



GROUND OPERATIONS MANUAL

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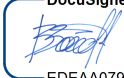
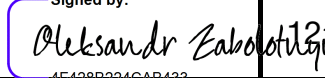
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7-5	0	31.05.2024
7-6	0	31.05.2024
7-7	0	31.05.2024
7-8	0	31.05.2024
7-9	0	31.05.2024
7-10	0	31.05.2024
7-11	0	31.05.2024
7-12	0	31.05.2024
7-13	0	31.05.2024
7-14	0	31.05.2024
7-15	0	31.05.2024
7-16	0	31.05.2024
7-17	0	31.05.2024
7-18	0	31.05.2024
7-19	0	31.05.2024
7-20	3	07.04.2025
7-21	0	31.05.2024
7-22	0	31.05.2024
7-23	3	07.04.2025
7-24	0	31.05.2024
7-25	0	31.05.2024
7-26	0	31.05.2024
7-27	1	17.10.2024
7-28	0	31.05.2024
7-29	1	17.10.2024
7-30	0	31.05.2024
Chapter 8. Security and Emergency		
TOC.8-1	0	31.05.2024
8-1	1	17.10.2024
8-2	1	17.10.2024
8-3	1	17.10.2024
8-4	0	31.05.2024
8-5	1	17.10.2024
8-6	0	31.05.2024
8-7	1	17.10.2024
8-8	0	31.05.2024
8-9	1	17.10.2024
8-10	0	31.05.2024
8-11	1	17.10.2024
8-12	0	31.05.2024
8-13	0	31.05.2024
8-14	0	31.05.2024
8-15	0	31.05.2024
8-16	0	31.05.2024
8-17	2	13.02.2025
8-18	0	31.05.2024
8-19	0	31.05.2024
8-20	0	31.05.2024
8-21	0	31.05.2024
Chapter 9. Dangerous Goods		
TOC.9-1	0	31.05.2024
TOC.9-2	0	31.05.2024
9-1	0	31.05.2024
9-2	0	31.05.2024
9-3	0	31.05.2024

Page	Rev.	Rev. date
9-4	0	31.05.2024
9-5	0	31.05.2024
9-6	0	31.05.2024
9-7	0	31.05.2024
9-8	0	31.05.2024
9-9	0	31.05.2024
9-10	0	31.05.2024
9-11	0	31.05.2024
9-12	0	31.05.2024
9-13	0	31.05.2024
9-14	0	31.05.2024
9-15	0	31.05.2024
9-16	0	31.05.2024
9-17	0	31.05.2024
9-18	0	31.05.2024
9-19	0	31.05.2024
9-20	0	31.05.2024
9-21	0	31.05.2024
9-22	0	31.05.2024
9-23	0	31.05.2024
9-24	2	13.02.2025
9-25	0	31.05.2024
9-26	0	31.05.2024
9-27	0	31.05.2024
9-28	0	31.05.2024
9-29	0	31.05.2024
9-30	0	31.05.2024
9-31	0	31.05.2024
9-32	0	31.05.2024
9-33	0	31.05.2024
9-34	0	31.05.2024
9-35	0	31.05.2024
9-36	0	31.05.2024
9-37	0	31.05.2024
9-38	0	31.05.2024
9-39	0	31.05.2024
9-40	0	31.05.2024
9-41	0	31.05.2024
9-42	3	07.04.2025
9-43	0	31.05.2024
9-44	3	07.04.2025
9-45	0	31.05.2024
9-46	3	07.04.2025
9-47	0	31.05.2024
9-48	0	31.05.2024
9-49	0	31.05.2024
9-50	0	31.05.2024
9-51	0	31.05.2024
9-52	0	31.05.2024
Chapter 10. Safety Management System		
TOC.10-1	2	13.02.2025
10-1	1	17.10.2024
10-2	1	17.10.2024
10-3	1	17.10.2024
10-4	2	13.02.2025
10-5	2	13.02.2025
10-6	2	13.02.2025
10-7	2	13.02.2025
10-8	2	13.02.2025
10-9	2	13.02.2025

Page	Rev.	Rev. date
10-10	2	13.02.2025
10-11	2	13.02.2025
10-12	2	13.02.2025
10-13	2	13.02.2025
10-14	2	13.02.2025
10-15	2	13.02.2025
10-16	2	13.02.2025
10-17	2	13.02.2025
10-18	1	17.10.2024
10-19	2	13.02.2025
Chapter 11. Training and Qualification		
TOC.11-1	3	07.04.2025
11-1	3	07.04.2025
11-2	3	07.04.2025
11-3	3	07.04.2025
11-4	2	13.02.2025
11-5	2	13.02.2025
11-6	2	13.02.2025
11-7	3	07.04.2025
11-8	0	31.05.2024
11-9	0	31.05.2024
11-10	0	31.05.2024
11-11	0	31.05.2024
11-12	0	31.05.2024
11-13	0	31.05.2024
11-14	0	31.05.2024
11-15	2	13.02.2025
11-16	0	31.05.2024
11-17	0	31.05.2024
Annex A: Printable Forms		
ANN.A-1	3	07.04.2025
ANN.A-2	3	07.04.2025
ANN.A-3	3	07.04.2025
Annex B: DGR Table 2.3 A		
ANN.B-1	2	13.02.2025
ANN.B-2	2	13.02.2025
Annex C: List of GH Related Documents		
ANN.C-1	1	17.10.2024

RECORD OF REVISIONS

The Effective Date is determined by Director Ground Operations after internal approvals in accordance with CMM Ch.4.

The Effective Date shall be stated in Centrik database as “Valid From” during the document distribution process.

Issue №	Issue date	Revision №	Revision date	Effective date
1	24.02.2023	0	24.02.2023	14.04.2023
		1	28.09.2023	29.09.2023
2	31.05.2024	0	31.05.2024	03.06.2024
		1	17.10.2024	25.10.2024
		2	13.02.2025	19.02.2025
		3	07.04.2025	12.05.2025

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REVISION HIGHLIGHTS

Issue No. 2, Revision No.3, Dated 07.04.2025.

The revision of the Manual includes changes to processes and procedures as specified below.

Item No.	Page No.	Change
Chapter 0 INTRODUCTION		
0.1.1	0-1, 0-2, 0-3, 0-4	In order to regulate the use of abbreviations the following have been removed from the text of the manual: ASR Air Safety Report AZFW Actual Zero Fuel Weight CIP Commercially Important Passenger DNB Denied Boarding F/O First Officer FHR Flight Handling Report FDDR Flight Disruption and Delay Report FTAL Flight and Technical Aircraft Log FPR Flight Performance Report HF High Frequency LILAW Loaded Index at Landing Weight MACLAW MAC at Landing Weight MTOW Maximum Take-off Weight MZFW Maximum Zero Fuel Weight OAT Outside Air Temperature OFP Operational Flight Plan OHI Off-route Handling Information OPS SPEC Operations Specifications RNFC Route Navigation Facilitation Charges RTOW Regulated take-off Weight TO-AND Take off with attitude Aircraft Nose Down TO-ANU Take off with attitude Aircraft Nose Up TWY Taxiway U/S Unserviceable WX Weather ZFCG Zero Fuel Centre of Gravity
0.1.2	0-5	Cabin Crew Member definition has been updated (information about uniform was deleted)
	0-6	Ground Service Provider definition has been updated
	0-7, 0-8	Next definitions have been deleted: Index Unit, Injection Water, Interchange, Interface, Passenger Close Out Time
0.5.2	0-25	Information on the method of documenting GRH weekly meetings has been added
0.7.1.3	0-28	Wording revised for consistency with ISM, ed.17
0.7.5.1	0-34	The procedure for Documents archival storage has been added
0.7.5.2	0-34	Subsection Documents Deletion has been added
0.7.8.1	0-37	To the list of records generated by Ground and Cargo handling Operations "Minutes of Ground Operations Meeting" has been added
	0-38	Information about basic retention period for the hardcopy records containing personal data has been added
0.7.9.1, 0.7.9.2	0-38, 0-39	Sections have been clarified to make it clear that a Ground Handling Advisory may be issued for different documents (e.g., COM, DAIM)

Item No.	Page No.	Change
0.8.3.1	0-43	The Audit Planning Process has been clarified, the Audit Plans creation was updated.
0.8.4.4	0-47, 0-48	Ground handling and Cargo Measurable Specifications updated according to new Safety Performance Indicators
0.10 (e)	0-53	Added a Ground Handling Note preparation procedure
Chapter 1 PASSENGER HANDLING PROCEDURES		
1.1.2.2 (d)	1-3	A minimum number of baggage sizers at the check-in desks was added
1.1.4.1 (o)	1-7	The list of passengers which are allowed to be checked-in free of charge at the airport has been added
1.1.6.2	1-14	Cabin baggage definition has been updated in accordance with Appendix A (Glossary) AHM, ed.45
1.1.6.2.1	1-14, 1-15	New policy to cabin baggage allowance weight has been added, subsection structured in accordance with IGOM 1.1.6.2. Note (2) that passengers are allowed 1 Duty-Free bag in addition to the hand luggage allowances has been added
1.1.6.2.2	1-15	Information transferred from subsection 1.1.6.2.1 (f) without content changes, accordingly 1.1.6.2.1 (f) has been removed
1.1.6.2.2.1 (f)	1-16	Information transferred from subsection 1.1.6.2.1 (e) without content changes, accordingly 1.1.6.2.1 (e) has been removed
1.1.6.3.1	1-18	Baggage definition has been updated in accordance with Appendix A (Glossary) AHM, ed.45
1.1.6.4.2 (c)(3)	1-22	The recommendation to have a notification system for forbidden dangerous goods displayed in the baggage claim areas has been updated according to an ISM new 17-th edition.
1.1.6.4.9	1-28	Contact of responsible person for obtaining DG transportation approval has been updated
1.1.6.5	1-29	The permission to combine the weight of baggage pieces of the individual allowance for passengers travelling as family in the same reservation has been clarified - removed words - "on charter flights" - means that this permission is available on regular flights too
1.1.6.7	1-30	New policy to baggage allowance weight has been added
1.1.6.12.5	1-43, 1-44, 1-45, 1-46	Subsection Wheelchairs and Other Mobility Aids has been updated according to ISM ed.17, DGR ed.66
1.1.6.12.6.3.2	1-51	AVIH reservation procedure has been updated
1.1.7.1 (c)	1-62	A minimum number of baggage sizers at the boarding gates was added
1.1.7.1 (g)	1-62	Requirements for passengers' safety walk on the ramp has been clarified in accordance with the Commission Delegated Regulation 2025/21
1.1.7.3 (i)	1-64	A requirement to check the appearance of the passengers allocated to emergency exit/s fit, strong and able to assist evacuation if needed has been added
1.1.7.4, note 2	1-66	Clarified which personnel are responsible for ensuring that the number of passengers on board the aircraft matches the number of passengers on the flight
1.3.2	1-70	Requirements for passengers' safety walk on the ramp has been clarified in accordance with the Commission Delegated Regulation 2025/21
1.4.1.3 (f)	1-74	Information about UMN's assistance in case of emergency has been added (in compliance with CCOM)

Item No.	Page No.	Change
1.4.4.1 (i)(10)	1-84	The method of notifying the crew of the presence of PWD passengers on board was clarified
1.4.4.5 (b)	1-87	The information about maximum number of wheelchair passengers allowed onboard has been added
1.4.4.8	1-89	Subsection Mentally Disabled Passengers has been amended. The requirement for handling agents to establish the mental age for the mentally disabled passenger has been removed
1.4.5.2	1-91	Timeline for advance notification by passengers to travel on a stretcher has been clarified
1.4.6	1-92, 1-93, 1-94	Subsection Handling of PWDs not Requiring Medical Clearance has been updated - Guidelines In Case Of Suspected Communicable Disease was added
1.4.9	1-95	The seating requirements for passengers using breathing aids have been added
1.4.13	1-107	The information about the possibility of filling the Expectant Mother Form on board the aircraft has been added
1.4.15.3	1-110, 1-111	Subsection DHC and XCR has been updated
Chapter 3 AIRCRAFT GENERAL SAFETY AND SERVICING OPERATIONS		
3.7.4.2	3-74	Table on flight deck cleaning was updated - requirements for deep cleaning have been added
3.7.4.3	3-75	Table on galleys cleaning was updated, requirement for collapsible trolleys cleaning has been deleted. Requirements for deep cleaning have been added
3.7.4.4	3-75, 3-76	Table on Cabin Crew Seats and Service/Entry Door Lining Panels cleaning was updated - requirements for deep cleaning have been added
3.7.4.5	3-76	Table on lavatories cleaning was updated - requirements for deep cleaning have been added
3.7.4.6	3-77	Table on passengers seating area cleaning was updated. Requirements for deep cleaning have been added
Chapter 4 AIRCRAFT TURNAROUND		
4.5.1.6	4-22	Reference to IATA AHM has been changed
4.5.3.5.7	4-34	Editorial changes according to new ISM revision
4.6.3.1(f)	4-56	Editorial changes according to new ISM revision
Chapter 5 LOAD CONTROL		
5.1	5-2	Distribution method of new AHM-560s has been clarified. The documents which need to be created and/or updated after a new aircraft enters the fleet and/or aircraft are re-weighed have been clarified - "Basic Data Charts" changed to "Trimsheet"
5.2.4.	5-19	Reference to IATA AHM has been changed
5.2.4.1.	5-20, 5-21	List of Loads Required to be Included in NOTOC has been updated
5.2.4.3	5-21, 5-22	Editorial changes in description of EDP NOTOC
5.2.4.4.	5-22, 5-23, 5-24	Example and description of manual NOTOC has been changed
5.3.1.1.1	5-26	Reference to EASA standard has been added
5.3.1.2.1.	5-29	Subsection has been updated
Chapter 7 MESSAGES AND CONTACTS		
7.6.1	7-20, 7-23	Delay subcodes 32E, 61J have been added

Item No.	Page No.	Change
Chapter 9 DANGEROUS GOODS		
9.16.2.1 (c)(3)	9-42	The recommendation to have a notification system for forbidden dangerous goods displayed in the baggage claim areas has been updated in accordance with an ISM new 17-th edition.
9.17	9-44	Editorial changes in accordance with ISM, ed.17. Reference to IATA DGR has been added
9.18.4	9-46	Editorial changes in accordance with ISM, ed.17. Reference to IATA DGR has been updated
Chapter 11 TRAINING AND QUALIFICATION		
11.1.1	11-1, 11-2	Training requirements for De/Anti-icing operators has been added to training matrix
11.1.2	11-3	Aviation security training was added to the list of training program
11.2	11-7	Reference to SKYUP MT Personnel Professional Training Procedure has been added
Annex A	ANN.A-1	New revision of Form SEU-GRH-FORM-018 "NOTOC" has been added
	ANN.A-2	New revision of Forms SEU-GRH-FORM-038 "DANGEROUS GOODS ACCEPTANCE CHECKLIST FOR A NON-RADIOACTIVE SHIPMENT", SEU-GRH-FORM-043 "CARGO DAMAGE REPORT" have been added
	ANN.A-3	New Form SEU-GRH-FORM-056 "Flight Kit (FKT) List" has been added
Different chapters		Minor editorial corrections are made without highlighting
Different chapters		Due to changes in SKYUP MT's fare policy, across the Manual the names of the following tariffs have been changed: • Basic - to Just Fly, • Standard - to Fly & Smile, • Flex - to Fly & Celebrate
Different chapters		Across the Manual Lost and Found e-mail has been corrected to LF@skyup.aero

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Issue No. 2, Revision No.2, Dated 13.02.2025.

The revision of the Manual includes changes to processes and procedures as specified below.

Item No.	Page No.	Change
Chapter 0 INTRODUCTION		
0.1.2	0-6, 0-7, 0-8	Commander, Ground Service Provider, Pilot-in-Command definitions were updated
0.5	0-25, 0-26	SKYUP MT System of Communication section was clarified. The description of Jira Assistant features has been expanded
0.5.1	0-26	SKYUP MT Internal Communication within Ground Operations Management has been clarified
0.5.3		Subsection Safety Communication deleted, information about Safety Communication is provided in Chapter 10, Section 10.6
0.8.4.1	0-46	Revised timeline to establish a process for the selection of external service providers
0.8.6.2	0-49	The list of areas that needs to be checked during the external GSPs' audits has been updated
0.9.2	0-52	Subsection GSP Checklist Usage has been amended with information about the procedure of GSP Checklist completion
Chapter 1 PASSENGER HANDLING PROCEDURES		
1.1.4.2.3 (c)	1-10	The list of persons who may occupy free cabin crew seats has been updated - IOSA auditors were added
1.1.6.12.3.2 (b)	1-37	Applicability of DAA procedure has been clarified
1.1.6.12.9.1	1-59	Reference to GOM has been added
1.1.8	1-65	Subsection was fully updated, the list of passenger handling documents providing SCCM before the flight has been amended
1.4.11.1.4	1-96, 1-97, 1-98	Return transportation procedure of INAD Passengers was updated by new e-mail and the comments at the end of subsection
1.5.2	1-111	Subsection Delays has been supplemented with information on the services to be provided to passengers in case of delay
1.5.2.1	1-111, 1-112	Subsection Disruptions Known Before Check-in has been added
1.5.2.2	1-112	Subsection Disruptions Known Prior/During Check-in has been fully updated
1.5.3	1-112, 1-113	Minor editorial changes
1.5.4.1 (b)	1-115	To the list of information which shall be sent to all stations and departments concerned in the case of planned diversion Estimated Time of Arrival (ETA) has been added
1.5.5	1-116	Actions to be taken by GSP's responsible personnel in case of aircraft type change were updated
Chapter 3 AIRCRAFT GENERAL SAFETY AND SERVICING OPERATIONS		
3.1.1	3-1	Reference to GOM has been changed
3.1.3.2(d)	3-7	Added information about walkaround inspection
3.1.3.2(s)(1)	3-8	Clarified a size of gap to maintained between device and aircraft
3.2.2(a)	3-23	The provision on stopping fueling process in case of fuel spillage has been added, subsection updated according to ISARPs

Item No.	Page No.	Change
3.2.3(b)	3-24	Minor editorial changes, according to ISM
3.2.3(g)(1)	3-24	Passengers' stairs position during fueling with pax onboard was clarified. according to ISM
3.2.3(g)	3-24, 3-25	Note about the actions in case of a fuel brigade absent during fueling with pax onboard added according to new OM-A revision
3.2.3.2 (b) (4)	3-26	Minor editorial changes, according to new OM-A revision
3.7.3.2 (c) (3)	3-71	SAE standard revision updated
Chapter 5 LOAD CONTROL		
5.2.2(e)	5-6	Note about the possibility of LIR issuance by PIC has been added
5.2.2.4	5-18	Editorial changes and clarification of the text on the possibility of LIR issuance by PIC have been made
5.3.1(f)	5-26	Reference to GOM has been changed
5.3.1.1.1	5-26, 5-27	Subsection was fully updated
5.3.1.2.2	5-30	Position and responsibility of personnel who want to ship EIC was clarified
5.3.1.6.4	5-46	The procedure of loadsheet preparation by PIC in OPT Weight & Balance Module was clarified
Chapter 6 OPERATIONAL OVERSIGHT		
6.3.2	6-3	Minor editorial changes
Chapter 8 SECURITY AND EMERGENCY		
8.5.1	8-17	Definition General Management has been changed to Senior Management. Provisions about Security Operational reporting system have been added
Chapter 9 DANGEROUS GOODS		
9.6.1	9-22	Information on actions in case of identification of undeclared DG with radioactive materials was added
Chapter 10 SAFETY MANAGEMENT SYSTEM		
10.2	10-4, 10-5, 10-6, 10-7	Section was structured according to SMSM
10.2.1	10-4, 10-5	Subsection was amended according to SMSM
10.2.2	10-5	Subsection was renamed to Director Ground Operations, information about DGO responsibilities was provided
10.2.3	10-5, 10-6	Subsection was renamed to GRH and CGO Operational Managers, information about operational managers responsibilities was provided
10.2.4	10-6	Subsection was renamed to All GRH and CGO personnel, information about all personnel responsibilities was updated
10.2.5	10-7	A new link to "Safety Report in Centrik User Guide" has been added
10.3	10-8	Section Safety Assurance was renamed to Safety Risk Management
10.3.1	10-8	Subsection General was updated according to SMSM last revision
10.3.2	10-8, 10-9	Subsection Hazard Identification was updated according to SMSM last revision
10.3.3	10-9, 10-10	Subsection Risk Assessment and Mitigation renamed to the Safety Risk Assessment and Mitigation and updated
10.3.4	10-12	Subsection has been moved to Section 10.4

Item No.	Page No.	Change
10.3.5	10-13	Subsection 10.3.5 SMS Training became Section 10.5
10.3.6 - 10.3.10		Subsections Operation Procedures, Human Factors, Audit and Inspections, Emergence Response, Personal Protective Equipment were deleted, information already exists in other chapters of this manual and/or SKYUP MT manuals (SMSM, ERP, CMM)
10.4	10-11	Section Accidents, Incidents, Occurrences Definitions was deleted. Section 10.4 has been renamed Safety Assurances and replaced by information from subsection 10.3.4, accordingly Subsection 10.3.4 became 10.4.1.
10.4.2	10-12	Subsection Management of Change has been added
10.4.3	10-12	Subsection Continuous Improvement of SMS has been added
10.5	10-13	Section 10.5 Safety Reporting System renumbered to 10.7, accordingly Section 10.5 renamed to SMS Training. Information was moved from subsection 10.3.5 without context changes
10.6	from 10-14 to 10-17	The section Safety Communication has been moved from Chapter 0, subsection 0.5.3 without context changes
10.6.2.1	10-17	Reference to GOM has been changed
10.7	10-19	Reference to GOM has been changed
Chapter 11 TRAINING AND QUALIFICATION		
11.1.3	11-3	Section Review and Updated of Training Programs has been added. Some information was taken from the subsection 11.1.2 and updated. Accordingly, Subsection 11.1.3 renumbered to 11.1.4
11.1.3.1	11-3, 11-4	Subsection Training Programs Review for Internal Training has been added
11.1.3.2	11-4	Subsection Training Programs Review for GSP's Personnel Training has been added
11.1.3.2.1	11-4	Subsection GSP's Responsibility has been added
11.1.3.2.2	11-4, 11-5	Subsection SKYUP MT's Responsibility has been added
11.4.5.1 (f)	11-14	Editorial changes
Annex A	ANN.A-1	SEU-GRH-FORM-020 has been updated
Annex A	ANN.A-3	SEU-GRH-FORMS-057, 058 have been added
Annex B	ANN.B-1, ANN.B-2	The new 66 edition of Table 2.3A DGR has been added
Different chapters		Minor editorial corrections are made without highlighting
Different chapters		In order to enhance clarity across the Manual the following terms are applied: - Operational personnel, Operational department - Senior manager, Senior management

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Issue No. 2, Revision No.1, Dated 17.10.2024.

The revision of the Manual includes changes to processes and procedures as specified below.

Item No.	Page No.	Change
Chapter 0 INTRODUCTION		
0.1.1. - 0.1.3.	0-1,0-10	Subsections have been added, information was taken from subsections 0.7.7-0.7.9. Subsection 0.7.7 Wording Conventions became 0.1.3, 0.7.8 Abbreviations became 0.1.1, 0.7.9 Definitions became 0.1.2
0.1.1.	0-1,0-3	New abbreviations were added
0.1.2.	0-6, 0-8	Company Server, On Block Time definitions were added
0.2.	0-11	Added information about new procedure for approving a document in SKYUP MT
0.4.1.	0-14	Minor changes according to new CMM revision
0.4.1.1.	0-15	Personnel selection process subsection was updated
0.4.3.	0-16	The Ground Operations Directorate chart was updated
0.4.4.	0-16	Editorial changes
0.4.4.1.1. (f)	0-17	Editorial changes
0.4.4.2.1. (c)	0-19	Editorial changes
0.4.4.3.1. (b)	0-20	Editorial changes
0.4.4.4.1. (e)	0-22	Editorial changes
0.4.5.	0-23,0-24	Procedure of Temporary Substitution was updated, minor changes were added according to CMM
0.5.	0-25	The SharePoint description has been expanded
0.5.2.	0-26	Subsection name was updated
0.5.3.1, 0.5.3.2.	0-26,0-27	Safety Communication General, Safety Communication within SKYUP MT subsections were updated according to SMSM new revision
0.5.3.3.	0-28,0-29	Safety Communication with the External organizations subsection was added
0.6.	0-30,0-31	General Description of the Facilities section was updated according to CMM new revision
0.7.2.1.	0-34	The position of person responsible for establishing and managing documentation managing system was changed from Compliance Manager to Director Compliance
0.7.2.2.	0-34	Added information about the possibility for any employee to inform the document owner about any inaccuracies in the document
0.7.3.	0-35	Structure and Language subsection was updated according to CMM new revision
0.7.4.	0-36	Manual Distribution subsection was updated according to CMM new revision
0.7.5.	0-37,0-38	Amendment and Revision Process subsection was updated according to CMM new revision. References to CMM, GOM was changed
0.7.6.	0-38	Documents back-up subsection was added, therefore subsection 0.7.6 became 0.7.8 - Records Management and Control
0.7.7.	0-38	Documents Received from External Sources Distribution and Accessibility subsection was added
0.7.7. - 0.7.9.		Subsection 0.7.7 Wording Conventions became 0.1.3, 0.7.8 Abbreviations became 0.1.1, 0.7.9 Definitions became 0.1.2
0.7.8.1.	0-39,0-41	Records Management and Control subsection was updated according to CMM new revision
0.7.8.2.	0-41	Minor changes for records back-up procedure, correction of reference to CMM

Item No.	Page No.	Change
0.7.10.		Phonetics subsection was deleted
0.7.9, 0.7.10.		Subsections 0.7.11 Ground Handling Advisory became 0.7.9. Subsection 0.7.12 Ground Handling Bulletin became 0.7.10
0.8.1.	0-44	Compliance Monitoring Program subsection was updated according to CMM new revision
0.8.2.	0-44,0-45	Compliance Monitoring Policy subsection was updated according to CMM new revision
0.8.3.	0-45	Reference to CMM was changed
0.8.3.1.	0-45,0-46	Internal Audits subsection was updated according to CMM new revision
0.8.3.2.	0-46,0-47	Findings subsection was updated according to CMM new revision
0.8.3.3.	0-47,0-48	Significant Issues subsection was updated according to CMM new revision
0.8.4.	0-48	External Ground Service Providers subsection was updated according to CMM new revision
0.8.4.1.	0-48,0-49	Provisions on service provider selection process were amended
0.8.4.2.	0-49	Provisions on agreements with GSP were amended
0.8.5.	0-51	Added reference to CMM - Contractor Approval Procedure
0.8.6.	0-51,0-53	External Ground Service Providers Compliance Monitoring subsection was updated according to CMM new revision
0.8.7.	0-54	External Ground Handling and/or Cargo Service Providers monitoring under Wet Lease out Program subsection was added
0.8.8.	0-54	Product Control subsection was added
0.9.2.		Information from subsection 0.9.2 has been transferred to 0.5.3.3.1 Safety Communication with GSP, therefore subsection 0.9.2 was deleted
Chapter 1 PASSENGER HANDLING PROCEDURES		
1.1.4.1.	1-6	2 questions were added to the List of Security Questions
1.1.6.12.7.	1-53,1-58	Carriage of weapons and ammunition subsection was amended according to SKYUP MT Operations Security Manual new revision
1.4.3.1.	1-80	An exception allowing family baggage to be checked in for one person has been removed
1.5.7.	1-118,1-119	Added a procedure for completing the Irregularities Services Report
Chapter 2 BAGGAGE HANDLING PROCEDURES		
2.9.1.	2-17	Editorial changes
2.10.2.2.	2-22	Added information on the priority of handling mishandled mobility aids and AVIH
2.10.7.	2-30,2-31	The procedure for Unaccompanied Hold Baggage Security Form has been added
Chapter 3 AIRCRAFT GENERAL SAFETY AND SERVICING OPERATIONS		
3.1.1.	3-1	Reference to GOM was changed
3.7.3.2.	3-70	SAE AMS reference was updated
3.9.1.	3-85	Point (b) was added with General dimensions of B837-800
Chapter 4 AIRCRAFT TURNAROUND		
4.1.1.	4-1	Chapter was updated according to IGOM
4.1.2.	4-2	Added Wing Walker positioning diagram in (b)(4); Reference to GOM was changed in (a)
4.1.3.	4-3	Added reference in (a)(1) to GOM 4.2.1
4.1.3.	4-4	Revised text in (b) Note 2
4.1.4.1.	4-5	Added reference in (b)

Item No.	Page No.	Change
4.1.4.1.	4-5	Revised text in (l)
4.1.4.1.	4-6	Added Figure number
4.1.4.2.	4-6,4-7	Chapter updated according to IGOM
4.5.1.6.	4-22	Reference to GOM was changed in (e)(3)
4.5.1.6.	4-23	Point (7) was removed, accordingly points 8,9,10 became 7,8,9
4.5.1.7.	4-24	Revised text in (f)
4.5.1.7.	4-24	Point (j) added
4.5.1.7.1.	4-24	Revised text
4.5.1.7.2.	4-24	Revised text
4.5.1.8.	4-25	Revised text in (a)(2)
4.5.3.5.3.	4-30,4-31	Revised text in (a), (f - del it.(1), accordingly 2-4 became 1-3; (g) deleted
4.5.3.5.7.	4-34	Reference to GOM added in (a)
4.5.5.2.	4-37	Revised text in (c)
4.5.6.2.	4-38	Reference to GOM added in (a)
4.5.7.2.	4-40	Point (9) added to (a)
4.5.8.	4-49	Figure renumbered
4.6.		Section 4.6 "Ground/Flight Deck Communication" removed and replaced with Section "Aircraft Departure", accordingly Section "Aircraft Departure" became 4.6
4.6.2.3.	4-55,4-56	Added Note to (c); Added Figure Wing Walker
4.6.3.2.	4-58	Revised text, Notes and caution added
4.6.4.2.(k)	4-63	Note added
4.6.4.4.	4-63	Reference to GOM changed in Note
4.6.4.5.		Subsection removed
4.6.7.7.	4-72	Reference to GOM changed in Note
4.6.8.2.	4-72	Revised text in (a); (c) added
4.6.8.3.	4-73,4-74	Revised text in (b), (m)
4.6.8.4.	4-74	Subsection name was updated; information in (3) acquired the status Caution
4.6.9.3.	4-75	Section renumbered to 4.6.10 and renamed
4.6.10.		Section renumbered to 4.6.12 according to IGOM
4.6.11.	4-76,4-79	New Section "Incidents During Pushback" added
4.6.11.		Subsection renumbered to Section 4.7 according to IGOM
4.6.12.		Subsection renumbered to Section 4.8 according to IGOM
4.7.	4_80	Section 4.7 "Catering and Provisioning" was moved to Section 4.11. Subsection 4.8.11 Open Ramp Departure became Section 4.7. Reference to GOM was changed
4.8.	4_81	Subsection 4.8.12. Aircraft Powerback Operations became Section 4.8.
4.9.2.1.	4_82	Reference to GOM was changed
4.9.3.1.	4_83	Reference to GOM was changed
4.9.3.3. (1)	4_86	Reference to GOM was changed
4.9.4.1.	4-86	Reference to GOM added in (a)
4.10.2	4_92	Reference to GOM was changed
Chapter 5 LOAD CONTROL		
5.1.	5-2	Added information about responsible person for the AHM creation and update
5.3.1.	5-26	Reference to GOM was corrected
5.3.1.1.1.	5-26	Added information and notes in application of passenger's weigh
5.3.1.1.3.	5-27	Added clarification about baggage weight to be used
5.3.1.1.4.	5-27	Added clarification about non-standard passengers' mass
5.3.1.3.	5-33	Revised text
5.3.1.6.4.	5-45	Revised text in (b), implementation of Load Info form

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5.3.2.	5-46	Revised text in (b)
5.6.	5-51	Revised text about staff qualification requirements
5.7.	5-52,5-53	New Form Unaccompanied Hold Bag has been added to the list of documents required to the Station File. Editorial changes
Chapter 6 OPERATIONAL OVERSIGHT		
6.2. (b) (2)	6-2	Definition of Compliance Monitoring System was corrected
Chapter 7 MESSAGES AND CONTACTS		
7.6.1.	7-27	93 delay subcodes updated
7.7.	7-29	Corrected name of OCC
Chapter 8 SECURITY AND EMERGENCY		
8.1.1.	8-1	Editorial changes
8.1.3.	8-2	Reference to Security Program was changed
8.1.3.	8-3	The List for Aircraft Security search was amended
8.2.1.		Subsection Measures Taken by Authorities was deleted
8.2.1.	8-5	Subsection 8.2.2 became 8.2.1 - procedures for passenger's security during buying tickets and check-in was clarified. 2 (two) questions were added to the List of Security Questions
8.2.4.	8-7	An exception allowing family baggage to be checked in for one person has been removed
8.2.4.1.	8-7	Reference to SKYUP MT Operations Security Manual was corrected
8.2.4.1.	8-9	Editorial changes
8.2.6.	8-11	Reference to Operations Security Manual was changed
8.5.2.	8-17	E-mail for sending Ground Incident/Accident/Damage Report was added
Chapter 10 SAFETY MANAGEMENT SYSTEM		
10.1.	10-1,10-3	Section General was updated in accordance with a new SMSM revision
10.1.1-10.1.3.		Chapter 10.1.2 Safety Objectives was deleted (information is available in SMSM). 10.1.3 Psychoactive Substances Policy moved to Chapter 0 (became 0.8.2.1) and renamed Policy on the Prevention and Detection of Misuse of Psychoactive Substances
10.2.3.	10-5	References to information about Safety Reporting Methods in GOM, SMSM were added. Editorial changes
10.2.4.	10-6	Note 2 - the reference in Centrik to Instruction for submitting Safety Report has been added
10.3.2.	10-7	Hazard Identification subsection was updated in accordance with a new SMSM revision
10.3.3.	10-8,10-9	Subsection name was changed to Risk Assessment and Mitigation and updated in accordance with a new SMSM revision
10.3.3.1.	10-9	Risk Management in Ground and Cargo Operations subsection was added
10.3.4.	10-9	Safety Reporting System subsection (10.3.4) was deleted (information is available in section 10.5), accordingly subsections from 10.3.5 to 10.3.11 became from 10.3.4 to 10.3.10. Subsection 10.3.4 was updated according to SMSM new revision.
10.3.5.	10-10	SMS Training subsection was updated in accordance with a new SMSM revision
10.5.	10-15,10-16	Safety Reporting System section was updated in accordance with a new SMSM revision

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Item No.	Page No.	Change
10.5.1., 10.5.3.		Mandatory reporting system, Voluntary reporting system subsections were deleted (information is available in SMSM), reference to SMSM was added
10.5.2.		Ground Incident/Accident/Damage Report subsection was deleted (information is available in GOM, 8.5.2)
10.5.1.	10-16	Safety Reporting Methods subsection was added
Annex A	ANN.A-1, ANN.A-2, ANN.A-3	Added forms for Ground and Cargo Handling Operations
Annex C	ANN.C-1	Name of Regulation 965/2012 was update

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Issue No. 2, Revision No.0, Dated 31.05.2024.

Completely new edition of the Manual:

– Major structural changes.

Item No.	Page No.	Change
1	All	New issue of the Manual

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0. INTRODUCTION

0.1. PURPOSE AND SCOPE

The Ground Operations Manual (GOM) is the basic document governing SKYUP MT Ground Operations, SKYUP MT Ground Service Providers to ensure ground and cargo operations activities are safely, efficiently, economically, and consistently accomplished.

Its content is based on company policies as well on regulations and requirements issued by aviation authorities and aircraft manufacturers (IATA resolutions, ICAO safety regulations, EU Regulations issued by EASA) and is in compliance with provisions of IATA Ground Operations Manual (IGOM - valid revision).

The Ground Operations Manual is issued in separate parts (Chapters), that contains the operational policies, processes, procedures, and other information necessary for ground handling personnel to perform their duties.

The procedures detailed in GOM comply with all applicable regulations, other local legislation, and with the terms and conditions of the SKYUP MT air operator certificate (AOC).

0.1.1. Abbreviations

		A
A/C	Aircraft	
ABP	Able-bodied Passenger	
ADL	Addition and Deletion List	
AFT	The direction towards the rear (tail) of the aircraft	
AFTM	Aircraft Flow Traffic Management	
AHL	Advise if Holding	
AM	Accountable Manager	
AOG	Aircraft on ground	
APU	Auxiliary Power Unit: generator housed in tail section which provides	
ATA	Actual Time of Arrival	
ATC	Air Traffic Control	
ATD	Actual Time of Departure	
AVI	Live Animals	
		B
B	Baggage or Bassinet Position	
BI	Basic Index	
Blind	Blind Passengers	
Bulk	Bulky luggage	
		C
C	Cargo	
CAO	Cargo Aircraft Only	
CG	Centre of Gravity	
CPM	Container Pallet Message	
COR	Correction	
CPT	Compartment	
		D
DAA	Delivery at Aircraft	
DEST	Destination	

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DC	Director Compliance
DCS	Departure Control System
DGO	Director Ground Operations
DGR	Dangerous Goods Regulations
DOI	Dry Operating Index
DOW	Dry Operating Weight
DS	Director Safety
DSec	Director Security
E	
E	Emergency Exit
EASA	European Union Aviation Safety Agency
EIC	Equipment in Compartment
EMER	Emergency
ENG	Engine
ERA	Equipment Restraint Area
ETA	Estimated Time of Arrival
ETD	Estimated Time of Departure
EZFW	Estimated Zero Fuel Weight
F	
FAA	Federal Aviation Administration
FOC	Free of Cost
FKT	Flight Kit
FLT	Flight
FOD	Foreign Object Damage
FPL	Flight Plan
FPU	Fixed Power Unit
FWD	The direction towards the front (nose) of the aircraft
G	
GHA	Ground Handling Advisory
GMT	Greenwich Mean Time
GO	Ground Operations
GOC	ISAGO Oversight Council
GOG	Ground Operations Group
GOM	Ground Operations Manual
GPU	Ground Power Unit
GSP	Ground Service Provider
H	
H	Hour
HEA	Heavy
HOLD	A compartment in the lower deck of an aircraft where baggage and/or
HOTAC	Hotel Accommodation
I	
IATA	International Air Transport Association
IATA	IATA Operation Committee
ICAO	International Civil Aviation Organization
IGOM	IATA Ground Operations Manual
in	inch(es)
INF	Infant

IOC	IOSA Oversight Council
IOSA	IATA Operational Safety Audit
ISO	International Standards Organization
K	
kg	kilogram
km	kilometer
L	
LC	Load Control
LDM	Load Distribution Message
LDW	Landing Weight
LEP	List of Effective Pages
LITOW	Loaded Index at Take off Weight
LIZFW	Loaded Index Zero Fuel Weight
LMC	Last Minute Change – any adjustment to the load or trim of the aircraft
LTS	Load and Trim Sheet
Lbs	Pounds
M	
m	meter
MAAS	Meet and Assist
MAC	Mean Aerodynamic Chord
MACTOW	MAC at Take off weight
MACZFW	MAC at Zero Fuel Weight
MAX	Maximum
MCO	Miscellaneous Charges Order
MEDA	Medical Case
MEL	Minimum Equipment List
mm	Millimeter
MMEL	Master Minimum Equipment List
MEDIF	Medical Information Form
N	
N/A	Not applicable
NLG	Nose Landing Gear
NOTOC	Notification to Captain
NP	Nominated Person
O	
OCC	Operations Control Centre
OPS	Operations
ORO	Organization Requirements for Air Operations
OSM	Operations Security Manual
P	
PA	Passenger Address
PAD	Service passenger
PAX	Passenger
PBB	Passenger Boarding Bridge
PIR	Property Irregularity Report
PCA	Preconditioned Air
PIC	Pilot-in-Command
PIL	Passenger Information List

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PRM	Person with Reduced Mobility
PSM	Passenger Service Message
PTM	Passenger Transfer Message
PWD	Passenger with Disability
R	
RAMP	Maneuvering area for aircraft adjacent to the terminal building
S	
SCCM	Senior Cabin Crew Member
SCP	Special Categories of Passengers
SEC	Security Removed Item
SFGOAC	Safety, Flight and Ground Operations Advisory Council
SITA	Society International Telecommunication Aeronautics
SKYUP MT	SKYUP MT Limited
SLA	Service Level Agreement
SOC	Seat Occupied by Cargo
SOP	Standard Operating Procedures
SOM	Seat Occupied Message
STA	Scheduled Time of Arrival
STCR	Stretcher Passenger
STD	Scheduled (Standard) Departure Time
T	
TF	Trip Fuel
TI	Transport Index
TM-CAD	Transport Malta – Civil Aviation Directorate
TOF	Take off Fuel
TOW	Take off Weight
U	
UM, UMNR	Unaccompanied Minor
UTC	Universal Time Co-ordinated
V	
VAL	Valuable
VIP	Very Important Person
W	
WBM	Weight and Balance Manual
WCHC	Wheelchair Cabin
WCHR	Wheelchair Ramp
WCHS	Wheelchair Step
Z	
ZFW	Zero Fuel Weight

0.1.2. Definitions

Abled Bodied Person - A person selected by crew member to assist in an emergency evacuation.

Adult - Adult, male and female, is defined as person of an age of 12 years and above.

Air Operator's Certificate (AOC) - A certificate authorizing an operator to carry out specified commercial air transportation.

Airway Bill - The document made out by or on behalf of the shipper which evidences the contract between the shipper and the carrier for carriage of goods over routes of the carrier.

Allowed Traffic Load - The weight remaining after the subtraction of the operating weight from the allowed weight for take-off.

Anti-icing - A precautionary process for protecting clean aircraft surfaces against the formation of ice and frost and the accumulation of snow and slush for a limited period of time.

Apron - A defined area in an airport intended to accommodate aircraft for loading or unloading of cargo, mail, passengers or for fueling and parking or maintenance.

Authority - A government agency or other administrative body that exercise regulatory or oversight control over operations or activities within a defined jurisdiction.

Baggage - Baggage is any number of bags, cases and containers which hold a traveller's articles during transport.

Baggage Reconciliation - A security processes the matches a passenger with his or her checked baggage and ensure the passenger and the baggage travel together on the same aircraft.

Balance Condition - A numeric expression of the position of the center of gravity.

Ballast - Deadload weight carried to achieve a particular balance condition.

Boarding - Equivalent to the term embarkation.

Cabin Crew Member (CCM) also Flight Attendant (FA) - Means an appropriately qualified crew member, other than a flight crew or technical crew member, who is assigned by an operator to perform duties related to the safety of passengers and flight during operations.

Cabin - Compartment where passenger seats are installed.

Centre of Gravity - The point at which the total weight of an aircraft may considered to act as a concentrated force.

Centrik - is a web-based operational management system that provides SKYUP MT with the tools to collect, manage, monitor, and distribute appropriate operational records and documents, as well as manage various operational tasks and workflows. Centrik consists of modules with corresponding functions, which are described at <https://centrik.net/>

Children - Persons of an age of 2 years and above but less than 12 years of age.

Consignment - This 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.

Commander - The pilot designated by the operator responsible for the operation and safety of the aircraft during flight time. He may delegate the conduct of the flight to another suitable qualified pilot. (See Pilot-in-Command).

Company Server - Microsoft SharePoint – is used as a main company server, which is a cloud-based service, hosted by Microsoft.

Competency - a dimension of human performance that is used to reliably predict successful performance on the job and which is manifested and observed through behaviors that mobilize the relevant knowledge, skills, and attitudes to carry out activities or tasks under specified conditions.

Dangerous Goods - Articles or substances which are capable of posing a significant risk to health, safety or property when transported by air and which are classified as such in the IATA Dangerous Goods Regulations.

Deadload - Baggage, cargo, mail, ballasts, and equipment in compartments not included in dry operating weight of the aircraft.

Departure Control System (DCS) - An automated method of performing check-in system, load control and dispatch of flights.

Deportee - A person who had legally been admitted to a country by its authorities or who had entered a country illegally, and who at some later time is formally ordered by the authorities to be removed from that country.

Destination - Ultimate intended terminating airport of a flight.

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.

First Officer - A pilot who is second in command of an aircraft and its crew members while on flight duty and whose duty is to assist or relieve the Captain in the manipulation of the flight controls of an aircraft, and who is properly qualified to serve as such, and who holds a valid License and other governmental certificates authorizing him/her to serve as such.

Flight - The operation of an aircraft between two or more flight.

Flight Number - The alpha-numerical designator of a flight.

Foreign Object Damage (FOD) - Foreign Object Damage (FOD) is damage caused by Foreign Object Debris (also abbreviated FOD), i.e., a substance, debris or article alien to a vehicle or system that has potential to cause damage.

FREMEC - Frequent Traveler's Medical Card. It is issued to passengers who have chronic diseases and a stable medical condition/disability (from birth, over the years). It contains information about the passenger's medical needs and requirements for special services. It avoids the need to undergo a medical examination before each air journey.

Fueling Safety Zone - An area with associated restriction on ramp around the aircraft fueling receptacles tanks, vents and around the fueling equipment during fueling operation.

General Declaration - A standard document giving certain details about a flight required for aircraft clearance by government authorities in certain countries.

Guide Dog - Guide dog is the one that is trained to provide mobility assistance to a blind or partially sighted person.

Ground Service Provider also Handling Agent - A company/organization appointed by SKYUP MT to perform ground [and cargo](#) handling functions (both terms can be used throughout the manual).

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Hold - A space confined by ceiling, floor walls, and bulkheads.

Hard Copy (HC) - A printed copy of an electronically transmitted text.

Inadmissible Passenger (INAD) - A passenger who is refused admission to a country by authorities of such country, or who is refused onward carriage by a member or government authority at a point of transfer, e.g., due to lack of a visa, expired passport...etc.

Infant - A person who is less than 2 years of age.

Jump Seat - A seat located at the rear of the flight deck and/or in the cabin or cargo compartment for use by crew members, supernumeraries, cargo attendants, observers, or other approved persons.

Load - Any item carried in an aircraft other than is included in the basic operating weight.

Load control - A function to ensure the optimum utilization of the aircraft capacity and distribution of load as dictated by safety and operational requirements.

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 blows 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.

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.

MEDIF - Medical Information Form. This is a medical form (a certificate) issued to passengers who need to undergo a preliminary medical examination and provide a medical certificate to the airline. It serves as a permit for air travel, as well as a basis for determining the conditions of passenger transportation.

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.

Nets - A network of webbing affixed to an aircraft within its holds for the purpose of restraining a load within the hold.

NOTAM - A notice containing information concerning the establishment, condition or change in any aeronautical facility, service, procedure or hazard, the timely knowledge of which is essential to personnel concerned with flight operations.

Obstacle - All fixed (whether temporary or permanent) and mobile objects, or parts thereof, that are located on an area intended for the surface movement of aircraft or that extend above the defined surface intended to protect aircraft in flight.

On block time - Arrival time, i.e. the moment the aircraft comes to a standstill at its parking stand after landing.

Pantry - Removable catering Equipment.

Payload - The weight of passengers, baggage, cargo, and mail and includes both revenue and non-revenue items.

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Pilot-in-Command – means the pilot designated as being in command and charged with the safe conduct of the flight.

Pre-flight Inspection - The inspection carried out before flight to ensure that the aircraft is fit for the intended flight.

Restrictions - 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.

Runway - A defined rectangular area on a land aerodrome prepared for the landing and take-off of the aircraft.

Sales Agent - Airline ticketing agencies or Travel agents/ Tour operators.

Seating - The procedure whereby passengers obtain their seats - it may be free, allocated or selected.

Section - A subdivision of a non-containerized compartment.

Sector - Equivalent to Leg means the space between two consecutive scheduled stops on any given flight.

Senior Cabin Crew Member (SCCM), also known as a Senior Flight Attendant (SFA) - Is a Cabin Crew Member responsible to the Commander for overseeing and coordinating normal and emergency procedures as specified in the SKYUP MT Operations Manual when there is more than one cabin crew member on board during the flight.

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.

Take off Weight - Gross weight of aircraft at brake release for take off. That is actual zero fuel weight plus take off fuel.

Taxing - Movement of an aircraft on the surface of an aerodrome under its own power, excluding take-off and landing.

Taxiway - A defined path on a land aerodrome established for the taxiing of aircraft and intended to provide a link between one part of the aerodrome and another.

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.

Traffic - The activity of the transportation of the passenger, baggage, cargo and mail.

Transfer - Traffic which arrives on a flight and continues another flight of the same airline or another airline within a defined time limit.

Transit - Traffic which arrives on a flight and continuous on the same flight.

Transit Time - The time an aircraft remains in transit.

Underload - The difference between the allowed traffic load and the payload (total traffic load).

Visibility - The ability, as determined by atmospheric conditions and expressed in units of distance, to see and identify prominent unlighted objects by day and prominent lighted objects by night.

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Weight - The term weight is used herein in lieu of the correct technical term mass, in order to conform to standard industry terminology.

Zero Fuel Weight - The weight of an aircraft without fuel, that is dry operating weight plus total traffic load.

0.1.3. Wording Conventions

The following terms are used throughout the manual. Their meaning is defined as below:

- *“Shall”, “will”, “must”, “necessary”, “need”, “required”* or any other imperative verb indicates that the application of a rule, procedure or provision is mandatory.
- *“Shall not”, “must not”* indicates something is not allowed/permitted or is forbidden.
- *“Should”, “possible”, “whenever possible”* indicates conformance is considered optional, but desirable.
- *“May”, “need not”, not necessary”, “not required”* means that the application of a procedure or provision is optional.
- *“No person may ...” or “a person may not ...”* means that no person is required, authorized, or permitted to do the act concerned.
- *“He / She”* the pronoun ‘They’ is used throughout the manual for ease of reading.
- *“Note”* indicates an important point about which the manual user needs to be made aware.
- *“Caution”* is used when an operating procedure, technique, ... etc, may result in damage to equipment if not carefully followed.
- *“Warning”* is used when an operating procedure, technique, etc, may result in personnel injury or loss of life if not carefully followed.

0.2. APPLICABILITY AND ACCESS

The Ground Operations Manual is to be used by:

- SKYUP MT Limited (hereafter SKYUP MT) – ICAO: SEU; IATA: U5;
- Ground Service Providers as a core set of ground operations procedures in the conduct of ground handling functions. It also applies to staff entering the aircraft for purposes such as catering, cleaning or supervision, but specifically excludes aircraft maintenance, deicing/anti-icing and cargo tasks. While all relevant factors have been taken into consideration and these procedures constitute best practice.

If a regulatory authority mandates procedure other than those in GOM, then regulatory procedures shall be followed. Conflicting procedures should be discussed internally by the SKYUP MT personnel responsible for the content and publication of this manual.

Whenever a subject is not mentioned or a proper description is missing in this GOM, the publications listed below shall be used for reference. Only current editions of the publications may be used:

- IATA Airport Handling Manual
- IATA Ground Operations Manual
- IATA Dangerous Goods Regulations
- ICAO Technical Instructions for Safe Transport of Dangerous Goods by Air
- IATA Live Animals Regulations
- ICAO Emergency Response Guidance for Aircraft Incidents Involving Dangerous Goods.

SKYUP MT ground operations management system is described in this manual in detail, and we ensure control of Ground and Cargo handling operations and the management of safety and security outcomes by this document and other referred company manuals/materials such as Safety Management System Manual, Compliance Monitoring Manual, Security Program, Emergency Response Plan etc.

All staff involved in SKYUP MT ground and cargo operations must be thoroughly familiar with the manual applicable to their job responsibilities and be trained as outlined in the training section of each manual.

This manual has been prepared, reviewed and approved internally by SKYUP MT Senior Managers.

Full information about the persons responsible for the internal document approval ref. CMM 4.4.9.

Full information about procedure of approving a document in SKYUP MT ref. CMM 4.6.

Any questions in respect of the information contained in this manual should be addressed to the SKYUP MT Ground Operations Directorate.

0.2.1. Identification of Requirement for Transport Malta – Civil Aviation Directorate approval and/ or acceptance

At this moment Ground Operations Directorate Manuals and other applicable regulations shall not be approved and/or accepted by TM-CAD.

List of this manuals and other applicable regulations is defined below:

- Ground Operations Manual;
- Cargo Operations Manual;
- De/Anti-icing Manual;
- General Conditions of Passengers and Baggage Carriage.

0.2.2. Dangerous Goods Approval

Procedures described in this GOM in relation to the carriage of Dangerous Goods, are applicable in accordance with the provision:

SKYUP MT transports dangerous goods, including cargo transportation, ***with the exception of the radioactive materials transportation.***

The requirement does not apply to “Radioactive Materials in Excepted packages” as mentioned in IATA DGR.

0.3. IGOM ADOPTION POLICY

0.3.1. Background

In 2017 the IATA Operations Committee (OPC), known as Safety, Flight and Ground Operations Advisory Council (SFGOAC) established the Ground Operations Group (GOG) as an advisory body on all matters related to ground operations safety with the aim of reducing ground damages and injuries as well as improving operational efficiency. Within this mandate, the SFGOAC has requested GOG in cooperation with IATA to develop an action plan for IATA Ground Operations Manual (IGOM) global acceptance.

The GOG in cooperation with the IGOM Technical Group has been reviewing the IGOM content on an annual basis ensuring its requirements are up-to-date, relevant, and responding to the latest industry practice.

However, it has been recognized by ground operations stakeholders that industry safety solutions shall be implemented as a performance-based requirement that focus on desired, measurable outcomes, rather than prescriptive processes, techniques, or procedures. As such GOG has identified the need for certain organizations to deviate from IGOM requirements in order to support specific company needs, policies and operational requirements, while mitigating safety risks.

In November 2018 GOG, IOSA Oversight Council (IOC) and the ISAGO Oversight Council (GOC) have endorsed the IGOM adoption policy. SKYUP MT describes adoption policy in the next chapter.

0.3.2. Adoption policy

The content of this manual adopts IATA IGOM as a minimum standard after performing an up-to-date gap analysis of the SKYUP MT own procedures against the IGOM to ensure a complete set of procedures exists for the applicable operations.

Any variations identified against the IGOM procedures are communicated to applicable SKYUP MT operational personnel and SKYUP MT Ground Service Providers by publishing this manual and any subsequent updates.

0.4. ORGANISATION AND MANAGEMENT

0.4.1. General

SKYUP MT have a management system that has continuity throughout the organization and ensures control of Ground and Cargo handling operations and management of safety and security outcomes, oversight and monitoring of activities of departments involved in operations in accordance with SKYUP MT standards, TM-CAD, AVSEC Malta, EASA requirements and IOSA standards and recommended practices.

In addition, in accordance with ORO.GEN.200 the SKYUP MT Management System corresponds to the size, nature and complexity of activities, considering the hazards and associated risks inherent in these activities.

The management system is described in the SKYUP MT organizational chart (Ref. OM-A 1.1.1., CMM 1.4.1), in the Ground Operations Directorate Chart as well as in relevant job descriptions where specific duties of employees are specified.

SKYUP MT organization chart includes all operational departments.

The organizational chart. defines and clearly delineates the management system, all defined roles comply with the requirements of the TM-CAD, AVSEC Malta, EASA requirements and IOSA standards and recommended practices.

Organizational chart of Ground Operations Directorate is described in this manual (Ref. GOM 0.4.3.) and approved internally.

Competencies and Responsibilities of the Director Ground Operations and all Ground Operations Management are described in detail below (Ref. GOM 0.4.4.).

The management process of ground and cargo operations itself is a recurring cycle of planning, organizing, leadership, coordination, evaluation, and control. These activities are the main responsibilities of Ground Operations Directorate units and take place at all levels of management in all organizational units.

(a) The duties and responsibilities of the Ground Operations Management are:

- (1) Ensuring safe and secure ground operation of SKYUP MT fleet;
- (2) Ground Handling arrangements;
- (3) Ground Handling supervision;
- (4) Catering arrangements;
- (5) Stations Monitoring;
- (6) Stationary Management;
- (7) Commercial agenda in the area of Ground and Cargo Operations.

(b) The management system:

- (1) Defines authorities and responsibilities of management and non-management personnel that perform functions relevant to safety and/or security of ground and cargo operations;
- (2) Above all to specify levels of management with the authority to make decisions that affect the safety and/or security of Ground and Cargo operations;

- (3) Ensures that the responsibilities for ensuring Ground and Cargo operations are conducted in compliance with applicable SKYUP MT regulations and procedures;
- (4) Ensures safety risks and security threats identification, evaluation and reaction;
- (5) Ensures lines of accountability, through ground handling operations, including direct accountability for safety and security on the part of Ground Handling Operations senior management.

0.4.1.1. Personnel Selection Process

SKYUP MT has a personnel selection process for management and non-management positions within the organization that require the performance of functions relevant to flight safety or aviation security of aircraft ground handling and cargo operations.

Such process ensure that candidates are selected based on:

- knowledge;
- skills;
- training and experience appropriate for the position.

All recruitment works are carried out in close cooperation between the department manager and human resources (HR) representative.

Personnel selection is based on the documented position requirements.

Additional provisions are documented in the Personnel Selection Procedure SEU-ORG-PRO-002.

The Area Managers and Head of the Departments of the Ground Operations Directorate can independently evaluate the English language proficiency if this knowledge is required.

The best applicants are invited to work at SKYUP MT.

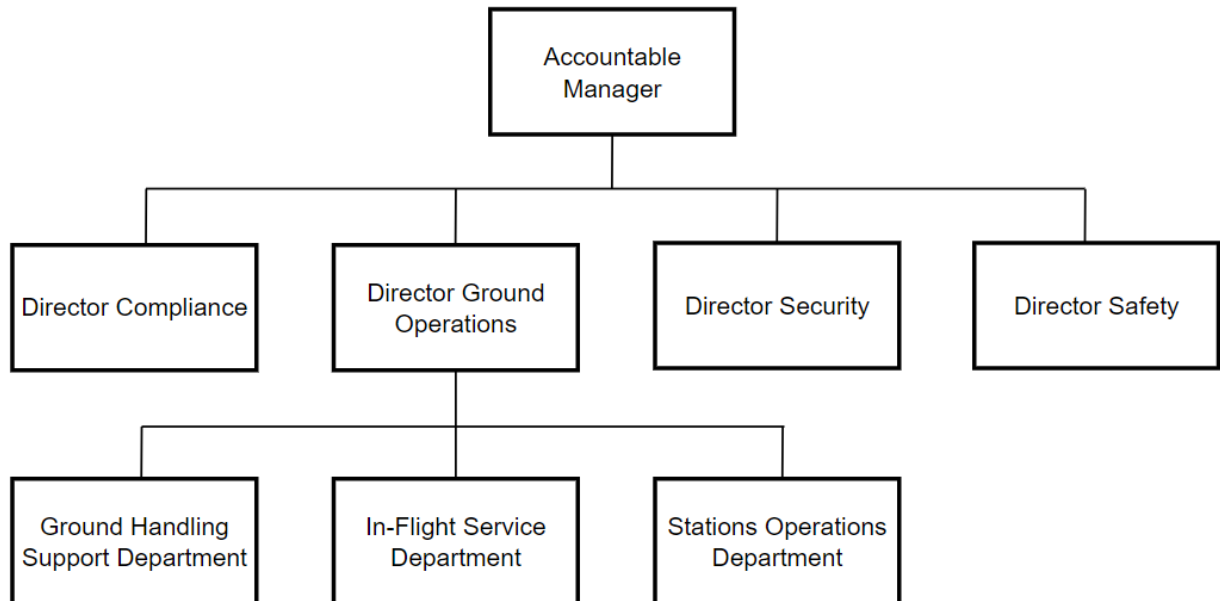
For the new potential employee initial evaluation of knowledge, skills, qualifications and attitude shall be checked by the respective Senior Manager and HR representative during the hiring Interviews. In case of the further employee hiring process, the respective Senior Manager shall plan all relevant/additional training if any.

0.4.2. Ground Operations Directorate Structure

The Ground Operation Directorate is headed by the Director Ground Operations who is the Nominated Person for Ground Operations and approved by TM-CAD.

Director Ground Operations directly subordinates to Accountable Manager.

0.4.3. Ground Operations Directorate Chart



0.4.4. Competencies and Responsibilities of Ground Operations Management

Detailed information regarding the Ground Operations managers' duties, responsibilities and activities within the system for ensuring safe and secure operations are described below and in job descriptions.

0.4.4.1. Director Ground Operations

Director Ground Operations has the authority and responsibility for the management and supervision of functions and activities within the scope of ground handling and cargo operations, has the authority to make decisions regarding risk tolerability with respect to the safety and/or security of ground handling and cargo operations and is accountable for safety and/or security on the part of ground handling and cargo operations.

0.4.4.1.1. Responsibilities

- (a) Responsible for ensuring the safety and security of ground handling and cargo operations;
- (b) Ensuring that all ground handling and cargo operations and activities including all contracted activities are carried out in compliance with the applicable requirements, relevant regulations, SKYUP MT policies and standards;
- (c) Ensuring that the management of all third-party contracts for ground handling and cargo operations is carried out in compliance with all operational, security and health and safety requirements;
- (d) Within his competence, ensuring the management of safety risks and security risks to aircraft operations;

- (e) Within his competence, ensuring that operations are conducted in accordance with conditions and restrictions of the Air Operator Certificate (AOC), and in compliance with applicable regulations and SKYUP MT standards;
- (f) Responsible for setting the overall ground operation policies and procedures to ensure safe and secure operation in compliance with national and international regulation. Review these at regular intervals and ensure they constantly meet the business needs;
- (g) Ensuring that all ground operations personnel are made aware of all information in the ground operations manual relevant to their function;
- (h) Monitoring and investigating all issues relating to security and health and safety and implementing procedures to prevent reoccurrence;
- (i) Ensuring that all Ground and Cargo Operations personnel are in compliance with civil aviation authority requirements, company procedures, international regulations and ICAO/IATA standards and practices in respect of ground operations;
- (j) Responsible for ensuring necessary facilities, workspace, equipment and supporting services, as well as work environment, to satisfy operational safety and security requirements;
- (k) Responsible for ensuring, and implementing the policies and procedures laid down in the manual and adhere to the guidelines at all times;
- (l) Responsible for the overall quality of service provided at hub and network by constantly addressing the shortfalls and guiding the staff to rectify these in a timely and efficient manner;
- (m) Ensure that appropriate ground handling facilities exist to ensure safe, reliable and efficient handling of SKYUP MT flights at hub and network;
- (n) Ensure equipment or other operational products relevant to the safety or security of aircraft operations that are purchased or otherwise acquired from an external vendor or supplier meet the product technical requirements specified by the company or as per the industry standard prior to being used in the conduct of operations;
- (o) Guide in closing audit findings, if any and ensuring that the requirements are in adherence to the guidelines and expectations of the concerned authorities;
- (p) Responsible for ensuring and setting all ground handling contracts and SLA and reviewing them regularly. Renegotiate both terms and cost to ensure these are favorable to SKYUP MT at all times;
- (q) Liaise with respective heads of Flights, Engineering, Operations and other Departments in areas of common business needs to ensure corporate objectives are met. Liaise with relevant international industry bodies to protect the SKYUP MT interests;
- (r) Provide advice and feedback to Accountable Manager on ground operations budget, manpower and other business-related advice;

- (s) Ensure effective procedures are developed and implemented efficiently in handling delays and mis-connected passengers;
- (t) Play a vital role in ensuring emergency procedures are developed and closely liaise with the Emergency Response Division to ensure these are in accordance to the standards required;
- (u) Controls all operational and customer services contractual requirements with handling agents by protecting SKYUP MT interest;
- (v) Ensure that all staff members are adequately trained to standards stipulated by the regulatory authority and as per SKYUP MT policy;
- (w) Ensure that required standards and procedures according to the SKYUP MT compliance monitoring system are carried out;
- (x) Accountable to senior management for ensuring the safety and security throughout the ground and cargo handling operation;
- (y) Establishment, promote and implementation of departmental safety policies;
- (aa) Ensuring line managers support and encourage risk assessment of all hazards, safety reporting, safety audits, safety promotions and continuous improvement of the Safety Management System;
- (ab) Assess future potential risk through an active review of future demands in line with projected operational growth, and proactively identify suitable resources, technologies, systems, or processes to mitigate the risk;
- (ac) Suspend operation within area of scope if deemed reasonable;
- (ad) Take actions in response of operational problems and disruptions;
- (ae) Any other duties that may be assigned by the Accountable Manager.

0.4.4.1.2. Qualification requirements and mandatory training

Director Ground Operations should have:

- (a) practical experience and expertise in the application of aviation safety standards and safe operating practices;
- (b) comprehensive knowledge of:
 - the applicable EU safety regulations and any associated requirements and procedures;
 - SKYUP MT's operations specifications; and
 - the need for, and content of, the relevant parts of the SKYUP MT's operations manual;
- (c) familiarity with management systems preferably in the area of aviation;
- (d) appropriate management experience, preferably in a comparable organisation; and
- (e) 5 years of relevant work experience of which at least 2 years should be from the aeronautical industry in an appropriate position;
- (f) Valid Dangerous Goods training;

- (g) SMS Training.

0.4.4.2. Head of Ground Handling Support

The **Head of Ground Handling Support** is appointed on the basis of knowledge, skills, training and experience appropriate for the position. The **Head of Ground Handling Support** reports to the Director Ground Operations (DGO) and responsible for developing, updating and applications of the ground handling related standards and rules in, solve the problems and reclamations regarding ground and cargo handling with the other departments.

0.4.4.2.1. Responsibility

- (a) Applications of the company standards and rules according to applicable regulations;
- (b) Within his competence, ensuring the management of safety risks and security threats to aircraft operations;
- (c) Within his competence, ensuring that operations are conducted in accordance with conditions and restrictions of the Air Operator Certificate (AOC), and in compliance with applicable regulations and SKYUP MT standards;
- (d) Ensure necessary, accurate and up-to-date documents are available to those personnel required to use them, to include, in the case of outsourced operational functions, employees of external service providers;
- (e) Solving of problems and reclamations caused by the ground and cargo handling operations issues in cooperation with the other departments;
- (f) Follow, control, and ensure that the technical and administrative changes are learnt and applied by his staff;
- (g) Checking the documents sent by the baggage repairing and delivering companies;
- (h) Information flow and coordination between other departments and companies about the instructions given by the Director Ground Operations;
- (i) The management and supervision of functions and activities, ensuring the control of cargo operations and the management of safety and security outcomes;
- (j) Updating the manuals, procedures, instructions in part of ground and cargo handling operations;
- (k) Maintain records of Ground Operations Directorate staff training and ensure the up to date of all recommended training, monitor trainings of external ground service providers personnel;
- (l) Implement and keep working the DCS related processes. Ensure the proper DCS related data transferring;
- (m) Take part in preparing SGHA regarding ground and cargo handling services and SLA;
- (n) Control of availability of newly issued Addendums to documents chosen as main by the SKYUP MT in part of regulations for Dangerous goods carrying, analyzing of applied changes and relevant updating of the Ground and Cargo handling documents, procedures and standards;

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- (o) Solving of problems and reclamations of the passengers in cooperation with the other departments.

Head of Ground Handling Support is accountable to senior management for ensuring the safety and security of ground handling operations.

0.4.4.2.2. Qualification Requirements and Mandatory Training

Head of Ground Handling Support should have:

- (a) practical experience and expertise in the application of aviation safety, quality standards and safe operating practices,
- (b) necessary knowledge, skills required to perform duties;
- (c) comprehensive knowledge of:
 - SKYUP MT's operations specifications; and
 - the need for, and content of, the relevant parts of the SKYUP MT's operations manual;
- (d) familiarity with management systems preferably in the area of aviation;
- (e) 3 years of relevant work experience in aviation industry;
- (f) Valid Dangerous Goods training;
- (g) SMS Training.

0.4.4.3. Head of In-Flight Service

The **Head of In-Flight Service** is appointed on the basis of knowledge, skills, training and experience appropriate for the position. The Head of in-Flight Service reports to the Director Ground Operations and responsible for developing, updating and applications of the company standards and rules in part of inflight servicing, solve the problems and reclamations of the passengers in cooperation with the other departments, as well as take responsible for catering and handling equipment inventory.

0.4.4.3.1. Responsibility

- (a) Within his competence, ensuring the management of safety risks and security threats to aircraft operations;
- (b) Within his competence, ensuring that operations are conducted in accordance with conditions and restrictions of the Air Operator Certificate (AOC), and in compliance with applicable regulations and SKYUP MT standards;
- (c) Report daily inflight catering company irregularities to ground operations management;
- (d) Plan and arrange the catering orders by schedules for the passengers and crew;
- (e) Control the usages and stocks of the material under control of the Ground Operations Directorate and Purchasing Department;
- (f) Solving of problems and reclamations of the passengers in cooperation with the other departments;
- (g) Control the service and equipment qualities by carrying out spot checks and audits;

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- (h) Coordinate the operational processes related to in-flight;
- (i) Solving of problems and reclamations caused by the in-flight service issues in cooperation with the other departments;
- (j) Take part in preparing of the agreements in the part of in-flight service;
- (k) Control the usages and stocks of in-flight service equipment such as but not limited to: catering trolleys, boxes, inserts etc.

Head of In-Flight Service is accountable to senior management for ensuring the safety and security of onboard service.

0.4.4.3.2. Qualification Requirements and Mandatory Training

Head of In-flight Service should have:

- (a) practical experience and expertise in the application of aviation safety standards and safe operating practices;
- (b) comprehensive knowledge of:
 - the applicable EU safety regulations and any associated requirements and procedures;
 - SKYUP MT's operations specifications; and
 - the need for, and content of, the relevant parts of the SKYUP MT's operations manual;
- (c) familiarity with management systems preferably in the area of aviation;
- (d) familiarity with ISO:22000 (HACCP);
- (e) appropriate management experience, preferably in a comparable organisation; and
- (f) 3 years of relevant work experience of which at least 1 year should be from the aeronautical industry in an appropriate position;
- (g) Valid Dangerous Goods training;
- (h) SMS Training.

0.4.4.4. Head of Stations Operations

Head of Stations Operations is appointed on the basis of knowledge, skills, training and experience appropriate for the position. **Head of Stations Operations** reports to the Director Ground Operations.

0.4.4.4.1. Responsibility

- (a) Responsible for ensuring the safety and quality of ground handling and cargo operations;
- (b) Ensuring that all ground handling, cargo operations and activities including all contracted activities are carried out in compliance with the applicable requirements, relevant regulations, SKYUP MT policies and standards;
- (c) Ensuring that the management of all third-party contracts for ground handling and cargo operations is carried out in compliance with all operational, security and health and safety requirements;

- (d) Ensuring that all ground and cargo operations activities comply with the Safety Management System procedures and processes;
- (e) Within his competence, ensuring that operations are conducted in accordance with conditions and restrictions of the Air Operator Certificate (AOC), and in compliance with applicable regulations and SKYUP MT standards;
- (f) Responsible for setting the overall ground operation policies and procedures to ensure safe and secure operation in compliance with national and international regulation. Review these at regular intervals and ensure they constantly meet the business needs;
- (g) Ensuring that all ground operations personnel are made aware of all information in the ground operations manual relevant to their function;
- (h) Monitoring and investigating all issues relating to security and health and safety and implementing procedures to prevent reoccurrence;
- (i) Monitoring station On Time Performance indicator and ensure that Ground Handling company provide services on time.
- (j) Ensuring that on all stations available possibility collect payment from passengers for ancillary services;
- (k) Ensuring that all Ground and Cargo Operations personnel are in compliance with civil aviation authority requirements, company procedures, international regulations and ICAO/IATA standards and practices in respect of ground operations;
- (l) Responsible for ensuring necessary facilities, workspace, equipment and supporting services, as well as work environment, to satisfy operational safety and security requirements;
- (m) Responsible for ensuring, and implementing the policies and procedures laid down in the manual and adhere to the guidelines at all times;
- (n) Responsible for the overall quality of service provided at hub and network by constantly addressing the shortfalls and guiding the staff to rectify these in a timely and efficient manner;
- (o) Ensure that appropriate ground handling facilities exist to ensure safe, reliable and efficient handling of SKYUP MT flights at hub and network;
- (p) Ensure equipment or other operational products relevant to the safety or security of aircraft operations that are purchased or otherwise acquired from an external vendor or supplier meet the product technical requirements specified by the company or as per the industry standard prior to being used in the conduct of operations;
- (q) Guide in closing audit findings, if any and ensuring that the requirements are in adherence to the guidelines and expectations of the concerned authorities;
- (r) Responsible for ensuring and setting all ground handling contracts and SLA and reviewing them regularly. Renegotiate both terms and cost to ensure these are favourable to SKYUP MT at all times;

- (s) Ensure effective procedures are developed and implemented efficiently in handling delays and mis-connected passengers;
- (t) Controls all operational and customer services contractual requirements with handling agents by protecting SKYUP MT interest;
- (u) Ensure that all staff members are adequately trained to standards stipulated by the regulatory authority and as per SKYUP MT policy;
- (v) Ensure that required standards and procedures according to the SKYUP MT compliance monitoring system are carried out.

Head of Stations Operations is accountable to senior management for ensuring the safety and security of onboard service.

0.4.4.4.2. Qualification Requirements and Mandatory Training

Head of Stations Operations should have:

- (a) Practical experience and expertise in the application of aviation safety standards and safe operating practices;
- (b) Comprehensive knowledge of:
 - the applicable EU safety regulations and any associated requirements and procedures;
 - SKYUP MT's operations specifications, and the need for, and content of, the relevant parts of the SKYUP MT's operations manual;
 - IATA regulations in Passengers and Ramp handling parts.
- (c) Familiarity with management systems preferably in the area of aviation;
- (d) Appropriate management experience, preferably in a comparable organisation;
- (e) 1 year of relevant work experience or similar position in aviation industry;
- (f) Valid Dangerous Goods training;
- (g) Valid Air Side Safety training;
- (h) SMS Training.

0.4.5. Procedure of Temporary Substitution (delegation of duties)

Temporary substitution – is part of a management system that ensures managerial continuity is maintained when senior managers are unable to carry out work duties, due to vacation, illness, etc. by relevant position employees.

The procedure is obligatory for the duties delegation of senior managers.

For duties delegation for other than senior managers, the procedure is desirable, but not obligatory.

Temporary substitution is necessary for maintaining the managerial continuity of any SKYUP MT operational structural department.

Employees titles who are authorized to temporarily substitute AM or senior managers are specified in CMM (ref. CMM 1.5.1).

Informing about temporary absence shall be done in the following way:

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(a) the senior manager shall send the letter via corporate email to the Labor Relations Team (rest@up.family and hr_admin@up.family) with defined information related to the absence terms and the name of a person who will substitute;

(b) The information regarding the manager's absence shall be verified by the Labor Relations Team with further notification via group email Heads@skymalta.aero.

Heads@skymalta.aero email consists of all operational managers and the personnel who may substitute.

In such a case when a substitute person may have a business trip, overloaded or planned activities, more than one employee may be appointed as a substitute person.

It is recommended to create an autoreply in the corporate mail for the period of absence, which indicates the period of such absence, name and contact details of the substitute person(s).

0.5. SYSTEM OF COMMUNICATION

(a) Centrik

SKYUP MT operates a communication system within Centrik web application in order to enable an effective exchange of information relevant to the conduct of ground handling and cargo operations throughout the management system for ground handling providers and in areas where ground handling and cargo operations are conducted.

Centrik web application is used:

- to post, maintain and distribute major documents of SKYUP MT;
- for safety reporting;
- for exchange of the operational information, current forms, instructions, documents and manuals.

Centrik provides SKYUP MT with the tools to collect, manage, monitor and distribute of appropriate operational records and documents, manage various operational tasks and workflows.

Centrik includes different modules. In precise, the Documents module allows to work with the documents.

Centrik allows the employee to be identified and stores the information regarding familiarization with the document. To access the server the link below is provided:

<http://skyup.centrik.net/>

To get access to Centrik web application, please, refer to procedure which is described below (ref. GOM 0.7.4.).

Centrik web system is SKYUP MT primary and preferred system for information exchange.

(b) MS Sharepoint

Company Server – which is MS SharePoint, used as a secondary resource, which is used by Ground Operations Directorate's on a daily routine operation.

Cloud-based service, hosted by Microsoft is used by SKYUP MT employees for operational needs, which allows to securely store, organize, share, and access information from any device.

May be used for documents and information sharing with employees, partners, and customers.

Also, OneDrive may be used as a desktop program to sync documents from the SharePoint site.

Communication system within the SharePoint portal <https://skyupua.sharepoint.com/> allows to enable an effective exchange of information relevant to the conduct of ground handling and cargo operations throughout the management system for ground handling operations and in areas where ground handling operations are conducted.

SharePoint portal serves as an exchange of the operational information, current forms, instructions, documents and manuals within the Ground Operations Directorate's departments.

(c) MS Teams

Software MS Teams is used to hold online meetings, chat, file sharing and corporate programs.

(d) MS Outlook

Outlook as a standalone application, which provides additional features for company collaboration: shared mailboxes, task folders, calendars, conferences, scheduling and reserving time for general meetings, and document approval;

(e) Jira Assistant

Jira Assistant <http://upfamily.atlassian.net/> as a platform for IT support for users. SKYUP MT uses Jira's Assistant to promptly fix any problems with the IT products used as well as placing applications for personnel training. Each SKYUP MT employee has their own individual access to Jira Assistant and can contact the IT department for help in case of problems.

In case of any web system malfunction email communication or communication through SKYUP MT OCC shall be used.

0.5.1. SKYUP MT Internal Communication within Ground Operations Management

Coordination of ground and cargo operational process management activities and maintaining the appropriate level of efficiency of operational activities within SKYUP MT is performed by means of periodical meetings.

All SKYUP MT Ground Operations managers involved in the management of Ground and Cargo Operations attend monthly meetings in order to exchange information relevant to the area. Meetings may be held face-to-face in the office facilities or online.

Decisions taken are communicated to personnel either by means of primary communication methods or direct cooperation of the department's managers.

0.5.2. Ground Operations Directorate Internal Communication within Ground Operations Management

All Ground Operations managers attend weekly meeting ("Regular meeting GRH") in order to exchange information relevant to the area. Meetings may be held face-to-face in the office facilities or online.

All meetings are documented monthly, when summarizing the results of the Ground Operations Directorate's activities for a month as a whole, using form "Minutes of Ground Operations Meeting" (ref. GOM Annex A, SEU-GRH-FORM-058, subsection 0.7.8.1). All records of these meetings are stored on the SharePoint of the Ground Operations Directorate.

In addition to the above the operational personnel team of Ground Handling Support, Stations Operations, In-Flight Service Departments have internal meetings twice a week.

Constant face-to-face communication, by phone, via messengers, by corporate e-mail allows SKYUP MT personnel to always keep in touch with each other, to promptly resolve issues and tasks that arise during activities.

0.6. GENERAL DESCRIPTION OF THE FACILITIES

The SKYUP MT or contracted external ground service providers must develop physical infrastructure and work environment that satisfies ground operations management and operational requirements.

SKYUP MT ensures the existence of the necessary facilities, workspace, equipment and supporting devices, as well as work environment, to satisfy ground handling and cargo operational safety and security requirements.

The management system defines requirements for the infrastructure and resources necessary to ensure compliance with the requirements of flight safety and aviation security, including office space for work, services and required equipment, such as:

- Buildings, workspaces and associated utilities;
- Facilities for people in organization;
- Support equipment, including tools, hardware and software;
- Support services, including transportation and communications.

Specified requirements are also applicable to External Ground Service Providers and are monitored in particular during the audits.

SKYUP MT has its own transport, communications; instruments, software and hardware, and can also rent transport and communications under relevant agreements if necessary.

In order to maintain compliance with applicable regulations, SKYUP MT provides access to all operation facilities, aircraft, or documents related to operation activities, including subcontracting activities, to authorized inspectors of the TM-CAD, and other external entities by prior approval and arrangement.

SKYUP MT legal address, Head Office and Secondary office:

SKYUP MT legal address: SkyUp MT Limited Ewropa Business Centre Level 3-701 Dun Karm Street Birkirkara, BKR 9034, Malta.		
OFFICES	SKYUP MT Head Office: SkyUp MT Limited Merlin House, 3rd Floor Mountbatten Street Hamrun, HMR 1574, Malta Business Telephone: +356 79242432 Email: contact@skymalta.aero	SKYUP MT head office is the principal place of business (PPoB), the operational office where the Accountable Manager, Nominated Persons and Postholders are located, including but not limited to appropriate CAMO and operational personell.

	SKYUP MT Secondary Office: SkyUp MT Limited Astral Business Center, 4th Floor Boulevard Christopher Columbus, 80 1592 Sofia, Bulgaria.	SKYUP MT secondary office accommodates OCC, MCC, Crew Planning, EFB Administrator, appropriate CAMO staff and some administrative and operational personnel.

Under normal circumstances, all employees perform their tasks and duties in the offices.

0.7. DOCUMENTATION SYSTEM

0.7.1. Manuals and Documentation

0.7.1.1. SKYUP MT

Following external documentation shall be accessible for all SKYUP MT Ground Operations personnel in addition to own SKYUP MT documents:

- (a) IATA Airport Handling Manual (AHM);
- (b) IATA Ground Operations Manual (IGOM);
- (c) IATA Dangerous Goods Regulation (DGR) or ICAO Technical Instructions (TI ICAO);
- (d) IATA Live Animals Regulations Manual (LAR).

Ground Operations manuals are issued in separate parts, that contain the operational policies, processes, procedures, and other information necessary for ground and cargo handling personnel to perform their duties.

The procedures detailed in the manuals listed below comply with all applicable regulations, other local legislation, and with the terms and conditions of the SKYUP MT air operator certificate (AOC):

- (a) SKYUP MT Ground Operations Manual;
- (b) SKYUP MT De/Anti-icing Manual;
- (c) SKYUP MT Cargo Operations Manual;
- (d) All other supporting documents such as, but not limited to: SKYUP MT Ground Handling Advisory, Ground Handling Bulletins and forms available in the Centrik Documents Module - Ground Handling (GRH) section at <https://skyup.centrik.net/>

0.7.1.2. Ground Service Providers

Companies involved in SKYUP MT ground and cargo handling process (Ground Service Providers) shall ensure a current edition of the following manuals are accessible to their staff:

- (a) SKYUP MT Ground Operations Manual;
- (b) SKYUP MT De/Anti-icing Manual;
- (c) SKYUP MT Cargo Operations Manual;
- (d) All other supporting documents such as, but not limited to: SKYUP MT Ground Handling Advisory, Ground Handling Bulletins and forms available in the Centrik Documents Module - Ground Handling section at <https://skyup.centrik.net/>
- (e) IATA Dangerous Goods Regulations (DGR) or ICAO Technical Instructions (TI ICAO).

0.7.1.3. Access to the Rules for DG Transportation

A current edition of the Dangerous Goods Regulations (DGR) or the ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air (TI ICAO), including [addenda as appropriate](#), shall be accessible at each location where ground and cargo handling operations are conducted, [and dangerous goods are accepted](#).

Specific areas where the DG regulations shall be accessible:

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- (a) Passenger Check-in and Boarding Area;
- (b) Operations and Load Control;
- (c) Ramp Area.

For safety reasons dangerous goods as defined in the IATA DGR, shall not be carried in or as passenger checked or cabin baggage except as specifically permitted in accordance with the provisions set out in Subsection 2.3 of the current edition of the IATA DGR.

A listing of dangerous goods permitted to be carried on board the aircraft by a passenger or crew member (Table 2.3.A IATA DGR) must be available in each location where passenger check-in and/or boarding operations are conducted.

For the last updated IATA DGR Table 2.3.A please refer to the latest Edition of IATA DGR and SKYUP MT GOM (Ref. GOM, Annex B).

0.7.2. Documentation Production and Control

0.7.2.1. General

SKYUP MT has implemented a system for the management and control of documentation and/or data used directly in the conducting and supporting of Ground handling and Cargo operational activities.

This system ensures that documents meet a number of criteria and include all the elements listed next in this Chapter:

- (1) has a hierarchical representation;
- (2) contains legible and accurate information;
- (3) is presented in a format appropriate for use in operations;
- (4) identification of the version and effective date of operational documents and/or data;
- (5) Identification of the title and, if applicable, sub-titles of the operational documentation;
- (6) distribution process that ensures all users are provided relevant documents and/or data on or before the effective date:
 - (a) throughout SKYUP MT appropriate operational areas;
 - (b) to external service providers that conduct outsourced operational functions;
- (7) definition of the specific media types designated for presentation of the controlled version of relevant operational documentation and/or data;
- (8) definition of operational documentation and/or data that is considered to be reproduced or obsolete;
- (9) review and revision to maintain the currency of information contained in documents;
- (10) retention that ensures access to the content of operational documents and/or data for a minimum period;

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- (11) provision for a scheduled back up by copying and archiving relevant documents, to include validation of the document being backed up;
- (12) identification and allocation of documentation access and modification rights;
- (13) dissemination and accessibility of documentation received from external sources such as regulatory authorities and original equipment manufacturers;
- (14) identification of requirement for TM-CAD approval, where applicable.

Additionally, the system ensures operations, maintenance and security manuals are centrally managed or coordinated under a corporate scheme of document hierarchy.

All documents of the Ground handling and Cargo operational area of including this Ground Operations Manual, meet all the requirements listed above.

The processes for managing SKYUP MT documents in detail are described in Chapter 4 of the Compliance Monitoring Manual.

Director Compliance is responsible for establishing and managing a unified document management system.

Director Ground Operations is responsible for continuous compliance with the established requirements for document management in the Ground Handling and Cargo area of operations.

0.7.2.2. Ground Operations Documentation

The main Ground Operation related documents are the following:

- Ground Operations Manual (SEU-GRH-002),
- De/Anti-icing Manual (SEU-GRH-003),
- Cargo Operation Manual (SEU-GRH-004).

Herein and after in the Chapter 0.7 DOCUMENTATION SYSTEM referred as “Manuals”.

The Ground Operations Manual has been prepared in accordance with the provisions of the EU legislation and with provisions of the TM-CAD. The full list of applicable lawful acts may be found in Annex C of this Manual. In addition, a reference also complies with the IATA Airport Handling Manual, IATA Dangerous Goods Regulations and IATA Operational Safety Recommended (IOSA) practices.

GOM contains legible and accurate information and is presented in pdf format via Centrik that is appropriate for use by Ground Operations Directorate personnel.

SKYUP MT employees shall be familiar with the Ground Operations Manual in 7 calendar days from the moment the employee is informed through the corporate email of SKYUP MT about changes in the GOM.

Each Ground Operations Directorate`s personnel have the right to inform the responsible document owner (hereafter – document owner) about any discovered inaccuracies in the document.

The current edition of GOM must be available (accessible) in a readily usable format at each location where ground handling operations are conducted.

The master Digital copy shall be kept at Ground Operations Directorate.

Printed copy is uncontrolled and for information only.

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0.7.3. Structure and Language

The content of this manual is structured on the basis of SKYUP MT Compliance Monitoring Manual (Ref. CMM, Ch.4.) and analyzed to have accurate information.

The manual contains legible and accurate information in English.

All Ground Operations Directorate manuals identify the version and effective date which are specified in the footer of the document.

The version of the manual is identified by the information specified in the footer of the document's latest revision Approval page.

The effective date of the manual is determined by the Director Ground Operations and specified on the "Record of Revision" page.

The manual has the identified title and consists of Chapters that are divided in Sections and Subsections as applicable.

The manual title is specified in the Title page and document headers.

The manual chapters names are specified in pages header separating the document parts.

A vertical line on the left side of the page indicates revised or newly published text on the pages. It will not be used to indicate format or page number changes. Editorial revisions e.g., spelling corrections may not have revision bar.

