

Jettime - Quick Reference Guide

B737-700 and B737-800



Introduction

STATEMENT

This Quick Reference Guide (QRG) is meant as a tool for any ground handling agent to get an easy overview of the most important information and procedures before starting the ground handling of any Jettime aircraft. The QRG does not replace the Jettime Ground Handling Manual (GHM) but shall be seen as a supplement to the GHM.

Links in this QRG will direct you to the full procedure and/or information in the GHM. In case of discrepancies between the QRG and the GHM, the information and procedures in the GHM applies.

We hope you find this QRG useful, and we welcome any feedback you can provide that will enhance the QRG as a tool.

Best regards

Your Jettime Ground Ops Team

Responsible: Lena Zelandar
Ground Operations Manager/NPGO

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Revision highlights

- Page 9: Standard loading sequence and offloading sequence B737-700 have been reworded.
- Page 14: Standard loading sequence and offloading sequence B737-800 have been reworded to avoid tail tipping.
- Page 15: Loading limitations added for aircraft registrations OY-JYA and OY-JYB (B737-800)
- Page 24: Embargo on AVI as cargo has been slightly changed to allow a few specific species.
- Page 25: Type of AVI species allowed as cargo has been added.
- Page 27: The information on fuel moved to this page
- Page 28: The headline has been changed from Catering Handling to High loader operation.
- Page 29: The headline has been changed from Catering Handling to Opening and Closing aircraft doors

Access to Jettime manuals and documents

- Link to Extranet: <https://extranet.jet-time.dk/>
- Use the login and password provided to you.

Note:

If access to the extranet is denied, or if you have not been provided with access information, please contact:

- GroundOps@jet-time.dk

Jettime Extranet and Reporting

Jettime Extranet

Once you have been provided access to the Jettime extranet, you will have access to:

- ☐ Jettime Ground Handling Manual (GHM)
- ☐ Cold Weather Operations Manual (JT Form 2044) and
- ☐ Appendices incl. AHM560, Loading Instruction Form (LIR) various aircraft handling forms, papers and documentation. The Appendices are printable.

Jettime ERP

Jettime Handling Agent Emergency and Incident Response Task Checklist and other important ERP information are available on Jettime Extranet.

Refer to Chapter 15 for further information regarding Jettime Emergency Response Planning.

Reporting

In case of an Occurrence, a written report must be submitted, through Jettime's extranet reporting module "Occurrence Reporting".

The Occurrence Reporting Form to be submitted via E-mail: to SMS@jettime.dk copy GroundOps@jet-time.dk.

Reports shall be sent immediately and no later than within 24 hours after an occurrence.

What to be reported

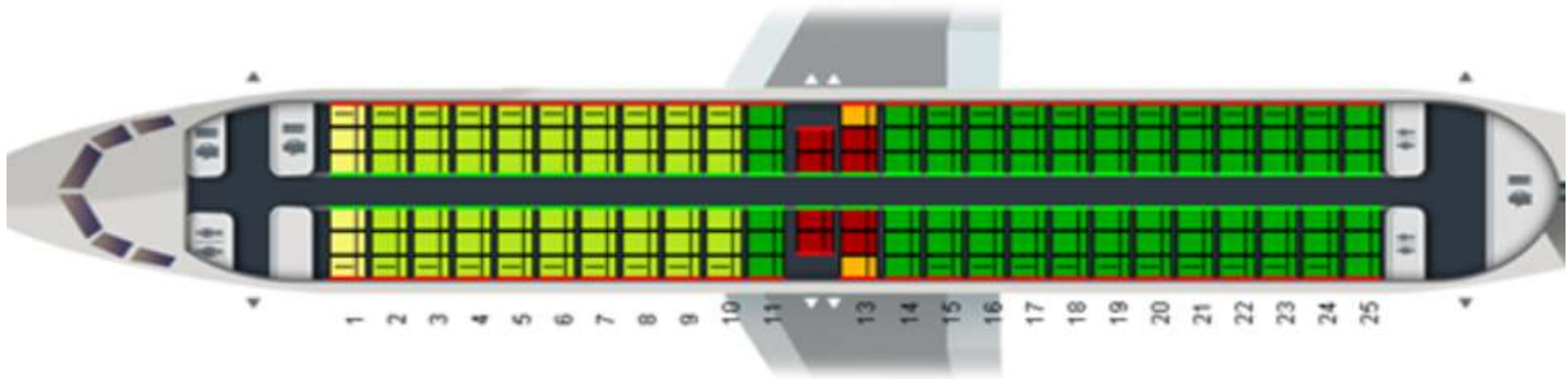
Any occurrence and/or situation that could lead into a potential safety risk is of great interest to Jettime.

