

GROUND HANDLING BULLETIN



SEP2024

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AIRCRAFT HANDLING

SAFETY

One Man Pushback is prohibited with a malfunctioning headset

Introduction

One Man Pushback is allowed on SAS aircraft, under certain conditions.

These conditions are documented in the respective Aircraft Handling Manual (AHM) 8.4.3.

Excerpt:

One Man Operations

Pushback operations may be carried out as a one man operation provided that:

- Personnel is trained and approved for this task.
- Two-way communication is established and maintained during the entire procedure.
- If the interphone communication fails, for any reason, the operation must be stopped immediately. It must not start until the two-way communication is established and working again. Visual signals are prohibited as a backup for one man operations.

So, *if a headset malfunctions, the operation needs to be stopped.*

Then, there are only two options:

- 1 Replace it with a working headset
- 2 Call out a start-up communicator, who will assist to communicate with the flight crew by use the standard visual signals, as described in the IGOM 3.4.

However, we see reports, where the headsets have malfunctioned and the one man pushback operation continues.

This constitutes a number of risks, one being destruction of the aircraft nose wheel assembly, with injuries to passengers and crew as a consequence.

Previous Occurrence

Several years back, there was an incident, where poor adherence to communication procedures contributed to that the nose wheel assembly of a Q400 collapsed:



Of course, we never want to have similar accidents repeated!

Headset Check – Safety and Punctuality

To stay safe and still avoid unnecessary problems with one time performance, our second priority: Check your headsets, before going out to the departure!

If it is not possible to check before connecting to the aircraft: Be there early and make a communications check with the flight deck. That way, if there are any fault, you will have time to either get a new headset or arrange a start-up communicator.

Thank You for making us a safer airline!

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Ballast: An Explanation

Introduction

Ballast (BAL) is something all airlines strive to avoid, as additional weight leads to increased fuel consumption, which in turn requires even more fuel. Typically, ballast is only used when absolutely necessary for maintaining the aircraft's weight and balance, or in rare cases, when returning ballast to its owner.

Recently, we have encountered issues where ballast has been reported but not loaded. As previously mentioned, ballast is crucial for ensuring the aircraft remains within its flight envelope. Therefore, it is essential that the responsible party double-checks that the exact amount of ballast is on board before signing the loading report. Failing to do so could result in a very serious situation.

BAL Standard

The IATA AHM537 outlines the standards for ballast bags, which are as follows:

- **Weight:** 25 kg
- **Contents:** Only dry shingle, coarse round gravel, or pebbles with an average diameter of 12–15 mm must be used. Sand is not permitted.
- **Material:** Canvas or hessian with an inner plastic bag that is effectively sealed.
- **Marking:** The bag must be marked with its weight and the owner's name.

It is further recommended that ballast bags shall be stored indoors. If this is not possible, they shall be placed on planks and protected against weather by means of canvas covers or other suitable covering.

Ballast bags shall periodically be checked for weight and condition.

Solid Ballast Bags

We are aware of local regulations that impose an embargo on traditional ballast bags due to the risk of foreign object damage (FOD) and contamination. In such cases, solid ballast blocks are used instead. When these are used, SAS requires that they be secured either volumetrically or by lashing.



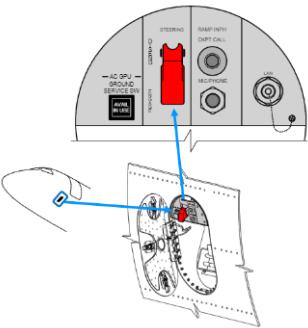
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Steering bypass pin

Background:

During this summer SAS have received an increased number of occurrences where we have seen deviations from procedures and not installed/removed the bypass pin or disengaged/engaged the steering switch before connecting the TBL or TB when performing towing and/or push back, or after disconnecting TBL or TB from the aircraft.

