a) general familiarization training - personnel must be trained to be familiar with the general provisions;
b) function specific training—personnel must be trained to competently perform the function for which they are responsible; and
c) safety training—personnel must be trained on how to recognise the hazards presented by dangerous goods, on the safe handling of dangerous goods and on emergency response procedures.

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2.3.5 Training and Assessment Records

The employer must maintain a record of training and assessment for personnel.
The record of training and assessment must be maintained, which must include:

a) the individual's name;
b) the most recent training and assessment completion date;
c) a description, copy or reference to training and assessment materials used to meet the training and assessment requirements;
d) the name and address of the organization providing the training and assessment; and
e) evidence which shows that personnel have been assessed as competent to perform any function for which they are responsible.

Training and assessment records must be retained by the employer for a minimum period of 36 months from the most recent training and assessment completion date and must be made available upon request to the employee, Finnair or appropriate national authority.

2.3.6 Instructor Qualifications

Unless otherwise provided for by the appropriate national authority, instructors of initial and recurrent Dangerous Goods Training programs must have adequate instructional skills and sufficient substance matter knowledge, and have successfully completed a Dangerous Goods training, according to the function(s) that they will instruct, prior to delivering such a dangerous goods training program.

Instructors delivering initial and recurrent dangerous goods training programs must deliver such a course at least every 24 months, or in the absence of this attend recurrent training.

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2.4 Safety and Compliance (SMS) Training

[Ref. SCMM 5.2]

2.4.1 Introduction

Safety and Compliance training (SMS training) shall be given to all operative personnel.

The training is divided into three levels. All operative personnel shall receive level one basic training. The second level is meant for personnel who need more thorough understanding of safety and compliance in their daily work. The third level training is required for the personnel of Safety and Compliance Management. The training shall meet the regulatory requirements of EASA and requirements of IOSA. The training can be given as classroom training, self-study, or e-learning.

2.4.2 Purpose and Goal

The purpose and goal of these three levels is to ensure, that employees know the safety and compliance systems and understand how they are managed and operated. Based on this the personnel is able to carry out their respective duties complying with the safety and compliance requirements.

Table 251. Minimum Requirements for SMS Training Curricula

	Function		
Content/scope/subjects/topics of the training	Level 1 All operative personnel	Level 2 Accountable Manager and Postholders/ other key persons	Level 3 SCM Management Safety and Compliance Advisor FDM Analyst Auditor
The Safety and Compliance Policy of the company	X	X	X
Content of the SCM Manual	X	X	X
Organization, duties and responsibilities of personnel in relation to safety and compliance	X	X	X
Authority Regulations CAA-FI EU IATA EASA	X	X	X
Safety and Compliance Management Evaluation: Management Review etc.		X	X
Basic principles of Safety Management System Q-Pulse Procedures etc.	X	X	X
Safety reporting Report Types Mandatory Reporting	X	X	X
Safety communication and feedback	X	X	X

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Safety promotion			X
Compliance Management		X	X
Elements of Compliance Assurance		X	X
Audits/Inspections Q-Pulse Techniques Procedures			X
Dangerous Goods Training (CAT 10)			X
Human Factors	X	X	X
Subcontractor Management		X	X
Risk Management		X	X
Change Management		X	X

2.4.3 Recurrent Training

For personnel of external service providers recurrent training shall be given once during every 36-month period.

For Finnair personnel recurrent training requirements are described in AY SCMM 5.2.

2.4.4 Records

Training shall be recorded in training record of each individual. It is the responsibility of the respective management to keep the training valid and records up to date.