Please report one too many occurrences rather than too few.

Refer. to Chapter 14 in the Jettime GHM for more details on Reporting.

Seat map - B737-700

Seats ABC – DEF



AIRCRAFT CONFIGURATION:

- Config: Y148
Rows in the cabin: row 1-25
- Cabin sections: A/B/C
Rows in each section: A=1-9 / B=10-17 / C=18-25
- For more info – see AHM560 (appendices - extranet).

SEAT MAP INFORMATION SEATING

- Extra leg space: row 1, 12 and 13
(minor difference only)
- Emergency exit: row 12BCDE + 13ABCDEF
- Seats not reclining: row 11, 12 and 25
- Seats not installed: 12A and 12F

Safety Cones B737-700

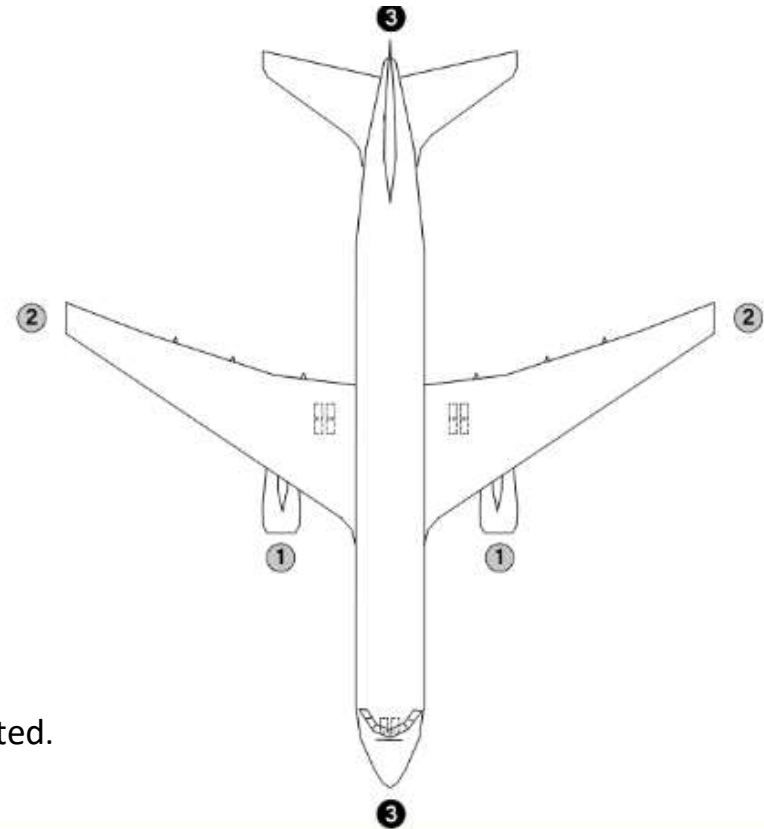
Safety Cone placement

Safety cones are a vital tool in preventing damage to an aircraft.

Our B737-700 aircraft is fitted with BLENDED winglets – please observe number of safety cones required and their placement.

Please ensure that the safety cones are:

- placed BEFORE any other ground handling is started and
- removed AFTER all handling and GSE movement have been completed.



CONE NUMBER	DESCRIPTION
1	Cones max. 1 m (3 ft) in front of engine
2	Cones max. 1 m (3 ft) from wingtip
3	Additional cones to be placed at the applicable end(s) of the aircraft where immediately adjacent to a service road.

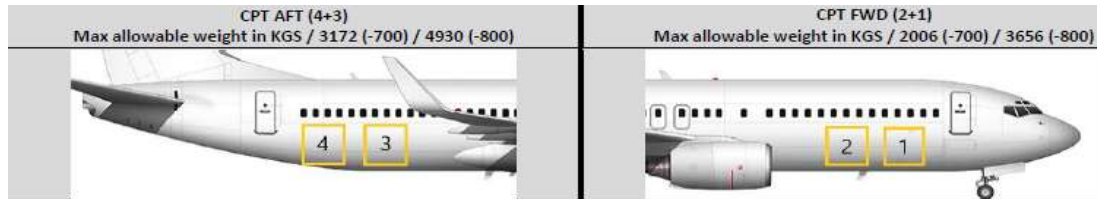
Refer to GHM 11.6.3

Loading Instructions B737-700

Designation of Compartments

FWD compartments are named CPT 1 and CPT 2

AFT compartments are named CPT 3 and CPT 4.