	<p>Danger:</p> <p>Not disengaging the nose wheel steering before connecting equipment to the aircraft.</p> <p>Personnel injury and/or aircraft damage could occur.</p>
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	<p>Airbus 320</p> <p> Ensure that the warning flag is clean and clearly visible when it is attached to the aircraft</p>
	<p>Nosewheel Steering Disenage Switch E-195</p> <p>Before towing equipment is connected to the aircraft, you must ensure that the steering is disengaged and in bypass mode.</p> <ol style="list-style-type: none">1. Lift Red Guard2. Lift the switch under the guard, steering is now disengaged. <p>To reengage the steering:</p> <p> Only using the red guard to reengage the steering switch, can result in a malfunction of the steering switch, follow the procedure below.</p> <ol style="list-style-type: none">1. Set the steering switch in lower position.2. Close the red guard over the switch. The steering is now engaged.

Procedure:

Full procedure is found and described in SAS AHM 8.4.3 (Pushback and Towing Practices)

Responsibilities:

It is crucial to ensure that a documented description of the person in charge of the pushback or towing operation is available. This individual is responsible for ensuring that all safety requirements, as outlined in IATA 463, IGOM 4, and SAS AHM 8, are known and adhered to during the operation. These requirements include, but are not limited to, tasks such as inserting and removing the steering bypass pin, assigning wing and tail guide personnel, following engine startup procedures, and fulfilling ballast requirements.

WARNING:

When temporary ballasting the aircraft for towing, this must be notified to ensure offloading of the ballast prior to flight. Omission to obey this can cause serious aircraft control problems during flight which may endanger the safe operation of the aircraft.

CAUTION 1:

If the nose gear shock strut extends into flight mode during a turn or is extended into flight mode when a turn is initiated, Maintenance or the Commander must be contacted prior to flight.

CAUTION 2:

Do not tow the aircraft with the nose gear compressed or fully extended, as this will damage the nose gear internally and/or cause the aircraft to tip-over on its tail.

CAUTION 3:

If maximum turning angle or maximum nose gear load is exceeded, or the aircraft brakes have been applied for an emergency stop during towing, damage to the nose gear and steering mechanism may occur. If limits are confirmed to have been exceeded, or this is suspected, maintenance must be contacted prior to flight. Undetected nose gear damage may fail later with possible serious impact on flight safety.

CAUTION 4:

Engines shall normally not be running during towing. Failure to obey this may cause severe structural damage in case of jack-knifing. Before towing is started, the tractor driver and/or the dispatcher must receive a positive confirmation from Commander/flight-deck operator that no engine is running. Towing to position aircraft for taxi is permitted with engines running.

CAUTION 5:

When installing or removing the main landing gear lock down devices, use a ladder to reach the installation point. Do not step on the Main Landing Gear links or cylinders. Such behavior may damage the cable and hose harness assembly.

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Wheelchair and DAA-tag

Introduction

Recent Occurrence reports have revealed a misunderstanding regarding the use of the DAA-tag. This article is a reminder of the procedure and when a wheelchair is involved.

General

There are certain aircraft types, which have the Deliver At Aircraft (DAA) procedure, where the passenger leaves baggage on a trolley at the aircraft side, and picks it up in the same manner at arrival. These bags are marked DAA and the procedure is predominantly used on aircraft like the CR9 and the ATR.

This is foremostly due to limited space in the overhead bins of these aircraft. These aircraft are most commonly parked away from the passenger boarding bridges; they are normally boarded via tarmac. Also, the cargo doors and the passenger doors are on the same side of the aircraft. This ensures that the passenger flows can be kept under close observation.

Other aircraft, such as the A320 and the E195 are normally boarded via boarding bridges. They also have the cargo compartments on the opposite side of the aircraft, in relation to the passenger doors. So, this type of aircraft are not as suitable for the DAA concept.

Wheelchairs Required for immediate use of the passenger

A passenger, using a wheelchair for their mobility, has the right to require leaving their wheelchair at the departure gate and have that wheelchair accessible immediately on arrival.

That applies even if the DAA procedure is not normally used for that aircraft type.