The **header and footer** of each page contains:

Header :

SkyUp MT (1)	GROUND OPERATIONS MANUAL (2) Introduction (3)	(4) Chapter 0

- (1) Company logo.
- (2) The title of the manual.
- (3) Section name of chapter.
- (4) Section number of chapter.

Footer :

Issue 0 (5)	Revision 0 (6)	29.03.2023 (7)	SEU-GRH-002 (8)	(9) 4-1

- (5) Issue number.
- (6) Revision number.
- (7) Date of document preparation.
- (8) Code of document.
- (9) The page number where the first digit is a section and the second is the page number in order in this section/chapter (font size 10-12).

0.7.4. Manual Distribution

Digital copies of the Manuals are available to all ground service providers, handling agents, representatives, and other parties involved with Ground and Cargo Operations. It is the responsibility of the receiving person to ensure that all departments and individuals involved in the handling of SKYUP MT aircraft are notified that a new edition of the GOM is issued and, where necessary, trained or instructed accordingly, and have access to this digital edition of the GOM.

The GOM (master copy №1) including amendments or revisions shall be retained and distributed as a secure PDF file electronically via Centrik <https://skyup.centrik.net> (Documents Module, Ground Handling (MT GRH) section, Ground OPS Manuals folder).

The distribution process ensures the availability of the current version of the manual in SKYUP MT structural department and External Ground Service Providers that conduct outsourced operational functions.

The document owner - Director Ground Operations - is specified in the “Distribution List” page as a master copy holder. The Director Ground Operations ensure the document working copies are distributed to all holders specified in the “Distribution List” on or before the effective date unless otherwise specified.

The electronic master copy of the current GOM is maintained on the Company server by the Leading Specialist of Documentation Ground Handling Support Department and monitored by the Director Ground Operations.

Centrik allows to effectively provide the access to SKYUP MT employees, SKYUP MT partners set automatic notification for documents update and monitor the process of familiarization. In the Ground Operations Directorate the Leading Specialist of Documentation is accountable admin who is responsible for maintaining actual and complete documents on Centrik.

Logins are provided by the responsible personnel of IT representative to the SKYUP MT personnel and certain personnel of partner companies and/or ground service providers to use the Centrik.

In order for the designated personnel of the SKYUP MT Ground Service Providers to have access to Centrik, please contact outbase@skyup.aero

The Ground Service Providers (GSP) shall acknowledge their familiarization in Centrik by pressing “Mark as Read” button. The relevant record in Centrik assumed as evidence of familiarization with the document.

In case of login problems:

- External Ground Service Providers/ partners shall contact us by email outbase@skyup.aero.

Note: The preferable method of document distribution at SKYUP MT is Centrik.

Corporate e-mail and MS SharePoint might be used as auxiliary resources.

The printed documents become uncontrolled but might be distributed for information only.

For more information about the manual distribution process ref. CMM, 4.2.6.

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0.7.5. Amendment and Revision Process

The Director Ground Operations is responsible to ensure that the Ground Operations Manual is reviewed and kept up to date and the information contained in the manual is in compliance with current applicable standards and requirements.

Any employee of SKYUP MT or handling contractor may propose a GOM revision to the SKYUP MT Ground Operations Directorate. The responsible personnel of Ground Operations Directorate decides about the acceptance or refusal of proposed revision. Revisions are approved by signatures of the authorizing persons according to SKYUP MT procedure for approval of manuals (Ref. CMM, 4.9.6). The Ground Operations Manual will be updated periodically by the SKYUP MT Ground Operations Team. The Leading Specialist of Documentation is the person responsible for the insertion of amendments and revisions into GOM.

A full review of the GOM is normally performed yearly and includes updates against relevant rules, regulation, standards and procedures from the current version of IATA IGOM and any other industry documents on which the manual is based. Should the Manual need to be updated at short notice or with limited validity (in case of any ad-hoc updates, e.g., mandatory regulatory changes, urgent safety-related procedures, change in company policy), Ground Operations Directorate issues Rapid Amendments in the form of Ground Handling Advisory and/or Ground Handling Bulletins, which are separate informatory documents only (Ref. GOM 0.7.9., 0.7.10.).

Normal revisions are covered by:

- Records of Revisions which will specify issue and revision number, issue and revision date, and their effective date;
- Revision Highlights which will include a summary of current extensive changes for this revision;
- List of the Effective Pages which will updated accordingly to reflect revised pages.

All revisions shall be internally approved by Director Ground Operations before they are implemented in SKYUP MT.

All revisions shall be reviewed and approved by appropriate SKYUP MT senior managers.

The process of internally approving a document revision is fully described in CMM (ref. CMM 4.6).

GOM revisions do not require prior approval by TM-CAD.

Information about effective date of GOM revision and its availability on the Centrik is distributed to SKYUP MT personnel and personnel of the external Ground Service Providers via Centik and/or by e-mail by Leading Specialist of Documentation Ground Handling Support Department.

In case the document is not valid or withdrawn and cannot be used by employees or external providers, the document owner shall make an email notification to all document holders.

This notification shall be distributed to all document holders not later than 3 business days after the document withdrawn or deletion.

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Holders of electronic versions will get automatic notification via email generated by Centrik system. Each holder of GOM is responsible for keeping their copy up to date with the amendments or revisions applied by SKYUP MT. Each holder to whom a copy of GOM is issued is responsible for the security and safeguarding of that manual. Each individual agent must be informed about operational measures, regulations, amendments and operational notifications prior to their duty.

Note 1: The replaced issue of the reissued document is considered obsolete.

Note 2: The withdrawn document is considered as obsolete as well.

Note 3: Obsolete issues/revisions shall not be used in operations.

The detailed procedure of document amendments is specified in CMM (ref. CMM 4.2.9, 4.17).

0.7.5.1. Procedure for Documents Archival Storage

The Electronic documents that have been withdrawn from use by the Centrik “Withdrawn” function are automatically moved to a separate “Withdrawn” section in the Centrik database for the retention.

The main principle is a separate storage from the effective one.

Documents that have been withdrawn from use are retained for 5 years in the structural units, after which they are deleted according to the established procedure.

Documents that have been updated with the new version are retained in the “Document Version” section and remain inactive.

0.7.5.2. Documents deletion

The procedure for document deletion is a similar to the procedure of records deletion and is described in GOM (ref. GOM, 0.7.8.1).

0.7.6. Documents back-up

Ground Operations Directorate documents back-upped on a scheduled basis by copying and archiving and validation.

Back-up of documents located on Centrik and/or other SKYUP MT resources is provided in the same way as records keeping, under described in CMM provisions (ref. CMM 5.5).

0.7.7. Documents Received from External Sources Distribution and Accessibility

SKYUP MT has distribution and provides personnel accessibility to the documentation received from external sources such as regulatory authorities and original equipment manufacturers.

Ground Operations Directorate's personnel use the external documents in its work - international regulations (TM-CAD, ISO, ICAO, EASA, FAA, IATA etc.), which are always up to date, posted on the official websites of these organizations and are used by GOD personnel via the Internet.

Documents from external sources may be received via mail, e-mail or downloaded from the official web resources.

The access to the actual regulations and requirements is done by monitoring and subscribing to official web resources and direct documents received from the authority focal point representatives.

Operational managers shall determine their needs to access external documents.

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The distribution and access to the external documents for the personnel shall be provided by the Head of Departments of the Ground Operations Directorate and/or Director Ground Operations.

0.7.8. Records Management and Control

0.7.8.1. Records Generated by Ground and Cargo Handling Operations

The primary purpose of document management and control is to ensure that necessary, accurate and up-to-date documents are available to those personnel required to use them and to include, in the case of outsourced operational functions, employees of external Ground Service Providers.

SKYUP MT has a system for the management and control of operational records that ensures the content and retention of such records is in accordance with requirements of the TM-CAD, and ensures operational records are subjected to standardized processes for:

- (a) Identification;
- (b) Legibility;
- (c) Maintenance;
- (d) Retrieval;
- (e) Protection, integrity and security*;
- (f) Disposal, deletion (electronic records) and archiving.

* The (e) item - Protection, integrity and security - is defined after the table.

The list of requirements is set out on the table below on the management and control requirements of the given documentation.

№	Document type/name	Identification (a) (How to identify the record)	Legibility (b) (Define format)	Maintenance (c) (Who maintains the record)	Retrieval* (d) (Who has access to the record)	Disposal/ Deletion** (f) (How long is it kept)
1.	Station files*	– Document header; – Forms are available in GOM, Annex A, “Printable forms”; – Mandatory documents are listed in GOM, Ch.5.7	– Arrival/departure/delay MVT messages, LDM messages, Passenger messages (PFS, PSM): electronic format or printed; – all other documents: hard copy;	Ground Service Provider Cargo Handling Provider	– GSP; – SKYUP MT Ground Operations Managers; – Auditors; – Civil Aviation authorities and other industry recognized bodies;	Minimum 3 months

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№	Document type/name	Identification (a) (How to identify the record)	Legibility (b) (Define format)	Maintenance (c) (Who maintains the record)	Retrieval* (d) (Who has access to the record)	Disposal/ Deletion** (f) (How long is it kept)
2.	Surveillance checklists	Document header	Electronic uploaded on Sharepoint or Centrik	Ground Service Provider Ground Operations Managers	– GSP; – SKYUP MT Ground Operations Managers; – Auditors; – Civil Aviation authorities and other industry recognized bodies	Minimum 6 months
3.	Ground incident/accident/damage report	Document header	Electronic uploaded on Sharepoint or Centrik	Ground Service Provider Ground Operations Managers	– GSP; – SKYUP MT Ground Operations Managers; – Auditors; – Civil Aviation authorities and other industry recognized bodies	Minimum 1 year
4.	Dangerous Goods Occurrence report	Document header	Electronic uploaded on Sharepoint or Centrik	Ground Service Provider Ground Operations Managers	– GSP; – SKYUP MT Ground Operations Managers; – Auditors; – Civil Aviation authorities and other industry recognized bodies	Minimum 1 year

No	Document type/name	Identification (a) (How to identify the record)	Legibility (b) (Define format)	Maintenance (c) (Who maintains the record)	Retrieval* (d) (Who has access to the record)	Disposal/ Deletion** (f) (How long is it kept)
5.	Minutes of Ground Operations Meeting	Document header	Electronic uploaded on Sharepoint	Ground Operations Managers	–SKYUP Ground Operations Managers; –Auditors; –Civil Aviation authorities and other industry recognized bodies	Minimum 1 year

(e) Protection, integrity, and security is achieved in a way that:

- if records are stored in electronic format, the access is limited to individuals with personal credentials;
- if records are stored in a paper format, a special protected and safe place shall be designated, locker or cabinet.

Access to the records is determined by the Director Ground Operations, Heads of Ground Operations Departments, during the document's distribution.

It is not allowed to disclose any sensitive information contained in the records to those not authorized persons.

If records are stored in a soft format they might be placed on external media (working laptop, portable hard drive disk (HDD), flash media, optical disk drive (ODD)), which are located in the SKYUP MT operational facilities or on a cloud server.

Records retention on the cloud server is ensured with the backup function.

Therefore, this method is used as the main in order to enable recovery, ensure integrity and protect critical information from unlawful interference.

Note 1:

* Retrieval is achieved in a way that if the record is stored in soft format, it can be printed if necessary. Records should be collected and filed by responsible staff of GSP, in a manner that facilitates easy retrieval as required.

Note 2:

** Disposal, deletion (electronic records) and archiving are achieved in a way that electronic records are stored in the departments under specified terms, afterwards, records might be deleted. The way of records storage is a separate "Archive" folder on SKYUP MT Server (MS SharePoint).

All electronic records might be deleted by the document owner or Head of the Department upon the expiration period.

In case of hardcopy records after the operational retention period expires, the responsible personnel in Ground Operations Departments prepare expired documentation for transmission to the archive for long-term retention or deletion if applicable.

Considering the legal requirements of the applicable data protection legislation, the basic retention period for the hardcopy records containing personal data is 3 months. This retention period can be prolonged and the hardcopy records containing personal data could be stored for a longer period if there are applicable legal requirements which are obligatory for the relevant ground handling service provider (according to the applicable legislation at the place of ground handling service provider registration).

The hard copy deletion (if any) might be performed either by its own resources or by the contracted organization under the contract.

The Director Ground Operations is responsible for record storage and keeping and shall monitor and manage the process when a new issue or revised document is issued.

Important: SKYUP MT Area Managers are to ensure that these procedures are in place with GSP personnel to securely store for the prescribed periods mentioned above. SKYUP MT Area Managers should conduct periodic checks of such files to establish compliance.

It is the GSP's responsibility to arrange secure removal of documentation upon expiration of the required retention period. Before disposal, the GSP responsible personnel will ensure that all sensitive data is destroyed to a satisfactory level in order to prevent breaches in data protection.

0.7.8.2. Records backup

Due to SKYUP MT uses an electronic system for the management and control of Ground and Cargo operational records, SKYUP MT ensure the system provides for a scheduled generation of backup record files.

Backup is performed in order to recover information after failures, data loose, resulting from accidents, virus attacks on the SKYUP MT corporate network.

Periodic backup of records in electronic form is carried out on a regular basis with a certain frequency depending on the type of software systems.

The main principle of data backup is to ensure that data is stored in a different from the one containing the working data location and in an environment that ensures they remain in good condition and reliable.

More details regarding software systems used, intervals and methods of back up are described in CMM (ref. CMM 5.5).

0.7.9. Ground Handling Advisory

0.7.9.1. Policy

Ground Handling Advisory (GHA) contains additional operational publication of temporary or supplementary nature and shall be followed as the current procedure in ground and cargo operations.

GHA aimed to deliver important information and operational changes of procedures.

GHA is prepared under the responsibility of Director Ground Operations.

0.7.9.2. Applicability

Header of GHA

SkyUp MT	GROUND HANDLING ADVISORY	GOM* revision	
		GHA №	
		Valid from: Valid to:	
Prepared by Director Ground Operations			
Subject:		Page of	

Field	Description
GOM revision	Current GOM revision what GHA issued for. GHA is not valid if GOM revision mentioned here is different from the current GOM revision.
GHA №	Consists of number/revision . GHA may be updated with a change in revision only. For example, GHA №18/01 replaces GHA №18/00.
Valid from	Indicates date of GHA valid from (dd/mm/yyyy)
Valid to	Indicates date of GHA valid to (dd/mm/yyyy). This field has to be filled out if the GHA validity ends before the next GOM revision will be issued.
Subject	Short description of the GHA. Shall be the same on each page of certain GHA.
Page	Page number

* the name of the document depends on the specific types of operational processes to which changes are made.

Header shall be presented on each page of GHA.

GHA shall be available during validity period at Centrik, GOM tab.

When GHA uploaded or revised automatically, notification shall be sent to all relevant users.

If changes are required to GHA already exists – new revision of the GHA shall be issued and replaced at Centrik accordingly.

0.7.9.3. Responsibilities of External Ground Service Providers

All relative staff of GSP should be informed and familiarized with revisions of GHA. After receiving new GHA GSP shall acknowledge familiarization in Centrik as soon as possible, but not later than **7 calendar** days after receiving.

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0.7.10. Ground Handling Bulletin

0.7.10.1. Applicability

Ground Handling Bulletin (GHB) is issued by DGO. GHB is a separate informatory document only.

GHB to be issued in case of necessity:

- to make urgent notice concerning any aspect of SKYUP MT flight handling,
- to provide additional clarification/information,
- to point out trends or sequences of ground handling-related occurrences,
- to remind procedures already issued,
- other operational issues related to ground handling.

GHB should contain the following attributes:

- The identification number (format GHB-XXX).
- Number of revision.
- Status.
- Effective date.
- Subject.

0.7.10.2. Distribution

GHB shall be distributed via Centrik.

Once a new or revised GHB is issued, external ground services providers will receive a new message from Centrik, with a link to a related document, with the possibility to review and download such document for further familiarization of the company's personnel concerned.

0.8. COMPLIANCE MONITORING PROGRAM

0.8.1. Compliance Monitoring Program

SKYUP MT has established a Compliance Monitoring Program that provides auditing of the management system of operations, including Ground Handling (GRH) and Cargo (CGO) and maintenance functions to ensure that SKYUP MT is:

- in compliance with all applicable regulations, requirements, standards, and operational procedures;
- satisfied stated operational needs;
- identified areas requiring improvement;
- identified hazards to operations;
- assessed the effectiveness of safety risks control.

The Compliance Monitoring Program comprises two complementary functions:

- (1) To monitor SKYUP MT compliance with relevant regulations and standards;
- (2) Evaluate and continually improve operational safety performance.

The Compliance Monitoring Program main components are:

- Primary initiation and scheduling of audits and other monitoring types (including audits objects and scopes, applicable standards and requirements);
- Planning and preparation of each audit;
- Procedures of the audit and other monitoring types which include observation and gathering of evidence of implementation;
- Analysis of obtained information, conformity evaluation, finding(s) determination and Audit report preparation;
- Development and control of finding(s) root cause analyses and corrective actions development;
- Audit summarization and closing;
- Summarization of Compliance Monitoring Program accomplishment;
- Documents management system;
- Records Management system.

These processes are described in more detail in the current CMM.

0.8.2. Compliance Monitoring Policy

SKYUP MT has a Compliance Monitoring Policy that is available to all operational and non-operational personnel and informs about their responsibility to comply with the applicable laws, regulations and procedures in all locations where operations are conducted.

This policy shall be reviewed at least once a year during the Management Evaluation Meeting.

For more information, please, ref. CMM 1.2.

0.8.2.1. Policy On the Prevention and Detection of Misuse of Psychoactive Substances

In SKYUP MT it is prohibited to perform any duties while under the influence of psychoactive substances.

SKYUP MT has developed and implemented a policy on the prevention and detection of misuse of psychoactive substances by flight and cabin crew members and by other safety-sensitive personnel under its direct control, in order to ensure that the safety of the aircraft or its occupants is not endangered.

Psychoactive substances are the substances that can produce mood changes or distorted perceptions in humans, including, but not limited to, alcohol, opioids, cannabinoids, sedatives and hypnotics, cocaine, other psychostimulants, hallucinogens, and volatile solvents; coffee and tobacco are excluded.

It is strictly prohibited for SKYUP MT personnel to misuse psychoactive substances and to perform any duties under the influence of psychoactive substances.

SKYUP MT takes all reasonable measures to ensure that no person enters or is in an aircraft when under the influence of psychoactive substances to the extent that the safety of the aircraft or its occupants is likely to be endangered.

SKYUP MT employees caught in illegal ingestion of psychoactive substances or having signs of drug intoxication shall be suspended from his/her duties and sent for medical inspection at a medical establishment.

Any SKYUP MT employee who is identified as engaging in the problematic use of psychoactive substances shall be immediately removed from operational and safety critical functions.

In case if employee refuses to pass the test, it will be assumed as positive.

The further action has to be taken in accordance with the SKYUP MT “Disciplinary Procedure” SEU-ORG-PRO-001.

The Ground Service Provider shall ensure that their personnel shall not perform duties under the influence of psychoactive substances.

0.8.3. Audit Planning Process

SKYUP MT has an audit planning process and sufficient resources to ensure:

- (a) audits are scheduled at intervals to meet applicable regulatory requirements as well as SKYUP MT management system requirements;
- (b) audits are conducted within the scheduled interval.

This process is described in detail in CMM (ref. CMM 2.1).

0.8.3.1. Internal audits

Audit – is a structured, periodic, independent, documented examination of activities, records, systems, programs, processes, and other elements of an organization, to determine the level of conformity with applicable regulations, standards and other requirements.

Audits are performed to verify that the SKYUP MT are in compliance with EASA, TM-CAD, AVSEC MALTA requirements, ISARPs and SKYUP MT internal standards and procedures.

SKYUP MT Ground Handling (GRH) and Cargo (CGO) operational areas are objects to audit.

Director Compliance develops the annual audit plans for Ground and Cargo handling operations considering the opinion of operational managers and planned operations considering two key elements, to cover the mandatory requirements and selected operator requirements.

Initial annual audit plans for the upcoming year shall be issued during the period from the end of the current operational year (December) by the end of January of the next operational year.

DC on an annual basis shall review the compliance system outcomes (ref. CMM 2.7) and as a result, draws up audit plans for the upcoming year which shall be approved by AM.

Annual plans shall be revised in the event of significant changes in SKYUP MT activities, subcontractor or contractor organizations changes, additional aircraft type/ series/ group, changes that affect the scope of the certificate, and changes to the acceptable means of compliance.

These changes may be discussed and described in the minutes of the Safety Review Committee meeting and/or Management Evaluation meeting.

Scheduled Audits are indicated in the approved plans.

Note: in case of operational circumstances and to avoid any interfere the operation, the planned audit might be performed earlier or postponed.

The Audit Plans Form (SEU-CMS-FORM-002) shall be developed by the DC as an audit plan for all audited areas in accordance with the scope of Compliance Monitoring Program, and approved by the AM.

Approved Plans shall be distributed to Ground and Cargo Handling operations area managers via the Centrik Documents Module and submitted to the TM-CAD.

Unscheduled audits/inspections shall be documented and displayed in the Centrik Compliance Module, by adding a new checklist or performing an existing one.

It is understood that intervals “once per 12 months” and “once per calendar year” are different.

Interval “once per 12 (24) months” means during 12 (24) months from the month of previously performed monitoring.

Interval “once per calendar year” (or 2 years) means once during calendar year (2 years) in any month not depending on the date of previously performed monitoring.

For details about Audit Procedure, please, ref. CMM 2.1.

0.8.3.2. Findings

In case of finding(s) revealed during the audit/inspection, the auditor shall collect evidence of such non-compliance (records, photos, etc.) and retain them as an audit record.

0.8.3.2.1. Levels of Findings

SKYUP MT Compliance Monitoring Program establishes the following levels of finding and terms of elimination.

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(a) Level 1

A level 1 finding is any finding of significant non-compliance with the requirements which lowers the safety standard and seriously endangers flight safety.

This finding requires taking corrective action as soon as possible but not later than 5 working days.

The root cause analyses, and corrective action plan shall be provided by the auditee not later than 1 day (24 hours after raising the finding).

(b) Level 2

A level 2 finding is any finding of non-compliance with the requirements which may lower the safety standard and may endanger flight safety.

The term for elimination of such findings is determined by the auditor taking into account the findings number, the priority of their elimination and the necessary time for this, however, it shall not exceed 90 calendar days.

The root cause analyses and corrective action plan shall be provided by the auditee in 10 working days after the audit report provision.

(c) Observation

Observation - is established to take into account the auditor's recommendations to improve the process or procedures in accordance with the best practices or requirements which is not yet entered into force or not mandatory for implementation.

It is required to complete the same process for the observations as well in part of the root cause analyses and potential corrective action provision by the auditee in the same time period as for Level 2 finding.

For more information, please, ref, CMM 2.4.

0.8.3.2.2. Addressing Findings

(a) SKYUP MT has a process for addressing findings that result from audits conducted under the Compliance Monitoring Program, which ensures:

- identification of root cause(s) of all findings;
- development of corrective actions as appropriate to address findings;
- implementation of corrective actions in appropriate operational area(s);
- evaluation of corrective and preventive actions to determine effectiveness.

Full process of Addressing Findings is described in detail in CMM (ref. 2.5).

(b) Each finding is a hazard to the safe operation of SKYUP MT aircraft, therefore, after all findings have been closed, all corrective action records as well as follow-up and verification records are forwarded to the Director Safety and/or Risk Assessment Department for risk tolerability analysis, reassessment (if it is necessary), and further monitoring.

In case of reassessment, the results may be distributed to the auditor and/or DC if applicable.

Entered data on the assessment and reassessment of the risk tolerability level into the relevant registers is carried out in the Centrik Risk Module in accordance with the SMS Manual provisions.

0.8.3.3. Significant Issues

SKYUP MT establish the process of Management Evaluation in order to ensure significant issues arising from compliance monitoring results which are a subject of management evaluation.

As a result of compliance monitoring system performance, twice a year DC arranges a meeting with all NP, DS and DSec, chaired by the AM in accordance with improvement plans, performed audits/inspections, completed checklists and questionnaires, auditors observations, the adequacy of resources, effectiveness of action taken to eliminate possible risks.

Management Evaluation meeting is held every January and July in order to ensure:

- continuing suitability;
- adequacy and effectiveness in management and control of operations and associated risks;
- significant issues arising from Compliance Monitoring is a subject of management evaluation.

Note 1: an unscheduled Management Evaluation meeting may be held in case of operational needs and/ or compliance issues arise.

Note 2: an equal process where significant issues arising from risk management is called Safety Review Committee (SRC) and documented in the Safety Management System Manual and implemented by the Director Safety.

For full information about the Management Evaluation process please ref. CMM 2.7.

0.8.4. External Ground Service Providers

SKYUP MT may contract certain operational functions to external ground service providers in particular:

- De/Anti-icing;
- Aircraft Maintenance;
- Ground handling and cargo operations of the aircraft, passengers and cargo;
- Flight Support (performance calculations, flight planning, navigation database and dispatch);
- Aviation Security;
- Personnel training;
- Manual preparation;
- other functions, depending on the needs.

SKYUP MT as the operator retains the responsibility for ensuring regulatory compliance of the product or services delivered by the contracted organizations/individuals on their behalf.

SKYUP MT shall hold a written contract or agreement for the provision of products or services by the contracted organizations.

Contracts/service agreements shall include such standards and monitoring procedures that SKYUP MT deems necessary to ensure regulatory compliance and safe operation.

The control and mitigation of any aviation safety hazards identified with the contracted activity will be described in the contract/agreement.

0.8.4.1. External Ground and Cargo Service Providers Selection Process

Currently SKYUP MT doesn't have a service provider selection process in place that ensures:

- Relevant safety and security selection criteria are established;
- Service providers are evaluated against such criteria prior to selection.

SKYUP MT intends to establish a systematic documented and implemented process for the selection of external service providers as described in the CMM (ref. CMM, ch. 3.2).

At the moment the selection of an external service provider is based on the needs of ground handling and cargo operational area and is carried out under the responsibility of Director Ground Operations. For more information, please, ref. CMM 3.2.

0.8.4.2. Agreement with External Ground Service Providers

SKYUP MT has a process to ensure that the agreement is executed with external ground and cargo service providers that conduct outsourced operational functions for SKYUP MT. IATA SGHA should be concluded for all flights except ad-hoc operations or short time noticed flights.

Each agreement with an external service provider shall be analyzed by relevant responsible operational manager to ensure that:

- the parties agree to the terms and fully understand their area of responsibility;
- functional responsibilities of the parties are clearly defined;
- liability for failure to comply with the terms of the agreement is clearly defined and understood.

SKYUP MT is always responsible for ensuring an external provider performs an outsourced operational function properly.

Such a written agreement shall identify specific documented requirements that can be monitored by SKYUP MT to ensure the safety and/or security of operations are being fulfilled by the ground and cargo service provider. These requirements typically form the basis for the monitoring of the ground service provider by the operator.

A contract or agreement shall ensure details of the operational functions to be performed by the external ground service provider and formally documented.

During the contract or agreement approval process, each responsible operational manager of the Ground Operations Directorate is responsible for developing and ensuring that specific requirements applicable to the GSP are included.

The contracts or agreements might be reviewed and approved by relevant operational managers via the centralized "Agreement Approval Electronic System" (DMS) or via corporate email.

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The monitoring processes of such specific requirements are set up by each operational manager, but they can also be monitored through audits.

The cooperation with external Ground Service Providers without an appropriate concluded agreement is strictly prohibited.

0.8.4.3. IATA Standard Ground Handling Agreement (SGHA)

At all airports most operations activities are carried out by ground handling and cargo providers for the carrier, in accordance with Standard Ground Handling Agreement.

0.8.4.4. Service Level Agreement (SLA)

When SGHA is executed, SGHA shall contain measurable specifications that can be monitored by SKYUP MT Ground Operations Directorate to ensure requirements that affect the safety and/or security of ground handling/cargo operations are being fulfilled by the external service provider. This requirement shall be fulfilled by executing an appropriate Service Level Agreement (SLA) to the SGHA.

The Service Level Agreement shall specify Measurable Specification to evaluate the level of effectiveness according to the preselected targets.

Typical SLA items:

- (a) Non-adherence to SKYUP MT safety procedures and GOM;
- (b) Zero incidents goal;
- (c) Station Delays (OTP - on-time performance);
- (d) Baggage processing delays;
- (e) Mishandled baggage;
- (f) Excess baggage handling charge collection;
- (g) Equipment provision;
- (h) SPI (Safety Performance Indicators) targets*/ Effectivity criteria;
- (i) Staff friendliness (customer satisfaction).

* Ground handling and Cargo Measurable Specifications:

Measurable specifications	Completion rate required
Compliance with weight and balance procedures, preparation of correct Loadsheet, LIR, NOTOC. Compliance with LMC procedure. Use of correct and updated W&B documentation or/and masses.	100%
Compliance with procedure of loading and unloading baggage (including labeling, sorting, etc.) as well as securing compartment nets	100%
Ground equipment positioning and operating so as to avoid causing damage to the aircraft	100%
Use of serviceable GSE equipment	100%

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Take all measures at the check-in and boarding to ensure passengers do not transport undeclared or mis-declared Dangerous Goods in checked or cabin baggage, in violation of IATA DGR Table 2.3.A	100%
Compliance with de-/anti-icing procedure, transmission of correct anti-icing code	100%
Maintaining reliable and correct communication during ground handling operations (e.g., pushing, towing, refueling with passengers on board, etc.), including hand signals	100%
Ensure training and certification of GSP personnel and training programs are valid and updated	100%
Compliance with fueling procedure, fuel spillage (due to GSP fault), loading of contaminated fuel or use of incorrect fuel grade or specification	100%
Reporting of GRH/CGO safety related cases	100%
Compliance with airside safety procedures, including FOD cases	100%
Compliance with IATA DGR during the transportation of Dangerous Goods in cargo, including marking and labelling, packing, documentation, handling, loading and unloading, securing	100%
Compliance with loading/unloading procedures, including improper marking, sorting, or incorrect securing of cargo, mail, and equipment in compartment	100%
Transporting Dangerous Goods or special cargo with all required authorization	100%
Ensure training and certification of Cargo Handling personnel and training programs are valid and updated	100%

0.8.5. Handling Agreement and Fulfillment Monitoring

Handling agreements and other agreements (Service level agreement, supervising agreement, etc.) are controlled by the Head of Stations Operations.

Ground Service Provider shall be authorized properly and must follow IATA standard safety and security procedures.

Criteria of choosing a service provider should be:

- (a) level of safety procedures;
- (b) SKYUP MT SLA and Operational Manual of GHA compatibility;

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- (c) level of staff skills;
- (d) level of technical equipment;
- (e) level of communication with the client;
- (f) price for services and information about the service provider.

The final decision on the selection of a ground handling provider is made by Director Ground Operations.

For more information about Contractor Approval Procedure ref. CMM 3.6.

0.8.6. External Ground Service Providers Compliance Monitoring

0.8.6.1. General provisions

SKYUP MT has processes to monitor external service providers that conduct outsourced operational functions related to Ground Handling and Cargo Operations to ensure requirements that affect the safety and/or security of operations are being fulfilled.

The purpose of the external ground service provider monitoring processes is to ensure that:

- the external service provider complies with all applicable regulations and SKYUP MT compliance and safety standards,
- have the necessary approvals and procedures that are approved by the relevant authorities of the countries that issued such approvals (if applicable);
- perform all work in accordance with the SKYUP MT requirements.

For more information refer to CMM 3.4.5.

SKYUP MT established that IOSA/ISAGO registration as the only means to monitor is acceptable via obtaining the latest of the applicable audit report(s) through official programs channels and considering the content of such report(s).

If this option is used, the Director Compliance shall request the Audit Report from IATA in accordance with current procedure.

All the records relating to the external service providers or partner operators monitoring are retained in the same manner as described in CMM (ref. CMM 2.11).

All data for the audits of external service providers shall be entered into the Centrik database (ref. CMM 2.8).

0.8.6.2. External Ground Service Provider Audits Specifics

The audit of external service providers is conducted in the same way as internal SKYUP MT department audits, following the processes and procedures described in CMM (ref. CMM Ch. 2).

External audits of GSP are planned based on current SKYUP MT needs, preliminary audit results and an evaluation of SKYUP MT activity for the next year.

The scope of external organizations audit is determined depending on the organization's activities specifics and SKYUP MT requirements.

Unless otherwise specified by the Director Compliance on a case-by-case basis, external audits at least shall include the next areas to check:

- management system and resources;
- personnel training, including training programs;
- service standards;
- procedures for providing services;
- compliance monitoring program;
- documents and records;
- availability of appropriate certificates/permits that give the organization the right to perform certain activities;
- resources and personnel.

If the external audit of GSP is cancelled, the reason should be reflected in the Management Evaluation meeting minutes.

For more information, ref. CMM 2.1 and 3.4.

0.8.6.3. Ground Handling

Ground handling consists of but is not limited to passenger and ramp services, load control, aircraft fueling, aircraft de/anti-icing, and cargo handling.

At least 2 (two) main operational stations (one for the summer, and a second for the winter season) are included in the annual external audits plan.

It is required that the operational stations with operations of more than 50 flights per month, shall be planned for the audit and considered in part of auditor's annual manhour plan.

The information regarding the planned operations shall be requested from the scheduling department before the IATA Summer and Winter seasons.

In case of schedule changes the annual external audit plan may be revised.

In case of operational needs or safety issues with some active or potential contractors, additional unscheduled audits may be planned and performed after the Director Ground Operations, Director Safety and Director Compliance decision.

All ground handling providers shall be covered by the "Contractor Evaluation Questionnaire" form SEU-CMM-FORM-007 during the contract or agreement conclusion.

There is no need to complete the "Contractor Evaluation Questionnaire" form SEU-CMM-FORM-007 if the audit was performed before providing the services and contract conclusion.

Additional assessment procedures for the de/anti-icing contractors are described in the current "De/Anti-Icing Manual" SEU-GRH-003.

0.8.7. External Ground Handling and/or Cargo Service Providers monitoring under Wet Lease out Program

SKYUP MT has a process in place to audit or otherwise monitor external ground handling and/or cargo service providers with whom SKYUP does not have a direct contractual relationship, and such ground handling and/or cargo services are provided through partner operators to whom SKYUP MT provides passenger and cargo transportation services under a commercial air transportation agreement (Wet Lease out/ ACMI-out).

The requirements of this process apply to SKYUP MT operates under a commercial aviation agreement during the last IOSA registration period.

The purpose of this process is to ensure that the services provided by contract organizations meet the SKYUP MT requirements.

The most common use of these procedures is to monitor external ground handling providers, but other cases may also be applicable depending on the agreement provisions.

For more information, ref. CMM 3.4.8.4.

0.8.8. Product Control

At the moment SKYUP MT do not have the processes to ensure equipment or other operational products relevant to the safety or security of aircraft operations that are purchased or otherwise acquired from an external vendor or supplier meet the product technical requirements specified by SKYUP MT prior to being used in the conduct of operations or aircraft maintenance.

0.9. GROUND SERVICE PROVIDER

0.9.1. General

SKYUP MT outsources ground and cargo operations activities to ground service providers (hereinafter - GSP)/handling agents and airport operators throughout its network.

- (a) The GSP shall have an organization and management system, including definition of responsibilities and authority, for the management of all ground handling functions associated with ground administration and supervision, ramp operations, passenger services, baggage services, catering services, cleaning and aircraft servicing, ground transport services, weight and balance control, ground support equipment, fuel services and cargo handling operations;
- (b) The GSP shall have a system for the management of personnel assigned to its ground handling operations, to include assurance of competence, training, education, skills and experience;
- (c) The GSP shall have an operating manual containing corporate standards that meet company and applicable regulatory requirements, and include policies, processes, procedures and practices for all ground handling operations. It must be available (accessible) in a readily usable format at each location where ground handling operations are conducted;
- (d) The GSP shall have a Safety Management System that includes policy, purpose, applicability, responsibilities, training, operating procedures, risk management, audits, inspections, performance monitoring, emergency response, risk assessment and hazard / mishap evaluations;
- (e) The GSP shall have a system that ensures areas of non-compliance are determined (either through the audit process or operational experience) and addressed, including responsibilities and associated timelines for corrective action;
- (f) The GSP shall have access and use appropriate ground and cargo handling facilities to ensure the safe handling of SKYUP MT flights;
- (g) The GSP shall have policy designed to prevent and treat problems created in relation to operations by use of psychoactive substances and medication and to comply with the applicable laws. A policy on the prevention and detection of misuse of psychoactive substances by safety-sensitive personnel (persons who might endanger aviation safety if they perform their duties and functions improperly) under its direct control, to ensure that safety sensitive personnel will not undertake his function or perform duties when under the influence of any psychoactive substance or when unfit due to medication, or other similar causes by reason of which human performance is impaired;
- (h) The GSP shall have a procedure to ensure that one designated individual is responsible for supervision and oversight of ramp operations during a SKYUP MT turnaround;
- (i) If the GSP utilizes an electronic system for the management and control of operational ground and cargo handling records, the GSP shall ensure the system provides for a scheduled generation of backup record files;

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- (j) The GSP shall ensure a current edition of the following manuals are accessible to their staff:
- SKYUP MT Ground Operations Manual;
 - SKYUP MT De/Anti-icing Manual;
 - SKYUP MT Cargo Operations Manual;
 - All other SKYUP MT GHA, Bulletins and forms available in Ground Handling section at <http://skyup.centrik.net/>
 - IATA Dangerous Goods Regulations (DGR IATA) or ICAO Technical Instruction (TI ICAO).

0.9.2. Ground Service Provider Checklist Usage

To ensure service quality and safety standards, SKYUP MT conducts not only external audits and inspections but also utilizes the “Ground Service Provider Checklist” (SEU-GRH-FORM-057, Ref. GOM, Annex A). This checklist must be completed by the responsible person at the GSP and submitted to outbase@skyup.aero

Based on the submitted data, the Area Manager of the respective station evaluates the compliance with quality and safety standards. If any non-conformities are identified, the Area Manager reports them to the Head of Stations Operations and Head of Ground Handling Support for further corrective action.

0.10. FLIGHTS ON BEHALF OF OTHER CARRIER

The following rules apply for ground handling services provided by the operator (Lessor) for ground handling of SKYUP MT aircraft (long-term ACMI out):

- (a) The Lessee shall provide its Ground Operations Manual to SKYUP MT for evaluation. Director Ground Operations is responsible for evaluation;
- (b) The basic logic is that any aircraft and ramp-related procedures will be performed according to the provisions by Lessor, while any passenger-related procedures shall be performed according to the provisions by Lessee;
- (c) Safety-related items shall be fulfilled according to SKYUP MT standards;
- (d) Any differences emerging from the evaluation (a) that are not safety-related shall be mutually agreed;
- (e) Based on the results of the assessment, a Ground Handling Notes describing the discrepancies in the basic ground handling rules and procedures shall be issued and distributed internally to the interested parties.

Ground Handling Note (GHN) is issued by responsible personnel of Ground Handling Support Department. GHN is a separate informatory document only.

If changes are required to GHN already exists – new revision of the GHN shall be issued and replaced at Centrik accordingly.

SkyUp Airlines	GROUND HANDLING NOTE	GHN №	00/00
		Status	Open
		Valid from:	00/00/0000
Subject:			
Page 1			

GHN should contain the following attributes:

- The identification number (format GHN-XX/XX).
- Status.
- Effective date (valid from dd/mm/yyyy).
- Subject - short description of the GHN. Shall be the same on each page of certain GHN.
- Page number.

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1. PASSENGER HANDLING PROCEDURES

1.1. PASSENGER DEPARTURE

1.1.1. Predeparture Activities

1.1.1.1. Passenger Pre-Flight Preparation

Prepare check-in for flights prior to the opening airport check-in and verify all necessary data has been transferred into the check-in system correctly.

- (a) Review the booking status;
- (b) Confirm the Passenger Name List (PNL) and Additions and Deletions List (ADL) were properly transmitted and match the booking status;
- (c) Block seats, if required, for security officers, stretcher cases, DH crews, weight, and balance, and if seats are unserviceable;
- (d) Confirm the seat plan is set according to the actual aircraft type and version. The seat maps for SKYUP MT fleet can be found in Centrik <http://skyup.centrik.net>
- (e) Check the number of booked passengers/ in case of overbooking;
- (f) Review the flight remarks, boarding time, departure time, and gate. Brief personnel about the reason for any delays. Apply payload restrictions, if any;
- (g) All necessary items must be prepared before check-in start (passenger manifest, boarding passes, seating plans, company DCS documents etc.;
- (h) Boarding pass form shall be:
 - SKYUP MT blank; or
 - Airport/GSP blank; or
 - Blank sheet.

Boarding pass blank from other airlines is prohibited to use on SKYUP MT flights. In exceptional cases usage of such boarding passes shall be approved by SKYUP MT OCC occ.mt@skymalta.aero .

- (i) Check the passenger list for special passengers (e.g. UMNR, PWD, INF etc.) and pre-assign as per the policy laid down in this manual and according to the aircraft type;
- (j) Check if passengers seated in emergency exit rows meet the seating requirements (ref. GOM 1.1.4.2.2);
- (k) If not pre-reserved, block adjacent seats for families traveling with infants or children. Check INF seating and if there are 2 INF in a half row, reseat them;
- (l) In case of reseating passengers, print boarding cards with the new seats in advance and exchange passengers online boarding cards at the time of check-in or boarding;
- (m) Where free/open seating is applied, inform the crew and passengers, and ensure special category passengers have appropriate seats;
- (n) For the benefit of passengers and the SKYUP MT image, all Ground Service Providers will ensure that the counter shows, in an appropriate place, a flight indicator with the flight number clearly displayed or monitored and a sign with

SKYUP MT in full to clearly indicate which counters are being used to check-in once the pre-flight preparation is completed.

Note: This does not apply to stations operating common check-in.

1.1.2. Check-In Counter Requirements

1.1.2.1. Check-in Counter Setup

(a) For dedicated check-in:

- (1) the number of check-in counter must be sufficient to the book load and all time the counters should be clean and neat;
- (2) 1 check-in counter for passengers with **FLY & Celebrate** tariff (SKYUP MT Priority counter). In case it is not possible to open separate check-in desk for passengers with **FLY & Celebrate** tariff, passengers with booking in this tariff must be checked-in first and without waiting in a line;
- (3) 1 check-in counter for Drop-off/ Online check-in/ Groups (more than 50 passengers in one group) (if applicable);
- (4) 1 check-in counter per each 50 economy class passengers on regular flight or in case of charter flight 1 check-in counter for each 70 pax.

(b) For common check-in:

- (1) in case of two or more SKYUP MT flights operated at the same, common check-in could be applied;
- (2) Flight Information Display Screens and check-in counters screens shall clearly display the common check-in area, where the passengers can use any desk within the open check-in window;
- (3) for the duration of the overlapping check-in windows the amount of the open check-in desks shall not be less than the rounded-up sum of simultaneous flights multiplied by 2 for Boeing-737-800;
- (4) ensure that passengers entering the queuing area adhere to the open check-in window;
- (5) 15 minutes prior to check-in closure of a particular flight, all passengers for this flight – standing within the queue are called forward and handled with priority;
- (6) SKYUP MT Priority Line shall be facilitated by assigning one or more counters for SKYUP MT Priority customers (passengers with **FLY & Celebrate** tariff). In case the dedicated SKYUP MT Priority check-in queue is empty, the check-in agent shall call the next customer in the non-priority queue;
- (7) as a principle, not less than 1 priority desk for every 2 simultaneous flights shall be facilitated.

1.1.2.2. Prior to Opening 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 GSP's 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 services provider all relevant documentation, where applicable.
- (c) Stock boarding card and bag tag printers;
- (d) Ensure adequate stock of any SKYUP MT specific tags, handling forms, information on passenger rights and marketing material, if applicable;
- Note:** The check-in materials (boarding cards, baggage tags etc.) must always be secured from unauthorized use.
- (e) A sizer to control cabin baggage parameters shall be made available to the passengers.
- At least 1 baggage sizer must be available at check-in counters.
- Prepare check-in queues, stanchions, carpets, baggage gauges, podiums (if applicable);
- (f) Ensure Dangerous goods notifications (Ref. GOM, Annex A, SEU-GRH-FORM-001) are prominently displayed at the check-in area as well as drop-off areas;
 - (g) The check-in counter should be equipped with information about the air passenger rights in irregularity cases;
 - (h) Ensure that Information Letter in Case of Flight Discrepancies (Ref. GOM, Annex A, SEU-GRH-FORM-002) has been positioned on the check-in counter. It must be prominently displayed so that the passenger can view them with ease;
 - (i) Check-in counter must be correctly identified: airline code and logotype, flight number, destination and departure time must be displayed;
 - (j) Ensure that the form with Security Questions has been positioned on the check-in counter (Ref. GOM, Annex A, SEU-GRH-FORM-003).

1.1.3. Passenger Check-in**1.1.3.1. General**

Check-in is a complete sequence of steps that involves the registration of the passengers and their baggage in a Departure Control System (DCS) or manual system, the labelling of the baggage and the issuance of boarding passes. Boarding passes containing the passenger's name must be issued to all the passengers, either on paper or electronically.

1.1.3.2. Check-In Deadlines

Handling agents are responsible for on time opening and closure of the check-in desks and must provide enough manpower to respect deadlines:

- (a) Online check-in closes STD - 4h;
- (b) Check-in at the airport of passengers for all SKYUP MT flights (domestic and international) starts not later than 2 hours and 30 minutes before the Estimated Time of Departure (ETD);
- (c) Check-in at the airport of passengers for all SKYUP MT flights (international and domestic) ends 45 minutes before the ETD;
- (d) At some stations check-in deadlines may vary according to local conditions - it must be agreed with SKYUP MT.

1.1.3.3. Operating Carrier, Marketing Carrier, and ACMI-leasing

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

1.1.3.4. Check-In Types**1.1.3.4.1. General**

Check-in may be provided at check-in counters, via self-service methods such as web-check-in or mobile application and may be performed using a DCS or manually.

Passenger may print the online boarding pass and present it together with their valid travel documents at the airport security and boarding gate or use online boarding pass on electronic device.

1.1.3.4.2. Manual Check-In

Manual check-in is used as an exceptional at the stations where there is no DCS available or DCS is not working. In case of Manual Check-in:

- Seat allocation is performed manually, using sticker type seating charts;
- Manual baggage tags are issued;
- Boarding passes are filled out manually;
- Passenger manifest filled out manually;
- All close-out activities must be manually performed;
- The numbers of issued bag tags should be stated at passenger manifest next to the passenger's names.

1.1.3.4.3. Through Check-In

SKYUP MT operates only point-to-point flights: strictly no onward or connecting flights.

1.1.3.4.4. Return Check-In

The check-in for return flight at the airport is not applicable for SKYUP MT flights.

1.1.3.4.5. Self-Service Check-In

Only web check-in is available on SKYUP MT flights.

Currently other self-service check-in options are not available on SKYUP MT flights.

Information about web-check-in and applicable destinations can be found on www.skyup.aero

- Web (Online) Check-in is free of charge;
- Online check-in becomes available in passenger's personal account:
 - for the **Just Fly** fare - 48 hours before STD
 - for the **Fly & Smile** fare – 15 days before STD
 - for the **Fly & Celebrate** fare – 30 days before STD
- The service closes 4 hours before STD;
- Passengers either can print boarding cards on their own or at the check-in desks in the airport. Mobile boarding passes are acceptable;
- Passenger documents should be verified during boarding at the gate;
- At the gate handling personnel should additionally describe to passenger types of dangerous goods that are forbidden for transport on board an aircraft.

1.1.3.4.6. Off-site Check-In

Off-site check-in is not applicable for SKYUP MT flights.

1.1.3.4.7. Emergency Back-Up Check-In

In case of DCS and/or Baggage Handling System (BHS) failure, local back-up procedures must be established in every station.

1.1.3.5. Check-in Opening

Standard SKYUP MT airport open check-in counters is from -150min to -45min before the scheduled time of departure. In exceptional cases where operational requirements mandate the opening and/or closure time might differ – upon the alignment with the responsible GSP personnel.

Conduct a personnel briefing for check-in agents before the check-in counters are opened and receive and review any summarized flight information.

1.1.3.6. Baggage Drop-Off

Passengers who have used a self-service check-in facility may drop their checked baggage at a baggage drop-off. The check-in agent must:

- Review the boarding pass and pull up the passenger data into the system;
- Verify identity and travel document, access carry-on baggage and accept checked baggage;
- Add baggage information and any Special Service Request (SSR) to the DCS if required and apply any related fees.

1.1.4. Passenger Acceptance

1.1.4.1. Requirements for Passenger Acceptance

When accepting a passenger observe the following:

- (a) Welcome and greet the passenger;
- (b) Ask for flight itinerary/ booking confirmation and an official travel document (e.g., passport), if necessary and verify validity;
- (c) Compare the name on e-ticket with the name on official documents;
- (d) Pay attention to any signs showing that the passenger might be allowed to travel, e.g., unruly behavior, signs of illness. Certain categories of passengers may be refused travel (ref. GOM 1.4.6.1.1, 1.4.6.2.2, 1.6.5);
- (e) Identify the passenger in the check-in system, verify passenger data and follow appropriate procedures if passenger needs special assistance;
- (f) Check the number, weight and size of carry-on baggage and attached a carry-on baggage label;
- (g) Ask the passenger to show all the baggage to be carried at aircraft hold. Check if the baggage is properly packed and examine it for any damage. If you detect any damage, mark in on the designated area of baggage tag (Limited Release);
- (h) Weigh all baggage and remove old bag tags;
- (i) Check with passengers if they are in possession of any dangerous goods/restricted item and verify safety requirements/draw passenger attention to restricted items for carriage through the mandatory security questions or with help of a signage at the counter. Items prohibited in carry-on baggage or in hold baggage must be removed;

1.	Does this bag belong to you?
2.	Did you pack this bag yourself?
3.	Could anyone have interfered with your baggage since you packed it?

4.	Are you carrying anything for anyone else?
5.	Do you have any sharp items, dangerous stuff, or liquids more than 100 ml in your hand luggage?
6.	Do you have any power bank or any electronic cigarettes in your baggage?

- (j) Observe of free allowance for checked baggage and inform passengers in case of excess baggage;
- (k) Update passenger and baggage information and add any Special Service Requests (SSR) to the DCS if required and apply any related fees;
- (l) Attached baggage tags and, If applicable, special purpose labels to the baggage. Attach the baggage identification portion to the passenger ticket cover;
- (m) Hand over the boarding passes, confirming number of pieces and destination to which baggage has been checked;
- (n) Inform the passenger about departure gate, boarding time and give any other relevant information concerning the flight (eventual flight irregularities etc.);
- (o) Say goodbye, wish the passenger a safe and happy journey and show the direction to the boarding gate.

Note: Check-in at the airport is free of charge for the following passengers:

- People over 65 years old;
- Persons with disabilities classified as Group 1 or Group 2. Confirming document: certificate of the recipient of state social assistance for a disabled person;
- Anti-Terrorism Operation/Military Operation participants or War Veterans. Confirming document: participant certificate;
- In case the ticket was bought less than 4 hours before departure (either via internet or at the airport);
- Persons departing from cities where online check-in is not implemented;
- Fly & Celebrate fare passengers;
- Infants.

All updated terms and prices regarding check-in at the airport fees are available on the SKYUP website www.skyup.aero

1.1.4.2. Seating

1.1.4.2.1. Passenger Seating Policy and Seat Allocation

Seat assignment will be carried out by the system for all online checked-in passengers 4 hours before the scheduled time of departure. Passengers can choose seats online.

Seat numbers will appear in the DCS system together with other SSR codes and will be displayed on their online check-in boarding card or mobile boarding card. In case

of airport check-in, the seat number shall be highlighted on the boarding card by circling it.

Passengers can change their seats online (up to 4 hours) or at the airport free of charge or for an additional fee depending on the selected tariff (see www.skyup.aero).

Passengers are only entitled for a refund if they cannot get their seats for operational reasons, for example seat is inoperative, passengers moved to a new flight due to overbooking and cannot get the seat they paid for etc.

If a passenger has chosen a seat which is not suitable (for example, a person under age 12 years has chosen emergency exit seat), refund is not applicable.

The allocation of seats to passengers depends on its seating version, mass and center of gravity of the aircraft.

In general, the following rules apply:

- (a) Each person who is 2 years old or older shall be allocated a separate seat equipped with a proper safety belt/harness;
- (b) Multiple occupancy of a seat by one (1) adult and one (1) infant (below 2 years of age) is permitted only if the infant is properly secured by a loop belt attached to the adult's safety belts;
- (c) An oxygen dispensing unit must be available for both adult and infant, its applicable to allocate only one (1) infant in a block seats;
- (d) Passenger shall be seated where, in the event of an emergency evacuation, they may best assist and not hinder evacuation. Only that person who appears reasonably fit and strong should be seated adjacent to self-help exits;
- (e) Check for special pre-assignments and honor them;
- (f) If possible, accommodate specific seat requests such as aisle, window, front, near the toilet, etc.;
- (g) In case of free seating, inform the passengers and the crew;
- (h) Seating can be limited for weight and balance and other various reasons.

1.1.4.2.2. Exit Row Seating

Seats which permit direct access to emergency exits and aisle seats in the first row shall be assigned only to passengers who appear to be reasonably fit, strong, and able to assist the rapid evacuation of the aircraft in an emergency after an appropriate briefing by the crew (Able Bodied Passengers).

In all cases, passengers who, because of their condition, might hinder other passengers during an evacuation or who might impede the crew in carrying out their duties should not be allocated into seats which permit direct access to emergency exits.

- (a) The following categories of passengers are among those who should not be allocated to, or directed to seats including jump seat which permit direct access to emergency exits:
 - (1) Passengers suffering from obvious physical or mental handicap to the extent that they would have difficulty in moving quickly if asked to do so;

- (2) Passengers who are either substantially blind or substantially deaf to the extent that they might not readily assimilate printed or verbal instructions given;
- (3) Passengers who because of age or sickness are so frail that they have difficulty in moving quickly;
- (4) Passengers who are so obese that they would have difficulty to moving quickly or reaching and passing through the adjacent emergency exit;
- (5) Passengers who can't follow the emergency instructions given by cabin crew;
- (6) Children under 12 years (whether accompanied or not) and infants;
- (7) Pregnant women;
- (8) Deportees, inadmissible passengers or passengers in custody;
- (9) Passengers traveling with animals.

Notes:

- (1) "Direct access" means a seat from which a passenger can proceed directly to the exit without entering an aisle or passing around an obstruction;
 - (2) Able Bodied Passengers are those passengers selected by the crew members to assist in an emergency evacuation, which appears to be reasonably fit and strong, and able to understand instructions given by the crew.
- (b) Exit row seats shall not be assigned to passengers who are unwilling or are unable to assist in the event of an emergency due to any of the following criteria:
- (1) Passengers who do not feel comfortable with the idea of performing the necessary duties in case of an emergency;
 - (2) Passengers lacking the ability to understand and acknowledge the instructions related to emergency evacuation given by the crew on-board or the ability to read and understand the instructions given on the Safety Instructions Card;
 - (3) Passengers have the responsibility of caring for small children or another passenger.

The exit row and aisle seats in the first row shall be allocated at the time of check-in process. The check-in agent must physically ascertain the suitability of the passenger before allocating these seats. In any case these seats must not be pre-assigned. The verification of the passengers assigned to exit row seats also remains with the boarding agent who must identify the passenger's condition at the time of boarding and ensure that they meet the requirement of Able Bodied Passengers.

Generally, seats next to the emergency exits shall not be assigned to passengers who do not have sufficient mobility, strength and dexterity in their arms, hands, and legs to open an exit.

1.1.4.2.3. Use of Vacant Crew Seats**(a) General**

Three different type of vacant crew seat may be available on SKYUP MT' aircraft:

- Flight Deck Jump-seats;
- Cabin Crew Seats;

- Crew rest seats (if available).

The use of vacant flight deck jump seats, cabin crew seats, crew rest seats, to another person who is not a crew member is only permitted at Commander's discretion.

Children and passengers traveling with infants may not be seated on the first types of crew members' seats listed above.

(b) Flight Deck Jump Seats

The main purpose of flight deck jump seats is to enable line training/checking. Other personnel may be authorized to occupy vacant flight deck jump seats during the flight in accordance with OM-A (Ref. OM-A 8.3.12.4.).

Use of vacant flight deck jump seats is restricted to the following authorized personnel:

- Flight crew who has been designated to act as checking or training personnel for the particular flight;
- Technical staff from maintenance/engineering, performing specific duties, checking and observation the aircraft systems;
- Observer/Supernumerary;
- SKYUP MT Flight crewmembers (Dead Head crews) upon availability valid ID;
- SKYUP MT Cabin crewmembers (Dead Head crews) upon availability valid ID and when there are no vacant seats available in the cabin;
- Representatives of Transport Malta - Civil Aviation Directorate (hereinafter - TM-CAD) responsible for certification, licensing, or inspection, if it is necessary for implementation of their official duties;
- An employee of foreign aeronautical authorities/organizations performing specific duties and/or on a familiarization flight;
- SKYUP MT Accountable Manager.

The person who is accepted to occupy the flight deck jump seat must be listed in the Journey Log and/or General Declaration.

The first officer is responsible for evacuation of the person occupying jump seat in case of inflight emergency.

(c) Cabin Crew Seats

The main purpose of cabin crew seats is to enable cabin crew to perform their duties and conduct line training/checking. By Commander's decision and with the approval of the SCCM (Senior Cabin Crew Member) other persons may be authorized to occupy vacant cabin crew seats. These persons shall be briefed on safety procedures and equipment and their relevant operating procedures, if applicable.

The authorized person occupying cabin crew seat should use it during all phases of flight including taxiing, takeoff, and landing.

In addition to the persons listed in item **(b)** above, the persons listed below may occupy free cabin crew seats:

- Cabin crew trainee (familiarization flight); *
- SKYUP MT personnel holding valid SKYUP MT ID; **
- IOSA auditors; **
- Personnel of partner companies (should have a valid ID) with whom SKYUP MT has a contractual relationship; **
- Family members of SKYUP MT personnel above the age of 16. **

*.....Mentioned person who is accepted to occupy the cabin crew jump seat must be listed in the Journey Log and/or General Declaration.

**.....Mentioned person who is accepted to occupy the cabin crew jump seat must have a boarding pass with the mark “JMP” or must be listed in the Journey Log and/or General Declaration.

Note: Commander makes the final decision about priority to use Jump seats in the passenger cabin.

(d) Crew Rest Seats

Subject to the aircraft Commander's approval, these seats may be released.

However, the decision concerning who may use the cabin crew rest seats is up to the Senior Cabin Crew Member with the approval of the aircraft Commander.

This decision shall be preliminary coordinated by the aircraft Commander and the Senior CCM.

1.1.5. Documents Required for Travel

1.1.5.1. Passenger Documents

Passenger documents consist of:

- (a) Travel document (e.g., passport or national identity 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 SKYUP MT, are provided by ICAO Annex 9 and by the World Health Organization (WHO).

It is passenger's own responsibility to have the necessary travel documents (passport, National ID card, visa etc.), vaccination certificates and meeting all other requirements of the country to which he is travelling.

The same travel document given during the web check-in must be presented at airport security and boarding gate.

Ground Service Provider personnel responsible for check-in and/or boarding shall verify improperly documented person is not allowed to travel.

1.1.5.2. Verification

1.1.5.2.1. General

Verification is a process also known as document check, carried out by Ground Service Provider personnel 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 a GSP's personnel, 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.

1.1.5.2.2. Document Checks

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

- (a) Determine ticket acceptability and confirm destination and/or transit with passenger including the return ticket, if applicable;
- (b) Verify the passenger's identity against the travel document presented e.g.:
 - Citizenship and date of birth for entry requirements;
 - Expire status of the document;
 - Visual comparison of the photo to the passenger;
 - The name of the travel document matches the booked/ticketed name.

Note: Ensure every person holds a valid travel document.

- (c) Ensure where applicable, the visa or residence permit required to enter the State of transit and/or receiving State;
- (d) Review visa and/or entry conditions/limitations;

Note: Use TIMATIC services to help ensure that their passengers comply with the entry requirements of the transit and destination country.

- (e) Review health documents status for destination and/or transit requirements, if required;
- (f) Collect or verify advance passenger information (API) data, if required;
- (g) Ensure irregularities are detected such as:
 - Expired or invalid travel document or a visa for which the maximum number of entries has been depleted;
 - Counterfeit, forged or altered;

- Documents that belong to another person, or
 - Passenger without such document.
- (h) When irregularity is identified, with the passenger document(-s), the supervisor will be notified:
- To contact the appropriate authority/special trained document expert for assistance to further verify documents, if applicable, or
 - 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.
- (i) Retrieve DCS records and review any special remarks.

Notes:

- (1) As per ICAO Annex 9, Contracting States have an 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 airline to establish the validity and authenticity of the travel.
- (3) Consequently, SKYUP MT will seek mitigation of State penalties whenever fraud detection was not obvious nor evident.

1.1.5.3. Advance Passenger Information

Many governments require airlines to submit Advance Passenger Information (API) data. API is made up of two different information datasets related to:

- Flight;
- Identity of the passenger.

The information related to the passengers is included in the Machine-Readable Zone (MRZ) on the travel document (e.g., surname/given names, date of birth, nationality, travel document number, expire date etc.) at specified times for inbound and sometimes outbound passengers.

Information is generally collected at the time of check-in, or provided from data collected during the booking process, and verified during presentation of the travel document.

Collect API data at the time of check-in, or review and verify data already provided.

Transmit API data as requested by authorities. Always protect passenger's personal information and securely dispose of any related paperwork not kept on file.

1.1.6. Baggage Acceptance**1.1.6.1. General**

The following section presents the baggage acceptance procedures. It should be noted that the handling of baggage may vary between airlines and therefore deviation from the processes described are possible.

1.1.6.2. Cabin Baggage

Cabin baggage is baggage that is or is intended to be brought onto an aircraft in the custody of a passenger or crew member for stowage in the cabin.

Cabin baggage must be of such size that it can be stored under the seat unless a seat is equipped with a restrictive lath, or in the overhead bin in compliance with the dimension limitation.

Cabin baggage must not remain in cabin without passenger/ owner.

It is commonly referred to as hand baggage, carry-on baggage, or unchecked baggage.

A wheelchair must always be carried in the hold. Other items needed by PWDs may be carried in the cabin if space permits.

Passengers who have purchased an extra seat (EXST) are entitled to the cabin baggage allowance for both seats.

1.1.6.2.1. Cabin Baggage Types

(a) Baggage carried within free carry-on baggage allowance

Depending on tariff/reservation class there are the following cabin baggage allowance:

Economy Class	JUST FLY	FLY & SMILE	FLY & CELEBRATE
Pieces/ Weight	1 piece 9 kg	1 piece 9 kg	2 pieces: 1pc – 9 kg max 1pc – 9 kg max
Size	40x30x20 cm	55x40x20 cm	55x40x20 cm and 40x30x20

Note: The above dimensions include wheels, handles, side pockets etc.

(b) Free carry-on items permitted by SKYUP MT in addition to the standard allowance

The following items are allowed to carry on free of charge:

- For children under the age of two: food for flight, toys, diapers etc., that is needed during the flight (max 5 kg and dimensions 40*30*20);

Note: infants are not entitled to any personal allowance.

- child travel basket (for the children up to 1 years old);
- baby stroller or pushchair or pram;
- wheelchair (in case the passenger has appropriate statement from doctor) and/or crutches, special equipment that is needed during the flight for the passengers with disabilities, if there is space for such equipment on board of aircraft;

Note 1: Any additional items or accessories, such as outerwear, ladies/men bag, laptop, book or magazine, camera, folder for a paper, umbrella, etc. must be placed inside hand baggage which is permitted to be transported in accordance with the rules of booked class ([Just Fly](#), [Fly & Smile](#), [Fly & Celebrate](#));

Note 2: Passenger is allowed to carry 1 additional bag of Duty-Free goods bought in the airside departure lounge, after passing the security check.

- (c) Special items permitted by SKYUP MT that may require prior arrangement, notification and/or specialized screening and/or additional charges (e.g., urns containing human remains, pets, medical equipment, valuables).
- (d) Items of dangerous goods permitted in cabin baggage, including those items that require prior approval by SKYUP MT.

For items and Dangerous Goods permitted in cabin baggage, ref. GOM 1.1.6.4.

1.1.6.2.2. Cabin Baggage Acceptance

Cabin baggage can only be accepted if it:

- (a) Is suitable for air carriage due to weight, size, or nature;
- (b) Can fit under the seat or be stowed in the overhead compartment;
- (c) It is suitably packed and conforms to airport security and safety procedures;
- (d) Conforms the following restrictions:
 - (1) Certain items, because of their weight, size or nature, are only accepted with the prior consent of SKYUP MT;
 - (2) For security reasons, many countries restrict the carriage of liquids, aerosols, and gels in cabin baggage;
 - (3) Items refused by security screening shall be hold-checked or refused from transport completely if not allowed in checked baggage;
 - (4) Cabin baggage shall not be placed:
 - in rows, located beside over-wing emergency exits, or under seats in front of emergency exit rows;
 - Clothing, purses, and other small passengers' belongings must not be placed there, either under the seats in front of emergency exit rows;
 - In the aisles, in the first row of aircraft passenger cabin, on the seats behind the last row;
 - in lavatories;
 - In places where they may restrict access to emergency equipment.

Warning: Passenger has the right to buy maximum 1 additional hand baggage according to the prices published on SKYUP MT site www.skyup.aero

The maximum number of additional hand baggage per 1 flight is 40 pieces.

Note 1: GSP check-in personnel may apply loyalty to the weight and size of passenger's hand baggage within the following limits – 1kg and 5 cm;

Note 2: Each piece of hand baggage should be clearly labelled.

1.1.6.2.2.1. Procedures at Check-in

When a passenger comes to check-in at the airport, their cabin bag must be checked by putting it in the appropriate basket on the baggage sizer. In case of non-compliance, the appropriate fee must be charged.

- (a) Weigh carry-on bags if they appear to exceed the specified weight/size limit;
- (b) Refer the passenger to the baggage sizer;
- (c) Attach an appropriate “cabin baggage” tag;
- (d) If the carry-on baggage exceeds the free allowance size and/or weight, it must be hold-checked, with applicable charges;

Note: If necessary, to avoid problems with the placement of hand baggage on board when the flight is fully loaded, check-in agent may offer the passenger to check it free of charge, if hand baggage properly fit in the baggage size basket. This process must be controlled by check-in senior agent/responsible check-in personnel.

- (e) Be aware of dangerous goods that may be commonly carried but are not permitted. Ask the passenger if they have any of these items by using the dangerous goods displays or visualization.
- (f) When removing passenger's hand baggage for stowage in the aircraft hold passengers are asked to verify the contents to ensure that dangerous goods, which may only be carried in the cabin, are not relocated to aircraft hold.

Examples of such items include:

- Passport or identity documents;
 - Cash and/or credit/debit cards;
 - Power banks;
 - E-cigarettes;
 - Spare Li-ion batteries;
 - Fuel containers with fuel;
 - Matches;
 - Thermometers;
 - Tickets and/or travel documents;
 - Other high-value items.
- (g) Items removed by security screening personnel may only be accepted in checked baggage.

1.1.6.2.2.2. Procedures for Boarding

The preliminary check of cabin baggage shall be done at the gate before boarding, where the GSP personnel actively checks passenger's cabin baggage (for items that are unacceptable, oversized, overweight or exceed the number of pieces as free cabin baggage) with the use of hand scales (if available) and sizers (the baggage frame).

Collect any cabin baggage that can be accommodated on board due to these reasons or due to limited storage space.

1.1.6.2.2.3. Accepting Cabin Baggage in the Hold

- (a) Check with the passenger that the cabin baggage contents comply with the requirements of DGR (Ref. GOM 1.1.6.4., Annex B IATA DGR Table 2.3A). Verify whether the passenger has removed any items specifically prohibited in hold baggage (such as lithium batteries, etc);
- (b) Advise the passenger to remove any personal documents or medications, valuables and sensitive or fragile objects;
- (c) Collect applicable charges;
- (d) Tag gate-checked bags (Limited Release and/or Delivery at Aircraft);
- (e) Ensure the baggage tagged at the gate is considered for load control by adding the information in the DCS (number of pieces and weight) or use Delivery at Aircraft (DAA) labels and processes if applicable (ref. GOM 1.1.6.12.3.);
- (f) Inform the passenger to pick up their gate-checked bags at the aircraft door or at baggage claim area on arrival (subject to local regulations);
- (g) Inform ramp personnel and/or load control of the gate baggage to be loaded.

Personnel must be very vigilant in checking the passenger's cabin baggage to ensure that it is within allowed weight, dimension, and piece limitation.

GSP personnel may refuse boarding to the passengers who have failed to comply with SKYUP MT cabin baggage policy and/or there is no time/availability to charge the passenger the Gate Baggage Fee.

1.1.6.2.3. Carriage of Liquids in Cabin Baggage

Restrictions are placed on the amount of liquids, aerosols and gels that can be carried through a screening checkpoint onto an aircraft. These restrictions are as follows:

- Liquids, aerosols, and gels can be carried in limited quantities, but only in separate containers not exceeding 100ml. Liquids, gels and pastes include, but are not limited to, all drinks, including water, soup, syrups, creams, lotions, oils, perfumes, mascara, sprays, and pressurized containers including shaving foam and spray deodorants, pastes, including toothpastes, gels, including hair and shower gel. Any other solutions and items of similar consistency;
- These containers must be brought to the airport and presented to screening in a single transparent re-sealable plastic bag, which must not exceed 1 liter in capacity (approximately 20 cm x 20 cm in dimensions);
- The containers of liquids, gels, or pastes must fit comfortably inside the sealed plastic bag;
- Each passenger is limited to 1 plastic bag containing the contents of liquids, gels, or pastes;
- Each bag must be presented separately for screening. Any containers more than 100ml will not be permitted through the screening checkpoint regardless of whether the container is only partially full.

Exceptions: In the below mentioned circumstances, the liquid substances, gels, aerosols, and sprays can be carried along with the passenger in cabin without being subject to the rules listed in this arrangement:

- Medicine (if it is written in a prescription involving the passenger's identity or the passenger presents a health report/certificate stating that they must use that medicine and on condition that it is inside its original package);
- Infant food (provided that the baby is also travelling on board the aircraft and at an amount that will be sufficient during the flight);
- In case of doubt, the passenger may be asked to taste this medicine/food/liquid.

Important: Goods from Duty-Free stores:

All tax-free liquids purchased at the airport duty-free shops beyond passport control or on board is permitted IF:

- these liquids have been placed in a special sealed plastic bag with the receipt;
- the seal on the bag has not broken;
- these liquids were purchased on the day of the flight.

1.1.6.3. Checked Baggage

1.1.6.3.1. General

(a) Checked baggage is:

- (1) Taken custody by the operator who issues, validates or updates a baggage tag;
- (2) Carried in the hold of the aircraft on which the passenger is travelling but remains inaccessible to the passenger during the flight.

(b) GSP personnel may refuse to carry checked baggage that is likely:

- (1) To endanger the aircraft or persons/property on board the aircraft;
- (2) Inadequately packed;
- (3) Unsuitable for air carriage due to its weight, size and/or nature;
- (4) Forbidden by law, regulations, security standards, or safety standards of any state to be flown from, to or over.

(c) Every piece of checked baggage shall have a baggage tag attached, showing the tag number, flight number, appropriate destination, and the passenger's name.

Note: Certain items, because of their weight, size and/or nature, are only accepted with the prior consent of SKYUP MT.

Warning: Contrabasses are not accepted on SKYUP MT flights.

1.1.6.3.2. Standard Baggage Acceptance

The GSP check-in agent should only accept checked baggage that is appropriately packaged and has a passenger identification label.

- (a) Ensure dangerous goods notifications are on display and verify with the passenger that the checked baggage does not contain any forbidden dangerous goods;
- (b) Review weight and pieces information for recording in the DCS and for applying appropriate fees;
- (c) Ask the passenger the following security-related questions:
 - Does this bag belong to you?
 - Did you pack this bag yourself?
 - Could anyone have interfered with your baggage since you packed it?
 - Are you carrying anything for anyone else?
 - Do you have any sharp items, dangerous stuff, or liquids more than 100 ml in your hand luggage?
 - Do you have any power bank or any electronic cigarettes in your baggage?
- (d) Be aware of items that, due to their nature, may contain dangerous goods (Ref. GOM 1.1.6.4. for details). Confirmation must be sought from passengers that they are not carrying any prohibited items;
- (e) Ensure that the number and weight of each piece of checked baggage has been transferred automatically or manually to the load control process. When hold baggage, individual or cumulative weights, exceeding normal allowances is accepted, ensure the person in charge of the weight and balance calculation task is informed accordingly;
- (f) Attach an appropriate baggage tag for the journey.
- (g) Passengers who was checked-in online may dropped their checked baggage at a baggage drop-off:
 - (1) Review the boarding pass and retrieve the passenger data in the check-in system;
 - (2) Verify identity and travel document, access carry-on baggage, and accept checked baggage;
 - (3) Update baggage information and any SSRs in DCS, if required, and apply any related fees.

Prior to leaving check-in each passenger must be reminded to keep control of their baggage and not accept items from any person.

This reminder must be put after the two questions have been asked at the check-in desk. e.g., "Now that you have checked in, please do not accept further items from other persons to take on the flight."

Ensure all damaged and/or unsuitably packed bags presented at check-in are tagged with Limited Release.

1.1.6.3.3. Baggage Drop-Off and Self-Service Devices

Baggage self-service drop-off is becoming more prevalent. Where baggage self-service devices are in use, observe the following:

- Check the number of personnel undertaking assistance and supervision activities at reach machine as per Service Level Agreement (SLA);
- Proactively guide passengers to self-service options to manage waiting times, if applicable.

1.1.6.4. Dangerous Goods in Baggage

1.1.6.4.1. General

SKYUP MT transports dangerous goods in accordance with the current IATA DGR. But as SKYUP MT, our Operator Variations and details regarding for DG transportation are listed in this chapter and mostly in Ch.9 of this Manual.

Note: Radioactive materials are not accepted on SKYUP MT flights. Requirement does not apply to “Radioactive Materials in Excepted packages” as mentioned in IATA DGR.

SKYUP MT is responsible for the acceptance, loading and the actual transport of the dangerous goods.

Referring to the IATA DGR, GOM contains information for a list of dangerous goods permitted in passenger baggage, their acceptance and handling procedures.

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 Dangerous Goods Regulations (DGR) – Provisions for Dangerous Goods Carried by Passengers and Crew – Ref. GOM, Annex B.

(a) 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 cabin baggage;
- (4) Must be carried on one's persons only;
- (5) Require notification to the captain/pilot-in-command (NOTOC) as to their location on the aircraft. The PIC 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 may occur.

(b) All personnel tasked with passengers and baggage acceptance shall:

- (1) Be trained according to the requirements specified in IATA DGR;
- (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 the suspicion of their carriage (e.g., camping equipment, hunters);
- (4) Handle and report any dangerous goods occurrences e.g., forbidden dangerous goods identified in checked baggage.

Should you discovered DG not permitted to carriage on board on person or identify such dangerous goods in passenger baggage (also in cargo, mail or crew baggage), you must report this to your supervisor, to SKYUP MT occ.mt@skymalta.aero ,

sms@skymalta.aero (Dangerous Goods Occurrence Report - Ref. Annex A, SEU-GRH-FORM-014). It may be sent by any means, including e-mail, telephone.

Such dangerous goods must be removed from the passenger's baggage and disposed of in accordance with local requirements.

Note: According to IATA DGR, small cigarette lighters and safety matches that does not contain unabsorbed liquid fuel, other than liquefied gas are forbidden in checked and carry-on baggage, they must be carried on the person (one lighter and one small packet of matches). Spare lithium batteries are restricted to carry-on baggage, they are forbidden in checked baggage.

Important: According to IATA recommendation, on SKYUP MT flights carriage of Personal Transport Devices intended for recreational use (e.g., segway and mini-segway, hoverboard, self-balancing scooter, airwheel, solowheel, smart luggage etc.):

- powered by Li-ion batteries – prohibited in checked and unchecked baggage;
- without Li-ion batteries – allowed in checked baggage.

1.1.6.4.2. Information to Passengers and Notice Measures

Passengers must be informed about dangerous goods in respect of what must not be carried aboard an aircraft, either as checked baggage or carry-on baggage. Information must be provided to passengers about the type of dangerous goods which are forbidden from transporting aboard an aircraft in text, pictorial form, electronically or verbally.

The notification system must ensure the following:

- (a) The information regarding dangerous goods forbidden for transportation onboard is provided to the passengers:
 - (1) at the point of ticket purchase or if this is not practical, made available prior to issuance of boarding pass and
 - (2) at boarding pass issuance, or when no boarding pass is issued, prior to boarding the aircraft.
- (b) Where the ticket purchase and/or boarding pass issuance can be completed by a passenger without the involvement of another person, the passenger is required to acknowledge that the information on forbidden articles has been presented.
- (c) Information on the types of dangerous goods which are forbidden for transport on board an aircraft shall be effectively communicated to the passengers and presented:
 - (1) at each of the places at an airport:
 - where tickets are issued
 - where boarding passes are issued
 - passenger baggage is dropped off
 - in aircraft boarding areas, boarding gates
 - (2) at any other location where:
 - passengers are issued boarding passes and

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- checked baggage are accepted

(3) should be prominently displayed or presented to passengers at the airport in baggage claim areas.

Note: The recommendation to have a notification system for forbidden dangerous goods displayed in the baggage claim areas is to encourage passengers who may be required to identify their baggage, prior to it being re-loaded for an onward or return journey, to confirm that the baggage is free of forbidden DG.

Passengers are advised periodically by public information announcements in the airports about the prohibited articles on board of aircraft.

During on-line ticket purchase, the passenger is normally provided with a text containing information on articles prohibited for carriage and it does not allow the completion of the process until the passenger acknowledges the restrictions presented. During on-line check-in process, the passenger is provided with information on articles prohibited for carriage in a pictorial/text form (Ref. GOM, Annex A, SEU-GRH-FORM-001) and it does not allow the completion of the process until the passenger confirms the restrictions presented.

1.1.6.4.3. Information to Personnel

In addition to the DGR training the check-in personnel shall be provided with information on the recognition of Dangerous Goods:

- general descriptions of often used items in passengers' baggage which may contain dangerous goods;
- description of certain groups of passengers of various professions or purpose of travel that may have items containing DG (e.g. divers, hunters, soldiers, mechanics;
- other signs and indications that dangerous goods may be present, like DG labels/markings present on the packages;
- description of DGs which may be carried by passengers in accordance with IATA DGR, "Dangerous Goods carried by passengers and crew" (Table 2.3A);
- description and details on "Recognition of hidden Dangerous Goods" can be found below (ref. GOM 1.1.6.4.5.).

Table 2.3.A of the IATA Dangerous Goods Regulations (Ref. GOM, Annex A, SEU-GRH-FORM-013) serves for this purpose and shall be made available to all personnel involved in check-in passengers and their baggage.

1.1.6.4.4. Information to Pilot-in-Command

When required as per the Dangerous Goods Provisions for Passengers and Crew, the pilot-in-command must be informed about the presence and location of the dangerous good/item on board by means of NOTOC and a remark on the load sheet.

(a) Passenger handling personnel shall communicate information to load planning to advise:

- the details of the item accepted, e.g. portable oxygen concentrator, mercury barometer, etc.;
- the name of the passenger and seat number;

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- if the item is being carried in the cabin or if it will be loaded in the cargo hold.

(b) Load planning personnel must:

- insert a free text supplementary information (SI) item on the loadsheet and LDM message about the details of the item and passenger name and the loading location for the items loaded in the cargo hold;
- communicate to ramp the required loading location for items loaded in the cargo hold.

1.1.6.4.5. Recognition of Dangerous Goods and Hidden Hazards

General	Great care shall be taken to ensure that no dangerous goods, other than those described in table IATA DGR 2.3A, are carried on board the aircraft as baggage (it is very difficult to identify all dangerous goods). Confirmation should be sought from a passenger about the contents of any item where there are suspicions that may contain dangerous goods. Special care should be taken in case of cabin baggage which cannot be accommodated in the passenger cabin. In such case passengers shall be alerted that certain items of DGR are specifically prohibited in hold baggage (e.g., spare lithium batteries) and must be removed. Typical examples of items may contain or indicate the presence of dangerous goods.
Aerosol cans	Changing cabin pressure and temperature may result in leaks if the can is not properly sealed. There have also been incidents where cans have exploded as a result of becoming overheated.
Aircraft spare parts/Aircraft equipment	May contain items meeting any of criteria for dangerous goods. For example, explosives, cylinders of compressed gas (such oxygen, carbon dioxide or fire extinguishers), paint, adhesives, aerosols, fuel equipment, first aid kits
Automobile parts (car, motor, motorcycle)	May contain wet batteries, shocks/struts with nitrogen, air bag inflators/air bag modules, paint, batteries
Camping/expeditionary equipment	Beware of metal bottles, which contain flammable compressed gas and items containing flammable liquid. Example, kerosene, butane, corrosives.
Chemicals	Most chemicals are dangerous goods and only qualified cargo personnel can advise if it is acceptable as cargo. Dangerous chemicals must never be accepted as baggage.
COMAT (Company Materials)	Such as aircraft parts, may contain dangerous goods as an integral part, example chemical oxygen generators in a passenger service unit, compressed gas, magnetized material
Diagnostic specimens	May contain infectious substances
Diving equipment	May include air cylinders (such as scuba tanks, vest bottles etc.) which usually contain compressed air or a special gas mixture. Emptied cylinders (pressure gauge reads zero) are acceptable.

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	Diving lamps may contain rechargeable lead acid batteries and high intensity diving lamps which can generate extremely high heat when operated in air. To be carried safely, the bulb or battery must be disconnected.
Dry cell battery	Though not regulated, they must be packed so that short circuits cannot occur.
Electrically powered apparatus (wheelchairs, mobility aids, lawn mowers, golf carts, etc.)	May contain wet cell batteries
May contain wet cell batteries	May be packed in Dry Ice, which can adversely affect live animals and humans
Gas cigarette lighters	Lighter containing liquefied gas under pressure may be hazardous when operated under the reduced atmospheric pressures experienced in an aircraft cabin during the flight. The popular plastic disposable lighters are not fitted with a means of protecting the gas release valve against inadvertent operation. Such operation of a disposable lighter in baggage could release the entire contents into an aircraft baggage compartment. These lighters contain sufficient gas to cause a powerful explosion
Household cleaners	Cleaners can contain chlorides, ammonias, and strong oxidizers. Some detergents and stain remove contain ammonia, which is very corrosive, reacts with Oxidizing materials and produces toxic fumes.
Household goods	May contain dangerous goods such as paint, aerosols, flammable liquids, household cleaners
Lighter fluid	Cigarette lighters containing unabsorbed liquid fuel may leak under the condition of air transport, producing explosive vapor in the cabin and aircraft baggage compartments.
Matches: book, cards or safety (strike on box)	Must not be in checked baggage but is permitted on the passenger's person. Book matches can easily have the protective flap dislodged when moved about in baggage.
Paint	Most paints are considered flammable liquids and can be accepted only as cargo. Enamels, lacquers, stains shellac, varnish, polish, fillers, and thinners also fall into this description. The reduced pressure in an aircraft hold could the container to pop open and the contents to spill.
Pharmaceuticals	May contain items meeting any of criteria for dangerous goods, particularly radioactive material, flammable liquids, flammable solids, oxidizers, organic peroxides, toxic or corrosive substances.
Photographic equipment	May contain chemicals which are corrosive and will attack most types of metal alloys and materials used in aircraft.

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	They can also cause severe burns when contact with skin.
Samples for testing	Samples for testing
Toolboxes	May contain explosives (power rivets), compressed gases, aerosols flammable adhesives or paints, corrosive liquids (acids or caustic cleaning compounds), etc.
Vaccines	May be packed in Dry Ice For more details see IATA DGR 2.2

1.1.6.4.6. Handling Instructions on Recognition of Hidden Dangerous Goods

Handling personnel shall pay special attention at check-in and boarding on indications for the presence of hidden Dangerous Goods which could be with:

(a) certain groups of passengers and their reason for travel:

- Mountaineers and cave explorers - passengers with backpacks or camping equipment may carry gas stoves, flares, matches etc;
- Divers - compressed gas bottles, lamps, pressure gauges;
- Passengers traveling before New Year holiday (may carry fireworks, torches, lighters);
- Ice hockey players – possibility of presence of thinners;
- The skiers and cross-country skiers – possibility of presence of ski waxes;
- Immobile passengers – electric powered invalid chairs;
- Physicians (dentists) and old passengers – medicaments, diagnostic equipment, vaccines, manometers;
- “Holidaymakers” – possibility of presence of scooters, small motorcycles;

(b) passengers carrying certain pieces of baggage:

- automobile parts, electrical equipment, household goods, medical supplies, repair kits, tools;

(c) passengers having various professions like:

- military personnel (arms, ammunition);
- painters (baggage may contain paints – which are flammable);
- photographic artists (baggage may contain corrosive substances);
- media or film crew (baggage may contain pyrotechnic devices, spare lithium batteries);
- mechanics or engineers with different tools/instruments which may contain lithium or fuel cells;
- sportsmen carrying various sporting equipment (sporting arms, diving equipment, etc.);
- seamen with tools/instruments;

(d) other signs and indications like:

- a package that has visible frost or is very cold to the touch may contain dry ice;
- a stained or wet package may indicate spillage;
- any odors which may indicate a spillage or a leakage of a substance;
- packages generating smoke or fumes;
- exposed wires protruding from the package could also be considered threatening;
- packages with pictures of chain saws, lawn mowers, camping stoves, generators as the contents could have fuel residues;
- packages making noise (hissing, whistling, vibrating, ticking, or having a DG label);
- a package or a reused package having dangerous goods marking or label;
- hazard pictograms on the packages:

	Exploding bomb (for explosion or reactivity hazards)		Flame (for fire hazards)		Flame over circle (for oxidizing hazards)
	Gas cylinder (for gases under pressure)		Corrosion (for corrosive damage to metals, as well as skin, eyes)		Skull and Crossbones (can cause death or toxicity with short exposure to small amounts)
	Health hazard (may cause or suspected of causing serious health effects)		Exclamation mark (may cause less serious health effects or damage the ozone layer*)		Environment* (may cause damage to the aquatic environment)
	Biohazardous Infectious Materials (for organisms or toxins that can cause diseases in people or animals)				

1.1.6.4.7. Passengers Handling Personnel Duties

As dangerous goods cannot always be easily identified, it is essentially that awareness and vigilance are maintained at all times when examining or accepting baggage, these includes during check-in and boarding as well.

- Check-in personnel must ask directly the passengers about DG in baggage and shall seek confirmation that passengers are not carrying any dangerous goods in checked and/or cabin baggage that are forbidden or restricted;
- Check-in personnel shall ensure that passenger baggage does not bear any DG labels or marking:
 - in case any passenger baggage is marked with a dangerous goods hazard label or mark, clarify the actual contents with the passenger. Only when the

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baggage does not contain forbidden DG items, remove the labeling and proceed with baggage check-in;

- baggage/package containing a DG hazard label/markings will not be accepted.

(c) Check-in personnel shall be aware of the commonly carried items and shall question the passenger about the contents of any item where there are suspicious and signs that it may contain dangerous goods that are not permitted, like:

- passengers shall be asked about the portable electronic devices and spare batteries carried in their baggage and shall be advised how to pack;
- backpackers shall be asked pro-actively about camping stoves;
- passengers with diving equipment shall be asked about underwater torches or diving bottles;
- hunters about ammunition;
- other indications and signs - described also above (ref. GOM 1.1.6.4.6. "Handling instructions on recognition of hidden Dangerous Goods");

Note: If any item or passenger declaration raises suspicion regarding the content of DG, the check-in personnel shall request the item for a visual check on markings or labels in order to identify if the item can be or not classified as DG and act accordingly.