Standard loading Boeing 737-700

Use the following sequence to determine the load distribution on B737-700:

Flights with *more than 145 pax* expected:

- Load first CPT 3 and CPT 4 to the stated maximum limits.
- Then load CPT 2 and CPT 1 up to the stated limits.

Flights with *less than 145 pax* expected:

- First 2000 kilos in CPT 3 and CPT 4,
- Split rest of load 50/50 between CPT 3/4 and CPT 2/1.

Arrival: no restrictions to the offloading sequence.

Return catering and prepack boxes: shall always be loaded in CPT 1.

Refer to GHM 9.3.3.1

LOADSHEET and FIGURES

Load sheet is normally calculated and issued by the Commander.

LIR

A Loading Instruction Report (LIR) is available as appendix to the Ground Handling Manual (GHM)

ACMI on behalf of other carriers:

Electronic load sheet is accepted on flights operated on behalf of other carriers provided it has been agreed prior to start of operation.

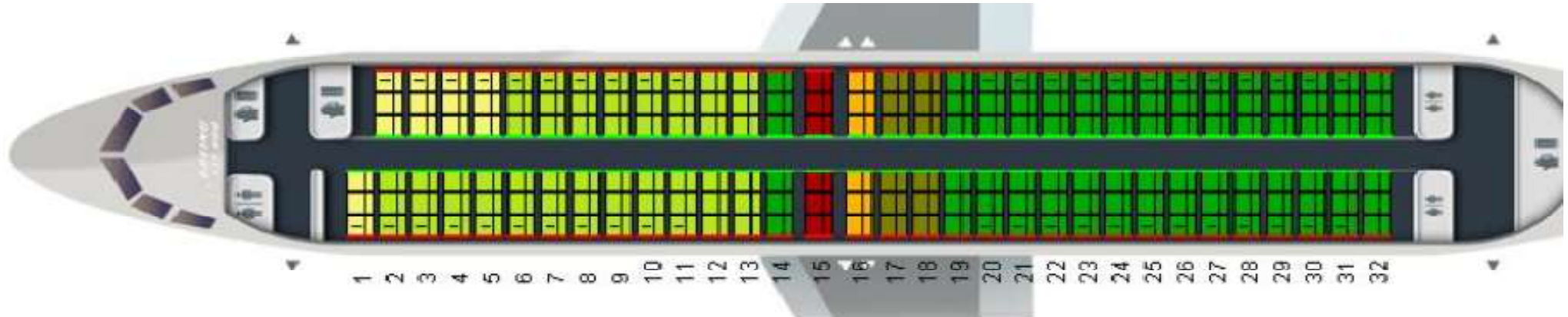
Load limitations - B737-700

Loading limitations **B737-700**, listed according to aircraft registration – see the top line in the following table:

OY-JTP				
COMPARTMENT	1	2	3	4
Weight (kg)	888	1118	2409	763
Area load (kg/m2)	732	732	732	732
Volume (m3)	4,39	6,54	12,18	3,85

Seat map - B737-800

Seats ABC – DEF



AIRCRAFT CONFIGURATION:

- **Config:** Y189
Rows in the cabin: row 1-32
- **Cabin sections:** A/B/C
Rows in each section: A=1-10 / B=11-23 / C=24-32
- **For more info – see AHM560 (appendices - extranet).**

SEAT MAP INFORMATION SEATING

- **Extra leg space:** row 1ABC, 2-5DEF, 15ABCDEF and 16ABCDEF
(minor difference only)
- **Emergency exit:** row 15 and 16
- **Seats not reclining** row 14 and 15

Safety Cones B737-800

Safety Cone placement

Safety cones are a vital tool in preventing damage to an aircraft.

Our B737-800 aircraft are fitted with either:

- BLENDED winglets or
- SCIMITAR winglets.

Please observe the number of safety cones required for our B737-800 and ensure that the safety cones are:

- placed BEFORE any other handling is started and
- removed AFTER all handling and GES movement has been completed.