The wheelchair shall:

- Have a DAA-tag attached to it
- Be loaded easily accessible
- Be delivered to the passenger as soon as possible after arrival (At the aircraft side or at the gate, whichever is feasible).

Procedures

The procedures are described in the Station Passenger Manual (**SPM**) **15.2.4 Passengers Requiring a Wheelchair (WCHR/S/C)** and **AHM 8.3.2 Loading of Wheelchairs**

Logic

The thought (and laws) surrounding this procedure is that a passenger in need of a wheelchair has the same rights as any other passenger. That of course includes sufficient

mobility. Many users of wheelchairs have chairs adapted to their needs, which is why they cannot be expected to be satisfied with any replacement equipment.

Thank You for making us remain an inclusive airline!

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PASSENGER HANDLING

PROCEDURE

Codeshare agreement with Thai discontinue – Interline agreement remain unchanged.

We will discontinue our codeshare agreement with Thai International for travel on/after 27OCT24. Please note that there are no passengers booked on our codeshare flights on Thai, no rebookings are therefore required.

Note: The Interline and SPA agreements with Thai will remain unchanged.

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Revised procedure regarding SAS Crew Baggage - reminder

Background:

During a period, SAS Flight Operations and SAS Ground Handling have interpreted the procedures regarding Cabin Baggage for SAS Crew partly differently. We have now come to an agreement about a common routine. The updated procedure presented below.

Crew Cabin baggage special routine for short haul flights within Scandinavia

If the crew member does not check in their cabin baggage, the normal procedure is to bring the unchecked/cabin baggage to store it in the cabin. However, if there is lack of space in the cabin (e.g., on a fully booked flight), crew members may leave their cabin baggage at the aircraft side. The cabin baggage must have a yellow crew personal identification name tag but does not need a crew baggage destination tag. See Illustrations below.

Example of crew personal identification name tag: (note the crewtag is under revision and will be changed to a tag without Star logo).



This special routine applies for crew members in uniform on **short-haul flights within Scandinavia** provided the following conditions are met:

- Crew are scheduled active or passive on the flight.
- Crew carry uniform.
- Crew carry high visibility vest when moving outside regular passenger flow in tarmac (see picture below).



- Crew have their airport badge and SAS Crew company card clearly visible.
- Crew have a SAS yellow crew tag on the bag (see picture below).



Note: The crew baggage shall be loaded as per LIR. If not specified on LIR, follow the designated compartment, and include number of pieces as supplementary information on LDM.

Reference: respective AHM 737 8.2.7.2 "Distribution of Load".

Offloading

Loading Staff leave the hand baggage at the aircraft side during unloading the aircraft for the crew member to pick up.

Passive crew shall board with their Boarding group:

Passive crew shall board with their boarding group, printed on the boarding card, and shall not deviate from this by asking gate staff to board first.

Checked Crew Baggage

- Large roller bags must never be taken on board in aircraft cabin but must always be sent as checked baggage. This mean that they are left at check-in and are collected at the baggage belt upon arrival on crews' destination or home base.
- This applies to active and passive crew.
- We recommend that passive crew use the check-in kiosks for printing of the baggage tag.
- Bags shall be delivered in the baggage drop, when available.
- If no kiosks available, the crew member can use the manual desk for check in of their baggage
- Crew may also choose to send smaller roller bags using this routine, especially when they have long-haul duty that starts and/or ends with a passive transfer on short haul.

Note: If you experience that the procedures described above are not followed, a SafetyNet report is highly appreciated.

SPM will be updated with the above procedure.

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SAS for Work Members Traveling on Eurobonus Silver-Reminder

“SAS For Business” has been renamed to “SAS for Work” in JUN2024.