Table 252. Duration of SMS Training

Level 1	1-3 hrs	e-learning
Level 2	½-1 day	self-study, classroom
Level 3	Typically 2 - 5 days	e-learning, self-study, classroom

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GLOSSARY

Abbreviation / Term	Explanation
A/C	Aircraft
ABLE BODY ASSISTANT	A person who is accompanying the PRM and is also capable of assisting crew in an emergency situation if and as required.
ACARS	Aircraft Communications Addressing and Reporting System–a digital datalink system for transmission of short, relatively simple messages between aircraft and ground stations.
ACT	Additional Center Tank
ADJ	Adjustment (in case of LMC)
AFT	After
AGENT - HANDLING	See GHSP
AGENT - RAMP	A person who supervises and co-ordinates on the ramp the tasks of ground handling for an aircraft departure or arrival.
AIR WAYBILL	The document entitled Air Waybill/Air Consignment Note made out by or on behalf of the shipper which evidences the contract between the shipper and carrier(s) for carriage of goods over routes of the carrier(s).
AIRCRAFT CONFIGURATION	Planned utilisation layout of aircraft interior space.
AIRCRAFT - CONTAINERISED	An aircraft of which the cargo compartments are equipped with a unit load devices conveyance and restraint system, in order to accommodate aircraft containers or pallets. This may be either a wide-body or a narrow-body aircraft.
AIRCRAFT - HIGH CAPACITY	See AIRCRAFT - WIDE-BODY
AIRCRAFT - NARROW-BODY	Aircraft types with one aisle in the passenger cabin (includes any all-cargo aircraft that would in a passenger configuration have one aisle)
AIRCRAFT - LOW CAPACITY	See AIRCRAFT - NARROW-BODY
AIRCRAFT - SMALL CAPACITY	See AIRCRAFT - NARROW-BODY
AIRCRAFT - WIDE-BODY	Aircraft types with two aisles in the passenger cabin (includes any all-cargo aircraft that would in a passenger configuration have two aisles)
AIRPORT - ALTERNATE	Planned alternative en route and destination airport(s) for a flight.
AIRPORT - DEPARTURE	The Airport from which the aircraft last departed, using the same Flight Number.
AIRPORT - DESTINATION	Ultimate intended terminating airport of a flight.
AIRPORT - MOVEMENT	See Airport - Origin/Departure/Destination.
AIRPORT - ORIGIN	The place from where the flight commences.
ALLOWED TRAFFIC LOAD	The load which can be carried on the aircraft on a sector and is the difference between the allowed weight for take-off and the operating weight.
AMMO	Ammunition as baggage
AND	Aircraft Nose Down
ANU	Aircraft Nose Up
ATC	Air Traffic Control
ATTENDANT - CARGO	Person travelling for the specific purpose of supervising cargo needing special attention.
AUTOMATED LOAD PLANNING	Load planning performed by an EDP system.
AVIH	Animal in hold
BAGGAGE	Such articles, effects and other personal property of a passenger as are necessary or appropriate for wear, use, comfort, or convenience in connection with his trip. Unless otherwise specified, it includes both checked and unchecked baggage. (Also known as bag or luggage)
BAGGAGE - CABIN	Baggage of which the passenger retains custody (also known as Hand and/or Unchecked).