.....See next page for safety cone placement for the B737-800

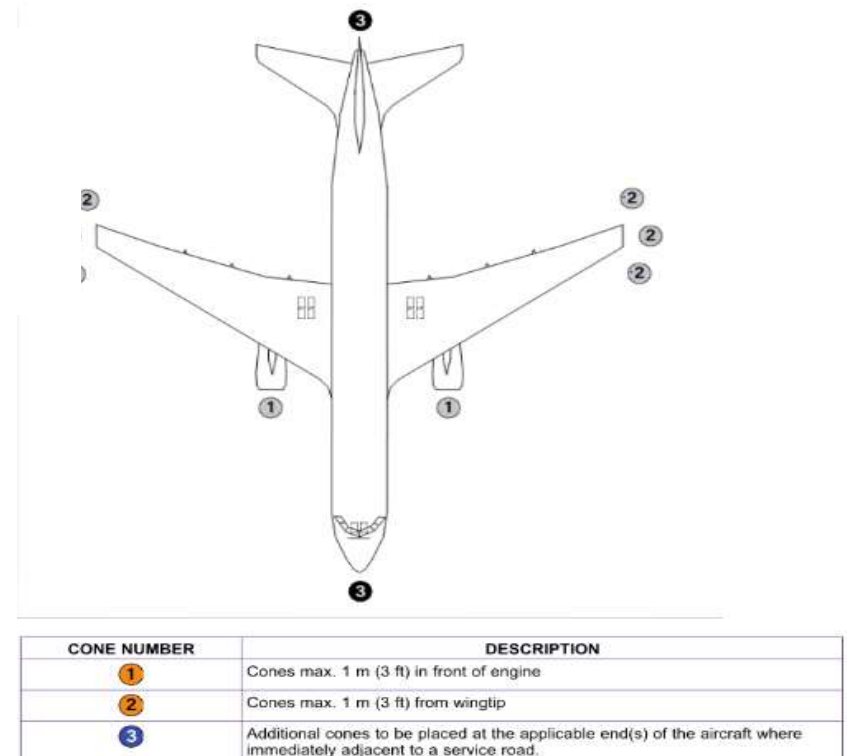
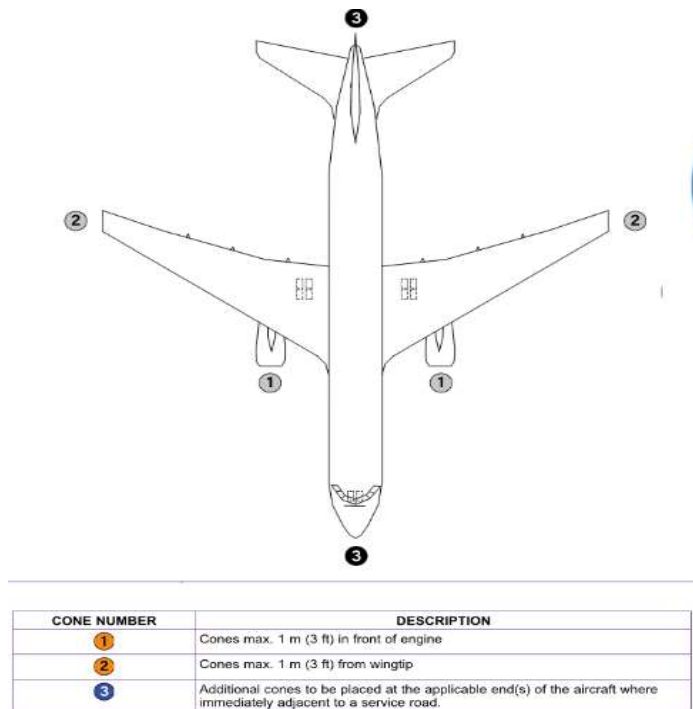
Refer to GHM 11.6.3

Safety Cones B737-800 - continued

B737-800 with blended winglets

B737-800 with SCIMITAR winglets

IMPORTANT: Please ensure three (3) safety cones per wingtip to prevent collision between GSE and the SCIMITAR winglet



Refer to GHM 11.6.3

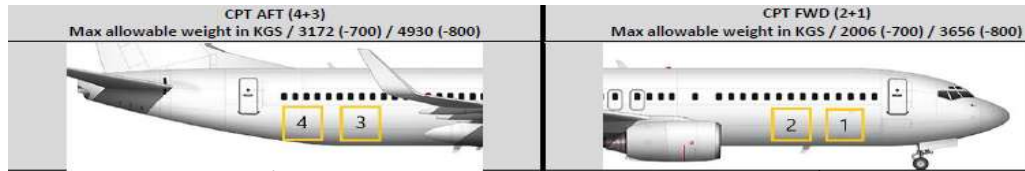
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Loading Instructions B737-800

Designation of Compartments

FWD compartments are named CPT 1 and CPT 2

AFT compartments are named CPT 3 and CPT 4.