Corporate travel Benefits:

When traveling on SAS for work agreement will also enjoy:

- Name change free of charge.
- Free seat in Plus and Business. Once the booking is completed/ ticketed. Corporate travelers with valid CMP code can choose their seat for free.
- **Since 26AUG2024 Fast Track in SAS GO to SAS for work members with an EuroBonus Silver membership.**

SAS FOR WORK MEMBERSHIP TIERS

	MEMBER	SELECT	PARTNER
	<ul style="list-style-type: none"> → From day 1, no minimum spend required → Standard offer 	<ul style="list-style-type: none"> → More than 1 MSEK* yearly spend → Standard offer 	<ul style="list-style-type: none"> → By invitation only
Discount on airfare	(checkmark) 1% (Go Smart) / 2% (Plus Pro)	(checkmark) 2% (Go Smart) / 6% (Plus Pro)	(checkmark) Negotiated discounts
★ Travel Pass Corporate discount 01JUN	(checkmark) 8% (Plus Pro)	(checkmark) 8% (Plus Pro)	(checkmark) Negotiated discounts
★ Name change without charge 11JUN	(checkmark)	(checkmark)	(checkmark)
★ Fast Track for free in SAS Go to EuroBonus Silver members 26AUG	(checkmark)	(checkmark)	(checkmark)
★ Seat in Plus & Business without charge 11JUN		(checkmark)	(checkmark)
Dedicated Account manager		(checkmark)	(checkmark)

*minimum travel spend varies according to the country of registration

Fast Track for Eurobonus Silver Members in SAS Go

- Free FastTrack in SAS Go will be available to all SAS for Work travelers that are Euro Bonus Silver member.
- The EuroBonus membership must be added when booking is made. If added afterward's, the benefit does not apply.
- The reservation must made through SAS for Work corporate agreement with a valid CMP code.
- Available at all Scandinavian airports and selected European airports (see below).
- Only on SK operated flights
- Full terms & conditions & instructions is available on sas.xx and the SSI.

Fast Track Availability

Fast Tracks in Scandinavia:

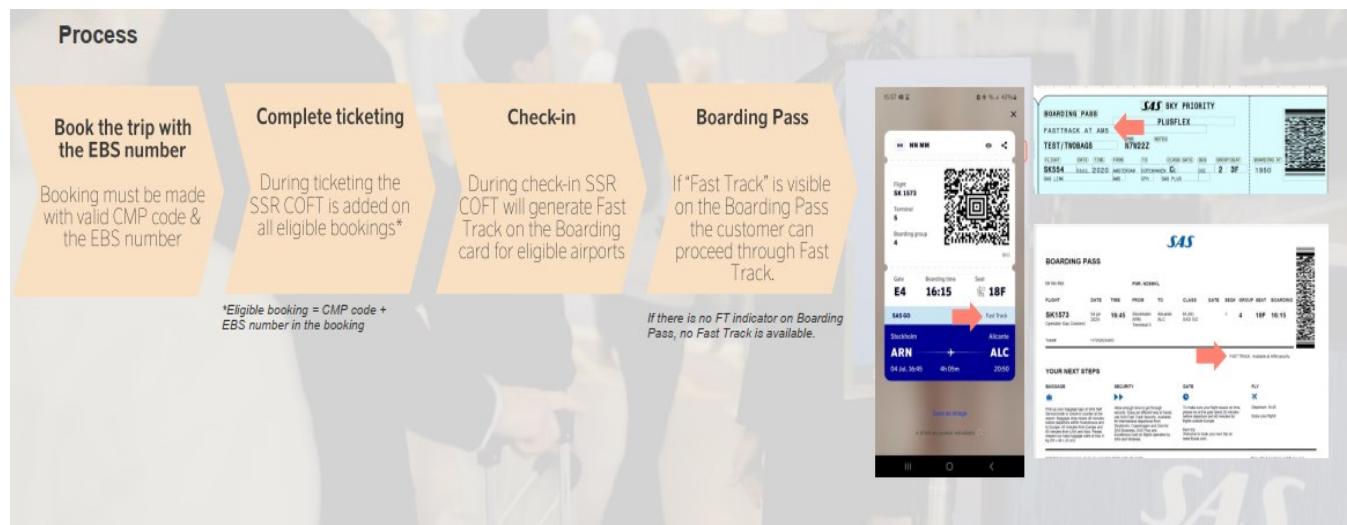
- Denmark: Aalborg, Billund and Copenhagen
- Norway: Bergen, Bodo, Oslo, Stavanger, Tromso, Trondheim and Aalesund
- Sweden: Stockholm Arlanda, Gothenburg and Malmo