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BAGGAGE - CARRY-ON	Baggage of which the passenger retains custody (also known as Hand and/or Unchecked).
BAGGAGE - CHECKED	(also known as Registered). Is equivalent to Registered Luggage means baggage of which the carrier takes sole custody and for which carrier has issued a baggage check.
BAGGAGE - CREW	Baggage which is the property of operating crew and which is separately identified.
BAGGAGE - TRANSFER	Baggage arriving at a point on one flight and continuing its journey there from on another flight within a defined time limit.
BAL	Ballast
BALANCE CONDITION	A numeric expression of the position of the centre of gravity.
BALANCE LIMITS	The end points forward and aft of the range within which the centre of gravity must lie for safe flight.
BALLAST	Deadload weight carried to achieve a particular balance condition.
BASIC INDEX	A numerical expression of the centre of gravity of the aircraft at its basic weight.
BAY	A subdivision of a containerised/palletised compartment, i.e. unit load device position.
BI	Basic Index
BIKE	Bicycle
BLKD	Blocked Seats
BLND	Blind passenger
BOARDING	Equivalent to term Embarkation, means passengers entering an aircraft.
BREAKING STRENGTH	The breaking strength quoted for a lashing or tie-down fitting represents the maximum load which an item of equipment (lashing or lashing point) can sustain without: loss in strength due to deformation under repeated application of load during normal flight conditions; risk of breakage at 1 G.
BRS	Baggage Reconciliation System
BSCT	Baby basket
BSM	AY Baggage Solution Management or Baggage Source Message
BULK	Loading piece by piece.
BULK	Bulky baggage
BULKHEAD	A rigid partition.
BULKHEAD - STRESSED	A bulkhead which in combination with the aircraft structure has been designated to restrain load.
BW	Basic Weight
CABIN	A compartment where passenger seats are installed.
CARGO	Any goods carried on an aircraft which are covered by an air waybill.
CARGO - SERVICE	Any goods the property of an airline carried on an aircraft.
CARRIERS	The air carrier issuing the ticket (or air waybill) and all air carriers that carry or undertake to carry the passenger and/or his baggage (or the cargo) there under or to perform any other services related to such air carriage.
CATEGORY	The nature of the load.
CBBG	Cabin Seat Baggage
CENTER OF GRAVITY (C of G)	The C of G of an aircraft is the point at which its total weight may be considered to act as a concentrated force.
CENTRALISED LOAD CONTROL (CLC)	CLC is a system where aircraft weight and balance calculations are prepared in a remote location.
CG	Center of Gravity
CL	Class
CLA	Cargo Loading Area (in main deck / cabin cargo loading)
CLASS	Segregation of passengers according to the facilities and services offered.

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CLS	Cargo Loading System / Cargo Loading Control Panels
COCKPIT	That part of an aircraft from which the crew control the aircraft.
COMPANY - HANDLING	See GHSP
COMPARTMENT	A space designated within a hold.
CONFIGURATION	See Aircraft Configuration.
CONSIGNMENT	which is equivalent to the term Shipment. One or more pieces of goods accepted by the carrier from one shipper at one time and at one address, receipted for in one lot and moving on one air waybill to one consignee at one destination address.
CONSIGNMENT NOTE	See Air Waybill.
CONTAINER	See Unit Load Device.
COUR	Courier
CPAP	Continuous Positive Airway Pressure (ventilators/respirators)
CPM	Container/Pallet Message
CPT	Compartment (hold)
CREW - CABIN	Persons performing duties on the flight other than in the cockpit.
CREW - FLIGHT OR COCKPIT	Persons operating the flight in the cockpit.
CSM	AY Customer Solution Management
CSU	Catering Supply Unit
DANGEROUS GOODS	Dangerous goods are articles and substances which are capable of posing a risk to health, safety, property or the environment and which are shown in the list of dangerous goods in the ICAO Technical Instructions or which are classified according to those Instructions.
DCS	Departure Control System
DEADLOAD	Baggage, cargo, mail, ballast and equipment in compartments not included in dry operating weight of the aircraft.
DEAF	Deaf passenger
DECK	A structural floor level. For aircraft having one structural level only, this floor level shall be referred to as the main deck. For aircraft having more than one structural floor level, the different floor levels shall be referred to as lower deck, main deck and upper deck, starting from bottom to top.
DENSITY	The relationship of weight to volume in a unit, i.e. kg per m3 or kg/m3 (lb per ft3 or lb/ft3).
DEPA	Escorted deportee
DEPARTURE CONTROL SYSTEM (DCS)	An automated method of performing check-in, capacity and load control and dispatch of flights.
DEPU	Unescorted deportee
DESTINATION	See Airport - Destination.
DGSL	Dangerous Goods / Special Loads
DHC	Dead Head Crew
DL	Deadload
DLI	Deadload Index
DOI	Dry Operating Index
DOSE RATE (RADIOACTIVE SHIPMENTS)	Means the ambient dose equivalent or the directional dose equivalent, as appropriate, per unit time, measured at the point of interest
DOW	Dry Operating Weight
DPNA	Disabled passenger with intellectual or developmental disability needing assistance
EBT	Electric Baggage Tug
EDP SYSTEM	Electronic data processing system, i.e. electronic computer system.
EIC	Equipment In Compartment