B737-800:
Risk of tail tipping, so read the instructions carefully.

Standard loading Boeing 737-800

To avoid the risk of tail tipping, the following load distribution applies:

Departure – use the following loading sequence and distribution.

All flights:

1. Load first 30% of total load in FWD compartment (CPT 2 and then CPT 1)
2. Then load 70% of total load in AFT compartment (CPT 3 and then CPT 4)

Arrival: - use the following offloading sequence:

All flights:

1. Offload first AFT compartments (CPT 4 and then CPT 3)
2. Subsequently, offload FWD compartments (CPT 2 and then CPT 1)

Return catering and prepack boxes: shall always be loaded in CPT 1.

Refer to GHM 9.3.3.2

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LOADSHEET and FIGURES

Load sheet is normally calculated and issued by the Commander.

LIR

A Loading Instruction Report (LIR) is available as appendix to this Quick Reference Guide (QRG).

ACMI on behalf of other carriers:

Electronic load sheet is accepted on flights operated on behalf of other carriers provided it has been agreed prior to start of operation.

Loading limitations – B737-800

Loading limitations **B737-800**, listed according to aircraft registration – see the top lines in the following tables:

OY-JZJ / OY-JZM / OY-JZN				
COMPARTMENT	1	2	3	4
Weight (kg)	814	2440	3777	667
Area load (kg/m2)	732	732	732	732
Volume (m3)	4,39	14,64	20,76	4,25

OY-JZK				
COMPARTMENT	1	2	3	4
Weight (kg)	741	2209	3467	570
Area load (kg/m2)	732	732	732	732
Volume (m3)	4,39	14,64	20,76	3,85

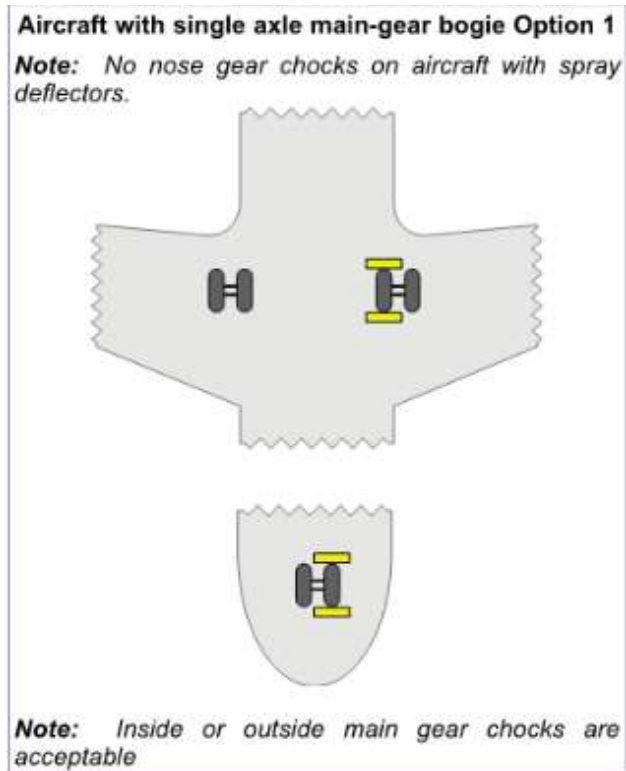
OY-JZO / OY-JZP / OY-JYA / OY-JYB				
COMPARTMENT	1	2	3	4
Weight (kg)	888	2670	3157	474
Area load (kg/m2)	732	732	732	732
Volume (m3)	4,39	14,64	20,76	3,85

OY-JZS				
COMPARTMENT	1	2	3	4
Weight (kg)	888	2670	4086	763
Area load (kg/m2)	732	732	732	732
Volume (m3)	4,39	14,64	20,76	4,25