Selected Fast Tracks in Europe:

- Czech Republic: Prague
- Estonia: Tallinn

- Finland: Helsinki
- France: Nice and Paris
- Germany: Berlin, Düsseldorf, Hamburg, Hannover and Stuttgart
- Greece: Athens
- Iceland: Reykjavik
- Italy: Rome
- Lithuania: Vilnius
- Poland: Gdansk and Warsaw

Fast Track in SAS Go for Eurobonus Silver Members



- More information can be found here
<https://www.flysas.com/en/corporate-program/>
<https://www.sassalesinfo.com/travel-pass-sas-for-work/sas-for-work>

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SAS reusable Conscious Traveler bag tag

Starting in January this year, SAS launched the "EuroBonus Conscious Traveler" concept, our new reward program which aims to enable our EuroBonus members to make conscious choices when traveling with us – and get rewarded for it. One of the rewards when becoming a Conscious Traveler is that you can order a reusable bag tag and during July we will start deliver bag tags to Conscious Travelers all over Scandinavia!

How it works:

The SAS app is required to use the Conscious Traveler bag tag. Member first activates the bag tag by pairing it to their EuroBonus account. This is done by scanning a QR-code printed on the bag tag and connect it to the members EuroBonus profile. Next step is to add the bag tag to their flight, and this is done after member has checked in to their SAS flight, via the SAS App. Member can either add their bag tag to their flight right after check in, or in *"Manage my trip"* if member has already checked in. Each bag tag can only be paired to one traveler in the booking at a time.

Depending on if member are departing from the European Union, or from an airport outside of the European Union, member are responsible to ensure the green stripes are visible/non visible on the bag tag by using the toggle at the top of the tag.

Please note:

- The bag tag can only be used on SAS flights
- At this stage, the bag tag cannot be used on flights to/from the US, Canada, UK, Japan, China and Thailand
- The bag tag cannot be used if the member are checking in a firearm and for the transportation of animals
- Departing from the European Union > green stripes should be visible, departing from an airport outside of the European Union > green stripes should be hidden

Feedback

All feedback is welcome, both positive and negative.

We will evaluate this product continuously.

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INFORMATION

Targeted passenger communication pre departure app notifications implemented.

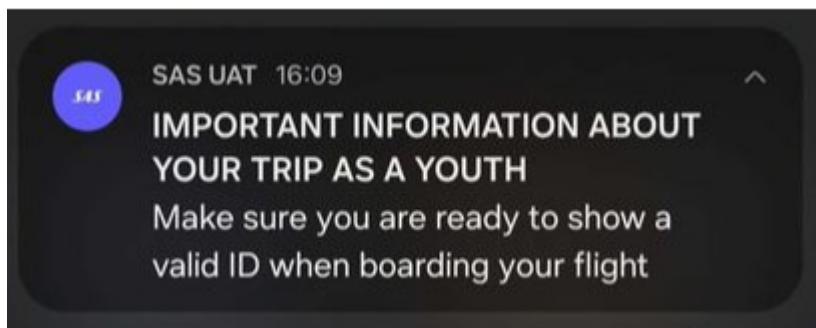
As an attempt to make sure our passengers are even better prepared when arriving at the airport, we introduced pre departure emails in April, that includes passenger specific information to our passengers booked with specific special service request.

We are now expanding this and are introducing app notifications to the same passenger groups. To start with, we are sending targeted passenger communication app notifications to passengers who has SSR codes YOUTH and/or UMNR in their booking.

Next step is to also include bookings that contains other SSR codes such as WCHR, WCHS, WCHC, MEDA, DPNA, DEAF, BLND, DEAF/BLND, PROC, POXY, AOXY, INF, CHD, SPEQ, PETC, AVIH, and/or WEAP in those emails. as well as other passenger types such as Go Light passengers with no pre-paid carry on or passengers that requires specific information before departure because they travel to certain destinations etc.