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EMACZFW	Estimated Mean Aerodynamic Chord Zero Fuel Weight
EMBARKATION	See Boarding.
EN ROUTE	Equivalent to Through. Movement or point between point of departure and point of destination.
EQUIPMENT IN COMPARTMENT (EIC)	Equipment which is carried on the aircraft but which is not manifested and which is not elsewhere included in the weight composition, such as additional flight kit.
ERA	Equipment Restraint Area
ESAN	Emotional Support Animal (passenger with emotional support animal in cabin)
EXST	Block extra seat
EZFW	Estimated Zero Fuel Weight
FACILITATION (FAL)	A general term reflecting the action being taken within the airline industry with governments and other bodies to reduce costs, simplify procedures and improve formalities.
FKT	Flight Kit
FLIGHT	The operation of an aircraft between two or more points.
FLIGHT NUMBER	The alpha-numerical designator of a flight, prefixed by a two-letter or three-character designator.
FLOATING PALLET	A unit load device (ULD), including its load, which is positioned over at least two pallet positions, and is not secured by the pallet locking devices of the ULD restraint system, but is restrained to the aircraft structure by means of tie-down fittings and lashings.
FPU	Fixed Power Unit
FUEL - BALLAST	An adjustment to DOW, which will then be included in ZFW. Must not be part of flight plan fuel and must remain in the tanks.
FUEL - BLOCK	Weight of total amount of fuel on board before starting engines. The official amount of fuel on board is the amount indicated by the Fuel Quantity Indication System of the aircraft.
FUEL - BURN-OFF	Taxi fuel plus trip fuel.
FUEL - TAKE-OFF (TOF)	The amount of fuel on board less the fuel consumed before the take-off run.
FUEL - TAXI	Weight of fuel expected to be used prior to take-off including allowances for operations of APU and ice protection systems.
FUEL - TRIP (TIF)	The amount of fuel planned to be consumed from take-off to the station of first intended landing.
FUELLING	Fuelling and defuelling, aircraft fuel tank calibration, aircraft fuel flow tests and the draining of aircraft tanks.
FWD	Forward
G FORCES	Increase/decrease of gravity forces exerted upon load during flight. Acceleration or deceleration can cause the weight of a load to increase or decrease and the change is expressed in G. Thus 2G would indicate that an item is, or must be, capable of withstanding, double the weight.
GALLEY	The integral part of the aircraft where pantry/ catering material is stored.
GENERAL DECLARATION	A standard document giving certain details about a flight required for aircraft clearance by government authorities in certain countries.
GHA	See GHSP
GHSP	Ground Handling Service Provider (also known as Ground Handling Agent / GHA). A company/organisation appointed by an airline to perform ground handling functions.
GMC	Ground Movement Control
HANDLING COUNTER	Designated airport area where passengers may purchase a service or check-in for a departing flight, transfer to a connecting flight, depart from and/or arrive to at an airport.
HARD COPY	A printed copy of an electronically transmitted text.
HOLD	A space confined by ceiling, floor, walls, and bulkhead, used for carrying load.
HPBT	Home-Printed Baggage Tag