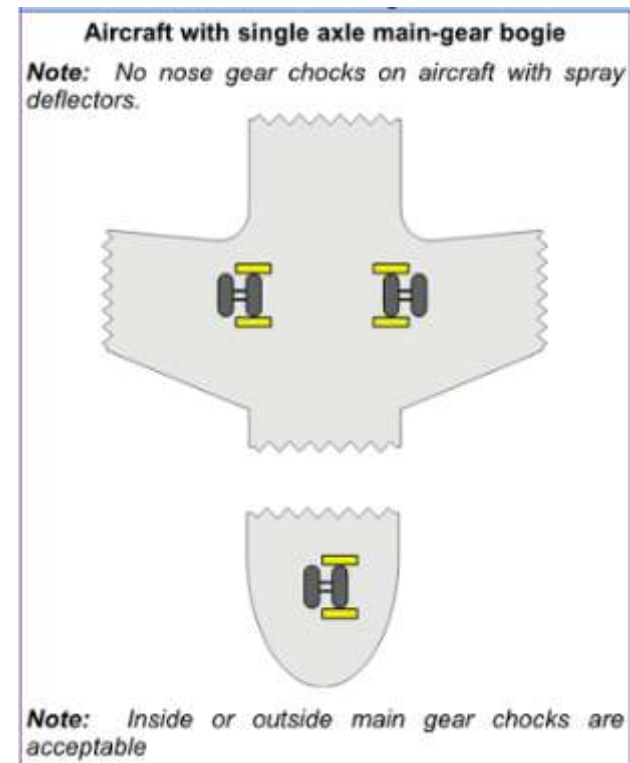
OY-JZT				
COMPARTMENT	1	2	3	4
Weight (kg)	888	2670	3777	667
Area load (kg/m2)	732	732	732	732
Volume (m3)	4,39	14,64	20,76	3,85

Chocks B737-700 and B737-800

Position of Chocks - normal operation
(below 35 knots (65 km/t)).



Position of Chocks – night stop and high wind conditions
(above 35 knots (65 km/t)).



Please ensure sufficient chocking

Refer to GHM 11.5.2

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Aircraft parking in strong winds

The following precautions are essential in case of strong winds:

- Aircraft shall be appropriately secured by using additional chocks – see page 16
- Aircraft doors shall be closed and secured, as appropriate;
- Aircraft shall be positioned into the wind, if possible
- Ground Support Equipment and pax stairs shall be moved away from the aircraft and secured.
- All other Items that may be affected by strong winds, such as garbage, waste containers, FOD bins, construction materials, shall be adequately secured.
- If the wind or weather changes dramatically during ground stop, Jetttime OCC shall be informed – phone number +45 32467303 and the Commander, if within reach.

Refer to GHM 11.10.1

Standard Weights – Passenger and Baggage

The following weights are used by Jettime pilots when they are in charge of the weight and balance calculations (Ref. Jettime OM-A 8.1.8.5):

Table 14

	MALE	FEMALE	ALL ADULT
All flights except holiday charters	88 kg	70 kg	84 kg
Holiday charters	83 kg	69 kg	76 kg
Children	35 kg	35 kg	Children
			35 kg
Infants	10 kg	10 kg	Infants
			10 kg

Above passenger weights include hand baggage of 5 kilos.

OBS:

If the hand baggage allowance for passengers on flights operated on behalf of other carriers (ACMI) is higher **than 10 kilos**, please inform groundops@jet-time.dk.

Passengers with Seating Restrictions

The following pax categories must **never** be seated at:

Boeing 737-700: row **12BCDE** and **13ABCDEF**
Boeing 737-800: row **15ABCDEF** and **16ABCDEF**

- Blind or deaf persons;
- Children below the age of 12;
- Deportees;
- Passengers with illness, stiff limbs or plaster bandage;
- Passengers with intellectual deficiency;
- Passengers with reduced mobility;
- Pregnant women;
- Unaccompanied minor (UMNR);
- Passenger travelling with infant.

Passenger categories restricted in numbers:

UMNR: Max. 8 per flight

- Seating near FWD or AFT galley

Children under 5 years.

- must be escorted by a companion aged 16 or older.

Children between 5-11:

- not wanting UMNR service, can travel if the travel companion has reached his/her 16th birthday.

WCHC: Max. 8 per flight.

- WCHC at any A or F seat close to, but not adjacent to, a floor level emergency exit
- WCHS/WCHR: any seat close to, but not adjacent to, a floor level emergency exit

OBS: It is allowed to seat the WCHC in an aisle seat if he/she does not block for other passengers than own traveling companion.

Cold Weather Operations Procedures

Heating and draining of aircraft – B737-700 and B737-800:

Our heater and draining procedure in a nutshell.

HEATER:

If the temperature is:

- **below +10° C, but above zero degree C**, a heater **must** be connected **1-1,5 hours before departure**
- **below zero° C**, heater shall be connected **at all times**

IMPORTANT: If the aircraft temperature cannot be kept positive by a heater, please inform Jettime OCC on +45 32 46 73 03.