(d) Check-in personnel shall alert passengers during check-in and boarding:

- that certain Dangerous Goods items - lithium batteries, power banks, e-cigarettes, etc.:
 - are prohibited in hold baggage, and
 - must removed from cabin baggage, when cabin baggage cannot be accommodated in the passenger aircraft cabin and from DAA baggage as well;
- that damaged or recalled lithium batteries are forbidden for carriage in any baggage;
- that portable electronic devices placed in checked baggage:
 - must be completely switched off (not in sleep mode) and effectively protected from accidental activation;
 - must be placed in protective packaging (e.g. rigid suitcase) and the clothing can serve as cushioning material to prevent movement.

1.1.6.4.8. Forbidden Dangerous Goods to be Carried in Checked Baggage

For security reasons, carriage of dangerous goods has been restricted and even forbidden.

Items that are forbidden to be carried in checked baggage:

- Security-type attaché cases, cash boxes, which an alarm device is mounted;
- Electroshock weapons;

- Disabling devices such as mace, pepper spray, etc.;
- Cartridge materials (excluding shotshells) such as lithium batteries attached to each other;
- Explosive substances, ammunitions, sparklers, fireworks, and signal flares;
- Gases such camping gas and aerosol (flammable, non-flammable, deep frozen and toxic);
- Inflammable liquid such as paint, paint thinner and lighter fuel;
- “Strike anywhere” matches, “Blue flame” or “Cigar” lighters or lighters powered by a lithium battery without a safety cap;
- Substances which are poisonous and radiating illness;
- Radioactive substances;
- Corrosives such as mercury, acids, and wet cell batteries;
- Diffluent and reeking substances which may harm other baggage;
- Magnetic substances which are listed in IATA Dangerous Goods Regulations Manual;
- Electronic cigarettes and spare lithium batteries at checked baggage.

Note: Under some specific conditions, the above-mentioned substances may be carried only as via cargo.

1.1.6.4.9. SKYUP MT Approval Obtaining

The Dangerous goods permitted by passengers and crew (Ref. GOM, Annex B, Table 2.3.a) are categorized into three groups based upon the three different requirements needed for their safe transport:

- Group 1 - Items that require the approval of the operator and where the PIC must be notified (Items listed showing as “operator’s approval is required – YES” shall be checked and maybe cleared by Carrier’s DGR trained personnel);
- Group 2 - Items that require the approval of operator where the PIC does not have to be notified;
- Group 3 - Items that do not require prior approval (Items listed showing as “operator’s approval is required – NO” shall be checked and maybe cleared by handling agent’s DGR trained personnel).

To carry items that require SKYUP MT approval passengers should communicated to letstalk@skyup.aero through mail or by phone to get the approval to allow them to carry onboard.

If anyone from SKYUP MT or GSP operational personnel has any questions about the transportation of dangerous goods in passenger baggage during check-in or boarding processes, please contact ops@skyup.aero

For questions concerning approval of dangerous goods carriage on SKYUP MT flights, contact SKYUP MT Director Ground Operations (only for SKYUP MT internal communication and for Ground Service Providers):

E-mail v.zakrevskyi@skymalta.aero

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1.1.6.4.10. Carriage of Dry Ice (carbon dioxide, solid)

Carbon Dioxide, solid Dry Ice used to pack perishable that are not subject to the IATA DGR. Dry Ice may be accepted for carriage provided:

(a) Acceptance conditions:

- SKYUP MT approval – yes
- Checked baggage – yes
- Cabin baggage – yes
- Information to PIC – no

(b) Total net quantity per person is maximum 2,5 kg: the limit is for combined amount of dry ice in carry-on and checked baggage;

(c) The package must permit the release of carbon dioxide gas;

(d) Each piece of checked baggage containing dry ice must be marked with “Carbon dioxide, solid” or “Dry Ice” and with net weight of dry ice or an indication that the net weight is 2.5kg or less.

1.1.6.5. Baggage Pooling

Pooling of baggage is not permitted.

EXCEPTION: It is only permitted to combine the weight of baggage pieces of the individual allowance exclusively for families travelling with the children (up to 12 years) booked in the same reservation. For example, 2 passengers - an adult and a child - are travelling together (pooling the allowance would allow 2 pieces weighing 23 kg each for this family). The adult has 1 piece of 28 kg, the child has 1 piece of 10 kg. It is allowed to check both pieces of baggage to an adult without penalty.

Note: The maximum single-item weight restriction – up to 32 kg – shall be observed.

1.1.6.6. Bulky and Oversized Baggage

As the carriage of large and heavy bags requires increased manual handling, it is necessary to restrict the maximum allowable weight of each individual piece of checked baggage. The items which weight and dimensions exceeds regulatory limits are called out of gauge (OOG) items.

SKYUP MT accepts a maximum individual piece weight of 32kg and dimensions of 190*75*65 cm. This limit does not affect the cumulative passenger's baggage allowances. An excess baggage fee must be paid for each kilo of checked baggage carried in excess than indicated in the ticket, however each Individual bag must weigh no more than 32kg, although exceptions may exist (e.g., wheelchairs).

Passengers presenting OOG items shall be assisted by check-in agent to:

- Complete the normal check-in process at the check-in counter;
- Attach a baggage label to the OOG item;
- Drop the item to the OOG baggage acceptance point, if available (or show the passenger the way to the OOG baggage acceptance point).

If baggage over 32kg or exceed dimensions of 190*75*65cm it can be accepted only as cargo.

Special loads like WCH, musical instruments and large sports equipment will be excluded from this rule with prior approval from SKYUP MT (letstalk@skyup.aero).

IMPORTANT: During check-in process, load control must be advised on the acceptance for carriage of any exceptionally heavy and/or voluminous baggage (e.g. large sport equipment, instruments) and/or other non-normal or exceptional items which must be considered in the load control process.

1.1.6.7. Checked Baggage Allowance

Passengers are entitled to a predetermined checked baggage allowance that is based on chosen fare:

Economy Class	JUST FLY	FLY & SMILE	FLY & CELEBRATE
Pieces/ Weight	0 pc	1 piece / 23 kg	1 piece / 32 kg
Size		Sum of 3 dimensions max 158 cm	

Children receive the same allowance as adults.

Infants are not entitled to free baggage allowance.

The number of pieces of hold baggage must be entered in the passenger's record (and weight of each individual piece, if using a DCS, even in cases when one passenger is travelling with more than one checked-in bag).

Each piece of checked-in baggage must not weigh more than 32 kg and not exceed the dimensions of 190*75*65 cm.

Baggage that exceeds 23 kg (50 lb.) in weight and must be labeled as "heavy" to notify handlers.

Note 1: All personnel handling, loading and unloading baggage marked as "heavy" must use auxiliary health protection equipment and/or the assistance of other colleagues.

Note 2: Handling agent may apply loyalty to the weight and size of passenger's checked baggage within the following limits – 1kg and 5 cm.

1.1.6.8. Excess Baggage

1.1.6.8.1. General

Excess baggage fees (per kilogram or piece or special items) are generally applied at the time of checked baggage acceptance, if the passenger booked hold baggage (up to 23kg) and presents heavier bag at the time of check-in, a heavy bag surcharge per kilogram must be charged. SKYUP MT collects excess baggage fees in case the passenger wants to carry the following items:

- Weight of baggage exceeds free baggage allowance;
- Passenger carries more than one piece of checked-in;
- Oversize baggage (if sum of three dimensions exceeds 158cm);
- Carriage of PETC and AVIH;

- Sport equipment, if passenger carriage sport equipment that exceeds free baggage allowance, excess fee must be collected.

1.1.6.8.2. Procedures

Procedures to be followed in case of excess baggage at check-in:

- (a) Check-in the passenger as normal but keep the passengers boarding card to one side. Advise the passenger they may collect this when they have paid the applicable excess amount at the cashier or at the check-in desk by credit card, if applicable;
- (b) Issue this EXCESS BAGGAGE info at boarding pass to that passenger having excess baggage and direct to the cashier for the payment (check-in agent signature is required) or accept payment at the check-in desk by credit card, if applicable;
- (c) After the payment, passenger should provide cash invoice to the check-in agent;
- (d) Check-in agents verify invoice and if it's Ok completed procedure;
- (e) Remarks about payment should be added into DCS in remarks.

Notes:

- (1) All charges for indicated items are flexible and can be changed from date to date. There is why actual information about cost of excess fee passenger can get from PayUp;
- (2) Baggage that exceeds 32 kg (1 piece) or sum of three dimensions more than 330cm are forbidden for transportation as checked baggage (cargo only).

1.1.6.8.3. PayUp

PayUp its official online SKYUP MT software, which was developed:

- Passenger load Information desk;
- Tool for collection excess baggage or other additional services.

PayUp gives the opportunity to pay for extra services by cash or by credit card (online via web link).

The whole procedure of payment usually takes not more than 1 minute.

Note: In PayUp you can find the most updated information about passenger reservation/additional services. Only paid services are visible in the system.

1.1.6.9. Baggage Tagging

- (a) Remove all old baggage tags, handling labels if not applicable and baggage reconciliation tags (mini or stub);
- (b) Apply 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 passengers' baggage;

(e) If they are not printed on the baggage tags, supplementary tags (applicable handling tags) may be attached to baggage items, such as:

- Limited release Tag – is used on fragile or unsuitable packaged items;
- Delivery at Aircraft Tag – is used for baggage that the passenger leaves near the aircraft to put them directly to the hold;
- Fragile sticker – for items that require extra care in handling;
- Heavy tag – placed on items that exceed regular handling limits;
- Security tag (e.g., weapons).

1.1.6.10. Types of Baggage Tag

(a) Manual Baggage Tag

In the case of a manual baggage as per IATA Resolution 740:

- Complete any hand-written portions of the manual tag, writing legibly in permanent, waterproof ink;
- Record the baggage identification number in the DCS, if possible;
- Inform the Ramp Agent when checked cabin baggage is accepted at the gate.

(b) Electronic Baggage Tag

Some operators have implemented the electronic baggage tag (EBT) in line with IATA Recommended Practice 1754. EBTs have a display that shows the baggage journey and are normally set to display the current journey during the passenger self-check-in process. While the display on these tags does not use power to be shown, a battery is normally used to allow the display to be updated. In general, these batteries are of the AA type and can be left in the baggage. The IATA DGR has details for dealing with li-ion batteries.

Note: SKYUP MT does not currently implement this type of baggage tags.

(c) Home-Printed Baggage Tag

Where allowed by airline procedures and local regulations, passenger may have printed their own baggage details remotely. Home printed baggage tags (HPBT), show the passenger journey as a normal baggage label does and are folded to fit into a plastic holder and attached within the baggage.

Note: SKYUP MT does not currently support this type of baggage tag service.

(d) Fallback Baggage Tags

If in use, fallback baggage tags are issued when BHS (Baggage Handling System) at the airport is not able to process baggage messages and, therefore cannot work with demand baggage tags. These baggage tags are specific to the airport and have an airline code and 2-digit pier/chute/lateral indicator.

1.1.6.11. Checked Baggage Destination

SKYUP MT operates only point-to-point flights, baggage shall be checked-in only to first destination. Through check-in of baggage is prohibited.

1.1.6.12. Special Baggage**1.1.6.12.1. Cabin Seat Baggage****1.1.6.12.1.1. Definition**

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:

- (a) Musical instruments;
- (b) Works of art;
- (c) Electronic equipment;
- (d) Diplomatic baggage;
- (e) Valuable baggage.

1.1.6.12.1.2. Cabin Baggage (CBBG) on Extra Seat (EXST)

Cabin Baggage (CBBG) on Extra Seat (EXST) is the baggage that can be accepted for carriage of fragile articles, musical instruments, diplomatic baggage, courier, or valuable goods, which are accompanied by the passenger, have appropriate sizes to fit the seat, to be secured in passenger seats, and carried in the cabin during the flight upon making a seat reservation.

1.1.6.12.1.2.1 Reservation and Ticketing

- (a) Reservation and ticketing must be made beforehand;
- (b) The purpose of using the extra seat must be mentioned in the note section of the reservation record;
- (c) The passenger and request for EXST must be in the same reservation record;
- (d) The charge to be collected for the extra seat is the same as the one that is paid for the passenger seat in general;
- (e) In case there are more than one EXST request, separate name field must be entered for each seat;
- (f) For last-minute applications at the airport, a separate PNR is created and EXST ticket is issued. However, together with EXST it must be mentioned in the note to which passenger it belongs.

1.1.6.12.1.2.2 Restrictions and Requirements

- (a) Contrabass is not carried on SKYUP MT flights;
- (b) Weight to be carried must not exceed 80 kg. The passenger is responsible for carrying and placing it in the cabin;
- (c) Dimensions to be carried must not exceed ones described below, see "CBBG allowable size/weight and the placement in the passenger cabin";
- (d) The passenger getting CBBG must not be located in a position that restricts access or to use any emergency equipment, exit, or an aisle;
- (e) CBBG shall be stowed on the seat near the window in any other row, with regards to information below:

- CBBG on Extra seat must never restrict access to or use of any required emergency and regular exits, and aisle(s) in the cabin;
 - must never hinder the evacuation of passengers;
 - must never obscure any passenger's view of the any signs (seat belt / no smoking / exit signs etc.), placards or screens where safety information is displayed to passenger;
 - must never block access to the emergency equipment, fire extinguisher, oxygen bottles, first aid kits, flash lamps and other related equipment on board of aircraft;
 - must never exceed the load limitation for the seats or the floor structure;
 - must never contain dangerous goods.
- (f) CBBG on Extra seat must always be packed in a way to avoid damage to the aircraft equipment, injury to other passengers, cabin crew members and their property;
- (g) CBBG on Extra seat must always be properly secured on passenger extra seat by a safety belts or other previously approved means having enough strength to eliminate the possibility of moving under normal flight operations conditions.

1.1.6.12.1.2.3 CBBG Allowable Size/Weight and the Placement in the Passenger Cabin

- (a) When CBBG is placed on the seat:

Maximum Weight		
80 kgs		
Maximum Height* 75 cm *If stowed in the last economy class row maximum height can be extended up to 110 cm	Maximum Width 42 cm	Maximum Length (depth) 50 cm

- (b) When CBBG is placed on the cabin floor (for Cello or similarly shaped objects:

Maximum Weight		
80 kgs		
Maximum Height* 120 cm *If stowed in the last economy class row maximum height can be extended up to 155 cm	Maximum Width 42 cm	Maximum Length (depth) 25 cm

- (c) When CBBG is placed on the seat either on the cabin floor:

Seats in a row - A or F
Placing on seats - BC or DE is forbidden, except:
It is possible to stow CBBG on any seat in the last row of economy class, providing that there is not any passenger occupying seat between CBBG and window seat, e.g.:

- if passenger occupied seat 32F, CBBG cannot be stowed on seat 32D or 32E;
- if passenger occupied seat 32E, CBBG cannot be stowed on seat 32D, but can be stowed on seat 32F.

Note: Row 32 in example above is for example purposes only, check actual aircraft configuration on the real flight.

1.1.6.12.1.2.4 General Handling Procedures

When accepting items for carriage in the cabin as CBBG, the following procedures shall be applied:

- (a) To issue a boarding pass for each ticket for the current flight – 1st for passenger and the other(s) – for CBBG(s);
- (b) CBBG must be weighed at the check-in point;
- (c) Enter the respective remark into the DCS: CBBG pcs/weight (kg);
- (d) Inform the airline representative/supervisor and Load Control department about the quantity and weight of CBBG, including information about occupied seat(-s), to transmit the information to loading personnel who is responsible to ensure that the load is secured by a safety belt or restraint device having enough strength to eliminate the possibility of shifting under all normal anticipated flight and ground conditions and to take into account in weight and balance calculation;
- (e) The information about CBBG shall be provided to the crew by showing it in PIL, pre-boarding shall be agreed and approved by crew;
- (f) Passenger and cabin load shall be pre-boarded to allow sufficient time for loading and securing of the items;
- (g) Load shall be secured in the aircraft cabin by a safety belt or restraint device having enough strength to eliminate the possibility of shifting under all normal anticipated flight and ground conditions;
- (h) Station of destination shall be informed about CBBG by means of PSM sending, so that loading personnel can be advised to assist with offloading items secured to seats.

Notes:

- (1) Boarding agent must pay attention on boarding passes for EXST to prevent possible mistakes during counting the boarded passengers;
- (2) When information about passenger and baggage loading is transferring to Load Control, crew, and any other related departments, CBBG shall be excluded from head counting of passengers accepted on flight but shall be included to counting of seats occupied.

1.1.6.12.1.3. Loading and Lashing Cabin Seat Baggage

For items which are over the carry-on luggage limitations (i.e., instruments, works of art), two adjacent seats, including window seat for the item, shall be assigned at the last row(s) of the cabin. The items must be packaged or covered in a manner to avoid possible injury to passengers and cabin crew members, securely strapped in with passenger seatbelt (use extension belt if needed). It shall be done in a way that it is

NOT CONTROLLED IF DOWNLOADED OR PRINTED

not obstructing any passenger's view of the seat belt sign, no smoking sign or exit signs.

All cabin baggage must be stowed adequately and securely in the cabin in such a way that the aisle, cabin doors and emergency exits are not blocked.

1.1.6.12.1.4. Diplomatic Baggage

A diplomatic bag or any type of baggage with a sealed lock must be accompanied during the whole journey by a diplomatic courier to and from the aircraft and must be declared as diplomatic baggage.

The diplomatic baggage must always be carried as non-checked baggage irrespective of its size taking into consideration of its special characteristics and the required special handling procedure. If the size of the diplomatic baggage does not allow its carriage in the cabin, then it can be carried in the hold but only as unchecked baggage since it can never be transported at the carrier's responsibility. In this case the courier must be present during the whole loading and unloading procedure of the diplomatic bag since he is responsible for its carriage. The diplomatic courier shall book a seat according to the normal reservation procedure. At check-in the diplomatic baggage shall be weighed. In the case of excess weight, the normal excess baggage procedure must be followed.

Diplomatic couriers accompanying the diplomatic baggage must:

- (a) Hold all the necessary documents confirming the right for carriage of diplomatic baggage, assume responsibility for diplomatic baggage according to the applicable laws, regulation, or orders of any State to be carried from, into or over;
- (b) Take the personal custody of the diplomatic baggage safety both during the flight and the ground handling.

Diplomatic baggage may be accepted in cabin without an extra seat if the weight per single item does not exceed the normal free carry-on baggage allowance (unchecked baggage) – the total weight of 1 piece of hand baggage may not exceed 9 kg.

However, diplomatic baggage which are outside the above-mentioned conditions are carried by booking an extra seat provided that the maximum weight per seat does not exceed 80kg.

The following remarks must be entered into reservation system and DCS passenger record:

- COUR – in case of commercial courier;
- DIPL – in case of diplomatic courier.

1.1.6.12.2. Crew Baggage

Once arrive at airport, crew will go to dedicated check-in desk or common check-in (bypassing the queue).

(a) Check-in personal:

With utmost attention but quick as possible, should check-in every piece of crew baggage, entering information in the DCS and issue special "Crew bag" tag:

- Inform crew about total baggage checked-in;

- Inform baggage sorting area personnel, Load Control and ramp supervisor about crew baggage and total number checked-in;
- Restricted articles in Passengers or Crew Baggage (Hidden Dangerous Goods) (Ref. IATA DGR Ch.2.3).

(b) Baggage sorting area personal:

- Collect all checked -in crew baggage, according to info received from check-in personnel;
- Check flight number/destination on the baggage tags, store them on the correct baggage truck, separated from other passenger baggage.

(c) Ramp supervisor:

- Ensure all checked-in crew baggage delivered to the apron for loading, according to info received from check-in personnel;
- Check flight number/destination on the baggage tags;
- Confirm total number of crew baggage to Load Control, add info to LIR;
- Ensure loading of crew baggage in CPT1. Baggage must be handled, loaded with special care, avoiding any damage or falling;
- Confirm total number of crew baggage loaded on the aircraft to the PIC.

(d) Load Control:

Ensure correct load planning and crew baggage distribution (in CPT1);

Ensure information about crew baggage is added to the load sheet and LDM.

(e) Actions on arrival:

- Baggage must be offloaded and delivered to the baggage claim area with special care, avoiding any damages or falling;
- If damaged baggage discovered during offloading of baggage, the report and photos should be sent to LF@skyup.aero as soon as possible.

1.1.6.12.3. Delivery at Aircraft

1.1.6.12.3.1. Definition

Delivery at aircraft baggage is cabin baggage:

- loaded in hold at the time of boarding and,
- return to the passenger when disembarking, i.e., at the aircraft stairs or at the loading bridge.

Notes:

- (1) It is not considered as checked baggage, although carried in hold;
- (2) If used for carry-on baggage, the weight is part of the carry-on baggage allowance.

1.1.6.12.3.2. Applicability

The Delivery at Aircraft procedure is applicable for:

- (a) Fully collapsible baby strollers and pushchairs (larger baby carriages/prams must be checked in). Baby strollers, car seats and wheelchairs shall be tagged at check-in or gate and passengers should be allowed to take them to the aircraft, where they shall be loaded into the aircraft baggage compartment, preferably door side. On arrival the item should be returned to the passenger as soon as possible, subject to local regulations;
- (b) Wheelchairs and other mobility aids for passengers with disabilities and/or passengers with reduced mobility;

Note: Do not use the DAA procedure for valuable items (e.g., laptop computers, large video cameras, important documents) as such items should remain with the passenger.

Anytime when checking passenger baggage with DAA tag ask passenger as follows:

Agent: Dou you have any prohibited and dangerous items; for example, spare batteries, power banks, electronic cigarettes in your baggage?

Passenger: YES

Agent: It shall be removed, taken on board, and protected to prevent short circuits or overheating.

1.1.6.12.3.3. Handling Procedures**(a) Check-in:**

- (1) Advice the passenger about loading the cabin baggage in hold;
- (2) Fill out the special "Delivery at Aircraft" tag and attach it to the bag;
- (3) Detach numbered stub and give it to the passenger;
- (4) Enter the "DAA" remark and the electronic bag tag number in DCS passenger record, for example:
 - DAA WCHR PQ123456
 - DAA BABY STROLLER PQ123456
 - DAA BABY BASKET PQ123456
 - DAA CABIN BAGGAGE 1/7 PQ123456
- (5) Instruct passenger to leave their DAA item before boarding on baggage trolley provided at aircraft side or loading bridge, according to local procedures;
- (6) Advice ramp personnel and/or Load Control about the number of DAA items to be loaded and/or about any gate delivery item exceeding normal allowances. Load control personal in charge must consider it in the load control process by adding a comment into field "SI" of LDM (number of DAA pieces, number of the hold);

- (7) Ask passenger to report to:
- the gate personnel for loading and,
 - the cabin crew for unloading upon disembarkation.

(b) Boarding:

- (1) Check for any items which qualify for delivery at aircraft before and during boarding;
- (2) Complete the steps of procedure at check-in above, attach and fill out DAA tag;
- (3) Inform the person responsible for loading and supervision task to ensure the loading position of DAA and WCH are noted on the Load Message (LDM) under SI-Remark;
- (4) Ask the passenger to leave or hand-over the DAA-items at the aircraft entrance (loading bridge or aircraft stairs/baggage trolleys provided);
- (5) If there are missing DAA tags during boarding, it shall be attached to bags at the aircraft entrance.

(c) Upon arrival:

- (1) Cabin crew requests the ground personnel to unload the items/baggage;
- (2) As per the LDM, GSP responsible personnel unload the DAA items and return it to the passenger when disembarking the aircraft (either in the boarding bridge, by passenger steps, or baggage trolley provided) or inside the terminal building on baggage belts, subject to local regulations;

1.1.6.12.4. Sporting Equipment

(a) General

Sporting equipment shall be presented as separate piece(s) of checked baggage. The SSR code "SPEQ" must be added to the record of each passenger wishing to carry Sporting Equipment. Details of the equipment must be entered in Freeform Comments. The check-in agent must inform the Load Planning dispatcher about sports equipment of non-standard weight or size.

(b) Sporting equipment allowances

The sporting equipment is weighed with the passenger's normal hold baggage. Neither the item of hold baggage nor sporting equipment may weigh more than 32kg and sum of 3 dimensions not more 330 cm. If more than 32kg (70 lb.) such sporting equipment is considered as bulky and shall be carried as cargo.

Maximum allowable weight of each sporting equipment piece/set must not exceed 23kg. Weight in excess of 23 kg and up to 32kg must be paid in accordance with the same SKYUP MT fares which are established for excess checked baggage.

Notes:

- (1) Passengers are not allowed to pack personal belongings in a sport equipment case.

- (2) For some types of sporting equipment, the standard content of each individual set (items specification and their quantity) is established – for details. SKYUP MT may require the passenger to show the content of his/her sporting equipment set. In case of any discrepancy SKYUP MT has a right to refuse carriage of such sporting equipment.

(c) Acceptance of commonly used items

- bicycles: must be packed in a nylon sack with the wheels and pedals removed and handlebars turned parallel or in cardboard with deflated tires;
- golfing equipment: Golf equipment includes a golf club, a golf ball, a pair of gloves, a ball marker and a golf bag. The golf clubs must be securely fastened inside the bag so that they do not cause inconvenience or damage during loading, transportation and unloading;
- diving equipment: consists of one diving suit, buoyancy compensator vest, mask, fins, underwater flashlight, knife, snorkel, harpoon, diving socks, balloon and regulator:
 - the cylinders must be empty. The indicator must show 0, and the valve must be open or removed;
 - air must be released from the compensator vest;
 - the harpoon is accepted for transportation in a special case or proper packaging. It must be disassembled and the tips must be packed separately;
 - a diving lamp can be transported both in checked baggage and in hand luggage, provided that the electric lamp and battery are disconnected and packed separately to avoid activation. The battery must be protected against short circuits.
- equipment for hockey, lacrosse: hockey equipment consists of a helmet, a pair of skates, a stick, a ball (puck or lacrosse ball), and a set of protective equipment (for shoulders, arms, knees, etc.);
- equipment for skiing, snowboarding, mountaineering: one set of skiing equipment includes a pair of skis, two ski poles, a pair of ski boots and a ski helmet or one snowboard, a pair of boots and a helmet. Mountaineering equipment includes a mountain backpack, a pair of poles, an ice axe, and a pair of mountaineering boots;
- equipment for hiking and fishing: Camping equipment includes one tent with arcs and related equipment. Fishing equipment includes a fishing rod, a spinning reel, a bucket, a pair of boots and a fishing tackle bag;
- roller skates, a skateboard, and a scooter: You can transport one bag with a pair of roller skates, a skateboard, or a scooter with a set of protective equipment (knee pads, elbow pads, etc.) and a helmet.

Notes:

- (1) It is allowed to transport equipment that is not equipped with motors;

-
- (2) Personal vehicles, such as hoverboards, air wheel monowheels and mini-segways, are not allowed in checked baggage or in hand baggage.
- equipment for bowling, tennis, squash, and badminton: bowling equipment consists of a bag with balls and one pair of shoes. For tennis, squash and badminton, a set of rackets and balls in a bag;
 - equipment for surfing, windsurfing, kiteboarding, and bodyboarding: consisting of a board and/or parachute. Windsurfing equipment: a board, a gyke, a pole, a mast and a sail rolled together. One passenger is allowed to carry only one set of equipment;
 - Hang gliders, equipment for paragliding and parachuting: hang gliders, parachute equipment, and paragliders must be transported in a single package, the dimensions of which do not exceed 330 cm in total.
- (3) paragliders with a motor are not accepted for transportation.
- Equipment for rafting, canoeing: canoeing equipment includes one canoe and a set of paddles. The maximum length of the canoe is no more than 330 cm in the sum of measurements. Canoes of non-standard sizes can be transported by cargo flights. Rafting equipment includes one deflated inflatable boat, one set of paddles and one pump.
- (4) transportation of pneumatic inflatable devices, devices with a motor or electrical components is prohibited

Besides, unlike the other baggage (in accordance with SKYUP MT regulations) dimensions of the sporting equipment are not evaluated when determining the allowance for its carriage in checked baggage, however some items were extracted in a separate group - so-called bulky sporting equipment, which must be carried as cargo. These items are:

- Bicycles-tandems;
- Surfboards longer than 330 cm;
- Vaulting poles;
- Spears;
- Kayaks and canoes more than 330 cm in the sum of measurement;
- Oars;
- Hang gliders;
- Other bulky sporting equipment;
- Any sporting equipment heavier than 32 kg or sum of three dimensions more than 330cm.

The above list is not complete, and it may be amended by other corresponding items. It gives an idea of what exactly sporting equipment can be considered as bulky.

1.1.6.12.5. Wheelchairs and Other Mobility Aids

1.1.6.12.5.1. General

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.

Caution: Personal Transportation Devices (PTD) intended for recreational use (e.g., segway and mini-segway, hoverboard, self-balancing scooter, airwheel, solowheel, smart luggage etc.) should not be confused with wheelchairs or other similar mobility aids for use by passengers with disabilities and/or reduced mobility.

On SKYUP MT flights carriage of PTD's intended for recreational use:

- powered by Li-ion batteries – prohibited in checked and unchecked baggage;
- without Li-ion batteries – allowed in checked baggage.

To prevent damage to aircraft and to ensure flight safety, power-driven wheelchairs or other mobility aids for use by passengers with disabilities and/or reduced mobility, may be carried as checked baggage on passenger aircraft provided wheelchairs or other battery-powered mobility aids powered by non-spillable, spillable, or dry batteries as specified below.

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

- (a) For a wheelchair or mobility aid with an installed battery, inform the PIC of the location;
- (b) When the battery is removed from the wheelchair or mobility aid, inform the PIC of the location of the battery;
- (c) Stow and secure the wheelchair/mobility aid to prevent unintentional operation and ensure it is protected from being damaged by the movement of baggage, mail or cargo;
- (d) Passenger handling personnel must inform load planning to advise the detail of the battery-operated wheelchairs and mobility aids are accepted, the name of the passenger and seat number and if the item is being carried in the cabin or it will be loaded in the cargo compartment;
- (e) Load planning personnel should insert free text supplementary information (SI) item on the load sheet to show the information indicated in (d) and communicate to ramp the required loading location for items loaded in cargo compartment.
- (f) A message shall be sent to the destination 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, separated from the wheelchair.

1.1.6.12.5.2. Carriage of Wheelchairs or Other Mobility Aids with Spillable Batteries

1.1.6.12.5.2.1. Acceptance

- (a) Approval of the operator is required;
- (b) Allowable as checked baggage only.

1.1.6.12.5.2.2. Handling procedures

- (a) A battery powdered mobility aid with installed batteries must be secured, by use of straps, tie-downs or other restraint devices. The mobility aid, the battery(ies), electrical cabling and controls must be protected from damage including by the movement of baggage, mail or cargo;
- (b) The battery terminals are protected from short circuits, e.g., by being enclosed within a battery container;
- (c) The battery is fitted, where feasible, with spill-resistant vent caps;
- (d) The battery is either:
 - adequately protected against damage by the design of the mobility aid and securely attached to the wheelchair or mobility aid. The electrical circuits must be isolated following the manufacturer's instructions; or
 - removed by the user (owner) from the mobility aid following the manufacturer's instructions when mobility aid cannot be maintained in an upright position;
- (e) Mobility aid must be loaded, stowed, secured, and unloaded always in an upright position. Loading is in a manner that prevents movement and damage from other loads. If mobility aid cannot be loaded, stowed, secured, and unloaded always in an upright position or mobility aid does not adequately protect the battery; the spillable battery must be removed and the wheelchair or mobility aid may be carried as checked baggage without restriction;
- (f) Removed battery must be carried in strong, rigid packaging as follows:
 - packaging must be leak-tight, impervious to battery fluid and be protected against upset by securing to pallets or 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;
 - batteries must be protected against short circuits, secured upright in these packaging and surrounded by compatible absorbent material sufficient to absorb their total liquid contents and;
 - these packaging must be marked „BATTERY, WET, WITH WHEELCHAIR” or „BATTERY WET, WITH MOBILITY AID” and be labelled with the „Corrosive” label and with the „Package Orientation” label.

1.1.6.12.5.2.3. Information to the pilot-in-command

The pilot-in-command must be informed of the location of mobility aids with installed battery(ies), removed and/or spare battery(ies) by entering the appropriate information in the field *SI (supplementary information)* in loadsheet.

The responsible load control dispatcher confirms with his signature (in the field *Prepared by* in loadsheet) that the mobility aids actually loaded match with the information in SI field in loadsheet.

The receipt of information is confirmed by the PIC by signing in the field *Approved by* in loadsheet.

1.1.6.12.5.2.4. Messages

Messages shall be sent to the destination or transfer station to ensure the availability of the wheelchair to the passengers as soon as possible. The messages shall indicate the loading and the type of wheelchair position (LDM) and the passenger's name and seat number (PSM).

For more details see IATA DGR Ch.2.3.2.3.

1.1.6.12.5.3. Carriage of Wheelchairs or Other Mobility Aids with Non-Spillable Wet Batteries, Nickel-Metal Hydride Batteries or Dry Batteries

1.1.6.12.5.3.1. Acceptance

- (a) Approval of the operator is required;
- (b) Allowable as checked baggage only;
- (c) Passenger may carry a maximum of one spare battery.

Passenger must confirm in written that battery is a non-spillable wet battery [that complies with Special Provision A67](#) (ref. GOM 1.1.6.12.5.3.2 (a)) or [a nickel-metal hydride batteries](#) which comply with Special Provision A199 or [dry battery that complies with Special Provision A123](#) (for all Special Provisions ref. IATA DGR, current edition).

1.1.6.12.5.3.2. Handling Procedures

- (a) Mobility aid must be prepared for transport to prevent:
 - unintentional activation; and
 - non-spillable batteries are not permitted to contain any free or unabsorbed liquid;
- (b) A battery powered mobility aid with installed battery(ies) must be secured, by use of straps, tie-downs, or other restraint devices. [The mobility aid, the battery\(ies\), electrical cabling and controls must be protected from damage including by the movement](#) of baggage, mail or cargo;
- (c) The battery terminals are protected from short circuits, e.g., by being enclosed within a battery container;
- (d) [Loading is in a manner that prevents movement and damage from other loads;](#)
- (e) The battery is either:
 - [adequately protected against damage by the design of the mobility aid and securely attached to the wheelchair or mobility aid. The electrical circuits must be isolated following the manufacturer's instructions;](#) or
 - removed by the user (owner) [following the manufacturer's instructions.](#)
 - Batteries removed from the wheelchair or spare batteries must be carried in a strong, rigid packaging which must be carried in cargo compartment.

(f) A passenger may carry a maximum of:

- one spare wet, non-spillable battery meeting Special Provision A67 (ref. IATA DGR current edition); or
- two spare nickel-metal hydride batteries meeting Special Provision A199 or dry batteries meeting Special Provision A123 (ref. IATA DGR current edition).

1.1.6.12.5.3.3. Information to PIC

The pilot-in-command must be informed of the location of mobility aids with installed battery(ies), removed and/or spare battery(ies) by entering the appropriate information in the field *SI (supplementary information)* in loadsheet..

The responsible load control dispatcher confirms with his signature (in the field *Prepared by* in loadsheet) that the mobility aids actually loaded match with the information in SI field in loadsheet.

The receipt of information is confirmed by the PIC by signing in the field *Approved by* in loadsheet.

1.1.6.12.5.3.4. Messages

Messages shall be sent to the destination or transfer station to ensure the availability of the wheelchair to the passenger as soon as possible. The messages shall indicate the loading and the type of wheelchair position (LDM) and the passenger's name and seat number (PSM).

For more details see IATA DGR 2.3.2.2.

1.1.6.12.5.4. Carriage of Wheelchairs or Other Mobility Aids with Lithium Batteries

1.1.6.12.5.4.1. Acceptance

- (a) Approval of the operator is required;
- (b) Allowable as carry-on baggage only;
- (c) Batteries must meet the requirements of the 'UN Manual of Tests and Criteria', Part III, subsection 38.3. Proof must be provided when booking, e.g., by a certificate from the manufacturer, or a personal written confirmation.

1.1.6.12.5.4.2. Handling Procedures

- (a) A battery powdered mobility aid with installed batteries must be secured, by use of straps, tiedowns or other restraint devices. The mobility aid, the battery(ies), electrical cabling and controls must be protected from damage including the movement of baggage, mail, or cargo;
- (b) The battery terminals are protected from short circuits, e.g. by being enclosed within a battery container;
- (c) Loading is in a manner that prevents movement and damage from other loads;
- (d) The battery is either:
 - adequately protected against damage by the design of the mobility aid and securely attached to the wheelchair or mobility aid. The electrical circuits must be isolated following the manufacturers instructions; or
 - removed from the mobility aid by the user (owner) if the mobility aid is specifically designed to allow it to be, following the manufacturer's instructions.

- (e) The battery removed from the mobility aid must not exceed 300Wh, or for mobility aids fitted with two batteries, each battery must not exceed 160 Wh.
- (f) A passenger may carry a maximum of one spare lithium-ion battery not exceeding 300 Wh or two spare batteries each not exceeding 160 Wh;
- (g) The handling agent must ensure that any battery removed from the mobility and any spare batteries are carried in the passenger cabin;
- (h) The removed or spare batteries must be protected from damage (e.g., by placing each battery in a protective pouch).

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

1.1.6.12.5.4.3. Information to PIC

The pilot-in-command must be informed of the location of mobility aid with installed battery(ies) or the location of removed and/or spare battery(ies) by entering the appropriate information in the field *SI (supplementary information)* in loadsheet..

The responsible load control dispatcher confirms with his signature (in the field *Prepared by* in loadsheet) that the mobility aids actually loaded match with the information in SI field in loadsheet.

The receipt of information is confirmed by the PIC by signing in the field *Approved by* in loadsheet.

1.1.6.12.5.4.4. Messages

Messages shall be sent to the destination or transfer station to ensure the availability of the wheelchair to the passenger as soon as possible. The messages shall indicate the loading and the type of wheelchair position (LDM) and the passenger's name and seat number (PSM). For more details (Ref. IATA DGR Ch.2.3.2.4).

1.1.6.12.6. Acceptance of Pets in Cabin and Live Animals in Hold

1.1.6.12.6.1. General

The carriage of live animals is subject to the IATA Live Animal Regulations (LAR current edition) and to special conditions:

- Carriage can only be accepted when all points are adhered to;
- Reservations shall be made (SSR is mandatory).
- Carriage of animals is chargeable.

Transportation of animal is allowed provided the passenger assumes full responsibility for animal and arranges all necessary health and/or vaccination certificates, export, import, or transit permits etc. required by the laws and rules of departure, transit, and arrival countries.

SKYUP MT declines any responsibility for any injury to or loss, delay, sickness, or death of the animal in the event that it is refused entry into or passage through any country state or territory except SKYUP MT personal negligence cause the injury, illness or death of animal.

A live animal may be carried as baggage on board SKYUP MT aircraft within the entire connection network, provided the following conditions are met:

- (a) Good health and condition of animal. Only animals which appear to be in good health and condition and fit to travel to the final destination will be accepted;
- (b) Animal must travel together with passenger. A live animal carried as baggage is carried on the same aircraft as the passenger who takes care of the animal; carriage of live animals is allowed under the regulations in force in the countries of departure and destination;
- (c) Passenger has got all documents (for animal) required for veterinary purposes according to the regulations. The passenger carrying a live animal present during check-in all the documents required for carriage of an animal, in compliance with the regulations in force in the countries of departure and destination;
- (d) Container (a cage or bag) used for transportation of animal is proper (according to the regulations).

The animal is presented for check-in in a container (a cage or bag) provided by the passenger, which meets SKYUP MT requirements regarding its weight, dimensions, and construction. Each container must be suitable for the animal(s), it must in general allow the animal(s) to stand up, turn and lie down in a natural manner.

Notes:

- (1) Females with suckling young and unweaned animals will not be accepted;
- (2) Weaned puppies younger than eight weeks must not be shipped due to possible dehydration effects in air transportation.

1.1.6.12.6.2. Handling of Pet in Cabin (PETC)*1.1.6.12.6.2.1. Definition*

Animals allowed for transportation for transportation in passenger cabin of the aircraft:

- (a) Animals transported in special containers (SSR PETC);
- (b) Service animals:
 - (1) Guide dogs accompanying blind and/or deaf passengers, as well as passengers with paralyzed lower limbs and dogs assistants to employees of state authorities, rescue teams (SSR SVAN);
 - (2) Small animals (cats and dogs) for emotional support for passengers (SSR ESAN).

Prior company approval must have been obtained.

The passenger, under whose care the PETC travel, must be in possession of all documents required by the authorities of destination.

1.1.6.12.6.2.2. Pet in Cabin (PETC)

- (a) Only cats, dogs are included in the domestic animals which can travel along with the passenger. Also, it's possible to carriage of rodents only permission from SKYUP MT (contact letstalk@skyup.aero)
- (b) PETC must not exceed 8 kg, and together with its cage must not exceed 10 kg. The cage max size is 50x40x25 cm. The covering belongs to the passenger;

- (c) The animal must:
- be placed in a special container (specially designed for transportation of animals and protected from liquids and odors);
 - be able to stand in the container, turn freely and lie down naturally;
 - be accompanied by an adult passenger;
- (d) Pets are separately kept in the forward, middle and aft cabin compartments and separately from each other. Natural enemies should be transporting in cabin as far as possible from each other, it is forbidden to carry them if they have visual contact;
- (e) During the entire flight the pet must be clean and healthy and transported in a cage or in a liquid proof bag which means the dimension and mass of hand baggage;
- (f) If a pet is transported in a liquid proof bag, the bag may be partially open, and the pet shall be muzzled and harness;
- (g) If a pet is transported in a container, it must be well-ventilated, security fastened, leak-proof, cannot be easily destroyed by the animal inside it, and have absorbent bedding;
- (h) For take-off and landing the pet shall be under the seat in front, or – if impossible – on a floor in front of a vacant seat adjacent to the window;
- (i) Cages/baskets/bags with PETC must not be shown on the seats;
- (j) Animals are not taking out of the container at any time during the flight;
- (k) It is not allowed to put animals in the aisle, in the first rows for all service classes and in emergency exit rows for all SKYUP MT aircrafts;
- (l) Pets, which are permitted to be transported in the passenger cabin, shall be loaded into their containers or cages before leaving the departure lounge;
- (m) The container/cage shall not be reopened until the passenger is in the arrival building at the destination.

There is a limit for animals carried in the cabin on the same flight (SVAN and ESAN are not included in these quantity):

Max. number of cages	Max. number of animals in cage	Max. number of cages per 1 passenger	Cage dimensions, cm	Max. weight of animals with container
4	2	1	50x40x25	10

Notes:

- (1) It is allowed to transport 2 live animals (dogs or cats) in one container if they are coexisting peacefully and the weight of the whole container is not exceeding the established norms (10 kg);
- (2) PETC transportation is never included in the free baggage allowance and always paid in full, in accordance with the current SKYUP MT tariffs.

1.1.6.12.6.2.3. Check-in procedure

NOT CONTROLLED IF DOWNLOADED OR PRINTED

All necessary documents must be checked by check-in agent properly. The Check-in agent should ensure that the domestic animal to be taken inside the cabin has a valid health and vaccination certificate, ID's (according to current version of TIMATIC) and the flight staff is informed about the subject. In case this document is absent or incomplete, the domestic animal is not accepted for the flight.

The check-in agent must ensure that the PETC at check-in corresponds to the booking information. In case of out of specified conditions check-in supervisor/SKYUP MT representative must be informed.

- (a) A fee is collected from the passenger for PETC. This fee is excluded from the baggage allowance;
- (b) Special remark (PETC) in at DCS should be done;
- (c) Domestic animals, which are outside the definition of domestic animal due to their weight and volume, and which cannot be carried inside a box, can by no means be carried in the cabin;
- (d) In case of refuse of from carriage the ticket fare of the passenger is not refunded. The excess baggage fee collected for PETC is not refunded;
- (e) Check-in of PETC possible only on one way trip from point to point.

If the required documents or/and SKYUP MT requirements are not presented or/and perform appropriate, SKYUP MT reserves the right not to allow the carriage of PETC.

1.1.6.12.6.2.4. Service Animals (SVAN) and Emotional Support Animals (ESAN)

- (a) For SVAN the size and mass limit are not valid;
- (b) Only dogs and cats can be accepted as an emotional support. The maximum weight of ESAN is 8 kg;
- (c) A guide dog accompanying a blind/deaf or disabled passenger, or an emotional support dog or cat are not included in the quantity limit regarding the number of animals allowed in the cabin;

Note: The number of service animals is limited 1 animal per passenger, but not limited for the flight.

- (d) The request for service animal transportation must be confirmed by SKYUP MT (letstalk@skyup.aero). The information about service animals must be entered into reservation system with mandatory designation of animal type, weight, and the reason of its carriage as service animal;
- (e) The dog or cat must be booked under reservation code ESAN minimum 48 hours before departure time;
- (f) If the reservation desk is unable to validate the documentation, or if the advance notification is not given, the dog can be transported as PETC or AVIH, and the respective fees will apply;
- (g) SVAN and ESAN are carried free of charge;
- (h) SVAN shall be harness but not need to be muzzled or caged. The animals are not allowed to occupy a seat;

Recommended: A place near a window. As far apart as possible. Block the seat next to the passenger for SVAN, if possible;

- (i) Passenger traveling with ESAN animal is obligated to possess muzzle which would be used in emergency (aggressive, stressful etc.);
- (j) For take-off and landing the SVAN shall be on the floor beside the passenger, but not in the aisle;
- (k) The documents confirmed that the assistance dog is trained for accompanying of passenger who is dependent upon it, must be shown on request of SKYUP MT representative/ check-in agent.

1.1.6.12.6.3. Handling of AVIH

1.1.6.12.6.3.1. General

- (a) On SKYUP MT flights the following domestic animals are allowed for carriage in hold:
 - Dogs;
 - Cats.
- (b) Other domestic animals, animals of unusual size and wild animals must be transported as cargo.
- (c) Transportation of animals in hold is subject to:
 - Requirements laid down in the IATA Live Animals Regulations (LAR);
 - Governmental regulations concerning import, export, and transit of live animals. (For further information, see TIM/TIMATIC);
 - SKYUP MT rules and restriction's;
- (d) Transportation of animal is allowed provided the passenger assumes full responsibility for animal and arranges all necessary certificates, export, import and/or transit permits, health and/or vaccination certificates, etc. required by effective laws and rules of departure and arrival countries.
- (e) SKYUP MT declines all responsibility for any injury to or loss, delay, sickness, or death of the animal in the event that it is refused entry into or passage through any country state or territory except SKYUP MT personal negligence cause the injury, illness or death of animal.

Note: Passenger is responsible to provide container/cage for transportation animals in aircraft hold.

- (f) Animals in hold limits:

Max. number of cages, per flight	Max. number of animals in cage	Max. number of cages per passenger	Max Cage dimensions, cm	Max. weight of animals with container	Max. weight of animal
5	2	2	75x75x100	32*	14

*AVIH heavier than 32 kg might be approved for carriage with ops@skyup.aero

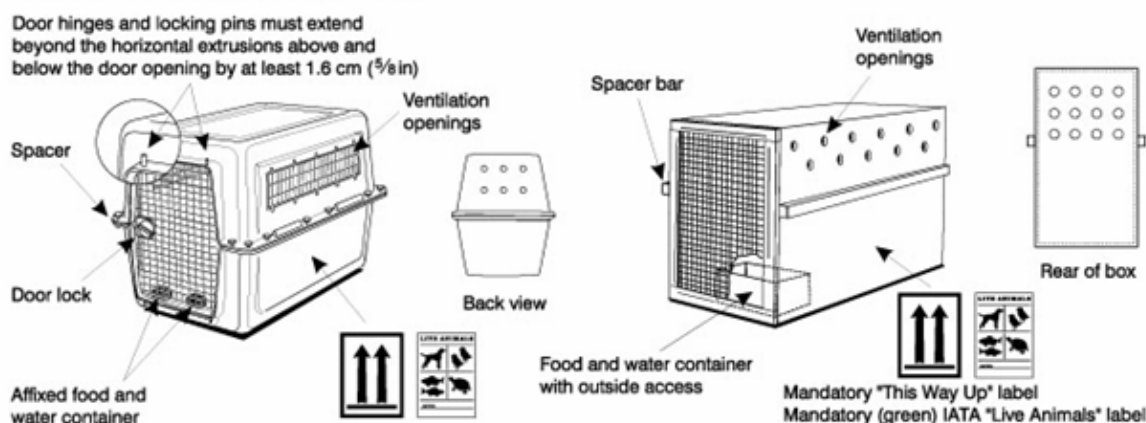
1.1.6.12.6.3.2. *Reservation Procedure*

- (a) The reservation record is made for the passenger who has a request for carrying domestic animal in aircraft compartments and it should contain a description of the animal mentioned in the animal, size of cage, amount number of animals in cage, type of animal (dog/cat etc.). Request for reservation must be sent on email letstalk@skyup.aero followed by confirmation from them;
- (b) If request for transportation satisfied, the responsible reservation agent put into system information about the animal(s) with explanation of expected weight/size/type/animals at cage of AVIH. (e.g., AVIH/10kg/dog/1), which will be subsequently reflected in the passenger's record in DCS.

1.1.6.12.6.3.3. *Conditions for Acceptance*

- (a) The animals must be clean, healthy, and not pregnant;
- (b) Animal containers must be:
 - large enough that the animal can stand upright, turn and lie down in a natural manner;
 - clean, leak- escape- and claw-proof;
 - fit for transportation and handling (feeding, watering, cleaning);
 - adequately ventilated on at least 3 sides;
 - max size of container 75cm (high) * 75cm (width)* 100cm (length);
- (c) The animal containers size and construction shall meet the IATA «Live Animals Regulations» (LAR) requirements;
- (d) Hand-made containers are not acceptable for transportation of animals in hold.

Example of cage for transportation dog and cats:



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 off-loaded, when care of animal is required during transit stops.

In the event of an excessive delay, special care should be taken, according to the shipper/passenger's instructions, e.g., opening of compartment doors, extra watering/feeding, offloading, etc. as necessary; The 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. An approval must be obtained by SKYUP MT prior departure. GSP's Ramp personnel must ensure that cage comply with SKYUP MT rules.

Live animals shall not be loaded in close proximity to other loads which may have a negative effect on their health and welfare. Animals which are natural enemies shall not be loaded in close proximity to one another. There appears to be no scientific or technical reason why live animals (AVI) and human remains (HUM) should be segregated in aircraft cargo compartments. However, it may be ethical for cultural reasons to segregate them.

1.1.6.12.6.3.4. Restriction of carriage AVIH

It is allowed to carry maximum 2 animals in the same container (as AVIH) provided:

- (a) Total weight of container including animals does not exceed 32 kg;
- (b) Each animal in container can stand upright, turn, and lie down in a natural manner;
- (c) Weight of each animal cannot be exceeded to 14 kg (in case of 2 animals in cage).

Exception: Its applicable to carry 3 animals in one cage only if there are same litter and up to 6 months old.

Notes:

- (1) Animal(s) exciding maximum weight (including container) 32 kg (70 lb) shall be carried as cargo;
- (2) Passenger must provide enough food and water for whole flight;
- (3) It's forbidden for transportation cats and dogs if their age up to 56 days;
- (4) SKYUP MT declares the right to refuse transportation of animal if above requirements are not met;
- (5) Animals in hold can be carried only at 1 or 2 cpt for B737-800.

1.1.6.12.6.3.5. Charges

AVIH is never included in the free baggage allowance and are always subject to payment.

AVIH includes one container with animal (s) up to 23 kg. Extra weight shall be paid additionally.

Carriage of animals is charged in accordance with SKYUP MT established fares, that indicated at www.skyup.aero

The charge for animals is covered by a:

- PayUp or
- MCO

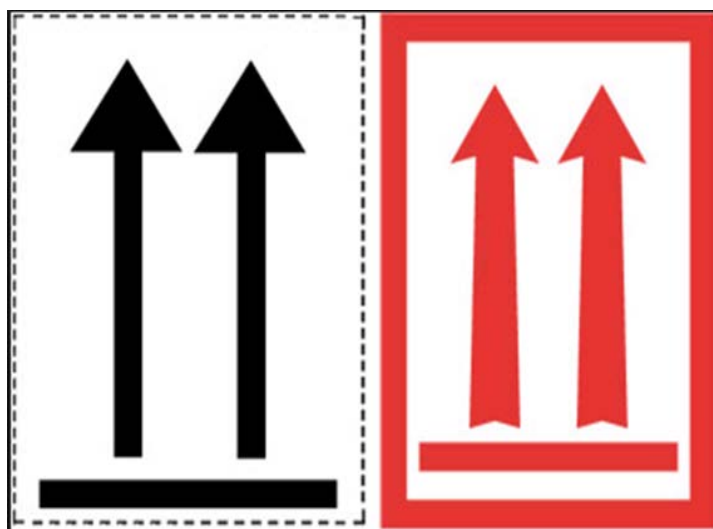
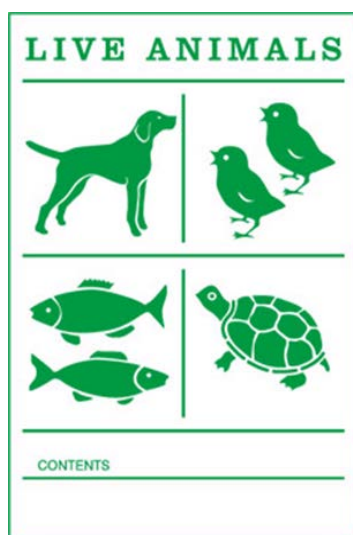
1.1.6.12.6.3.6. Handling at the Departure Airport

Take the following actions at check-in:

- (a) Ensure that the animal was pre-notified – check if the remark SSR AVIH (also indicate weight/size and type of animal) is presented in the passenger booking record.

Note: In case of no SSR AVIH is presented in the passenger booking record, contact the SKYUP MT (letstalk@skyup.aero) to decide upon acceptance or refusal of the animal for flight – subject to above mentioned requirements. SKYUP MT have a right to refuse the carriage of the animal which was not pre-notified in advance.

- (b) Enter the remark AVIH with number of containers and the weight of animal including container into DCS for PSM sending to destination airport (e.g., PSM/AVIH/30KG);
- (c) Print out from DCS and attach the baggage tag onto container;
- (d) Label cage by following labels:



- (e) Request the passenger to pay the extra charges for animal carriage and after payment is made, uplift the relevant flight coupon from MCO (except the electronic MCO);
- (f) Inform the Load Control department.

1.1.6.12.6.3.7. Information

The information concerning the live animal accepted for carriage on SKYUP MT flight shall be entered to "Notification to Captain" (NOTOC).

The total number of containers with animals and their loading position must be mentioned in the SI-part of the LDM.

The arrival airport is informed of animals carried on SKYUP MT flight in aircraft hold by means of PSM and LDM.

1.1.6.12.7. Carriage of Weapons and Ammunition**1.1.6.12.7.1. Procedure of Carriage of Firearms, Weapons and Ammunitions***1.1.6.12.7.1.1. General*

SKYUP MT only transports weapons of war or munitions of war by air if an approval to do so has been granted by all states whose airspace is intended to be used for the flight. The carriage of a weapon shall be legally permitted by all state(s) involved, including the state and state(s) of flight departure, transit and arrival.

Where an approval for the transportation of weapons and ammunition has been granted, SKYUP MT shall ensure as follows:

- prior to acceptance, the passenger or other authorized and duly qualified person determines that the weapon is not loaded;
- the weapon is transported in a sturdy locked container to prevent any possible damage during the flight;
- ammunition is securely boxed and carried separately from the weapon, and is handled in accordance with applicable dangerous goods regulations;
- weapons and ammunition are stowed in an area that inhibits access by any unauthorized person while the aircraft is in flight (such weapons are not to be carried on the flight deck or retained by any crew member);
- transit and transfer stations are advised and ensure the integrity of such items;
- at the final destination, when required by the State of flight arrival, security procedures are implemented to return the weapons and/or ammunition to the passenger.

SKYUP MT ensures that, before a flight begins, the Commander is notified of the details and location on board the aircraft of any weapons of war and munitions of war intended to be carried.

SKYUP MT accepts firearms for transportation on board the aircraft with written approval from Director Security, OCC flight operations officer on duty shall notify the Commander before each flight whenever transportation of firearms, weapons and ammunitions is approved.

SKYUP MT accepts weapons of war and ammunitions of war for transportation on board the aircraft only on specially chartered flights.

There is no internationally agreed definition of weapons of war and munitions of war. Some States may have defined them for their particular purposes or for national need.

It is the responsibility of SKYUP MT to check, with the State(s) concerned, whether or not a particular weapon or munition is regarded as a weapon of war or munitions of war. In this context, States that may be concerned with granting approvals for the carriage of weapons of war or munitions of war are those of origin, transit, overflight and destination of the consignment and the State of the operator. Flight and cabin crew shall receive, prior to flight, briefing on the exact conditions and safety/security precautions instituted for each such flight.

As a general precaution, the Commander of the aircraft shall require that all the baggage and belongings of military personnel shall be subjected to security screening at the airport of departure, immediately before loading on aircraft, by a method appropriate to identify presence of hazardous articles prohibited on board aircraft.

1.1.6.12.7.1.2. Acceptance for Transportation

Firearms are accepted for transportation only as checked baggage at check-in.

Unauthorised acceptance and transportation of firearms in the cabin is prohibited. GSP's personnel is responsible to ensure compliance with the SKYUP MT requirements listed below:

(a) The firearm can be checked-in only after:

- (1) customs officer has checked and confirmed that the person has firearm in legal possession and holds the required State approvals for transportation of firearm from to the State concerned;
- (2) police or customs officer has checked the firearm and confirmed that it contains no ammunition and is suitably packed for carriage (in a sturdy locked container);

When all above requirements are met the baggage tag can be issued and firearm sent to the baggage sorting area.

(b) Acceptance of ammunition:

- (1) the ammunition can be accepted for carriage as checked baggage if it is prepared for transportation in accordance with DG Regulations. (Not more than 5 kg in same box). Preferably the packed ammunition shall be placed in regular bag;
- (2) when all above requirements are met the baggage tag can be issued and firearm sent to the baggage sorting area;
- (3) it is prohibited to transport ammunition loose packed in the baggage or sporting/hunting arms bags;
- (4) it is the shipper's responsibility to obtain all authorizations required by the state(s) of origin, transit and destination.

1.1.6.12.7.1.3. Transportation to and from Aircraft

Registered, properly packaged weapons and ammunition in special cases, boxes or containers with secure lock are delivered from check-in desk to the aircraft by representatives of GSP's personnel accompanied by airport AVSEC service or law enforcement authority and are loaded on aircraft by representative of handling company under the crew control to the front compartment in a place inaccessible to

passengers and crew during the flight. Ammunition is carried separately from the firearms.

Handling company representative of airport of arrival after receiving information about weapons carriage has to inform airport AVSEC service or law enforcement authority well in advance. On arrival to the airport of destination in case of technical availability crew duplicate message about weapons carriage and necessity of airport AVSEC service presence or law enforcement authority on the parking stand. Representatives of GSP's personnel accompanied by airport AVSEC service or law enforcement authority deliver special cases, boxes and containers with arms and ammunition to the customs control at arrival hall (baggage delivery area) where weapons are returned to the passenger in accordance with agreed procedures.

(a) Acceptance of Firearm by the Commander

Whenever OCC has notified the Commander of expected firearm transportation the Commander shall verify that the person transporting the firearm has boarded the aircraft and that the firearm has been loaded in the appropriate compartment by consulting the ramp coordinator or ground handling personnel.

he information (NOTOC) provided to the Commander indicates the number of weapons, ammunition transported on the aircraft and their total weight.

1.1.6.12.7.1.4. Loading of Firearm in the aircraft

The firearm shall be loaded after the baggage and/or cargo is loaded in front of other baggage so that no obstacles can be encountered during unloading. The cargo compartment door shall be closed immediately after the firearm is loaded.

1.1.6.12.7.1.5. Unloading of Firearm

GSP's personnel shall inform arrival airport Ground handling and Airport Security Duty Manager/Officer about the firearm on board to ensure unloading the firearm before of other baggage/cargo.

The firearm shall be delivered to Customs Authorities in the presence of the owner.

1.1.6.12.7.2. Carriage of Sporting Weapons

SKYUP MT takes all reasonable measures to ensure that any sporting weapons intended to be carried by air are reported to SKYUP MT.

SKYUP MT when accepting the carriage of sporting weapons ensures that they are:

- Stowed in the aircraft in a place that is inaccessible to passengers during flight; and
- In the case of firearms or other weapons that can contain ammunition, unloaded.

Ammunition for sporting weapons may be carried in passengers' checked baggage, subject to certain limitations, in accordance with the technical instructions.

There is no internationally agreed definition of sporting weapons. In general, it may be any weapon that is not a weapon of war or munitions of war. Sporting weapons include hunting knives, bows and other similar articles. An antique weapon, which at one time may have been a weapon of war or munitions of war, such as a musket, may now be regarded as a sporting weapon.

A firearm is any gun, rifle or pistol that fires a projectile.

The following firearms are generally regarded as being sporting weapons:

- Those designed for shooting game, birds and other animals;
- Those used for target shooting, clay-pigeon shooting and competition shooting, providing the weapons are not those on standard issue to military forces; and
- Airguns, dart guns, starting pistols, etc.

A firearm, which is not a weapon of war or munitions of war, should be treated as a sporting weapon for the purposes of its carriage on an aircraft.

SKYUP MT will take all reasonable measures to ensure that any sporting weapons intended to be carried by air are reported to the checking personnel before departure. The transport of ammunition for sporting weapons is only allowed if they are for the personal use of the accompanying person, they are securely boxed and in quantities not exceeding 5 kg.

Before the flight the Commander must be notified of details of weapons or ammunition intended to be carried on board, including its location.

1.1.6.12.7.3. Authorized Carriage of Weapons

1.1.6.12.7.3.1. Carriage of Weapons on Board an Aircraft by Law Enforcement Officers and Other Authorized Person

The carriage of weapons on board an aircraft by law enforcement officers and other authorized personnel, acting in performance of their duties (such as protecting government officials or escorting inadmissible passengers, deportees or persons in lawful custody), is permitted in accordance with current legislation of Malta in the field of aviation security and EU Regulations. The permission should include but not limited to the following:

- written documentation requesting the carriage of weapons;
- written approval of the request to authorize the carriage of weapons from the appropriate authority;
- ensuring that the destination State and other States where enroute stops are planned have authorized the carriage of weapons;
- notification to the receiving entity(ies) at the airport of arrival of the carriage of weapons;
- armed personnel to be given instructions regarding rules and regulations pertaining to the carriage of weapons in the State of arrival as well as the State of departure, and those at any intermediate stops.

The exceptional authorization to transport firearm on board an aircraft to the law enforcement officers and other authorized person may be granted only by the Director Security or Flight Operations Director.

The request for such transports shall be made in written to SKYUP MT Director Security and consent from Flight Operations Director received. The request for authorization to carry weapons on board an aircraft should be made well in advance

of the scheduled departure date to allow SKYUP MT sufficient time to review the request and communicate the information to those that should be informed, such as the local airport police.

After reviewing the request and approving carriage of weapons on board an aircraft the Director Security shall inform relevant personnel of SKYUP MT including OCC flight operations officer for proper arranging the process of further carriage of armed individual.

Any request to carry weapons on board an aircraft should be signed by a senior official of the entity making the request, and provide the armed officer's travel itinerary, as well as the following:

- justification for requiring access to the weapon while in flight;
- assurance that the armed officer is legally empowered to possess the weapon; and
- assurance that the armed officer has been appropriately trained in the use of firearms.

SKYUP MT transporting individuals authorized to carry weapons on board an aircraft shall ensure that:

- proper written documentation authorizing the carriage of a weapon is presented;
- armed persons, prior to boarding an aircraft, are fully briefed and aware of the rules and regulations pertaining to the carriage, risk and use of weapons on board an aircraft;
- no alcoholic beverages are served to armed individuals;
- the Commander and all crew members are notified of the number of armed individuals on board the aircraft and their seat location(s) and If more than one armed officer is on board an aircraft, each armed officer should be notified of the seat location of the other armed person;
- records related to the notification of the number of armed individuals on board the aircraft and their seat location to the Commander are kept;
- ultimately, the SKYUP MT has the final authority to allow transportation of firearms/weapons in the cabin compartment.

OCC flight operations officer shall inform the Commander of particular flight about armed individuals on board an aircraft. Information about armed individuals and their seats location shall be included in pre-flight briefing.

Prior to boarding the armed officer shall be briefed by person designated by Ground Operations Director about rules and regulations pertaining to the carriage, risk and use of weapons and rules of conduct on board an aircraft. This briefing shall be carried out at the time the armed individual initially checks-in for the flight and prior to the passenger screening process. After the briefing, designated person asks the armed person to sign two copies of the Notice to armed individuals on board an aircraft (refer to Appendix 6). These copies are provided: 1st – to the Commander, 2nd – remain at the airport of departure.

The briefing will contain the following information:

- ammunition shall be kept separately from the firearm;
- armed officer shall not intervene in any incident occurring during flight not related to their duties unless requested to do so by the Commander;
- armed personnel shall comply with Commander instructions.

Alcoholic beverages will not be served to the armed passengers.

1.1.6.12.7.4. Notification of Transportation of Weapons and Ammunition

After the departure of an aircraft carrying armed persons, a Passenger Service Message must be sent to the airport of arrival about the transportation of armed persons on board an aircraft for proper appropriate actions upon arrival of the flight.

After departure of an aircraft carrying weapons and ammunition as checked baggage, a Passenger Service Message must be sent to the airport of arrival to inform the authorized representative of the handling company, which must contain information about the transportation of weapons and ammunition on the flight – the relevant WEAP code, the number and weight of containers, and the LDM.

The information provided to the Commander – NOTOC shall include the number of weapons and ammunition and their total weight.

After receiving information about the expected arrival of weapons and ammunition (armed person) on a particular flight, the representative of handling company at the destination airport shall notify the airport security officers and other interested services in advance.

The representative of handling company at the airport of destination, after receiving information about the expected arrival on a particular flight of weapons and ammunition, shall notify the airport AVSEC service or law enforcement agency in advance.

1.1.6.12.8. Excess Value Declaration

SKYUP MT does not perform the excess value declaration. Passenger may declare the excess value declaration through Insurance Company by concluding the separate agreement.

1.1.6.12.9. Unaccompanied Baggage

No items of baggage are allowed on SKYUP MT aircraft that have not been checked. Passengers wishing to 'dodge' paying excess may not present items to the check-in personnel. These items will be screened before entry to the departure lounge and will be removed and tagged at the gate for hold loading.

Items presented for loading without tags for the flight are deemed to be unchecked and will be refused carriage.

1.1.6.12.9.1. Rush Baggage

This procedure is applied only for mishandled, re-routed, or misconnected baggage and or company materials:

- (a) Baggage must be tagged with a rush tag;
- (b) The tag must be accurately completed with all customer details as required;
- (c) The original baggage tag must not be removed (exception - in case of original baggage tag missing);
- (d) All rush baggage must be searched by hand or screened by X-ray machines at the airport;
- (e) All rush baggage must be stored in secured storage area.

For more information ref. GOM 2.10.7.

1.1.6.12.9.2. Co-Mail

Items authorized for shipment by hand-of-crew must be labelled for destination and sealed. The sealed envelope must be accompanied by the completed form "Co-Mail Form" from the consignor. The labels and seals of the shipment must be examined for any interference and the envelope in which the shipments are contained should be inspected for damage. The contents should be written on the form. Co-mail Form (Ref. GOM, Annex A, SEU-GRH-FORM-012) has got four copies, and all copies shall be distributed as shown in the form.

Note: Stations should not forward any items by Hands of Crew or as Rush tags without proper authority or approval from the OPS – ops@skyup.aero . The same should be screened by security before sending. Forwarding of company materials such as Revenue Documents, Landing Cards are exempted from getting prior approval, but Ground Ops must be copied on all such forwarding messages.

1.1.6.12.10.Limited Release

Term "Limited Release baggage" (LRB) is a baggage for which the carrier assumes a limited liability, because of the condition in which the baggage is accepted. Such luggage must be carried with limited liability in accordance with SKYUP MT police.

It should be used when passenger's baggage is:

- Not properly packed;
- Sporting equipment;
- Already broken or damaged before check-in;
- Musical instruments (musical instruments may be accepted in hold only if carried inside a special case/box) contains fragile goods;
- Last minutes check-in;

1.1.6.12.10.1. Procedure

Handling Procedure if the passenger checked baggage appears for LRT:

- (a) Inform the passenger, who is owner of the baggage, about nonconformity to SKYUP MT regulations concerning the baggage carriage, and recommended

- (b) them to eliminate the violation if possible (for example, repack baggage properly on their own or at the point of luggage packing);
- (c) If the discrepancies cannot be resolved:
 - Insert the necessary remarks into the box “Limited Release” on the back of the appropriate automatically printed baggage tag and asks the passenger to put his signature on it or
 - If there is no “LRT” box on automatically printed baggage tag, issue instead in the manual “LRT”, complete it and ask the passenger to put his signature on it. Insert its number in DCS passenger record.
- (d) Give the identification portion of “LRT” (electronic or manual) to the passenger;
- (e) Inform the passenger that carrier assumes a limited liability for this baggage in case of any deviations or damaged that may occur during its transportation;
- (f) Add a remark for passenger in DCS.

1.1.6.12.11. Carriage a Human Ashes as Baggage

- (a) General rules:
 - Carriage of human ashes is accepted as unchecked baggage carried in the cabin under passenger care with all requirements listed below;
- (b) Requirements:
 - Intention of carrying an urn should be stated during reservation (remarks should be enter into the system);
 - The passenger must be in possession of all required documents;
 - Only funeral urns can be accepted;
 - Urn shall be properly sealed and stamped;
 - The dimension and weight of the urn shall not exceed the limit for unchecked baggage;
 - It is stowed in the overhead compartment or under the seat in front.
- (c) Check-in:
 - Passenger must inform check-in personnel about urn in the baggage;
 - All the rules that apply to the baggage check-in are also relevant for the check-in of passenger travelling with a human ashes as baggage;
 - The check-in agent must check if all requirements are fulfilled;
 - The check-in agent shall inform passengers that the urn must be cleared by them after arrival (customs and health authorities).
- (d) Security:

The urn must be X-Rayed before boarding.

1.1.7. Passenger Boarding

During boarding the GSP boarding agents are responsible for the safety of all SKYUP MT passengers, crew, and their own staff.

Boarding for SKYUP MT flights:

- begins not later than 45 minutes before estimated time of departure;
- closes 20 minutes before estimated time of departure*

* At some stations the boarding deadlines may vary according to local conditions (airport infrastructure, parking position, buses available, extra security measures required etc.) and must be agreed with SKYUP MT.

The first agent shall arrive latest 60 minutes before departure and prepare the gate. Liaise with ramp agent/ dispatcher regarding estimated time of boarding start.

1.1.7.1. Preparation for Boarding

- (a) Sign in to the boarding system and check that all equipment is working;
- (b) Prepare required handling material such as boarding passes, bag tags and other handling forms or if required prepare manual boarding documentation;
- (c) Where the local facilities permit, set up tensor barriers to improve queue managements. Position cabin bag sizers closely in front of a gate in a place, where agents have a good view of both baskets;

At least 1 baggage sizer must be available at the boarding gates.

- (d) Check that boarding facilities and gate monitors are displaying the correct flight information;
- (e) Ensure dangerous goods and prohibited articles notices are displayed at the boarding gate;
- (f) Before boarding, ensure passengers and their cabin baggage have undergone security checks, if applicable;
- (g) *Ensure that passengers embarking an aircraft or who need to walk to, from or across the apron:*
 - *are escorted by trained and competent personnel;*
 - *do not interfere with stationary aircraft and ground servicing activities;*
 - *are protected from operating aircraft, including the effects of their engines, as well as vehicular or other activities;*
 - *the route to the aircraft is safe and clearly marked.*

Passengers must be always supervised on the ramp.

- (h) For boarding with a Passenger Boarding Bridge (PBB), secure the route to the aircraft and block off any unused passageways, if required.

In specific weather conditions (e.g., heavy rain, extremely cold or hot weather etc.) the boarding process could deviate from the standard requirement in respect of passenger comfort.

- (i) In any case boarding of aircraft (passengers entering the cabin) cannot commence until the Senior Flight Attendant has confirmed that the crew is ready to accept the passengers;
- (j) Review the flight and check the following:
 - number of booked and accepted passengers including waitlist;
 - number of passengers with [Fly & Celebrate](#) tariff;
 - passengers requiring special attention or pre-boarding (e.g., UMNR, PWD, INAD, DEPO, adults with children or infants etc.);
 - passengers who are not authorized to board and if any related action is required, e.g., feeding API-data, selectee handling;
 - in case of overbooked flight assess the number of volunteers required and/or expected number of involuntary denied boarding passengers.
- (k) If applicable, prepare for priority boarding (e.g., set up signage and barriers etc.);
- (l) Prepare boarding announcements as required;
- (m) Obtain clearance for boarding from the flight crew.

1.1.7.2. Queue pre-check

The queue pre-check is a procedure taking place before the actual gate boarding process is started, where agents check the boarding cards and travel documentation (passport, visa, etc.) of passengers waiting in the gate area.

The aim of the queue pre-checks is to support the actual boarding process. This comes in a few ways:

- Ensuring passengers wait in the area applicable to their priority status – when the relevant separation measures are applied (i.e., tensor barriers placed or display positioned and announcement made), going through the passengers during the queue pre-check the agents can identify passengers waiting in the wrong area and direct them to the correct side of the queue. Passengers waiting in the wrong queue slow down the actual boarding process, if not filtered in advance;
- Control of hand baggage – the agent shall spot passengers with excessive hand baggage;
- Fee collection – spotting an excess baggage that is subject to be charged, usually takes time in discussion with the passenger, charging the amount and issuing the relevant sales receipts. If this is carried out during the queue pre-check, the time needed for facilitation of the fee collection does not affect the speed of actual boarding;
- Verification of travel documents - checking the travel documents of the passengers during the queue pre-check allows earlier identification of documents that require further checks.

1.1.7.3. Passenger Boarding Process

Passengers can be boarded by personnel in charge of boarding process using a boarding application or manual process, 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 – pre-boarding and priority boarding;
- (b) Make boarding announcements according to SKYUP MT script in local language and in English, separate Pre-boarding and Boarding announcements as provided by SKYUP MT must be made prior boarding, in local language and in English;
- (c) The following passengers should be boarded to the aircraft first:
 - passengers who need special attention (e.g., UMNR, PWD, INAD, DEPO, STCR, CBBG etc.) if arriving late should then be held until last or until the majority are on the aircraft so as not to obstruct the other passengers;
 - passengers who travel on a [Fly & Celebrate](#) fare;
 - families with infants and children;
- (d) Follow the relevant policies for passengers requiring assistance or pre-boarding;
- (e) Verify each passenger's identity. Cross-check the name of the passenger identity document with the one on the ticket and visually match the passenger with the photograph. In situations with the increase threat, this measure can be repeated and the entrance to the aircraft;
- (f) Check the flight number and date on the boarding card;
- (g) Apply the cabin baggage policies, and account for any gate tagged items:
 - baggage that doesn't meet the requirements of free baggage allowance for hand baggage must be removed and loaded in the hold of the aircraft and in case needed to be paid according to the tariff;
 - add any additional cabin baggage tag number(s) (Limited Release/ Delivery at Aircraft) in the DCS collected at the gate as per the system used (manually or automated). Inform load control.
 - advise ramp personnel of any gate tagged items to be loaded.
- (h) Confirm each passengers boarding acceptance in the DCS before allowing them to board;
- (i) [Pay attention to passengers who have seats near emergency exits, check if they meet the seating requirements \(ref. GOM 1.1.4.2.2\) - if the appearance of the passengers allocated to emergency exit/s fit, strong and able to assist evacuation if needed has been added;](#)
- (j) Passengers shall be advised which aircraft door (front or rear) they shall use depending on their seat assignment, if applicable;
- (k) For manual or non-automated boarding, check the flight number and date on the boarding card, register the security (boarding) number;

- (l) If a passenger is ineligible to board (refused boarding by the system) enter passenger records to resolve the passenger boarding issue;
- (m) Secure the flight by matching the checked-in passengers to the boarded passengers. If a passenger is missing, the passenger details must be checked to establish whether he has any hold baggage. If so, the Dispatcher must be advised of the passenger's baggage details in to offload the passenger's baggage;
- (n) Provide final passenger numbers to cabin crew;
- (o) Ensure communication with load control about passenger and baggage information;
- (p) Provide required flight documents to flight and cabin crew before boarding;
- (q) Send required post-flight messages upon flight close-out.

1.1.7.4. Passenger Boarding Discrepancies

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

- (a) Make every attempt to locate missing passengers and obtain the visual proof of boarding and verify documents if the missing passengers are found to be already onboard the aircraft;
- (b) Apple procedures with respect to the removal of the checked baggage of passengers who checked in but failed to board and need to be off-loaded;
- (c) In case of any mismatch or discrepancies at the gate regarding passenger numbers:
 - check the name and surname of the passenger;
 - check for any check-in error (e.g., check-in twice);
 - check with immigration /customs if passenger has been delayed there;
 - make an individual nominative call for the passenger (on board, at the gate, and in the terminal);
 - check if any baggage was checked in;
 - both the name(s) and the seat number(s) of the missing passenger(s) (not arrived at gate 20 minutes before departure time) must be forwarded to the Dispatcher/ Ramp agent and cabin crew. Cabin crew will check against to establish whether the passenger is on board.
- (d) If the passenger does not have any checked baggage and does not arrive at gate 20 minutes before departure time:
 - offload passenger in the DCS and
 - advise Load Control and/or crew for making LMC in Loadsheel.
- (e) If the passenger has checked baggage:
 - retrieve the baggage tag numbers, stored in the passenger check-in file, from the DCS, but not later than 20 minutes prior to departure time;
 - immediately request the ramp supervisor to have the baggage located and offloaded;
 - inform SKYUP MT representative/authorized representative of GSP.

NOT CONTROLLED IF DOWNLOADED OR PRINTED

- (f) Notify crew and load control of any last-minute changes to passenger and/or baggage load.

Notes:

- (1) At manual stations: perform physical baggage identification.
- (2) The GSP ground personnel are responsible for making sure that all passengers are on board.

They should confirm this to the Senior Flight Attendant on board. If for any reason the boarding agents is unable to confirm the correct count, then the Crew should be informed. It is up to the Crew to decide whether a head count should be done or not. Passengers also should be briefed to keep the boarding pass handy to show to cabin crew onboard.

Important: For passenger/baggage reconciliation purpose, checked baggage of any missing passenger must always be offloaded.

1.1.7.5. Boarding in Case of DCS Breakdown

Where no DCS is available or in case of DCS failure, GSP boarding agents should apply manual boarding procedures.

Ensure the final checked-in count matches the boarded passenger count prior to door closure. Then prepare and board a final manifest.

1.1.8. Information to the Crew**1.1.8.1. General**

Passenger Handling personnel responsible for the boarding process shall provide the crew with the required passenger handling documents listed below.

1.1.8.2. Passenger Information List

The Passenger Information List (PIL) provides information to the cabin crew about passengers on board, (e.g., name, seat number, special service requirements (SSRs)).

Provide PIL to the Senior cabin crew member before boarding.

1.1.8.3. Other Flight Documents

Other flight documents to be provided on board:

- (1) Passengers Verified (provides information e.g. name, seat number, bags amount per passenger);
- (2) All bags (provides information e.g. name, bag with bag tag number, destination);
- (3) PW Summary (Pax/Weight Summary - actual checked-in pax figures together with their checked baggage and weight);
- (4) NOTOC, Load Sheet, if applicable;
- (5) Other special information (i.e., inadmissible passengers (INAD) documents, etc.).

Important: List names (1-3) are indicated as in the iPort DCS. If another DCS is in use, the lists must contain all the information specified in subsections 1.1.8.2, 1.1.8.3.

1.1.9. Post Flight Departure Activities**1.1.9.1. Messages**

Ensure all relevant messages, in standard IATA format as per AHM 780, are dispatched no later than 10 minutes after the departure, to arrival station and SKYUP MT OPS ops@skyup.aero .

Messages may include:

- Passenger Service Message (PSM);
- Passenger Final Sales (PFS);
- Teletype Passenger Manifest (TPM);
- Advance Passenger Information (API).

1.1.9.2. Flight Document Retention

Retain (electronically or in paper files) flight documents as per SKYUP MT requirements in this manual and for a period of no less than three months, unless otherwise specified.

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.

Paper revenue documents (e.g., flight interruption manifests (FIMs), excess baggage coupons) must be collected and forwarded to the SKYUP MT office responsible Area manager (if applicable).

1.2. PASSENGER SECURITY

1.2.1. Security of Documents

1.2.1.1. Boarding Passes and Baggage Tags

To enforce the security and safe disposal of all materials used for passenger and hold baggage processing (e.g., boarding passes, baggage tags, vouchers, stamps etc.) must be always kept under surveillance and removed from counters to prevent unauthorized access and use.

1.2.1.2. Disposal of Printed Documents

Print 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 personal 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 local airport procedures to prevent unauthorized access to and used 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 regulations concerning the usage of sign-ins and passwords;
- (e) Login credentials for SKYUP MT DCS are individual and shall not be shared between check-in personnel.

1.2.2. Passenger Suitability for Travel

Assess each passenger in items 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 may be required to assist with passenger assessment:

- (a) Suspend the passenger process for the identified passenger (check-in and/or boarding);
- (b) When you identify a potential problem passenger, notify your supervisor to agree on further actions;
- (c) Depending on the situation, the SKYUP MT Handling Agent/Supervisor will contact the appropriate local authority for assistance.

1.2.3. Security of Passengers and their Baggage

It is responsibility of supervision personnel to ensure all security threats are immediately reported to SKYUP MT security@skymalta.aero, flight crew and applicable authorities as per local and SKYUP MT requirements.

Apply regulatory/airport authority security procedures for the landing of passengers and their baggage in the event of:

- A bomb threat condition;
- An increased security threat condition.

1.2.4. Restricted Areas

Secure all gates 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 personnel as required to direct passengers;
- (c) 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 vehicle.

1.3. PASSENGER ARRIVAL

1.3.1. Pre-Arrival

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

- (a) Check the number of passengers on board to determine the number of buses needed;
- (b) Check the estimated time of arrival;
- (c) Arrange facilitation for passengers requiring assistance as identified by the applicable SSR;
- (d) Check requirements for any gate delivery mobility aids;
- (e) Have personnel available in the baggage reclaim area for baggage services.

1.3.2. Arrival

- (a) Passenger safety must be observed through the entire disembarkation process;
- (b) Prepare passenger boarding bridge, ensuring it is free of debris and positioned as per the standard height for aircraft type;
- (c) Stairs must be in the correct position, cleared from the ice and snow, if required;
- (d) Secure the disembarkation route for passengers and observe passenger's safety throughout the entire disembarkation process. **Ensure that passengers embarking an aircraft or who need to walk to, from or across the apron:**
 - are escorted by trained and competent personnel;
 - do not interfere with stationary aircraft and ground servicing activities;
 - are protected from operating aircraft, including the effects of their engines, as well as vehicular or other activities;
 - the route to the aircraft is safe and clearly marked.

Passengers must be always supervised on the ramp.

- (e) Secure the disembarkation route for passengers and observe passenger's safety throughout the entire disembarkation process. If passengers are required to walk across the ramp, they must be supervised;
- (f) Disembark passengers.

Note: Passengers who need special assistance disembark last (e.g., UMR, PWD, DEPO, STCR).

- (g) Provide assistance to passengers requiring it, if not previously identified. Communicate any delays in providing assistance;
- (h) Whenever applicable, "Delivery at Aircraft" baggage must be offloaded and returned to the passenger at the time of disembarkation, but without causing delay in the disembarkation process;
- (i) If the passengers disembark by bus, make sure that buses are not overloaded. Passengers should not wait longer than 10 minutes in the bus.

1.3.3. Transit

1.3.3.1. General

Where an aircraft is in transit, the aircraft security search may be performed whilst passengers remain on board provided that:

- (a) the passengers are in possession of their cabin baggage when the examination is performed; and
- (b) the passengers are under supervision in order to prevent movement through the aircraft when the search is being performed.

Important: In the event of en-route stops where transit passengers remain on board with the intent of continuing their journey, cabin crew members should ensure that any items left behind by passengers disembarking from such flights and ending their journey are removed from the aircraft or otherwise dealt with appropriately before departure.

Transit passengers remaining on board must be asked to positively identify their belongings, perhaps by placing them on their laps, while the cabin crew conducts a security search. In addition, a post-flight cabin inspection should verify that nothing hazardous has been left behind by passengers.

1.3.3.2. Disembarkation Procedures

Transit passengers may be allowed to disembark when scheduled ground time and local circumstances and facilities permit;

- (a) Passengers who need special assistance shall be escorted during the transit time;
- (b) Local government requirements shall be applied regarding security of transit passengers up to and including screening requirements;
- (c) Provide each passenger with a transit boarding pass or instruct passengers to retain their original boarding pass;
- (d) Inform passengers about boarding time and gate and available facilities;
- (e) Transit passengers must be re-secured when re-boarding the flight. (i.e. travel document checked;
- (f) Boarding status verified, transit card collected.

Transit passengers should be permitted to leave the aircraft only after such an inspection if, for example, transit passengers are permitted to exit the aircraft to stretch their legs before re-embarking on the aircraft.

1.3.3.3. Transit Passengers Remain on Board

There may be categories of passengers that stay on board if locally permitted. They should be required to identify their hand baggage and personal effects which should be searched. The baggage of any missing passenger must be treated as suspect. Then immediately contacts with pilot in command and the local authorities. Offload all passengers with their belongings if required and perform the instructions of the local authorities.

1.3.3.4. Boarding Procedure

- (a) Transit passengers must be re-secured when re-boarding the flight, (i.e. travel document checked, boarding status verified, transit card collected);
- (b) Board transit passengers before local passengers;
- (c) Re-secure the flight by checking travel documents and validating boarding status by collection of the transit card or review of the original boarding card. Validation may also be done using the flight manifest or DCS.

1.3.3.5. Missing Transit Passengers

The flight must be re-secured before door closure. If passengers are missing, apply the procedure for missing passengers. Check the manifest by matching the individual passenger's boarding pass and travel documents in case of need.

1.3.3.6. Aircraft Changed 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 with PIC confirmation.

1.4. SPECIAL CATEGORIES OF PASSENGERS

SKYUP MT do have a policy and procedures for the preflight acceptance or non-acceptance, as well as handling, of passengers who might require special handling by qualified ground passenger handling personnel.

- (a) Persons requiring special conditions, assistance and/or devices when carried on a flight shall be considered as SCPs including at least:
 - (1) persons with reduced mobility (PRMs) who, without prejudice to Regulation (EC) No 1107/2006, are understood to be any person whose mobility is reduced due to any physical disability, sensory or locomotory, permanent or temporary, intellectual disability or impairment, any other cause of disability, or age;
 - (2) infants and unaccompanied children; and
 - (3) deportees, inadmissible passengers or prisoners in custody.
- (b) SCPs shall be carried under conditions that ensure the safety of the aircraft and its occupants according to procedures, that are described in this Section.
- (c) SCPs shall not be allocated, nor occupy, seats that permit direct access to emergency exits or where their presence could:
 - (1) impede crew members in their duties;
 - (2) obstruct access to emergency equipment; or
 - (3) impede the emergency evacuation of the aircraft.
- (d) The commander shall be notified in advance when SCPs are to be carried on board.