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IGLOO - NON-STRUCTURAL	A bottomless rigid shell made of fibreglass, metal or other suitable material. Its shape conforms to the contours of cargo aircraft envelopes. It covers the maximum usable area of an aircraft pallet to which it is secured during flight. This shell used in combination with an aircraft pallet and net assembly is known as a non-structural igloo.
IMMOBILE PRM	An immobile customer is a person who cannot board the aircraft and disembark or move about in the cabin without assistance.
INAD	Inadmissible passenger
INDEX UNIT (IU)	An expression of moment, i.e. weight x lever arm caused by weight added to the aircraft, in order to establish the C of G.
INJECTION WATER	Fluid carried on an aircraft to improve the performance of the aircraft during take-off under certain ambient conditions.
INTERCHANGE	Transfer between different types of aircraft, or usable on different types of aircraft, whether owned by the same carrier or by different carriers.
INTERFACE	A translation function between a user and a system or between a user and a number of systems or between two or more systems.
INTERLINE	Transfer from one carrier to another.
JOINING	Boarding or loading at a transit station.
LANDING - WEIGHT	See Weight.
LASHING	See Tie-Down.
LAST MINUTE CHANGES (LMC)	Weight and/or index adjustments to either load and/or fuel necessary to adjust the loadsheet after completion.
LAYOUT	See Aircraft Configuration.
LDM	Load Message
LEFT	To be understood as left-hand side in the direction of flight.
LI	Loaded Index
LOAD	Any item carried in an aircraft other than is included in the basic operating weight.
LOAD - TOTAL TRAFFIC (TTL)	The total weight of passengers, baggage and cargo, mail including any non-revenue load, such as ballast, flight kit, empty ULDs etc.
LOAD CATEGORY	See Category.
LOAD CONTROL	A function to ensure the optimum utilisation of the aircraft capacity and distribution of load as dictated by safety and operational requirements.
LOAD PLANNING	A part of load control.
LOAD SECURING EQUIPMENT	See Tie-Down Equipment.
LOADED INDEX	An expression of the C of G of an aircraft after it has been fuelled and/or loaded.
LOADING	Stowing load or ULDs on board the aircraft in accordance with loading instructions.
LOADING ACCESSORIES	Includes tie-down equipment, seat containers (for the carriage of load on passenger seats in the cabin of an aircraft), containers for carriage of load which have been installed after removal of seats, stretchers, any containers used for isolation or protection of goods, e.g. plastic bowls or plastic bags, garment racks, supporting planks and platforms, equipment for valuable cargo (pouches), collecting nets and bags, kennels for live animals and covers of any kind. Unit loading devices are not loading accessories.
LOADING INSTRUCTION	Instructions given by Load Control to the person responsible for the aircraft loading.
LOADING REPORT	Signed loading instruction, with any deviations recorded, passed back to Load Control for action as required.
LOADSHEET	A completed loadsheet contains all weight data pertaining to a particular flight, i.e. the weight of the aircraft, crew, pantry, fuel, passengers, baggage, cargo and mail. It also contains where necessary details of the distribution of this load in the aircraft.
MAAS	Meet and Assist
MAIL	Goods carried under the terms of an international postal convention
MAIL - DIPLOMATIC	Governments' property carried under special agreements.