At normal turnarounds, heating of the aircraft is not necessary unless requested by crew.

DRAINING:

- Handling agents shall not perform draining of Jettime aircraft.
- Instead, heating shall be used as described above to keep the aircraft temperature **positive**.
- If the aircraft temperature **cannot be kept positive** despite the use of a heater, a **technical draining** is required. OBSERVE that a technical draining **can only** be performed by a Jettime mechanic.
- It is you, as handling agent, that connects the heater to our aircraft. If you can see that the heater cannot keep the aircraft temperature positive, **please contact Jettime OCC on +45 32 46 73 03** who will coordinate necessary actions with our technical department.

Refer to Form 2044 CWOP

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Aircraft protection and Security Search

Access to the aircraft:

- During turnaround with crew onboard, the crew is responsible for controlling ID and operational need for access.
- When parked with no crew onboard, external doors must be closed and/or sealed – see the following rules for within or outside CSRA.

Parked within an active CSRA:

- No sealing required but all external doors shall be closed.

Parked outside of a CSRA:

- External doors shall be closed.
- Each door shall also:
 - have access aids removed,
 - be sealed (by crew or trained ground handling staff),
 - be locked (if possible).

Security Search of Cargo Holds

Ground handlers shall do a visual search of the Cargo holds after unloading and before loading.



Ref GHM 9.3.1.1 and GHM 16.2

Pre-Departure Walkaround Check

To be performed by the ground handler.

A visual check is to be performed before pushback. In short, please ensure:

- the apron is free for FOD.
- all GSE including boarding devices are detached.
- the stand is clear from obstructions.
- all servicing panels and hatches on the aircraft are closed and secured.
- no damage has occurred to the aircraft during ground handling (if so, please report as described on page 6)
- etc.

Refer to IATA IGOM for a full description of all items to be checked during the pre-departure walkaround check.

OBSERVE:

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 re-inspected.

Refer to GHM 11.22.2.1

Pushback information

To protect the nose gear from damage, visual turning limit markings on the aircraft indicate the aircraft's maximum nose gear steering angles.

Ensure during pushback that the turning limit markings are not exceeded – if so, advise flight crew if any of them are exceeded, as damage may occur to the nose gear:

- The maximum turning angle is 78 degrees and is indicated by red stripes on the nose gear doors.

Ensure that 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.

Jetttime accepts that pushback and towing are performed by the use of towbarless equipment (TLTV). The towbarless equipment must be approved by Boeing for use on B737(NG).

Refer to GHM 11.23.5 and 11.23.7

ACMI: Cargo and Dangerous Goods - general

- Jetttime has a permission to carry dangerous goods
- Cargo and dangerous goods can be accepted on flights operated on behalf of other carriers (ACMI).
OBS: Cargo is not accepted on Jetttime own holiday charter flights.
- AVI: live animals cannot be accepted as cargo on JTD ACMI operation with a few exceptions - see next page for restrictions.
- Air conditioning system:

Compartment	Description
1 and 2	The compartments usually maintain a temperature of 0 degree centigrade (C°) or slightly higher. Both compartments are incorporated in the pressurization system, but the ventilation is very poor.
3 and 4	The compartments usually maintain a temperature of 0 degree centigrade (C°) or slightly higher. Both compartments are incorporated in the pressurization system, but the ventilation is very poor.

Refer to GHM chapter 10

General.
Revenue and/or non-revenue cargo accepted on Jetttime when operating on behalf of another airline (ACMI) must be:

- accepted and handled in accordance with procedures in Jetttime GHM or equivalent documentation accepted by Jetttime Ground Ops (groundops@jet-time.dk), and
- in accordance with IATA as well as applicable requirements of the state in which the cargo is accepted and handled.

Cargo labelled “Cargo Aircraft Only” shall never be loaded on any Jetttime aircraft.

ACMI: Cargo and Dangerous Goods – AVI restrictions

Jettime has embargo on AVI transported as cargo with a few exceptions:

Crustaceans, aquatics, and live fish can be accepted, as they can be secured by volumetrically filling the compartment:

- Crustaceans, aquatics, and live fish AVF can be loaded together with EAT,
- Aquatics and live fish can be loaded together with ICE.

Dogs and Cats can be accepted as cargo according to IATA Live Animal Regulation. As the cargo compartments are not heated (see page above regarding Air Condition System), Jettime recommends embargo between 01NOV to 01APR.