1.4.1. Unaccompanied Minors

1.4.1.1. General

The procedure of unaccompanied minors is applicable to the handling of children or youth travelling alone under conditions as defined below in this section.

UM service must be requested and confirmed prior to acceptance.

An unaccompanied minor (UM, UMNR) is a minor between 5 and 12 (has reached their 5-th birthday but has not reached their 12-th birthday) and is not accompanied by an adult, who is fully capable to take care of the child during the entire trip.

A passenger between 12 and 16 years of age (until 17th birthday) can be provided with the UM service when booked and confirmed.

1.4.1.2. Seating

- (a) Normally, seats for UMNR are pre-allocated at the time of reservation. If the seat is not assigned by the reservations, suitable seat must be allocated;
- (b) Preferable UMNR should be allocated at front of cabin;
- (c) UMNRs may not be seated at emergency exit rows and in the aisle seats in the first row;
- (d) Brothers and sisters shall be seated next to each other.

1.4.1.3. Acceptance Rules

- (a) The maximum number of unaccompanied minors may not exceed 6 per flight;
- (b) The category "unaccompanied minor" is used for children aged 5 to 12 (years as for domestic so for international transportation);
- (c) At the request of the child's parents or persons performing their duties – the UM service can be provided for children aged 12 to 14 years for domestic transportation and children aged 12 to 16 years for international transportation, in the case of transfer transportation (with an international segment) can be accepted for carriage as UMNR children aged 12 to 16 years (until 17th birthday);
- (d) The child must be escorted to the airport of departure. The escort must stay at the airport/terminal until 15 minutes after the flight has departed to be available to take care of the child should the flight be delayed or return to the departure airport after take-off. The child must be met in the terminal of arrival. The escort must be in the airport and report to the SKYUP MT GSP responsible personnel at least 30 minutes prior to the scheduled arrival time of the flight;
- (e) Parents/Legal guardians should carry an UMNR envelope (Ref. GOM, Annex A, SEU-GRH-FORM-004). UMNR envelope contains the following documents:
 - passport (valid/with visa, if applicable), ticket;
 - UMNR form, which contains complete identity information (surname, name, passport/ ID number), contact information (country of residence, address, telephone numbers) about all participants in the process of UMNR's air transporting, such as the child, parents, legal guardians, or authorized adult, who bring and meet UMNR on the departure and upon arrival.

Note: If a child travels unaccompanied and is not self-reliant, the CCMs ensure that the child is assisted in case of an emergency. An adult passenger shall be seated next to an UMNR passenger, and they shall be informed about such category of the passenger (ref. CCOM, 2.10.4, 2.4.6.7.4).

1.4.1.4. Procedures for Handling Unaccompanied Minors

- (a) The child and child's baggage are accepted for carriage during check-in which may be performed only:
 - on the day of departure;
 - at the airport;
 - by the GSP passenger handling personnel at the airport;
 - at the time specified by SKYUP MT.
- (b) The person(s) who see the child off at the airport shall report to check-in with the child no later than:
 - 90 minutes before the scheduled departure time – for international flights;
 - 60 minutes before the scheduled departure time – for domestic flights.
- (c) Check that the UMNR is holding all necessary travel documents (passport, visa, etc.), check the child's age;

- (d) Check if MCO/EMD for handling fee is issued (if no apply a handling fee or refer the passenger to the ticketing desk cashier, where applicable);
- (e) Check whether the number of children travelling alone and accepted for carriage on board does not exceed the limits in force at SKYUP MT.
- (f) Complete Unaccompanied Minor's Declaration Form (Ref. GOM, Annex A, SEU-GRH-FORM-005), verify whether it has been filled out correctly, ensuring the responsible adult has signed authorization and provided proof of identity;

This form must be completed in 5 copies, distribute, and keep:

- (1) Original is kept by the passenger handling agent (SKYUP MT GSP) in the departure Station File;
 - (2) 1st copy – is kept by the parents or legal guardians at the departure station;
 - (3) 2nd copy – is kept by Senior Flight Attendant;
 - (4) 3rd copy – is kept by passenger handling agent at the arrival in Station File (after the release of the child to the authorized person, who has signed authorization);
 - (5) 4th copy – is handed over to the parents/legal guardians at the arrival station.
- (g) Weight the baggage and compare the number of pieces, their weight and size with the existing the baggage allowance. If the free baggage allowance has been exceeded (as to the number of pieces, their weight or size) excess baggage charge must be paid. Mark the baggage by appropriate baggage tags and affix a portion of each baggage tag to the child's ticket;
 - (h) Assign an appropriate seat on board (close to the cabin crew compartments, however not at emergency exits;
 - (i) Prepare UMNR document holder bag;
 - (j) Ensure the correct remarks and SSR codes are in the check-in record (e.g., PSM/UMNR 11 years);
 - (k) Inform the responsible adult to remain at the airport until the aircraft is airborne;
 - (l) Keep the UMNR in safe custody and hand over to the cabin crew during boarding;
 - (m) Pre-board the UMNR and hand them over to the cabin crew in charge. Make sure the information is on the PIL;
 - (n) Advise/release the responsible adult once flight is airborne.

1.4.1.5. Arrival Station Procedures

- (a) Meet, assist the UMNR and collect any travel documents from the cabin crew, check that all required documents are available;
- (b) Guide them through immigration, baggage claim, customs, etc.;
- (c) Hand over the UMNR only to the designated adult noted on the Unaccompanied Minor's Declaration Form after verifying the identity of this person and having received his/her signature for receipt of the UMNR;
- (d) If there is no person present to pick up the UMNR, make every effort to contact the designated person for verification;

- (e) If designated person cannot be reached, then contact the parents/guardians at the origin station;
- (f) If necessary, return the UMNR to the station of origin (all costs involved will be debited to the parents/guardian).

1.4.1.6. Operational Irregularities

- (a) A person who authorized to represent SKYUP MT at the airport (GSP Passenger Handling personnel), in agreement with the person who ordered a carriage of an UMNR and signed the Unaccompanied Minor's Declaration Form, makes all decisions regarding carriage of an UMNR in case any flight interruptions occur which make it impossible for the child to continue their journey as booked, such as:
 - flight delays;
 - flight cancellations;
 - overbooking;
 - route changes.
- (b) In the case of flight interruptions which make it impossible for the child to continue their journey as booked (e.g., flight departure delayed) the person who takes care of a child:
 - before check-in – the person who sees the child off at the airport;
 - during or after check-in – an employee of the passenger handling personnel (the passenger handling agent at the departure airport).
- (c) In the situation when the flight is diverted back to the departure airport the person who takes care of the UMNR is:
 - a designated employee of GSP passenger handling personnel at the departure airport) under direct supervision of the SKYUP MT Station manager/supervisor or Senior manager/supervisor of SKYUP MT GSP, authorized to represent SKYUP MT at the airport);
 - the member of passenger handling personnel takes care of the child is released to:
 - the chief of flight attendant/ senior flight attendant or
 - the person seeing the child off on departure (named in the Unaccompanied Minor's Declaration Form) if the flight has been cancelled.

This fact shall be confirmed by a signature placed in an Unaccompanied Minor's Declaration Form.

- (d) In the event of any flight interruptions, an UMNR is entitled to receive all services to which an adult passenger is entitled in case of:
 - delayed flights;
 - cancelled flights;
 - rescheduled flights;

- flights diverted back to the departure airport.
- (e) In all other cases the decision is made by the GSP's Shift Manager/Supervisor at the airport considering the commercial criteria according to the current regulations regarding the behavior of SKYUP MT and the expenses incurred by the airline in relation to flight interruptions;
- (f) All expenses related to the services provided as well as any expenses resulting from:
 - route change;
 - reasons that are unrelated to the child, the child's parents, or statutory guardians;
 - overbooking;
 - unscheduled landing at an airport other than the destination airport will be borne by SKYUP MT, unless any of these costs result from causes which exclude the liability of SKYUP MT.
- (g) Any costs consequent upon flight interruptions resulting from causes which exclude the liability of SKYUP MT will be borne by the child's parents or statutory guardians.

1.4.2. Infants and Children

1.4.2.1. Infants

1.4.2.1.1. General restrictions

- (a) Infant is a minor who has not yet reached his/her 2-nd birthday when travel commence;
- (b) Infants must not be accepted for travel within the first seven days after birth. Minimum age to be responsible for an infant is 18 years;
- (c) Maximum 2 infants per accompanying adult over 18 years of age;
- (d) The maximum number of infants allowed per aircraft is limited by the number of supplemental oxygen masks available on the aircraft. SKYUP MT limited maximum number of infants on a flight no more than 20 for 737-800;
- (e) In overseas flights the aircraft shall be equipped with life jackets for each infant on board;
- (f) Airborne Infant Incubator service is not available on SKYUP MT flights.

1.4.2.1.2. Seating

- (a) Infants must never be provided with seat in the emergency exit rows, in the aisle seats in the first row, on jump seats;
- (b) Infant may only be seated on a seat block where a supplementary oxygen mask is available – there must be no more than 1 infant seated either side of the aisle in one row;
- (c) The infant is not entitled to a separate passenger seat;

Exception: Passenger with 2 infants (one infant not occupying a separate seat and the second one, on the separate seat using own car type seat, which is certified for

its use in the air transport (according to the tariff set for the transportation of children aged 2 and over up to 12 years old).

- (d) Passenger with 1 infant may occupy extra seat only with extra charge;
- (e) Infants are considered children and shall be assigned a seat, when, during the journey, they reach the age of two and no extra charge shall be applied. As an exception and in case when no seat is available such passenger may be checked-in as infant. Infants travelling with car type baby seats or similar child restraint device require an individual seat suitable for the device.

1.4.2.1.3. Aircraft Baby Bassinets

SKYUP MT aircraft are not equipped with any baby bassinets.

1.4.2.1.4. Baby Strollers

- (a) One fully collapsible stroller OR pushchair may be carried free as a part of the parent's personal allowance;
- (b) Only ultra-compact, foldable to cabin baggage dimensions (must not exceed 55*40*20 cm) baby strollers may be carried in the aircraft cabin and it must not hold anything other than the essentials for the child (e.g. feeding bottles, nappies, pillows and blankets).
- (c) Strollers that are checked as baggage may consist of several parts. If the stroller is checked-in parts, a separate baggage tag (and other labels, if applicable) must be attached to each part;
- (d) The passenger may be allowed to take baby stroller to the gate where they will be loaded in the hold. In this case stroller must be labelled at check-in and stowing at hold using "Delivery at Aircraft" (DAA) and printed baggage tag procedure. Passenger handling agent must provide information to passengers concerning the DAA procedure;
- (e) Baby strollers should be delivered to the aircraft door at gate or to the stairs at ramp, loaded last and unloaded first. On the arrival the item should be returned to the passenger when disembarking the aircraft or inside the terminal building on baggage belts, subject to local regulations.

1.4.2.1.5. Car Type Child Seat

1.4.2.1.5.1. General Information

A car type child seat may be used for carriage of infant in case of paying either a child fare or extra seat.

The car type child seat must be used for infants seated on a separate passenger seat.

The car type child seat can be either aft-facing or forward-facing type, secured with an aircraft seat belt.

The construction of the infant seat must allow secure lashing with the cabin seat belt and may not hamper reclining of the seat in front.

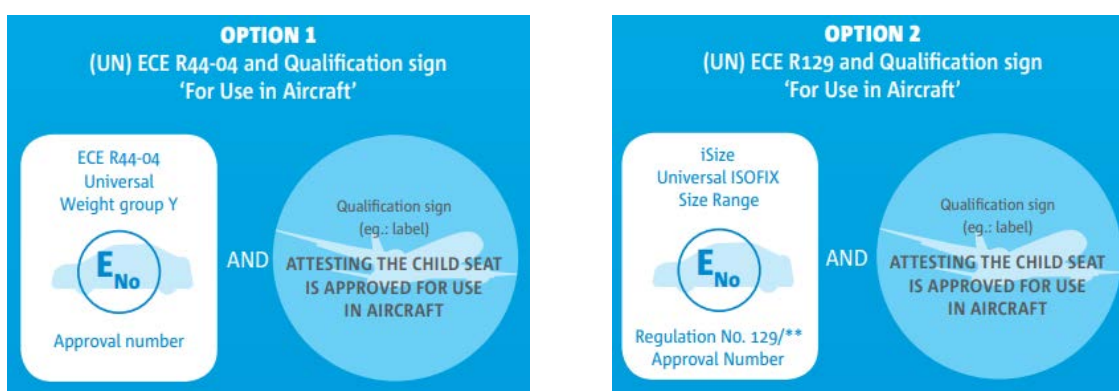
The seat must also be able to fit into area of 42 cm/16.5 inches x 42 cm/16.5 inches, space between the armrests on the aircraft seats.

The seat next to the infant car type seat must be occupied by a physically able person with the age of minimum 18 years old, who is responsible for the child in the car type seat and its installation.

Infant with a reserved seat must be fastened in approved for “use in aircraft” child restraint device (see below) during takeoff, landing and whenever the „Fasten seatbelt“ sign is on.

Car type child seat shall be considered as approved for ‘use in aircraft’ if one of the following markers is present:

- Label ECE R44-04 (the last two digits must be 03 or 04 or a higher number) or the label ECE R129, and Qualification sign attesting that the child seat is approved for use in aircraft. This qualification sign is issued by an organization conducting testing of child seats for use in aircraft:



Picture ECE R44-04 and Picture ECE R129: The shape and color are for illustration purposes only.

Examples of qualification signs issued by TÜV Rheinland Kraftfahrt GmbH in accordance with TÜV/958-01/2001:



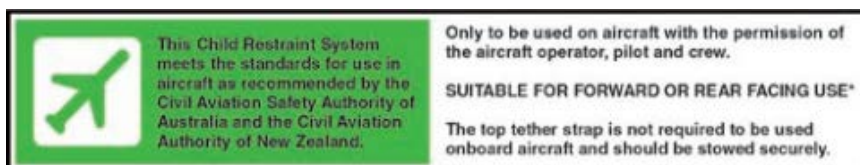
- Child seat approved for use in motor vehicles and in aircraft according to US FMVSS No 213 must bear one or two labels displaying these two sentences (the text is usually merged on one label): ‘This child restraint system conforms to all applicable federal motor vehicle safety standards’ and ‘This restraint is certified for use in motor vehicles and aircraft’ - this sentence is in red letters:



- Child seat approved in motor vehicles and in aircraft according to the Canadian technical standard CMVSS 213/213.1 and bearing the Canadian National Safety Mark:



- Child seat approved for use in motor vehicles and in aircraft in accordance with the Australia/New Zealand's technical standard AS/NZS 1754:2013 and its later amendments, and bearing the label with the green part 'For Use in Aircraft':



The above options are non-exhaustive. A child restraint device (CRD) can also be certified for use in aircraft by EASA according to the European technical standard ETSO-C100c or through EASA Type Certificate or Supplemental Type Certificate.

The parent may have a child car type seat manufactured and tested according to technical standards other than those listed in the above options. Those other technical standards must have equivalent safety requirements, and the product (the child restraint device) should be marked with a qualification sign showing the name of the qualification organization and the identification number related to the associated qualification project.

If a car type seat or safety equipment is not certified for air transport, a child must not be placed in it during take-off, landing and whenever the "Fasten seatbelt" sign is on and must sit and be fastened on the lap of the accompanying person.

1.4.2.1.5.2. Restrictions:

Car type child seat must not be located:

- an infant/child in a CRD should neither be located in the row (where rows are existing) leading to an emergency exit nor located in a row immediately forward or aft of an emergency exit and in the aisle seats;

- more than one car type child seat per one seat block.

Note: More than one Car type child seat per each block of seats (ABC or DEF) is allowed if the infants/children are from the same family or travelling group provided the infants/children are accompanied by a responsible adult sitting next to them in the same block of seats.

1.4.2.1.5.3. Allocation:

- car type child seat must be located on the window seat and at the row defined as “allowed for infants” on appropriate seat-map;
- the infant seat must have shoulder belts for the infant;
- car type child seat shall be fastened to the passenger seat before take-off and remaining in this position up to arrival at the destination airport.

1.4.2.1.5.4. Check-in procedures:

During check-in the check-in agent shall ensure that the car type child seat:

- approved for ‘use in aircraft’ and inform the passenger accordingly;
- is not exceeding the maximum dimensions established by airline for the car type child seat (see above);
- has the restraint belts;
- is in good condition and not damaged;
- transportation is free of charge.

1.4.2.2. Children

1.4.2.2.1. Definition

A child is a minor between two and twelve (has reached his/her 2-nd birthday but has not reached his/her 12-th birthday).

1.4.2.2.2. Restrictions

In principle, no special acceptance rules apply for accompanied child. Minimum age to be responsible for a child is 18 years.

1.4.2.2.3. Seating

Children must occupy an individual passenger seat and may not be seated in emergency exit rows and in the aisle seats in the first row.

1.4.2.2.4. Special Assistance

Passengers travelling with young children, or many children may be assisted and should be pre-embarked.

1.4.2.2.5. Child Restraint Device

Apply procedures for the acceptance and use of car type seats, verify their conformity:

- make sure the child restraint device is placed on a seat that will not hinder the evacuation of any passenger;

- do not assign a seat for the child restraint in an emergency exit row or the row forward or behind an emergency exit row.

1.4.2.2.6. Group of Children

An organized group of children travelling with an accompany, i.e., school excursion – minimum 1 adult should be guaranteed as the guardian for group of 10 children, 2 per 20 children, etc.

1.4.3. Groups

1.4.3.1. Check-in

- (a) Check-in and accept all passengers individually;
- (b) When possible, assign seats together, if requested respect any special seating requirements. If you know in advance about groups of children, be sure to provide seats together with those who accompany them;
- (c) Issue baggage tags individually - each piece of baggage must bear the respective passenger's identification.

Exception:

Bag tags for members of group of children travelling with an accompany may be collected from all children and given to the group leader/ responsible adult.

1.4.3.2. Non-Standard Groups

Unusual groups, passengers of size, or outside the standard set need to be communicated to Load Control (i.e., sports teams with higher passenger's weights).

1.4.4. Passengers with Disabilities

1.4.4.1. General – Passengers with Disabilities

Passengers with Disabilities (PWD) includes passengers with reduced mobility (PRM) and passengers with non-visible disabilities which can be temporary or permanent conditions.

- (a) Term Person with Disabilities (PWD) is official terminology which may include, but are not limited to, the following types of disabilities, namely persons with/who:
 - are blind or low vision;
 - are deaf or hard hearing;
 - speech disabilities;
 - people with intellectual disabilities;
 - people with cognitive disabilities, including people with mental health conditions;
 - seniors and older persons (elderlies);
 - people with illness authorized to travel by medical authorities, but whose mobility is impaired due to pathology in progress;
 - people unable to stand or walk due to injury;

- people using a wheeled mobility device, with difficulty walking distances and with agility/dexterity disabilities.
- (b) The ability to provide assistance to PWDs will vary according to:
- Individual's needs;
 - Aircraft type;
 - Aircraft configuration.
- (c) At the time of booking the reservation agent must ensure that the maximum numbers of persons with disabilities have not been reached;
- (d) Passengers showing visible signs of disease or illness likely to cause distress or convenience to other passengers cannot be accepted for travel. Discretion must be exercised whenever personnel become aware, at the time of check-in or boarding, of a passenger in a condition which could be adversely affected by air travel;
- (e) As SKYUP MT and GSP are unable to verify the passenger's state of health, if passenger has any serious or contagious disease, or any other condition requiring medical care it is passenger's responsibility to obtain medical advice on whether passenger is fit to travel by air.

SKYUP MT may refuse carriage of a passenger – even if the passenger holds a valid doctor's certificate (MEDIF) – in the case that:

- the passenger requires individual medical care and there's no escort for the passenger;
 - the passenger may shock other passengers with his/her looks or smell, due to the disease;
 - the passenger may present a threat to the security of other passengers or the crew, due to his/her mental and medical condition;
 - the passenger suffers from an infectious disease.
- (f) SKYUP MT reserve the right to require a complete medical certificate confirming passenger's fitness to travel by air, containing explicit medical approval for carriage by air, in any case where SKYUP MT have reasonable doubt that the passenger can complete the flight safely, without requiring extraordinary medical assistance during the flight, the medical certificate shall be issued within 5 days of the flight date.

Should the passenger fail to provide a medical certificate confirming fitness to fly, SKYUP MT reserves the right to refuse the passenger's carriage. Final decision should be consulted with SKYUP MT OPS ops@skyup.aero.

- (g) The Handling Agent shall have a process to ensure the existence of facilities and services to the needs of the persons with disabilities, including the availability of wheelchairs and medical assistance;
- (h) For persons with disabilities 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 passenger's needs, in consultation with the passenger, and ensure that they are not allocated or occupy seats where their presence could impede the emergency evacuation. If 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;
- (3) Advise the passenger of what the services and assistance are available based on their needs;
- (4) Advise the passenger of available operating airline equipment (e.g., on board wheelchairs, braille or tactile markings, accessible lavatories, etc.);
- (5) Provide information to the passenger in alternative accessible communication formats upon request (e.g., braille, captioning, large print);
- (6) Ensure accurate SSR codes and any other relevant information are recorded in DCS and PNR;
- (7) PWDs must not occupy seats where their presence could:
 - impede the crew in their duties;
 - obstruct access to the emergency equipment;
 - impede the emergency evacuation of the aircraft;
 - must not be allocated in emergency rows and in the aisle seats in the first row.
- (8) PWD, especially stretcher cases and passengers who are completely immobile should be pre-boarded, boarded first and disembark last;
- (9) Whenever feasible passengers with reduced mobility depending on their mobility device, should be allowed to reach the aircraft by using their own device (wheelchair, scooter, etc.) and no receive it back on arrival near the aircraft. Inform the stations of arrival accordingly to allow the handling of the device;
- (10) The PIC [and the crew](#) must be notified [via PIL](#) when PWDs are to be carried.

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 A4A-IATA Reservation Interline Procedures (AIRIMP) codes.

Passengers requiring special assistance (if applicable):

(a) Codes to identify type of disability:

- BLND (Blind Passenger) – specify if accompanied by service animal;
- DEAF (Deaf Passenger) - specify if accompanied by service animal;
- DPNA – Disabled passengers with intellectual or developmental disability needing assistance (specify details).

(b) Codes to identify assistive services provided to the passenger:

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- MAAS – Meet and Assist (specify details);
- 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;
- WCHS (Wheelchair – S for Steps/Stairs) – 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;
- 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.

Notes: Specify if the passenger is travelling with own wheelchair and use one of the applicable SSR codes which describe the wheelchair:

- WCMP – Manual power wheelchair/mobility aid;
- WCBD – Dry or GEL battery operated wheelchair/mobility aid (non-spillable/dry cell battery);
- WCBW – Wet cell battery wheelchair/mobility aid;
- WCLB – Lithium battery operated wheelchair/mobility aid;
- If the passenger is requesting a wheelchair on board use SSR code WCOB - not available on board SKYUP MT aircraft.

(c) Codes to identify animal is accompanying a passenger with disabilities:

- When service animal is accompanying passenger, specify the type of animal in free text of SSR item;
- ESAN – for passengers travelling with an emotional support/psychiatric assistance animal in cabin (specify details) – (by bilateral agreement). Subject to government regulations;
- SVAN – for passengers travelling with a service animal in cabin (specify details) – (by bilateral agreement).

(d) Codes to identify equipment accompanying the passenger:

- 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)

Note: SKYUP MT do not accept passengers needing oxygen during the flight;

- STCR (Stretcher Passenger);
- 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)

Note: SKYUP MT do not provide oxygen from the airline;

- 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)

Note: SKYUP MT do not accept passengers travelling with their own oxygen;

- PPOC (Personal Portable Oxygen Concentrator) - (by bilateral agreement);
- WCOB (Wheelchair – O for Onboard) – provided by airline (by bilateral agreement) 48 hours' notice recommended but not required

Note: SKYUP MT do not provide WCOB.

1.4.4.3. Seat Assignment

- 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;
- As a rule, ensure that PWDs are not allocated, neither occupy, seats where their presence could:
 - Impede the emergency evacuation of the aircraft;
 - Impede crews in their duties;
 - Obstruct access to emergency equipment.
- Personal care attendants and/or safety assistants shall be given seats immediately adjacent to the passenger they are attending to;
- The assignment or seats may also be subject to medical requirements;
- When assigning seats, observe the following criteria:
 - PWDs travelling with service dogs should be assigned seats which allow space for the dog, near a floor level exit but not impeding access to it;
 - Passengers with disabilities should, be seated so as not to impede rapid evacuation of the aircraft;
 - 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;
 - Passengers with stiff legs in plaster, 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. Limbs in plaster casts should not obstruct the aisle or emergency exits;
 - Passengers with disability affecting only one side of their body (hemiplegics, artificial limb. Arm or leg in cast, splint, or brace) should be assign 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);

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Note 1: Wherever possible, groups of PWD shall be seated in subgroups to enable a rapid flow of other passengers during an evacuation.

Note 2: Travel by groups of PWDs shall always be subject to applicable regulatory and SKYUP MT operational 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 (ABP) capable assisting during an emergency (or as per local regulation).
- (b) Escort (personal care attendants and/or safety assistants) is obligatory for the next categories of PWDs:
- Passenger on a stretcher (STCR);
 - Passengers who require medical assistance, additional oxygen for breathing or other medical treatment like infusions, other specialized medical equipment during the flight;
 - Passengers whose behavior or mental or physical condition, make it impossible for them to travel without additional assistance;
 - Mentally Disabled Passenger with age below 14 years;
 - Disabled passengers, who are not self-reliant (they must be escorted by an able adult person, capable of assisting in an emergency evacuation);
 - Passengers whose health might deteriorate because of air travel (e.g., persons with acute medical conditions such a recent heart attack, stroke, embolism, or persons with recent surgery).

1.4.4.5. Handling Procedures for Passengers with Reduced Mobility

- (a) Passengers requiring wheelchair assistance must advise at the time of booking but not later than 48 hours before the scheduled departure time;
- (b) The maximum number of wheelchair passengers allowed onboard shall not be more than 10% of the seating capacity;
- (c) Passengers with disabilities/ reduced mobility are allowed to carry two pieces of mobility equipment per disabled person free of charge;
- (d) The airport PRM Service Provider must be advised of all wheelchair bookings on each flight;
- (e) On arrival at the airport the PRM passenger must be checked-in, given a boarding pass and their baggage tag as normal. The ground personnel must then contact the relevant staff to arrange for the passengers to be assisted to the gate;
- (f) In case passenger did not book the service in advance and it is requested at check-in, GSP should notify PRM Service Provider and make reasonable effort to ensure the service is provided. It is essential that the appropriate wheelchair code is then added to the passenger's booking and that the destination airport is advised immediately after flight departure;

- (g) All PRM's must be pre-boarded, on the arrival must be disembarked last from the aircraft;
- (h) In case SSR does not reflect passenger's requirements (e.g., WCHR instead WCHS), GSP's check-in agent must ensure that SSR code is updated in DCS;
- (i) Departure station GSP's responsible personnel must ensure that correct PRM info is included in PSM and MVT messages and arrival station GSP's responsible personnel must ensure that service requests are passed to PRM provider immediately.

1.4.4.6. Passengers with Visual or Hearing Impairments

Check-in staff personnel must establish arrangements for passengers who have requested to be met and assisted.

The passenger must be check-in as normal and if assistance has been requested advised of arrangements to assist them to the departure gate.

Blind passengers must be pre-boarded on to the aircraft.

Applicable SSR code BLND/ DEAF must be inserted into passenger record.

1.4.4.7. Guidelines for Dealing with Blind/ Deaf and Visually Impaired Passengers

There are number of do's and don'ts to bear in mind when meeting, helping and talking to blind or partially sighted people.

Do:

- Ask if they need or want help, announce yourself;
- Say when you arrive and when you are leaving;
- Describe where things are (obstacles, clockface);
- Give clear information about the surroundings, steps, changes, in road surface when guiding;
- After guiding someone make sure before you leave that the person knows where they are in relation to their surroundings and which direction they are facing.

Don't:

- Shout at a blind person assuming they are deaf;
- Grab hold of a blind or visually impaired person;
- Point or say things like "they went that way" or "look over there";
- Assume all blind people read Braille;
- Ignore or talk about someone who is visually impaired or blind, in the third person;
- Leave doors ajar;
- Move things around or remove things without telling the person who is blind what you have done;

- Make assumptions about people whether they are sighted, visually impaired or blind.

Provide passengers who identify themselves as persons having visual or hearing impairment with access to the same information provided to other passengers in a format that is appropriate to their disability.

Ensure an accurate SSR code and any other relevant information is recorded in the DCS and PNR.

1.4.4.8. Mentally Disabled Passengers

DPNA (Disabled Passenger Needing Assistance) - disabled passengers with cognitive or invisible disabilities needing assistance (hereinafter - mentally disabled passengers).

Mentally disabled passengers not travelling alone and not requiring wheelchair assistance should be made a standard booking.

Wheelchair assistance if required should be added to the booking using the standard codes.

Escort is obligatory for mentally disabled passengers with age below 14 years.

The number of mentally disabled passengers should not exceed the number of passengers capable of assisting them in case of an emergency.

A mentally disabled passenger, who travels without an accompanying passenger, should be allocated seats during all phases of the flight so that visual and audible communication can be established with the cabin crew.

If the mentally disabled passenger travels with an accompanying passenger, the accompanying passenger should be seated next to him/her.

Ground operational personnel must establish arrangements for passengers who have requested to be met and assisted.

At check-in the passenger must be advised of the arrangements to assist them to the gate, if requested.

Mentally disabled passengers must be pre-boarded on to the aircraft.

Applicable SSR code DPNA must be inserted into the passenger record.

1.4.4.9. Service Animals

There are two types of service animals which may be accepted in the cabin:

(1) Trained service dogs (SSR: SVAN):

- Seeing eye dogs trained to lead passengers with impaired vision;
- Hearing aid dogs trained to lead passengers with impaired hearing;
- Other service dogs trained to support physically disabled person by i.e., retrieving objects that are out of their reach, by pulling wheelchairs, opening and closing doors, assisting ambulatory tasks;
- Rescue dogs, dogs assistants to employees of state authorities.

(2) Emotional support animals (SSR ESAN):

- Small animals (cats and dogs) for emotional support of passengers - untrained dogs on which a passenger is depending for emotional stability.

For more info Ref. GOM 1.1.6.12.6.2.4.

1.4.5. Passenger Requiring Medical Clearance

1.4.5.1. General

- (a) No medical clearance or medical forms are required for passengers who only require special assistance in the airport in the airport or when embarking/disembarking;
- (b) Incapacitated passengers may be carried on SKYUP MT services if notice of such passengers' incapacity is received at the time of booking (but not later than 48 hours before the schedule departure time) and that a medical certificate stating that the passenger is fit to travel by air is received no later than 24 hours before the scheduled time of departure;
- (c) Medical clearance is required by SKYUP MT 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) 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, the airline should be advised so it can decide whether a medical clearance is required or not.

(d) Passengers with medical cases

- LEGL (Leg in cast) – for passengers with a left leg in a full cast or fused knee, (only to be used in conjunction with SSR code MEDA);
- LEGR (Leg in cast) – for passengers with a right leg in a full cast or fused knee, (only to be used in conjunction with SSR code MEDA);
- LEGB (Leg in cast) – for passengers with both legs in a full cast, (only to be used in conjunction with SSR code MEDA);
- MEDA (Medical case) – company medical clearance may be required. Not to be used for passengers with disabilities or reduced mobility who only required special assistance or handling and who do not require a medical clearance;
- 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);

Note: SKYUP MT do not accept passengers needing oxygen during the flight.

- AOXY (Airline Supplied Oxygen) – for passengers travelling either seated or on a stretcher, needing oxygen during the flight (only be used in the conjunction with SSR code MEDA) (by bilateral agreement);

Note: SKYUP MT do not provide oxygen from the airline.

- STCR (Stretcher Passenger).

1.4.5.2. Advance Notification

Passengers are asked to advise SKYUP MT of their needs at the time of reservation.

Advance notification is required for the passengers requiring use of a personal portable oxygen concentrator, ventilator, or respirator onboard, for passengers travelling on a stretcher.

To appropriately prepare carriage of a passengers with disabilities, a request for booking confirmation shall be sent to SKYUP MT letstalk@skyup.aero :

- 48 hours prior to the planned journey, however not later than 24 hours prior to the departure.

Important: The request for passengers travelling on a stretcher shall be made at least 72 hours before departure;

- In the case of providing carriage for a group of PWDs – 7 days before the planned journey.

Note 1: Carriage of an incubator is not available on SKYUP MT flights;

Note 2: Prior information on type of mobility aid, weight, dimensions, battery type, special information (Controller, Internet of things (IoT) devices, seating systems, other specialized equipment such as recline mechanisms etc.) should be made available to enable determine how to safety handle, secure and load the mobility aids;

Note 3: The types of mobility aids are diverse, and each type of mobility aid has specific locations on the frame for tie downs and disassembly and assembly, care shall be observed when handling and loading.

1.4.5.3. Request for Assistance without Advanced Notice

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

1.4.5.4. Seating

Medical case (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 adjacent seating, as applicable, for:

- personal care attendant;
- a safety assistant;
- a reader/interpreter in case of a vision or hearing impairment.

(b) PWD/MEDA may not be seated in emergency exit rows and in the aisle seats in the first row.

1.4.5.5. Medical Information Form

Passenger with Disabilities for whose carriage is required a doctor's approval must obtain a medical certificate.

The certificate must be issued in writing on a Medical Information Form (MEDIF).

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This is a medical form (a certificate) issued to passengers who need to undergo a preliminary medical examination and provide a medical certificate to the airline. It serves as a permit for air travel, as well as a basis for determining the conditions of passenger transportation.

A medical clearance is only valid for the flight(s) and date(s) specified on the clearance.

Since the certificate is issued specifically for the journey's route and time – according to the passenger's booking, the date of the medical examination has not been specified. It must, however, be conducted not earlier than 5 days prior to the flight. If the passenger's health deteriorates between the moment of issuing the MEDIF form and the journey, it is necessary that a new MEDIF form be issued for this passenger.

A MEDIF form consists of:

- Attachment A "Information Sheet for Passengers Requiring Special Assistance", which contains handling requirements (info for Handling Agent e.g., if escort is needed, stretcher, wheelchair, ambulance, etc.);
- Attachment B "Information Sheet for Passengers Requiring Medical Clearance", which contains medical information on the passenger's disease (confidential info).

Note: A copy of MEDIF document must always be presented to the check-in agent and to the Senior Flight Attendant before the boarding of a medical case.

See the MEDIF form example in Annex A of this manual:

- SEU-GRH-FORM-009-A
- SEU-GRH-FORM-009-B.

1.4.5.6. Frequent Traveler's Medical Card

If a passenger a frequent airline traveler and has a chronic diseases and stable medical condition disability (from birth, over the years) as established by an initial medical clearance, a Frequent Traveler's Medical Card (FREMEC) may be issued by SKYUP MT (Ref. GOM, Annex A, SEU-GRH-FORM-010).

It contains information about the passenger's medical needs and requirements for special services. It avoids the need to undergo a medical examination before each air journey.

A FREMEC shall be acceptable as medical clearance provided that:

- the travel is completed within its validity;
- the medical conditions correspond within the description provided;
- the passenger is its rightful holder;
- any limitations stated thereon are observed.

1.4.6. Handling of PWDs not Requiring Medical Clearance

1.4.6.1. Processing

Check that additional needs have been communicated via appropriate SSR codes and entered into DCS and PNR [and verify that all local provisions required for the](#)

assistance and carriage of the passenger with disabilities have been made available. Verify personal care attendant and safety assistant requirements are fulfilled, if applicable.

When it is discovered at check-in that the requirements are not met for the passengers with disabilities, passenger handling personnel shall endeavour to make arrangements to fulfil them without delaying the flight. When time and circumstances do not permit this to be done, the passengers may be permitted to travel if in the opinion of the passenger and the GSP's responsible passenger handling personnel, the passenger is able to complete his/her travel safely.

1.4.6.1.1. Guidelines in case of Suspected Communicable Disease

The following are general guidelines for Passenger Handling Agents (Check-in and Gate) when facing a suspected case of communicable disease at the departure airport. During an outbreak of a specific communicable disease, the World Health Organization (WHO) or member states may modify or add further procedures to these general guidelines. However, these general guidelines would always provide a basic framework of response that would reassure passenger agents and help them manage such an event.

A communicable disease is suspected when a traveler:

- (a) Has a visible skin rash or,
- (b) Has a severe cough or,
- (c) Is obviously unwell and/or,
- (d) Complaints of any of the following:
 - (1) Severe cough
 - (2) Fever
 - (3) Bruising or bleeding without previous injury
 - (4) Persistent diarrhea
 - (5) Skin Rash (non-visible)
 - (6) Persistent vomiting.

Most of these signs and/or symptoms may not be obvious at the counter. However, when in doubt regarding the health of a traveler, especially during an outbreak, proceed the next steps

- Call your supervisor.
- If supervisor agrees with your concerns and if medical support is available contact that support immediately.
- If supervisor agrees with your concerns but medical support is not immediately available, deny boarding and ask the traveler to obtain medical clearance in accordance with GOM (ref. GOM 1.4.5.1 (c)).
- If assistance is required to escort a sick traveler and if the sick traveler is coughing, ask him/her to wear a face mask. If no mask is available or the sick traveler cannot tolerate the mask, e.g. because of breathing difficulties, ask him/her to cover the mouth and nose when coughing, sneezing or talking.

The latest information and Emergency response guideline for public health emergency can be found at:

<https://www.iata.org/en/programs/safety/health/diseases/>

1.4.6.2. Right of Refusal of PWD and/or MEDA Cases

1.4.6.2.1. General

Refusing a PWD/MEDA passengers requires a legitimate reason. A PWD and/or MEDA cases may be refused based on the SKYUP MT Right to Refuse Carriage (Ref. GOM 1.6.5.).

1.4.6.2.2. 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 operating airline procedures:

- (a) The person has such a degree of physical infirmity that the trip would likely result in complications or death, leading to a diversion;
- (b) The person requires individual nursing or care during the flight and is not accompanied by a suitable personal care attendant and/or safety assistant;
- (c) 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);
- (d) The person fails or refuses to submit themselves to the specific conditions of carriage required by SKYUP MT;
- (e) 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;
- (f) The person has a communicable disease and is in the infectious period (or does not have proper medical clearance);
- (g) Stretchers may be refused as per aircraft type or in case of exceeding the limit.

1.4.6.2.3. Handling of PWD/MEDA Refusals

In the case of refusal, a PWD and/or MEDA case, inform the passenger and explain the reason for refusal with reference to the Right for Refuse Carriage (Ref. GOM 1.6.5.).

Apply 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.

Enter a relevant information about the reason for refusal into the PNR and/or in the Station File (e.g., passenger refused (flight/ date), lack of safety assistant (SITA address/agent name)).

Document all details of the incident.

1.4.7. MAAS (Meet and Assist)

It is an assistance service for the following categories of passenger (in case of request):

- to passengers from 12 to 18 years old;
- passengers with insufficient knowledge of foreign languages or speak only a language not understood at all visited stations;
- elderly passengers.

No form is filled out for the special services provided.

Such passengers are assisted by GSP personnel at departure, arrival and transit points during their check-in, customs / passport / transfer processes, and by cabin crew in the aircraft.

During check-in, the departure station gives information about the passenger by sending a message to the arrival station (PSM/MAAS).

1.4.8. Oxygen for Medical Use

SKYUP MT does not provide medical oxygen to passengers and does not accept passengers travelling with their own oxygen.

1.4.9. Portable Oxygen Concentrators (POCs)

The carriage of Portable Oxygen Concentrators (POC – a device which create pure oxygen from the surrounding air) and Respiratory Personal Devices (RPD – respirators, nebulizer, ventilator, or continuous Positive Airway Pressure (CPAP) machines – ventilation device that blows a gentle stream of air to keep the airway open and allow users to breath easily and regularly) that do not contain compressed gas or liquid oxygen (that is defined as hazardous material) are permitted on board SKYUP MT aircrafts.

Passengers carrying or requiring any other sort of approved breathing equipment shall be treated as PWD, must be seated accordingly, and identified with MEQP SSR.

It is preferable to provide window seats to passengers using breathing aid.

Caution: No person using a breathing aid is permitted to occupy an emergency exit row seat and the seats in the first and second rows.

The carriage and usage of POC that do not contain compressed gas or liquid oxygen are permitted on board subject to providing evidence of the nature of the equipment and a medical certificate – MEDIF – is required to be presented during check-in/boarding process.

Only certified POC devices may be accepted on board. Certificate must be sent to the booking agent for verification when purchasing an air ticket. Power elements for the portable oxygen concentrator should be sufficient for the duration of the flight, transfers, and unexpected delays.

Check-in/Gate agent must advise Ramp agent/Operations as soon as possible the name of passenger with medical equipment (with SSP MEQP) with information about device and any spare batteries carried as these devices contain lithium batteries, they fall under the definition of portable electronic devices.

Ramp agent/Operations must pass on the same information to the crew before boarding begins to allow time for cabin preparation.

Breathing aids that contain compressed gas or liquid oxygen are not permitted on board.

1.4.10. Stretchers

1.4.10.1. Definition

Passenger on stretchers are MEDA-case passengers and this service apply for non-oxygen or oxygen required stretcher passengers travelling with SKYUP MT.

Stretcher equipment consist of stretcher technical accessories, sanitary kit and curtain.

1.4.10.2. Requirements

- Required document – MEDIF;
- Escort is obligatory – at least is 1 accompanying person;
- SKYUP MT approval is obligatory;
- SSR code STCR, MEDA.

1.4.10.3. Availability

- On request at least 72 hours before departure;
- Request does not guarantee the confirmation of the transportation;
- The number of passengers carried on a stretcher is restricted to 1 stretcher per flight.

1.4.10.4. Procedure

- (a) Company escort is not provided
- (b) Medical clearance (MEDIF) is needed dated 5 days prior to the flights and which states "Fit travel by air carriage". This clearance must be either Ukraine or English. But if it is another language, it might be translated by local station representative;
- (c) Used during check-in and STCR and MEDA SSR is entered to the system;
- (d) In case when the minimum ground time is less than 2 hours, seats for passenger on a stretcher shall be blocked on both legs;
- (e) If there is any ambulance request arrival point, passenger reservation has to be checked whether the required information exists;
- (f) Arrival point informed about the request;
- (g) Inform Load Control dispatcher to make a remark of an installed stretcher and empty box in the Loading Instruction Report (LIR) for Load Control to reflect it on the LDM;
- (h) At the end of these procedures, passenger is embarked first by using ambulance lift;
- (i) At the arrival point passenger on a stretcher disembarked last;
- (j) Handling Agent at arrival station is responsible to send the stretcher back.

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1.4.11. Inadmissible Passengers and Deportees

1.4.11.1. Inadmissible Passengers (INAD)

If a SKYUP MT passenger is refused entry into any country, SKYUP MT Operations Control Centre (24H), Ground Operations Directorate must be advised by email: inad@skyup.aero

1.4.11.1.1. General info

- (a) An INAD is an inadmissible passenger who is refused admission into a state by its authorities;
- (b) INADs normally have to be transported back to their State of departure or to any other State where the persons are admissible by the air carrier on which they arrived (or use another carrier flight if this flight is reasonable, e.g., departing earlier);
- (c) An INAD should depart on first available flight.

1.4.11.1.2. Handling procedures

The following handling procedure applied to all passengers declared inadmissible regardless of whether they hold coupons for the return travel or are issued with an INAD ticket.

- (a) Inadmissible passengers who do not warrant additional security measures shall be treated with the same courtesy and tact as all other passengers;
- (b) INAD may not be seated at emergency exit rows;
- (c) Experienced staff shall take care of inadmissible passengers who need special assistance or when support from an authority is needed for removal;
- (d) GSP Passenger Handling personnel must complete an "Inadmissible Passenger Report" form (Ref. GOM, Annex A, SEU-GRH-FORM-006);
- (e) GSP Passenger Handling personnel must collect "Deportation act air passenger" from immigration authority and scan copy of the passengers' documents (passport/ID and boarding pass (if available));
- (f) Dispatch an INAD passenger advice which will reflect on the PSM, e.g. PSM/INAD/29C;
- (g) Passengers who are inadmissible and if they are holding a return ticket is sufficient to cover the fare for the return travel, they will be handled like normal passengers. Instead, a copy of the passport will be retained, an INAD remark will be added in the PNR and INAD passenger advice will be sent to all station en route final destination;

Note: In general, Inadmissible passengers, INADs, travel without being accompanied. If assessed by the responsible authority, INAD's may be accompanied if:

- the INAD physically resists carriage;
- the INAD has already been denied transportation by another airline;
- there is any sign the INAD might endanger the safety of the flight or passengers.

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

- (h) Escorted inadmissible passengers must be screened by metal detectors followed by a physical search. Their bags must be X-ray screened and physically searched;
- (i) Inadmissible passengers should be boarded first and off boarded last. At any case boarding/off boarding of INAD should be separate from other passengers.

1.4.11.1.3. Inadmissible Passenger Report

Inadmissible passenger's report (Ref. GOM, Annex A, SEU-GRH-FORM-006) contains of two parts:

- PART 1 – Arrival information
- PART 2 – Departure Information

PART 1 should be fill in by SKYUP MT representative (GSP Passenger Handling personnel) once immigration declare passenger as inadmissible and it should be sent to the inad@skyup.aero, with copy of passenger passport/ ID.

PART 2 should be sent after passenger departure to SKYUP MT OPS with copy of "Deportation act air passenger" from immigration authority.

1.4.11.1.4. Return transportation procedure of INAD Passengers

- (a) Passenger has an onward ticket:

Step	Action	Responsible	Timing
1	Complete and send scan copies of INAD Report (Part 1) to SKYUP MT OPS inad@skyup.aero Send scan copies of "Deportation Act Air Passenger" and passengers' documents to SKYUP MT OPS "	GSP Passenger Handling Agent	within 2 hours after receiving information from immigration
2	Re-book ticket for INAD passenger	rescontrol@skyup.aero	24 hours
3	Inform airport of departure about new ticket details	SKYUP MT OPS	24 hours
4	Check-in passenger as INAD according to reissue ticket	GSP Passenger Handling Agent	As usual

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Step	Action	Responsible	Timing
5	Inform Flight Crew	GSP Passenger Handling Agent	Before flight departure
6	Complete and send INAD Report (Part 2) to SKYUP MT OPS inad@skyup.aero	GSP Passenger Handling Agent	within 2 hours after flight departure

(b) Passenger doesn't have onward ticket:

According to SKYUP MT rules INAD passenger in case of no onward ticket should buy it by themselves. At the same time SKYUP MT considering that due to reasonable circumstances INAD passenger doesn't have an opportunity to buy onward ticket at the moment. The following two strategies should be applying in this case:

(1) INAD Passenger is ready to buy ticket by themselves:

Step	Action	Responsible	Timing
1	Complete and send scan copies of INAD Report (Part 1) to SKYUP MT OPS inad@skyup.aero Send scan copies of "Deportation Act Air Passenger" and passengers' documents to SKYUP MT OPS	GSP Passenger Handling Agent	within 2 hours after receiving information from immigration
2	Search available flights and pre - booked ticket (preferable on SKYUP MT flight)	rescontrol@skyup.aero	24 hours
3	Inform airport of departure about ticket details	SKYUP MT OPS	24 hours
4	Inform INAD passenger and collect required amount for ticket from INAD	GSP Passenger Handling Agent	
5	Issue new ticket/ inform departure station	rescontrol@skyup.aero / SKYUP MT OPS	
6	Check-in passenger as INAD	GSP Passenger Handling Agent	As usual
7	Inform Flight Crew (in case SKYUP MT flight)	GSP Passenger Handling Agent	Before flight departure

Step	Action	Responsible	Timing
8	Complete and send INAD Report (Part 2) to SKYUP MT OPS inad@skyup.aero	GSP Passenger Handling Agent	within 2 hours after flight departure

(2) INAD Passenger doesn't have the opportunity to buy onward ticket:

Step	Action	Responsible	Timing
1	Complete and send scan copies of INAD Report (Part 1) to SKYUP MT OPS inad@skyup.aero Send scan copies of "Deportation Act Air Passenger" and passengers' documents to SKYUP MT OPS "	GSP Passenger Handling Agent	within 2 hours after receiving information from immigration
2	Search available flights and booked ticket, according following priority: – SKYUP MT flights – other airlines, each have nearest flight	rescontrol@skyup.aero	24 hours
3	Inform airport of departure about ticket details	SKYUP MT OPS	24 hours
4	Inform INAD passenger and fill indemnity form	GSP Passenger Handling Agent	Before check-in on flight
6	Check-in passenger as INAD	GSP Passenger Handling Agent	As usual
7	Inform Flight Crew (in case SKYUP MT flight)	GSP Passenger Handling Agent	Before flight departure
8	Complete and send INAD Report (Part 2) to SKYUP MT OPS inad@skyup.aero	GSP Passenger Handling Agent	within 2 hours after flight departure

*In this case ticket does not issue and INAD passengers accept on blocked seats.

Important: In case there are no free seats on the flight, a mandatory ticket should be issued for the next SKYUP MT flight.

1.4.11.1.5. Refusal

If an INAD resists transportation or gives rise to the assumption that they will be source of annoyance to other passengers or crew members, only accept them according to the procedures for a deportee who is escorted by authorized personnel during the removal (DEPA).

Refuse the carriage of deportees or inadmissible passengers if they are likely to:

- Involve any risk to the safety of flight;
- Involve any hazard or risk to themselves, other passengers, or crew members;
- Cause discomfort or make themselves objectionable to other passengers.

Require special assistance from ground or in-flight staff.

1.4.11.1.6. Messages

Information about INAD passengers shall be indicated in PSM and in LDM - SI area: as INAD/Seat allocation (example: INAD/29C).

1.4.11.2. Deportees

(a) Deportee (DEPO) is used to designate a deportee (when one or more conditions apply as mentioned):

- Who was formally ordered by the authorities to leave that state;
- Who is under arrest;
- Who has to be transported to another state for legal reasons;
- Who has applied for asylum and is transferred to the state responsible for the application;
- Described by the term “Dublin Convention” as reasons for transportation.

(b) DEPA – deportee accompanied: a deportee who is escorted by security escorts during flight;

(c) DEPU - deportee unaccompanied: a deportee who is not escorted by security escorts during flight;

Note 1: The responsibility for deportees lies fully with the State(s) concerned;

Note 2: Deportees will be accepted for carriage only on the request of an Authority and SKYUP MT approval.

(d) If required by SKYUP MT, the competent authorities of the State concerned are obliged to provide an escort;

(e) SKYUP MT that will carry the deported passenger have the right to learn the reason of deportation for safety of other passengers;

The PIC has the authorization of not accepting the deported passenger on the flight who is incompatible with the company rules and who is believed to annoy other passengers and endanger the flight safety. In this case an escort is demanded. The escort is provided by the authorities of that country. PIC has a right to ask the deportation reason of the passenger.

- (f) If a DEPO resists transportation or gives rise to the assumption that they will be the source of annoyance to other passenger or crew members, only accept them according to procedures for a deportee who is escorted by authorized personnel during the removal (DEPA);
- (g) Refuse the carriage of deportees or inadmissible passengers if they are likely to:
 - (1) Involve any risk to the safety of 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.
- (h) Advise the crew and pilot-in-command of DEPO passengers with judicial proceedings. As a starting point the Pilot in command should always be informed of DEPO transportation whether they are with judicial proceedings or not;
- (i) All stations en route shall be advised of the DEPO on board.

1.4.11.2.1. General Handling Procedures

- (a) Unless a counter law or government rule exists, authorities of the related country are liable for providing the charge of the ticket for the travel of the person deported from the country (deportee) by the authorities of that country;
- (b) Reservation of the deported passenger is ensured to be made by the authorities of the related country;
- (c) Same services are rendered to the deported passenger as those rendered to other passengers;
- (d) The PIC and SCCM (senior cabin crew member) are informed about the deported passenger by obtaining the relevant information from the Passenger Information List;
- (e) The rear seats of aircraft are used for DEPU/ DEPA passengers;
- (f) SKYUP MT may not accept the deported passenger on the flight if they are under the influence of drugs apart from those taken for medical requirements;
- (g) If DEPU tries to resist boarding by using force, the passenger must not be boarded and must be deboarded from travelling;
- (h) PIC is authorized and responsible, on behalf of company, for not accepting such passengers on the flight in case there is any doubt about the safety and security of other passengers.

1.4.11.2.2. Limitations and Seating of DEPO

DEPA: not more than 2 persons accompanied by at least 3 authorized persons.

If the flight carries 1 DEPA passenger, they must be accompanied by at least 2 authorized persons.

DEPU: not more than 4 persons

Assign deportees and their escorts seats in the rear of cabin, but not directly adjacent to exits.

1.4.11.2.3. Travel Documents

- If the deportee travels as unaccompanied, his/her documents are put into the security envelope and delivered to the cabin chief;
- If the deportee is accompanied, the accompanying person keeps all the documents;
- After the aircraft lands, the documents are delivered to the company official.

Note: remark “DEPU or DEPA” should be entered at DCS during check-in depend on passenger category (e.g., PSM/DEPA 29C).

1.4.11.3. Persons in Custody/Prisoners**1.4.11.3.1. General**

There should be no confusion between Accompanied Deportees (DEPA) and Persons in Custody/ Prisoners.

- (a) The PIC cannot refuse to carry the prisoner with their escort unless the prisoners fall into the category of insubordination;
- (b) The responsibility of escorting the prisoner falls completely on the escort;
- (c) Prisoners who are not escorted by a guard are not allowed to travel by aircraft. The escort must be physically strong and equipped enough to roll back the prisoner when required;
- (d) SKYUP MT Representative/Handling agent must inform PIC and crew of the presence on board of the prisoner and armed escort by entering the relevant information to the Passenger Information List (Ref. GOM 1.4.11.2.3. (note)).

1.4.11.3.2. Handling

- (a) When law-enforcement officers or other officials want to take a prisoner to somewhere, they must provide the passport/ ID of the prisoner, the place and time they will be taken, and whether the prisoner is dangerous;
- (b) Prisoners are not permitted to take their carry-on baggage into the cabin;
- (c) The prisoner and escort must be embarked before and disembarked after the passengers and in a separate manner for safety and corporate image reasons;
- (d) The group must be assigned to the rear row of the aircraft forward, but not to the emergency exit seats. The prisoner shall be seated between two escorts;
- (e) The escort may decide to, or not to use handcuffs during the voyage. However, the PIC may request the removal of handcuffs during take-off and landing;
- (f) The prisoner cannot be handcuffed to any place such as table and seat, and the escort cannot use tear bomb or gas and similar substances to paralyze the prisoner in the aircraft;
- (g) The prisoner is kept under control and supervision while going to and coming from the toilet. It is strongly suggested that toilettes are used (if needed) when the aircraft is still on the ground: special care must be used when they must use the toilet while flying. In all the other situations, such persons shall be treated with the same courtesy and tact as all other passengers on board;

- (h) The escort and prisoner are served normal meal during the flight, but they should not have served by metal fork, knife and alcoholic beverages;
- (i) The number of custodies shall not exceed one (1) on flight, two guard must be appointed for prisoner;
- (j) In case it is estimated that the prisoner will endanger the security of other passengers, the PIC may not accept the prisoner into the aircraft.

Note: Only 1 prisoner passenger to be carried could only be increased by the Director Security, Director Ground Operations and Director Flight Operations in alignment with the demand from the authorities.

1.4.11.3.3. Messages

(a) Pre-departure message:

As for deported passengers, the departure station informs the arrival station by sending them a message to their "SITA" the name of the passenger and the accompanying person, if any, without wasting time immediately after their confirmation on the flight.

(b) Post-departure message:

Information about the deported passenger is notified with PSM to the arrival station. Also, the SKYUP MT Representative or Authorized person of Handling Agent as soon as possible (but not later than 3 hours) must send the information regarding deportee to the group e-mail inad@skyup.aero.

(c) Next minimum information must be provided:

- to whom the passenger's documents have been delivered;
- the seat number;
- the number of baggage and the position where they have been loaded etc.

1.4.12. Unruly Passengers

1.4.12.1. General Conditions of Passenger Carriage

For flight safety, reasons, carriers, may refuse carriage of any unruly passengers and/or those who appear by manner or physical indications to be under 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.

- (a) Unruly or drunken behavior at check-in, at the gate, in lounges or on board the aircraft conflicts with our goal to be a safe and secure airline and lowers the level of customer satisfaction felt by other passengers. It also places additional and often unacceptable burdens on Crew Members and ground handling personnel;
- (b) SKYUP MT will not accept any physical or verbal assault by passengers on our employees whilst they are on duty;
- (c) SKYUP MT will not accept any disorderly or drunken behavior by passengers or any person on board our aircraft;
- (d) SKYUP MT empower crews and ground handling personnel to take reasonable steps to prevent disruptive and drunken behavior and, where necessary, to deal with it as effectively as practicable including refusal of carriage of passengers

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who have the potential for creating disturbances on board the aircraft and who therefore could endanger the flight safety or any person;

- (e) SKYUP MT will encourage the police to prosecute disruptive and drunken passengers in appropriate cases, especially where there have been assaults on SKYUP MT personnel;
- (f) SKYUP MT assists and supports Crew Members and ground handling personnel who are required, after an incident, to give witness statements to the police or to appear in court proceedings when passengers are prosecuted;
- (g) SKYUP MT denies future carriage to abusive passengers who remain a threat to employees or the company.

The above policy can only effectively be implemented if all personnel is fully aware of their rights and responsibilities if they receive appropriate guidance and training and are provided with the necessary tools to enable them to carry out responsibilities.

Prevention of a disturbance should be the main aim of any education program and should be the concern to all personnel that comes in contact with our customers.

1.4.12.2. Handling Unruly Passengers During Check-In or Boarding

1.4.12.2.1. General

All necessary actions should be taken to avoid potentially disruptive and abusive passengers to get on board aircraft. During check-in, passengers have to be observed to reveal any disruptive behavior. This must be performed in order to ensure that the safety of the aircraft is not being compromised, also to ensure that the safety of the crew or other passengers is not at risk. Emphasis should be on prevention, to avoid or prevent a violent situation.

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.

Unruly passengers are persons who:

- fail to observe and fulfill SKYUP MT and/or Ground Service Providers personnel relevant instructions;
- are causing annoyance and problems to other passengers, SKYUP MT and/or Ground Service Providers personnel;
- behave themselves rudely;
- jeopardize the safety and security of passengers, SKYUP MT and/or Ground Service Providers personnel by disruptive behavior;
- commit an act of assault, intimidation or menace which endangers good order or the safety or property or persons.

The decision to deny check-in for a flight or to remove a passenger from the flight at the stage of check-in, security or passport control, gate or during boarding (on the ramp, at the gate) is made in the following cases:

- physical impact on SKYUP MT personnel or passengers;

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- signs of alcohol intoxication, drug intoxication;
- dissemination of false information that may lead to a threat to the safety of the aircraft;
- sexual harassment of SKYUP MT personnel or passengers;
- verbal threats to the life and health of the personnel or passengers of SKYUP MT;
- demonstration by a passenger of behavior that causes reasonable doubt regarding the safety of the flight during the carriage of such a person.

Any unusual passenger behavior at check-in, in the lounge or at the boarding gate must be reported to the SKYUP MT representative/ supervisor.

Baggage of such passengers must be put on standby.

The SKYUP MT representative/GSP supervisor shall approach the passenger, assess the situation and, if the passenger is judged unfit for travel, inform the duty manager or senior staff, fill “Unruly Passenger Ground Incident Form” (Ref. GOM, Annex A, SEU-GRH-FORM-011) and declare to the passenger.

Note: The representative/ GSP supervisor is empowered to exclude the unruly passenger from the flight.

In case of a decision to deny transportation, the representative of the SKYUP MT (if available at the airport)/authorized representative of the GSP:

- SKYUP MT personnel, depending on the place incidents with unruly passenger (check-in desk, hall of departure/arrival, board the aircraft) and the type of offense, inform Director Security, airport AVSEC department and appropriate authorities to review the offense reasons and take appropriate actions.
- For prompt delivery of the offender from the aircraft to the terminal, with the necessary escort by representative of airport AVSEC department or law enforcement officials may be provided separate vehicles.

1.4.12.2.2. Procedures at check-in or boarding

(1) If an Unruly Passenger is Denied Carriage

- (a) offload the passenger in the DCS and offload their baggage from the aircraft;
- (b) fill “Unruly Passenger Ground Incident Form” (Ref. GOM, Annex A, SEU-GRH-FORM-011) – one of the two copies must be provided to the passenger;
- (c) Send a scan copy of “Unruly Passenger Ground Incident Form” to the security@skymalta.aero for follow-up;
- (d) Document the case in the Station File (Ref. GOM, Annex A, SEU-GRH-FORM-022) with details of the passenger’s condition (e.g., intoxication, general abuse).

(2) If an Unruly Passenger is Accepted for Travel

- (a) Inform and confer the pilot-in-command and senior cabin crew member whether the passenger should finally be accepted and decide on the appropriate action if accepting the passenger for travel;

- (b) Document the case in the Station File (Ref. GOM, Annex A, SEU-GRH-FORM-022) with details of the passenger's condition (e.g., intoxication, general abuse);
- (c) Inform SKYUP MT ops@skyup.aero of the incident.

1.4.12.3. Denied Carriage for Unruly Passenger After Boarding

- (a) The PIC and the senior cabin crew member inform the GSP's personnel or representative, if available;
- (b) Inform the local authorities to remain stand-by at the boarding gate to offload the passenger, if necessary;
- (c) Offload the passenger in the DCS and offload their baggage, change all relevant on-board documents accordingly;
- (d) send a potential complaint report to OPS and Ground Operations Directorate for follow-up;
- (e) Document the case in the Station File (Ref. GOM, Annex A, SEU-GRH-FORM-022) with details of the passenger's condition (e.g., intoxication, general abuse).

1.4.13. Expectant Mothers

All pregnant women must fill out and sign "EXPECTANT MOTHER FORM" (Ref. GOM, Annex A, SEU-GRH-FORM-007) at the check-in counter or at the gate regardless of the stage of pregnancy. Pregnant women can be accepted on the flight only with filled out and signed "EXPECTANT MOTHER FORM".

Note: If a pregnant passenger does not have a completed form when boarding the aircraft (for example, passenger has been checked-in online), it is possible to fill out the form on board the aircraft to prevent delays in the boarding process and to avoid discomfort to the passenger. In this case the boarding agent has to inform the crew about such a passenger to be identified.

SKYUP MT allows expectant mothers whose pregnancies have progressed without complications to fly without a medical certificate from a doctor. However, after the 28th week of pregnancy, expectant mothers should have a letter or statement from a doctor confirming:

- Whether the pregnancy is single or multiple;
- Expectant due date;
- There are no complications with the pregnancy;
- The doctor states that the patient's pregnancy doesn't prevent her from flying;
- The letter or statement should be dated as close to the travel date as possible and cover the entire journey (outbound and return flight);
- The letter or statement should be written either in Ukrainian or English for domestic flight, and in English for international flight;
- The letter or statement should indicate the doctor's full name, signature and be written on a notepaper headed by the doctor or the healthcare provider;

Note: If it is not possible to provide a letter or statement from a doctor, the passenger is obliged to fill in form – Incapacitated Passenger Handling Advise (Ref. GOM, Annex A, SEU-GRH-FORM-008).

Travel is not permitted, under any circumstances:

- After the 35th week of pregnancy, if woman is pregnant with one baby even with a medical report or letter or statement from a doctor;
- After the 32nd week of pregnancy, if woman is pregnant with more than one baby even with a medical report or letter or statement from a doctor.

Pregnant woman may not be seated at emergency exit rows and in the aisle seats in the first row.

Note: A remark with information about the stage of pregnancy must always be added as SSR to DCS (e.g., Pregnant 22 weeks).

1.4.14. Extra Seat (EXST)

Passengers may request an extra seat (e.g., for medical, comfort or baggage reasons).

1.4.14.1. Reservation and Ticketing

- (a) Reservation and ticketing must be made beforehand;
- (b) The purpose of using the extra seat must be mentioned in the note section of the reservation record;
- (c) The passenger and request for EXST must be in the same reservation record;
- (d) The charge to be collected for the extra seat is the same as the one that is paid for the passenger seat in general;
- (e) In case there are more than one EXST requests, separate name field must be entered for each seat;
- (f) For last minute applications at the airport, a separate PNR is created and EXST ticket is issued. However, together with EXST it must be mentioned in the note to which passenger it belongs.

1.4.14.2. Ticket and Baggage Processes (Check-in)

- (a) A boarding card is issued for each ticket;
- (b) The normal baggage allowance is raised by the number of extra seats;
- (c) No additional catering is loaded;
- (d) The information for EXST is given to the flight crew by showing it in PIL;
- (e) Regarding connection flights, the stopover station to be landed at is informed by sending message about EXST;
- (f) EXST requested by Able bodied person may be allocated at emergency row. In that case EXST shall remain unoccupied and free of any belongings during whole flight.

1.4.14.3. Cabin Baggage (CBBG) on Extra Seat (EXST)

CBBG on Extra seat is the baggage that can be accepted for carriage of fragile article, musical instruments, diplomatic baggage, courier, or valuable goods, which are accompanied by the passenger, have appropriate sizes to fit the seat, to be secured in passenger seats, and carried in the cabin during the flight upon making a seat reservation – process fully described in this manual (Ref. GOM 1.1.6.12.1.2.).

1.4.15. Service (ID) Passengers

ID passengers must always be shown the same courtesy and be given the same assistance and service as revenue passengers within the limitations outlined in this and the remaining topics of this section. Any passenger traveling with a free/reduced fare ticket must identify themselves.

1.4.15.1. Check-in Procedure of ID passengers

(a) ID Passenger with Confirm Booking Status:

ID passengers with confirm reservation are checked according to regular check-in procedure of revenue passengers and must always be accepted on the flight during check-in.

(b) Acceptance procedure for ID passengers with N2 status or stand by staff:

- (1) Passenger must be at check-in counter at least ONE HOUR before the departure time;
- (2) ID passengers with N2 status or stand by staff can only be accepted on the flight if there are free seats available at aircraft after end of check-in (the number of checked revenue passengers is less than number of seats at aircraft) or in event of NOSHOW of revenue passengers in case of full booked flight;
- (3) If the flight is likely to be full, the GSP's check-in agent may ask passenger (and their family members) to wait on one side. Once the revenue check-in process is closed, the Handling agent will allot available cabin passenger seats in the priority order indicated below and issue boarding cards for passengers.

(c) Priority order for N2 tickets/ Sub-load/ Standby & Jump seats PAX:

When accepting a standby passengers for travelling the following order of priority shall be observed:

- (1) Duty Travel tickets;
- (2) SKYUP MT personnel and/or their listed family members based on staff ID number seniority regardless of designation;
- (3) Personnel of other organizations travelling with SKYUP MT issued staff ID ticket on a first come, first serve basis.

(d) Check-in Formalities:

In addition to the regular check-in procedures for revenue passengers, the following rules apply:

- (1) Registration at check-in must be completed before the standard check-in closure time of the flight. Report for check-in at least one hour before the flight departure and proceed to the dedicated standby desk;
- (2) The identity of the printout of reservations must correspond with the identity on the SKYUP MT ID card (for personnel) or passport (for dependents), whichever is applicable;
- (3) For manual boarding passes, add “seat available” for easy identification of the non-revenue passenger at boarding and on board;
- (4) If a passenger is accepted on flight deck or crew seat, register them in the DCS, to have them registered on the flight.

1.4.15.2. Baggage Allowance for ID Passengers

The following rules apply for baggage:

- The free baggage allowance as per SKYUP MT regulation applies;
- Baggage should not be pooled, because of the possibility of refusal or offload of staff passengers;
- The carriers hand baggage allowance must be respected.

1.4.15.3. Dead Head Crew (DHC) and Extra Crew (XCR)

(a) General

- Dead Head crew (DHC) is a crew travelling to a station to commence duty or to a station after duty with company ID ticket [or indicated in GD](#);
- Extra Crew (XCR) is a crew member who is listed to General Declaration and travels on passenger's seat to take on the duties;
- All DHC/XCR regardless booking class have a right to carry 1 pc/23kg as checked-in baggage;
- When traveling on the other carrier's flights, DHC must be provided with travel ticket.

Note: Crews travelling for other purposes, e.g., flights to attend a simulator or emergency training, are not to be handled as DHC or XCR. In this case, the regular duty travel rules apply.

Notes:

- (1) Seat allocation – DHC/XCR must always be assigned seats together. In case seats are not assigned automatically this shall be performed manually during flight preparation. [It is preferable to provide seats for DHC in front or at the rear of the cabin \(or in the emergency rows\), but only available seats not reserved by commercial passengers;](#)
- (2) A re-seating of full fare passengers in favor of Dead Head Crew passengers is not performed.

(b) Information transfer

On a daily basis GRH OPS (ground operations dispatcher on duty) should check the DHC/XCR list and send prior **1 day** before schedule time of departure) notification to departure station.

DHC notification data:

- Flight number/date;
- List of DHC names;

XCR notification data, if available:

- Flight number/date;
- List of XCR names;
- XCR Seat allocation request.

(c) Check-in and boarding DHC requirements

- At check-in DHC has the highest priority and are not to be offloaded in any case;
- At the airport of departure DHC must report to respective check-in counter to be checked-in on flight required;
- DHC must be checked-in as regular ID passenger with DHC SSR code, listed to PNL and included to Pay Load figures for Load Sheet calculation purpose;
- Crew tags are to be attached to DHC baggage, **if available**;
- The passport data need to be provided for check-in purpose:
 - Full name;
 - Gender;
 - Passport number;
 - Day of birth;
 - Passport Expiration date;
 - Nationality.
- Priority boarding are to be assured for DHC;

(d) Handling of XCR

- Priority check-in and boarding are to be assured for XCR;
- The seats are to be allocated to every XCR member as requested;
- XCR should not be checked-in and listed to PNL. The Load Sheet is to be adjusted to show actual weight and balance conditions (refer to Weight and Balance Manual);
- Crew tags are to be attached to XCR baggage, **if available**;
- XCR is to be delivered to the aircraft by crew bus.

1.5. PASSENGER DISRUPTIONS

Punctuality and on-time performance are a basic quality standard for SKYUP MT operation. However, there may be occasions when, despite our best endeavors, we will be unable to operate according to our schedule and our customers will experience delays, disruptions, or diversions.

Utmost care and efficiency must be exercised to ensure that passengers affected by a delay are provided with quality service as per laid down policies and procedure in this session.

Ground transportation, hotel accommodation and additional car park charges are not provided to passengers at the arrival airport.

1.5.1. Information and Communication to Passengers

The GSP shall have a process to ensure the existence of facilities with communication devices for messages, flight information and emergency information to all passengers.

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

- (a) Ensure operational personnel are briefed for consistent delivery of information;
- (b) Brief personnel 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 impairments.

Whenever a flight is disrupted, the relevant information is to be passed as an aircraft movement message.

Personnel meeting passengers at the destination airport or telephoning for information must be told the reason for the delay, and the expected time of arrival of the passengers.

1.5.2. Delays

Notification about the delay is received from SKYUP MT OPS by e-mail ops@skyup.aero and/or by phone +380 67 296-24-49.

At least 2 members of GSP's operational personnel must be available to answer any question that passengers may have.

Correct delay information must be given to passengers. GSP must ensure that all personnel providing information to passengers give the same information. If GSP is in doubt regarding the reason for the delay, SKYUP MT OPS must be contacted for clarification.

When the delay is longer than 2 hours, print Passenger Rights Letters (Ref. GOM, Annex A, SEU-GRH-FORM-031) at an amount sufficient for all passengers booked on the flight, hand them out to the passengers depending on the language preferred by them.

Notification from SKYUP MT OPS about the delay over 2 hours is sufficient authorization for the start of distribution of recovery services.

It is GSP's responsibility to make decision on where to distribute refreshment/vouchers as soon as SKYUP MT OPS authorization is received (ops@skyup.aero).

Passengers must be notified of delays immediately, in Local and English languages. Announcements must be made every 30 minutes to advise the passengers according to the latest information received from SKYUP MT about the expected time of departure, even if there is no additional information to be provided.

Brief operational personnel on the estimated time of departure, estimated time of arrival, and any services being offered.

The airport information screens must be updated with the new ETD as soon as the delay information is received.

When a flight is delayed for 2 hours or more, passengers are entitled to:

Delay duration	Distance		
	1500 km or less	More than 1500 km and up to 3500 km	over 3500 km
2 hrs $\geq$ DELAY < 3 hrs	To be provided: Refreshment or relevant voucher	-	-
3 hrs $\geq$ DELAY < 4 hrs	(up to 7 EURO), two telephone calls, telex or fax message, or e-mails (if there are technical possibilities for this)	-	-
DELAY $\geq$ 4 hrs	Refreshments or relevant vouchers (up to 11 EURO) to be provided every 4 hours of further delay, two telephone calls, telex or fax message, or e-mails (if there are technical possibilities for this).		

Important: If the delay exceeds 4 hours, drinks must be provided every additional 4 hours.

If the delay exceeds 8 hours or extends to the next day (local time), hotel accommodation is provided at a cost of up to 50 EURO per passenger.

Ordering services or compensation for their cost in case of exceeding the established limits requires the permission of the SKYUP Ground Operations Dispatcher (ops@skyup.aero).

Passengers from delayed flights should not affect the operations of scheduled flights that depart on time.

If there are any doubts regarding distance check it out with SKYUP MT OPS.

When a flight is delayed, passengers on the latest flights which are scheduled to depart on time are not to be offloaded to accommodate those passengers booked on the delayed flight.

1.5.2.1. Disruption Known Before Check-in

- (a) Update ETD in DCS;
- (b) Update airport FIDS with new ETD time;

- (c) Arrange the required services, e.g., meals, transportation(s), passenger assistance, lounge access, etc., according to nature of the disruption;
- (d) GSP shall inform SKYUP MT OPS about a new check-in time, if applicable.

1.5.2.2. Disruption Known Prior/During Check-in

- (a) Update ETD in DCS;
- (b) Update airport FIDS;
- (c) Inform the passengers about new ETD;
- (d) Arrange the required services, e.g., meals, transportation(s), passenger assistance, lounge access, etc., according to nature of the disruption.

1.5.2.3. Disruption Known Prior/During Boarding

- (a) Make sure that the boarding gate and ETD indicated correctly in DCS;
- (b) Advise passengers accordingly in a regular interval (every 30 minutes, in case of an unidentified ETD);
- (c) Apply specific procedures for certain categories of passengers (UMNR, PWD, INAD/DEPO etc.);
- (d) Update airport FIDS;
- (e) Arrange the required services, e.g., meals, transportation(s), passenger assistance, lounge access, etc., according to nature of the disruption.

1.5.2.4. Disruption Upon Arrival

In case of the delayed arrival of a flight:

- (a) Update airport FIDS;
- (b) Arrange the required services, e.g., meals, transportation(s), passenger assistance, lounge access, etc., according to nature of the disruption.

1.5.3. Cancellations

A notification from SKYUP MT OPS has been received about the cancellation.

Inform passengers about alternative flights/routes (to be provided by SKYUP MT OPS).

Prepare information about available hotel rooms and transfer options and provide it to SKYUP MT OPS ops@skyup.aero.

Appoint at least one check-in desk where the passengers will receive the necessary information and services.

All the passengers must be given the Passenger Rights Letters (Ref. GOM, Annex A, SEU-GRH-FORM-031) about cancellation from SKYUP MT explaining their rights (even if before the flight was announced as delayed and therefore the information letters on delay have already been distributed). This is a mandatory requirement according to EU Legislation and therefore must be adhered to.

In case of cancellation, all passengers should be deleted from DCS, and seat allocation will not be kept. Passengers shall be rebooked for the next available flight or alternative route on SKYUP MT flight to the same destination. Passengers who are

not able to be allocated in the same seat they have paid, should contact SKYUP MT for the seat fee compensation letstalk@skyup.aero

A clear announcement about the cancellation and appointed check-in desk is to be made to the passengers, to make them aware of the flight status and the intended way of disruption situation management.

If the cancellation is announced at the gate, inform the passengers how they can receive their baggage and guide them on their way to the appointed check-in desk.

At the appointed check-in desk GSP operational personnel shall inform the passengers that those of them who need hotel accommodation shall have their flight rebooked via call center.

Passengers arriving at the appointed check-in desk should receive information letters. Passenger signatures are required as proof of this.

Apart from the applicable compensation (handled by SKYUP MT), passengers are entitled to free flight change, telephone calls, hotel accommodation until the next flight, transfer to/from hotel and meals.

In the event of SKYUP MT aircraft being diverted to an alternative airport or in case of flight cancellation, surface transport – buses – to alternative airport (or hotels in case of cancellation) will need to be arranged by GSP.

To ensure smooth operation in the case of diversions, GSP should have contacts of local bus companies that can provide passenger transportation with reasonably short notice.

In case of exceptional circumstances when local bus providers are not able to provide the service, GSP must inform SKYUP MT OPS immediately.

1.5.3.1. Flight Cancelled as a Result of Extraordinary Circumstances

If a flight is cancelled because of extraordinary circumstances which could not have been avoided even though reasonable steps have been taken, including but not limited to: Air Traffic Control, Weather, Civil unrest, Terrorist alert and security alerts, Strike action, Flight safety.

Under extraordinary circumstances, SKYUP MT will not compensate the passengers further other than providing them with the following options:

- (a) Re-book to a flight operated by SKYUP MT or another airline on the same route to the passenger's final destination subject to availability of seats; or
- (b) Cancel reservation and reimburse the total fare of cancelled flight at the price at which it was bought, for the part(s) of the journey not made, and for the part(s) already made if the flight is no longer serving any purpose in relation to original travel plan, together with, when relevant (i.e. in case of connecting flights) re-book onto a returned flight operated by SKYUP MT or another airline on the same route to the passenger's first point of departure, at the earliest opportunity, subject to availability of seats; or
- (c) Two telephone calls, telex or fax messages, or e-mails or refund the costs of such communication, and
- (d) In the event of re-routing, when the time of departure of the new flight is a day after the departure as was planned for the cancelled flight GSP is to

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arranged hotel accommodation and transport between the airport and place of accommodation.

1.5.3.2. Flight Cancelled for Reasons Other than a Result of Extraordinary Circumstances

If the flight is cancelled for any other reason which could not have been avoided even if all reasonable steps had been taken, passengers are entitled to:

- (a) Re-book to a flight operated by SKYUP MT or another airline on the same route to the passenger's final destination subject to availability of seats; or
- (b) Cancel reservation and reimburse the total fare of cancelled flight at the price at which it was bought, for the part(s) of the journey not made, and for the part(s) already made if the flight is no longer serving any purpose in relation to original travel plan, together with, when relevant (i.e. in case of connecting flights) re-book onto a returned flight operated by SKYUP MT or another airline on the same route to the passenger's first point of departure, at the earliest opportunity, subject to availability of seats; or
- (c) Two telephone calls, telex or fax messages, or e-mails or refund the costs of such communication, and
- (d) In the event of re-routing, when the time of departure of the new flight is a day after the departure as was planned for the cancelled flight GSP is to arrange hotel accommodation and transport between the airport and place of accommodation and
- (e) Compensation for

Amount	Distance	Note
250 EUR	1500km or less	If you are offered a new flight and the arrival time does not exceed the scheduled arrival time of your booked flight by 2 hours this amount will be reduced by 50%
400EUR	Between 1501-3500km	If you are offered a new flight and the arrival time does not exceed the scheduled arrival time of your booked flight by 3 hours this amount will be reduced by 50%
600EUR	Over 3500km	If you are offered a new flight and the arrival time does not exceed the scheduled arrival time of your booked flight by 4 hours this amount will be reduced by 50%

The above compensation shall not be paid if the passenger was informed about the cancellation:

- 2 weeks before the scheduled time of departure (STD);
- between 2 weeks and 7 days before STD and alternative SKYUP MT flight is offered to you, the departure time of which is more than 2 hours before STD and the arrival time is less than 4 hours after the scheduled time of arrival (STA);

- less than 7 days before STD and an alternative SKYUP MT flight is offered to you, the departure time of which is not more than 1 hour before STD and the arrival time is less than 2 hours after STA.

1.5.4. Diversions

One of the most common forms of flight disruption experienced by airlines are diversions. These may be due to technical reasons but more commonly, will be due to factors outside the control of the carrier e.g., runway closure or weather conditions, etc. Whereas the general policies and procedures pertaining to delays/disruptions equally apply to diversions, a special mention is merited on account of their frequency of occurrence.

Note: The authority to divert or reroute a flight lies with the PIC and/or flight operations at SKYUP MT OPS.

1.5.4.1. Preparation and Communication

(a) Alert Phase

Alert phase is the time when it is communicated by the operational departments or the station responsible or the PIC that the flight might be diverted. Recommendations are communicated to the above departments and/or PIC.

(b) Warning phase

The above departments pre-advise all the stations of the planned diversion and request them to remain standby.

The following information is sent to all stations and departments concerned:

- Flight number and date;
- Aircraft registration;
- Passenger load;
- New ETA;
- Any other relevant information such as possible diversion stations, instructions as to further handling of passengers etc.

The station of destination must inform all stations/departments having received standby requests, to be alert (e.g., aircraft landed at scheduled destination anyway because the weather had improved).

(c) Active phase

The advised diversion is confirmed to the diversion station and all stations/departments concerned.

The arrival message is sent to all concerned as soon as the diverted flight has landed.

1.5.4.2. Diversion Handling Procedure

Take the following actions at the departure station in case of planned/possible diversion:

- Inform the passengers about the planned/possible diversion;

- Send all information regarding the passenger load to the diversion station's responsible personnel or GSP, whichever is applicable.

1.5.5. Change of Equipment (Aircraft Type)

In case of aircraft type upgrade, ad-hoc change or known in advance:

- (a) Airports will receive notification from SKYUP MT OCC about the aircraft type change;
- (b) In the case of aircraft change GSP has to pay attention to passengers with pre-paid seats, because it can be changed or deleted automatically as the new Aircraft Registration number and/or Aircraft type indicated in DCS;
- (c) Provide seats as close as possible to initial seats reservation (e.g. first rows, emergency rows, etc);
- (d) In case of balance issues, flight crew must be notified.

1.5.6. Denied Boarding due to Unavailability of Seats (Overbooking)

All SKYUP MT passengers are holding confirmed tickets but may be denied due to variety of reasons:

- (a) Commercial overbooking due to overselling the aircraft capacity;
- (b) Reduced seating capacity due to unserviceable equipment, crew sickness or other limitations;
- (c) Change of aircraft type due to operational or technical reasons. In the above cases overbooking procedures shall be implemented at the airport and initiated during pre-flight editing phase:
 - (1) prepare the list of passengers who potentially might be denied;
 - (2) brief all check-in agents about how many volunteers are needed for a flight and what compensation is offered based on the flight distance;
 - (3) inform check-in personnel about the possible alternative flights;
 - (4) to protect from being denied travel pre-allocate seats for:
 - previously denied passengers known;
 - Passengers with Disabilities (PWD);
 - UMNR and passengers under the age of 18 traveling on their own;
 - passengers travelling with children or infants;
 - elderly passengers;
 - passengers with [Fly & Celebrate](#) tariffs tickets;

1.5.6.1. Voluntary Denied Boarding

When an overbooking situation is likely to arise, the GSP's responsible operational personnel shall actively search for volunteers from the start of check-in process. Passengers using on-line check-in will be asked to be volunteers, where applicable.

Volunteers may be offered the following:

Amount	Distance	Note
EUR 250	1500 km or less	If the passenger is offered a new flight and the arrival time does not exceed the scheduled arrival time of the booked flight by 2 hours this amount will be reduced by 50%
EUR 400	between 1501 and 3500 km	If the passenger is offered a new flight and the arrival time does not exceed the scheduled arrival time of the booked flight by 3 hours this amount will be reduced by flights 50%
EUR 600	over 3500 km	If the passenger is offered a new flight and the arrival time does not exceed the scheduled arrival time of the booked flight by 4 hours this amount will be reduced by 50%

In addition to compensation the following shall be offered on passenger's choice:

- Full ticket price refund during seven days;
- Free rebooking onto the next available alternative flight or other route on SKYUP MT network based on passenger preference (travel document requirements apply).

Ground transportation shall be provided to the alternative departure airport.

If the destination of the alternative flight is at another convenient airport, ground transportation shall be provided.

Passenger Rights Letters (Ref. GOM, Annex A, SEU-GRH-FORM-031), shall be distributed to all such passengers.

The method of compensation reception depends on the local agreement. If there is no special procedure known, direct passenger to SKYUP MT call-center:

+380 44 330 0013

+380 44 339 9003

letstalk@skyup.aero

Seeking for volunteers is a mandatory requirement even if the flight is overbooked by 1 passenger to reduce the cases of involuntary denied boarding as much as possible.

Before the check-in for a flight opens the shift supervisor/ responsible personnel should always check booking figures in DCS and brief all agents on how many volunteers are needed for a flight and what compensation is offered based on the flight distance.

At the check-in counters – seek proactively for volunteers during check-in/bag drop-off.

A potential volunteer should be greeted with a positively sounding voice and clear intonation, address the passenger by surname if possible. Mention the compensation package in its fullness. Example below:

"Hello Mr. Shevchenko, SKYUP MT flight to _____ is overbooked today and we are looking for volunteers to give a seat in exchange of a compensation from the airline. We would like to offer you _____ euro and a new ticket. Would you consider this opportunity?"

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If the passenger accepts, make sure they fully understand the procedure and would comply with the requirements before contacting the supervisor/responsible person. Example below:

"Thank you, Mr. Shevchenko. You are added to our volunteer list. Please proceed to gate _____ area and wait at the gate area until the end of boarding. My colleagues will be notified of your status and will advise you whether you will need to give your seat after the other passengers are boarded. If your service is needed, they will explain to you how you will receive your compensation. Any questions?"

Any volunteer identified at check-in shall be asked to proceed to the gate and kept as a stand-by at the gate until the end of the boarding. The volunteer will be offered the compensation only if the flight is indeed overbooked at the end of the boarding process.

If such passengers have hold baggage, the bags shall be checked in as stand-by, using stand-by baggage tag. If the local DCS is not supporting stand-by checked in baggage, the loaders in the sorting area and the dispatcher shall be advised about the number of the baggage tags used. These bags shall not be loaded onto the aircraft until travel is confirmed.

Preparation for boarding – check with supervisor/responsible person on number of volunteers found for the flight, their seat numbers, and names. Liaise whether you will have to look for volunteers at the gate as well.

If more volunteers are needed, read the announcement in English and local language at the gate before all other announcements:

"SKYUP MT flight U5 _____ to _____ is overbooked today. Passengers who are willing to change their travel plans for an additional compensation of _____ Euro are requested to contact a member of staff at gate number _____. Many thanks for your understanding".

Proceed with the same procedure as above with an eligible volunteers. Write down the seat number and name of each volunteer. Check in the DCS whether the passenger has luggage. Advise supervisor/responsible person on passenger seats, names and any check-in bags.

Boarding: Advise the standby passengers and the volunteers to wait in the gate area until all other passengers are boarded. Proceed with your usual gate duties. Don't forget the final boarding call.

Flight finalization: Check and offload the NOSHOWs in accordance with procedure no later than -20 min STD. Liaise with supervisor/responsible person on vacant seat distribution and call for the stand-by passengers who now have vacant seat.

In case of the excess number of volunteers, they shall be accepted in order of presentation.

1.5.6.2. Unvoluntary Denied Boarding

Last passengers checked-in at the airport without an available seat shall be checked in as a stand-by in the local DCS. If the local DCS system does not support stand-by status, they shall be checked in without a seat.