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MAIL - SERVICE	Correspondence inter- or intra-airline which is carried on an aircraft under special permission from postal authorities.
MANIFEST - CARGO	A traffic document listing the details of the cargo to be carried on a flight.
MANIFEST - PASSENGER	A traffic document listing the names of passengers to be carried on a flight.
MBAG	Media Bag
MEDA	Medical Assistance / Company Medical Clearance may be required
MOBA	Mobility Aid
MEDIF	Medical Information Form
MESSAGE	Where quoted it is assumed that the fastest possible means of sending a message will be used. This refers to SITA, telex or data link.
MOBILE PRM	A mobile customer is a person who can board the aircraft and disembark and move about in the cabin without assistance. Such customers are e.g. blind, mentally handicapped and those with only slight difficulties in moving about.
MOVEMENT	The arrival or departure of an aircraft.
MRZ	Machine Readable Zone
NET SECTION	See Section.
NET WEIGHT	The difference between total weight and the tare weight.
NETS	A network of webbing affixed to an aircraft within its holds or to an aircraft ULD for the purpose of restraining a load within the hold or in the ULD.
ON-LINE	Within one airline or one system or connected to a computer system.
OFP	Operational Flight Plan
OOG	Out of Gauge - Baggage that is considered bulky or oversized and/or its weight exceeds regulatory limits.
PALLET - AIRCRAFT	A platform with a flat undersurface, to standard aircraft requirements on which goods are assembled and secured by nets/straps/igloos, and subsequently locked into the aircraft, to achieve rapid loading/unloading on compatible aircraft conveying and restraint systems. As such, it becomes a component of the aircraft loading and restraint system.
PALLET - EXTENSION WINGS	A part of equipment which can be installed on the short sides of a pallet in order to increase the loading capacity of such pallet up to the standard LD3, LD5, LD6, etc. contours.
PANTRY	See Weight - Pantry
PASSENGER CLOSE OUT TIME	The time after which further passengers will not be accepted for carriage on that flight.
PAYLOAD	The weight of passengers, baggage, cargo and mail and includes both revenue and non-revenue items.
PED	Portable Eletronic Device
PETC	Pet in cabin
PiC	Pilot-in-Command
POC	Portable Oxygen Concentrator
PPU	Power Push Unit
PRM	Passenger with Reduced Mobility (old term, see PWD)
PWD	Passenger with Disabilities (new term, replacing PRM)
REALTIME	A computer system which processes the input and gives a response immediately or within seconds.
REGISTRATION - AIRCRAFT	A unique alpha/numeric designation for an aircraft.
RESTRAINT	See Tie-Down.
RESTRICTIONS - SEATING	The limitations applied to the occupying of certain seats to achieve a satisfactory balance. Such restricted seats are not to be occupied during take-off and landing
RIGHT	to be understood as right-hand side in the direction of flight.

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SCC	Senior Cabin Crew Member
SEATING	The procedure whereby passengers obtain their seats - it may be free, allocated or selected.
SEATING CONDITION	The situation achieved after passengers are seated.
SECTION	A subdivision of a non-containerised/palletised compartment, i.e. net section.
SECTION - CABIN	A division of the cabin into zones for the purpose of balance
SECTOR	Equivalent to Leg means the space between two consecutive scheduled stops on any given flight.
SHIPMENT	See Consignment.
SPECIAL LOAD	A load which, owing to its nature or value, requires special attention and treatment during the process of acceptance, storage, transportation, loading and unloading
SPML	Special meal
SPREADER	Devices, usually boards, on which items of deadload are placed to distribute the weight of the load over a greater area to ensure that maximum floor loading limitations are not exceeded.
SSM	AY System Solution Management
SSR	Special Service Request
STATION	The equivalent to the term Airport.
STCR	Stretcher Passenger
SVAN	Service animal (passenger with service animal in cabin)
SWA	Service Weight Adjustment (adjustment to DOW/DOI values)
SYSTEM	An automated method, including equipment and programmes for performing functions like reservations, weight and balance, etc.
TAKE-OFF WEIGHT	See Weight.
TARE WEIGHT	The weight of an empty unit load device. It includes all liners and/or fittings, etc. when these are required by the specification or as registered with IATA.
TIE-DOWN	Equivalent to Restrain/Secure/Lash, means the term used to describe the securing of the bulk-load or part thereof to fixed restraint points within an aircraft or in a ULD, to conform to restraint and safety requirements.
TIE-DOWN - EQUIPMENT	May comprise any or all of the following items which have been authorised for use: tie-down/lashing rings, straps, webbing, nets, ropes, cable and chains.
TIE-DOWN - POINTS	Attachment points for the tie-down equipment to secure load on aircraft and/or ULDs.
TOP UP	Additional load that may be added because capacity is still available
TRAFFIC	The activity of the transportation of passengers, baggage, cargo and mail.
TRAFFIC LOAD	Passengers, baggage, cargo, mail and equipment in compartments not included in the dry operating weight of the aircraft.
TRANSFER	Traffic which arrives on a flight and continues on another flight of the same airline or another airline within a defined time limit.
TRANSHIP	A direct aircraft to aircraft transfer of ULD and/or its load.
TRANSIT	Traffic which arrives on a flight and continues on the same flight.
TRANSIT FLIGHT OR THROUGH FLIGHT	A flight transiting one or more airports en route.
TRANSIT STATION/AIRPORT	A scheduled en route stopping place on a flight.
TRANSIT TIME	The time an aircraft remains in transit.
TWL	Towbarless Tractor
TWOV	Transit without visa
TWT	Towbar Tractor
UM	Unaccompanied minor
UNDERLOAD	The difference between the allowed traffic load and the payload (total traffic load).