Our aim with those pre departure emails and app notifications is to make sure passengers are as ready as possible when they arrive to the airport, to make sure processes are as smooth as possible both passengers and staff in the end.

Below is one example of the email that is sent to our youth passengers.



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GENERAL

Hunting season Transport of weapon and AVIH

The hunting season has started, and many hunters are traveling especially to the Scandinavian and Baltic destinations with both Weapons and Live Animals (AVIH).

We would like to stress the importance of checking if the destinations require special procedures.

the following apply:

- Check the SPM 5.3 and 5.2, regarding transport of Weapons and AVIH and follow the procedures.
- If required, send applicable telex for transport of weapons. You find the templates in Altéa CM.
- Always check the customs rules in Timatic, so the passenger gets correct information when checking in Weapons and Live Animals.
- Remember to fill out SAS Form 1552:000 "Certificate for transportation of Animals".

Note:

Important information regarding Sweden: Please note that Passengers traveling with sporting Weapons and Live Animals to Sweden and onwards within Sweden, must always declare it with customs at the first point of arrival in Sweden, even though other baggage (e.g., bags, skis etc.) is cleared at the final destination. Only tag the baggage including Firearm parts to ARN.

The check-in staff must inform passengers regarding the custom rules.

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INFORMATION

New Document Management System for SAS

Currently, two different document management systems – Vistair DocuNet and Viasat Aerodocs – are used to handle approximately 1200 manuals and documents within the SAS organization including SAS Scandinavia, SAS Link, SAS Connect, SAS Maintenance Production and SAS Ground Handling. In pursuit of a companywide, harmonized solution that not only aligns with SAS functional requirements but also optimizes costs, an extensive process was undertaken late last year.

After carefully considering system functionality, business case, IT support, system and security, and the time and complexity of implementation, we are pleased to announce that the Orlando has been selected as our common document management system for all of SAS.

Orlando is a modern and mature product, actively developed and is currently trusted by major airlines such as Air Canada, Air France, and Air New Zealand. While the mobile viewer's look-and-feel will naturally differ slightly from DocuNet, you as end-users can expect comparable functionality. Orlando allows users to search, bookmark, make annotations that persist between revisions, and of course to "read and sign" the latest revision. Behind the scenes, Orlando provides enhancements in editing manuals, regulatory compliance tracking, all while significantly reducing today's cost.

The go-live date is expected by November 2024 for Orlando to become SAS primarily document management system. You will receive more information during as we move closer. DocuNet shall be used to access the manuals and documents you need to pursue your line of work, until other directives are issued.

You will be provided more information together with hands-on use of the app before Orlando goes live.

Ongoing Revision of Manuals

As of today, more and more manuals are being edited in Orlando. Many of those revisions will be published as PDF files on DocuNet until we switch back to the regular XML format that you are familiar with when we go-live with the Orlando app.

When a manual is changed to a PDF the following will occur:

- All bookmarks and annotations from the previous version of the manual will no longer be found. Your notes will still exist under annotations, but you will not be able to select it and see where exactly it is referring to in the manual.
- The normal scrolling behavior will change to left and right like pages in a book rather than scrolling up and down.
- Internal links may be problematic. Our Publishing team are working tirelessly to ensure that all the links in each document work as expected, but some will be unfortunately missed, and others will change as other manuals are published as PDFs. Please be patient, we are trying our best to cause as little inconvenience as possible.

Annotations/Bookmarks on DocuNet will Disappear

As stated earlier on, your annotations (comments) within manuals as well as bookmarks will disappear. We will try to keep as many relevant manuals as possible in the current format until the cut-over date, meaning that you will keep your annotations and bookmarks in DocuNet as long as possible.

However, your annotations and bookmarks will not be transferred to the new Document Management System Orlando. When you open Orlando for the first time and enter the manuals, you will not find your old annotations (comments) or bookmarks. You must create new ones. More information and guidance on that will be provided on this when we launch the Orlando app.

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