These passengers shall be notified about the overbooking situation and the possible consequences as soon as practically possible and in any case before reaching the boarding gate.

If such passengers have hold baggage, the bags shall be checked in as stand-by, using stand-by baggage tag. If the local DCS is not supporting stand-by checked in baggage, the loaders in the sorting area and the dispatcher shall be advised about the number of the baggage tags used. These bags shall not be loaded onto the aircraft until travel is confirmed.

In the event of an insufficient number of volunteers and before boarding starts, the following overbooking announcement shall be performed at the gate before all other announcements:

“SKYUP MT flight U5 _____ to _____ is overbooked today. Passenger who are willing to change their plans for additional compensation of _____ Euro are requested to contact a member of staff at the gate number _____. Many thanks for your understanding”

Passengers who are going to be denied boarding involuntary and shall be offered:

- A refreshment in value that is proportionate to the waiting time for the next flight;
- Free rebooking on the next available flight or other route on SKYUP MT network based on passenger preference (travel document requirements apply). Alternatively, instead of a free rebooking, the passenger may cancel his reservation and receive a full refund or a credit for the full value of the payment for the relevant sectors;
- Two telephone calls, telex or fax messages, or e-mails (if there is a technical possibility), in the event of re-routing, when the time of departure of the new flight is the day after the departure as it was planned, hotel accommodation and the transport between the airport and place of accommodation shall be arranged;
- Denied passengers will be also eligible for denied boarding compensation as per the table below:

Amount	Distance	Note
EUR 250	1500 km or less	If the passenger is offered a new flight and the arrival time does not exceed the scheduled arrival time of the booked flight by 2 hours this amount will be reduced by 50%
EUR 400	between 1501 and 3500 km	If the passenger is offered a new flight and the arrival time does not exceed the scheduled arrival time of the booked flight by 3 hours this amount will be reduced by flights 50%
EUR 600	over 3500 km	If the passenger is offered a new flight and the arrival time does not exceed the scheduled arrival time of the booked flight by 4 hours this amount will be reduced by 50%

Denied boarding compensation shall not apply to passengers traveling at fares not available directly or indirectly to the public.

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Passenger Rights Letters (Ref. GOM, Annex A, SEU-GRH-FORM-031) shall be distributed to all such passengers.

The method of compensation reception depends on the local agreement. If there is no special procedure known, direct passenger to SKYUP MT call-center:

+380 44 330 0013

+380 44 339 9003

letstalk@skyup.aero

1.5.7. Reporting Of Irregularities

(a) In case of flights irregularities while services such as meal voucher, hotel, food, etc. are provided to passengers, the GSP responsible passenger handling personnel prints and fills in the Irregularities Services Report (Ref. GOM, Annex A, SEU-GRH-FORM-054), which includes:

- Flight number;
- Date;
- Route;
- Start time of the service;
- Page number;
- Marking of unused services, if applicable;
- Indication of his/her surname and signs.

The responsible passenger handling personnel fills in the passenger's data in the form.

After receiving the service, passenger confirm it with a sign in "Irregularities Services Report" (Ref. GOM, Annex A, SEU-GRH-FORM-054).

Note: If necessary, you can print the form on both sides.

Important: After filling out the form, the station shall send a scanned copy of the form within 24 hours after the ATD to the address: ops@skyup.aero .

(b) Contingency Planning Procedure

Contingency planning is a strategic planning when it is a creeping delay (e.g., due to technical or weather) which escalates gradually. During this situation remember to:

- Keep outstation informed of the latest developments;
- Maintain regular and timely announcement even if there is nothing further to report;
- Provide regular updates and constant passenger contact.

(c) Review and Analysis

After disruption is over, the responsible GSP operational personnel should review the handling. A critical analysis would bring forth any weak areas which need reinforcement. The review and analysis should be done as early as possible, ideally within a day or two when the incident is still fresh.

An analysis is a process of learning from mistakes and errors and should be based on:

- The General Handling of the disruption;
- Any dissatisfaction expressed by the passengers;
- Areas where problems cropped up;
- Causes of the problems;
- How was it solved;
- Is there a better alternative in doing the possible solution;.
- Were any problems caused to down-line stations.

1.6. ACCEPTABLE FOR TRAVEL

1.6.1. General

SKYUP MT reserves the right to refuse to transport any passenger whose physical or mental condition is such that they is:

- Likely to endanger their own or other passengers' health, safety and comfort;
- One who has a contagious disease;
- Likely to cause annoyance to other passengers;
- Incapable of self-care;
- One who will require an unusual or unreasonable type of assistance or medical treatment in flight.

SKYUP MT and its GSP personnel have the right to refuse to carry any passenger if such action is necessary for one of the following reasons:

- (a) The refusal of the carriage is necessary for security reasons (e.g., Passenger is intoxicated);
- (b) The carriage may endanger the life, health, physical integrity and comfort of the Passenger and/or those on board;
- (c) The Passenger's mental or physical state may endanger the Passenger and/or those on board or the property thereof;
- (d) The Passenger's physical state, Passenger's clothes or behavior frighten, disgust or scandalize those on board;
- (e) The Passenger violated the code of conduct on a previous flight and we reasonable believe that the Passenger will repeat this behavior;
- (f) We have previously notified the Passenger that We would not at any time carry them on SKYUP MT flights;
- (g) The Passenger refused to go through immigration and/or customs formalities;
- (h) The Passenger refused to submit themselves or their baggage to the security check;
- (i) The Passenger have not paid the applicable Fare, taxes, charges, or fees for other services;
- (j) The Passenger owes SKYUP MT any money in respect of a flight(s);
- (k) The refusal of the carriage is necessary to comply with the rules and regulations of any of the countries affected by carriage;
- (l) The Passenger does not hold a valid boarding pass or valid travel documents (including the destruction of such documents in the course of carriage) or cannot present at boarding the travel documents used at online check-in;
- (m) The Passenger does not meet the entry requirements of the country of the place of destination;
- (n) The Passenger attempts to enter a country through which they may only be in transit;

- (o) The Passenger refuses to hand over his/ her travel documents to SKYUP MT personnel/ SKYUP MT GSP's personnel or to the competent authorities;
- (p) The Passenger cannot prove that they is the person named in the reservation, especially if the name in the reservation is not identical to the name in travel document, they provides at the airport;
- (q) The Passenger failed to inform SKYUP MT about their special needs or about the intention to carry a special baggage or item of conditional carriage.

The Passenger needs special support that SKYUP MT are unable to provide or would incur disproportionately high expenditure.

1.6.2. Intoxicated/Drugged Passengers

A passenger who is suffering from an overindulgence of alcohol or drugs must not be allowed to travel on the SKYUP MT aircraft.

It is an offence on the part of a passenger to enter an aircraft when drunk, or to be drunk on an aircraft, or to behave willfully or negligently in a manner likely to endanger the aircraft or any person in it, or to disobey the lawful commands which the PIC may give for the purpose of security or safety of the aircraft and all persons or property carried on it.

The senior official on duty must inform the PIC when:

- They suspects that a passenger is intoxicated;
- They believes a passenger could cause discomfort or make themselves objectionable to other passengers.

Note: Passenger denied carriage on SKYUP MT aircraft shall not be entitled to any compensation or refund.

The degree of intoxication is not always easy to establish. Where a doubt exists, the matter should be referred to the SKYUP MT representative or Handlings Agent. If that official should be unable to form an opinion as to the passenger's fitness to travel, the PIC of the flight should be consulted, and his views obtained.

For more information about procedure, ref. GOM 1.4.12.

1.6.3. Unacceptable Passengers

1.6.3.1. Definition

Persons who might endanger an aircraft or persons thereof:

The legal position:

- A person should not enter any aircraft when drunk or be drunk in any aircraft;
- Every person in an aircraft registered shall obey all lawful commands which the PIC of that aircraft may give for the purposes of securing the safety of the aircraft and of persons or property carried therein, or the safety, efficiency, or regularity of air navigation.

The PIC has the right to impose reasonable measures which are necessary in order:

- to protect the safety of the aircraft, or of persons or property therein, or

- to maintain good order and discipline on board, or to enable them to deliver such person to competent authorities or to disembark them in accordance with the provisions of this chapter.

1.6.3.2. Policy

- To prevent unacceptable passengers from boarding the aircraft;
- To ensure unacceptable passengers are off-loaded before taxi or take-off;
- To land en route, if the situation in the PIC's judgement is justified, to offload unacceptable passengers;
- To ensure unacceptable passengers are reported to the appropriate authorities at the destination;
- To ensure that protection is obtained on the return flight including refusal of carriage, where appropriate;
- To encourage prosecution by the appropriate authority, when applicable;
- To reserve the legal position under which we will prosecute or defend, it is desirable to confine the reasons in writing on a standard "Unruly Passenger Ground Incident Form" (Ref. GOM, Annex A, SEU-GRH-FORM-011). The bottom half of this form is then to be passed on to the passenger.

1.6.3.3. Procedures

LEVEL 1

Passenger receives a verbal warning, because of disturbing behavior:

- Passenger stops disturbance – no other action needed (No report will be filed).

LEVEL 2

Passenger continuous disturbance:

- The corresponding section of an "Unruly Passenger Ground Incident Form" (Ref. GOM, Annex A, SEU-GRH-FORM-011) in complete.

LEVEL 3

Passenger still continuous disturbance:

- The authorities will be called to meet the passenger for positive identification.

1.6.4. Offloading Passengers

It is never an easy matter to offload any passenger (whether revenue or non-revenue) from a flight. Therefore, the following guidelines on this subject are offered, although the final decision is left to the discretion of the PIC.

Whenever possible, the following categories of passengers should not be offloaded:

- Unaccompanied Minors;
- Passengers with disabilities;
- Family groups with infants and/or children;
- Very Important Passengers and Commercially Important Passengers.

The GSP's responsible personnel should immediately inform SKYUP MT ops@skyup.aero.

Priority of offloading:

- Staff passengers on space available tickets (in case of holiday trip);
- Other passengers travelling on space available tickets (in case of vacation);
- Last economy class revenue passengers to arrive.

When it is necessary to offload a passenger:

- This should, if possible, be done by advising the passenger on check-in that they cannot travel, this is much better than risking an incident during or after boarding;
- Advise the passenger that their baggage must be removed from the aircraft and make arrangements for collection.

Refusal Of Carriage:

A full report should be made to SKYUP MT OPS ops@skyup.aero.

1.6.5. Right to Refuse Carriage

SKYUP MT will refuse carriage, or cancel the reservation of any passenger when, in the exercise of its reasonable discretion it is decided:

- that such action is necessary for reasons of safety;
- that such action is necessary to prevent violation of any applicable laws, regulations or orders of any State or Country to be flown from, into, or over;
- that the conduct, age, mental or physical state of the passenger is such as to require special assistance, cause discomfort or make them objectionable to other passengers involve any hazard or risk to them to other persons or property.

SKYUP MT reserves the right to refuse to carry a passenger who may unsettle the persons with their behaviors and appearance or to request their de-boarding:

- Persons having psychological disease (if unpacified and unaccompanied);
- Unruly passengers;
- Unaccompanied minors younger than 12 years old both on domestic and international flight whose UMR forms are not filled;
- Passengers who cannot meet their needs and perform evacuation alone and who are unaccompanied;
- People who are extremely drunk;
- Passengers refused due to reasons not accepted by the authorities;
- Persons who are found to be under the influence of drugs and narcotics;
- SKYUP MT station representative gives decision about the admission of the passengers who do not give information about their medical conditions

beforehand and directly come to boarding; in doubtful cases, doctor is consulted. However, the captain decision is final;

- Other than the conditions specified above;
- Passengers that reject to follow SKYUP MT rules;
- If guarantee is required about the transportation to destination airport, the request of the deported person to travel alone is not accepted.

1.7. PASSENGER SERVICES ANNOUNCEMENTS

1.7.1. Time Parameters/Limits

Nº	Announcements	Time To Do
1	Call For the Waiting Lounge	20 Minutes prior to boarding. After Passport Control/ Domestic Terminal
2	Pre-boarding Announcement	When the flight is ready for boarding. International flights at boarding gate/ Domestic flights at boarding gate
3	Announcement According To The Seat Number	Boarding International flights at boarding gate/ Domestic flights at boarding gate
4	Last Call	20 Minutes prior to the departure of the flight.
5	Passenger Name Announcement	If required After Passport Control/ Domestic Terminal
6	Cancellation Announcement	If required After Passport Control/ Domestic Terminal
7	Delay Announcement	If required After Passport Control/ Domestic Terminal
8	Refreshment Announcement	If required After Passport Control/ Domestic Terminal
9	Flight Unification Announcement	If required After Passport Control/ Domestic Terminal
10	Gate Change Announcement	If required After Passport Control/ Domestic Terminal

*The physical properties and technical conditions of the terminal should be considered.

1.7.2. Examples of Announcements

(1) Call for the Waiting Lounge:

Attention Please

Good morning/Good afternoon/Good evening

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Ladies and Gentlemen

SKYUP MT flight U5 (flight number) to (destination) is ready for boarding. All passengers are kindly invited to waiting lounge number ... (gate number).

(2) Pre boarding announcement:

Attention Please

Good morning/Good afternoon/Good evening

Ladies and Gentlemen

SKYUP MT flight U5 (flight number) to (destination) is ready for boarding at gate ... (gate number).

*To make boarding as easy as possible we would like to invite **FLY & Celebrate** tariff passengers, families with children under 2 years old and passengers requiring special assistance to board the aircraft first. Please have your boarding cards and passport ready.*

All other passengers please remain seated until a further announcement is made.

Have a nice flight.

(3) Announcement according to the seat number:

Attention Please

SKYUP MT flight U5 (flight number) to (destination) is ready for boarding at gate ... (gate number). Passengers seated between rows... (last row of economy class) to 20 only are kindly invited to board the aircraft. Please have your boarding cards and passports ready.

Passengers seated between rows 19 to... (first row of economy class) are kindly invited to board the aircraft. Please have your boarding cards and passport ready.

(4) Last call

This is the last call for U5 (flight number) to (destination). Would all remaining passengers please proceed immediately to gate ... (gate number) for boarding.

(5) Passenger Name Announcement

Attention Please

SKYUP MT.....(destination) passenger on flight U5 (flight number), Mr. / Mrs.(passenger surname) would you please proceed to the boarding gate number ... (gate number)

(6) Cancellation announcement

Attention Please

This is cancellation announcement. SKYUP MT flight U5 (flight number) to(destination) is cancelled due to(reason of cancellation). We are sorry for the cancellation.

(7) Delay Announcement

Attention Please

This is a delay announcement for the flight U5 (flight number) to (destination). SKYUP MT apologize for the delay to the departure of flight U5 (flight number) due to (reason of delay). The revised departure time will be.....

(8) If delay period is indefinite:

Attention Please

This is a delay announcement for the flight U5 (flight number) to (destination). SKYUP MT apologize for the delay to the departure of flight U5 due to (reason of delay). The revised departure time will be announced as soon as information is available.

(9) Refreshment Announcement

Attention Please

This announcement is for passengers on the delayed flight U5 (flight number) to.....(destination). We would like to offer all passengers on this flight complimentary (Refreshment/Lunch/Dinner) will be available in the (name of location) on presentation of your boarding car.

(10) Flight Unification Announcement

Attention Please

Good morning/Good Afternoon/Good Evening

Ladies and Gentlemen

We would like to inform you about the unification of SKYUP MT flights. U5 ... (1-st flight number) to (destination) and U5 (2-nd flight number) to(destination) are unified due to (reason of merge) reasons.

The new departure time will be

Thank you for your attention.

(11) Gate Change Announcement

Attention Please

This is a gate change announcement for the flight U5 (flight number) to..... (destination). Your new gate number is (gate number). Thank you for your attention.

1.7.3. Reasons for Delays and Cancellations

- Late arrival of the incoming aircraft;
- Technical Reasons;
- Operational reasons;
- Air traffic restriction;
- Bad weather conditions at ...

1.7.4. Requirements

All announcements should be made both in English and in the local language should include all required information and should be well pronounced. The numbers of the flight number should be announced separately.

E.g., U5 4015: four-zero-one-five

Announcements must be done between these time zones:

- In between 05.00-12.00 Good morning
- In between 12.00-18.00 Good afternoon
- In between 18.00-05.00 Good evening

Preboarding Announcements stated in the items 2 and 3, shall be only made by the boarding personnel in the waiting lounge.

Passenger Name Announcement shall be made when there are less than 5 missing checked-in passengers for the flight.

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2. BAGGAGE HANDLING PROCEDURES

2.1. BAGGAGE JOURNEY

This chapter covers standard baggage handling procedures from the planning and preparation of activities, baggage check-in procedures (includes special baggage), though execution and monitoring of the processes.

The chapter covers standard baggage handling procedures. Since airlines and airports differ from one another, deviations from these procedures are possible.

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:

- (1) Demonstrate delivery, of baggage when custody changes;
- (2) Demonstrate acquisition, of baggage when custody change;
- (3) Provide an inventory of bags upon departure of a flight;
- (4) Exchange the above information with other airlines as needed.

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

Generic flow of checked baggage, from baggage acceptance through to the return of the baggage to the passenger:

Departing Baggage -> Security -> Sort -> Baggage Build -> Unload -> Arrival -> Information Sharing

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:

- (1) Passenger Baggage Acceptance. (ref. GOM 1.6.)
- (2) Baggage Handling–this chapter 2
- (3) Aircraft Loading and Unloading (ref. GOM, 4.5.)

Passenger Baggage is defined as a passenger's personal affects, which they wish to take with them on their journey, remains with the passenger during their journey and travels in the hold of the same aircraft as the passenger. This includes cabin baggage retrieved due to various reasons and may need to be checked-in.

Therefore, we must recognize that the baggage must be treated with the same high degree of care and attention as the passenger themselves. When a passenger checks in baggage for their flight, he entrusts us to return it to them, in the same condition, promptly on arrival at his destination. Everybody involved, passenger and ramp handling personnel at the departure and arrival points, must ensure this is achieved.

The Ground Service Provider/Handling Agent is responsible for creating and maintaining local procedures and resources. In particular, they must ensure adequate controls to protect baggage from theft.

Generally, the following items are not accepted for carriage (either as cabin or checked-in baggage):

- any item likely to endanger the aircraft persons or property;
- any item for which the carriage is forbidden for any applicable laws, regulations, or orders of any State to be flown from, into or over;
- any item which causes discomfort or disgust to those on board.

2.2.2. Personnel Roles

Tasks that are performed in order to execute baggage operations, may be undertaken by different types and groups of staffing depending upon the local setup.

Typical roles includes:

- (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;

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- (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 (e.g., without a visible airport badge, without access to the particular area, etc.).

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, 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)** Ref. to 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;
- (g)** Verify the coupling/uncoupling of baggage carts, dollies and/or trailers. Ensure nobody is working between or nearby prior to moving.

Warning:

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 in a station, it is important for each departing flight, a pre-planning process is put in place to ensure:

- (a) Review expected baggage for each departing flight and plan for:
 - (1) The number of baggage items and their categories (i.e., terminating baggage);
 - (2) Equipment such as carts (dollies);
 - (3) Handling of any special baggage items that are planned for departure;
 - (4) Personnel assigned to deliver baggage to/from the aircraft/staging area.
- (b) Review of the departure flight parking stand location to plan for the on-time delivery of bags:
 - (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.
- (c) 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.
- (d) Determine the duration of the planned activities so that the personnel and equipment can be scheduled for further tasks.

2.4.2. Preparation for the 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 devices.

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.

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If baggage is destined for another build area arrives at the build output:

- (1) Notify the Baggage Handling System (BHS) team;
 - (2) Move these bags to the correct build output or pass them to baggage handlers.
- (b) Ensure any baggage carts being used are serviceable;
- (c) Ensure all mandatory screening and securing of baggage is performed as required;
- (d) Produce baggage cards showing the correct flight and segregation of baggage for that baggage cart;
- (e) Produce baggage cards (electronically or manually) showing the correct flight and segregation of baggage for baggage cart to identify and allocate the appropriate flights, if required;
- (f) All baggage handling systems 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, follow local procedures to ensure that bags from the incorrect output location will be taken to their intended location or flight;
- (g) Where baggage is being palletized, ensure the pallet is structurally safe and the net attachments are in place;
- (h) Where tracking/reconciliation is performed electronically in the baggage make-up area:
- (1) Scan the 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 (“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 baggage cart. Ensure baggage is handled in an appropriate manner (e.g., positioned rather than thrown into the baggage cart);
 - (5) In case the baggage is identified as not being a “Positive” passenger bag matched or loaded to the incorrect flight/destination, place the baggage to one side to the resolution;
 - (6) Expected baggage count and received baggage to be compared to achieve a zero-baggage missed rate.
- (i) 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 baggage “Bingo” card;
 - (3) Loading order (numbered) sequence to assist offloading if applicable;

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- (4) Place tagged baggage in the appropriate baggage cart. Ensure baggage is handled in an appropriate manner (e.g., positioned rather than thrown into the baggage cart);
 - (5) Expected baggage count and received baggage to be compared to achieve a zero-baggage missed rate.
- (j) When the baggage cart is filled and an appropriate number of baggage carts are available for delivery, the build is complete or at a specified time before departure:
- (1) Close and seal the cover baggage carts, as appropriate;
 - (2) Arrange delivery of the baggage carts to the aircraft for loading. If applicable, coordinate with the ramp personnel responsible for aircraft loading.
- (k) 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);
 - (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).
- (l) 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) In case that baggage is loaded and a passenger does not board the flight or is removed from on board the aircraft, treating the baggage (off-loading or transporting the baggage as unaccompanied), according to the risk assessment and locally applicable regulations.
- (m) 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 in DCS or gate bingo sheet/gate bag manifest;
- (c) Collect baggage from the gate area and transport it to the aircraft for loading.
- (d) Mobility aids delivered for carriage at the boarding gate or aircraft doors.

Passengers with disabilities may wish to continue to use their own mobility aid until they have boarded the aircraft ensure that:

- (1) The mobility aid is collected prior the passenger has boarded the aircraft;
 - (2) The mobility aid is handled in accordance with the IATA DGR.
 - (3) Ensure that the personnel 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.
- (e) To ensure gate delivery items (special baggage) required to be made available at the aircraft door (i.e., wheelchairs, mobility aids and/or strollers):
- (1) Ensure a Delivery At Aircraft (DAA) flag/exception code is updated in the Baggage Source Message (BSM) and/or Baggage Processed Message (BPM);
 - (2) Ensure a DAA tag is applied to readily identify the item in the aircraft hold;
 - (3) Scan the DAA's baggage tag.

Note: Ref. GOM 1.1.6.12.3. for DAA procedures.

2.4.5. Monitoring the Departure 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

Transfer baggage is a baggage that has been transported on a flight to a certain location and then is offloaded and transferred to another flight within a defined time period for transportation to another location.

SKYUP MT does not operate flights with transfer baggage.

2.6. TERMINATING BAGGAGE

2.6.1. Planning

- (a) Review relevant information messages (e.g., baggage manifest message (BMM), cargo pallet message (CPM), load distribution message (LDM), etc) for the arriving flight to determine the number and location of terminating 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 airline 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.

2.6.3. Executing 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).
- (b) Verify the load collected is the appropriate load as per the unload plan/labelling or baggage labelling.
- (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 such government required screening and securing of baggage, as appropriate;
 - (2) 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;

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- (ii). If no such system exists, record the flight number and time of first bag delivery manually if this is required by operating airline 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 operating airline procedures;
 - (d) Baggage that has been delivered to the arrival hall must be rescreened before being loaded onto another aircraft.

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.

2.6.4. Monitoring of Terminating Baggage Process

The operational performance indicators in the delivery of terminating baggage vary accordance to the standard of work/ service level target for arrival services described in ground handling agreement.

The following measures may apply:

(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.

(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.

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

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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.

(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 other baggage or special baggage delivered to the regular reclaim area, etc.

2.7. SPECIAL BAGGAGE

2.7.1. General

The following needs to apply when handling special baggage:

- (1) Ensure special baggage to be accepted meets the dimension requirements (e.g., size, weight, volume) as specified in GOM 1.1.6.;
- (2) Ensure any special baggage accepted for carriage that has not been pre-declared has the required documentation. This normally applies to Mobility aids, Firearms and AVIH (Ref. GOM 1.1.6.);
- (3) 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

Ref. GOM 2.4.1.

2.7.3. Special Baggage Handling

- (a) Handling of Wheelchairs and Other Mobility Aids (ref. GOM 1.1.6.12.5.);
- (b) Handling of electric mobility aids subject to the IATA Dangerous Goods Regulations (DGR) Table 2.3A (ref. GOM 9.8.1.);
- (c) Handling of Crew Baggage (ref. GOM 1.1.6.12.2.);
- (d) Carriage of Firearms (ref. GOM 1.1.6.12.7.);
- (e) Handling of Sporting Equipment (ref. GOM 1.1.6.12.7.);
- (f) Handling of DAA baggage (ref. GOM 1.1.6.12.3.).

2.7.4. Handling AVIH

- (a) Handling of AVIH is required in accordance with and IATA Live Animals Regulations (LAR). The acceptance of AVIH is also subject to respective country regulations. (ref. GOM 1.1.6.12.6.);
- (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.

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.

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- (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 (ref. GOM 2.6.);
- (b) Verify any equipment 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.

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:

- (1) Bags that are trapped in the BHS and need to be removed;
- (2) 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, ensure that:

- (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;
- (b) 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 then either:

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

2.9. BAGGAGE SECURITY

2.9.1. General

The principal purpose of security measures towards hold baggage is to prevent the clandestine introduction of explosives or incendiary devices on board aircraft. Therefore, hold baggage shall be accepted only from bona fide passengers in possession of a valid ticket and processed by a responsible agent or authorized representative of SKYUP MT.

International and/or domestic hold baggage intended for transportation by SKYUP MT passenger flights are subject to mandatory inspection (screening) and, if necessary, hand search prior being loaded onto the aircraft. Hold baggage intended for transportation on any SKYUP MT passenger flights, international or domestic, that have not been subject to security screening are not accepted for transportation and loading on board the aircraft.

Security control measures for hold baggage intended for transportation on SKYUP MT international and/or domestic passenger flights are determined based on the results of a threat and risk assessment conducted by the authorized civil aviation authority. In any case, the following measures are taken, in particular, verification of transportation documents, physical inspection of the baggage and identification of passengers. If possible, hold baggage are screened using special technical security controls. If necessary, biosensors may be used.

Each piece of international and/or domestic hold baggage shall be screened at the point it is accepted for carriage and subsequently protected from unauthorized interference from the point of screening at the originating airport, up until it is loaded into the aircraft hold or to the departing flight at the transfer airport. Security measures shall be implemented for storage, handling systems, and loading to ensure prevention of unauthorized access, tampering or introduction of prohibited articles into the hold baggage. Screened hold baggage should be always kept under surveillance.

Transfer baggage intended for air transportation must undergo appropriate security control before being loaded on board an aircraft.

The authorized body for civil aviation may introduce special procedures to confirm that transfer baggage has passed the appropriate security control.

2.9.2. Handling of Hold Baggage

All hold baggage, both international and domestic, as well as transfer baggage, must be screened before being loaded.

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

Ensure there is no opportunity for the exchange of cabin baggage for hold baggage which may contain items to be used in a planned act of unlawful interference.

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

2.9.3. Security Removed Items

Items not permitted in hand baggage that are removed by security screening personnel may only be accepted in checked baggage, as per acceptance procedures.

When a passenger is questioned at check-in, or during a security check, items may be discovered in the possession of the passenger which are either prohibited for carriage or are only permitted in the hold baggage.

When the item is not permitted in either hold or cabin baggage (and an offence has not been committed) it must, where possible, be left in charge of the person accompanying the passenger to the airport.

Where this is not possible it must be surrendered to the handling agent. All items will be disposed of unless local regulations allow items to be held by the local authorities. SKYUP MT holds no responsibility for these items and no compensation will be given.

2.9.4. Baggage Reconciliation

(a) Maintain passenger/baggage reconciliation as required, including:

- Standby passengers;
- Off-airport and group check-in passengers;
- Voluntary or involuntary deplaning. Controls shall be in place to ensure that a passenger who has boarded cannot disembark undetected.

(b) Baggage that is separated from the passenger may be subject to additional security controls in accordance with local regulations;

(c) Offload the hold baggage of any passenger who disembarks earlier than the station of arrival. Checked in baggage of the passenger must be located and offloaded in case passenger misses the flight.

Ensure each departing flight does not transport baggage for passengers who are not on board the aircraft unless the baggage is identified as unaccompanied and has been subjected to appropriate screening.

2.9.5. Bingo Process

Where the airport does not have an automated Baggage Reconciliation system (BRS), a so-called 'Baggage Bingo Card' must be completed by the Handling Agent to assist with baggage reconciliation. A Bingo Card is a sheet with a grid, where small baggage tag stubs are manually applied by the loaders to account for all bags loaded to a specific flight. Only bags for the specific flight must appear on the Baggage Bingo Card.

Baggage Bingo Cards must be numbered in sequence to ensure that all are included in the visual check (e.g., 1 of 2, 2 of 2, etc.).

Any Gate/Limited Release bags annotated on the Bingo Card (or separate Gate Bag Manifest) whether previously tagged at check-in or not, must be distinguished as such by writing GATE and passenger's name on the baggage stub after sticker is applied on the Bingo Card.

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Baggage Bingo Cards must be presented to the Ramp Agent only on completion of loading. The information on the Baggage Bingo Cards is to be cross-checked to ensure all bags checked-in and loaded to that specific flight are relevant to a travelling passenger, or identified as unaccompanied (rush bag, travelling without its owner).

2.9.6. Manual Baggage Identification

In case of baggage reconciliation issues aircraft side, the following manual baggage identification procedure must be followed:

- (a) Senior/ Cabin Attendant must be informed to initiate 'procedure for baggage check outside the aircraft';
- (b) Print a Baggage Manifest (Passenger Manifest with Bag Tag List) from DCS;
- (c) All baggage must be offloaded from holds, placed on baggage dollies, and positioned in safe distance between front passenger stairs and left (portside) wing;
- (d) Same number of empty baggage carts must be positioned as well;
- (e) Passengers will be called forward, starting from the rear of the cabin, leaving through the front exit, and entering the aircraft through the rear exit;
- (f) A small group (a maximum of 10 passengers will be allowed outside the aircraft at the same time) must disembark and identify their baggage;
- (g) Tag numbers of identified baggage must be crossed out from Baggage Manifest;
- (h) Identified baggage must be placed on the empty dollies and loaded back to aircraft holds in accordance with loading instruction;
- (i) Baggage not identified must be offloaded and relevant changes must be actioned on all paperwork and systems.

Local airport procedures may vary, especially in case aircraft parked on Boarding bridge.

2.10. MISHANDLED BAGGAGE

2.10.1. General

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 should be contacted – LF@skyup.aero.

Baggage irregularity causes inconveniences to passengers. Thus, in such cases, the best possible assistance must be given. All activities must be expedited.

When a passenger reports mishandled baggage, the following action should be taken by handling agent before a Property Irregularity Report (PIR) is prepared:

- (a) Check the baggage holds of the incoming aircraft to ensure that baggage is not left behind in the aircraft holds;
- (b) Check the arrival area to ensure that the baggage has not fallen off the conveyor belt;
- (c) Check the baggage break-up area to ensure that the baggage has not been left there or the baggage was damaged upon arrival;
- (d) Check the sorting area to ensure that the baggage has not been sent there along with transfer baggage;
- (e) Check with cargo staff to ensure that missing baggage is not mixed up with cargo.

When the above actions are taken and the baggage still cannot be found, a property irregularity report should be raised for the tracing purpose.

Property Irregularity Report (PIR) means “a report filed with a carrier by or on behalf of a passenger that claims loss, delay, damage or pilferage of baggage.”

When a passenger reports that his/her baggage is missing or has been damaged or pilfered, it is normally necessary to record details provided by them.

Note: if a passenger leaves the airport without informing SKYUP MT of any irregularities with their baggage and without filling out a PIR no action or claim can be processed by SKYUP MT.

No liability for loss or damage should be acknowledged on behalf of SKYUP MT before a proper investigation has been carried out.

SKYUP MT is not liable for loss, damage, or delay in the delivery of:

- Fragile or perishable articles;
- Money;
- Jewelry, precious metals, silverware;
- Cameras and laptop computer, mobile telephones, other expensive electronic devices;
- Negotiable paper, securities, or other valuables;
- Business documents;
- Passports and other identification documents;
- Medicines;

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- Samples;
- House and car keys which are included in the passenger's checked baggage, with or without the knowledge of the carrier involved.

SKYUP MT is processing the passenger's claim according to the Montreal Convention.

To make a claim, the passenger must keep safely all relevant documentation for the loss/damage which include:

- (a) Airline PIR;
- (b) A copy of the flight ticket/boarding pass;
- (c) The baggage tag number.

For final settlements, in addition to the above documents a written complaint of mishandled baggage must be sent to the following address by passengers:

LF@skyup.aero

2.10.2. Missing Checked Baggage

2.10.2.1. Definition

Missing baggage is checked baggage not received by the passenger at the destination airport because of its non-arrival on flight for which it was checked-in.

In system the "AHL" (Advice if Holding) shall be completed Missing baggage must be immediately traced.

Baggage irregularities must be reported immediately at the time the incident happened to the handling companies giving services to SKYUP MT at the airports.

2.10.2.2. Procedure

Take the following actions when missing baggage is reported:

- (a) Apologize to the passenger;
- (b) Check the passenger's ticket and the legitimacy of the claim, by checking:
 - Permanent address/phone-no/email to contact passenger for tracing;
 - Baggage entries in the ticket. In case of an electronic ticket or if no entries are available on the ticket, check the entries on the baggage identification tags;
 - Whether excess baggage was paid;
 - Number of baggage identification tags;
 - Destination on the identification tags;
 - Date of travel;
 - Whether a limited release form and/or tag was used and if so, the reason for the use.

Note: If the passenger is not in possession of any documents, follow the same procedure, but make a remark on the file.

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Important: Advise the passenger to keep all documents until the case is settled.

(c) In case only part of the baggage is missing:

- Identify the baggage tag number(s) of the missing piece(s) by checking off the baggage tag numbers of the baggage received;
- Check the weight of the baggage received and add the weight of the missing baggage on the file (NW) = needed weight.

(d) Explain what actions will be taken to trace and recover the missing baggage;

(e) Perform a complete local search (of e.g., the aircraft, other terminals, other baggage tracing offices, cargo area, etc.);

(f) If local search is negative:

- Establish a Property Irregularity Report (PIR)
- Create an AHL input into the tracing system.

(g) Inform the passenger about the next steps. Provide to passenger “Apologize letter” (Ref. GOM, Annex A, SEU-GRH-FORM-015);

(h) Keep the passengers informed of the results of these actions.

After the AHL file is completed, the system starts primary tracing for the missing baggage.

Handling agents also keep the copy of the original documents on monthly basis for 2 years in their storage.

Important:

- Damaged, delayed or missing mobility aids should be handled as a priority.
- Delay of or injury to AVIH should be handled as a priority.

2.10.2.3. Time Parameters of the Baggage Search Process

If for some reason, the missing baggage isn't located within 5 days, passenger should send the list of the contents (explaining all the details, descriptions of the clothes and prices) for each missing baggage separately to the handling companies who will enter this information into files and then direct the content lists noted the file reference number on it to SKYUP MT central Lost and Found Office via email LF@skyup.aero

Content lists filled up properly are highly important for SKYUP MT to finalize the total missing cases.

The time for tracing the lost baggage is 2 months, but the passenger can apply to the airline for compensation if the luggage is not found within 21 days. Necessary investigations are performed by complying with this time.

Non-retired files remain in the Active Database 180 days from the date of creation or 60 days from the date the file is closed, whichever comes first.

For final settlements, passenger should declare the bank account details (Holder name, bank name, branch code, account number, SWIFT code and IBAN number) in addition to all original documents.

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2.10.2.4. Property Irregularity Report (PIR)

PIR should be completed properly (Ref. GOM, Annex A, SEU-GRH-FORM-016):

Line 1 (Passenger Surname):

Enter the surname contained on the missing bag (up to 12 letters) which need not be the same as the customer's name. In the cases of a hyphenated name e.g., Crawford-White, enter as many letters as possible but without leaving any spaces. No apostrophes or hyphens may be used. Where no name is shown on the bag, or the PIR is being completed for damaged baggage, enter the customer's name.

Line 2 (Passenger-Int):

Specify a maximum of 13 initials of the Christian names, followed by the first letter of the surname, which MUST be included.

Line 3 (Carrier Bag Tag Number):

Enter the 2/3 letter airline prefix contained on the baggage receipt, which would normally be VZ outbound, which is attached to the passenger ticket, together with the 6-digit number (if a 5-digit number is quoted, insert a 0 at the beginning). Should the baggage receipt be partially unreadable, substitute a maximum of 3X in place of the unreadable numbers. The second area available for this information would be used if 2 bags are involved. If numbers are more than 6, use last 6 numbers.

Line 4 (Type/Colour/Whs):

Enter the type and colour using the 'IATA Airline Baggage Identification Chart' of listed numbers and colours. These charts are used and are the official identification means of obtaining information on baggage types and sizes like cabin, middle or big. If the mishandled suitcase has wheels, pockets, straps, etc., enter 'W' in the WPS box, otherwise leave blank. The second area available for this information would be used if 2 bags are involved.

Line 5 (Routing And/Or Locations to Be Traced):

For lost and damaged baggage specify the customer's routing, in order of travel, using 3 letter airport codes.

Line 6 (Carrier/Flight Number/Date):

For lost or damaged baggage enter the 2 letters carrier code, followed by the flight number, and date of travel for each sector travelled. For found luggage enter the 2 letters carrier code, followed by the flight number and date on which the bag was found, if unknown enter YY/.

Line 7 (Brand Name of Bag/Distinctive Outside ID):

Quote brand name of bag (if unknown enter YY) followed by a slash and then details of any outside identification, e.g., hotel stickers, name labels etc. Only brand name of bag, if known, needs to be entered on damaged baggage PIR. The second area available for this information would be used if 2 bags were involved.

Passport number should be entered if known, otherwise specify as N/A.

Weight of Missing Pieces/Total Weight of Checked Baggage:

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For missing baggage enter the weight of the missing bag(s) as contained on the passenger ticket. If no weight is shown, enter the total number of missing pieces. Enter the total weight (or number of pieces) of checked baggage and ask passenger for weight of missing piece and if baggage was locked.

Where more than 1 bag was originally carried but not all are missing, state, e.g. 'Two Pieces Carried/One Piece Damaged'.

For damaged baggage enter the weight of the damaged bag, or 'One Damaged Piece' where this is not practicable. Enter the weight (or 'One Damaged Piece') in the total weight box. Where more than 1 bag was originally carried but not all are damaged, state e.g. 'Two Pieces Carried/One Piece Damaged'.

Passenger's permanent address, phone number with country code, and e-mail address must always be included in the file.

Temporary address and phone number, dates from/to self-explanatory. Ensure application from/to dates are entered where applicable, otherwise enter N/A.

Local Delivery Instructions

Will be completed when the mishandled baggage has been found and dispatched to the owner.

Forwarding Instructions

Specify the following instructions to be used when mishandled baggage has been located, i.e., Forward to passenger, or hold for collection dispatched to the owner.

Keys Attached to PIR.

Tick appropriate box.

Agent's Signature/Name/Ref. No./Date

The staff member completing the PIR must sign his/her own name, print it in BLOCK CAPITALS and enter his/her reference number. Enter the date PIR completed.

2.10.3. Damaged/Pilferage Files

All damaged or pilferage claims must be reported immediately upon arrival.

During normal handling, the baggage may show evidence of use. SKYUP MT is not liable for destruction, loss or damage that results from an inherent defect, quality or vice of the baggage, scratches, scuffs, dents and dust, fragile and perishable items, valuable items including money, jewelry, precious metals, silverware, antiques, heirlooms, securities, laptops and other electronic items, business documents, passports and other identification documents, product samples, or medicines given by committee.

To define the type of the damaged, agents should also record the size of the baggage, quality, overweight or not.

If it is a musical instrument, it is important to write the kind of the cover case (soft or hard).

For the baggage which are wet should be also recorded into system as free format text what caused to the wet (liquids broken in the baggage etc.).

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The size of the damaged should be define properly.

Minor: For the baggage which is possible to repair.

Major: For the baggage which is possible to repair with the original spare part.

Total: For the baggage which is not possible to repair at all.

The passengers who have damaged or pilferage file should apply to SKYUP MT with all the related documents to finalize the case.

Note: It is important that passenger retain all damaged items and the photos as these may be required for inspection.

SKYUP MT may have the damaged baggage repaired, replaced, or pay the price to the passenger's account depends on the damage type.

SKYUP MT doesn't request an expert report from passenger for each baggage bought up to 50 USD.

2.10.3.1. Procedure

(a) Check if a limited release form and/or tag was issued for the damage at the station of departure;

Note: SKYUP MT is not responsible for further deterioration of the condition en route, but a DPR must be issued with the remark "Limited release tag issued for (specify type of damage)".

(b) Inspect the damaged bag in the presence of the passenger. In case a pilferage is assumed, the passenger must check the contents immediately;

(c) Fill a DPR (Damage and Pilferage report) in WorldTracer, clearly:

- Specifying whether the baggage is damaged or pilfered or both;
- Describing the damage;
- Indicating the real weight of the damaged baggage;
- Indicating if the passenger has a private insurance.

(d) If a manual DPR is issued (PIR Form):

- Sign the report;
- Request the passenger to sign it;
- Give a copy of the report to the passenger.

(e) If an automated DPR is issued:

- Give a copy of the report to the passenger.

(f) Provide to passenger "Mishandling Baggage Apologize letter" (Ref. Annex A, SEU-GRH-FORM-015).

Note: Inform the passenger to keep the identification tag(s) and ticket copy.

2.10.3.2. Procedure for theft or pilfered baggage

(a) Take the following actions when theft or pilfered baggage is reported:

- Check the weight of the pilfered baggage;

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- Make a damage baggage report (DPR);
- Clearly stating that theft and/or pilferage is involved;
- Indicating the real weight of the pilfered baggage;
- Indicating if a limited release form and/or tag was issued at the station of departure. If so, add the remark “limited release tag issued for (specify reason for issuance)”.

Note: SKYUP MT is not responsible for further deterioration of the condition en route when the pilferage baggage was marked by “Limited Release” tag at the departure airport.

(b) Send a tracing message to the Head Office (HDQ).

Contents of the message:

- File reference number of the DPR;
- Name of the passenger;
- Routing, flights, dates;
- Clearly stated “missing out of checked baggage”;
- Detailed description of the missing item(s).

(c) In case of negative results after 5 days, inform the passenger accordingly.

2.10.4. First Necessities – Partial Financial Compensation

First necessities are considered the things most frequently used in everyday life.

In connection with an air journey the first necessities include toiletries and personal hygiene items (soap, shampoo, shaving creams, toothbrush, toothpaste, comb, etc.).

No toilet kits are offered to SKYUP MT passengers. In case the passenger whose checked baggage wasn't delivered to destination airport, needs first necessity items, the partial financial compensation is foreseen. Advances may only be given to the passengers who arrive to the point of destination, which is not the place of their permanent residence.

Note: The passengers returning to the point of their residents should not need compensation as they are returning home. If, however, they have a new trip coming before the luggage has been delivered offer payment after careful consideration.

A financial compensation is granted:

- only to passengers arrived on SKYUP MT operated flights;
- per claim;
- per passenger (in case of family).

The maximum amount of partial financial compensation is 50 USD.

For partial financial compensation the passengers must apply to letstalk@skyup.aero

The passenger may buy the first necessities at own expense and must present fiscal receipts for all purchases made by them together with copies of PIR and ticket.

As per cash vouchers rendered by passenger and approving any purchase of first needs:

- If the baggage was found – reimburse the confirmed vouchers sum to the passenger;
- If the baggage wasn't found – this sum shall be considered as the part of baggage lost compensation.

Partial financial compensation may be paid by bank transfer. The passenger shall provide details of his/her bank account.

The partial financial compensation amount and the currency must be mentioned in the AHL File.

2.10.5. Unclaimed Baggage

2.10.5.1. General

All actions concerning found baggage shall be carried out without delay. A quick dispatch of found baggage and its forwarding advice (FWD-message) reduces tracing actions at the station where the baggage was reported missing.

Mishandled baggage shall be forwarded free of charge by the quickest and the most direct means, using the service of any carrier to the airport nearest to the passenger's address.

Use your experience to avoid complicated forwarding routes, where baggage might be lost again or airports, which are known to be less than reliable as regards baggage handling.

An OHD file must be established for all on-hand baggage.

A FWD record must be established for all found baggage.

Found baggage claimed by another carrier at another airport shall be immediately forwarded to that carrier/airport.

2.10.5.2. Found Baggage

2.10.5.2.1. Definition

Found baggage (also referred as On Hand Baggage "OHD") is:

- baggage without an airline baggage tag;
- baggage which is located at a station other than the one shown on the baggage tag;
- baggage left unclaimed (tagged or untagged);
- baggage refused for payload restrictions.

2.10.5.2.2. Handling Procedure

- (a) Enter found and unclaimed checked bags into WorldTracer™ as Onhand (OHD) within 1 hour after being identified;

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- (b) If the baggage has no name or baggage tag, information about the contents must be filed into the system;
- (c) Found baggage that remains unclaimed, but has name and address, must be immediately forwarded to the airport nearest to the passenger's address:
 - without any charge;
 - by the fastest possible means;
 - using the services of any carrier.
- (d) Take the following actions when forwarding found baggage:
 - forward the baggage to the final destination;
 - check the quickest routing, taking into account special procedures, security check and customs clearance en route
 - issue an expedite tag (RUSH tag);
 - create a FWD record, by sending a forwarding advice to:
 - the baggage tracing office at the destination;
 - all carriers involved at transfer stations.
 - where applicable, send a:
 - Baggage Source Message – BSM
 - Baggage Transfer Message – BTM.

Notes:

- (1) Whenever possible, the forwarding advice should reach the destination before the passenger's arrival, in order to avoid unnecessary tracing activities;
- (2) Avoid transfers from an international flight to a domestic flight: if the final destination is a domestic airport, avoid routings which necessitate customs clearance at a gateway, but send the baggage on a direct international flight whenever possible;
- (3) If the above is not possible, the delivering carrier is responsible for customs clearance at the gateway;
- (4) If the airline, the passenger arrived with, is not represented at the destination, then the carrier on whose flight the baggage arrived will deliver the baggage at the expense of the responsible carrier. If cost cannot be recovered (e.g., through IATA Clearing House), a written authorization and instruction must be given by telex, for billing of the delivery expenses.

2.10.5.3. Acceptance Of Expedite Baggage**2.10.5.3.1 General**

All expedite baggage (rush baggage) must be electronically screened and/or physically researched.

2.10.5.3.2 Forwarding procedure

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- (a) Forward the baggage to the destination;
- (b) Check the quickest routing, considering special procedures, security checks and customs clearance en route;
- (c) Issue an expedite tag (rush tag);
- (d) Send a forwarding advice to:
 - baggage tracing office at destination, all carriers involved at transfer station, ATLWMXS (WorldTracer System);
- (e) If the baggage is damaged, mark it on expedite tag and the forwarding advice;
- (f) Advise the load control department of the number of pieces and weight;

Note: Whenever possible, the forwarding advice should reach the destination before the passenger's arrival, to avoid unnecessary tracing activities.

- (g) If the airline the passenger arrived with is not represented at the destination, the carrier on whose flight the baggage arrived will deliver the baggage at the expense of the responsible carrier.

2.10.5.4. On-Hand/Left Behind Baggage

The following actions must be performed when handling on-hand/left behind baggage:

- (a) An OHD report must be filed in WorldTracer within 4 hours after the baggage has been found. This report must be in English and must include the exact weight of the baggage;
- (b) If a name and address is known or found on bag contact the passenger for disposal of the baggage, using any available means;
- (c) If the baggage has no name or baggage tag, information about the contacts must be filed into the system;
- (d) Perishables of any kind (e.g., food) must be destroyed, if the owner cannot be located within 24 hours, unless otherwise ruled by local authorities;
- (e) If baggage is offloaded for payload restrictions and the passenger remains on board, an advisory message (FWD-message) must be sent to the passenger's destination, to inform them upon arrival.

2.10.5.4.1. Unclaimed After 48 Hours

If the baggage is still unclaimed after 48 hours:

- An additional check for a possible match must be done;
- The OHD file must be updated with any relevant additional information (more detailed description of the baggage, contents, etc.).

2.10.5.4.2. Unclaimed After 5 Days

If still unclaimed after 5 days:

- A last thorough check for any possible match must be performed;
- The OHD baggage must be forwarded to the Central Office (FLZ transfer action in WorldTracer);

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- The OHD must not be closed in the tracing system, and the original file reference number must be kept open.

2.10.6. Delivery to Passenger

(a) Baggage forwarded from another station, for disposal or delivery to the passenger, must be handled according to a locally established procedure; This procedure must include:

- Either the creation of a local file;
- Or the creation of a new OHD.

Such file must be closely followed up until final delivery of the baggage.

(b) Mishandled baggage must be delivered to the passenger by quickest available means;

(c) If applicable, baggage must be cleared through customs. If customs clearance is denied, the passenger must be requested to pick up the baggage;

(d) The passenger must be informed of locally available possibilities, including delivery by:

- train;
- bus;
- express mail;
- taxi;
- courier;
- hotel courtesy bus;
- pick-up by the passenger with a refund;

(e) If the airline passenger arrived with is not responsible at the final destination, then the carrier whose flight baggage arrived will deliver the baggage expense of the responsible carrier;

(f) The Handling Agent must provide secure storage facilities for passengers' mishandled luggage, where it may be stored until it is forwarded, claimed, or disposed of in accordance with local law.

2.10.7. Storage And Handling Mishandled/Unidentified/Unclaimed Baggage

Hold mishandled or unclaimed found baggage in a safe and secure area where access is controlled.

Such baggage shall be held in a locked and secure storage cage or room. Access and key control must be properly supervised.

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.

For each or several piece(s) of Unaccompanied Hold Baggage travelling on the same flight, SEU-GRH-FORM-055 (Ref. GOM, Annex A) form must be filled out, in which are indicated:

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- flight details (№, date, route);
- the reason is determined and marked for each piece of baggage tag;
- whether SECURITY RESCREENING was applied, and which method was used;
- handling company representative sign.

Note: one copy signed by the handling company representative shall be retained in a Station File and must be provided to SKYUP MT upon request.

In addition:

- (a) Mishandling baggage shall be forwarded without any charge by the fastest possible means using the services of any airline, to the airport nearest to the passenger's address;
- (b) Use a "RUSH" indicator (manual and/or electronic) when applicable. "RUSH" tag shall be used;
- (c) It is preferable to load unaccompanied baggage separate from regular baggage;
- (d) The number of unaccompanied bags with a "RUSH" tag must be included in the baggage counts (total load summary) within Loading Instructions Report/Load & Trim Sheet and LDM Message.

Unclaimed baggage should be kept for a period of time as prescribed by the local authority and disposed of through that authority as unclaimed property (for example, transferred to the customs warehouse for disposal).

2.10.8. Baggage Taken in Error Reporting

2.10.8.1. Definition

Baggage mistakenly taken by another passenger.

This occurs when two or more customers have similar items of luggage and one, or even both, inadvertently takes the wrong bag.

2.10.8.2. Procedure for Passenger who does not have a Bag

- (a) Apply the same procedures for a regular missing baggage;
- (b) Add a remark in the file "possible baggage taken in error by another passenger", if you are sure that an exchange has occurred. Ask the customer if you can give their name and phone number to the other customer involved, so they can come to an arrangement between themselves to swap the bags.

2.10.8.3. Procedure for the Baggage that was Left Unclaimed

- (a) Apply the same procedure as for a regular On-Hand Baggage (OHD);
- (b) If contact details are known, ask passenger exchange wrongly taken bag immediately at the airport;
- (c) If the passenger does not apply, it is necessary to check the reservation and find the contacts of the baggage owner;
- (d) If the passenger who mistakenly took someone else's luggage showed up later and doesn't have the opportunity to arrive and return the luggage to the airport.

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- (e) in such cases, the passenger must contact the victim and deliver the baggage at his own expense, and only then pick up his baggage, which is located at the airport;
- (f) Once the situation is resolved, close the AHL and OHD file.

Note: In such cases, the airline cannot be fully responsible for the contents of baggage that was returned by another passenger. As well as if there was a double exchange, and the baggage actually left the customs control zone, the airline cannot be held responsible for the integrity of the contents of such baggage.

2.10.9. Found Articles

Any articles found on board any SKYUP MT aircraft must be handed over to the SKYUP MT GSP's responsible personnel by signing a cabin found items on board form (Ref. GOM, Annex A, SEU-GRH-FORM-033) The Handling Agent should examine the articles for possible identification and keep 1 month in the office and then should forward to the Central Office (HDQ) where the items will be kept for another 3 months before to be handed over to the Custom.

SKYUP MT Handling Agents responsible staff should send a list of the items to SKYUP MT Lost & Found Office via e-mail LF@skyup.aero and put a copy of the list into the box which is shipped to HDQ.

In case finding the holder of the found items, passenger should sign a cabin found items on board form with a copy of the ID card.

2.10.10. Damaged Reports Recorded at the Shut Area

If handling company records a damaged baggage report at the aircraft during unloading of baggage, the report and the related photos should be sent to LF@skyup.aero

Handling company instructions are prepared according to company rules and procedures.

2.10.11. Crew Baggage Mishandling

In case of any appeals of the SKYUP MT Crew members, they should be served as a matter of priority.

Baggage irregularity causes inconveniences to Crew members. Thus, in such cases, the best possible assistance must be given, all activities must be expedited.

When a Crew member reports a mishandled baggage, the following action should be taken by handling agent before a Property Irregularity Report (PIR) is prepared:

- Check the baggage holds of the incoming aircraft to ensure that baggage is not left behind in the aircraft holds;
- Check the arrival area to ensure that the baggage has not fallen off the conveyor belt;
- Check the baggage break-up area to ensure that the baggage has not be left there or the baggage was damaged upon arrival;
- Check the sorting area to ensure that the baggage has not been sent along with transfer baggage;

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- Check with cargo staff to ensure that missing baggage is not mixed up with cargo.

When the above actions are taken and the baggage still cannot be found, a property irregularity report should be raised for the tracing purpose.

When a Crew member reports that his/her baggage is missing or has been damaged or pilfered, it is normally necessary to record details provided by them.

For final settlement, a Crew member must submit a written complaint regarding mishandled baggage to the following address: claim@skyup.aero or LF@skyup.aero as case may be.

2.10.11.1. Missing Checked Crew Baggage

In case of any appeals of the Crew members, they should be served as a matter of priority. Missing baggage is checked baggage not received by the Crew member at the destination airport because of its non-arrival on flight for which it was checked-in.

In system the “AHL” (Advice if Holding) shall be completed Missing baggage must be immediately traced, inputting SKYUP MT Crew in the PS field and provide the same form that is provided to all customers.

Baggage irregularities must be reported immediately at the time the incident happened to the handling companies giving services to SKYUP MT at the airports.

Send a copy of the AHL to the departure station of the baggage and to LF@skyup.aero, inputting the date in the TX field, and indicating the Crew member schedule for the next 4/5 days so that baggage can be forwarded as quickly as possible.

Note: For Crew baggage tracking will stop after 21 days, even the search had a negative result.

In case of definitive lost baggage, reimbursement will be provided by contract category.

Hand luggage is mandatory in custody of the employee, so no form reimbursement is provided.

2.10.11.2. Damage/Pilferage Crew Baggage

In case of any appeals of the Crew members, they should be served as a matter of priority, and must be reported immediately upon arrival.

The stations will issue a DPR, entering “SKYUP MT Crew” in PS field.

The Crew member must be informed to send a written claim to the body responsible claim@skyup.aero. Send a copy of the DPR report to LF@skyup.aero.

The DPR is issued for a damaged/pilfered Crew baggage, and the standard procedures apply.

2.10.11.3. Unclaimed/Found Crew Baggage

The following handling actions upon detection of unclaimed/not loaded crew's baggage:

- An OHD report must be filed in WorldTracer system within 4 hours after the baggage has been found, inputting SKYUP MT Crew in the PS field. This report must be in English and must include the exact weight and descriptions of the baggage;
- If the baggage has no name or baggage tag, only “Special Crew Tag”, all details must be filed into the system;
- If baggage was not loaded for any reasons and Crew remains on board, an advisory message (FWD) must be sent to the destination airport, in order to inform them upon arrival.

| Urgently inform destination airport and LF@skyup.aero about such situations.

2.11. BAGGAGE SYSTEMS

2.11.1. 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.

2.11.2. 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 operating airline 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 aligns to airline required by operating airline procedures;
- (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) 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 local regulations, which may include off-loading and additional security controls.
- (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 baggage cart;
 - (2) Pass on all baggage figures, including baggage counts for each baggage cart and total cart numbers, so that 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.

2.11.3. 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.

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2.11.4. 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.

2.11.5. 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, etc.) 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.

2.11.6. 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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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 (Ref. GOM 10.7.2. regarding reporting of aircraft damage).

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.

SKYUP MT will inspect the services furnished by handling company as per the SGHA /SLA agreed by both parties. The Ground Operation Performance Audit and daily reports help SKYUP MT to monitor and ensure all operations are doing safely in a laid down procedure.

3.1.2 General Ramp Safety

3.1.2.1. Engine Danger Areas

There is a particular risk of injury or damage in areas affected by aircraft engine intakes, exhausts. 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.

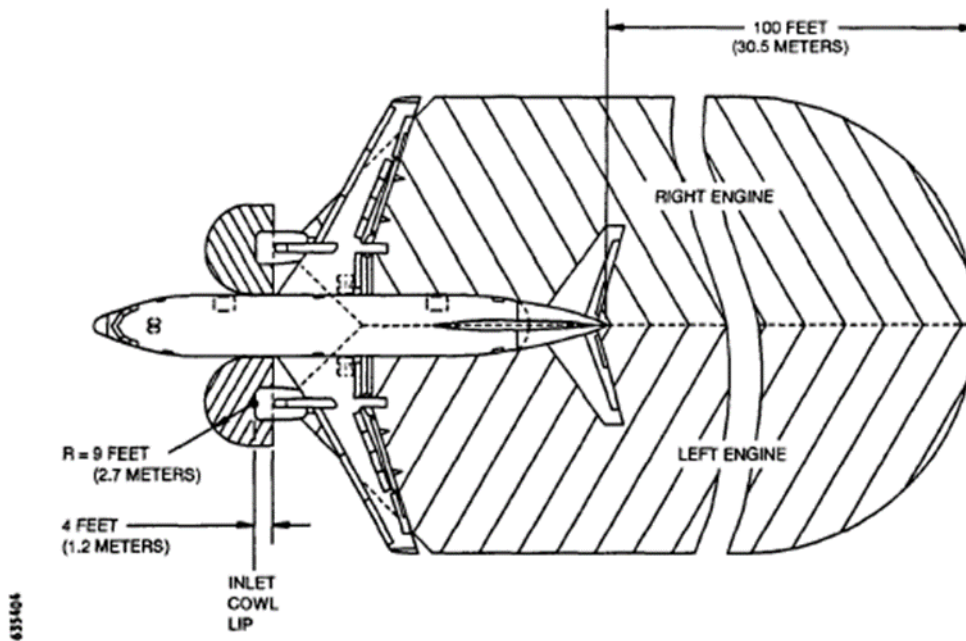
- (a) Vehicles and personnel shall remain clear of aircraft danger areas when aircraft engines are running and/or the anti-collision lights are on.
- (b) To prevent incidents and accidents caused by aircraft engines, personnel shall never position themselves or equipment in the following critical areas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

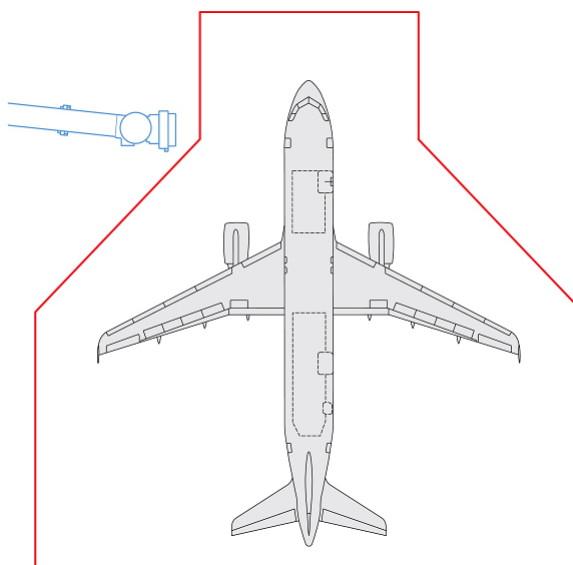
The engine danger area for Boeing 737-800 aircraft is given below:



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 SKYUP MT 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.
- (b) The ERA shall be free of personnel not involved in the aircraft arrival, obstructions, equipment (refer to exemption in GOM 4.1.4.1.) and foreign object debris (FOD) before and during aircraft arrival and departure.

Illustration of ERA marking

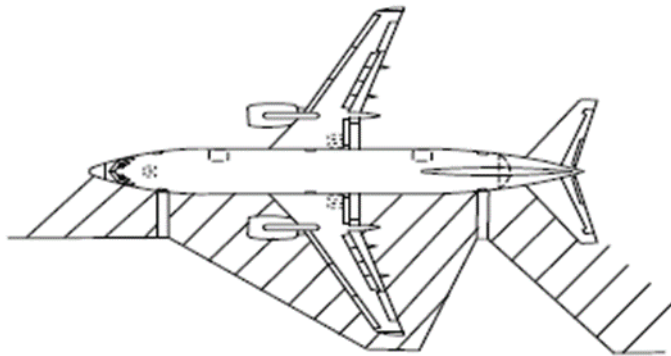


Caution:

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.

3.1.2.3.1. Safeguarding Passengers on Ramp During Disembarkation and Embarkation

Before allowing passengers or crew embarkation or disembarkation via a cabin access door, ensure that the boarding device is properly positioned at the door, and if stairs are to be used, that both the side guardrails are extended. Passengers must be escorted, directed and monitored while boarding or disembarking so they do not enter the aircraft danger zone (pictured below). If a route crosses or enters a vehicle route, manned traffic control will be necessary at the crossing point. Passengers must not step over any cables, hoses or ducts.

**3.1.2.4. Foreign Object Debris**

- (a) FOD applies to all loose objects that are a danger to the safety and integrity of SKYUP MT 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.

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.

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 IATA AHM 465 for FOD Prevention Program.

3.1.2.5. Personal Protective Equipment

People are both a vital asset and a valuable resource for any organization, therefore specific practices must be in place to ensure their safety during the ramp operation to protect the health and safety of personnel, identified hazards within the workplace should be managed and the below safety procedures shall abide always.

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).

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

Only certified Ground Support Equipment (GSE) shall be used for SKYUP MT aircraft servicing.

The Ground Service Provider shall have and provide a program for the maintenance of ground support equipment, which assures:

- (1) A preventive maintenance program plan for each type of equipment;
- (2) Maintenance completed on such equipment is recorded;
- (3) Such equipment remains serviceable and in good mechanical condition;
- (4) Unserviceable equipment shall be clearly tagged “**Out of Service**” and immediately removed from operations.

Note: SKYUP MT has the right to check during audits the availability and compliance of the GSE maintenance program by the handling company. All maintenance records must be kept and available at the time of inspection.

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

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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 make safety walkaround inspection and 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;
- (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), including cellphones, portable music players, portable game units or earpiece or headset;
- (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:

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- (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;
- (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 selector for park.

(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 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 that are not equipped with self-leveling sensors. 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 3-5 cm (1,5-2 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.
- (t) For GSE and PBB equipped with self-levelling sensors. Continue movement until the protective rubber bumpers just touch the aircraft (but shall not be compressed against the fuselage) or the proximity sensors stop the movement;
- (u) 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;
- (v) GSE shall be parked in the designated airside equipment parking areas when not in use;
- (w) Access to firefighting equipment or the fuel hydrant emergency stop switch shall not be obstructed.

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

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) 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 reevaluated and might be reduced to ensure safe operations on the ramp;
- (c) 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;
- (d) 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;
- (e) 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;
- (f) During transportation with carts and dollies, the load shall be properly secured using appropriate locks, stops, rails, curtains and straps;
- (g) 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;
- (h) Light packages shall not be wedged between heavier items;
- (i) When using tarpaulins, all straps shall be securely fastened to the baggage cart;
- (j) 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;

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- (k) 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 personnel are on the stairs.
- (l) 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.

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

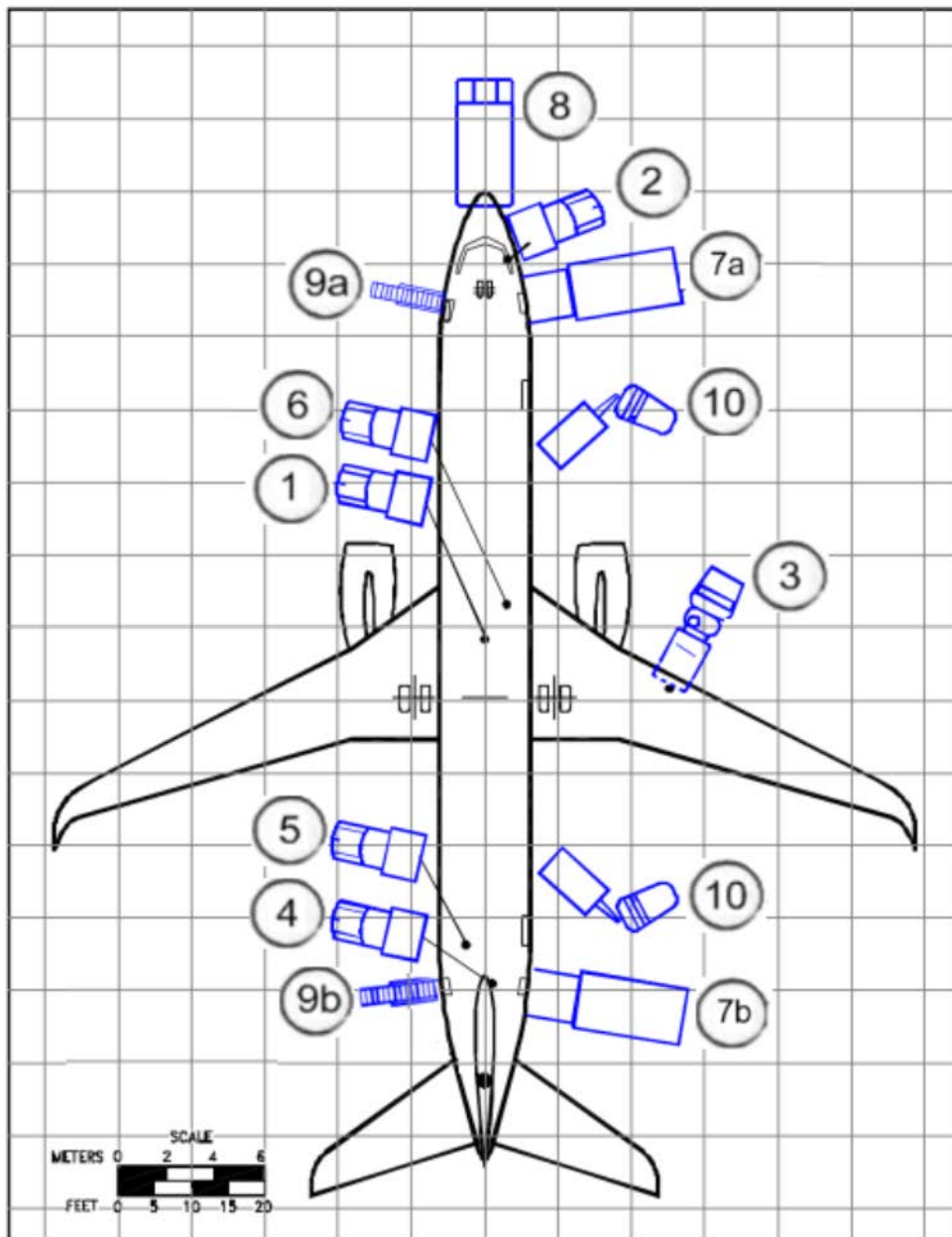
To verify the serviceability of GSE and test the apron surfaces, operators shall apply the following precautions when driving or parking GSE within the ERA:

- (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 (Refer GOM 3.4.). 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 not permitted, see exception.

Exception:

Due to aircraft type or local restrictions, exceptions may apply. Prior operator approval shall be given.

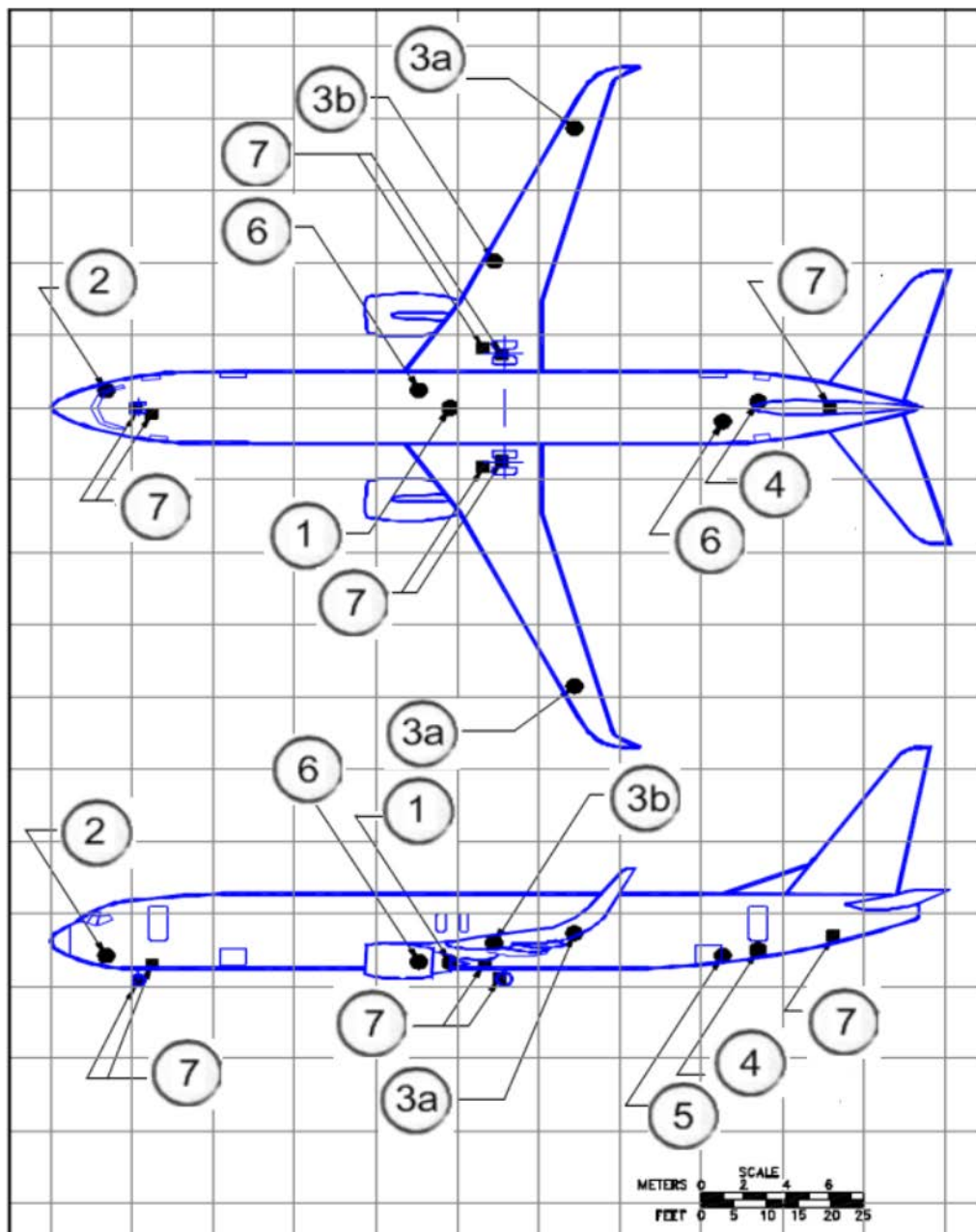
3.1.3.4.1. The standard scheme for the placement GSE



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REFERENCES	DISCRIPTION
1	Cooling/Heating units and pre-conditioned air (PCA)
2	Ground Power Unit (GPU)
3	Fueling equipment
4	Potable water servicing equipment
5	Lavatory servicing equipment
6	Air start unit
7a, 7b	Catering servicing equipment
8	Towing/Push-back tractor
9a	Passenger boarding bridge / Passenger stairs
9b	Passenger stairs

3.1.3.4.2. Servicing points placement



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REFERENCES	DISCRIPTION
1	Air condition system
2	Electrical system supply
3a	Fueling tank ventilation
3b	High pressure refueling system
4	Potable water
5	Lavatory
6	Air start
7	Lifting equipment placement

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 shall be 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:
 - (1) Where the PBB is equipped with a self levelling device, continue movement until either the protective bumpers just touch the aircraft or the PBB's proximity sensors stop the movement;
 - (2) When not equipped with a self levelling device, maintain a gap in accordance with No-Touch policy. Refer GOM 3.1.3.2.
- (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;

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- (n) When positioning/removal is complete, secure/isolate the PBB controls to prevent movement by non-authorized personnel;
- (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) Ensure the cabin access door is closed before removing the PBB;
- (r) 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.

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, and either:
 - (1) Where the passenger stairs are equipped with a self levelling device, continue movement until the protective bumpers just touch the aircraft, or the passenger stair proximity sensors stop the movement;
 - (2) When not equipped with a self levelling device, maintain a gap in accordance with No-Touch policy. Refer GOM 3.1.3.2.



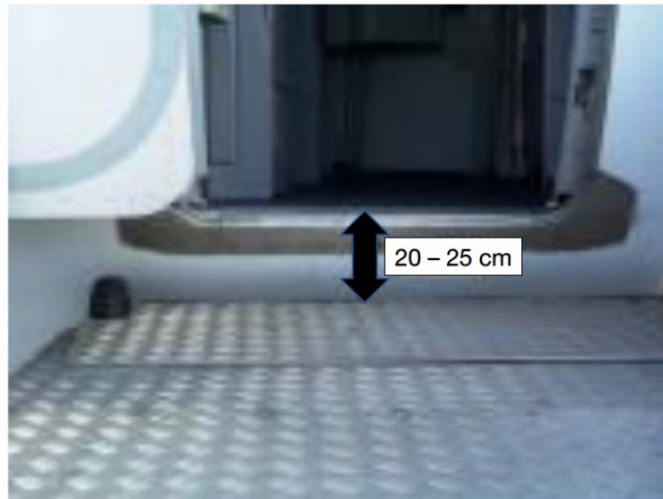
✓ CORRECT

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✓ CORRECT

Correctly positioned steps with 3-5cm gap between the platform and the aircraft



✓ CORRECT

Correctly positioned steps; 20-25cm below the cabin door sill.

- (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;
- (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;
- (n) Backlighting of passenger's stairs in the night period is required.

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;

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**Exception:**

The rule does not apply to specially designed belt loaders (Ramp Snake and Powerstow) 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;

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- (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.

3.1.3.8. Unit Load Device Loader

Not applicable

3.1.3.9. Elevating Equipment

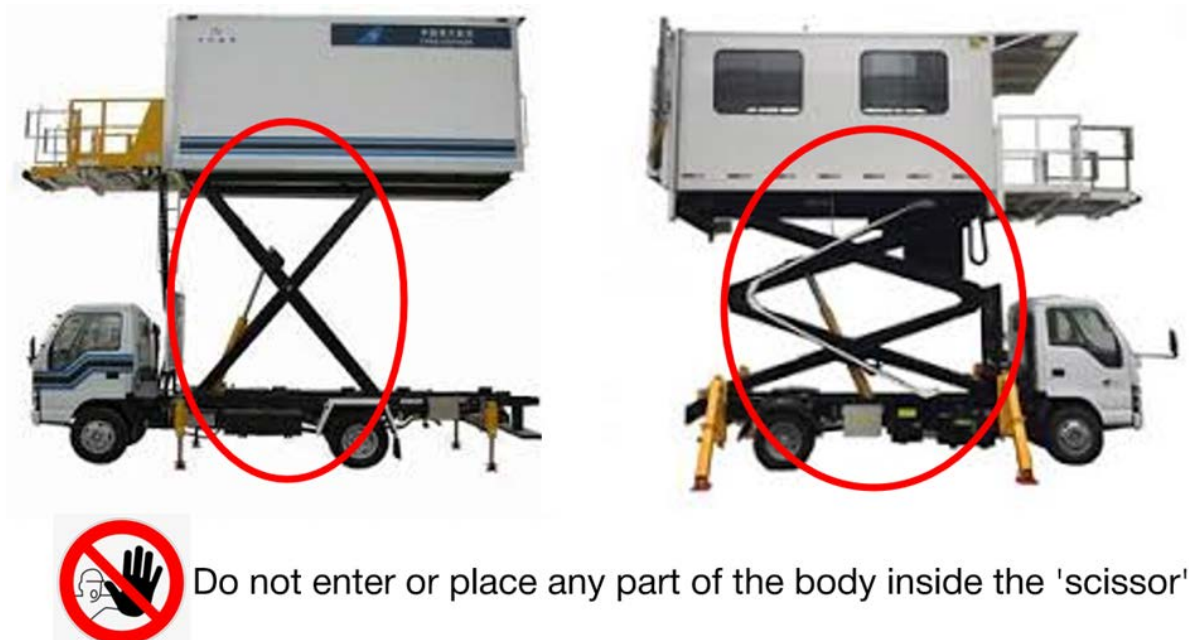
The following precautions shall also be taken when operating elevating equipment:

- (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 cabin access door (ref. GOM 4.4.3.);
- (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 shall also 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.

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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) Ensure all curtains are closed before transporting.

3.1.3.11. ULD Transporter

Not applicable

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 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.
- (k) Portable firefighting equipment must be available on ramp and the ramp personnel should be aware about the usage;
- (l) Equipment and fuel truck must be fitted with fire extinguishers of required type and volume;
- (m) Fire extinguishers must be maintained and serviceable at all times.

3.1.4.2. Actions in The Event of a Fire

- (a) In the event of a fire, carry out the immediate actions (ref. GOM 6.5.2.);
- (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;

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- (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.
- (c) The Flight Crew normally detects an engine or APU fire and takes actions using the engine fire extinguishing system. However:
 - (1) Alert the flight crew immediately via the interphone headset if flames are noticed from the engine or engine pylon. In the event that an interphone is not available, the appropriate “Fire” hand signal must be used.

Note: Do not use fire extinguishers to fight an engine fire on the ground if the crew is in the cockpit. The flight crew will take all necessary actions.

3.2. SAFETY DURING FUELLING/DEFUELING PROCEDURES

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.

EXEMPLE OF FUELING SAFETY ZONE – JET AIRCRAFT



REFERENCES	DISCRIPTION
A	Aircraft fueling port/plug
B	Fuel vent exit
C	Fuel hydrant pit
E	Hoses
F	Fuel truck or hydrant dispenser

Within the FSZ, all personnel shall ensure that they:

- (a) Do not smoke;
- (b) Do not use any handheld PEDs, including cellphones, portable music players, portable game units or earpiece or headset;
- (c) Enter the FSZ only when required by your 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) Avoid the use of motorized GSE within the FSZ;
- (i) Do not park any equipment 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.

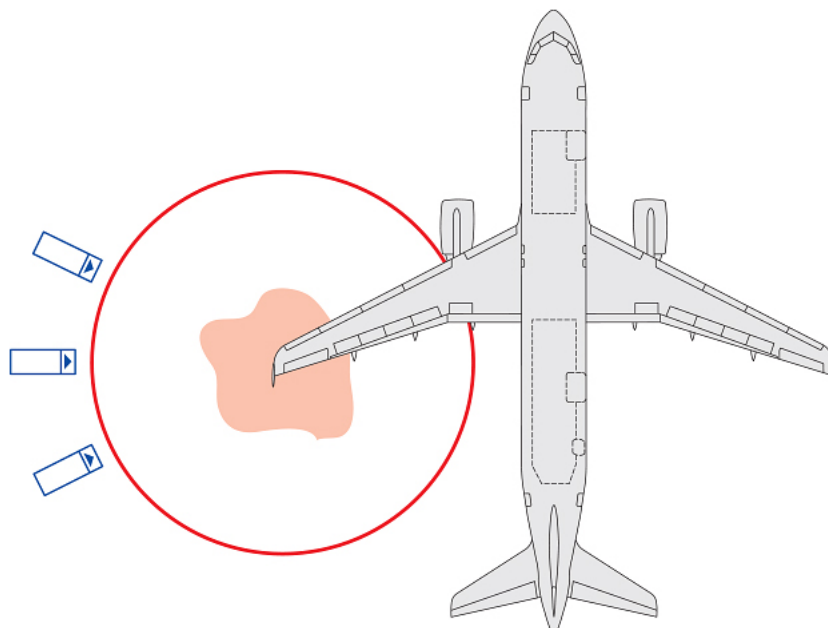
3.2.2. Fuel Spillage

All personnel involved with the operation shall be aware of the fire protection emergency procedures, including the alerting of any personnel onboard.

The procedure below should be carried out for quick involvement of the Airport Fire & Rescue Service and action to be taken in the event of a fuel spillage or kerosene contamination.

Take the following safety measures whenever a fuel spill occurs:

- (a) Stop the fueling or 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.



3.2.3. Fueling/Defueling with Passengers on Board

This procedure has to be used in exceptional cases where a disembarkation of passengers is not practicable. Embarkation/disembarkation of passengers during

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fueling is considered as fueling with passengers on board. Passengers shall be led directly to/from the aircraft, keeping the safest possible distance from the aircraft fueling zone. Before embarkation/disembarkation of passengers during fueling, the PIC has to be consulted.

Ground Service Providers are instructed that the decision for "passengers on board" during fueling/defueling is strictly limited to the decision of the PIC.

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 or other obstructions 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;
- (d) During fueling operations, a responsible person for communication with flight crew or other qualified personnel onboard the aircraft shall be designated. The responsibility of such person is to provide notification to the flight crew or other qualified person onboard the aircraft and to other appropriate personnel engaged in aircraft ground handling activities when fueling is about begin and has been completed;
- (e) Two-way communication is maintained, either by aircraft inter communication system or direct person-to-person contact or other methods that ensure direct and timely communication between crew on board the aircraft and designated responsible person;
- (f) Airport fire brigade/truck, ATC and Ramp Control must be informed about the position on the ramp of the aircraft being fueled and shall be positioned near the aircraft within operating distance. The Airport fire service must be properly positioned in order to quick extinguish fires;
- (g) At least two of the passenger entry/exit doors shall be opened, available for rapid evacuation and at these doors' passenger stairs shall be in position as following:
 - (1) The left passenger entry/exit door in the forward part is open with passengers stairs or PBB attached. Where PBB is in use, an interior access path is maintained from the aircraft to the terminal;
 - (2) The left passenger entry/exit door in the aft part is open with passengers' stairs attached. If passengers' stairs are absent - the left passenger entry/exit door in the aft part of cabin must be closed and armed.

Note: If the airport has an approved special local procedure which does not require the physical presence of the fire brigade/truck and/or second passenger stair, the responsible Ground Service Provider's personnel shall brief the PIC on such procedure applied and the crew may follow the above procedure under the conditions:

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- (1) The fire brigade/truck is alerted by a ramp agent to the refueling with passengers on board;
- (2) The aft passenger entry/exit door shall be closed and armed.
- (h) As soon as any danger arises or fumes are detected in the cabin, the fueling personnel must be informed immediately to stop fueling instantly;
- (i) Fueling shall be stopped if this requirement cannot be complied with technician, stand supervisor or designated person with responsible for fueling must be on board the aircraft:
 - (1) Communicates with interphone or visual contact with the pilot or other qualified personnel;
 - (2) Provides notification to the flight crew or other qualified personnel on board the aircraft and/or other appropriate personnel engaged in aircraft ground handling activities when fueling is about to begin and has been completed;
 - (3) Provides notification to the flight crew or other qualified personnel on board the aircraft when a hazardous condition or situation has been determined to exist.
- (j) In the event of fuel spill following actions shall be done: fueling/defueling stopped, appropriate ground response personnel or airport fire service summoned, as applicable, notified the flight crew or other qualified personnel onboard the aircraft.

Note: Refer to local airports and regulatory requirements. The above is applicable as a minimum standard.

3.2.3.1. Passengers Safety Precautions During Embark/Disembarkation

When refueling is carried out while passengers are embarking or disembarking, the following additional measures must be adopted:

- (a) When passengers are boarding during fueling operations, they shall be under the supervision of the Passenger Services personnel and their route shall avoid the fueling zone. The use of personal handheld telephones by passengers shall not be permitted;
- (b) Passengers must be informed beforehand that refueling operations are in progress and that smoking is therefore forbidden;
- (c) Passengers must be suitably routed so as to avoid interference with refueling or other ground operations. The person responsible for refueling must be able to monitor their movements;
- (d) Necessary precautions must be taken, and the A/C must be properly manned by qualified personnel ready to initiate and direct an evacuation of the A/C by the most practical and expeditious means available.

3.2.3.2. Duties of the SKYUP MT Personal

- (a) Representative or Duty officer GSP

The SKYUP MT Representative (if present) or responsible Ground Service Provider personnel must inform the relevant aerodrome Authority and the person responsible for refueling that refueling operations will be carried out with passengers on board.

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The responsible Ground Service Provider is responsible for ensuring that the local regulations, which are more stringent than those of the SKYUP MT or which are not included among those of the SKYUP MT, are applied. He must also brief the PIC of any regulations that directly involve the crew.

Should the aircraft be refueled in a parking area that is not visible from the fire station, the responsible ground Service Provider must ask the aerodrome Authority to provide, under or nearby the aircraft, fire extinguishers or other means with adequate extinguishing capability for a first intervention. An adequate extinguishing capability is considered. The presence of suitably trained personnel able to operate such equipment must also be ensured.

If no crew is present in case of any emergency evacuation, the ground personnel should apply the procedures for aircraft emergency evacuation situations. Refinement and integration of these procedures will require close and continued between airport authority, airline and contractors. A designated person in charge (spv etc.) on board the A/C would take charge of the emergency, coordinate the evacuation and direct personnel to the assembly point. Means of communicating the evacuation should also be considered such as radios, audible warnings etc. Effective communication is vital to safe evacuation. Personnel should be trained in the evacuation procedures including periodic evacuation drills/practices.

Ground handling personnel must be advised if fueling is to take place when passengers are remaining onboard or are being embarked/disembarked.

(b) Crew members

The PIC, or another Flight Crew member appointed by them, have to be informed (even if during the briefing) that refueling must be carried out with passengers on board, and have to authorize it for the part under his responsibility, must ensure that the following regulations are observed:

- (1) At least one Flight Crew member must be in the cockpit in order to take care of the required measures for refueling and possible aircraft evacuation. This Crew member must be in communication with the person responsible for refueling;
- (2) The number of Cabin Crew on board must not be lower than that required in case of an aircraft evacuation. In order to facilitate the supervision of passengers and the use of emergency equipment, the Cabin Crew must be positioned, throughout the refueling operations, near the exits to be used in case of an aircraft evacuation;
- (3) The Senior Cabin Crew Member shall have the passengers informed that refueling is in progress and that they must neither smoke nor keep seat belts fastened;
- (4) Cabin crew must check that the «NO SMOKING» signs are on (if applicable) and that nobody produces flames or sparks which could start a fire. Furthermore, it must also be ensured that the «FASTEN SEAT BELT» signs are off, that all doors or curtains between passenger compartments are fixed open, that the cabin is well illuminated, that the emergency lighting system is armed or in operation, that aisles are free from obstacles and that the

movement of passengers within the cabin is kept to a minimum. Cabin Crew must continually ensure that the above measures are observed;

- (5) Evacuation devices of closed doors must be disarmed. Should the aircraft be equipped with automatic arming/disarming system for the evacuation devices, the relevant control levers must be in the disarm position but not locked there;
- (6) The ground area beneath the exits intended for emergency evacuation and slide deployment areas must be kept clear;
- (7) Ground services activities such as catering and cleaning shall be conducted in such a manner that they do not create a hazard or obstruct exits.