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UNIT LOAD DEVICE (ULD)	A unit in which deadload is bulk loaded and subsequently loaded as a unit into the aircraft.
UNLOADING	Removing load from an aircraft.
WCBD	Wheelchair (Baggage) – Dry Cell (Non-spillable) battery (corresponding special handling code WBD)
WCBW	Wheelchair (Baggage) – Wet Cell Battery (corresponding special handling code WBW)
WCHC	Wheelchair (Customer) - passenger immobile and must be carried to/from aircraft seat (C for Cabin Seat)
WCHR	Wheelchair (Customer) – passenger can ascend/descend steps and make own way to/from cabin seat but requires wheelchair for distance to/from the aircraft, i.e. across ramp, finger dock or to mobile lounge as applicable. (R for Ramp)
WCHS	Wheelchair (Customer) - passenger cannot ascend/descend steps, but is able to make own way to/from cabin seat; requires wheelchair for distance to/from aircraft or mobile lounge and must be carried up/down steps. (S for Steps)
WCLB	Wheelchair (Baggage) - Lithium Ion Battery (corresponding special handling code WBL)
WCMP	Wheelchair (Baggage) - Manual Power (corresponding special handling code WMP)
WEAP	Firearm as baggage
WEIGHT	The term “weight” is used in place of the correct technical term “mass”, in order to conform to standard industry terminology.
WEIGHT - BASIC (BW)	The Basic Empty Weight or Fleet Empty Weight and includes all fixed equipment, system fluids, unusable fuel and configuration equipment including galley structure.
WEIGHT - CATERING	Equipment and supplies for in-flight distribution to passengers and crew.
WEIGHT - DRY OPERATING (DOW)	The Basic Weight plus Operational Items, e.g. crew, crew baggage, flight equipment and pantry, as per company specification and is equal to Operational Empty Weight.
WEIGHT - LANDING (LAW)	Take-off weight minus trip fuel.
WEIGHT - MAXIMUM LANDING (MLAW)	Weight limitation for landing, in normal conditions, governed by structural and/or operational requirements
WEIGHT - MAXIMUM TAKE-OFF (MTOW)	The maximum permissible total aircraft weight at the start of the take-off run limited by structural or operational requirements.
WEIGHT - MAXIMUM TAXI (MTW)	Maximum gross weight for ground manoeuvres. May under no circumstances be exceeded.
WEIGHT - MAXIMUM ZERO FUEL (MZFW)	The weight limit imposed beyond which an increase in load must consist entirely of usable fuel and any other consumable fuel, e.g. injection water.
WEIGHT - PANTRY	Removable catering equipment.
WEIGHT - TAKE-OFF (TOW)	Zero fuel weight plus take-off fuel.
WEIGHT - TAXI (TW)	Actual take-off weight plus taxi fuel i.e. weight of loaded aircraft before ground manoeuvres.
WEIGHT - ZERO FUEL (ZFW)	Total traffic load plus the dry operating weight.
WEIGHT - OPERATING (OW)	Dry operating weight plus take-off fuel.
WEIGHT - STANDARD (WEIGHTS)	The statistically calculated weights approved by government authorities for weight and balance purposes for items of load regularly carried.
VERSION	The designator used to indicate the aircraft configuration together with the details of the equipment carried.

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