Observe:

- Snub nosed dogs (pure breeds) cannot be accepted: All bulldogs, Pugs, Pekingese
Reason: the mentioned dogs have a significantly higher risk of health complications due to their short snouts and compromised respiratory systems.
- Brachycephalic cats can be accepted for travel on JTD.
Important: The kennel size for brachycephalic cats must be 10% larger than the minimum requirement and must have open bars from the top to the bottom of the box to provide extra ventilation.

Transport of AVI is the responsibility of the ACMI partner airline and not JTD, as cargo and other loads are booked and confirmed by the ACMI partner airline to their client without involvement by JTD.

Refer to IATA manual for further information.

ACMI: Cargo and Dangerous Goods – general restrictions

Radioactive: RESTRICTIONS.
*Until further notice, radioactive material **is not allowed** on Jettime.*

HEA: The maximum weight for HEA onboard a B737 is **400 kg due to lashing capacities**. The below table is a function of the number of tie-down points and running load limit:

Max. Weight per HEA in Compartments				
Aircraft type	Cpt 1	Cpt 2	Cpt 3	Cpt 4
B737-800 and B737-700	360 kg	400 kg	Embargo	Embargo

Dry ice: Maximum amount of Dry ice (ICE) is:

A/C version	Maximum amount of ICE per A/C	Maximum amount of ICE per compartment			
		1	2	3	4
737-700	300 kg	300 kg	300 kg	300 kg	300 kg
737-800	400 kg	400 kg	400 kg	400 kg	400 kg

GHM chapter 10 will be updated accordingly.

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Fueling B737

Refer to Chapter 11.13 in the Jettime GHM for;

- Fueling with passengers on board
- Precautions in the event of Fuel spillage or fire on the ramp

INFO:

Jettime uses Level 2 fueling at own stations.

In case another procedure shall be used at a destination Jettime shall operate to/from, please inform:

- groundops@jet-time.dk.

and we will pass on the information to our Flight Ops.

High loader operation

IMPORTANT:

Maneuvering on ground with a high loader can cause damage to aircraft. It is therefore important that catering providers and/or handling agents operating high loaders ensure the following, as a minimum:

- Clear instructions and procedures to staff driving, and positioning, high loaders.
- Firm instructions to not approach the aircraft until all safety cones have been placed to secure the aircraft – see page 8, 12 and 13 for details on the safety cone placement.
- Always verify good positioning of safety cones and request adjustment to the handling staff if position is not sufficient.
- A guide person is always to be used to guide the driver of the high loader safely - both when approaching the aircraft and when moving away from the aircraft.
- When moving away from the aircraft, do not start turning until after passing the wingtip and make sure you only turn the high loader left or right when moving forward.
- Internal Quality Checks to ensure standard operating procedures are followed and that possible deviations are identified, root cause established, and corrective actions implemented.

REPORTING:

We urge all catering suppliers to ensure a report is filed and sent to Jettime for any event that falls out of the ordinary. The report shall be sent to Jettime Ground Ops as follows: *GroundOps@jet-time.dk*.

Reporting on any event will allow us to share knowledge and create a base for a dialog where we together can identify and handle possible hazards to ensure a continues safe operation.

Opening and closing aircraft doors

DOOR PROCEDURES:

Opening:

- Never open or close a door unless you are trained to do so.
- Never attempt to operate a cabin door with no equipment attached.
- Look for indications that the door is not armed. Always, check that all indicators show that it is safe to open the door.
- If you cannot confirm that the door is not armed, DO NOT OPEN THE DOOR.
- Once you confirm that the door is not armed, inspect the aircraft door for damage. If damage detected, the driver must:
 - Stop and report the damage to Jetttime OCC (+45 32 46 73 03)
 - Take photos of the damage
 - Wait for a go-ahead that the door is safe to open.
- If there is no visible damage, and/or Jetttime has provided you with a clearance to proceed, then open the door slowly and carefully in accordance with the instructions.

Closing:

- Check for any obstruction below or close by
- Check that there is no damage in the area around the galley door. If any faults (dents, cracks, etc.) are detected, notify the crew.
- Close aircraft door – check also that the door handle is closed correctly and flush with the fuselage.
- Ensured that the aircraft door is correctly closed.
- Before lowering the catering truck, check on both sides to ensure that the area is all clear of personnel and obstructions.

Refer to GHM 11.8