3.2.4. Safety Precautions During Fueling

Fueling operations must always be carried out:

- (1) By the “Fueling handler” under the Company’s responsibility;
- (2) Under the supervision of qualified Company representative (hereinafter defined as “Fueling supervisor”) who shall verify that Company procedures are complied with, regardless of applied Airport Authority surveillance/safety measures;
- (3) Safety precautions must be always taken to preclude the possibility of fire during refueling and defueling.

During aircraft refueling operations, the following general requirements must be observed:

- (a) Refueling operations must be carried out in the open air;
- (b) Whenever possible, the fueling truck shall be positioned in such a manner that damage to the aircraft by the departing truck is impossible. The engine of the fueling truck shall not be shut down during fueling. Trailers shall not be disconnected from the fueling truck unless they can easily be moved by hand;
- (c) Fuel hoses shall be laid in the most direct path to the fuel inlets; a sufficient safety distance, however, from the aircraft wheel brakes and from APU air intakes, where applicable, shall be observed;
- (d) Bonding connections from the fueling truck to the aircraft and to the ground shall be established to discharge any static electricity before fueling is commenced. If the cable disconnected during fueling, fuel operator must be immediately advised. Fueling/Defueling are considered started when filler hoses have been connected to the aircraft;
- (e) In case of over-wing fueling, ground and/or aircraft auxiliary power units shall be connected and switched on before commencement of fueling/defueling and shall not be switched off or disconnected until fueling/defueling is terminated. No electrical switch on the aircraft or on the ground power unit shall be used whilst fueling is in progress, except any switches necessary for fueling aircraft;
- (f) During pressure fueling, electrical and/or electronic systems may be operated as far as required during preflight activities, except weather radar and microphone buttons on UHF radio;

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- (g) The GPU shall be started and electrical connections made before fueling begins. The unit shall not be disconnected or switches operated during fueling;
- (h) Equipment with metal wheels or metal studded tires capable of producing sparks shall not be moved in the safety zones;
- (i) Ground service personnel shall ensure that the ground below an exit or emergency slide deployment area is kept clear of obstructions;
- (j) All vehicles and equipment must be positioned in such a way as to allow:
 - (1) Free access to aircraft for rescue and firefighting services;
 - (2) Rapid evacuation of persons on board aircraft through exits in use;
 - (3) Rapid withdrawal of refueling equipment;
 - (4) Vehicles must not be parked under the aircraft wings unless\ unavoidable for fuel, lubricant and hydraulic fluid servicing.
- (k) Catering and cleaning operations, loading of cargo and baggage can normally be carried out during refueling in such a manner that they do not create a hazard or obstruct exits.
 - (1) In case of gravity refueling, servicing vehicles must be equipped with non-metal loading platforms;
 - (2) If servicing vehicles are equipped with metal loading platforms they must be electrically connected to the aircraft and, where available, to the earth grounding connection.
- (l) The hydrant pit valve shall be identified by a four-winged flag or equivalent and clearly visible to other ground equipment handlers.
- (m) Fueling shall not be commenced before passenger steps/passenger jet bridges are positioned and the passengers have disembarked the aircraft.
- (n) Disembarkation and embarkation of passengers during fueling/defueling is only permitted in exceptional cases (Ref. GOM 3.2.3.);
- (o) Fueling of an aircraft which has one propulsion engine running is a non-routine, emergency operation and requires very strict safety precautions (Ref. GOM 3.2.8.).
- (p) Whenever a considerable amount of fuel is spilled or leaked due to a damaged hose or overflow during fueling/defueling, this shall be removed or dried up in the presence of the fire brigade before passengers are boarded and PIC or responsible person have to be informed immediately if (Ref. GOM 3.2.2.);
- (q) During a thunderstorm, lightning fueling/defueling is strictly prohibited, under these threats aircraft fueling must be stop immediately;
- (r) Fueling or defueling shall be considered terminated only after all filler hoses have been disconnected from the aircraft;
- (s) In order to eliminate the risks linked to electric discharges, the following electrical connections must be carried out before starting refueling:
 - (1) Refueling equipment and aircraft must be grounded (if devices for electrical grounding are available in parking area);
 - (2) Aircraft must be bonded to refueling equipment;

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- (3) Hoses must be connected to aircraft in the case of over wing refueling.
- (t) Only tail mounted APU may be started during refueling if the start is an initial start or a restart after normal shutdown:
- (1) If the APU exhaust discharges cross the upper surface of the aircraft wing, overwing fueling must not be carried out while the APU is running;
 - (2) If the APU exhaust discharges to the side or rear of the aircraft, fueling vehicles should be positioned to avoid any risk of coming in the path of the exhaust stream i.e. the APU exhaust must discharge outside the fueling zone;
 - (3) Do not attempt to start the APU during fueling if the APU had an automatic shutdown or a failed start attempt. Make sure the fueling operation is complete and the hose disconnected before another APU start is attempted;
 - (4) The APU may be shutdown (manual or automatic) during fueling operation;
- (u) Fueling operations with Air Conditioning Units in operation may be carried out subject to the same conditions as those applicable to general aircraft servicing, with the exception that, in the event of fuel spillage, the engine of the unit shall be stopped. This is to prevent the possibility of flammable vapors being passed into the aircraft passenger compartment;
- (v) In the event of a fire occurring either on or in the vicinity of the aircraft STOP the refueling operation;
- (w) On board and/or ground electrical power units may be used. The ladder must be positioned at the maximum technically feasible distance from the refueling point and started before the opening of the wing refueling adapters and the connection of the hoses required for fuel transfer. If a ground power unit stop for any reason, it cannot be re-started while refueling is in progress;
- (x) Aircraft batteries must not be installed or removed during refueling, external battery chargers should not be connected, disconnected or used. Complete electronic units may be replaced with unpowered circuits. The connection or disconnection of any aircraft electrical equipment, including GPU's is prohibited;
- (y) If mechanic is not presented at operated airport, then fueling and defueling must be controlled by PIC.

Adequate firefighting equipment suitable for at least initial intervention in the event of a fuel fire shall be quickly and easily available. This does not necessarily mean that the fire brigade has to stay beside the aircraft, but local procedures shall be followed. Portable fire extinguishers shall be available close to fuel trucks and ground power units. The firefighting equipment shall be of an approved type and be inspected, tested and filled at prescribed intervals. Ramp personnel shall be familiar with the position, handling, and operation of the fire extinguishers.

3.2.5. Personnel Requirements

Ground handling personnel, including those who provide aircraft fuel servicing, are to be properly trained and have a clear understanding of all required communication procedures and have the ability to execute such procedures in an expeditious manner should a dangerous situation develop.

Also, aircraft fuel servicing personnel shall receive initial and recurrent training and shall be adequately tested. Records of personnel training and qualification shall be maintained for proof of qualification in appropriate fueling company for SKYUP MT audits.

3.2.6. Quality Assurance

To ensure fuel corresponds to the specifications and grade of product necessary for the applicable aircraft type(s), a control process at each location, where SKYUP MT has aircraft fueling operations, is performed. Periodic inspections of critical aspects of the fuel supply system at each applicable location include as a minimum:

- (a) Fuel facilities;
- (b) Safety and quality procedures;
- (c) Performance levels of personnel.

To provide that, when the new station is to be opened before execution of contract with the new fueling provider and during SKYUP MT periodic inspections the contracted companies must get the approval from SKYUP MT.

3.2.7. Fuel Requirements

Fuel suppliers must maintain standards of fuel safety and quality established by aircraft manufactures and SKYUP MT.

Fuel delivered and loaded onto aircraft must be:

- (a) Free from contamination;
- (b) Of the correct grade and specification for Boeing 737-800.

Fuel must be stored, handled and serviced in accordance with accepted standards.

Approved fuel specifications are contained in each aircraft manual.

Fuel conforming to Jet A or Jet A1, as specified in commercial jet fuel specification, is authorized for unlimited use. Fuels conforming to JP-5, JP-8, RT or to TS-1 are acceptable alternatives.

The use of Wide Cut Fuels per Class B of GE Specification JP-4, Jet B or equivalent is prohibited. "Wide-cut fuel" is an aviation turbine fuel that falls between gasoline and kerosene in the distillation range and consequently, compared to kerosene (JET A or JET A1), it has the properties of higher volatility (vapor pressure), lower flash point and lower freezing point.

3.2.8. Refueling With one Propulsion Engine Running

Fueling of an aircraft which has one propulsion engine running is an exceptional, non-routine, emergency operation and requires very strict safety precautions. The procedure outlined below applies specifically to underwing fueling. **Overwing fueling with one engine running is not permitted under any circumstances.** The procedure should be used only when an aircraft engine cannot be restarted because of inoperative ground aircraft starting equipment.

Procedure for refueling with one engine running may be used only if:

- (a) Airport authorization is obtained for this operation;

- (b) Airport fire department stands by at the aircraft during the entire refueling procedure;
- (c) One flight crew member can manage the operation and monitor all systems and the engine running from the cockpit;
- (d) A qualified ground crew member is present at the fueling station;
- (e) The refueling system is fully operational;
- (f) Fuel shall be loaded on the opposite side to that of the running engine;
- (g) The aircraft should be headed into the wind;
- (h) No passengers are on board;
- (i) All personnel involved in the fueling operation shall be clear of the running engine, and all other personnel not directly needed for the fueling operation shall maintain a safe distance of at least 50 meters from the aircraft;
- (j) No other servicing activities shall be undertaken until fueling has been completed.

3.2.9. Emergency Responding

3.2.9.1. Aircraft Evacuation Devices

Aircraft evacuation devices must be predisposed as follows:

- (a) The doors normally used for passenger embarkation/disembarkation must be left open. Should weather conditions prevent them being kept, open they may be closed but not locked;
- (b) Mobile stairways or loading bridges must be kept ready next to the doors in use;
- (c) Doors provided with structural stairs must have same stairs ready for use, if not served by loading bridges or mobile stairways;
- (d) Doors, stairways or loading bridges in use must not be obstructed in order to allow their free use in the case of emergency;
- (e) At least 50% of emergency exits and non-emergency exits must be usable.

3.2.9.2. Emergency Evacuation of Aircraft by Ground Personnel During Handling Operations when no Aircrew Present

Emergency evacuation of aircraft by ground personnel may be required when there is no aircrew on board.

The following guidelines are provided:

- (a) The procedures would apply only when aircrew are not on board the aircraft and apply to ground personnel such as engineering, cleaning, catering, ramp etc.;
- (b) Refinement and integration of these procedures will require close and continued co-operation between SKYUP MT OCC and relevant airport/handler team;
- (c) Designated person “in charge” (supervisor etc.) on board the aircraft would take charge of the emergency, co-ordinate the evacuation and direct personnel to the assembly point;
- (d) Different methods of evacuation from the aircraft might be included in the procedures, e.g. mobile stairs, loading bridge etc.;

- (e) Means of communicating the evacuation should also be considered (radios, audible warnings);
- (f) Effective communication is vital to a safe evacuation;
- (g) Personnel should be trained in the evacuation procedures including periodic evacuation drills/practices.

3.3. ADVERSE WEATHER CONDITIONS

3.3.1. General

Airside operational personnel should follow these 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 GSE require greater distances to stop safely on slippery surfaces;
- (c) Operators of potable water tankers and toilet servicing units shall be vigilant 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;
- (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.

3.3.3. Thunderstorms and Lightning

3.3.3.1. Work Instructions During Thunderstorm and Lightning

On receipt of an ALERT:

(a) Make preparations for the STOP phase:

- (1) Suspend non-essential 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 STOP:

- (1) Stop fueling and detach hoses from aircraft. Fueling hoses cannot be left attached to the aircraft during any Thunderstorm/Lighting event;

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- (2) Discontinue aircraft communication by headset;
- (3) Stop all ramp activity and clear ramp;
- (4) Personnel should seek shelter inside buildings or inside 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, the aircraft may come on stand but the aircraft doors should remain closed and ground servicing suspended.

Danger: Failure to follow procedures could result in a fatal accident.

For lightning activity, the notification process may be broken down into 3 phases as follows:

LEVELS	ACTION
Amber-ALERT Lightning activity is detected at a distance in excess of 8 km (5 miles) from the operation.	Disseminate lightning warning to airside operational 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 operational 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 operational personnel.

The distances referred to above may vary depending on local climatic parameter.

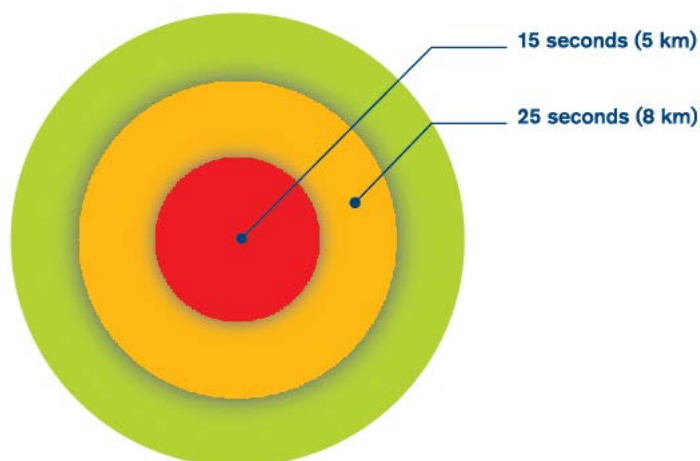
3.3.3.2. Lightning Alert Callout

In the absence of an integrated airport notification system, all airside operational 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, ref. GOM 3.3.3.3;
- (b) The responsible person notifies all airside operational personnel of the lightning alert level. If the person responsible is not available, the counting method should be used by all airside operational personnel for self-protection;
- (c) In case of a Red Alert, proceed to a designated shelter.

3.3.3.3. Counting Method

- (a) The counting method is used when an integrated airport notification system is absent. It is used to estimate the level of lightning activity:



- (1) The time indicated is the time between the lightning and 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 Condition

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,).

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 of injuries and damage.

	46 to 72 km/h (25 to 39 kts)	73 to 110 km/h (40 to 59 kts)	Above 111 km/h (60 kts)
Chock aircraft landing gear as per Aircraft Out of Service/Night Stop/High Wind; ref. GOM 4.2.2.	X	X	X
Remove safety cones	X	X	X
Secure PCA hoses	X	X	X

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	46 to 72 km/h (25 to 39 kts)	73 to 110 km/h (40 to 59 kts)	Above 111 km/h (60 kts)
Remove FOD	X	X	X
Secure rolling stock	X	X	X
Secure PBB and position to minimize surface exposed to the direct force of the wind		X	X
Close cargo hold/cabin access doors and access panels		X	X
Do not initiate the elevation of high-lift equipment and stairs		X	X
Park GSE closely together and adjacent to a building, if possible			X
Retract PBB			X

Danger:

High winds pose a great risk of damage and injury.

3.3.6. Sandstorms and Low Visibility

The following minimum precautions should be taken:

- (a) Issue appropriate Personal Protective Equipment (PPE) such as goggles, masks, covered clothing;
- (b) Ensure the provision of shelter, as required.

3.3.7. Intense Heat

Extreme temperature might affect personal safety performance depending on time of exposure, personal protection, activity...etc. All personnel should be made aware of the hazards, and processes that should be adapted to such extreme conditions where applicable.

The following minimum precautions should be taken:

- (a) Issue appropriate PPE (i.e., covered clothing);
- (b) Ensure the provision of rehydration for the personnel;
- (c) Ensure the provision of a temperature-controlled environment during rest breaks.

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 personnel 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 towbarless 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 when visual contact is reestablished;
- (e) Remain clear of the intended pathway of the vehicle/aircraft, where possible.

3.4.3. Specific Requirements for Using Marshaling 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.

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.

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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.

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.

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3.4.4.6. Lift



Stretch both arms toward load and/or equipment, palms up, hand movement in upward direction.

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.

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.

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.

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.

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.

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.

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.

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.

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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.

3.4.7. Marshaling 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.

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.

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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.

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.

3.4.7.7. Hold Position/Standby



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.

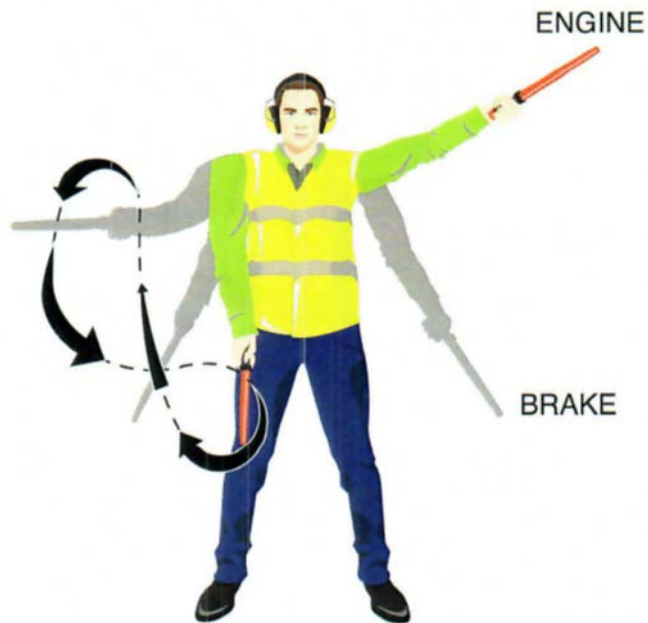
3.4.7.8. Proceed to Next Marshaller or as Directed by Tower/Ground Control

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.

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.

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.

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.

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.

3.4.8. Technical/Servicing Hand Signals-Ground Staff to Flight Crew**3.4.8.1. Connect Tow Bar**

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.

3.4.8.3. Connect/Disconnect Ground Power



To connect GPU:

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 GPU:

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.

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.

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



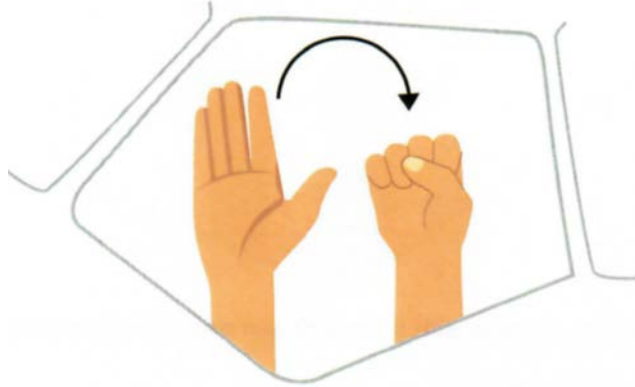
Raise right hand above head level and close fist or hold wand in horizontal position; left arm remains at side by knee.

3.4.8.8. Open/Close Stairs

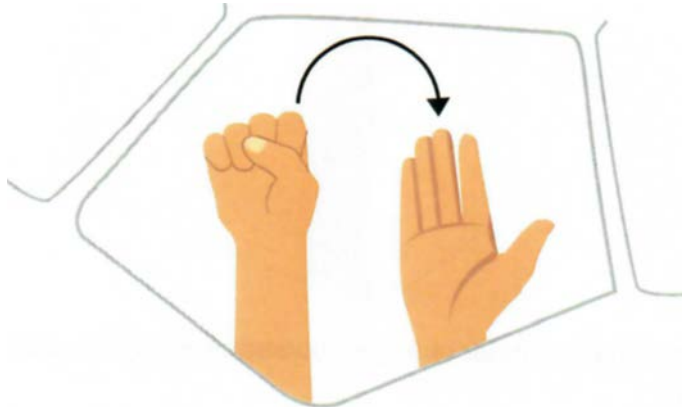


With right arm at side and left arm raised above head at a 45° angle, move right arm in sweeping motion toward top of left shoulder.

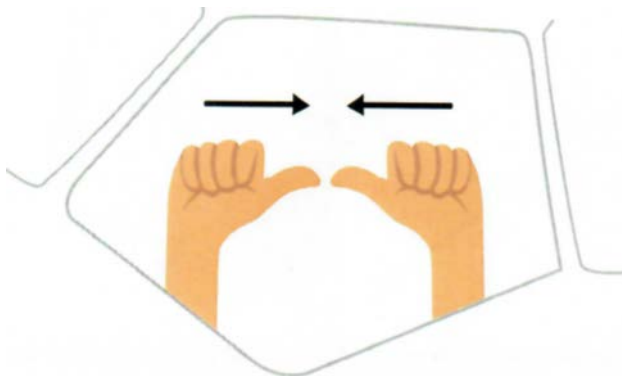
Note: This signal is intended mainly for aircraft with a set of integral stairs at the front.

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.

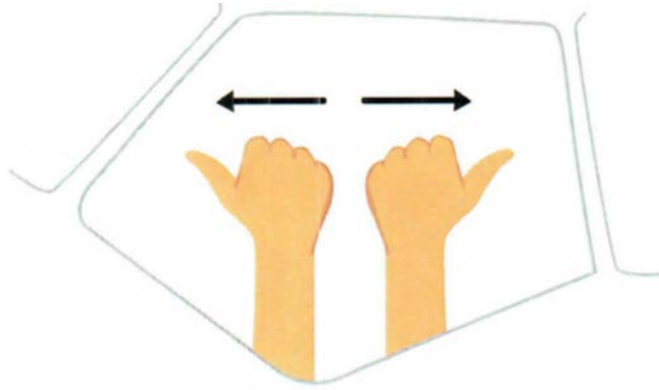
3.4.9.2. Brakes released

Raised arm, with fist clenched, horizontally in front of face; extend fingers to open palm.

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



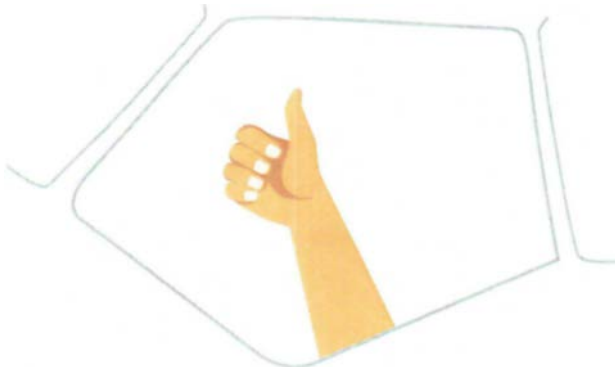
Hands held in front of face, palms facing backward with fingers closed and thumbs extended; move hands outward.

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.

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 SKYUP MT 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

- (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) in accordance with operator airline procedures;
- (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.

3.5.3.2 Draining

Below, the description of operational procedures for draining, flushing and filling of the chemical recharge.

- (1) Open service panel access door;
- (2) Unlock drain valve using unlock lever;
- (3) Connect the waste drain hose coupling to panel drain connector and assure that the hose is well connected;
- (4) Turn drain handle to unlock and pull until is fully extended and lock;
- (5) While the tank drain, hold the drain hose and make sure that all waste is draining out;

Note: If the drain is not performed correctly, inform SKYUP MT representative or flight crew.

- (6) Connect water supply hose coupling to the flush nipple;
- (7) Flush the waste tank with 10 gallons to 50 gallons (38-189 liters) of water. Use a minimum of 10 gallons (38 liters) of fluid to flush the waste tank;

Note: While you flush the tank, feel the waste drain hose to make sure the liquid flows.

- (8) Close drain handle valve;
- (9) Remove the waste drain hose coupling to panel drain nipple and leave the fitting cap opened;
- (10) Put six gallons (23 liters) of the recharge chemical, B00490 into the waste tank.

Caution: Inform SKYUP MT representative or flight crew if:

- fluid leakage is observed;
- the drain valve will not open or the waste tank cannot be drained.

- (11) Close the valve drain cap and latch the service panel.

The aircraft toilet waste tank must be serviced according to PIC / Purser request.

Ground Service Provider shall arrange to have:

- lavatory service provided;
- toilet truck positioned and removed;

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- toilets flushed, emptied and tanks recharged with fluid containing a dye-deodorant-disinfectant chemical solution.

A servicing truck is required to hold waste, provide flushing and recharging solution, illuminate the work area, and have an all-weather operating capability to -40°F or -3°C.

All components, lines and fittings not in heated areas have provisions to prevent freezing whenever aircraft is powered, and the relevant circuit breakers are closed.

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 in the open for several hours without electrical power supply and the temperature is, or is expected to be, below the freezing point, as per operating airline procedures;
- (b) Fill the aircraft toilet system only after electrical power supply 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 in 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 SKYUP MT representative.

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 IATA 440;
- (b) Equipment used shall fully comply with the specifications detailed in IATA AHM 970 for water servicing vehicles, or IATA 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 SKYUP MT;
- (f) Replenish the aircraft tank according to the operating SKYUP MT instructions. Any deviation shall be reported to the supervisor or SKYUP MT representative (if present) or crew;
- (g) SKYUP MT representatives (if present) or crew shall be informed of any issue that may affect (or may have affected) the standard of water uplifted to aircraft, including contamination incidents, maintenance findings and test failures.

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 in a basket 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) 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 disinfectant pre-soaked "towelettes". The spray-and-wipe procedure is accepted if sprayed directly on the towelette. However, they should not spray directly into the aircraft coupling.

- (e) Fill the water tank(s) to the required level. Fill the aircraft water system as close to the departure time of the aircraft as possible;
- (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.

Note: When the filling hoses are not in use, the nozzles or connectors must be protected from contamination.

3.6.2.2 Water Servicing During Freezing Conditions

In case of aircraft night stop, and during freezing period from November to March, GSP is requested to perform a complete water tank dumping when temperature is expected below zero, hence, to avoid any ice formation.

Coordination with SKYUP MT technician or sub-organization authorized by SKYUP MT, if present, should be arranged. The following actions shall be followed to prevent freezing of the water in the aircraft water tanks and lines during freezing conditions:

- (a) Drain the aircraft water tanks. Dispose of 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 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 in the fill lines or connections or on the service panels. Contact maintenance immediately.

3.6.3. Potable Water Hygiene Requirements

3.6.3.1. Fill Points and Water Cabinets

- (a) Daily, weekly and monthly tasks shall be conducted and recorded as per IATA AHM 440 7.5 and 9.1.;
- (b) Hoses, connectors and water quality shall meet IATA 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.

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 IATA 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 IATA 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 sanitizers are based on chlorine or hydrogen peroxide. Refer to IATA AHM 440 for details.

The following standards, based on IATA AHM, should be considered the minimum standards for potable water supplied to SKYUP MT aircraft:

- (a) Regardless of its origin, water destined for aircraft potable water systems must be chlorinated;
- (b) Only products approved by the local health authority may be used for the chlorination of drinking water;
- (c) Total chlorine content at the point of filling into the aircraft must be in the range of 0.3 to 0.5 mg/l or ppm;
- (d) Once filled, the potable water servicer may only be used for aircraft servicing after a minimum of 30 minutes, in order to allow the chlorination agent time to react. The water should be circulated within the servicer during this time to ensure thorough mixing with the chlorination agent;

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- (e) The filling hose connector must be of a different size as recommended by ISO 450. Aircraft Connection for water of drinkable Quality;
- (f) Water samples for bacteriological examination from airport water supply systems, servicing vehicles and aircraft water systems should be collected regularly by the Potable water service provider. Sampling should be carried out not less than four (4) times a year. The frequency may be increased if the need arises;
- (g) Bacteriological contamination of the water must not exceed the standards established by the WHO or those issued by the local health authority, if these are more stringent;
- (h) Certificates and results of the water samples shall be made available to SKYUP MT upon request.

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. Refer 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 IATA AHM 440 for details.

3.7. AIRCRAFT CLEANING AND DISINFECTION

3.7.1. General

- (a) **Aircraft Cleaning:** The removal of visible dirt or particles through mechanical action, normally undertaken on a routine and frequent basis. Cleaning and disinfection can be combined into one process if disinfectants are used during the cleaning;
- (b) **Disinfection/Sanitization/Sanitation:** The procedure whereby measures are taken to control or kill infectious agents on a human or animal body, on a surface, on goods or in/on baggage, cargo, containers, and/or conveyances by direct exposure to chemical or physical agents;
- (c) **Event:** An occurrence of suspected or confirmed communicable disease on board an aircraft; or aircraft contaminated with body fluids, or other non-standard (uncommon) situation necessitating additional cleaning and disinfection.

3.7.2. Aircraft Cleaning Intervals

- (a) **Turnaround Cleaning:** Performed on aircraft while on the ground prior to departure within a defined ground time;
- (b) **Transit Cleaning:** Type of turnaround cleaning that may be performed with transit passengers on board;
- (c) **Layover/Night-Stop Cleaning:** Performed when the aircraft is on a longer predefined ground time. The cleaning does not involve removal of cabin panels and/or gallery inserts;
- (d) **Inflight Cleaning:** Performed by cabin crew while the aircraft is airborne;
- (e) **Deep Cleaning:** Performed when the aircraft is on a longer predefined ground time. The cleaning may include the removal of cabin panels and/or galley inserts. Includes cleaning performed during maintenance.

Note: Cleaning done during aircraft maintenance is not addressed within the scope of this section.

3.7.3. Cleaning and Disinfection Products

3.7.2.1. General

It is SKYUP MT responsibility to ensure cleaning procedures as well as cleaning and disinfecting products used by the ground handling or cleaning company are airline-approved and based on the aircraft's Original Equipment Manufacturer (OEM) recommendations. This includes following local health organization recommendations and using proper Personal Protective Equipment (PPE).

Informed selection and correct use of products is vital in ensuring effective cleaning and disinfection of an aircraft without damaging the aircraft interior, systems and/or equipment while minimizing the likelihood of transmission of any communicable diseases.

3.7.2.2. Product Selection

- (a) Refer to OEM guidance for the most recent recommendations;

- (b) Refer to local health authorities for recommendations on products effective against a contagious disease outbreak or pandemic;
- (c) The International Civil Aviation Organization (ICAO) Council Aviation Recovery Taskforce (CART) Takeoff Guidance recommends the use of a 70% Isopropyl Alcohol (IPA) solution as a disinfectant for the touch surfaces in the cockpit, cabin and cargo holds. Cleaning and disinfection products should comply with and be certified according to OEM standards and/or industry test standards, such as SAE International standards:
 - (1) AMS1452C, Disinfectant, Aircraft, General Purpose (concentrated liquid);
 - (2) AMS1453A Disinfectant Cleaner for Aircraft Interior General Purpose Liquid (diluted);
 - (3) AMS1525E Cleaner for Aircraft Exterior Metallic Surfaces, Wipe Solvent, Cold Operations;
 - (4) AMS1526C Cleaner for Aircraft Exterior Surfaces, Water-Miscible, Pressure-Spraying Type;

Note: These standards might need to be approved by the local authorities, if applicable.

- (d) Consultation with OEMS before using any disinfection agents that do not comply with SAE standards is required;
- (e) Refer to the cleaning and disinfection product manufacturer's instructions to ensure the proper application, ventilation and PPE is used.

Caution: Many cleaning fluids are flammable and should be mixed away from aircraft and brought on board only in a diluted condition. Many commercial solvents are harmful or toxic to humans and harmful or corrosive to metal and other materials on the aircraft. Use only approved products in correct manner for the purpose they were intended. Solvents may attack transparent or translucent plastics. Take special care not to contaminate windows or other transparent or translucent plastics. Masking of adjacent areas is recommended. Protect all plastic surfaces adjacent to area being cleaned from solvent.

3.7.2.3. Product Use

The following recommendations are based on OEM guidelines:

- (a) It is important that the cleaning and disinfection liquids are used exclusively according to the product specifications and manufacturer Safety Data Sheet (SDS);
- (b) Use premixed cleaning and disinfection liquids where possible to avoid mixing ratio errors;
- (c) Special attention must be paid to the application instructions and mixing ratios (e.g., wipe on, wipe off, water rinsing, drying after cleaning);
- (d) Use only the allowed bottle sizes on board to minimize the risk of spilling the cleaning and disinfection solutions;

- (e) Do not spray cleaning and disinfection liquids in the cargo compartment. Instead, apply as per the product and/or airline application instructions (e.g., wet wipe on/off);
- (f) Do not allow cleaning and disinfection liquids to contact critical equipment (e.g., smoke detector, electronic door operation equipment and fire extinguishing discharge nozzle);
- (g) Disinfectants are flammable. Take precautions around potential sources of ignition, especially hidden sources such as electronic boxes mounted in the cargo compartment;
- (h) SKYUP MT periodically inspect the aircraft interior and cargo holds to ensure there are no long-term effects or damage over time due to frequent use of cleaning and disinfection products. If damage is observed, contact the OEM.

Caution:

- (1) Use of non-certified cleaning and disinfection liquids can lead to severe damage to material in the aircraft's interior;
- (2) Use of cleaning and disinfection liquids in the wrong mixing ratio or using the wrong application method can lead to severe damage to material in the aircraft's interior;
- (3) Cleaning and disinfectant solutions tend to be oxidizers. The interior of an aircraft contains many materials susceptible to damage from oxidization. Care must be exercised when using cleaning products and disinfectants;
- (4) Metals used in aircraft construction may corrode upon exposure to cleaning and disinfection products;
- (5) Safety-critical cables and wires may deteriorate upon exposure and aircraft furnishings may have their fire-resistant properties reduced;
- (6) Some cleaning and disinfection products, such as IPA, are flammable. Care must be exercised in the aircraft interior, especially near various electric installations and boxes as these are sources of ignition.

3.7.2.4. Cleaning Equipment

All equipment and materials used to clean aircraft shall be in accordance with the SKYUP MT requirements and approved standards.

- (a) Vacuum Cleaners: Aircraft-powered or battery-powered vacuum cleaners can be used for carpets, air vents, seat arm storage, seat rails, behind-the-seat storage, etc. Manual (non-electric) carpet sweepers are not an adequate substitute but may be necessary when time is limited, or a large number of passengers remain on board.

Caution: Do not unplug a vacuum cleaner by pulling on the cord. Pull from the plug.

- (b) Hand Brushes: For use in areas inaccessible to vacuum cleaners;
- (c) Chewing Gum Remover: To remove chewing gum;
- (d) Mops and Brooms: For cleaning floors and other hard surfaces. Must be clearly identified or color-coded for toilet cleaning and general cleaning to avoid cross-

contamination (e.g., red/blue for lavatories, yellow for galleys, green for cabin). They shall be separated at all times, including during cleaning activities;

- (e) Towels/Cloths: There are different types according to airline requirements for general purpose cleaning and polishing. Must be clearly identified or color-coded for toilet cleaning and general cleaning (top-down approach). They shall be separated at all times, including during cleaning activities;
- (f) Absorbent Wipes: For mopping up spillages;
- (g) Hand Sprayers: For dispensing detergents and disinfectants;
- (h) Runners: For floor and/or carpet protection;
- (i) Soft Rolls/Wipes: For wiping up spillages;
- (j) Buckets: Buckets need to be checked to ensure the cleaning liquid is being replaced regularly.

3.7.4. Cleaning and Disinfection Tasks

3.7.4.1. General

The following cleaning and disinfection tasks serve as a guideline on how to provide a safe and sanitary operating environment for passengers, crew and cleaning personnel.

The tasks, as defined in the following tables:

- (a) Establish which tasks they deem necessary to be completed during an aircraft cleaning interval;
- (b) During a pandemic, it is essential that airlines perform a risk assessment based on regulatory requirements, the airport cleaning plan, and OEM recommendations and then develop mitigation plans, including amending their own existing cleaning and disinfection procedures;
- (c) For cargo aircraft, clean and disinfect cabin, seating and crew rest areas in the same way (Ref. GOM 3.7.4.5. and 3.7.4.6.);
- (d) Monitor high-contact surface areas in aircraft as much as possible; include such areas in their cleaning checklist;
- (e) Ensure the cleaning and disinfection products are used in the correct mixing ratio according to the application instructions and/or product SDS;
- (f) Ensure the correct mixing ratio is used for relevant areas as per the SDS. There might be a different mixing ratio for the same product for different areas (e.g., 1:10 for cleaning in cabin surroundings and 1:5 for lavatories and galleys);
- (g) Ensure the correct application method is used according to the application instructions and/or product SDS (e.g., apply with premoistened wipes or single-use wetted cloths);
- (h) To avoid contamination on board, cleaning staff shall carry their own cleaning equipment to avoid unnecessary exchanges of cleaning items between different teams or persons.

Caution:

- (1) If spraying methods are used, do not spray directly into power supply panels, lighting, vents, interphone, coffeemakers or other electrical systems. Disinfectant should only be applied using a cloth in these areas;
- (2) Immediately inform an SKYUP MT representative/crew member if any of these areas are accidentally sprayed;
- (3) Ensure cleaning and disinfection products are wiped off after application using a slightly moist towel, if required by the SDS. Residues of cleaning and disinfection products left on surfaces (e.g., tables) may lead to severe discoloration and permanent damage of the cabin interior;
- (4) Ensure a suitable cloth is used for aircraft cabin cleaning.

3.7.4.2. Flight Deck

Task	Turnaround	Layover (overnight)	Deep
Clean and disinfect the pilot and copilot seats, including armrests, table and seat controls.		X	X
Clean and disinfect seat belt buckles.		X	X
Clean and disinfect flight controls (e.g., control column).*			X
Clean and disinfect the sidewall lining and associated controls (e.g., nose wheel steering tiller, display controls, electronic flight bag).*			X
Clean and disinfect the instrument panel and associated controls (e.g., gear lever)*			X
Clean and disinfect the glareshield and associated controls (e.g., autopilot, warning/caution buttons).*			X
Clean and disinfect the sun visors and surrounding area.*			X
Clean and disinfect the overhead panel, including grips and handles.*			X
Clean the inside of the windshield with the designated product.*			X
Clean and disinfect the cabin access door (both sides), handle and lock.		X	X
Extend, clean and disinfect the folding seats/jump seats and any associated equipment.		X	X
Clean down pedals.*			X
Clean floor, vacuum carpet, empty waste boxes, wipe shelves.		X	X
Caution: (a) Frequency of cleaning of the flight deck should account for both separation of the flight deck from the passenger compartment and frequency of crew transitions;			

- (b) Cleaning of flight deck may only be permitted to enter the flight deck when flight crew or maintenance personnel is present);
- (c) Cleaning and disinfection fluids for the flight deck can be different from fluids used in the cabin;
- (d) Do not spray disinfectant directly onto panels and screens; it should be applied with cloth;
- (e) Ensure liquid does not seep into controls.
- (f) Any accidental adjustment of important instruments during the cleaning process must be reported to the flight crew or maintenance personnel.

Buckets shall not be brought into the cockpit.

Note: Cleaning and disinfecting of areas designated with an asterisk (*) above shall be done by personnel specifically trained for flight deck cleaning.

3.7.4.3. Galleys

Task	Turnaround	Layover (overnight)	Deep
Clean and disinfect worktops, countertops and service tables.	X	X	X
Clean ovens.		X	X
Clean coffeemakers.		X	X
Clean water boilers.		X	X
Clean and disinfect panels and doors.		X	X
Clean and disinfect switcher panels and handles.		X	X
Empty and clean waste compactors; add waste sac/box, if needed.	X	X	X
Clean and disinfect lockers/drawers.		X	X
Clean and disinfect trolley containers and storage.		X	X
Drain and disinfect sinks, including taps and drain plug.	X	X	X
Remove trash from bin compartments and clean/disinfect bin area, including flap.	X	X	X
Sweep, mop and disinfect the floor.	X	X	X
Caution: Clean ovens and aluminum surfaces with detergents as per recommended standards.			

3.7.4.4. Cabin Crew Seats and Service/Entry Door Lining Panels

Task	Turnaround	Layover (overnight)	Deep
Clean and disinfect each attendant seat, seat belt and surrounding location.		X	X
Clean and disinfect cabin crew intercom.			X
Empty and clean seat pockets.		X	X
Inspect emergency leaflets for damage and clean, disinfect or replace.		X	X
Arrange or remove and replace literature and amenities.		X	X

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Task	Turnaround	Layover (overnight)	Deep
Clean and disinfect seat upholstery and remove any evident stains.		X	X
Clean and disinfect door frames, including door panels, sills, exit doors and emergency slide covers.		X	X

3.7.4.5. Lavatories

Task	Turnaround	Layover (overnight)	Deep
Clean mirrors, using authorized glass cleaners.	X	X	X
Ensure all soap dispensers are functional and refilled with liquid soap.		X	X
Clean and disinfect soap dispensers.	X	X	X
Clean and disinfect hand basin, handles and steel fittings.	X	X	X
Clean and disinfect sidewall panels and ceiling.		X	X
Clean and disinfect shelves.		X	X
Clean and disinfect diaper changing table, if available.	X	X	X
Clean and disinfect toilet bowl, shroud, seat and flushing mechanism (lever or button).	X	X	X
Empty waste bin(s) and replace waste bag, if applicable. Clean and disinfect compartment, including flap, before reinstalling bin(s).	X	X	X
Clean and disinfect the floor.	X	X	X
Ensure the toilet compartment is dressed and stocked with amenities required for flight.	X	X	X
Clean and disinfect lavatory door (both sides), including the door lock, knob/lever, grip, door grilles and coat hook(s), if applicable.		X	X

Caution:

- (a) Immediately wipe off any cleaning/disinfectant liquid spills on the surfaces to prevent damage or deterioration;
 - (b) Toilet cleaning shall be performed from top to bottom for hygienic reasons.
 - (c) Use only towels identified specifically for toilet cleaning;
- Do not reuse mops and towels used for toilet cleaning outside of lavatories.

3.7.4.6. Passenger Seating Area

Note: The passenger seating area includes its surroundings.

Task	Turnaround	Layover (overnight)	Deep
Use vacuum cleaner to remove loose particles from seats, floors, carpets and curtains after cleaning and disinfecting.	X	X	X
Remove headcovers, if applicable.		X	X
Clean and disinfect cabin windows, window shades, dimmable window controls, if applicable, sidewall lining and ceiling, including air nozzles.		X	X
Clean and disinfect interior and exterior of overhead bins, including handles.		X	X
Remove all waste from seat pockets then clean and disinfect.	X	X	X
Clean, disinfect and dry both sides of tray tables, and the locking mechanism.	X	X	X
For fabric seat covers, use vacuum cleaner to remove loose particles. For leather seat covers, wipe and ensure seats are dry.	X	X	X
Remove any visible stains on seats or request change of fabric.	X	X	X
Clean and disinfect seat belts and buckles.		X	X
Clean and disinfect arm rests, passenger control units (e.g., reading lights, air nozzles, IFE remote control, seat controls).		X	X
Clean and disinfect infant bassinets, extra seat belts and other amenities, if applicable.		X	X
Dress the passenger seat to signify clean as per airline standards.	X	X	X
Clean ventilation grids/grilles.		X	X
Caution: (a) Be careful while handling disposable bags to avoid sharp objects that may have been disposed of by passengers; (b) If there is a chewing gum stain on the floor or seats, use gum remover to remove the stain rather than sharp objects; (c) For some parts of the aircraft (e.g., closets, doghouse), assistance from Engineering may be requested to remove emergency equipment to enable cleaning and disinfection; It is forbidden to stand with feet or knees on the passenger or crew seats to prevent damage to the leather.			

3.7.4.7. Crew Rest Compartments

Not applicable

3.7.4.8. Cargo Hold

This task should be performed upon SKYUP MT request only.

Task
Clean and disinfect cargo hold access door surroundings and door handles for all lower deck cargo holds (FWD, AFT and Bulk), in addition to main deck cargo hold access door for cargo aircraft.
Clean and disinfect cargo loading system panels, including cargo joystick in ceiling and latches, if applicable.
Clean and disinfect all access panels and service access points, including cargo hold access door control panels.
Clean and disinfect door net stanchions, net attachment fittings and tie-down points, if applicable, in bulk compartment.
Clean and disinfect light switches.
Caution: (a) When cleaning and disinfecting the complete cargo hold, refer to OEM guidance for further clarification of appropriate techniques to be used; (b) Consider cleaning the floor areas of any aircraft compartment where personnel work inside to manually load/unload (e.g., bulk loaded cargo holds).

3.7.5. Aircraft Cleaning and Disinfection During a Pandemic

3.7.5.1. General

During a pandemic, all existing cleaning best practices are, in principle, still applicable. However, they need to be revised and amended based on the regulatory requirements, airport cleaning plans, and OEM recommendations to include new measures addressing the threat.

Based on a conducted risk assessment, each airline may implement different cleaning and disinfection schedules, techniques, and products, which consider the operational circumstances and duration of the disinfecting effects of the substance(s) used.

3.7.5.2. Actions Prior to Cleaning

To minimize person-generated contaminant concentrations during ground and flight operations, OEMs recommend maximizing total cabin airflow; therefore, care should be taken to avoid blocking air vents (particularly along the floor).

- (a) The aircraft auxiliary power unit (APU) should be permitted to be used at the gate/stand to enable the aircraft's air conditioning system to be operated if equivalent filtration from the external PCA is not available;
- (b) If the aircraft has an air recirculation system but does not have High-Efficiency Particulate Air (HEPA) filters installed, refer to OEM documents or contact the OEM to determine the recirculation system setting;

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- (c) It is recommended that fresh air and recirculation systems be operated to exchange the volume of cabin air before cleaning crews enter the aircraft for cleaning purposes:
- (1) For those aircraft with air conditioning, run the air conditioning packs (with bleed air provided by the APU or engines) or supply air via an external PCA source for at least 10 minutes prior to the boarding process, throughout boarding and during disembarkation.
 - (2) For aircraft with HEPA filters, run the recirculation system to maximize flow through the filters.
 - (3) For those aircraft without an air conditioning system, keep the aircraft doors open during the turnaround to facilitate cabin air exchange (passenger doors, service door and cargo hold access door), as much as practical.

Caution:

Ensure access doors are only in the open position if there is an appropriate boarding device or other equipment positioned at the door.

Note: Ensure cleaning equipment and tools (e.g., vacuum cleaners, brushes, brooms) are clean and hygienic prior entering the aircraft cabin and between use.

3.7.5.3. Actions During Cleaning and Disinfection

- (a) Once on board, ventilation systems should be kept running while cleaning takes place.

Note: In some cases, depending on the technique used for disinfection, regulators may recommend that the air conditioner be turned off during the disinfection operation and the passenger cabin fully ventilated after disinfection.

- (b) To avoid contamination on board, the cleaning crew shall:

- (1) Be assigned specific tasks, as much as possible.
- (2) Use different cleaning materials in each task area (e.g., cloths, buckets, brushes, mops), potentially using color coded items.
- (3) Carry their own cleaning items on board to avoid unnecessary exchange of cleaning items between different teams/persons.
- (4) Use new disposable gloves in each area. Disposable gloves shall not be reused in other sections of the cabin.
- (5) Follow the correct sequence of cleaning; for example, from top to bottom or front to back, as relevant (e.g., toilets, galleys, floors).

- (c) Use disinfection product(s) as per the recommendation in (Ref. GOM 3.7.3.3.);
- (d) Clean and disinfect all defined areas as specified in GOM 3.7.4. by using approved disinfection products as defined in GOM 3.7.3.3. and appropriate cleaning materials/tools such as mopping, wiping, or any other approved methods.

3.7.5.4. Actions after Cleaning and Disinfection

After cleaning and disinfection, ensure cleaning crews disembark with all items for cleaning, including all waste, and that the following provisions are followed:

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- (a) Disposal of waste must be done in accordance with local airport authority regulations;
- (b) Personnel disembarking the aircraft with waste materials shall wear gloves to protect themselves and dispose of gloves after the disposal process;
- (c) Keep PBB or steps unobstructed by waste bags;
- (d) Do not throw waste bags onto the ramp from the aircraft or steps;
- (e) If any amenities are to be loaded prior to departure, ensure this is done and indicated in the handover documentation.

3.7.5.5. Handover Procedures

When required, a handover protocol should be established, including a record to indicate that the aircraft has been cleaned and disinfected according to the ICAO aircraft disinfection sheet or operating airline procedures.

Notes: For lost, found, damaged or suspicious items:

- (1) Do not check/open any items found as the nature of the contents is unknown and has the potential of being harmful/dangerous;
- (2) Any lost property found must be handed (Ref. GOM 2.10.9.);
- (3) Any seat or cabin interior/area found damaged must be reported, as appropriate;
- (4) Any suspicious item found must be immediately reported to the supervisor and to law enforcement office if appropriate.

Caution:

Limit the number of personnel moving into/out of a cleaned aircraft to maintain the sterile environment prior to boarding.

3.7.6. Cleaning and Disinfection During an Event

3.7.6.1. Suspected or Confirmed Case of Communicable Disease on Board

The following are guidelines for cleaning personnel that have to clean an arriving aircraft with a suspected case of communicable disease. During an outbreak of a specific communicable disease, the WHO or the national health authorities may modify or add further procedures to these guidelines:

- (a) Wear PPE as recommended by the national public health authority.

Note: PPE requires appropriate training before use.

- (b) Remove and discard gloves after cleaning or if they become soiled or damaged;
- (c) Use only cleaning agents and disinfectants at recommended concentrations and contact times that have been approved by OEMs;
- (d) Begin cleaning at the top (light and air controls) and proceed downward progressively working from clean to dirty areas.

- (1) Surfaces to be cleaned include:

- (i) Affected seat
- (ii) Adjacent seats in the same row

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- (iii) Back of seats in the row in front
- (iv) Light and air controls
- (v) Adjacent walls and windows
- (vi) Seatbacks (the plastic and/or metal part)
- (vii) IFE video monitor
- (viii) Tray tables
- (ix) Armrests
- (x) Remove seat pocket contents and replace (safety briefing card can be cleaned with approved disinfectant)

(2) Clean lavatory(-ies) used by the sick passenger, including:

- (i) Door handle
- (ii) Locking device
- (iii) Faucet
- (iv) Wash basin
- (v) Adjacent walls
- (vi) Counter
- (vii) Toilet seat

Note: In exceptional circumstances, public health authorities may require additional cleaning.

- (e) Disinfection of upholstery, carpets, or storage compartments is only indicated when they have been soiled by body fluids. In such cases, use an absorption agent first, if required, clean any visible soil and disinfect before vacuuming to eliminate the risk of re-aerosolization;
- (f) Wash hands with soap and water immediately after PPE is removed. An alcohol-based hand sanitizer may be used as an alternative if the hands are not visibly soiled;
- (g) Dispose of soiled material and PPE in a biohazard bag, if available. If not, place it in an intact plastic bag, seal it, and label it as biohazard;
- (h) Do not use compressed air. It might re-aerosolize infectious material.

3.7.6.2. Aircraft Contaminated with Body Fluids

When contaminated with blood, respiratory secretions, vomit, excretions, and other bodily liquid (contaminants), the aircraft cabin should be disinfected by ground cleaning crew or specially qualified personnel after disembarkation.

The air conditioning unit (ACU) should be adjusted to ensure full ventilation is completed and then turned off.

Once the air ventilation is finished:

- (a) Wear disposable gloves and other PPE according to local instructions;
- (b) Absorb the contaminant(s) into a towel or apply absorbent powder and disinfectant to the contaminants evenly;

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Note: Absorbent and disinfectant used must have been tested and approved for the interior material being cleaned.

- (c) Place the used towel and gloves in a biohazard or other waste bag. When using absorbent powder, remove the coagulated contaminants with portable pickup shovels and place in biohazard waste bags;
- (d) Clean and disinfect the contaminated area wearing new gloves. It is important to follow the application method and effective contact time as per the OEM SDS;
- (e) Remove gloves and clean/disinfect hands before removing other PPE in the following order:
 - (1) Take off protective suits (aprons) and gloves;
 - (2) For visibly soiled hands, wash with soap and water thoroughly;
 - (3) Take off goggles and facial mask/shield;
 - (4) Apply skin disinfection/hand sanitizer to clean hands and other parts of the body that may have been exposed to contaminants;
 - (5) Place all used PPE and contaminated items in a biohazard waste bag and seal the bag;
 - (6) Dispose of the biohazard as per local regulations.

Note: When cleaning and disinfection was initially performed by cabin crew during flight, they should inform ground departments at destination to prepare for additional cleaning and/or disinfection, if need be, and disposal of biohazard.

3.8. AIRCRAFT DE/ANTI-ICING

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 SKYUP MT procedures and requirements for de-icing and anti-icing can be found in current revision of SKYUP MT De/Anti-Icing Manual SEU-GRH-003.

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 in the performance of de-icing an aircraft, the safety of personnel performing the task is not compromised.

- (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 manufacturer's Safety Data Sheets;
 - (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 deiced;
 - (4) Slippery conditions can exist on the ground and on the 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 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 that the fall restraint device is securely anchored, and the safety harness is always worn when de-icing from an open basket;
- (b) Ensure that the basket door or safety chain is securely latched;
- (c) Caution should be taken to avoid exposure to a running Auxiliary Power Unit (APU).

3.8.4. Closed Basket Operations

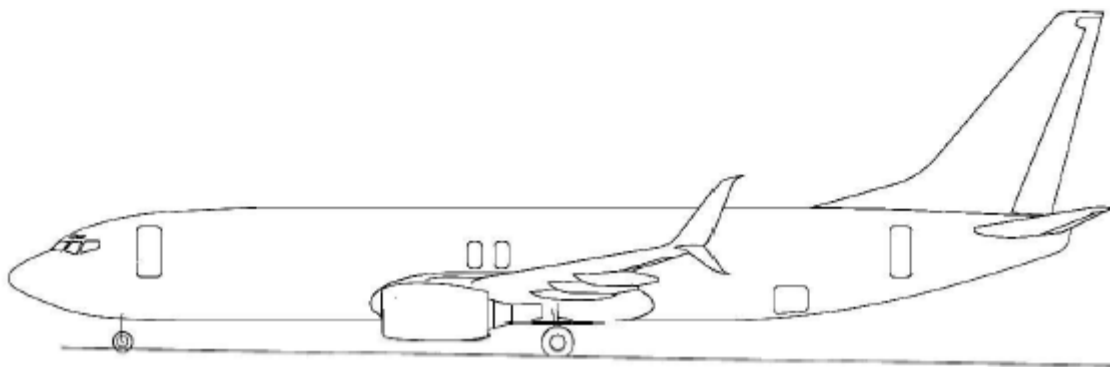
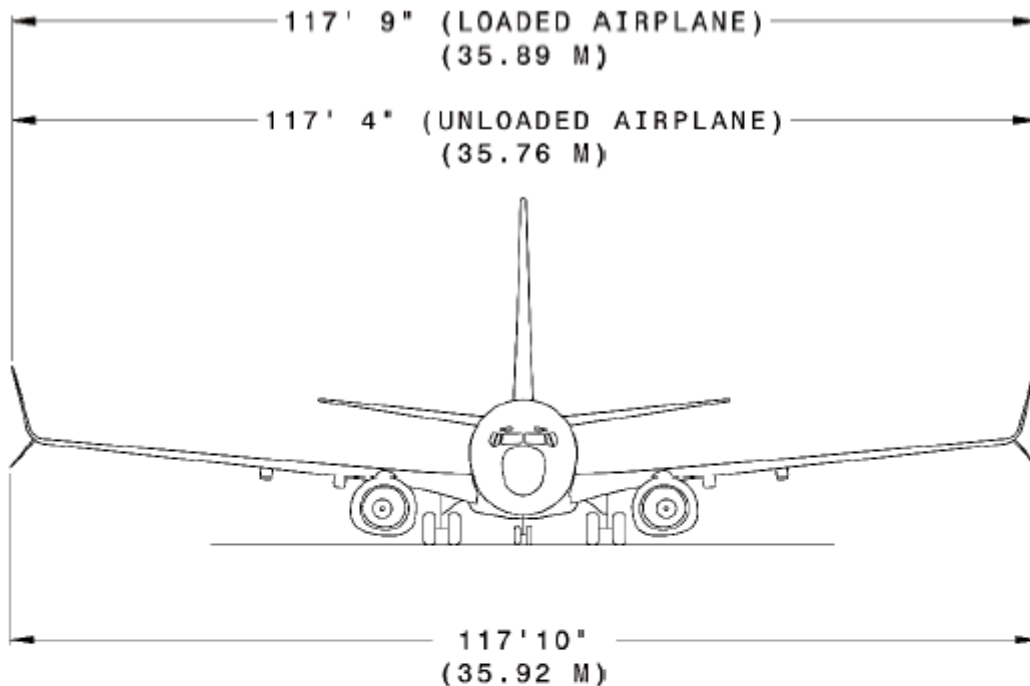
The following minimum precautions should be taken:

- (a) Ensure the seat belt is always worn;
- (b) Ensure the windows of the cabin are clean. Wipe windows if necessary;
- (c) Ensure the door of the cabin is securely closed;
- (d) Ensure there are no obstructions to the cabin heater/ventilation system.

3.9. AIRCRAFT TYPE INFORMATION

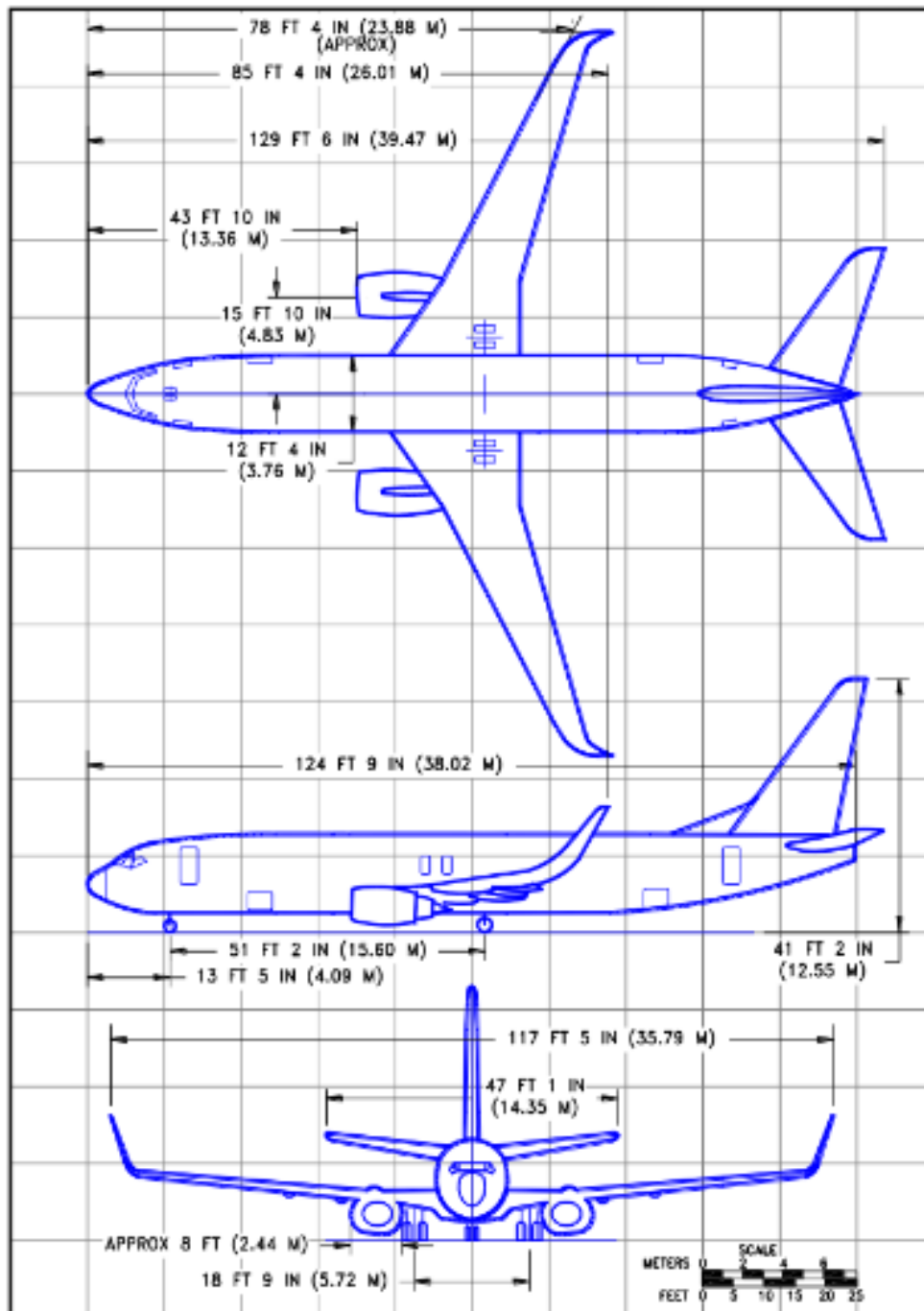
3.9.1. Exterior dimensions and ground clearances for B737-800

- (a) The maximum ground clearances are valid for the Dry Operating Weight. The minimum ground clearances are valid for the Maximum Taxi Weight. The minimum clearances can be even lower if tires have low pressure or landing gears have no pressure. In the below picture all values are given in FT.



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(b) General dimensions of B737-800:



3.9.2. Aircraft Cargo Hold Door Dimensions for B737-800

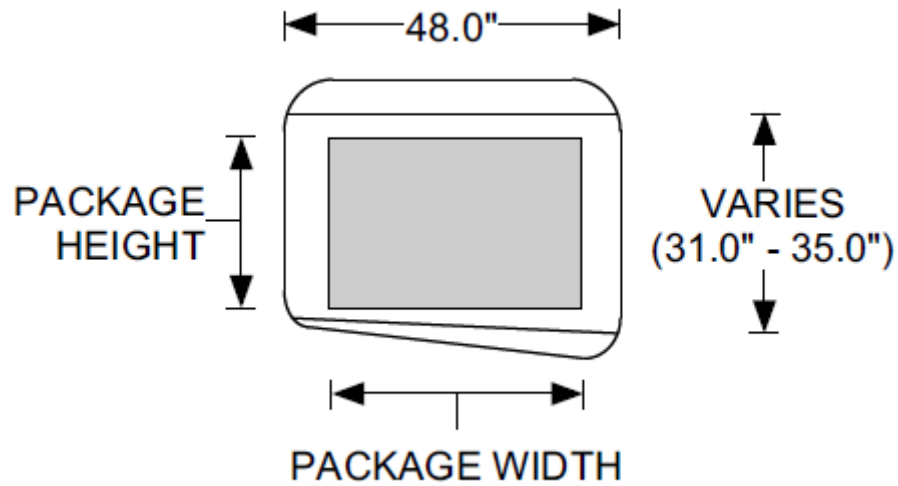


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4. AIRCRAFT TURNAROUND

4.1. AIRCRAFT ARRIVAL

4.1.1. Actions Prior to Aircraft Arrival

Prior to a SKYUP MT aircraft arriving on stand or gate, the person in charge of the ramp handling operation (supervisor) must ensure that the parking stand and the handling team are properly prepared for the turnaround.

- (a) Ensure all personnel 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 Foreign Object Damage (FOD) check of the entire stand removing all debris just prior to arrival;
- (c) Make sure the stand surface condition is sufficiently free of ice, snow, etc., to ensure safe aircraft, Ground Support Equipment (GSE) and personnel movement;
- (d) Make sure all required Ground Support Equipment (GSE), chocks and safety cones are available and serviceable, and are positioned well clear of the aircraft path, outside the Equipment Restraint Area (ERA);
- (e) Make sure the aircraft path and ramp area are free of objects and obstacles that the aircraft may strike or endanger others due to jet blast effects;
- (f) Make sure the aircraft docking system is activated, where applicable or 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 (ref. GOM 4.1.2(b) for Wing Walker positioning during aircraft arrival);
- (g) Make sure required ground personnel are present including any additional ground personnel (i.e., wing walkers), if applicable (ref. GOM 4.1.2(b) for Wing Walker positioning during aircraft arrival);
- (h) 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).

All personnel not responsible for the aircraft arrival operation shall stay well clear of the arriving aircraft and shall not approach the aircraft until:

- (1) The engines have been shut down and are spooling down;
- (2) The anti-collision lights have been switched off;
- (3) The main gear wheel chocks are positioned;
- (4) Clearance to approach the aircraft has been given by the agent responsible for the arrival operation, if applicable.

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. Wing walkers, if required, will be positioned approximately 1m (3ft) outside the path of the wingtips. Wing walkers shall maintain visual contact with the marshaller until the aircraft has come to a complete stop;
- (2) While the aircraft taxis along the guide-in line, the marshaller gives the "Continue to Taxi Straight Ahead" signal with marshalling wands;
- (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;
- (4) If at any time during the aircraft movement the marshaller is unsure or identifies an imminent danger, signal the aircraft to "STOP";
- (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;
- (6) As the aircraft approaches the stop position, use the "Slow Down" signal if required. As the nose wheel reaches the stop point slowly cross the wands in the "Stop" signal.

In the event that an aircraft inadvertently stops short of the designated (stop point) and the Crew shuts down the engines; the following procedure should be followed:

- Do not approach the aircraft until the engines have been powered down and the anticollision beacon has been extinguished;
- Once the anti-collision beacon has been extinguished, connect the headset via the interphone port and inform the Captain of the error;
- Agree with the Captain that the aircraft will be towed forward to the correct stop point;
- Inform the airport authorities and handling operations department of the situation, requesting that a tug and tow bar are brought to the aircraft.

Ensure that the towing procedure outlined in ref. GOM 4.9. for safe operation of the pushback tug is followed, maneuvering the aircraft onto the correct stop point.

(b) For a standard arrival at a stand with an automated guide-in system:

- (1) The ground personnel 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 manning 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 1m (3ft) 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 below in Figure 4.1.2 for positioning of wing walker during aircraft arrival on stand.

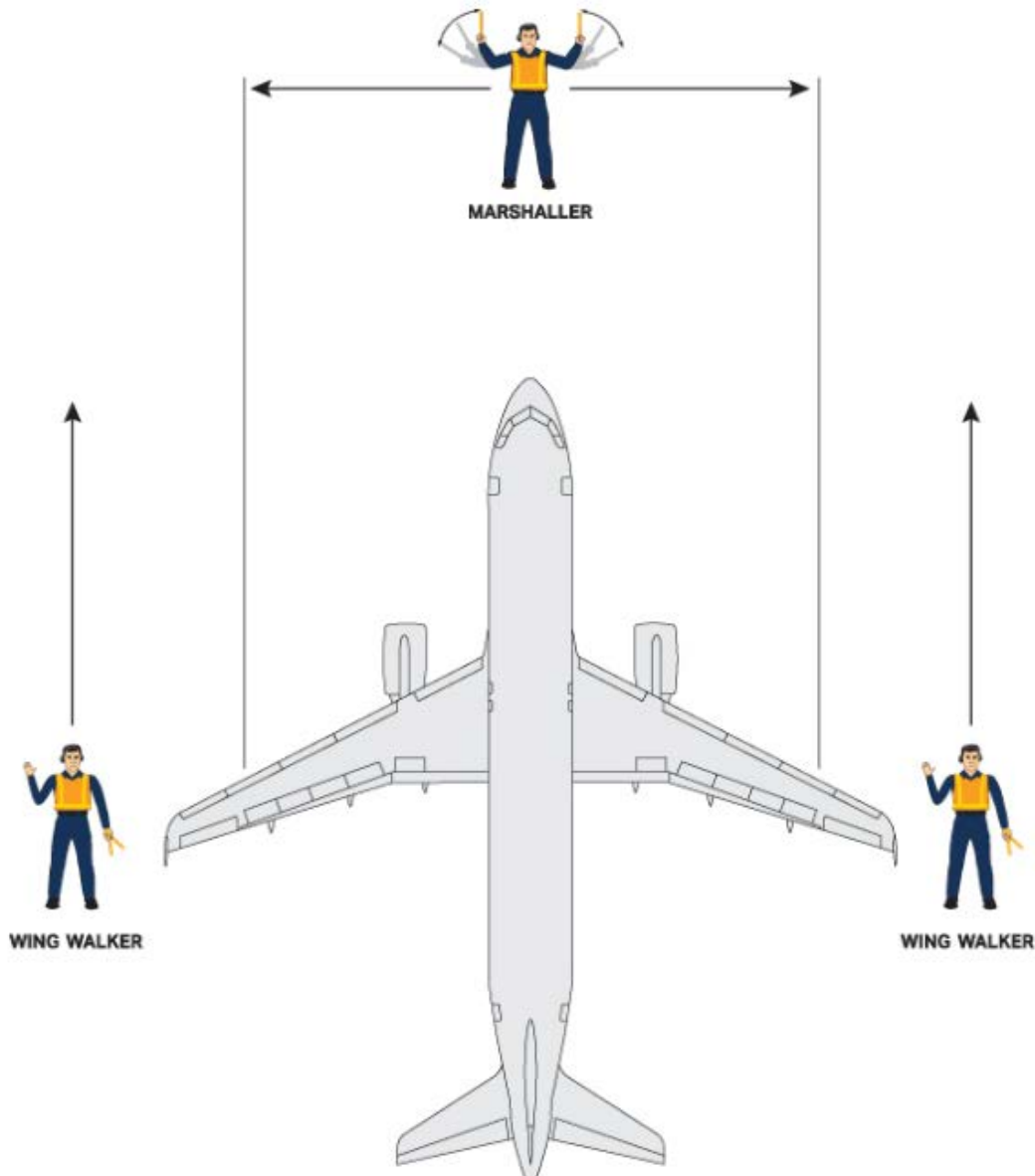


Figure 4.1.2 -Wing Walker Positioning for Aircraft Arrival

4.1.3. Actions After Aircraft Arrival

(a) Upon aircraft stopping:

- (1) Position wheel chocks at the nose landing gear (NLG) wheels (ref. GOM 4.2.1);

- (2) Position and connect the ground power unit (GPU) or fixed power unit (FPU), if required, before engine shut down.
- (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 ref. 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 ref. 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 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 access doors;
 - (2) All access panels and servicing access points;
 - (3) Aircraft fuselage;
 - (4) Aircraft engines, engine cowlings, landing gears;
 - (5) All cabin access doors and door surround/frames;
 - (6) Arrival walkaround can be performed in clockwise or counterclockwise direction around the aircraft.
- (d) Give clearance for GSE to position to the aircraft after particular part of aircraft have been checked by person responsible for inspection and no damage is found aircraft.

Note 1: If any damage is found, report it immediately to a supervisor and the flight crew, and do not approach the aircraft with any GSE in the area where the damage has been found. Ground operations should be notified, and a report shall be compiled through SKYUP MT reporting system, detailing the exact nature, location, and dimensions of the damage.

Danger: If noted 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.

4.1.4. Ground Support Equipment for Arriving Aircraft

4.1.4.1. Ground Power Unit and Fixed Power Unit

Only properly trained personnel may operate Ground Power Unit (GPU). On parking stands where Fixed Power Unit (FPU) is available, such power can be delivered.

- (a) It is permitted to pre-position a GPU inside the ERA (Ref. GOM 3.1.2.3) provided there is a special assigned GPU parking position. If such position is not available, possibility of the GPU is only allowed after arrival of the aircraft;
- (b) Position the GPU on the appropriate side of the aircraft as shown below in Figure 4.1.4.1 (example of GPU positioning);
- (c) Non-motorized GPU shall be disconnected from the being positioned;
- (d) Set the parking brake /chock for the GPU;
- (e) Ensure the GPU, while in operation, is positioned a minimum of 3 m (10 ft) from any fueling vehicles and aircraft fuel vent exits;
- (f) Do not place the GPU too close to the aircraft, especially when the exhaust pipe at the top, to avoid coating distortion due to high temperature;
- (g) Fixed Power Unit (FPU) and leads shall be fully stowed/retracted during aircraft arrival as per the system design;
- (h) Only connect GPU(s)/FPU(s) if required/requested by the SKYUP MT;
- (i) 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;
- (j) Do not energize the GPU/FPU power output until the unit is connected to the aircraft;
- (k) Connect the external power sources according to SKYUP MT procedures, including the number of supplies, required output, sockets to be used, etc. Advise the flight crew of any discrepancies;
- (l) Once GPU/FPU is connected the power lead lanyards /non-metal hook (where fitted) shall be attached to the aircraft attachment point to secure the connector and prevent damage of receptacle and/or inadvertent disconnection of GPU;
- (m) Confirmation about the successful connection shall be communicated to the crew. This confirmation may be via the headset or via standard hand signals;
- (n) Request approval from flight deck before turning off and disconnecting the GPU/FPU cables;
- (o) 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);
- (p) Always disconnect and stow the GPU power cables BEFORE connecting a tow tractor to the GPU.

Caution 1: Applicable for B737 only: There is no structure modification to increase thickness of airframe skin around the external power panel door to handle a ground power cable weight relief hook. However, the lower skin and doubler (the lower door rest) of the external power receptacle door area can hold a non-metal cable relief

hook supporting the cable weight of 30lbs maximum for all 737 aircraft. While an aircraft is on the ground and requires ground power, only a non-metal relief hook supporting the cable weight can be used. Usage of metal relief hook is forbidden. If a non-metal relief hook is not available, do not use any cable relief hook to support the cable weight.

Caution 2: Inspect cords and connector for signs of excessive wear. Do not connect the external power receptacle when a “Do not use” or “Do not operate” (INOP) danger placard is attached to the external power panel or receptacle. Make sure the power switched off, before disconnecting the external power connector. Make sure that the GPU is parked in such a way that the exhaust pipe is directed opposite from the aircraft fuselage.

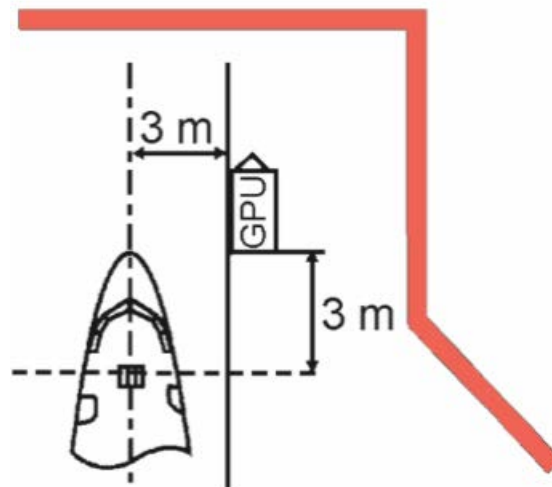


Figure 4.1.4.1—Example of GPU positioning

4.1.4.2. Cooling/Heating Units and Preconditioned Air

SKYUP MT aircrafts are equipped with one connection for the provision of preconditioned air (PCA). This connection point is located on the underside of the fuselage, behind a panel. Preconditioned air should be provided when APU is unserviceable or off, in accordance with local agreements.

Note 1: PCA should be provided in case of outside temperature more than +25C. It should be connected 45 min before ETD and disconnected 15 min before ETD.

Note 2: Make sure there is no blockage of the PCA hose.

4.1.4.2.1. PCA connection

- (1) Open access panel.
- (2) Connect ground PCA to the aircraft;
- (3) Start up the ground PCA unit;
- (4) On the ground PCA unit, select the desired cooling or heating air temperature or position selector in the appropriate position;
- (5) Non-motorized PCA shall be disconnected from the tractor after being positioned.

4.1.4.2.2. PCA disconnection

- (1) Shut down the ground PCA unit;
- (2) Disconnect the ground PCA unit;
- (3) Close access panel;
- (4) Retract PCA hose to fully stowed and secured position.

Caution: Before supplying air by external source make sure that at least one cabin door is open and remains open during air unit operation. Make sure that a motorized air ground supply unit is not near the aircraft. The engine exhaust pipe of the unit **MUST** point away from the aircraft. Heat from the unit's exhaust can cause damage to the aircraft structure.

4.2. AIRCRAFT CHOCKING

4.2.1. Wheel Chock Placement

- (a) Make sure that adequate numbers of serviceable chocks are available for the aircraft arriving taking account of the ramp and/or 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 member of the ground personnel immediately places chocks forward and aft of the nose gear. This is the first action to take place around the aircraft and shall be completed before any other activity may take place;
- (e) Before approaching the main gear, wait until:
 - (1) Engines have been switched off and 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;
- (g) Place chocks forward and aft of the main gear in accordance with the applicable normal chock placement diagram shown in Ref. GOM 4.2.2;
- (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.

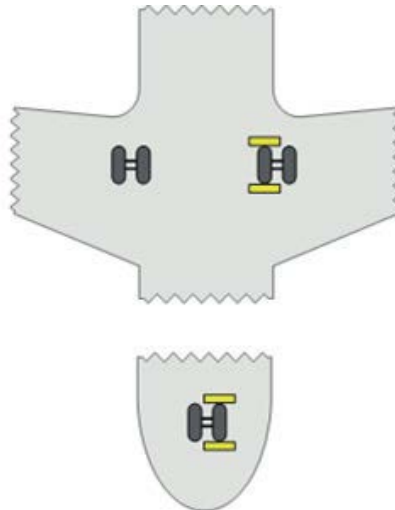
On departure the chocks must be removed in a way that all recommended safety procedures should comply. The removed chocks should be placed in designated storage area.

4.2.2. Chock Placement Diagram

(a) Normal Operation

One wheel of nose gear, one inner wheel of main gear chocked

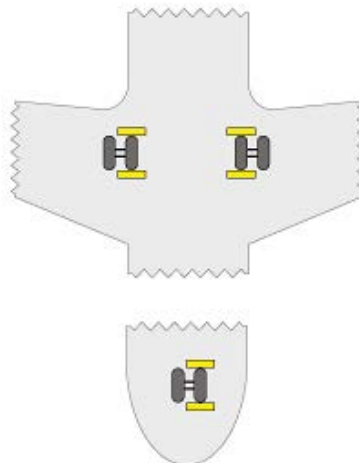
Total - four chocks



(b) Parking Aircraft Out of Service/Night Stop/High Winds

One wheel of the nose gear, both inner wheels of main gear chocked

Total - six chocks



4.3. AIRCRAFT CONING

4.3.1. Safety Cone Placement and Removal

In order to prevent damage to vulnerable parts of aircraft during the ground handling, cones are to be placed at strategic points around all SKYUP MT aircraft.

- (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 (or propellers completely stopped)
 - (3) Anti-collision lights are switched off
 - (4) Aircraft has been chocked.

Note: Spooling down of an engine can be identified as follows:

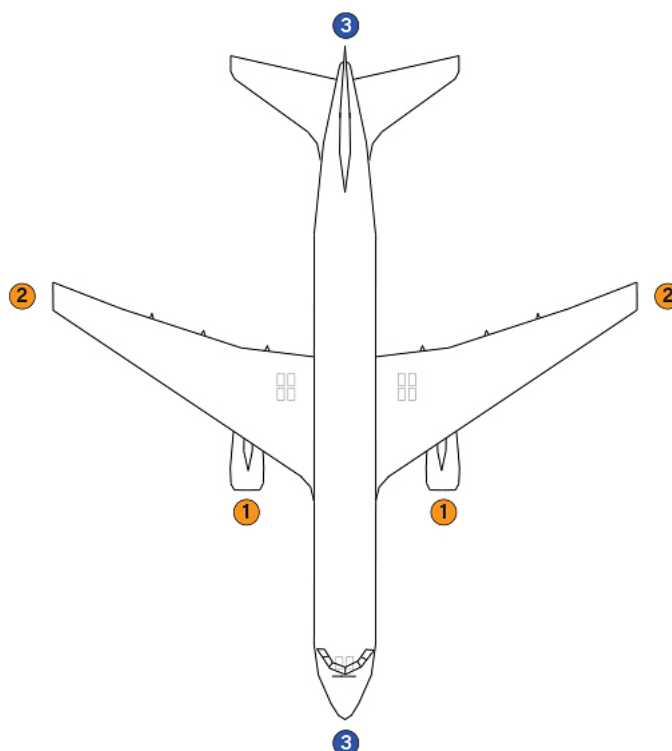
- reduced engine noise
 - visible fan speed reduction
 - lack of exhaust heat or thrust plume
- (c) Place safety cones on the ground in accordance with the diagrams in ref. GOM 4.3.2 within a maximum of 1 m (3 ft.) radius outward from the point where the aircraft is being protected. Cones shall not be 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: 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.

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



Code 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.

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 as documented in AHM11.
- (b) Aircraft access door operation shall be performed in accordance with operating SKYUP MT 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.

4.4.2. Cargo Hold Access Doors

4.4.2.1. General

The cargo doors are on the right side of the fuselage, on the lower lobe, forward and aft of the wing. These are the two cargo doors:

- (a) Forward cargo door;
- (b) Aft cargo door.

The doors are similar in shape, design, and operation, but they are slightly different in size. They open inward, and hinge at the top. Seals around the door edge and door handle shaft prevent pressurization loss.

You operate the doors manually. A counterbalance inside the door reduces the effort necessary to lift the door. An uplock detent in the counterbalance mechanism holds the door in the fully open position. A door snubber makes sure the door does not fall quickly if the counterbalance mechanism fails.

A manual strap device in the cargo compartment ceiling can be used to hold the door in the fully open position. A bungee lanyard with a soft-grip handle on the door makes it easy to lower the door.

Two panels on the exterior door skin give access to the door latch mechanisms. Through these panels, you can open the door if the handle mechanism fails.

If maintenance stairs, belt loaders or other GSE is used for opening or closing cargo doors, such equipment shall be equipped with safety rails to prevent falls. Safety rails are raised or extended, as applicable, while personnel are accessing, opening and closing the doors.

Allow adequate space for door clearance to avoid equipment obstructing the free passage of the door during opening/closing.

The cargo hold access door control panel, where applicable, shall be closed when not opening/closing the cargo hold access door.

4.4.2.2. Opening Cargo Hold Access Doors

Opening of hold doors shall only be performed by trained loading personnel having been duly instructed.

Do not open the cargo doors until the aircraft engines have been shut down and the anti-collisions lights have been switched off.

Before positioning loading equipment or any other ground support equipment at cargo doors, perform a visual check for any signs of damage to the doors or surrounding areas. If any irregularities are discovered during the visual check, report them to aircraft maintenance and/or to the PIC and fill in SEU-GRH-FORM-019 (Ref. GOM, Annex A).

To open cargo door the following actions shall be performed:

- (a) Pull the door handle out of its recess;
- (b) Rotate the handle counterclockwise to unlatch the door. The door will now begin to move inboard by the action of the counterbalance mechanism;
- (c) Return the handle to its recess in the door;
- (d) Push the door inboard to open it. When you begin to push the door inboard, the door counterbalance will lift the door to the fully open position and hold it there.

4.4.2.3. Closing Cargo Hold Access Doors

Do not operate cargo doors unless you have first been trained and authorized.

Before closing the cargo doors, ensure:

- that load restraint and door protection nets are properly fitted.
- that the cargo compartments lights have been switched off unless required for carriage of AVI;
- that the door area including the door sill and frame are free of gravel, water, ice and other foreign substances or obstructions;
- that the door frame show no visible signs of damage;
- that any damage discovered during the inspection of the cargo doors and surrounding areas\frames is immediately reported to the aircraft maintenance and PIC and fill SEU-GRH-FORM-019 (Ref. GOM, Annex A).

Note: If cargo door must be re-opened prior to aircraft movement, approval from the flight crew via the ground personnel responsible for the departure must be obtained.

To close cargo door the following actions shall be performed:

- (a) Before you close the door from the outside, examine these things:
 - to prevent cargo from contacting the door components, secure all cargo nets;
 - make sure the door frame is clear of any obstructions, dirt and debris.
- (b) Pull the soft-grip bungee lanyard at the forward edge of the door. This will pull the door out of the uplock and lower the door until you can reach the handle;
- (c) When you can reach the door handle, release the lanyard and the bungee will retract the lanyard back into the cargo compartment;

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- (d) Pull the door handle out of the recess and rotate the handle counterclockwise. When you rotate the handle counterclockwise, the latch rollers are aligned to enter the latch receivers;
- (e) Pull the door to the closed position with the handle;
- (f) Turn the handle clockwise to fully close and latch the door;
- (g) Return the handle to its recess.

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;

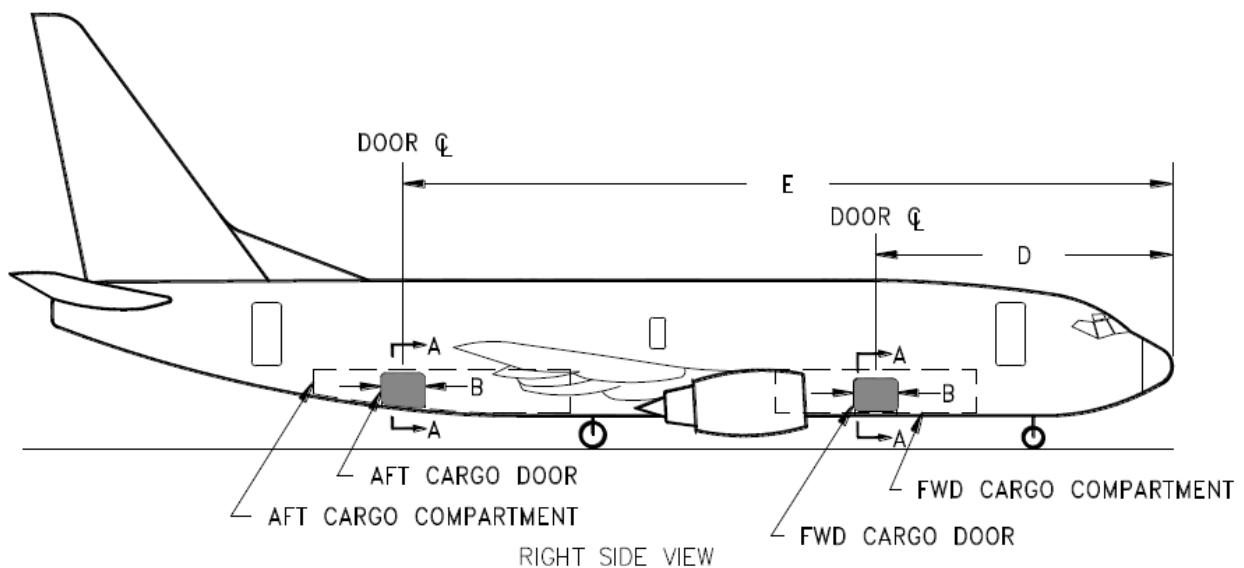
4.4.2.4. Reopening of Cargo Access Hold Doors

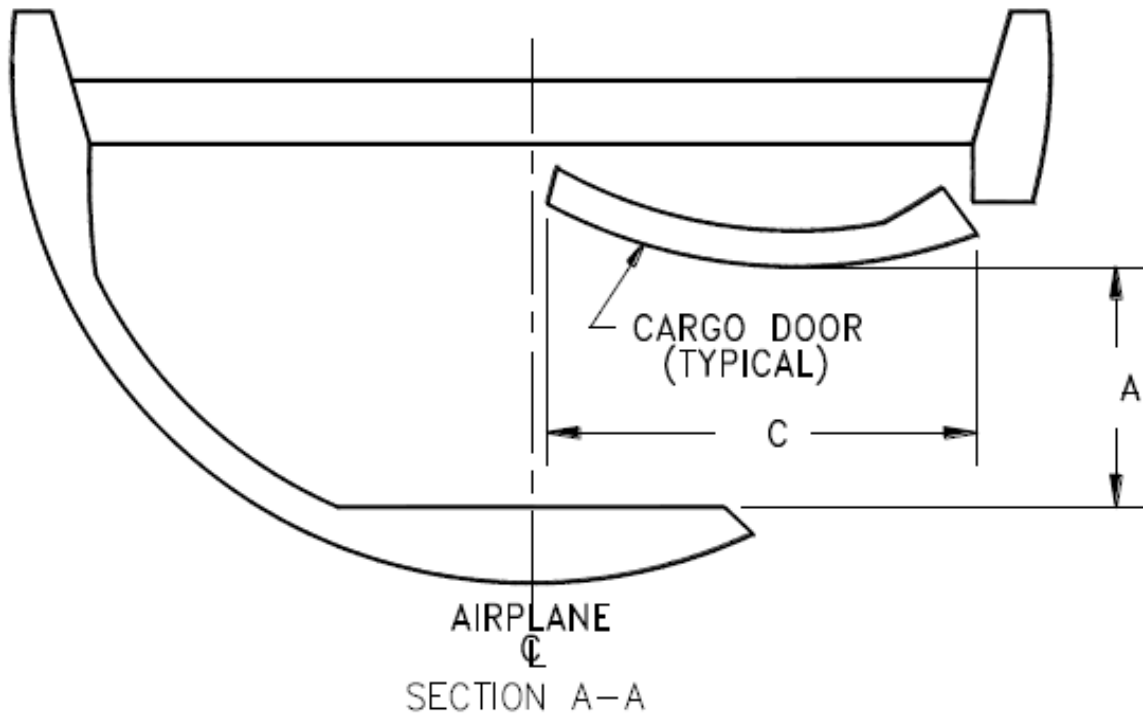
- (a) If a cargo hold access door is not closed properly, it shall be reopened and reclosed;
- (b) Once the predeparture walkaround has taken place, do not attempt to reopen any aircraft cargo hold access door without clearance from the flight crew or the trained ground personnel in the cockpit;
- (c) 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.

4.4.2.5. Aircraft Holds Average Load Density

The aircraft forward and after cargo holds are designed for the carriage of bulk loads with an average load density of 172Kg/M2. Bulk loads are defined as loose loads, baggage or freight which can be loaded in a net section.

4.4.2.6. Cargo Door Clearances





Aircraft model	FORWARD CARGO DOOR			AFT CARGO DOOR		
	Door size (C x B)	Clear Opening (A x B)	Distance from nose to door CL (D)	Door size (C x B)	Clear Opening (A x B)	Distance from nose to door CL (D)
737-800	51 x 48 IN 1,30 x 1,22 M	35 x 48 IN 0,89 x 1,22 M	28 FT 0,25 IN 8,54 M	48 x 48 IN 1,22 x 1,22 M	33 x 48 IN 0,84 x 1,22 M	91 FT 8.5 IN (27.95 M)

4.4.3. Aircraft Cabin Access Doors

Do not operate any aircraft doors unless you have been trained and authorized to do so.

4.4.3.1. General

- (a) The opening and closing of doors can ONLY be performed by a trained SKYUP MT Crew Member;
- (b) Methods of communication and coordination between the cabin or flight crew and ground personnel to ensure safety is maintained during normal door operations occurs verbally, using public address (PA) system or through an interphone system.
- (c) Cabin access doors shall only be operated or left in the open position if there is an appropriate boarding device positioned at the door i.e. 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;
- (d) There is a risk of falling while operating cabin doors;
- (e) Slide deployments can be fatal. If an armed door begins to open, do not attempt to hold the door, as you risk being seriously injured or killed;

- (f) GSE or PBB shall be removed only after the cabin access door is closed and acknowledged by cabin crew or by other authorized person;
- (g) If a cabin access door is found open without a GSE or PPB positioned at the door personnel shall immediately notify a supervisor or the flight crew.
 - (1) Do not attempt to close the cabin access door unless trained and qualified;
 - (2) Guard the cabin access door until a qualified person is present to close it.
- (h) Before allowing passenger/crew embarkation or disembarkation via a cabin access door, ensure the boarding device is properly positioned at the door.
- (i) Ensure that cabin access doors are closed immediately after servicing is completed;
- (j) Before removing the last boarding device from an aircraft, inform any ground personnel onboard the aircraft that the last cabin access door is being closed and the last boarding device is being removed from the aircraft;
- (k) Seek assistance from aircraft maintenance personnel or flight crew any time a door malfunction occurs;
- (l) After door closure and GSE or PPB removal visually inspect the cabin access door and the surrounding fuselage for signs of damage, particularly in any areas where the GSE or PPB was in contact with the aircraft. If damage is discovered, immediately report it to aircraft maintenance personnel, flight crew (if available) and fill SEU-GRH-FORM-019 (Ref. GOM Annex A).

4.4.3.2. Opening Cabin Access Doors from Inside by Crew

The responsible ground personnel shall:

- (1) knock twice on the door from outside to indicate that a GSE or PPB is properly positioned, and the door swing area is free of obstructions;
- (2) Provide a conventional “thumbs up” signal through the door window to the crew;

Note: If the ground personnel has knocked on the cabin door and there is no response from the cabin crew a slow count of 10 should be made and the above procedure must be repeated.

- (3) stand clear or retreat to a safe position before the door is opened by crew;
- (4) assist cabin crew with moving the door until it locked in fully opened position and engaging the gust lock as necessary (If applicable).

4.4.3.3. Opening Cabin Access Doors from Outside Without Crew On Board

The responsible ground personnel shall:

- (1) look for indications that the emergency slide is disarmed;
- (2) visually inspect the cabin access door and the surrounding fuselage for signs of damage;
- (3) check that all indicators show that the door is disarmed and safe to open e.g., residual pressure warning lights.;

- (4) if there is no indication and you cannot confirm that the door is disarmed or safe to open, do not open the door;
- (5) once you confirm that the door is disarmed, then open the door slowly and carefully in accordance with the instructions and marking labelled on the door, and the specific instructions for the aircraft type;
- (6) move the door to the fully opened position and engage the gust lock.

4.4.3.4. Closing Cabin Access Doors from Inside by Crew

Prior to removing or repositioning GSE or PBB, the responsible ground personnel shall:

- (1) Notify crew that equipment needs to be removed or repositioned (as applicable) and that the cabin access door needs to be closed;
- (2) Receive confirmation from the crew that the cabin access door will be closed;
- (3) Visually inspect the exterior of the cabin access door and surrounding areas for signs of damage, debris, or obstructions;
- (4) Retract equipment safety rails and canopy (where fitted) where necessary to close the door;
- (5) Where using passenger stairs or PBB, remain on the platform until the door is fully closed;
- (6) Where using elevating equipment (e.g., catering truck or medical loader) retreat from the platform prior to the door being closed;
- (7) Check that the cabin access door is closed and that the door and handle are flush with the surrounding fuselage;
- (8) Do not remove the boarding device from the aircraft until the door is fully closed and locked;
- (9) Descend passenger stairs before they are moved;
- (10) Before retracting equipment from the door, check to ensure the maneuvering area is clear of all obstructions and personnel.

If damage is discovered during inspection of the cabin access door and the surrounding frame, then immediately report it to aircraft maintenance personnel or PIC and fill SEU-GRH-FORM-019 (Ref. GOM Annex A).

4.4.3.5. Closing Cabin Access Doors from Outside with No Crew on Board

- (a) 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) Where closing the door from passenger stairs, descend the stairs before they are moved.
- (b) 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.

4.4.3.6. 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, passenger offload), the following shall apply:

- (a) Where flight crew are in the cockpit, but they did not initiate the request to reopen the cabin access door:
- (1) Seek authorization from the flight crew in the flight deck for the cabin access door to be reopened from inside via open flight deck window (if applicable) or use the flight interphone system;
 - (2) Wait for opening cabin access doors from inside by crew;
 - (3) Once the cabin access door has been closed in preparation for departure, do not attempt to reopen any aircraft door without the authorization of the flight crew.
- (b) Follow the applicable actions/steps (Ref. GOM 4.4.3.2.).

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)/offloading instruction report (OIR) or any other incoming messages;
 - (2) Loaded in accordance with the corresponding loading instruction report (LIR).

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.

ICAO Phonetic Alphabet				
A	Alfa		M	Mike
B	Bravo		N	November
C	Charlie		O	Oscar
D	Delta		P	Papa
E	Echo		Q	Quebec
F	Foxtrot		R	Romeo
G	Golf		S	Sierra
H	Hotel		T	Tango
I	India		U	Uniform
J	Juliet		V	Victor
K	Kilo		W	Whiskey
L	Lima		X	X-ray
			Z	Zulu

ICAO Phonetic Numbers - (Pronunciation)				
0	ZE-RO		7	SEV en
1	WUN		8	Ait
2	TOO		9	NIN er
3	TREE		Decimal	DAY SEE MAL
4	FOW er		Hundred	HUN DRED
5	FIFE		Thousand	THOU SAND
6	SIX			

Note: Numbers shall be reported as single figures.

To ensure all the load is accounted for accurately prior to departure, the parties responsible for loading and load planning 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 person responsible for the load planning task, the person responsible for the load planning task shall always read back the information given according to the same guidelines above.

Note 1: The same principle will apply when the person responsible for the load planning task 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.

Note 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 below) should be used between the person responsible for the loading supervision task and person responsible for the load planning task and between the person responsible for the loading supervisor task and loading team members.

Note 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.

Load discrepancy communication:

Discrepancy	Description
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

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 LDM/OIR (as applicable) including any special requirements, e.g., unloading sequence, special load items, restraint requirements, aircraft defects. Check to ensure the briefing and unloading instructions are understood by the personnel responsible for aircraft unloading.

Note 1: The offloading instructions report (OIR), which is a systematic plan for unloading, should be issued prior to aircraft arrival.

Note 2: For transit flights, an OIR may be issued.

- (b) Verify the arriving aircraft registration with the registration on the LDM/OIR.
- (c) Ensure the necessary equipment for unloading is available on the aircraft parking stand.

4.5.1.4. Actions During Unloading

During unloading, the person responsible for the aircraft loading supervision task shall:

- (a) Cross-check the load against the LDM/OIR as the unloading progresses to ensure the correct sequence of unloading takes place in accordance with the specified timelines;
- (b) For bulk unloading:
 - (1) Perform a visual inspection of all items during unloading to ensure no damage/leakage;
 - (2) Ensure the load distribution is in accordance with the LDM.
- (c) Ensure special equipment (e.g., tie-down straps, load spreaders, plastic sheeting for wet cargo) is unloaded, as required;
- (d) Log any irregularities in the unload sequence noted during unloading and report as per SKYUP MT requirements;
- (e) Ensure, where applicable, transit loads are not offloaded or over-stowed;
- (f) If required, Delivery at the Aircraft (DAA) bags/items shall be delivered as per SKYUP MT requirement;
- (g) If possible, organize immediate transportation of arriving carts containing baggage, cargo and/or mail.

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, (Ref. 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 case the cargo access doors need to be closed;

- (c) Sign the OIR if applicable, (See AHM 514 and AHM 515) and in doing so confirm that:
 - (1) Aircraft has been unloaded in accordance with OIR;
 - (2) Load was unloaded in a manner that prevents damage or spillage.
- (d) Close the cargo hold access doors if the aircraft is to be left unattended;
- (e) If irregularities are reported during the unload sequence report in accordance with SKYUP MT requirements.

4.5.1.6. Actions Prior to Loading

- (a) Baggage has priority over cargo and mail and must never be blocked with cargo, mail or equipment;
- (b) On multi-segment flight, bags for individual destinations must be separated. Bags for further destination have to be loaded first to ease unloading at the stopover point;
- (c) Flight number and destination must be cross-checked when loading to prevent mishandling;
- (d) Priority baggage and transfer baggage must be loaded in the way to be unloaded first at the destination, not blocked by another load or bags. Their position must be mentioned in SI (supplementary information) section of LDM;
- (e) Number of pieces loaded must always be same or lower as the number of all checked-in baggage. Otherwise, baggage identification must be done. When the number of pieces is lower, change in the Load Sheet must be done (new Load Sheet or LMC, if within allowed limits);

Prior to loading, the person responsible for the aircraft loading supervision task shall:

- (1) 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 personnel responsible for aircraft loading.

- (2) Verify the aircraft registration with the registration on the LIR;
- (3) Carry out a hold inspection prior to commencing loading, in accordance with the requirements (Ref. GOM 4.5.5.1.), and action issues accordingly;
- (4) Assemble and check loads against the LIR to ensure compliance with:
 - Special handling codes and related information;
 - Destination airport. (Confirm destination of the loads);
 - Preliminary Notification to Captain (NOTOC) as per AHM 593, where applicable;
 - Special load requirements, e.g., live animals, perishable, valuables, DG, temperature sensitive products etc;

- (5) Ensure all loads are protected from adverse weather. Special attention shall be given to live animals and/or perishables;
- (6) For bulk loading, confirm:
 - Cart identification labels are correctly filled in where applicable;
 - Loose pieces/weight information is correct, where applicable;
 - 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;
- (7) Allow no contamination (e.g., snow, ice, water, wood, plastic) on the bulk load/loose load pieces;
- (8) Ensure special equipment is available (e.g., tie-down straps, load spreaders, plastic sheeting for wet cargo), as required;
- (9) Where possible, organize and position the carts containing baggage, cargo and/or mail in hold and load order.

4.5.1.7. Actions During Loading

During loading, the person responsible for the aircraft loading supervision task shall:

- (a) Cross-check the 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 with loading personnel who are physically loading the aircraft encounter any loading issues and attend to any issues raised concerning loading;

Note 1: Stop/suspend loading operations where an irregularity is discovered e.g., aircraft/cargo hold damage, damage to or leakage from load items, cargo loading system malfunction.

Note 2: Log any irregularities in the load sequence noted during loading and report as per SKYUP MT requirements.

- (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. 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 personnel responsible for the aircraft loading task prior to recommencing loading in the hold;
- (e) Protect all loads from adverse weather. Special attention shall be given to live animals and/or perishables;

- (f) Ensure special loads (included FKT or /and EIC) are handled and loaded as per instructions provided;
- (g) Where applicable remove any loose plastic or any other material used to protect 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;
- (i) If required, Delivery at the Aircraft (DAA) bags/items shall be loaded as per SKYUP MT requirement and local authority requirement.
- (j) For baggage reconciliation during loading see GOM 4.5.1.7.1.

4.5.1.7.1. Baggage Reconciliation

Passenger/baggage reconciliation must be performed for each flight as specified here below:

- (a) Reconciliation for bulk baggage must be counted while loading on board the aircraft filling a document (Baggage Bingo Card or Baggage Reconciliation system summary report). The copy of each baggage tag must be shown on the Baggage Bingo Card. Refer to GOM 2.9.5 for more details;
- (b) Number of tags shown on the Baggage Bingo Cards must be equal to number of checked bags;
- (c) After check-in closure the Baggage Bingo Cards in original must be transmitted with baggage to Ramp agent disposal.

The baggage quantity must be written on the Loading Instruction form.

- (d) The Ramp agent must verify the match between the filled document and the actual number of checked-in and loaded bags;
- (e) Baggage Bingo Card is very important document for SKYUP MT therefore shall be stored at departure station as part of station file within 3 months and shall be available on SKYUP MT request.

4.5.1.7.2. Stand-By Baggage

When in the baggage sorting area has been detected baggage, labelling by “STAND BY” tag, this baggage shall not be loaded into aircraft without confirmation from the SKYUP MT or GSP representative.

At the stage of check-in closure, if no confirmation received, responsible for baggage sorting have to contact to GSP representative at the check-in and ask for further actions.

- (a) If **positive** answer has been received baggage must immediately loaded on the aircraft (if possible, with the same baggage category) and “STAND BY” tag must be removed;
- (b) If answer is **negative** - do not load bag in the aircraft and send it back to the check-in area.

4.5.1.8. Actions After Loading

After loading has been completed, the person responsible for the aircraft loading supervision task shall:

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- (a) At the completion of loading, receive confirmation of the following from the personnel performing the aircraft loading task:
- (1) Loading status of the aircraft is in compliance with the latest edition of the LIR;
 - (2) Loads (included FKT and/or EIC) 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.
- (b) 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.
- (c) If applicable, sign a NOTOC to confirm or otherwise state that:
- (1) There was no evidence of leakage from the package(s) loaded on the aircraft;
 - (2) The package is loaded in the designated position and secured.
- Note:** The LIR and the NOTOC shall be retained in accordance with applicable regulations.
- (d) If irregularities are reported during the load sequence report in accordance with SKYUP MT requirements;
- (e) Ensure cargo hold access door checks are performed.

4.5.1.9. Overload Flights

The following actions are to be taken in case of overload condition:

Aircraft overloaded at **ZFW**:

Reduce load according to the priority lists mentioned below.

Aircraft overloaded at **TOW** and/or **LDW**:

- (a) Inform the PIC;
- (b) Wait for the decision as to the action(s) to be taken to remedy the overload condition;
- (c) Write the decision on the flight file copy of the Load Sheet;
- (d) Make sure any offload requested by the commander is carried out.

When flight is subject to overload the order for disembarking described in the table below shall always be respected from **top to bottom** until the overload situation has been adjusted accordingly.

1	Ballast
2	Non-revenue cargo of other carriers
3	RUSH bags of other carriers
4	Non-revenue passengers without booking
5	Non-revenue cargo of SKYUP MT (other than AOG)

6	Non-revenue passengers with booking
7	Baggage
8	Special cargo (Except DG and LHO)
9	Rush baggage
10	AOG shipment
11	Passengers
12	UMNR and PWD
13	Dead Head Crew
14	Cargo with LHO
15	Extra crew

4.5.1.10. Non-Standard Situations

In case of listed below non-standard situation occurred during baggage loading, the following procedures shall be fulfilled.

IF	THEN
Any piece of baggage without the regular (containing the number) baggage tag is found	• Don't load this baggage into aircraft hold. • Inform the respective airport AVSEC Authorities for check of this baggage in accordance with local standard procedures and, if it is treated as non-dangerous, send it to local Lost&Found office. • Enter the appropriate LMCs into Loadsheet
Any piece of baggage checked-in for another flight, is found	• Don't load this baggage into aircraft hold. • Inform the respective airport AVSEC Authorities for check of this baggage in accordance with local standard procedures and, if it is treated as non-dangerous, send it to local Lost&Found office. • Enter the appropriate LMCs into Loadsheet
The damaged or opened baggage, with possibility of access to its content, is found	• Don't load this baggage into aircraft hold. • Inform the respective airport AVSEC Authorities for additional inspection of this baggage in accordance with the local standard procedures. • If such baggage is treated as non-dangerous, it shall be packed by any available means (polyethylene bag etc.) in the presence of passenger who is owner of this baggage. • If the passenger wishes to claim a right for damaged/opened baggage, advise him/her to apply to Lost&Found office upon arrival at the destination airport.

IF	THEN
The total number including LMCs of all loaded baggage exceeds the appropriate figures in Loadsheel.	• Inform the respective airport AVSEC Authorities to take the necessary measures in accordance with the local standard procedures. • Unload all baggage and make its additional identification by means of the checked-in passengers' names and baggage tags numbers verification in PNL and on the bag tags. • Found excess baggage not checked-in for current flight must be offloaded from aircraft and handled according to locally established procedure.
The total number including LMCs of all loaded baggage is less than the appropriate figures in Loadsheel.	• Enter the appropriate LMCs into Loadsheel using standard baggage weights, established by SKYUP MT
The damaged or opened cargo/mail, with possibility of access to its content, is found.	• Don't load this cargo/mail into the aircraft hold. • Inform the respective airport AVSEC Authorities for additional inspection of this cargo/mail in accordance with the local standard procedures. • If such cargo/mail is treated as non-dangerous, it shall be packed by any available means (polyethylene bag etc.) and loaded on aircraft board. • If such cargo/mail cannot be carried by relevant flight, enter the appropriate LMCs into Loadsheel.

4.5.2. Aircraft Ground Stability

SKYUP MT 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 OIR/LDM and loading sequence in the LIR. When detailed information about the unloading and loading sequence is not available, as a general principle for SKYUP MT aircraft sensitive to tail tipping, ensure the sequence below is adhered to:

- (a) Unload the aft hold first;
- (b) Unload the main deck in sequence to always have more load in front of the wing box than aft of the wing box;
- (c) Unload the forward hold last;
- (d) Load the forward hold first;

- (e) Load the main deck in sequence to always have more load in front of the wing box than aft of the wing box;
- (f) Load the aft hold last.

Note 1: Loading sequence to compartments: 2 – 3 – 1 – 4;

Note 2: Unloading sequence from compartments: 4 - 3 - 2 – 1.

If full PAX payload is not expected – the evenly PAX distribution is required.

Boarding of PAX seated in the last rows first to speed up the boarding is strictly prohibited!

Passengers sitting in the front rows shall be boarded first.

Handling agents are required to closely monitor the aircraft, for any excessive pitching up during disembarking/unloading and report any inconvenient movement (e.g., front nose wheel strut extension or noticeable pitch up) to the crew.

4.5.3. Safety Requirements Specific to Aircraft Loading and Unloading

4.5.3.1. 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 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 caseloads 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

Not applicable.

4.5.3.3. Main Deck Loading of Freighter Aircraft

Not applicable.

4.5.3.4. Bulk Loading and Unloading

- (a) Where a belt loader is used, position items on/off the belt loader (Ref. 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) shall 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.

4.5.3.5. Shipments Requiring Special Handling

4.5.3.5.1. General

- (a) All shipments requiring special handling shall be identified on the load message (LDM) for arriving flights or under a NOTOC for departing flights;
- (b) Comply with any special handling requirements. Be alert for special load and/or dangerous goods shipments;
- (c) Always follow the orientation markings and/or special handling instructions, as applicable, while handling;
- (d) Make sure packages with directional handling labels are kept in the correct orientation (e.g., THIS WAY UP);
- (e) Always observe the specific instruction labels and markings (i.e., Cargo Aircraft Only (CAO), FRAGILE, TOP, THIS SIDE UP);
- (f) Ensure shipments labelled “Cargo Aircraft Only” are not loaded into a passenger aircraft;
- (g) Always handle fragile items with care.

4.5.3.5.2. Dangerous Goods

- (a) Handling shall be done in accordance with the current IATA DGR. Ref. GOM 9.18 for specifications or restrictions;
- (b) Appoint a qualified person to be responsible for the correct loading and securing of dangerous goods on board the aircraft;
- (c) Ensure dangerous goods are handled and secured or stowed in a manner that:
 - (1) Prevents damage to packages and containers during aircraft loading and unloading.
 - (2) Provides for separation and segregation of packages on the aircraft to prevent interaction in the event of leakage.

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- (3) Prevents movement that could change the orientation of packages on the aircraft.
- (4) Is in accordance with the information provided on NOTOC.
- (d) In case dangerous goods package or shipment appears to be damaged or leaking, ensure:
 - (1) Such package or shipment is prevented from being loaded into an aircraft.
 - (2) In the case of leakage, 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.
 - (3) If already loaded, the package or shipment is removed from the aircraft.
 - (4) Immediate notification of the SKYUP MT occ.mt@skymalta.aero, sms@skymalta.aero and relevant authority.

4.5.3.5.3. Live Animals

Live Animals are only accepted for carriage if properly packed in accordance with the IATA Live Animals Regulations (LAR). Live Animals must not be loaded if apparently in bad condition.

- (a) During handling of Live Animals ensure that they are:
 - (1) Loaded and secured into suitable aircraft compartments as directed by the LIR;
 - (2) Separated from foods, dangerous goods or other AVI that are natural enemies;
 - (3) 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;
 - (4) Not exposed to adverse weather or environmental conditions during transportation, loading and unloading;
- (b) Live Animals must not be left on the ramp, as engine noise might cause damage;
- (c) Cats and dogs may be given water if necessary. Only water suitable for human consumption may be used (no iced water). Drinking bowl is affixed to prevent water leakage during any stage of flight;
- (d) If shipments and weather conditions permit, compartment doors are to be kept open during transit ground stops or in case of delays;
- (e) When transporting Live Animals, it must be:
 - (1) Indicated on traffic documents and messages with the 3-letter code AVI;
 - (2) Reported to the commander by means of the Special Load Notification to Captain (NOTOC) if carried as cargo;
- (f) Stowing of Live Animals, Segregation:
 - (1) Animals may not be loaded in close proximity of Human Remains in coffins (HUM);

- (2) Specific stowing regulations must be observed when Live Animals and Dry Ice (ICE) or Cryogenic Liquids have to be loaded in the same compartment;
- (3) Female animals in heat must be stowed as far away as possible from male animals.

Note: See AHM 332 on Handling and stowage of live Animals.

4.5.3.5.4. Wet Cargo

The following types of cargo, if not subject to the IATA DGR, shall be considered as wet cargo:

- (a) Liquids in watertight containers;
- (b) 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);
- (c) Goods that by their nature may produce liquid (e.g., larger live animals (usually mammals) where the presence of feces and urine is likely);
- (d) 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 flight crew if on board.

- (1) 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;
- (2) Loading precautions:

Spread plastic sheets or tarpaulins to protect the aircraft floor and walls by catching any spillage or leakage. Use absorbent material.

Notes: 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.

For reference regarding packing of wet cargo and temperature sensitive packaging, refer to IATA Perishable Cargo Regulations (PCR) and IATA Temperature Control Regulations (TCR).

4.5.3.5.5. Perishable and Temperature-Sensitive Healthcare Products

4.5.3.5.5.1 General

The condition or usefulness of perishable or sensitive cargo may decrease if exposed to extreme changes in temperature or humidity or if delayed in transport. All packages containing perishable cargo must be marked with the IATA label “Perishable”.

4.5.3.5.5.2 Load Identification Codes

Different kinds of perishable or sensitive cargo need different handling. There are the following identification codes:

Perishable Cargo	Code
Food for human or animal consumption	EAT
Living human organs, human blood (fresh, serum, plasma)	LHO
Flowers and plants	PEF
Meat and meat products	PEM
Fruit and vegetables	PEP
Fish and seafood	PES
Pharmaceutical goods at temperatures of 10-30°C	PPH
Pharmaceutical goods at temperatures of 2-8°C	PPL
Other sensitive cargo	PER

Temperature-sensitive perishable cargo may be transported cooled by:

- (a) Dry ice;
- (b) The aircraft hold air-conditioning system, where available.

4.5.3.5.5.3 Loading

To avoid damage or contamination to other loads or holds, perishable cargo must NOT be accepted if it is not properly packed.

If stacking perishable cargo pieces, the mass of the upper layers must not damage the lower layers.

4.5.3.5.5.4 Handling in Delay Situations

In case of a delay, an action must be immediately taken to prevent perishing of the load, for example:

- the aircraft is air-conditioned;
- perishable cargo is taken to a warehouse with suitable facilities (air-conditioning or cold store);
- perishable cargo is unloaded and rebooked or transferred to another flight.

During transportation, loading and unloading of perishable and temperature-sensitive healthcare products, ensure that they are:

- (i) Handled in a manner to minimize the waiting period;
- (ii) Not exposed to adverse environmental conditions.

Note: Perishables must be moved into storage (e.g., cooler, freezer) appropriate for the type, in accordance with the Perishable Cargo Regulations (PCR).

4.5.3.5.5.5 Flowers and Plants (PEF), Fruits and Vegetables (PEP)

PEF and PEP shipments shall be loaded in compartments where low temperatures can be maintained and NOT be stowed in the same compartment with:

- Toxic Substances (RPB);
- Infectious Substances (RIS);
- Human Remains in coffins (HUM);
- Live Animals (AVI).

Flowers must NOT be loaded next to fruit or vegetables.

PEF and PEP must be loaded only in ventilated compartments.

There must be enough space for sufficient air circulation between the packages with fruit and vegetables.

This is especially important for fresh fruit and vegetables with high moisture (grapes, berries and salad).

4.5.3.5.5.6 Meat, Fish and Seafood (EAT)

EAT shipments shall be loaded in compartments where low temperatures can be maintained and NOT be stowed in the same compartment with:

- Toxic Substances (RPB);
- Infectious Substances (RIS);
- Human Remains in coffins (HUM);
- Live Animals (AVI).

4.5.3.5.5.7 Living Human Organs (LHO), Vaccines, Pharmaceuticals

General rules for handling of Living Human Organs and Blood Plasma:

- Usually cooled with Dry Ice or Cryogenic Liquids and thus to be handled accordingly;
- Handling instructions given on the air waybill or other attached documents must be strictly observed;
- May be carried in the cabin in the care of the cabin crew, if the size allows proper stowage in the cabin;
- For urgent LHO Shipment, the departure station must notify the receiving station;
- No special pre-advice required for non-urgent Blood Shipments (serum and plasma).

LHO and other Special Loads should be separated adequately. In flight delay situations must be moved into storage (e.g., cooler, freezer) appropriate for the type, in accordance with the Temperature Control Regulations (TCR).

4.5.3.5.6. 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.

- (a) Where dry ice is present in the cargo being loaded or unloaded the ramp, personnel must be aware of the precautions required to ensure that there is no risk of suffocation from elevated CO2 levels from sublimating dry ice;
- (b) Ref. GOM 9.18.8 for requirements concerning loading and unloading of dry ice as dangerous goods and maximum permitted quantities per aircraft type;
- (c) 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;
- (d) Open the cargo compartment door and stand back. No person shall enter the hold. Cargo compartment where dry ice is present must be allowed to vent after cargo compartment door is opened;
- (e) Cargo hold access doors shall remain open to clear dry ice vapors before you enter the hold or compartment.

Warning:

- There is a risk of suffocation when entering a compartment containing dry ice;
- 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.

4.5.3.5.7. Oversized and Heavy Cargo

Important guidelines for cargo acceptance related to the specific aircraft types operated by SKYUP MT are outlined below:

- (a) Any oversized cargo that exceeds the dimensions specified in the manual will not be accepted under any circumstances. It is crucial to ensure that the dimensions of the cargo align with the aircraft's specifications to avoid any issues or confusion (Ref. GOM 5.2.1.1.);
- (b) If the oversized cargo fits within the specified aircraft dimensions, the handling agent responsible for loading the aircraft must be informed before the flight. This is to ensure proper stowage of the cargo. Any special cargo, not explicitly mentioned in the manual, must be verified, and approved by SKYUP MT before acceptance. No special cargo will be accepted without prior approval from SKYUP MT;
- (c) Heavy cargo is characterized as a load that exceeds 150 kilograms per unit and possesses voluminous, vulnerable, and difficult-to-handle attributes.

4.5.4. Unloading

4.5.4.1. Scaling Process

If the flight crew experiences a handling irregularity on takeoff, the flight crew may request aircraft scaling (weighing of all baggage and cargo on board) at the arrival station. The scaling process shall be coordinated with the SKYUP MT ops@skyup.aero. 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;
- (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 loads during unload for damage, leakage and load stability;
- (d) Check for damage to the aircraft hold as the unload progresses and after completion of unloading.

Note: Immediately report any discrepancies (e.g., spills, unusual fumes or smells, unsecured loads/restraints, LDM discrepancies) prior to or during the unloading process to the person responsible for the aircraft loading supervision task or as required by the SKYUP MT or authority.

4.5.5. Cargo Hold Inspection

4.5.5.1. General

- (a) A cargo hold inspection shall be performed:
 - (1) After 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 personnel responsible for the aircraft loading and/or supervision task.
- (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.
- (c) Prior to commencing the loading of the aircraft, the person responsible for undertaking the cargo hold inspection shall provide positive confirmation to the

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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).

Note: A check shall be conducted of a hold even if on arrival the hold was reported as being empty.

- (e) Any items that should not be present in the hold shall be removed.

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 agent 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);
- (b) Adhere to any resulting load limitations according to operating airline procedures;
- (c) Inform the onward station(s) of the load limitations according to the instructions of the SKYUP MT, crew or maintenance personnel, if the defect cannot be rectified before departure.

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.

4.5.6. 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 baggage claim area, the equipment operator shall ensure:

- (a) The GSE used for transportation is serviceable. For GSE operations ref. 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.

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) As required by SKYUP MT and 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 maneuvering or while being loaded onto 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.

4.5.6.4. Loading Process

General (Ref. GOM 4.5.1.7 Actions During Loading)

- (a) Loading shall not commence if there is no LIR (electronic or hard copy), unless otherwise specified by operating airline procedures;
- (b) Report any issues, errors, changes or other loading matters to the person responsible for the aircraft loading supervision task immediately;
- (c) Any signs of hold damage must be reported immediately;
- (d) 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 (Ref. GOM 4.5.7.) or otherwise secured in accordance with SKYUP MT 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(not less than 5 cm) between the load and aircraft hold ceiling is achieved to avoid any obstruction or damage to aircraft smoke detector/fire suppression system;
 - (9) Loads shall be correctly stacked to achieve maximum volume;
 - (10) Confirm the final loading status to the person responsible for the aircraft loading supervision task.

Note 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.

Note 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.

4.5.7. Securing of Load

4.5.7.1. 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.

4.5.7.2. 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;
 - (6) Powered mobility aids;
 - (7) Loads that need spreading;
 - (8) Fragile loads;
 - (9) FKT and/or EIC.
- (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, check with the SKYUP MT requirements for load restrictions. Refer to operating SKYUP MT procedures for further requirements.
- (d) For battery-powered wheelchairs and mobility devices ensure:
- (1) It is loaded/unloaded in such a manner that prevent unintentional activation during transport and the battery terminals shall be protected from short circuits (refer to IATA DGR);
 - (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 other mobility devices for use by passengers are classified in three main categories based on the battery type that powers the device as defined in IATA DGR Ch.2.3.2.2-2.3.2.4.

- (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 done on the side without the device controls;

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- (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 other loads loaded on top.

Note 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.

Note 2: The PIC shall be informed (verbally or by entering information in LIR or/and in Loadsheets (SI field) of the location of the mobility aid with installed batteries, removed batteries and spare batteries.

4.5.7.3. Securing of ULDs

Not applicable.

4.5.7.4. Tie-Down Loads

4.5.7.4.1. Definition of forces

Properly tie-down the loads on board the aircraft to withstand the following types of forces during takeoff, flight and landing.

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.

4.5.7.4.2. 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.

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:

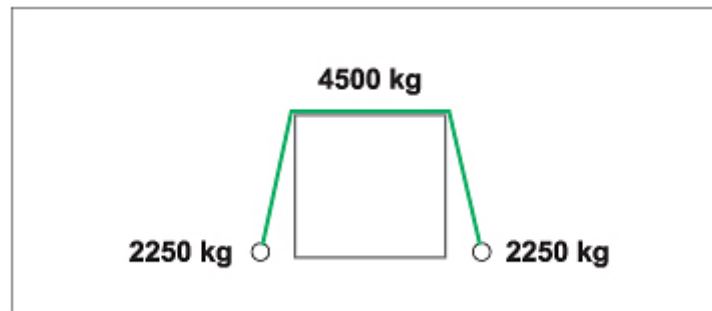
- (a) Lashing across or around a package (embraced lashing);

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The embraced lashing method with tie-down straps or ropes is to fasten the strap or rope from one tie-down fitting across or around the load to a second tie-down fitting on the opposite side.

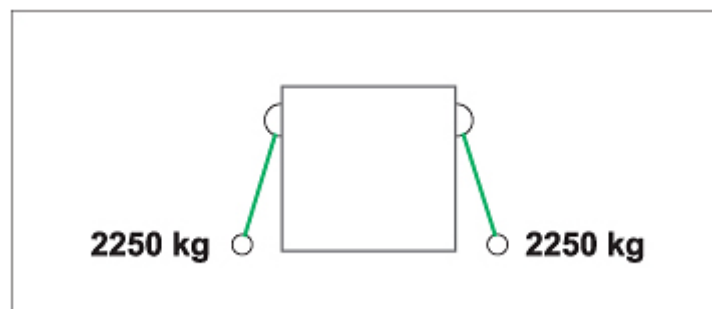
A strap attached to the fittings on opposite sides of the load is rated to hold twice its ultimate load capacity.

For example, an ETSO/TSO-C172 strap with 2,250 kg (5,000 lb.) rated restraint capacity will provide up to a maximum 4,500 kg (10,000 lb.) ultimate load for standard lashing.



(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 2,250 kg (5,000 lb.) ultimate load) will apply.



4.5.7.5. Use of Tie-Down Material

Make sure the tie-down material is in serviceable condition.

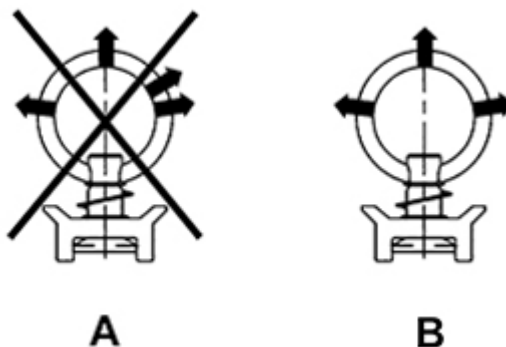
(a) Tie-Down Ropes:

- (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.



(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.



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.

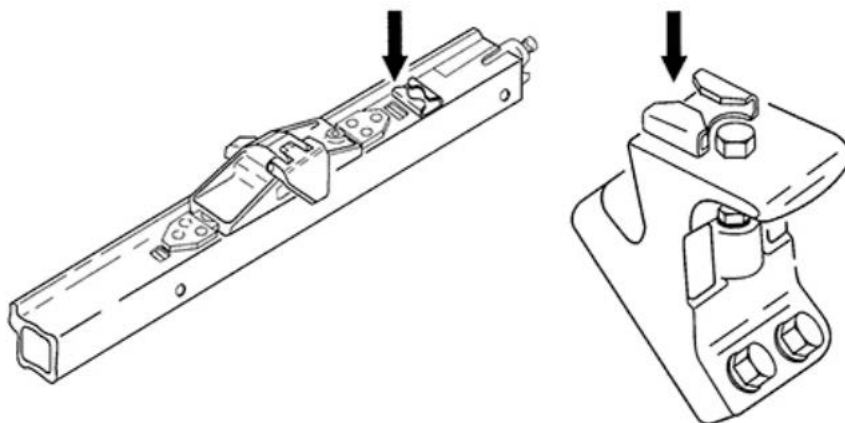


Figure 4.5.7.5 a - Example of tie-down attachment points on outboard side lock and side guide

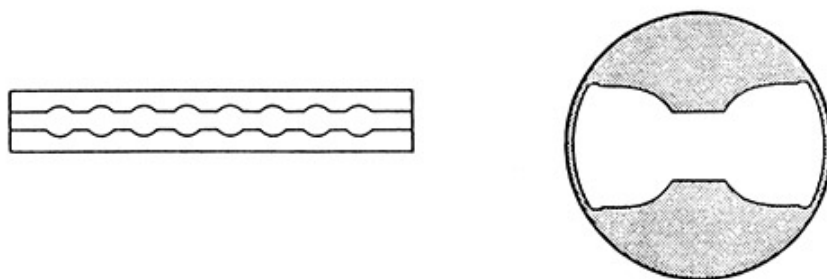


Figure 4.5.7.5 b - Example of tie-down attachment points on track and anchor plate

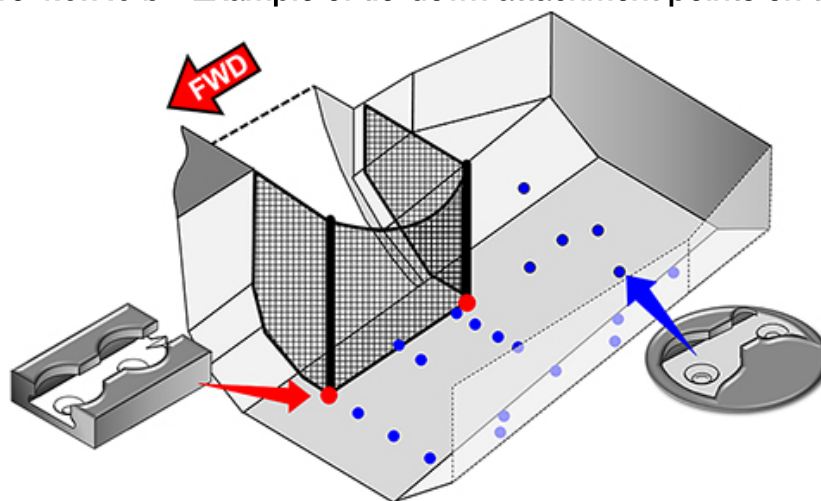


Figure 4.5.7.5 c - Example of tie-down attachment points in the bulk compartment

Caution: Tie-down is forbidden on any part of the aircraft structure, other than those described in Figure 4.5.7.5c, 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.



Figure 4.5.7.5 d - Example of tie-down straps

- 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.

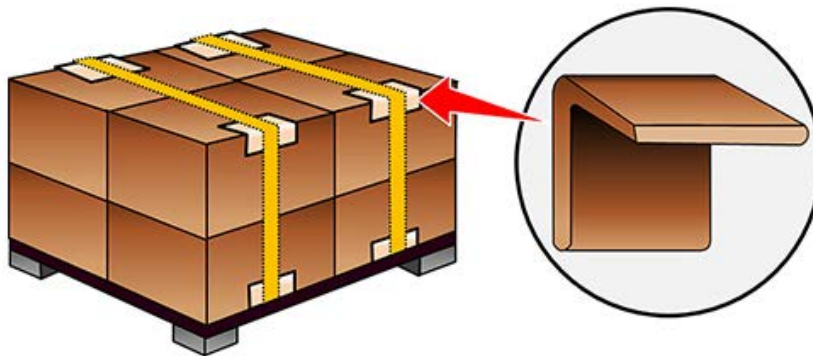


Figure 4.5.7.5 e - Protect the edges of fragile or sensitive cargo

- Sharp Edges

To avoid cutting or grinding of tie-down ropes or straps, smoothen sharp edges with a piece of soft material (e.g., cloth, cardboard, plank or similar).

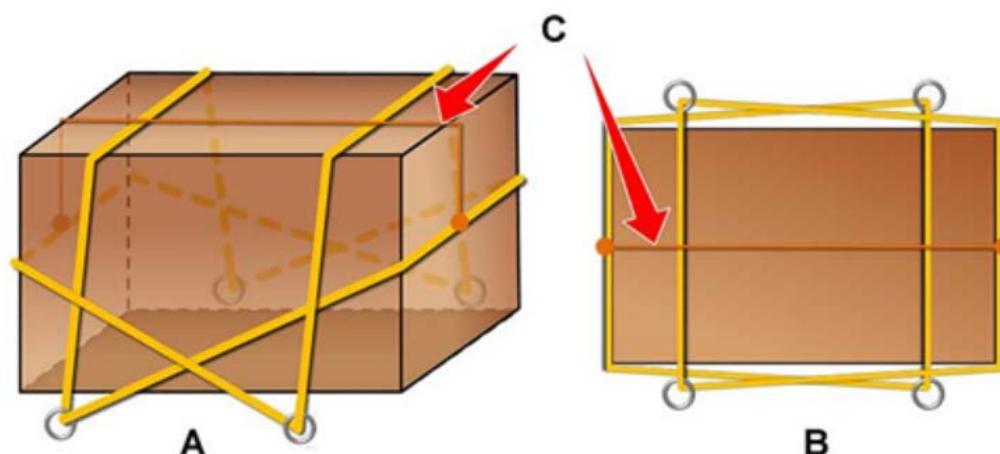
4.5.7.6. Standard Lashing

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.

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A- Isometric View

B- Top View

C- Safety Rope

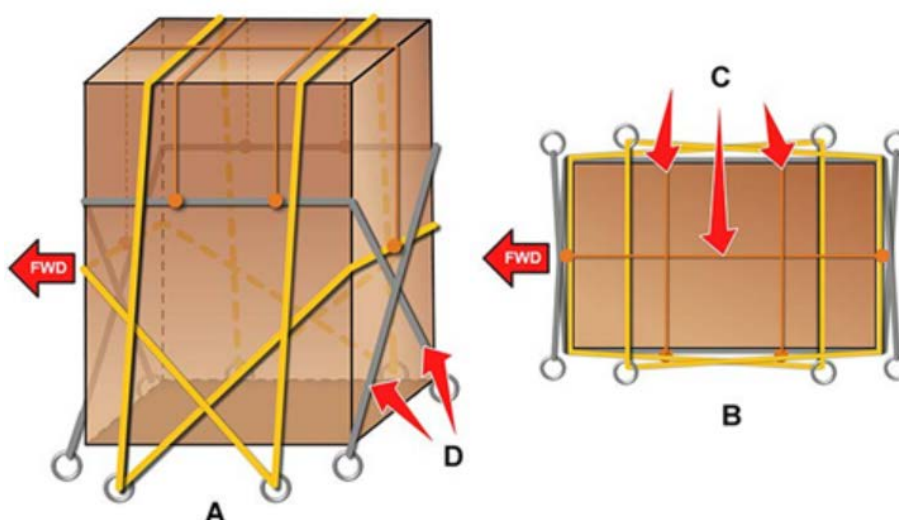
Sideward forces

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



A- Isometric View

B- Top View

C- Safety Rope

D- Additional Lashing

4.5.7.6.1. Barrels

Barrels are difficult to lash because of their round shape and mostly sharp rims.

Use supporting planks for a safe lashing.



Figure 4.5.7.6.1. Lash barrels with protective planks

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 Figures 4.5.7.7

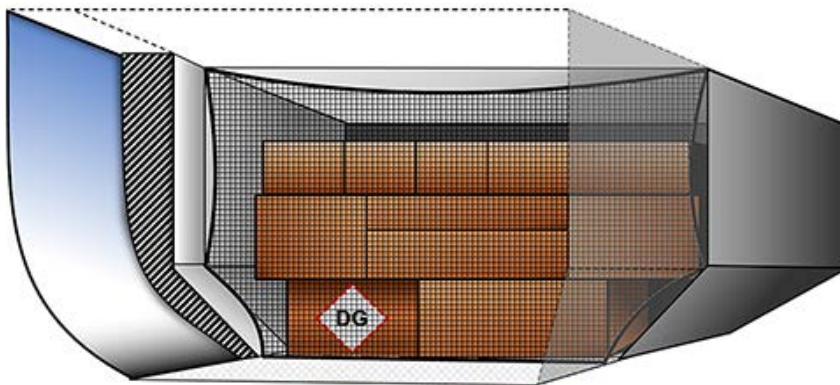
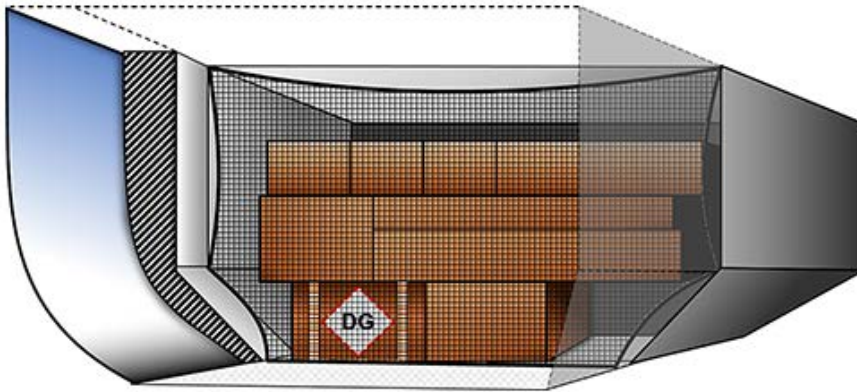


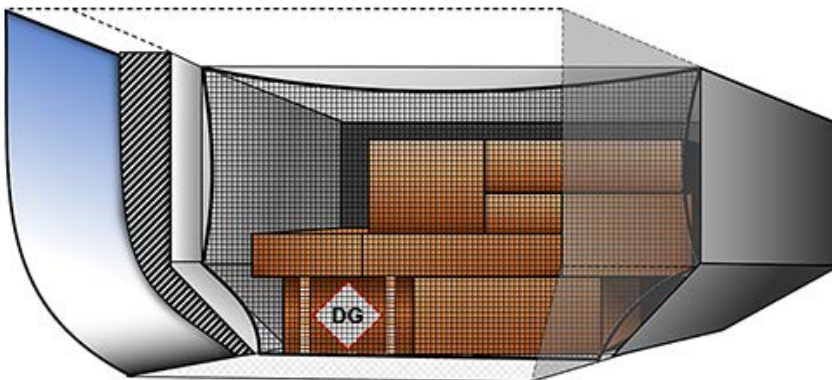
Figure 4.5.7.7 a- Example 1

Note: When the net sector in the bulk compartment 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.

**Figure 4.5.7.7 b- 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.

**Figure 4.5.7.7 c - Example 3**

4.5.7.8. 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 (Figure 4.5.7.7 a - Example 1) or put planks on top of the package (see Figure 4.5.7.7 d - 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.

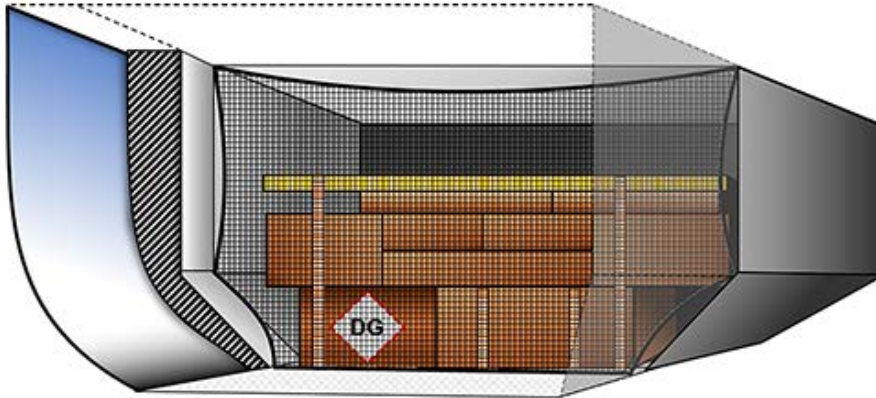


Figure 4.5.7.7d - Example 4

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 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.

The Load Agent or Cargo Agent will advise the spreading requirements for each item. The information will be included on the LIR.

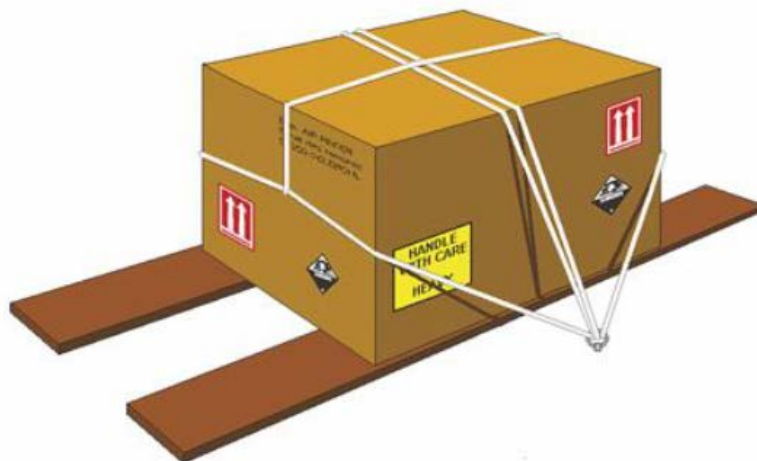


Figure 4.5.8.

4.5.9. Aircraft Unit Load Devices

Not applicable.

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4.5.10. Transport of Cargo and Mail in Passenger Cabin

4.5.10.1. General

SKYUP MT passenger aircraft are not certified to carry cargo on passenger seats in the passenger cabin secured to the seat tracks.

Before starting such operations, a safety risk assessment shall be performed involving all relevant operational departments (i.e., ground, cargo, cabin, flight, engineering). If required, this type of operation shall be approved by the local authority.

For further guidance on the use of aircraft configured for the carriage of passengers to safely transport cargo in the passenger cabin, refer to IATA Guidance for the Transport of Cargo and Mail on Aircraft Configured for the Carriage of Passengers.

Note: Especially make sure that Dangerous goods is not loaded in passenger cabin/flight deck on any SKYUP MT flight.

4.6. AIRCRAFT DEPARTURE

4.6.1. Introduction

A departure is normally conducted with a dialogue between flight crew and ground personnel in charge of the departure 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 this departure procedure is limited to conventional towbar and towbarless (TWL) pushback operation.

Note: The term “headset” also applies where an 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 the:

- (a) SKYUP MT procedures;
- (b) Ground Support Equipment (GSE) used for maneuver;
- (c) Airport infrastructure;
- (d) Stand configuration.

It is often common to abbreviate “pushback/towing” as just “pushback”. Thus, when the term “pushback” is used, one must be mindful of the context and know whether it is also meant to include towing.

4.6.2. Ground Operational Personnel Responsibilities

4.6.2.1. Ground Operational Personnel Responsible for Departure

The responsible ground operational personnel is defined as the person performing the communications with the flight crew. A responsible ground operational personnel shall be in charge of each aircraft pushback. This function can be performed by different agents in different roles and positions depending on local setup, but always a single individual shall be defined, agreed upon and be recognized by the others involved before commencement of the procedure.

The ground operational personnel 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/or towbar/towbarless tractor or powered push unit 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 personnel 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) Verify the communication system is functional;
 - (2) Update flight crew on progress of ramp operation;

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- (3) Request permission to disconnect ground power;
- (4) Disconnect ground power after verbal approval is received from flight crew.
- (f) Be in continuous communication with flight crew by interphone;
- (g) Conduct a predeparture walkaround;
- (h) Have ultimate responsibility to review pushback procedures based on conditions observed and advise flight crew of any anticipated changes to pushback;
- (i) If ramp conditions are below standard for normal pushback (e.g. hazards, obstacles, slippery, icy), the ground personnel 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;
 - (2) The pushback has been completed, the aircraft has come to a complete stop and the parking brake has been set.
- (j) Signal “All Clear” 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;
- (k) Be positioned either inside the tractor or walking on the apron at a safe distance from the nose gear and tractor;
- (l) The headset operator should be positioned outside the tractor during:
 - (1) Low visibility (heavy rain, fog, bad lighting conditions);
 - (2) Lack of insufficiently visible markings;
 - (3) Obstructions behind the pushback (e.g. GSE, light post, etc);
 - (4) Any doubt that the pushback procedure cannot be safely performed when positioned in the Tractor.
- (m) If walking adjacent to the nose gear, maintain visual contact with the tractor driver throughout the pushback;
- (n) Monitor the interphone during the pushback and communicate with the flight crew, as required;
- (o) Advise the flight crew if, for any reason, it is not safe to start an engine and stop the engine-start procedure;
- (p) When the pushback maneuver is complete:
 - (1) Receive the ‘Vehicle Brakes On/Stop’ signal from the tractor driver/operator 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;
 - (4) Give the “Brakes Set” signal to the tractor driver and wing walkers, if applicable;

- (5) Give authority to disconnect pushback equipment;
- (6) Carry out a pushback disconnection procedure.
- (q) 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);
- (r) Remove the nose gear steering bypass pin and ensure the nose gear steering mechanisms are set to normal conditions for taxiing;
- (s) Complete the headset communication and, after receiving flight crew approval, disconnect the headset and close the access panel;
- (t) Move clear of the aircraft to a safe position visible to the flight crew and away from its intended path;
- (u) Give the "All Clear to Taxi" signal 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 acknowledgment from the flight crew is received;
- (w) The flight crew shall be notified immediately in the event any connection between the tractor and the aircraft is lost during aircraft movement (e.g. shear pin braking, towbar head detachment) to stop the aircraft following the call to the flight deck shall be made: "STOP THE AIRCRAFT!, STOP THE AIRCRAFT!". The pilot shall stop the aircraft movement using gentle brake application;
- (x) Do not disconnect the interphone communication cable until the towbar or TWL tractor has been disconnected from the nose gear.

4.6.2.2. Pushback Tractor Driver

The pushback tractor driver shall:

- (a) Ensure the pushback tractor and towbar/TWL tractor is suitable for the specific aircraft type;
- (b) Stand by for clearance-to-push communication from the flight crew or responsible ground operational personnel or brake operator in case of towing;
- (c) When a single person pushback is conducted, the pushback tractor driver shall also carry out the function of the Ground operational personnel Responsible for Departure;
- (d) Align the tractor or tractor/towbar combination with the center line of the aircraft gear before the aircraft connection and movement;
- (e) Completely raise the towbar wheels before the start of the aircraft movement, if used;
- (f) Stand by for clearance to push communication from the flight crew or responsible ground crew;
- (g) 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;
- (h) Select the appropriate gear on the tractor and slowly begin movement;

- (i) Start the pushback operation in a straight line;
- (j) Keep the maneuvering speed to a minimum and apply the vehicle brakes gently;
- (k) 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;
- (l) After flight crew approval, the tractor driver shall always ensure the taxiway is free of other aircraft/equipment/obstacles throughout the pushback maneuver;
- (m) Ensure during pushback that the steering turn limits are not exceeded and advise the flight crew if any are exceeded. Damage may occur to the nose gear. Respect the specific limits marked on the aircraft;
- (n) If the responsible ground operational personnel on the interphone is walking on the ramp, maintain visual contact and ensure a safe distance is maintained from the nose gear during entire pushback;
- (o) If the responsible ground operational personnel is too close to the nose gear, the pushback shall be stopped and a review of the required safety clearance conducted;
- (p) Align the tractor or tractor/towbar combination with the centerline of the aircraft gear at the end of the aircraft movement;
- (q) Stop the tractor when the pushback maneuver is completed, give the 'Vehicle Brakes On/Stop' signal to the responsible ground operational personnel;
- (r) Set the tractor parking brake and confirm to the responsible ground operational personnel by giving the 'Vehicle Brakes On/Stop' signal;
- (s) When confirmation that the aircraft parking brake is set from the responsible ground operational personnel, by the giving of the "Aircraft Brake Set" signal, release the tractor parking brake and put the gear selector in neutral in order to release any pressure on the towbar;
- (t) Carry out a pushback disconnection procedure;
- (u) Position the tractor in the aircraft's path and be visible to the flight crew, if possible, after the towbar has been disconnected from the tractor;
- (v) Remain in a position visible to the flight crew until the responsible ground operational personnel on the interphone has disconnected and is in view of the flight crew;
- (w) Drive the tractor back to the terminal, appropriate holding position or to next task;
- (x) If the nose wheels are not in the centered position, they can turn quickly to their centered position when the bypass pin is removed. This can result in personnel injury.

4.6.2.3. Wing Walker

Where local procedures require wing walker or during maneuver in limited space area (e.g. towing into hangar), the wing walker or other assist personnel shall:

- (a) Always be under the direction of the responsible ground crew;

- (b) Use two marshalling wands, either day-wands or illuminated wands for low visibility operations; be positioned before and during movement of aircraft as follows where applicable and/or permitted:
 - (1) Approximately 1m outboard of the wingtip and with a clear view of wingtip clearance and any potential hazards;
 - (2) In line with the rearmost main gear wheel;
 - (3) Able to maintain visual contact with person responsible for pushback/towing;
 - (4) At a safe distance from the moving aircraft/pushback tractor during the entire pushback;
 - (5) Maintain situational awareness to avoid personal injury hazards e.g., moving equipment and vehicles, aircraft, slip, trip and fall hazards such as chocks, cones, GSE, uneven ground, spillages, etc.

Note: See Figure 4.6.2.3 for positioning of wing walkers during pushback.

- (c) Ensure the aircraft movement path is clear of any obstruction (i.e., other aircraft, vehicles);
- (d) Provide "Clear to Move Aircraft" clearance signals at all times to the person responsible for pushback by using a distinct pendulum motion of the arm;
- (e) Continue to monitor the aircraft path until the aircraft is stopped at the departure point;
- (f) 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;
- (g) 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;
- (h) 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;
- (i) Remain in position until the responsible ground operational personnel takes over the marshalling clearance of the aircraft;
- (j) Return to the terminal once marshalling duty has been transferred.

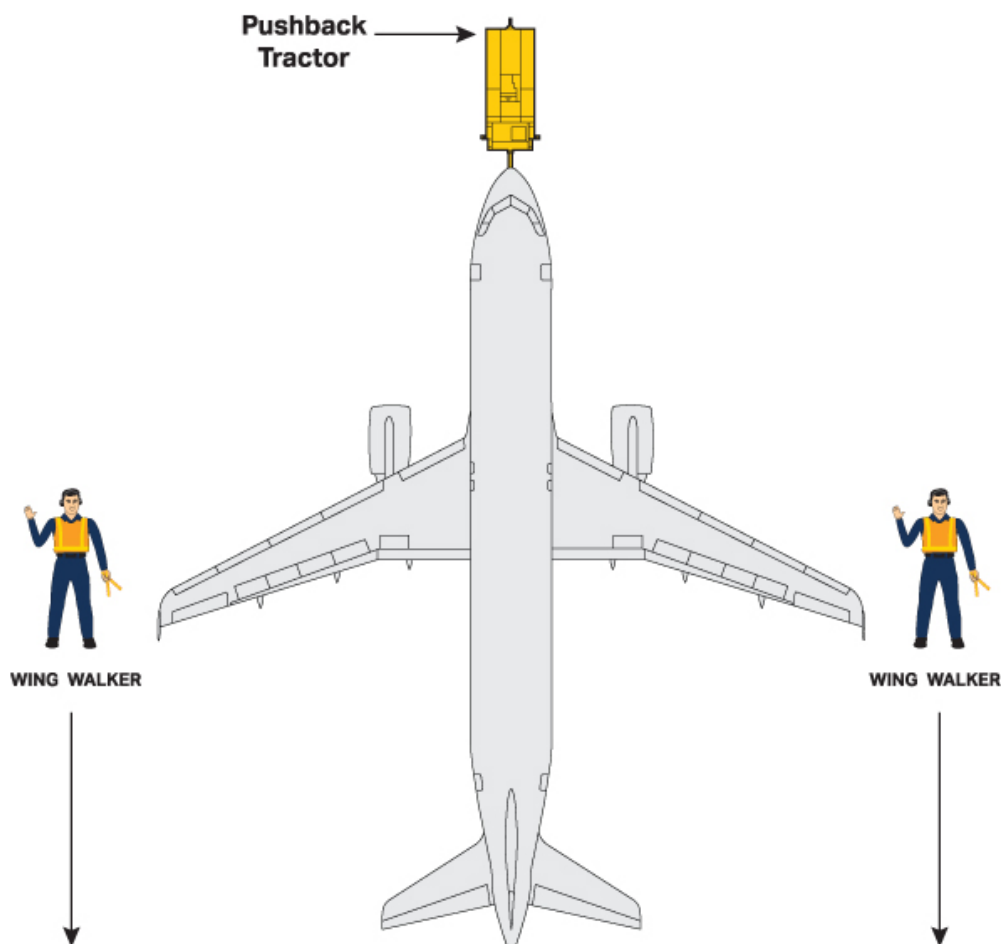


Figure 4.6.2.3—Wing Walker

4.6.3. Pre-departure Activities

4.6.3.1. Preparing for Pushback or Departure

Prior to pushback make sure that:

- (a) the ramp area is clear of all FOD and any equipment not related to pushback;
- (b) the aircraft movement area is in sufficient condition regarding ice, snow contamination and free of obstacles that may be impacted by the aircraft or may injure others due to jet blast;
- (c) communication between the cockpit and the ground is clearly established by means of an interphone system. In exceptional cases only, when it is not possible to establish verbal communication via headsets hand signals to be used. At the same time, the person in charge of pushback should agree use of conventional signals prior to pushback commence;
- (d) personnel not involved in the aircraft departure are positioned outside the ERA;
- (e) wing walkers and/or another applicable person are present, if applicable;

- (f) communication with the flight crew **is established on air start procedures with** air starter unit (ASU), if applicable;
- (g) anti-collision light(s) are used;
- (h) communication is established with the flight crew;
- (i) vehicles and personnel remain clear of aircraft engine intake and/or blast areas during engine start;
- (j) all doors and hatches are closed;
- (k) nose gear steering bypass pin Installed prior to towbar/towbarless connection to aircraft. Bypass pin shall be suitable for relevant aircraft;
- (l) pre-ops inspection performed for the towbar/shearpin/towbarless tractor. Do not commence the pushback if any defect is discovered.

Note: Bypass pin for B737-200, 300, 400, 500 is not suitable for B 737-800! Bypass pin must be identified with a “Remove Before Flight” streamer.

Nose gear steering bypass pin correctly in place:



Note: In case of wind more than 15 m/s (30 knots) bypass pin shall be installed right prior to connecting to pushback tractor or towbarless tractor.

4.6.3.2. 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 reengages with the aircraft after the check, the applicable area(s) shall be reinspected.

The pre-departure walk around check shall include the following:

- (a) The apron is clear of all Foreign Object Debris (FOD) items that may cause aircraft damage or pose a risk;
- (b) All GSE and passenger boarding devices are detached;
- (c) The stand area is clear of obstructions;
- (d) GSE and vehicles are positioned clear of the aircraft movement 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 hold access doors are closed and:
 - (1) Handles are flush with the fuselage and, where applicable, all other visible indicators confirm that doors are correctly locked.
 - (2) There is no visible damage on the aircraft, particularly around cabin and cargo hold access 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.
- (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.

- (l) Begin the inspection at L1 door inspecting the door, the door sill and fuselage;
- (m) Walk toward the nose of the aircraft and check radome, pitot tubes, sensors and static ports nose landing gear and tires for any visible damage / leak;
- (n) Proceed clockwise around the aircraft towards the FWD cargo compartment door, inspect the side and underside of the fuselage and ensure servicing panels and/or hatches are closed and secured (except external power and headset panels), cabin and cargo doors are closed, and handles are flush with the fuselage and all visible indicators confirm that doors are correctly locked. There is no visible damage on the aircraft, particularly around cabin and cargo access

doors. Main landing gear and tires shall also be inspected for any obvious damage/leakage;

- (o) Proceed along the leading edge of the starboard wing, inspecting the engine cowlings and engine inlet. Pay attention to any leakage under the engine;
- (p) Proceed around the wingtip and along the trailing edge of the wing. Check winglets/sharklets, lights, static dischargers and if fuel cap is in place;
- (q) Continue around the AFT portion of the fuselage, inspecting the side and underside and again pay particular attention to the cargo compartment door and service panels.;
- (r) At the rear of the aircraft inspect the tail plane and rudder area;
- (s) Follow the same pattern toward the starting point of the inspection;
- (t) Ensure the landing gear safety pins are removed;
- (u) Ensure there are no obvious signs of unmarked dents or other skin panel damage;
- (v) Any abnormalities on the aircraft observed (e.g., obvious damage, fluid leakage, unremoved pitot covers) are immediately brought to the attention of the Captain and maintenance;
- (w) In the event of the aircraft returning to the stand, the predeparture walk around check shall be repeated;
- (x) It is essential to have adequate lighting when doing the walk around check. If the lighting is insufficient, use a flashlight.

If any of the above conditions or actions are not met, inform your supervisor, maintenance and the Captain. This may affect the safety of the intended flight.

Performing a walkaround in counter-clockwise direction is also acceptable.

4.6.3.2.1. Predeparture Table

Prior to aircraft movement, the responsible ground operational personnel (headset operator) shall ascertain that the following requirements are met/carried out:

Legend

TWT–towbar tractor ;TWL–towbarless tractor

Action	Applicable to				
	Pushback		Towing		Taxi out
	TWT	TWL	TWT	TWL	
The required pre-departure servicing checks are completed.	x	x	x	x	x
Fire protection devices are available and correctly positioned (as per local rules).	x	x	x	x	x
The tractor and towbar combination, if applicable, are suitable for the operation,	x	x	x	x	

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Action	Applicable to				
	Pushback		Towing		Taxi out
	TWT	TWL	TWT	TWL	
considering the aircraft type and weight as well as weather and surface conditions.					
The nose gear 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.	x	x	x	x	
Communication with flight crew/brake operator and responsible ground operational personnel is established via an interphone system.	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.	-	-	-	-	-
Additional personnel, such as wing walkers, are present, if applicable/required.	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			
If an ASU engine start is undertaken, communicate to confirm ASU positioning and engine start sequence with the flight crew.	x	x			
All personnel 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
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
The PBB is fully retracted and parked in its designated parking location, if applicable.	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	x	x	x	x	x

Action	Applicable to				
	Pushback		Towing		Taxi out
	TWT	TWL	TWT	TWL	
maneuver, ensuring safe aircraft movement.					
The stand surface condition is sufficiently free of ice, snow, etc., to ensure safe aircraft movement.	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
The air intake and blast areas of the aircraft engines are clear of persons and obstacles, such as GSE.	x	x			
All personnel involved in the aircraft movement stay well clear of the danger areas around the tractor, landing gear and aircraft engines.	x	x	x	x	
Flight crew/brake operator confirm that the aircraft parking brake is set.	x	x	x	x	
Completion of the predeparture table is indicated to the flight crew.	x	x	x	x	
A qualified brake operator is in the cockpit, where required by operating airline procedures			x	x	
Cross-reference with IGOM	4.6.4.2	4.6.4.3			

Note: Where a remote-controlled pushback tractor connected to the nose gear is used, TWL predeparture activities shall apply.

Danger: It is critical that the responsible ground operational personnel (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, conventional hand signals for the departure shall be used (not applicable to main gear pushback unit departures).

(a) Connect the Interphone and

- (1) Verify the communication system is functional;
- (2) Update flight crew on the progress of the ramp operation;

(b) Prior to departure, a briefing shall be held between the flight crew and the ground operational personnel responsible for the departure, including:

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(1) Review departure specifics (e.g., direction of movement, ASU requirements, final positioning, taxi out direction);

(2) Review standard 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;

(c) Request permission to disconnect ground power, if applicable;

(d) Disconnect GPU/FPU after approval is received from flight crew;

Note: The ground personnel responsible for departure should be in continuous communication with flight crew by interphone.

4.6.4. Connecting the Pushback Vehicle

4.6.4.1. General

(a) Prior to connecting the tractor to the aircraft, the tractor may be parked in front of the aircraft or outside of the ERA, but never behind the wings;

(b) Ensure the nose gear steering bypass pin is correctly installed prior to towbar/TWL connection to the aircraft and/or ensure the nose gear steering mechanisms are set as required for pushback. 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;

(c) Ensure the steering hydraulic system is depressurized. Coordination with the flight deck would be required to ensure a safe depressurization and repressurization of the aircraft hydraulic system;

(d) Prior to connecting the towbar/TWL, confirm that the aircraft parking brake is set;

(e) 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 towbarless tractor is used, a guide person shall be used when the vision of the tractor driver is/might be restricted.

4.6.4.2. 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) The pushback tractor shall only be connected to the aircraft once all GSE is detached from the aircraft.

Note: With the exception of GPU and ASU which may be left connected.

- (h) Secure the towbar connection to the pushback tractor;
- (i) Raise the towbar wheels by releasing pressure on the hydraulic pump;
- (j) Select the "Neutral" or "Park" gear and set the parking brake of the pushback tractor;
- (k) To minimize the possibility of injury, Ground handling personnel shall:
 - (1) Face the tractor when connecting the towbar to the tractor;
 - (2) Stand with both legs on the same side of the towbar during the connection/disconnection procedure (i.e., do not stand astride/over the towbar).

Note: Prior to connecting the towbar, confirm that the aircraft parking brake is set.

4.6.4.3. Connecting Towbarless Tractor (TWL)

- (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 TWL to standby for lifting;
- (e) Select "Neutral" or "Park" and set the parking brake (if no selected for park) and set the parking brake of the pushback tractor;
- (f) Ensure the aircraft is not lifted while any GSE or PBB are connected to the aircraft;

Note: Prior to final positioning of the TWL, confirm that the aircraft parking brake is set.

4.6.4.4. 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.

Note: Ref. GOM 4.6.4.3 for other points related to connecting TWL.

4.6.5. Wheel Chock Removal

Prior to removal of chocks, the responsible ground operational personnel (Headset operator) shall:

- (a) Via the interphone, confirm the aircraft parking brake is set;

- (b) Check all GSE have been disconnected from the aircraft, except for Ground Power Unit (GPU) and Air Start Unit (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 nose landing gear (NLG) and the parking brake is set on the tractor;
- (f) Give clearance to ground operational personnel to remove chocks. After removal, chocks shall be placed in their designated location.

Note 1: If a chock is stuck and cannot be removed manually, 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 operational personnel for the departure.

Note 2: 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.

Note 3: If hand signals are used (i.e., the aircraft interphone system is inoperative), the responsible ground personnel shall seek confirmation that the aircraft parking brake is set prior to removal of the chocks. Ref. GOM 3.5.4 Marshaling Hand Signals for Aircraft and GOM 3.5.7 Technical/Serviceing Hand Signals-Flight Crew to Ground Personnel.

4.6.6. Departure Communications

4.6.6.1. General

Departure communications procedures outlined in this section are 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 ground operational personnel 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".

4.6.6.2. Departure Communication Dialogue

The following dialogue is a sample communication to be used for a departure.

In case of an aircraft taxi-out, "Pushback" and "Pushback completed" phases are not applicable:

Dialogue between Ground Personnel and Flight Crew		
Phase	Ground Personnel	Flight Crew
Preparation	Inform the Flight Crew about the use of a towbar or towbarless tractor (if applicable). Call: CONFIRM PARKING BRAKE SET.	Reply: PARKING BRAKES SET Call: CONFIRM STEERING BYPASS PIN INSERTED/ NOSE WHEEL STEERING DEACTIVATED (if applicable)
	Reply: BYPASS PIN INSTALLED/ NOSE WHEEL STEERING DEACTIVATED (if applicable)	Call: CONFIRM CLEAR TO PRESSURIZE (if applicable)
	Reply: CLEAR TO PRESSURIZE	
After completion of the pre-departure servicing checks	Call: PREDEPARTURE CHECKS COMPLETED. Call: ELEVATING AIRCRAFT. Call: READY FOR PUSHBACK	Reply: STANDBY
Pushback		Call: CLEARED FOR PUSHBACK (MENTION AIRCRAFT NOSE DIRECTION, START-UP POINT, PULL FORWARD, ETC.) PARKING BRAKE IS SET.
	Call: RELEASE PARKING BRAKE	
		Reply: PARKING BRAKE RELEASED, YOU MAY COMMENCE PUSHBACK.
	Call: COMMENCING PUSHBACK (MENTION AIRCRAFT NOSE DIRECTION, START-UP POINT, PULL FORWARD, ETC.).	
Engine start	Call: CLEAR TO START ENGINES (MENTION ENGINE START-UP SEQUENCE).	
		Reply: STARTING ENGINES (MENTION ENGINE START-UP SEQUENCE).
Pushback completed	Call: PUSHBACK COMPLETED, SET PARKING BRAKE.	
		Reply: PARKING BRAKE SET.

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Dialogue between Ground Personnel and Flight Crew		
Phase	Ground Personnel	Flight Crew
Disconnecting		Call: CLEAR TO DISCONNECT.
	Reply: DISCONNECTING, HOLD POSITION AND HAND SIGNAL ON YOUR LEFT/FRONT/RIGHT.	
		Reply: HOLDING POSITION AND STANDING BY FOR HAND SIGNAL ON THE LEFT/FRONT/RIGHT SIDE.
	Display the steering bypass pin (if applicable) to the flight crew	

4.6.6.3. Items to be Communicated between Responsible Ground Operational Personnel and Flight Crew

Phase	Task	Responsible Ground Operational Personnel Action
Departure preparation	GPU removal	When instructed by flight crew, remove GPU.
	Towbar / Towbarless Tractor connection	(1) Get confirmation that aircraft parking brakes are set; (2) Advise flight crew that the bypass pin is inserted; (3) Connect the Towbar; (4) Connect the Towbarless tractor.
	Chock removal	(1) Get confirmation from flight crew that aircraft parking brakes are set; (2) Remove chocks.
	Predeparture check	Advise the 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 aircraft's parking brakes have been released.
	Movement of the aircraft (pushback/	Get permission from flight crew, to commence the pushback.

Phase	Task	Responsible Ground Operational Personnel Action
	pull out)	
	Direction of push/ nose	If applicable, ask in which direction the aircraft shall 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 / Towbarless Tractor disconnect	(1) Get confirmation that the aircraft's parking brakes are set; (2) Disconnect; (3) Remove the steering bypass pin.
	Headset removal	(1) Get permission from the flight crew to disconnect the headset; (2) Advise the flight crew to hold position and wait for visual signal at left / front / right of the aircraft.
Departure	"All Clear" signal	(1) Verify steering bypass pin removal has been completed; (2) Give the "All Clear" signal when the path of the aircraft is clear of all obstacles and show removed bypass pin; (3) Get acknowledgement from the flight crew of the "All Clear" signal.

4.6.6.4. Departure Communication Without Interphone

An aircraft departure shall always be conducted using interphone communications.

Only if the interphone becomes unserviceable or under extreme circumstances where the interphone is not available, the responsible ground operational personnel and flight crew shall use conventional hand signals for the departure and be in continuous visual communication.

Prior to departure, a briefing shall be held between the flight crew and the ground operational personnel responsible for the departure, including:

- (1) Review departure specifics (e.g., direction of movement, final positioning, taxi out direction);
- (2) Review hand signals to be used, including emergency signals.

All given instructions shall be repeated or acknowledged in a manner clearly indicating that they have been understood and will be complied with.

4.6.6.5. Interphone Communication Failure

Aircraft pushback requires a communication interphone. If the interphone becomes unserviceable or communications is lost, the following procedure shall be followed:

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- (1) 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;
- (2) In the case of multiple person operation, communication with the flight crew will be established using hand signals. 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;
- (3) Notify Air Traffic Control via radio if available, and continue the movement in cooperation with ATC, depending on local regulations.

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 personnel 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 operational personnel shall check with the flight crew before resuming ground handling activities.

Caution: In case of the lower anti-collision light failure, the flight crew shall inform the personnel responsible for the departure operation to inform personnel involved in the operations about the imminent engine startup or aircraft movement.

4.6.7.2. Pushback Requirements

- (a) 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;
- (b) Headset operator shall signal "Clear to Push" to the pushback tractor driver and wing walkers (if applicable) once the flight crew advises that the aircraft brakes have been released and approval for pushback is given by the flight crew.

Note: In case of single person pushback operation, the pushback operator performs headset functions;

- (c) Select the appropriate gear on the tractor and slowly begin movement. Start the pushback operation in a straight line;
- (d) Carry out the pushback maneuver at a pace no greater than 5 km/h or 3 mph (walking speed) and when required, apply the vehicle brakes gently;
- (e) During the maneuver, the pushback 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;
- (f) 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;

Caution: The flight crew shall be notified immediately in the event any connection between the tractor and the aircraft is lost during aircraft movement;

- (g) At the end of the maneuver, the aircraft/pushback tractor shall both be correctly aligned with the taxiway centerline;
- (h) When the pushback maneuver is complete, headset operator will receive the “Vehicle Brakes On/ Stop” signal from the tractor driver to confirm that the tractor parking brake is set. Prior to the disconnection of the tow bar or towbarless tractor from the aircraft nose gear, headset operator:
 - (1) Request flight crew to set the aircraft parking brake and hold the existing position until final clearance signal to taxi
 - (2) When confirmation that the aircraft brakes have been set is received from the flight crew:
 - (i) give the “Vehicle Brakes On/Stop” signal to the tractor driver and wing walkers (if applicable). Tractor driver releases the tractor parking brake and puts the gear in neutral to release any pressure on the towbar
 - (ii) give authority to disconnect pushback equipment.

4.6.7.3. Operational Personnel Safety During Pushback Maneuver

(a) Towbar/towbarless tractor operations:

- (1) Throughout the pushback operation, all operational personnel walking on ramp (including the headset operator when the aircraft is moving) shall remain clear of:
 - (i) The area on the ground is 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 and maintain situational awareness 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)
 - (iv) Ensure the headset cable remains clear of aircraft/pushback wheels
- (3) If the responsible ground operational personnel is too close to the nose gear or pushback equipment, the tractor driver shall stop the pushback and review the required safety clearance conducted.

(b) Remote -controlled pushback operations:

When pushback operations are undertaken using remote-controlled pushback equipment connected to the NLG, the responsible ground operational personnel 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 the pushback maneuver, where the pushback equipment is connected to the NLG
- (5) Be in continuous communication with the flight crew via the interphone system.

4.6.7.4. Pushback and Pull Forward

When a pull forward maneuver is performed after a pushback maneuver, particular attention shall 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;

Note: If the requirement to pull forward is known in advance, consider not starting the engines until the pull forward maneuver is completed.

- (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;

Note: The following factors increase the risk that the aircraft will overtake/push the pushback vehicle and shall be, therefore, taken into account:

- (1) Aircraft type and number of engines started/running
- (2) Slope of the parking stand and taxiway
- (3) Use of a tractor and towbar to undertake the pushback/pull forward maneuver
- (4) Adverse weather conditions.

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 operational personnel 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 shall 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

- (a) During normal operation steering angle should not exceed 70°. Maximum towing angle is indicated by the red lines on the aircraft fuselage and undercarriage doors;
- (b) If the towbar is close to exceeding the maximum towbar angle, pushback shall be stopped immediately and communicate that to the PIC. Then one of the following actions to be agreed with PIC:
 - (1) pull the aircraft forward to reduce the angle;
 - (2) install at least one set of chocks to main gear wheel, reconnect tractor in a more convenient position (ONLY IF AIRCRAFT ENGINE IS NOT RUNNING);
 - (3) It is prohibited to disconnect towbar and bypass pin allowing nose landing gear to self-center.
- (c) In the event of exceeding the maximum nose gear steering angle, inform the maintenance department and flight crew and request a technical inspection. The aircraft must remain in position unless a maintenance engineer or PIC has given a clearance to move.

4.6.7.6. Maneuvering During Wintery or Slippery Conditions

During adverse weather conditions (e.g., fog, rain, ice, snow) 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 shall be observed:

- (a) Avoid sudden turns, deceleration or acceleration;
- (b) Except when using an ASU, do not start aircraft engines unless:
 - (1) The condition of the pavement is such that reasonable traction is ensured;
 - (2) The aircraft parking brake is set;
 - (3) The aircraft is disconnected from the tow / towbarless tractor.

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.

Caution:

The responsible for the departure (headset operator) should be positioned outside the tractor at safety distance (Ref. GOM 4.6.7.3.) during:

- (1) Low-visibility conditions (heavy rain, fog, bad lighting);
- (2) Lack of sufficiently visible markings;
- (3) Obstructions behind the pushback (e.g., GSE, light post).

4.6.8. Engine Start**4.6.8.1. Engine cross-bleed start**

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.

4.6.8.2. Communication During Engine Start

Coordinate the engine starting sequence with the flight crew by conducting a pre-departure briefing.

- (a) During the engine start, communicate with the flight crew only if the responsible ground operational personnel 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.
- (c) If ramp conditions are below standard for a normal pushback (e.g., hazards, obstacles, slippery, icy), the 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.

Note: From the flight crew seat facing forward, the engine on his/her left is referenced as engine number one.

4.6.8.3. Engine Start Using an Air Start Unit

If the Auxiliary Power Unit (APU) is unserviceable, an Air Start Unit (ASU) must be used for engine starting.

-
- (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 personnel;
 - (e) Where possible, the ASU should be positioned on the opposite side of the aircraft to the engine being started;
 - (f) The ASU shall be positioned in accordance with the following to prevent damage to the aircraft and personal injury;
 - (1) It will not hamper other ramp operations, such as loading and fueling;
 - (2) It is parked outside the engine danger areas (if possible);
 - (3) It is parked at least 2 metres from the aircraft;
 - (4) The towbar is directed away from the aircraft and coupled to the tractor to simplify its removal after engine start-up (towed ASU);
 - (5) It could be easily removed after engine start-up, avoiding the engine danger areas;
 - (6) The exhaust pipe of the unit is directed away from the aircraft fuselage and wing.
 - (g) When connecting the air supply hose to the aircraft, ensure that:
 - (1) The air supply hose is laid in such a way as to avoid any twists that could affect the air flow;
 - (2) The aircraft receptacle is free from FOD or any fluid;
 - (3) Ensure that the air supply hose coupling is firmly attached to the aircraft connector and pressurize the ASU after consulting the flight crew.
- Caution:** If the ASU is positioned within an engine danger area, ensure that this engine will only be started after disconnection/removal of the ASU.
- (h) 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;
 - (i) If a pushback tractor is not connected, position a chock in front of the nose wheel;
 - (j) Confirm with the flight crew that the aircraft parking brake is set, then remove main gear chocks;
 - (k) The ASU operator shall ensure the unit is ready to supply air pressure;
 - (l) The headset operator shall inform the flight crew that the ground crew are ready for engine start;

- (m) Prepare for engine(s) start (Ref. GOM 4.6.6.2. Departure Communication Dialogue and Signals, for communication requirements);
- (n) 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;
- (o) Disconnect the ASU hose(s);
- (p) 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.

4.6.8.4. Communication During Fire

(1) 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 operational personnel 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 shall be used.

(2) Engine Tailpipe/Exhaust Fire

If flames from the engine tailpipe are noticed during engine starting, the responsible ground operational personnel 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.

4.6.9. Pushback Disconnection

4.6.9.1. Pushback Tractor and Towbar Disconnection

- (a) The responsible ground operational personnel shall remove the tow pin securing the towbar to the pushback tractor;
- (b) The Towbar shall be disconnected from the tractor before disconnecting from the aircraft (except where the towbar is specifically designed to be disconnected from the aircraft first);
- (c) The pushback driver/operator shall check that other personnel are clear of the intended travel path and slowly drive the pushback tractor to a position in the aircraft path and be visible to the flight crew, if possible, ready for the towbar to be reconnected;
- (d) The responsible ground operational personnel 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/ operator;
- (e) The responsible ground operational personnel shall give an ‘OK’ signal to the pushback driver to confirm that the towbar is reconnected, and it is clear to drive away;
- (f) The pushback driver/operator shall check that other personnel 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 operational personnel on the interphone has disconnected and is in view of the flight.

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).

4.6.9.2. Towbarless Tractor/ Remote Control Tractor Disconnection

- (a) The pushback driver shall ensure that 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 path and be 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 "drive away" direction if applicable;
- (d) The pushback driver shall remain in a position visible to the flight crew until the responsible ground operational personnel on the interphone has disconnected and is in view of the flight crew.

4.6.10. Pushback Completion

Pushback completion includes repositioning of the pushback tractor, removal of the nose gear steering bypass pin and displaying the steering bypass pin to flight crew if equipped.

- (a) Remove the nose gear steering bypass pin and/or ensure the nose gear steering mechanisms are set to normal conditions for taxiing;
- (b) If previously disconnected, reconnect the torque link and inform flight crew;
- (c) Complete the headset communication and, after receiving flight crew approval, disconnect the headset and close the access panel;
- (d) Move clear of the aircraft to a safe position visible to the flight crew and away from its intended path;
- (e) Display the steering bypass pin to the flight crew;
- (f) Give the "All Clear" signal 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;
- (g) Remain in position until an acknowledgement from the flight crew is received;
- (h) Drive the tractor back to the terminal, the appropriate holding position, or to the next task, if applicable.

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 and/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

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.

4.6.11. Incidents During Pushback

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.

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.

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Flight Crew	Tractor Driver
	(h) Follow instructions and/or complete pushback maneuver, as applicable.
Tow Bar/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
Aircraft Fire	

Flight Crew	Tractor Driver
(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	

Flight Crew	Tractor Driver
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 reestablished.	

4.6.12. Reestablishing Communication After Departure

This procedure is to be used in case the responsible ground operational personnel or flight crew need to reestablish interphone communication after it has been disconnected.

(1) Initiated from the Flight Deck

The flight crew sets the parking brake and reestablishes communication with responsible ground operational personnel via company channel or Air Traffic Control (ATC). If visual communication with the responsible ground operational personnel is still established, visual signals may be used.

(2) Initiated from the Ground

If responsible ground operational personnel 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 company channel or through ATC.

When preparing to reestablish communication with the aircraft, take the following precautions:

- (a) Ensure that the responsible ground operational personnel 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 operational personnel establishing the interphone communication shall approach the aircraft;
- (d) Stay outside the aircraft's engine danger area 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.

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) Ref. GOM 4.6.6.2 Departure Communication and follow the required phases of dialogue;
- (c) Ensure all personnel and equipment are 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

Not applicable.

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 Operational Personnel Responsibilities

4.9.2.1. Responsible Ground Operational Personnel for Towing

The responsible ground operational personnel 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 operational personnel in different roles.

The responsible ground operational personnel in charge of each towing maneuver shall check to ensure all requirements for the towing operation are met prior to commencing towing operations.

Ref. GOM 4.6.2.2 for Pushback Tractor Driver responsibilities.

Ref. GOM 4.6.2.3 for Wing Walker responsibilities.

4.9.2.2. 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 (Ref. GOM 4 6.3.2.);
- (c) Ensure all aircraft doors are closed by authorized personnel;
- (d) During towing, the brake operator must be seated with the seat belt fastened;
- (e) Apply the “Brakes On” and “Brakes Off”. procedures in coordination with the headset operator;
- (f) Switch on and switch off the external anti-collision lights of the aircraft;
- (g) Position the seat in such a way that the brakes can be easily applied when required;
- (h) Inform the headset operator immediately if potential contact with any object(s) is detected;
- (i) Only apply the brakes during the tow when instructed by the headset operator/tractor operator or when it is clear the aircraft has become separated from the tractor.

Note 1: For procedures related to incidents during towing (Ref. GOM 4.9.5.).

Note 2: Presence on board of personnel, other than the brake operator, is forbidden throughout the maintenance or repositioning towing operations, except for flight crew and maintenance personnel. The brake operator must inform them that they must be seated with the seat belt fastened and must follow his safety orders if necessary.

4.9.2.3. Headset Operator

The headset operator is responsible for communications with the brake operator and/or VHF operator.

4.9.2.4. VHF Operator

The very high frequency (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 operational personnel functions carrying out the towing maneuver.

4.9.3. Pre-Towing Activities

4.9.3.1. Pre-Towing Activities - General

The following requirements shall be met to perform an aircraft tow:

- (a) Carry out a predeparture walkaround (Ref. GOM 4.6.3.2);
- (b) Carry out the requirements, as identified in the predeparture table (Ref. GOM 4.6.3.2.1.), that are relevant to the towing maneuver;
- (c) Make sure the flight crew or a qualified brake operator (VHF operator where required) is on the flight deck, if applicable;
- (d) Communication shall be established between the headset operator and the flight crew, brake operator (VHF operator, where required), if applicable;
- (e) The responsible ground operational personnel shall conduct a briefing with all personnel 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 (Ref. GOM 4.6.4.);
- (j) Remove the wheel chocks once ready to do so in accordance with (Ref. 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;

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- (3) Observes any fault, failure, malfunction or defect that may affect the safe operation of the aircraft for the intended flight.

4.9.3.2. Pre-Towing Preparation

The following checklist is to be used in preparation for an aircraft tow:

Action	Performed by	
	Brake Operator	Tractor Driver
Apply the flight deck checklist for towing.	x	
Test the means of communication between the tractor driver and brake operator	x	x
Insert the steering bypass pin or deactivate steering as applicable to the aircraft type.	x	x
Give permission to connect the towbar and tractor or TWL tractor after applying the aircraft parking brake.	x	
Install the landing gear safety pins, if required by operating airline procedures.	x	x
Connect the towbar, first to the aircraft, then to the tractor and set the parking brake.		x
Before connecting the TWL tractor, ensure the aircraft MLG are symmetrically chocked.		x
Connect the TWL tractor and set the parking brake.		x
Once all GSE has been cleared away from the aircraft, remove or check removal of aircraft chocks.		x
Ensure the aircraft is clearly visible to other parties according to local regulations, especially after dark (e.g., switch on external anti-collision lights).	x	
Contact the ATC for clearance to start moving the aircraft (depending on local regulations)	x	x
After receiving clearance, release the aircraft parking brake.	x	
Give clearance and instruction to the tractor driver to start moving the aircraft.	x	
Request confirmation from the brake operator that the aircraft parking brake has been released.		x
Conduct tow.		x

4.9.3.3. Towing Communications

An aircraft towing maneuver shall always be conducted using interphone communications or hand signals 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 personnel 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.

Dialogue between Ground Operational Personnel and Brake/VHF Operator		
Phase	Ground Operational Personnel	Brake/VHF Operator
Pre-departure check	<u>Call:</u> CONFIRM PARKING BRAKE SET <u>Reply:</u> STEERING BYPASS PIN INSTALLED/NOISE WHEEL STEERING DEACTIVATED/LANDING GEAR SAFETY PINS (if applicable)	<u>Reply:</u> PARKING BRAKE SET <u>Call:</u> CONFIRM STEERING BYPASS PIN INSERTED/NOISE WHEEL STEERING DEACTIVATED/LANDING GEAR SAFETY PINS (if applicable) <u>Call:</u> CONFIRM CLEAR TO PRESSURIZE (if applicable)
	<u>Reply:</u> CLEAR TO PRESSURIZE (if required)	
	<u>Call:</u> Request permission to connect the towbar and tractor or TWL tractor	
		<u>Call:</u> CLEAR TO CONNECT (the towbar and tractor or TWL tractor)
	<u>Call:</u> CONNECTING	
After completion of the Pre-departure check	<u>Call:</u> Pre-departure checks completed <u>Call:</u> ELEVATING AIRCRAFT (TWL tractor) <u>Call:</u> READY FOR TOWING	<u>Reply:</u> ROGER
		<u>Reply:</u> STANBY

Towing	REQUEST TOW (company name, aircraft type) FROM (location) TO (location)	REQUEST TOW (company name, aircraft type) FROM (location) TO (location)
		<u>Call:</u> TOW APPROVED VIA (mentioned specific routing to be followed)
	<u>Call:</u> CONFIRM PARKING BRAKE RELEASED	
		<u>Reply:</u> PARKING BRAKE RELEASED
	<u>Call:</u> COMMENCING TOWING (mentioned specific routing to be followed)	
Towing completed	<u>Call:</u> TOWING COMPLETED, SET PARKING BRAKE	
		<u>Reply:</u> PARKING BRAKE SET
Disconnecting	<u>Call:</u> AIRCRAFT CHOCKED	
		<u>Call:</u> CLEAR TO DISCONNECT
	<u>Reply:</u> DISCONNECTING	
	<u>Call:</u> TOWBAR/TRACTOR DISCONNECTED	

- (1) Carry out a check in accordance with specifications in the predeparture table (ref. GOM 4.6.3.2.1.) that are relevant to the towing maneuver;
- (2) Transmission from ground operational personnel 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.

4.9.4. Towing Maneuver

4.9.4.1. Towing Maneuver - General

Refer GOM 4.6.7. for pushback phase of the towing maneuver.

- (a) Use relevant apron lines as guidance during maneuvering to ensure safe obstacle clearances. Be aware of the size of the towed aircraft (ref. GOM 3.9.1 for the details);
- (b) Keep a minimum safety distance between vehicles to allow sufficient space to stop. Where required, apply the pushback tug brakes gently;

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- (c) Stop 50 m before a taxiway intersection if a stop is required;
- (d) 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.

4.9.4.2. Towing 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.

4.9.4.3. 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 operational personnel 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 (Ref. GOM 4.6.7.6)
- (2) Low-Visibility Conditions (Ref. GOM 4.6.7.7)

4.9.4.4. Towing Onto Parking Stand

Immediately prior to the aircraft being towed onto the stand or gate, the responsible ground operational personnel shall check and confirm that the area is ready (e.g., clear of obstacles, equipment, FOD, wing walkers, if required)

4.9.4.5. Movement Into/Out of Hangars

- (a) Only those ground operational personnel trained and qualified in the movement of aircraft into/out of hangars shall perform this operation and the person in charge of the operation must be designated.
- (b) Sufficient ground personnel (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 operational personnel 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 operational personnel 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.

4.9.5. 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.

Brake/VHF Operator	Tractor Driver
	(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 Pin 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 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 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
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.

Brake/VHF Operator	Tractor Driver
	(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)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 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 recommenced 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.

4.9.6. Towing Completion

The following checklist is to be used at the end of an aircraft tow.

Action	Performed by	
	Brake Operator	Tractor Driver
Set tractor parking brake.		x
Request the brake operator to set the aircraft parking brake.		x
Inform ATC that towing is completed, and the frequency will be left, depending on local regulations.	x	x
Set the aircraft parking brake and check the pressure. Inform the tractor driver: "Parking Brake Set, Pressure Checked".	x	

Action	Performed by	
	Brake Operator	Tractor Driver
Chock the aircraft MLG.		x
Switch off the external anti-collision lights of the aircraft.	x	
Inform the brake operator: "Aircraft chocked".		x
Give permission to disconnect the towbar or TWL tractor.	x	
Disconnect the tractor ground power, where applicable.		x
Disconnect the towbar (disconnecting from the pushback tractor first, then the aircraft) or TWL tractor.		x
Remove the steering bypass pin or activate steering as applicable to aircraft type	x	x
Place additional chocks, where applicable.		x
Inform the brake operator: "Towbar/Tractor Disconnected".		x
Release the aircraft parking brake and inform the tractor operator: "Parking Brake Off" (where applicable).	x	
Install and connect a GPU/FPU.		x
If installed, remove and stow gear safety pins in the dedicated location	x	x

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, GSP and maintenance provider.

In anticipation of the possible long-term parking of multiple aircraft, ground service providers shall proactively engage with the relevant stakeholders to develop a long-term parking plan. This plan shall be regularly reviewed (minimum once per year) to ensure the plan is still valid. The plan will require ad hoc review in response to changes to the airside environment, such as changes to operators, aircraft types and numbers, airport layout, GSPs. Depending on each airport's emergency plan, the airport may require the aircraft to proceed to a designated bay, possibly a remote bay, according to its plans and requirements.

The long-term parking plan shall ensure:

- (a) Spacing between adjacent aircraft;
- (b) When not parked at a bay (e.g., taxiway), aircraft are parked facing into the prevailing wind;
- (c) Anchor points are available for high-wind conditions;
- (d) Processes to monitor and adjust for severe weather conditions.

Caution: In regions with hot climates, it is preferable to park aircraft on hard surfaces such as concrete or high module asphaltic material rather than on flexible surfaces such as bituminous asphalt. This will avoid indenting those areas during long parking periods.

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.

Note 1: Ensure all procedures during aircraft ground movement are adhered to as documented in (Ref. GOM 4.6., GOM 4.9.).

Note 2: Ensure during any abnormal operations, a robust safety risk assessment is performed, and implementation of the mitigation plan is followed.

Note 3: Ensure timely consultation with the airport operator regarding the aircraft movement.

Note 4: 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 the direction of travel. Refer to the pushback and pull forward procedure (Ref. GOM 4.6.7.4.).

Long-term parking of aircraft requires a variety of specific measures to be put 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 GOM. These documents must be complied with.

4.11. CATERING AND PROVISIONING

4.11.1. General

Invoices for in-flight catering services, in which is indicated the quantity of meals and bar items are handed over to the authorized flight attendant for verification and signature.

Catering supply after night parking should be completed 45 minutes before scheduled flight departure time. Transit flights are served immediately by arrival.

GSP liaises with Inflight Service Dispatcher/Manager to ensure:

- (a) on/off-loading and stowing of pantry equipment and catering supplies from/to the aircraft;
- (b) refill removable galley equipment with hot and/or cold drinks/ meals and ice;
- (c) convey removable pantry equipment and catering supplies between aircraft and catering unit, if requested by In-flight Service Dispatcher/Manager.

Note: On some long-haul flights catering cargo hold load is necessary. In that case, a corresponding entry in the Load and Trim-sheet must be made by using the load code EAT or CSU if catering equipment loaded to cargo hold.

Caution: Catering goods loaded in cargo holds is generally not included in Dry Operating Weight (DOW) and Dry Operating Index (DOI).

4.11.2. Safety

- (a) The passenger doors should be opened from the inside by crew members/maintenance when the platform of the catering truck is at the same level with the cabin floor, or the catering truck is not in front of the door;
- (b) Catering trolleys loaded to the cabin should always be secured in a braked position. The same is required for the cargo hold loading;
- (c) Adherence to the in-flight meals shelf life is the main task in the case flight delays. Supplying companies should be provided with full information about the flight delay, which will allow them to control the situation and take the necessary measures to ensure the compliance of the in-flight meals shelf life.
- (d) All catering equipment with in-flight meals or goods, that is loaded by supplier should be sealed. Numbers of seals should be indicated in invoices for in-flight catering services and checked by authorized flight attendant before signing.

4.11.3. Catering Loading Sequence

- (a) Tail kitchen is the first loaded part of the AC (including all meal types).
- (b) The front kitchen is loaded next after tail kitchen (including (if applicable) all meal types, bar goods, auxiliary materials, and duty-free goods).

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5. LOAD CONTROL

5.1. LOAD CONTROL PRINCIPLES

The scope of this chapter is to establish standard procedures for the load control process that meet the minimum standards established in the IATA Airport Handling Manual (AHM)–Section 500 Load Control and SKYUP MT procedures. Load control is a process that ensures the production of all applicable documentation to comply with SKYUP MT and regulatory authorities for the safe and secure handling on an individual flight. This includes planning, supervision, reporting, recording of the loading of the aircraft and weight and balance calculation.

The Load Control process for SKYUP MT flights comprises of the following tasks:

- (a) Load planning:
 - (1) Checking, calculating and communicating of load planning information and data;
 - (2) Ensuring information about dangerous goods and other special loads is taken into account;
 - (3) Planning of the loading and producing a loading instruction report (LIR).
- (b) Supervision of aircraft loading and unloading:
 - (1) Verification and recording of aircraft loading;
 - (2) Ensuring the aircraft is loaded in accordance with the loading instructions;
 - (3) Load Control Information Exchange including reporting of final loading figures.
- (c) Weight and balance calculation:
 - (1) Ensuring aircraft weight and balance conditions are correct and within limits;
 - (2) Production of the loadsheet in accordance with the confirmed aircraft loading;
 - (3) The loadsheet reflects the actual loading of the aircraft, including last minute changes (LMCs);
 - (4) Production of other loading documents, such as Notification to Captain (NOTOC), if applicable.
- (d) Post-departure messages:
 - (1) Producing and transmission required messages;
 - (2) Document retention, as applicable.

Documented communication is required to provide an audit trail and accurate weight and balance calculations for the PIC prior to the aircraft's departure.

Load Control shall be performed by qualified personnel, using the SKYUP MT aircraft data and in accordance with SKYUP MT and with local regulatory processes, procedures and forms, all of which shall be provided by SKYUP MT.

Load Control can be performed directly by SKYUP MT 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 SKYUP MT.

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It is handling agent responsibility to check with DCS provider that the data has been updated in the DCS. Shall there are any discrepancies in the DCS, advise SKYUP MT immediately through the relevant Area Manager.

All current AHM560/565 data can be downloaded from AHM560 folder on the SKYUP MT Centrik (MT GRH\AIRCRAFT DATA\AHM560).

Whenever a new aircraft enters the fleet and/or aircraft are re-weighed, the SKYUP MT responsible person (k.tsymbalistov@skyup.aero) create and update of AHM-560/565 and Trimsheets.

This process ensures that all data are current and accurate, and limitations of the Boeing and SKYUP MT are taken into consideration.

SKYUP MT will notify handling agents and known DCS providers via e-mail and Centrik.

Before a new ground handling provider is contracted by SKYUP MT or an existing Handling agent is introducing a new DCS for issuing EDP loadsheet in an existing location, following documents must be forwarded for approval to ops@skyup.aero, load.control@skyup.aero copying respective Area Manager:

- one test loadsheet with 0% load, one test loadsheet with 50% load, one test loadsheet with 100% load, and
- DCS AHM560/565 database for U5.

The mentioned documents will be checked by SKYUP MT Weight and Balance Group. Once the positive answer is received, the Handling Agent will be advised that the DCS is approved for operational use.

SKYUP MT does comply with the last minutes changes requirements there for after approving the different systems it might occur that SKYUP MT requests new test loadsheets within 6 months after the approval.

GSP shall ensure that all personnel are qualified for manual loadsheet production.

5.2. LOAD PLANNING

5.2.1. Load Planning - 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;
- (e) Calculate expected traffic load;
- (f) Check any other dangerous goods and special loads (DGSL) that require special handling and segregation;
- (g) Allocate loading positions for all traffic load and special loads, if applicable, taking into consideration all flight legs;
- (h) Calculate the estimated zero fuel (EZFW) and transmit to flight dispatch or Flight Crew, as applicable, for flight planning purposes;
- (i) EZFW should be communicated every time there is a significant difference from the previous calculation;
- (j) Check fuel load and distribution;
- (k) Perform a pre-calculation of the aircraft weight and balance to ensure that the aircraft operational limits are not exceeded;
- (l) Give consideration to aircraft ground stability to avoid tail tipping, as per SKYUP MT requirements 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 weight to be loaded in aft compartments, or calculation of center of gravity for comparison against the applicable tipping and/or towing limit.
- (m) Produce an LIR.

5.2.1.1. B737-800 Cargo Hold Structural Limitations

Compartments class C (lower deck)	Holds	
	Forward	Aft
Capacity in kg	2950*	3631*
Volume in m ³	19.01*	24.60*
Maximum area load in kg/m ²	731	731
Cargo door dimensions in cm, width x height	122 x 89	122 x 89 (79)

Note: Any overhang and/or heavy shipment over 200 kg is a subject of additional approval of SKYUP MT ops@skyup.aero.

* Limitation is shown in the example of 9H-SAS. Limitation of other aircraft may vary. Refer to AHM-560 of particular aircraft to find out the correct limits.

Maximum dimensions forward cargo hold tables

Heavy packages lift assisted

Width in cm	12	25	38	50	63	76	88	101	114	121
Height in cm	Length in cm									
12	396	304	266	238	213	187	162	137	127	114
25	332	294	264	238	213	187	162	137	127	114
30	327	292	264	238	213	187	162	137	127	114
35	322	289	264	238	213	187	162	137	127	114
40	320	289	264	238	213	187	162	137	127	114
45	317	289	264	238	213	187	162	137	127	114
50	317	289	264	238	213	187	162	137	127	114
55	314	289	264	238	213	187	162	137	127	114
60	314	289	264	238	213	187	162	137	127	114
66	314	289	264	238	213	187	162	137	127	114
71	314	289	264	238	213	187	162	137	127	114
76	314	289	264	238	213	187	162	137	127	114
81	314	289	264	238	213	187	162	137	127	114
86	314	289	264	238	213	187	162	137	127	114

Maximum dimensions forward cargo hold tables
Light packages, manual load

Width in cm	12	25	38	50	63	76	88	101	114	121
Height in cm	Length in cm									
12	711	701	693	614	520	452	401	360	330	294
25	703	695	635	533	459	403	360	327	299	284
30	703	693	591	500	434	383	342	312	287	279
35	698	678	558	477	429	368	330	302	279	271
40	695	627	523	449	401	353	317	289	269	261
45	693	579	490	424	373	335	302	279	259	254
50	645	533	457	398	353	317	289	266	248	243
55	586	492	424	373	332	299	274	254	238	231
60	533	449	391	347	309	281	256	238	226	220
66	477	408	360	320	287	261	238	223	210	205
71	426	373	314	294	266	241	223	208	195	193
76	381	332	297	266	241	220	203	187	180	175
81	332	294	264	238	215	195	180	167	160	157
86	284	254	228	205	185	170	154	144	137	134

Maximum dimensions aft cargo hold tables
Heavy packages lift assisted

Width in cm	12	25	38	50	63	76	88	101	114	121
Height in cm	Length in cm									
12	416	330	274	233	208	182	157	132	109	109
25	350	297	261	233	208	182	157	132	109	109
30	327	287	259	233	208	182	157	132	109	109
35	322	284	259	233	208	182	157	132	109	109
40	317	284	259	233	208	182	157	132	109	109
45	314	284	259	233	208	182	157	132	109	109
50	312	284	259	233	208	182	157	132	109	109
55	309	284	259	233	208	182	157	132	109	109
60	309	284	259	233	208	182	157	132	109	109
66	309	284	259	233	208	182	157	132	109	109
71	309	284	259	233	208	182	157	132	109	109
76	309	284	259	233	208	182	157	132	109	109
78	309	284	259	233	208	182	157	132	109	109
81	251	226	200	177	152	124				
86	177	152								

Maximum dimensions aft cargo hold tables

Light packages, manual load

Width in cm	12	25	38	50	63	76	88	101	114	121
Height in cm	Length in cm									
12	876	863	855	680	561	477	414	365	332	304
25	871	861	693	574	482	421	375	337	309	279
30	866	858	642	538	462	406	363	330	302	271
35	863	744	604	510	441	388	340	307	281	264
40	861	673	558	477	416	363	325	294	269	254
45	858	614	523	447	393	342	309	281	259	246
50	698	571	485	421	373	325	294	266	246	233
55	627	523	449	386	340	304	274	251	233	223
60	579	480	411	360	320	287	259	236	220	208
66	510	434	375	330	294	264	238	218	203	193
71	447	386	337	299	266	238	215	198	185	177
76	406	355	312	279	251	226	205	190	177	170
81	314	274	236	208	182	162	144	132	124	124
86	226	195	167	147	132					

Compartments 1, 2, 3 and 4 are designed with a maximum load density of 240kg/m³.

Maximum weight limitations per compartment and net sections are detailed in the following tables provided by aircraft manufacturer.

5.2.2. Loading Instructions Report (LIR)

- (a) A 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 AHM514 and AHM515 and SKYUP MT requirements;
- (c) Indicate all information that could affect loading in the Supplementary Information (SI) section;
- (d) Refer to AHM 514 for Electronic Data Processing (EDP) LIR and AHM515 for Manual LIR;
- (e) LIR revisions shall be immediately communicated via appropriate means to loading personnel.

Manual or automated (EDP) Loading Instruction Report must be issued only by the trained load control personnel for each departing SKYUP MT flight.

Note: If Loadsheet is prepared by PIC, using OPT Weight & Balance Module, Loading Instruction Report shall be prepared by PIC.

The Loading Instruction is handed over to the person responsible for supervising loading in holds. Load must be distributed in the compartments in accordance with the Loading Instruction. Deviations from the loading instruction must be previously approved by the load controller.

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When loading is finished, the person supervising the loading process shall:

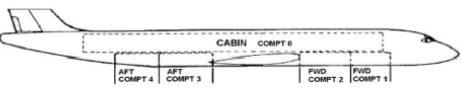
- note in the report section the weight and number of pieces of each load that has been loaded in each hold;
- write down a “NIL” remark for empty holds. “ALL”, “REST” and blank cells are not acceptable in the report section.
- sign the form in the appropriate section confirming that the aircraft has been loaded in accordance with the loading instruction.
- indicate number and location of DAA, CREW BAGS and other special loads and report this information to the Load Control.

The loading instruction is the essential document for the preparation of a load- and trimsheet.

If instructed to remove hold checked baggage any passenger no showed at the gate, passenger services agent will advise ramp personnel and/or Load Control immediately starting to investigate the passenger baggage to be offloaded.

After that all process ensure offloaded baggage belonging to right passenger who disembarks. obtain the name of passenger, security number and number of pieces of baggage record on Loading Instruction requiring removal.

5.2.2.1. Example and Explanation of Manual Loading Instruction

SkyUp MT					LOADING INSTRUCTIONS AND REPORT		SEU-GRH-FORM-017 Rev.1 31.05.2024															
Station					Flight Num.		Destination		A/C Reg.		Date											
Taitipping caution for loading: If there is planned or actual load in FWD CPT, this shall not be unloaded unless unloading of AFT CPT. FWD CPT must be loaded first to avoid any danger of taitipping.										Passenger aircraft All weights in kilograms Prepared by												
ARRIVAL										The following criteria shall be used for loading: - distribute load with 30% FWD and 70% AFT - if total load is 1000 kg or less, all load can be loaded AFT as a general rule unless otherwise stated by the commander.												
CPT 4					CPT 3								CPT 2					CPT 1				
Door													Door									
LOADING INSTRUCTION																						
CPT 4					CPT 3					CPT 2					CPT 1					Special instructions/Notes:		
Door										Door												
LOADING REPORT																						
CPT 4					CPT 3					CPT 2					CPT 1							
Door										Door										This aircraft has been loaded in accordance with these instructions including the deviations shown on the report. The load has been secured in accordance with company regulations. Name and signature of loading supervisor or person responsible for loading:		
Total CPT4:					Total CPT3:					Total CPT2:					Total CPT1:							
Max CPT4:					Max CPT3:					Max CPT2:					Max CPT1:							

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Description part 1: Heading

Printed heading	Description	Examples/re marks
Station	3-letter IATA airport code of issuing station.	
Flight Num.	Flight number of flight for which the instructions are issued.	
Destination	Three-letter IATA airport code(s) of route station(s)	
A/C Reg.	Registration of aircraft with which the flight is being operated.	
Date	Local date.	
Prepared by:	Name and signature of load planning responsible for the preparation of the loading instruction.	

Note:

The appropriate boxes must be filled in by the responsible load planning.

Description part 2: Compartment Number and Weight Limitations

Printed heading	Description	Examples/remarks
CPT №	Compartment number.	In order to assist the Loading Supervisor / person responsible for loading indicate on the aircraft sketch the position of the compartment doors. Cross out non- existent compartments.
Max CPT №	Maximum allowable weight per compartment.	

Description part 3: Arrival

Printed heading	Description	Examples/remarks
Arrival	The arrival information shall include details of the load per compartment as follows, copied from the incoming LDM: For multi-sector flights indicate destination using the 3-letter IATA airport codes Specify load category by using the codes: • B Local baggage • BC Business class baggage (priority baggage) • BT Transfer baggage • D Crew baggage • C Cargo • M Mail • E Equipment • T For transit load (the letter “T” must be	MLA/B/350/AVI

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Printed heading	Description	Examples/remarks
	stand in front of the appropriate load category code, e.g. "TC" for transit cargo) Followed by weight Followed by specific handling code(s) in case of special load in accordance with <i>Ref. GOM 5.2.2.3. 'Load information codes', if necessary give further instructions under "Special Instructions".</i> Load to be off loaded from the respective compartment(s) shall be encircled.	

Description part 4: Loading instructions

Printed heading	Description	Examples/remarks
Loading Instruction	Instructions on where the joining load is to be stowed. For multi-sector flights specify destination using the 3-letter IATA airport codes. Specify load category by using the codes: • B Local baggage • BC Business class baggage (priority baggage) • BT Transfer baggage • D Crew baggage • C Cargo • M Mail • E Equipment • T For transit load (the letter "T" must be stand in front of the appropriate load category code, e.g. "TC" for transit cargo) If the rest load is planned in a compartment, state estimated weight of the rest. Mention EIC and FKT separately. Show where special load is to be stowed and if necessary give further instructions under 'Special Instructions/Notes'. <i>Ref. GOM 5.2.2.3. 'Load information codes'.</i> For multi-sector flights specify the destination (station of unloading). Use the 3-letter IATA airport codes.	MLA/B/1200

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Note:

The loading instruction must be completed by the responsible load planning. After completion, the form is to be handed over to the Loading Supervisor

Description part 5: Loading report

Printed heading	Description	Examples/remarks
Loading report	Actual load details per 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 instructions”. When a change has occurred the new situation must be reported. For multi-sector flights indicate destination using the 3-letter IATA airport codes. Specify load category by using the codes: • B Local baggage • BC Business class baggage (priority baggage) • BT Transfer baggage • D Crew baggage • C Cargo • M Mail • E Equipment • T For transit load (the letter “T” must be stand in front of the appropriate load category code, e.g. “TC” for transit cargo) Followed by weight Followed by specific handling code(s) in case of special load in accordance with <i>Ref. GOM 5.2.2.3. ‘Load information codes’</i>, if necessary give further instructions under “Special Instructions”.	SSH/C/1500/PER
TOTAL	Total weight of load per compartment	This figure must not exceed the “Maximum Weight” of the respective compartment.

Note:

The loading report must be completed by the responsible Loading Supervisor. The entries must be made continuously while loading is in progress.

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Description part 6: Special instructions

Printed heading	Description	Examples/remarks
Special instructions / Notes	Give instructions for: • Goods which require special handling or stowage, e.g. live animals, dangerous goods, etc. • Lashing and supporting of heavy items • Securing of items which may cause a hazard. • Relocation of transit load. In addition to the specific instructions mentioned above, any other information which is useful for the Loading Supervisor may be given in this part, e.g. Airway Bill Number of special cargo items, standby-cargo, etc.	

Description part 7: Signatures

Printed heading	Description	Examples/remarks
Loading Supervisor or person responsible for loading	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 that the load has been secured in accordance with company instructions.	

5.2.2.2. Example and Explanation of EDP Loading Instruction

LOADING INSTRUCTION/REPORT		CONFIG	PREPARED BY		EDNO		
ALL WEIGHTS IN KG		Y189	O.KHOBTA		01		
FROM/TO FLIGHT		A-C/REG	D/V	VERSION	CREW	DATE	TIME
KBP ODS U50111		9H-SAS		B737-800	2/04	17MAR	1717
PLANNED LOAD							
ODS Y189 C 000000 M 000000 B 001920 E 000000							
JOINING SPECS							
TRANSIT SPECS							
RELOADS							

CPT 1 FWD MAX		00888	::CPT TOTAL :				

:1 :							

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:ONLOAD ODS B/00020

:REPORT

.

:1 :

:ONLOAD ODS B/00200

:REPORT

CPT 2 FWD MAX 02670 ::CPT 1 TOTAL :

:2 :

:ONLOAD ODS B/00500

:REPORT

CPT 3 AFT MAX 03157 ::CPT 2 TOTAL :

:3 :

:ONLOAD ODS B/01000

:REPORT

CPT 4 AFT MAX 00474 ::CPT 3 TOTAL :

:4 :

:ONLOAD ODS B/00200

:REPORT

::CPT 4 TOTAL :

SI

THIS AIRCRAFT HAS BEEN LOADED IN ACCORDANCE WITH THESE
INSTRUCTIONS AND THE DEVIATIONS SHOWN ON THIS REPORT. THE
CONTAINER/PALLETS AND BULK LOAD HAVE BEEN SECURED IN
ACCORDANCE WITH COMPANY INSTRUCTIONS.

SIGNATURE:

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Description part 1: Heading

Printed heading	Description	Examples/remarks
CONFIG	Configuration of the aircraft.	
PREPARED BY	Name of load planning responsible for the Preparation of the loading instruction.	
EDNO	Edition number.	Loading instructions issued for the same flight are numbered consecutively.
FROM	3-letter IATA airport code of the issuing station.	
TO	3-letter IATA airport code of the station of next intended landing.	
FLIGHT	Flight number.	
A/C REG	Registration of aircraft.	
VERSION	Version number consisting of aircraft type code.	
DATE	Local date of issue of this edition.	
TIME	Local time of issue of this edition.	

Description part 2: General information

Printed heading	Description	Examples/remarks
PLANNED LOAD	Summary of the estimated joining load by destination and load category (including pax figures).	
JOINING SPECS	Joining special loads.	
TRANSIT SPECS	Transit special loads.	

Description part 3: Loading instruction

Printed heading	Description	Examples/remarks
CPT	Compartment number followed by description of compartment location.	The abbreviations given below are used in the DCS for the descriptions of compartment location: • 1 FWD = Forward lower forward • 2 FWD = Forward lower aft • 3 AFT = Aft lower forward • 4 AFT = Aft lower aft
MAX	Maximum structural weight limit for compartment.	
ONLOAD	Weight of joining load per destination and category.	
SPECS	Information about special loads.	

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Description part 4: Loading report

Printed heading	Description	Examples/remarks
REPORT	Enter in the space provided for the loading report the weight of joining bulk load per destination and category. Obey the instructions given below : • Use 3-letter IATA airport code of the destination. • Enter cart weights, if available. • For cargo and mail use manifested weights, if actual cart weights are not available. • For baggage calculate the total weight by using the standard baggage weight and the number of pieces, if actual cart weights are not available. • Enter the weight of BAL and EIC separately. • Do not enter the weight of load relocated from one compartment to another.	
CPT TOTAL	Total weight of the onload in the respective compartment.	

Description part 5: Supplementary information

Printed heading	Description	Examples/remarks
SI	Supplementary information. Under this heading give instructions for : • Goods requiring special handling or stowage e.g. live animals, human remains, etc. • Securing of items which may constitute a hazard because of their size and/or weight (bulk compartment). • Location of short connections and/or priority baggage. 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. AWB number of special cargo items, standby-cargo, etc.	

Description part 6: Signatures

Printed heading	Description	Examples/remarks
PREPARED BY	Name of load planning responsible for the Preparation of the loading instruction.	
SIGNATURE	Signature of the ramp supervisor. He	

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Printed heading	Description	Examples/remarks
	confirms that the aircraft has been loaded in accordance with these instructions including the deviations shown in the report column. He confirms as well that the bulk load has been secured.	

5.2.2.3. Load Codes

Code	Description	Examples/remarks
AOG	Spare parts for aircraft on ground, followed by the loading position.	.AOG/2
AVI	Live animals, followed by loading position.	.AVI/2
BAL	Ballast hold loaded (Unmanifested), followed by loading position and weight.	.BAL/6/200
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, traveling on these seats. These passengers must be included in the PAX CY distribution.	.BED/6/3Y
BEH	Stretcher 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.	.BEH/34R/50
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. <i>NOTE:</i> Complete information (nature, weight, dimensions) must be given in the SI part of the CPM.	.BIG/21P 22P/30 SI 1 BUNDLE OF HIGH JUMP POLES WITH 30 KG LOADED OVER PALLETES 21P AND 22P.
COL	Cool storage at 1 to 5° Celsius. The conditions must be fulfilled during ground handling/warehouse storage. Whenever possible, cool items must be loaded on positions where cooling is possible.	.COL/1/250/PER
COM	Company mail (unmanifested in quantities of more than 5 kg), followed by loading position and weight.	.COM/2/125
CSU	Catering equipment and food supply not used on flight (Unmanifested).	.CSU/3/650
DAA	Delivery at aircraft	SI DAA/1/4

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Code	Description	Examples/remarks
	1–3 alpha-numerics to indicate the loading position followed by an oblique and 1–2 numerics to indicate the number of bags.	
DHC	Crew positioning to/from duty not directly involved in the operation of the flight, who are occupying passenger seats. <i>Note: DHC are included in passenger figures.</i>	.DHC/1/2
DIP	Diplomatic mail and diplomatic cargo, followed by loading position and number of pouches.	.DIP/2/7
EAT	Foodstuffs for human consumption other than meat and fish/seafood as specific handling codes are designated for such codes., followed by loading position.	.EAT/3
EIC	Unmanifested equipment in compartment (not included in DOW/DOI but not including BAL, BED, COM, CSU, FKT and BEH), such as lashing and supporting materials, etc., followed by loading position and weight. Specify under SI what kind of unmanifested equipment (e.g. tie-down material, platforms, etc.). In case of multi-sector flight the specification under SI must be preceded by the 3-letter IATA airport code of destination. NOTE: Containers, pallets, nets as well as supporting and lashing materials used on pallets and in containers must not be considered as EIC. NOTE: In case of stacked pallets, the base pallet must be included in the figure for C as cargo and the weight of the other units must be added as EIC.	.EIC/22P/521 SI 521 KG TECHNICAL SPARE PARTS LOADED ON 22P
ELD	Extra Load Devices	.ELD/11P/440
EXP	Expedite baggage 1-3 alpha numerics to indicate the loading position followed by an oblique and 2-4 numerics to indicate the weight.	SI EXP/1/300
RUSH	Rush baggage 1-3 alpha numerics to indicate the loading position followed by an oblique and 2-4 numerics to indicate the weight.	SI RUSH/1/300
FIL	Undeveloped films, followed by loading position.	.FIL/2
FKT	Special flight kit (not included in DOW/DOI), unmanifested, followed by loading position and weight.	.FKT/4/275
HEA	Heavy pieces, followed by compartment number and weight; must be used for items of 150 kg and more; two or more heavy pieces loaded in the same compartment and to the same destination must be shown individually. <i>NOTE:</i> For heavy cargo above 150	.HEA/2/350 .HEA/3/190.HEA/3/3 40

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Code	Description	Examples/remarks
	kg per piece loaded on pallets/in containers the code HEA is not required.	
HEG	Hatching eggs, followed by loading position.	.HEG/1
HUM	Human remains in coffins, followed by loading position and weight. <i>NOTE:</i> The code HUM is not required for funeral urns. An additional HEA remark for HUM weighing 150 kg or more is not required.	.HUM/3/258
ICE	Dry ice (carbon-dioxide), followed by loading position.	.ICE/3
LHO	Live human organs/blood, followed by loading position.	.LHO/1
MOS	Miscellaneous Operational staff other than crew, who perform functions relating to the flight and occupy passenger seats. <i>NOTE:</i> MOS are included in passenger figures.	.MOS/0/2
NIL	No items loaded or manifested.	.NIL
OHG	Items loaded on 1 or more pallets that overhang positions other than those on which they are loaded must be shown only for the ULD positions from which the piece overhangs. <i>NOTE:</i> The length of the overhang and the ULD position(s) affected must be given in the SI part of the CPM.	.OHG/24P
PAD	Passengers not entitled to a firm booking, followed by the number of seats occupied per class. PADs are included in the PAX CY distribution.	.PAD/6/2 .PAD/0/0
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.	.PEA/2
PEF	Flowers, followed by loading position.	.PEF/2
PEM	Meat and meat products, followed by loading position.	.PEM/2
PEP	Fruits and vegetables, followed by loading position.	.PEP/2
PER	All perishable cargoes other than flowers, meat and fish/seafood as individual handling codes are designated for such codes., followed by loading position.	.PER/2
PES	Fresh fish, salted fish and seafood, or frozen fish and frozen seafood, followed by loading position.	.PES/2
PIL	Pharmaceutical products to be protected from extreme temperatures, followed by loading position.	.PIL/21L
SOC	Seats occupied by baggage, cargo <i>and/or</i> mail, followed by the number of seats occupied per class. SOC are not included in the PAX CY distribution.	.SOC/0/3
SPB	Special baggage, followed by loading position and weight.	.SBP/1/100
SPF	Laboratory animals, followed by loading position.	.SPF/2
VAL	Valuable Cargo.	Not to be used on Loadsheet loadmessage

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WBD	Wheelchair Battery Dry. 1–3 alpha-numerics to indicate the loading position followed by an oblique and two numerics for the weight of the wheelchair.	SI WBD/1/5
WBL	Wheelchair Battery Lithium-ion. 1–3 alpha-numerics to indicate the loading position followed by an oblique and two numerics for the weight of the wheelchair.	SI WBL/1/15
WBW	Wheelchair Battery Wet. 1–3 alpha-numerics to indicate the loading position followed by an oblique and two numerics for the weight of the wheelchair.	SI WBW/1/15
WEA	Weapon, followed by loading position	.WEA/1
WET	Shipments of wet materials not packed in watertight containers, e.g. fish packed in wet ice. 1-3 numerics to indicate the loading position.	.WET/1
WMP	Wheelchair Manual Powered. 1-3 alpha-numerics to indicate the loading position followed by an oblique and two optional numerics for the weight of the wheelchair.	.WMP/1/15 .WMP/0
XCR	Working crew occupying passenger seats, followed by the number of seats occupied per class. <i>NOTE:</i> XCR are included in the operating crew figures, i.e. not included in passenger figures.	.XCR/1/1 .XCR/0/2
XPS	Priority Small Package. 1-3 alpha-numerics to indicate the loading position.	.XPS/3

5.2.2.4. Responsibility for Issuing Loading Instruction

The GSP's load controller (or PIC, if Loadsheet prepared in OPT Weight & Balance Module) issues the Loading Instruction according to the load planning procedures and signs it under "Prepared by".

The completed loading instruction shall be handed over to the head loader of the loading crew.

After check of loading, the head loader signs the loading instruction and confirms herewith the correct loading in accordance with the company instructions and that all deviations are shown.

For every departing flight a LIR must be issued. For transit flights a separate off-loading report may be issued. For flights terminating at a station no off-loading report is required. The incoming LDM can be used instead.

The LIR and the off-loading report must be completed and signed by the personnel responsible for loading and/or off-loading respectively.

The LIR must be filled at the issuing station.

Any figures passed verbally to the loadsheet personnel must be confirmed before aircraft departure, preferably in writing or by means of other effective pre-departure checks.

When a standard weight is used for hold baggage, the number of checked pieces per compartment may be entered as an alternative to the weight in the space provided for the report.

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The accuracy of the calculations must be checked before departure of the flight concerned.

The signed loading instruction has to be handed over to the PIC for notification together with all other aircraft documents.

The original remains with the station file, one copy with the head loader.

All special loads (load codes) and handling information shall be clearly marked for every destination.

5.2.3. Offloading Instruction

- (a) Offloading instructions may be issued prior to aircraft arrival;
- (b) For transit flights, produce offloading instructions as per AHM514 and AHM515, where transit load, offload and all positions are reported;
- (c) Consideration shall be given to ensure aircraft stability during the unloading process and passenger disembarkation process. See also Ref. GOM 4.5.2 Aircraft Ground Stability procedure.

5.2.4. Notification to Captain

The Notification to the captain (NOTOC) is used to inform the PIC of DGSL carried as cargo or mail.

The Ground Service Provider cargo department is responsible for providing DGSL information in legible written, printed or digital form and transmitting it to the person charged with load planning task. The Load Planner shall produce 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 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) Signs the NOTOC;
- (e) Deliver the signed NOTOC to PIC for signature.

The NOTOC must be issued in adequate number of copies (at least 2 copies), in order 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 AHM [593](#) and the current IATA Dangerous Goods Regulations (DGR).

The NOTOC also contains information:

- for use in emergency response to an accident or incident involving dangerous goods onboard;
- to provide to air traffic services in the event of an in-flight emergency.

In the event the NOTOC is of such a size as to make in-flight radiotelephony transmission impracticable in an emergency situation, a summary of the information is typically

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provided to the PIC (NOTOC Summary), which contains at least the quantities, and class or division of dangerous goods in each cargo compartment.

A legible copy of NOTOC must be retained on the ground in the respective station file for a minimum period of 3 months after the flight. This copy must have an indication on it or with it that the PIC has received the information.

A copy of NOTOC, approved and signed by PIC, must be sent immediately after aircraft departure to SKYUP MT HUB via e-mail occ.mt@skymalta.aero and ops@skyup.aero.

Duty operations officer shall provide the information about onboard dangerous goods so it can be reported without delay to emergency services that respond to an accident or serious incident involving the SKYUP MT aircraft.

A copy, or the information contained in the notice to the PIC, must be readily accessible to the duty operations officer, flight dispatcher, or designated ground personnel responsible for flight operations - to the airports of last departure and next scheduled arrival until the flight has arrived at the destination airport.

The load planning/load controller must dispatch the NOTOC to the aircraft **together** with the loadsheets.

5.2.4.1. List of Loads Required to be Included in NOTOC

- (a) Dangerous goods (except for complete list of goods by UN number refer to IATA DGR Table 9.5A);
- (b) Special load:

IMP Code	Description
AVI	Live animal
DOC	Day old chick
EAT	Foodstuffs for human consumption other than meat, fish and seafood
ELI	Lithium ion batteries excepted as per Section II of PI 966 and 967 or sodium ion batteries excepted as per Section II of PI 977 and PI 978 (ref. IATA DGR, current edition)
ELM	Lithium metal batteries excepted as per Section II of PI 969 and 970 (ref. IATA DGR, current edition)
FIL	Undeveloped/unexposed films
HUM	Human remains in coffin
LHO	Live human organ or blood plasma
PEA	Hunting trophies, skin and all articles made from or containing part of species listed in CITES
PEF	Flowers
PEM	Meat
PEP	Fruits and vegetables
PER	Perishables
PES	Seafood/fish for human consumption
PIL	Pharmaceutical products
SWP	Sporting Weapon
VAL	Valuable cargo
WBD	Wheelchair battery dry
WBL	Wheelchair battery Lithium-Ion

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IMP Code	Description
WBW	Wheelchair battery wet
WEA	Weapon

For additional information about Dangerous goods transportation on SKYUP MT flights Ref. GOM, Ch. 9.

5.2.4.2. Format of NOTOC

Following NOTOC formats are possible for SKYUP MT flights:

- EDP NOTOC;
- Manual NOTOC.

5.2.4.3. Example of EDP NOTOC

```

SPECIAL LOAD NOTIFICATION TO CAPTAIN PRE-FLIGHT                                10:55

FROM      FLIGHT      DATE      A/C REG      PREPARED BY
KBP      U50222 /01    19OCT20    9H-SAS      O. KHOBTA
*****

** OTHER SPECIAL LOAD **

TO  AWB      CONTENTS      PCS    QTY      IMP      POS
   NR                               CODE    ULD CODE
-----
001.    LIVE ANIMAL      0001   0030KG   AVI      2
AYT 87654321  DOG                               BULK

*****
*****

THERE IS NO EVIDENCE THAT ANY DAMAGED OR LEAKING PACKAGES
CONTAINING DANGEROUS GOODS HAVE BEEN LOADED ON THE AIRCRAFT

LOADING SUPERVISOR      CAPTAIN
NAME AND SIGNATURE:      NAME AND SIGNATURE:

```

Printed heading	Description	Examples/remarks
FROM	3-letter IATA airport code of the station of loading .	
FLIGHT	Flight number.	
DATE	Local date.	
A/C REG	Registration of aircraft.	
PREPARED BY	Signature of person issuing the NOTOC.	

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Printed heading	Description	Examples/remarks
TO	3-letter IATA airport code of the station of unloading .	
AWB	Air waybill number (AWB)	Not required in case of special load carried by passenger as baggage (e.g. AVI)
CONTENTS	Name of contents for other special loads	
PCS	Number of identical packages	
QTY	Actual net quantity per package, expresses in following units: • GR for gram • KG for kilogram • ML for millilitre • LT for litre	
IMP code	Interline message procedure (IMP) code	
POS	Loading position on aircraft.	
ULD CODE	Serial number of ULD unit / "BULK" for bulk compartment.	
LOADING SUPERVISOR NAME AND SIGNATURE:	Signature of person who have supervise loading	
CAPTAIN NAME AND SIGNATURE:	Signature of PIC	

5.2.4.4. Example of Manual NOTOC

SkyUp MT

SPECIAL LOAD – NOTIFICATION TO CAPTAIN

SEU-GRH-FORM-018
Rev.3
07.04.2025

Station of Loading		Flight Number		Date		Aircraft Registration		Other information					
DANGEROUS GOODS													
Station of Unloading	Air Waybill Number	No of Pkgs	UN or ID No.	Proper Shipping Name	Class or Division and for Class 1 Compat. Grp. Letter	Subsidiary Hazard(s)	Packing Group or Radioactive Material Category	Net Qty or TI per package	CAO (X)	ERG Code	IMP Code	Loaded	
												ULD/ Bulk ID	Position
There is no evidence that any damaged or leaking packages containing dangerous goods have been loaded on the aircraft.													
OTHER SPECIAL LOAD													
Station of Unloading	Air Waybill Number	No of Pkgs	Total Qty	Contents and Description	Supplementary information					IMP Code	Loaded		
											ULD/ Bulk ID	Position	
Prepared by				Loading supervisor's Signature			Captain's Signature						

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Description part 1: Heading

Printed heading	Description	Examples/remarks
Station of Loading	3-letter IATA airport code of the airport of departure .	
Flight number	Flight number.	
Date	Local date of production of the document .	
Aircraft Registration	Registration of aircraft.	
Other information	Supplementary information	

Description part 2: Information about [Dangerous Goods](#) shipment

Printed heading	Description	Examples/remarks
Dangerous goods	List of dangerous goods shipments.	
Station of Unloading	3-letter IATA airport code of the station of unload for this flight .	
Air Waybill Number	Air waybill number (AWB).	
Number of packages	Number of identical packages .	
UN or ID Number	As per Shipper's Declaration	
Proper Shipping Name	As per Shipper's Declaration	
Class or Division For Class 1 Compat.Grp.	As per Shipper's Declaration	
Subsidiary hazard(s)	As per Shipper's Declaration	
Packing Group or Radioactive Material Category	As per Shipper's Declaration	Radioactive Material - N/A for SKYUP MT
Net. Quantity or Transp.Ind. per package	Actual net quantity per package, expresses in following units: • GR for gram • KG for kilogram • ML for millilitre • LT for litre • TI for transport index in case of RRY cat. II and/or III	
CAO	Enter "X" for cargo aircraft only items	
ERG code	As per Shipper's Declaration	
IMP code	Cargo IMP code	
ULD ID or Bulk	ULD identification number (n/a for SKYUP MT) or Bulk	
Position	Enter the loading position	

Description part 3: Information about Other Special Load

Printed heading	Description	Examples/remarks
Station of Unloading	3-letter IATA airport code of the station of unload for this flight.	
Air Waybill Number	Air waybill number (AWB).	
Number of packages	Number of identical packages.	
Total Quantity	Total quantity of commodity and unit of measurement	
Contents and Description	Detailed information about shipment	
Supplementary information	Any additional information	
IMP code	Cargo IMP code	
ULD ID or Bulk	ULD identification number (n/a for SKYUP MT) or Bulk	
Position	Enter the loading position	

Description part 4: Other information

Printed heading	Description	Examples/remarks
Prepared by	Name and signature of person, who prepared the document	
Loading supervisor's Signature:	Signature of person responsible for aircraft loading.	
Captain's Signature:	Signature of captain.	

5.3. WEIGHT AND BALANCE CALCULATION

5.3.1. General

(a) The objective of the weight and balance calculation task is to ensure that a final and accurate load sheet is issued, and this has been crosschecked with:

- (1) Final LIR from the person in charge of the Loading Supervision task;
- (2) Final passenger close-out data;
- (3) Final fuel figures;
- (4) All aircraft operational and structural limitations for the appropriate aircraft registration.

Note 1: If a preliminary loadsheet is produced, one or more criteria may not have been finalized.

Note 2: The person designated with the weight and balance calculation task shall ensure all data is finalized or confirmed for manual or electronic load sheet production.

(b) A Loadsheets accuracy check is continuously performed prior to 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 and pantry;
- (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 load-message/loadsheet;
- (7) Correct passengers close out data;
- (8) Hold baggage weight and gate delivery items;
- (9) Actual loading positions of dangerous goods and other special load indicated on the NOTOC, if applicable;
- (10) Balance calculation and conditions of loaded aircraft, including LMCs, are within prescribed limits;
- (11) The loadsheet shall be checked against the final LIR and other information related to the actual load;
- (12) All specified documents shall be signed by means of manual or electronic identifiers.

(c) Loadsheets format and contents shall meet the minimum criteria set in AHM 516, AHM 517, AHM 518;

(d) The prepared and correct loadsheet shall be delivered to PIC either as a hard copy (manual or digital) or ACARS format no later than 15 minutes prior to STD/ETD;

(e) Any changes occurring after the final loadsheet has been produced must be accounted for by either production of a new edition of Loadsheets or via documented Last Minute Change process;

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- (f) Any discrepancy in weight and balance documentation shall be reported to the person responsible for the weight and balance calculations and to the SKYUP MT (Ref. GOM 10.7);
- (g) If a discrepancy is discovered after the final loadsheet has been issued, the PIC shall be informed via the available channels without delay and be provided with relevant and requested information to prevent unsafe takeoff and/or landing;
- (h) Prior to departure person performing loadsheet check shall record on the LIRF weight of load in each compartment based on the loadsheet to ensure compliance between bulk load amount and weight and to confirm that correct accuracy check have been performed.

5.3.1.1. Standard Weights

5.3.1.1.1. Passengers

SKYUP MT uses standard masses for passenger when determining the aircraft traffic load. **Table 1** below displays the standard masses for passengers in accordance with [AMC1 CAT.POL.MAB.100\(e\)](#). The standard masses include hand baggage and the mass of any infant carried by an adult on one passenger seat. Infants occupying separate passenger seats should be considered as children for the purpose of this item.

Table 1. Standard Masses for Passengers

Passenger category	Basic		Alternative
	Male	Female	All adult
Adult – All flights except holiday charters	88 kg	70 kg	84 kg
Adult – Holiday charters (see Note 3)	83 kg	69 kg	76 kg
Children – All flights	35 kg	35 kg	35 kg
Infants – All flight	0 kg	0 kg	0 kg

Note 1: The Basic standard masses are used as default value.

Note 2: The Alternative standard masses may be used in the absence of passenger gender information, and/or at the Commander's discretion.

Note 3: Holiday charter means a charter flight that is part of a holiday travel package. On such flights the entire passenger capacity is hired by one or more charterer(s) for the carriage of passengers who are travelling, all or in part by air, on a round- or circle-trip basis for holiday purposes. The holiday charter mass values apply provided that not more than 5 % of passenger seats installed in the aircraft are used for the non-revenue carriage of certain categories of passengers. Categories of passengers such as company personnel, tour operators' personnel, representatives of the press, authority officials, etc. can be included within the 5% without negating the use of holiday charter mass values.

Note 4: The Holiday Charter masses shall be used when "Holiday Charter" specified in the OFP in the OTHER field.

On any flight identified as carrying a significant number of passengers whose masses, including hand baggage, are expected to exceed the standard passenger mass, SKYUP MT uses relevant procedure to determine the actual mass of such passengers (Ref. GOM 5.3.1.1.4).

Caution: The use of Alternative standard masses or actual masses for passengers instead of the Basic standard masses require prior approval of the Commander. Calculation method used shall be stated in the mass and balance documentation.

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Notwithstanding the provisions set forth above the following passenger standard mass (**Table 2**) may be used for all flights operating under the US-Bangla Airlines callsigns (IATA code BS, ICAO code UBG), on the SKYUP MT fleet, after compliance with the procedure for establishing revised standard passenger mass values in accordance with AMC2 CAT.POL.MAB.100(e).

Table 2. Passengers' Standard Masses for Flights Under US-Bangla Airlines Callsigns

Passenger category	Basic		Alternative
	Male	Female	All adult
All flights under the US-Bangla Airlines callsigns	83 kg	69 kg	76 kg
Children 2-12 years – All flights under the US-Bangla Airlines callsigns	35 kg	35 kg	35 kg
Infant – All flights under the US-Bangla Airlines callsigns	0	0	0

Note 1: The Basic standard masses table is: M83/F69/C35/I0.

Note 2: The Alternative standard masses table M76/F76/C35/I0 is applicable at the following stations: DAC, CGP, MAA, MCT, SIN, CAN, KUL, BKK. This table may also be used if no gender information is available for the passengers, or if the commander decides otherwise.

Note 3: Infants occupying separate passenger seats must be considered as children.

Note 4: These mass values are valid only for the duration of the cooperation with US-Bangla Airlines.

Note 5: The masses indicated in the table above are applicable exclusively at stations where periodic load monitoring is conducted using the inspections tool according to SKYUP MT Safety Policy and ACMI agreement. Loading must comply with established rules. Such monitoring should be conducted at least once per six months, however this interval may be decreased once significant violations are reported by the flight crew through the SKYUP MT Safety Reporting System. Any deviations from standard procedures or clear violations of the established regulations, regarding passenger calculated mass for specific station or aircraft loading, will cause an immediate return to standard masses. All the facts of violations should be reported to US-Bangla Airlines partners. The masses indicated in the table above may be applied again once corrective actions are implemented and appropriate evidence is provided.

5.3.1.1.2. Crew Members

Standard mass values for crew members including hand baggage are:

Flight Crew	85 kg
Cabin Crew	75 kg

Note: Any additional crew baggage must be taken into account.

5.3.1.1.3. Baggage

Baggage must be weighed to determine the actual masses. However, in situations where this is not possible, standard mass values from the table below may be used for each piece of checked baggage.

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Type of Flight	Standard Mass
Domestic	11 kg
Within European region	13 kg
Intercontinental	15 kg
All other	13 kg

Note 1: Domestic flight is a flight with origin and destination within the borders of one State.

Note 2: Flights within the European region are flights, other than Domestic flights, whose origin and destination are within the following points:

Note 3: An intercontinental flight is a flight with origin and destination in different continents.

For bags taken off passengers at the gate to be loaded in aircraft hold because they DO NOT comply with cabin bag policy, the above standard hold luggage weight per piece shall be used.

For cargo and/or mail actual weights must be used as documented on the cargo manifest.

5.3.1.1.4. Non-Standard Passenger Mass

On flights where a significant number of passengers exceed the standard mass, the actual mass must be determined by weighing or by adding an adequate mass increment. Any unusual groups of passengers, excessive weights, or deviations from the standard must be communicated to load control (i.e. sports teams with higher passenger weights or groups of children).

For flights carrying passengers whose individual mass is substantially above or below the standard mass, non-standard passenger masses must be used. Such passengers should be asked about their actual weight or, if possible, weighed.

The results of this weighing must be recorded in the Weighing survey report passengers and carry-on baggage form (Ref. GOM, Annex A, SEU-GRH- FORM-051).

Mass for Loadsheets is:

- (1) the actual mass of those passengers plus
- (2) the standard mass for the remaining passengers.

An appropriate remark must be made on the loadsheet and in the LDM, containing:

- number of persons,
- actual mass, and
- identification of the group.

5.3.1.2. Aircraft Spares

Aircraft spares on board a flight is now termed as follows in accordance with IATA AHM536.

5.3.1.2.1. FLIGHT KIT (FKT):

The Flight Kit (FKT) consists of additional aircraft parts, consumables, and tools that are either permanently carried on board or included as an ad-hoc requirement (floating FKT).

The permanent and floating FKT details are provided by MCC to Ground Operations, stations.

The FKT serves as a defined set of spare parts, consumables, and tools that can be utilized at a transit airport if necessary. The specific composition of the FKT, including the quantity and weight of the items, is outlined in the form SEU-GRH-FORM-056 (Ref. GOM Annex A). Detailed information regarding the FKT can be found in the relevant paragraph of the "General" section of the Minimum Equipment List (MEL).

The MCC engineer is responsible for completing SEU-GRH-FORM-056, which is then uploaded to the "FlyAwayKit" folder on SharePoint. This serves to inform and provide access to the necessary details for SKYUP MT relevant departments.

If the FKT is utilized at a transit airport, the technical staff must promptly inform the MCC engineer. This can be done via any available means of communication (telephone, messenger, email, etc.), providing specific information regarding the components used.

Handling Instructions:

- Location: The FKT must be loaded in compartment 1 only.
- Labelling: It should be clearly marked with the label "FLIGHT KIT DO NOT OFFLOAD" (Ref. GOM Annex A, SEU-GRH-FORM-050).
- Offloading: The FKT must not be offloaded unless specifically requested by SKYUP MT.
- Securing: All securing actions (tie-down, lashing) of the FKT should be performed in accordance with GOM (Ref. GOM 4.5.7.6).

SkyUp MT	SEU-GRH-FORM-050 Rev.1 31.05.2024
FLIGHT KIT	
DO NOT OFFLOAD	
WEIGHT _____ kg	
POSITION _____	
ACFT REG _____	

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5.3.1.2.2. EQUIPMENT IN COMPARTMENT (EIC):

Consisting of spares carried (in addition to FKT) temporarily over a specific route, for a specific period. EIC is not included in the aircraft DOW/DOI but is shown as non-revenue payload on loadsheet.

EIC covers a number of items other than aircraft spares, e.g. company equipment items which are:

- Unmanifested;
- Not included in the aircraft DOW.

(a) Items under this classification may be:

- (1) Temporary spares (in addition to FKT);
- (2) AOG – Spare parts for aircraft on ground for emergency maintenance actions on another SKYUP MT aircraft;
- (3) Loading accessories: i.e. any shoring & lashing equipment when on board;
- (4) CSU – Catering equipment and food supply not used on flight (when loaded in the cargo compartments) are carried as an ad-hoc requirement in addition to the standard galley. Details of the CSU to be given by Ground Operations to the Ground Service Provider at the stations.

(b) The SKYUP MT Spare parts & Maintenance Procurement Manager, that make shipment EIC, responsible for the following:

- (1) Complete an EIC Notice (Ref. GOM Annex A, SEU-GRH-FORM-046) and forward it to the respective SKYUP MT operations departments (logistic/cargo warehouse and Cargo department/OCC/Ground operations/Load control/DOO) as early as possible (but not later than 12 hours before STD):

- logistic: logistics@skyup.aero
- OCC: occ.mt@skymalta.aero
- Ground Operations: ops@skyup.aero
- Load Control: load.control@skyup.aero
- Cargo: cargo@skyup.aero

- (2) Record the dimensions of EIC and volume in writing.

- (3) Submit all applicable documents to DOO, Ground Operations and respective Ground Service Provider (IATA AWB and If applicable Shipper's dangerous goods declaration or 'No DG' statement, ICAO Cargo Manifest, maintenance documents, transport order, invoice, packing list).

- (4) Package and mark the EIC shipment with EIC tag (Ref. GOM Annex A, SEU-GRH-FORM-049).

(c) All Ground Service Providers at stations are responsible for the following:

- (1) Check the EIC tag;

- (2) Load the EIC according to Loading Instruction Report (LIR) or instructions, given by PIC (in case Loadsheets produced by crew) and, if possible, and weight and balance conditions allows - into separate aircrafts compartments;

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- (3) Consider space of the compartment when EIC is being planned/loaded;
- (4) Properly secure the EIC as necessary to prevent from movement within the compartment of the aircraft;
- (5) Specify under SI in LDM messages what kind of EIC has been loaded. A remarks in the SI box shall be mentioned, e.g. EIC/1/100;
- (6) The weight of EIC must be entered and added in the equipment (or cargo) weight according to destination for load planning and load documentation (Loadsheet) with load information code (E) – equipment or (C) - cargo if (E) is not available in local system.

Note: When the Loadsheets is prepared by the PIC, the weight of the EIC is incorporated into the deadload without load information code.

(d) If EIC shipments contain Dangerous Goods:

- (1) Ensuring that EIC classified as dangerous goods, carried as equipment (or cargo) on board an aircraft, are packaged, marked, labelled, declared and accepted, inspected, stowed, secured and unloaded in accordance with Section 9 of IATA DGR current edition and SKYUP MT GOM/COM;
- (2) Cargo handling manager is accountable for the Dangerous Goods transportation;
- (3) Transportation shall be approved in writing to respective SKYUP MT Director Ground Operations by dedicated person accountable for the Dangerous Goods transportation or other eligible personnel through Ground Operations Duty Dispatcher;
- (4) Shipment shall be handled by authorized cargo handling agent and be accompanied by:
 - IATA AWB.
 - Shipper's Dangerous Goods Declaration.
 - Dangerous Goods acceptance checklist.
 - ICAO Cargo Manifest.
 - NOTOC.
- (5) Nonexclusive list of DG:
 - Division 2.2.
 - Class 3.
 - Class 8.
 - Class 9.

Any other DG transportation different from the listed Classes and Division above including sub risks shall be authorized by DGO after proper risk assessment is carried out and being approved before the flight.

- (6) NOTOC shall be sent to SKYUP MT OCC occ.mt@skymalta.aero Ground Operations ops@skyup.aero addresses.

Each piece of EIC shall be protected against unauthorized access from the point it is accepted for carriage or security control, whichever is earlier, up until it is loaded into the

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aircraft hold and departure. Security measures shall be implemented for storage, handling systems and loading to ensure prevention of unauthorized access, tampering or introduction of prohibited articles into the EIC.

(e) Documentation of EIC:

- (1) All contents of EIC shall be shown on EIC Notice;
- (2) A copy of the EIC Notice shall be filed in the station file (Ref. GOM 5.7);
- (3) EIC Notice shall be completed as follows:
 - Information about Dangerous Goods in shipment
 - Departure station
 - Flight Number
 - Date
 - Destination
 - Number of pieces
 - Weight (kg)
 - Contents
 - Signature

SkyUp MT		SEU-GRH-FORM-046 Rev.0 31.05.2024	
EIC NOTICE			
☐ This shipment does not contain Dangerous Goods ☐ This shipment contains Dangerous Goods			
STATION:		FLIGHT No.:	
DATE:			
DESTINATION	NUMBER OF PIECES	WEIGHT (KG)	CONTENTS
Notice of <u>above</u> shipment(s) was given by:			
_____ (Signature)			

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- (4) Each EIC shipment must be labelled with a completed EIC Tag (Ref. GOM, Annex A, SEU-GRH-FORM-049) as specified below, except loading accessories and lashing material in use.

SkyUp MT		SEU-GRH-FORM-049 Rev.1 31.05.2024	
E I C			
Flight No		Destination	
Total No of Pieces		Weight of This Piece (kg)	
REMARKS			
ORIGINATOR		RETURN TO	

Important. Securing (tie-down, lashing) of FKT and EIC shall be done in accordance with (Ref. GOM 4.5.7.6).

5.3.1.3. Company Mail

Company mail is important means of communication within the company that contains strictly company business subject matters usually carried on board the aircraft in Co-Mail envelopes and marked as such in accordance with international transport practices for identification purposes of customs and postal authorities,

The following is considered as company mail:

- All correspondence pertaining to company matters.
 - Office material, printed forms, tags, timetables, manuals, own advertising material.
 - Own airline revenue documents.
- (a) Station dispatching company mail are held responsible for sending only acceptable articles;
- (b) Packages/envelopes must be properly packed, and attached with a Co-mail;
- (c) In addition, Form be filled (Ref. GOM, Annex A, SEU-GRH-FORM-012), signed by delivery person and attached to the company mail:
- (1) 1-st copy(white) shall remain at the departure station (and kept in the station file);

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- (2) 2-nd copy is intended for crew;
- (3) 3-rd copy is intended for destination airport.
- (d) SKYUP MT representative (if available) or GSP personnel of the respective stations are responsible for obeying these rules while sending company mail;
- (e) Company mail must be weighed and documented and the mass must be included and mentioned in the loadsheet;
- (f) Company mail should not be left unattended;
- (g) The loading position of the company mail must be marked on the LDM with the remark "COM", followed by the loading position and the mass;
- (h) If company mail impossible to place in the cabin (due to weight or volume) always use first compartment for hold loading.

After flight departure:

SKYUP MT representative (if available) or GSP personnel at departure airport should inform (by e-mail) destination airport (including transit airport-if required) about co-mail on board specifying:

- Flight number, route, date;
- Quantity/weight, location of co-mail;
- Content (if not restricted).

Always put in the copy ops@skyup.aero and other persons (departments) involved.

When co-mail is received the confirmation must be send to the same addresses.

5.3.1.4. Loading Priorities

Whenever there are more passengers and/or load for a particular flight than seats, weight or stowage space available in the aircraft, load shall be accepted for carriage in order of priority as stated below.

Priority	Onload	Details	Booking status
1.	ID00S1 crew	Crew members taking over flight duties must never be offloaded	Booked/Unbooked
2.	AOG shipments	Service cargo - aircraft spare parts	Booked/Unbooked
3.	Air mail, datapost, press photos, diplomatic bags topical news reel film material valuable cargo flight kit (FKT), stretchers (BEH), catering material (EAT)	Air mail within allotment	Booked/Unbooked
4.	Passengers having paid full fare including all their baggage	Duty travellers	Booked
5.	Revenue cargo		Booked

6.	Passenger with reduced fare including baggage		Unbooked
6.	Air mail (beyond allotment)	Part of delivered mail which exceeds the agreed figures	Unbooked
7.	Service cargo (SVC) CoMail	SKYUP MT service cargo other than AOG SKYUP MT company mail	Booked/Unbooked

5.3.1.5. Optimized ZFW C.G.

Every effort should be done to obtain the best trim of an aircraft by loading. The seating of passengers shall never be changed and always the pre-trim calculations before every flight must be used.

Generally, the best centre of gravity (C.G.) for Zero Fuel Weight is the AFT Zero Fuel Operational Loading Limit. This limit is the total allowed maximum aft movement of ZFW C.G. and shall never be exceeded.

For the different aircraft types, the following ZFW C.G. ranges should be obtained whenever possible:

Type	Optimum ZFW MAC
B737-800	23%-25%

for details refer to current form of trimsheet of the applicable aircraft type

* depending of actual ZFW

** depending of aircraft registration

5.3.1.6. Loadsheel

The loadsheel is used to establish and determine the maximum allowed TAKE-OFF weight pertaining to the flight sector for which the loadsheel is established, and the maximum payload allowed.

After calculation of the actual payload, the loadsheel establishes the actual zero fuel weight, the actual TAKE-OFF weight and the estimated landing weight, pertaining to the planned flight sector.

The trimsheet section is used to determine the aircraft center of gravity (C.G.) by graphical method or by index effects. The trimsheet is valid only for the aircraft cabin layout indicated in the upper right-hand corner of the form.

The basis for C.G. determination is the dry operating index (DOI). The distribution of the load influences the C.G. movement according to the given scale or index for the respective compartment.

The maximum allowable C.G.-range for safe operation is limited by shaded portions in the diagram on the lower part of the trim section. This diagram is used to determine the trim setting corresponding to the weight and C.G. for TAKE-OFF and at any time during the flight. The mean aerodynamic chord in percent of its length (% MAC) is used as a reference for that position.

Loadsheets may be issued in two different way:

- (a) Manual loadsheet (standard according to IATA AHM 516);
- (b) Processed loadsheet by EDP automated system (IATA AHM 517).

All necessary weight information for Loadsheet issuing should be requested from ops@skyup.aero .

No	Printed heading	Description	Examples/Remarks
1.	Priority	Telex priority indicator	QX or QU
2.	Address(es)	Teletype address(es) for loadmessage	MLTOCCR
3.	Originator	7-letter group of originator (must always be shown)	MLTOCCR
4.	Sign	2-letter code of airline to be charged for message.	U5
5.	Date/time	Date and time group (local)	191020
6.	Initials	Operator's initials	U5
7.	LDM	Standard indicator for loadmessage	LDM
8.	Flight	Flight number	U5111
9.	A/C Reg.	Aircraft registration	9H-SAU
10.	Version	Cabin version	Y189
11.	Crew	Number of crew including working crew members accommodated on passenger seats (XCR)	2/4
12.	Date	Local date of completion at departure station	19OCT'20
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	No entries to be made due to SEU is publishing dry operating weights
14.	Crew	Weight of crew members shown under No. 11	
15.	Pantry	Weight of pantry and additional unmanifested catering material transported in the galley	
16.		Spare line for adjustments to the basic weight	
17.	Dry operating weight	Dry operating weight valid for the particular cabin configuration and total number of crew	Dry operating weight tables are published in respective AHM-560
18.	Take-off Fuel	The calculated amount of fuel on board at take-off	According to fuelling order
19.	Operating weight	Sum of items 17 and 18	
20.	Maximum weight for ZERO FUEL	Maximum structural or restricted Zero Fuel Weight	The maximum weight is given by the PIC or flight dispatcher (is published in respective AHM-560)
21.	Maximum weight for TAKE-OFF	Maximum structural or restricted Take-off Weight	The maximum weight is given by the PIC or flight dispatcher (is published in respective AHM-560)

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No	Printed heading	Description	Examples/Remarks
22.	Maximum weight for LANDING	Maximum structural or restricted Landing Weight	The maximum weight is given by the PIC or flight dispatcher (is published in respective AHM-560)
23.	Trip fuel	Amount of fuel planned to be consumed from take-off to the station of the first intended landing	According to flight plan. (Is given by the PIC or flight dispatcher)
24.	Allowed weight for take-off	Self-explanatory, use lowest of items 24a, b or c	
25.	Allowed traffic load	Difference between the lowest of items 24a, b or c and item 19	
26.	Dest.	Airport of destination; use 3-letter IATA airport code	Ref. no. 26 to 44 referring to an individual destination
27.	No. of passengers	No. of transit passengers, including PADs and DHCs: Standard – Male/Female/Children/Infant.	
28.	No. of passengers	No. of joining passengers, including PADs and DHCs: Standard – Male/Female/Children/Infant.	Zeros must be filled in if there is only deadload to a destination, e.g. 0/0.
29.	No. of passengers	Total number of passengers per destination: Standard – Male/Female/Children/Infant. Sum of Items 27, 28 and LMC	If there is no traffic load to a destination, enter “NIL”
30.	Cab Bag	Cabin baggage weight not included in standard passenger weight.	
31.	Deadload Tr	Weight of transit deadload	To be obtained from incoming LDM or loadsheet
32.	Deadload E	Weight of joining Equipment	Weight of FKT, etc
33.	Deadload B	Weight of joining Baggage excluding No. 30	
34.	Deadload C	Weight of joining Cargo	
35.	Deadload M	Weight of joining Mail	
36.	Deadload T	Total weight of deadload; sum of items 31 to 35	
37.	Distribution weight	Weight distribution of the different load categories per compartment	Entries to be made only for compartment(s).
38.	Distribution weight	Weight of deadload (transit deadload plus equipment, joining baggage, cargo, mail and LMC) per compartment	Entries to be made only for compartment(s)

NOT CONTROLLED IF DOWNLOADED OR PRINTED

No	Printed heading	Description	Examples/Remarks
39.	Pcs	Number of pieces occupied by transit deadload, equipment, baggage, cargo, mail	
40.	Remarks PAX C Y	Number of seats occupied by transit passengers per class, including PADs and DHCs	To be obtained from LDM
41.	Remarks PAX C Y	Number of seats occupied by joining passengers per class, including PADs and DHCs	
42.	.PAX/	Total number of seats occupied by passengers per class: Sum of items 40, 41 and LMC	- Sequence of the classes to be shown in descending order of priority: (1) C class (2) Y Class - Not existing classes to be omitted. - If there are no passengers in an existing class, a zero must be filled in. e.g. .PAX/0/0
43.	Remarks PAD C Y	Number of seats occupied by transit PADs per class	To be obtained from the LDM.
44.	Remarks PAD C Y	Number of seats occupied by joining PADs per class	
45.	.PAD/	Total number of seats occupied by PADs per class, including LMC.	See also items 42
46.		Remarks field	
47.		Total number of passengers: Sum of items 27 and 28	Items 47 to 52 refer to the totals of all destinations.
48.		Total weight of cabin baggage	
49.		Total weight of deadload: Sum of items 31, 32, 33, 34 and 35	
50.		Total weight of deadload per compartment	
51.		Total number of seats occupied by passengers per class: Sum of items 40 and 41	
52.	Total passenger weight		
53.	Total traffic load	The total weight of passengers, baggage, cargo and	

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No	Printed heading	Description	Examples/Remarks
		mail. Operational items not included in DOW, e.g. pallets, nets, must be added to the equipment weight figures	
54.	UNDERLOAD before LMC	Item 25 minus item 53	
55.	Zero fuel weight	Actual zero fuel weight; Sum of items 53 and 17.	
56.	Take-off weight	Actual take-off weight; Sum of items 55 and 18.	
57.	Landing weight	Actual landing weight; Item 56 minus 23.	
58.	Dest.	Destination of LMC	Use the same codes as in item 26.
59.	Specification	Kind of LMC	PAX, Bag, Cargo, Mail etc.
60.	Cl/Cpt	Class, compartment	
61.	+/-	Identification of on- or off-load	Write (+) for onload And (-) for offload
62.	Weight	Weight of LMC	
63.	LMC Total +/-	Identification of positive (+) or negative (-) LMC total	Circle applicable sign, i.e.: • Positive (+)/- Negative +/(-)
64.	(LMC total weight)	Total weight of LMC: Difference between totals of positive and negative item 62.	
65.	LMC	Weight of item 64.	
66.	SI	Supplementary information to be included in LDM	TTL BAG 28PCS DAA/1/2
67.	NOTES	Information not to be transmitted with LDM	NOTOC Yes/No, fuel density, etc.
68.	Balance	Entry of balance conditions as determined on the balance table.	
69.	Seating Conditions	Seating conditions.	
70.	Total passengers	Total number of passengers on board including infants	128
71.	Prepared by:	Load Planning signature	
72.	Approved by:	PIC's signature	

5.3.1.6.2. Example and Explanation of Trimsheet

SkyUp MT **Trimsheet B 737 - 800** **9H – SAU / 189 PAX**

Date: **1** Prepared by: **3**
Flight: **2** Approved by: **4**

Cabin section	Rows	Total PAX
0A	1-8	57
0B	9-16	66
0C	17-24	66



Passengers Index Table

0A				0B				0C			
Pax	Index	Pax	Index	Pax	Index	Pax	Index	Pax	Index	Pax	Index
1-2	-1	31	-22	1-8	0	1-2	36	23			
3	-2	32	-23	10-28	-1	3	2	37-38	24		
4	-3	33-34	-24	29-47	-2	4-5	3	39	25		
5-6	-4	35	-25	48-56	-3	6-7	4	40-41	26		
7	-5	36-37	-26			8	5	42	27		
8-9	-6	38	-27			9-10	6	43-44	28		
10	-7	39	-28			11	7	45	29		
11	-8	40-41	-29			12-13	8	46-47	30		
12-13	-9	42	-30			14	9	48-49	31		
14	-10	43-44	-31			15-16	10	50	32		
15-16	-11	45	-32			17	11	51-52	33		
17	-12	46	-33			18-19	12	53	34		
18	-13	47-48	-34			20-21	13	54-55	35		
19-20	-14	49	-35			22	14	56	36		
21	-15	50-51	-36			23-24	15	57-58	37		
22-23	-16	52	-37			25	16	59	38		
24	-17	53	-38			26-27	17	60-61	39		
25-26	-18	54-55	-39			28	18	62-63	40		
27	-19	56	-40			29-30	19	64	41		
28	-20	57	-41			31	20	65-66	42		
29-30	-21					32-33	21				
						34-35	22				

Baggage / Cargo Index Table

CPT 1				CPT 2				CPT 3				CPT 4			
Weight	Index	Weight	Index	Weight	Index	Weight	Index	Weight	Index	Weight	Index	Weight	Index		
1-48	0	1-76	0	1-84	0	1-44	0								
49-146	-1	77-230	-1	85-252	-1	45-132	-1								
147-243	-2	231-384	-2	253-420	-2	133-221	-2								
244-340	-3	385-538	-3	421-588	-3	222-309	-3								
341-438	-4	539-692	-4	589-757	-4	310-398	-4								
439-535	-5	693-846	-5	758-925	-5	399-474	-5								
536-632	-6	847-1000	-6	926-1093	-6										
633-730	-7	1001-1154	-7	1094-1262	-7										
731-827	-8	1155-1308	-8	1263-1430	-8										
828-925	-9	1309-1462	-9	1431-1598	-9										
		1463-1616	-10	1599-1766	-10										
		1617-1770	-11	1767-1935	-11										
		1771-1924	-12	1936-2103	-12										
		1925-2078	-13	2104-2271	-13										
		2079-2232	-14	2272-2440	-14										
		2233-2386	-15	2441-2608	-15										
		2387-2540	-16	2609-2776	-16										
		2541-2694	-17	2777-2944	-17										
		2695-2848	-18	2945-3113	-18										

Fuel Index Table

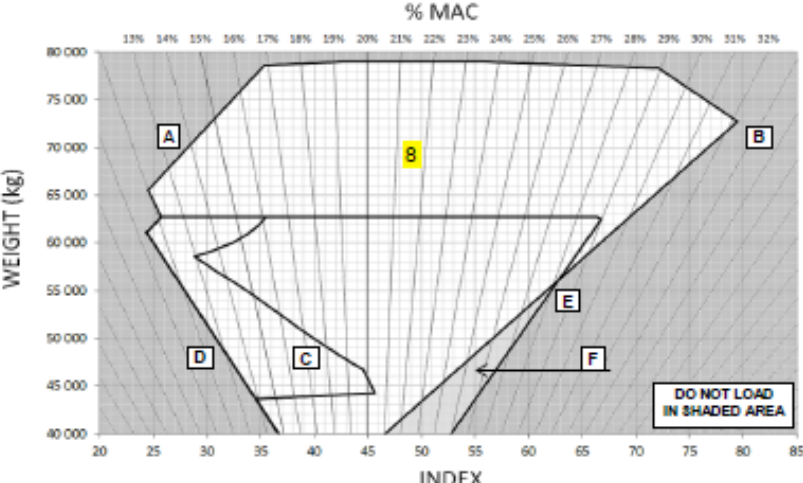
Weight	Index
0-3414	+0
3415-4672	+1
4673-5443	+2
5444-6050	+3
6051-6516	+4
6517-6934	+5
6935-7299	+6
7300-7617	+7
7618-7838*	+8
7839-8409	+9
8410-9157	+7
9158-9871	+6
9872-10600	+5
10601-11338	+4
11339-12085	+3
12086-12859	+2
12860-13664	+1
13665-14453	+0
14454-15240	-1
15241-16052	-2
16053-16901	-3
16902-17676	-4
17677-18451	-5
18452-19208	-6
19209-19908	-7
19909-20528	-8
20529-20897**	-9

* Main Tanks are Full
** Main and Center Tanks are Full

Index Calculation Table

	(-)	(+)
DOI		9i
COMP1	10i	
COMP2	11i	
COMP3		12i
COMP4		13i
TOTAL	15i	14i
	(-)	15i
DLI		16i
SECT 0A	17i	
SECT 0B	18i	
SECT 0C		19i
SECT 0D		20i
TOTAL	22i	21i
	(-)	22i
LI ZFW		23i
T/O Fuel + / -		24i
LI TOW		25i
LI ZFW		23i
LMC + / -		26i
Corrected LI ZFW		27i
T/O Fuel + / -		24i
Corrected LITOW		28i
MAC ZFW		29 %
Corr. MAC ZFW		30 %
MAC TOW		31 %
Corr. MAC TOW		32 %
TAKEOFF STAB TRIM SETTINGS:		
	33	
A - Forward Takeoff Limit		
B - Aft Takeoff Limit		
C - Forward Zero Fuel Limit		
(If LAW > 65317kg)		
D - Forward Zero Fuel Limit		
(If LAW ≤ 65317kg)		
E - Aft Zero Fuel Limit		
F - DO NOT TAKEOFF		
IN THIS AREA		
Maximum Weights:		
MTW - 79242 kg		
MTOW - 79015 kg		
MLAW - 66360 kg		
MZFW - 62731 kg		
Iss. 4 30.05.2024		

% MAC



DO NOT LOAD IN SHADED AREA

No	Printed heading	Description	Examples/remarks
1.	Date	Local date of completion at departure station	23AUG'23
2.	Flight	Flight number	U5 777
3.	Prepared by	Load Planning signature	
4.	Approved by	Commander's signature	
5.	PAX influence	PAX influence table	
6.	CGO influence	CGO influence table	
7.	Fuel influence	Fuel influence table	
8.	Operational Limits Graph	The graph shows COG limits for characteristic aircraft weights. Horizontal index axle determines index value, vertical index axle – weight and diagonal lines - %MAC. To read, from graph, the COG location in % MAC for appropriate aircraft weight, it is necessary to: 1. draw horizontal line at aircraft weight; 2. draw vertical line at index corresponding to appropriate weight; 3. check if intersection point lies within the operational limits; 4. read location of intersection point in % MAC.	
9i.	DOI	Dry Operating Index as integer	DOI=52,1=>DOI=52; DOI=50,5=>DOI=51.
10i.	COMP1	Index correction in compartment 1	Relation between the weight of deadload and its location on the aircraft expressed in values of index correction is read from the CGO influence table (No. 6)
11i.	COMP2	Index correction in compartment 2	
12i.	COMP3	Index correction in compartment 3	
13i.	COMP4	Index correction in compartment 4	
14i.	TOTAL	Sum of No. 9i, 12i and 13i	
15i.	TOTAL	Sum of No. 10i and 11i	
16i.	DLI	Deadload index No. 14i minus 15i	
17i.	SECT 0A	Index correction for passengers in section 0A	Index correction for equivalent passengers should be written from the same table as for
18i.	SECT 0B	Index correction for passengers in section 0B	
19i.	SECT 0C	Index correction for passengers in section 0C	

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No	Printed heading	Description	Examples/remarks
20i.	SECT 0D	Index correction for passengers in section 0D	actual passengers (No. 5)
21i.	TOTAL	Sum of No. 16i, 19i and 20i	
22i.	TOTAL	Sum of No. 17i and 18i	
23i.	LI ZFW	Index at Zero Fuel Weight No. 21i minus No. 22i	
24i.	T/O Fuel +/-	Index correction of Take-off Fuel	See No.7
25i.	LI TOW	Index at Take-off Weight Sum of No. 23i and No. 24i	
26i.	LMC +/-	Index correction of LMC	
27i.	Corrected LIZFW	Index at COR Zero Fuel Weight Sum No. 23i and No. 26i	
28i.	Corrected LITOW	Index at COR Take-off Weight Sum of No. 27i and No. 24i	
29.	MAC ZFW	Balance Condition in % MAC at ZFW	See No.8
30.	Corr. MAC ZFW	Balance Condition in % MAC at COR ZFW	See No.8
31.	MAC TOW	Balance Condition in % MAC at TOW	See No.8
32.	Corr. MAC TOW	Balance Condition in % MAC at COR TOW	See No.8
33.	TAKEOFF STAB TRIM SETTING	Stab Trim Settings max Take Off thrust table	

5.3.1.6.3. Example and Explanation of EDP Loadsheet

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SKYUP MT
SKYUP AIRLINES LLC (IPORT FLIGHT SERVICES)
L O A D S H E E T          CHECKED          APPROVED          EDNO
ALL WEIGHTS IN KILOS      KOZHA          V.Zaluzhniy          2

FROM/TO FLIGHT          A/C REG VERSION          CREW          DATE          TIME
OTP HRG U56121/25      9H-SAS Y189          3/4          25SEP23 1426

                                WEIGHT          DISTRIBUTION
LOAD IN COMPARTMENTS          1885 1/15 2/436 3/1434
PASSENGER/CABIN BAG          11946 57/ 83/ 32/ 3/  TTL 175 CAB 0
                                Y 172 SOC 0
                                BLKD 0
*****
TOTAL TRAFFIC LOAD          13831
DRY OPERATING WEIGHT          42820
ZERO FUEL WEIGHT ACTUAL          56651 MAX 62731 L          ADJ
TAKE OFF FUEL          10100
TAKE OFF WEIGHT ACTUAL          66751 MAX 79015          ADJ
TRIP FUEL          7277
LANDING WEIGHT ACTUAL          59474 MAX 66360          ADJ
*****
BALANCE / SEATING CONDITIONS          *          LAST MINUTE CHANGES
                                *DEST SPEC          CL/CPT WEIGHT-ADJ
                                *
DOI 45.0          LIZFW 52.0          *
LITOW 57.2          LILAW 52.3          *
MACDLW 22.6          MACZFW 23.2          *
MACTOW 24.7          MACLAW 23.2          *
                                *
FLAPS 1&5 26K THRUST          *
STAB TO 5.0 NOSE UP          *
TRIM BY CABIN AREA          *
0A37.0B46.0C42.0D47.          *
UNDERLOAD BEFORE LMC          6080          *          LMC TOTAL
*****
LOADMESSAGE AND CAPTAINS INFORMATION BEFORE LMC

TAXI FUEL          200

CG LIMITS LITOW FWD 25.51 AFT 73.48
          MACTOW FWD 12.53 AFT 30.98
          LIZFW FWD 26.94 AFT 63.11
          MACZFW FWD 11.84 AFT 28.24

LDM
U56121/25.9H-SAS.Y189.3/4
-HRG.57/83/32/3.T1885.1/15.2/436.3/1434.PAX/172.FKT/1/15
SI

**** PL TEXT ADDITION ****
AIRCRAFT TYPE: 738

PANTRY A
NOTOC: NO

PAX WGT: 88/70/35/0 BAG WGT: ACTUAL

HRG FRE 0 POS 0 BAG 137/1870 TRA 0

END LOADSHEET EDNO 2 - U56121/25 25SEP23 142606

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Printed heading	Description	Examples/remarks
From	Tree letter IATA airport code of airport departure	OTP
To	Tree letter IATA airport code of airport destination	HRG
Flight	Flight number	U56121
A/C Reg	Aircraft registration	9H-SAS
Version	Cabin version/configuration	Y189
Crew	Number of crew	3/4
Date	Local date of departure station	25SEP'23
Time	Local time of dep.station of issue of this edition	1426
EDN	Edition number	02
Weight	Total weight of deadload in compartments	1885kg
Load in compartments	Total weight of deadload per compartment	1/15 2/436 3/1434
Passenger/cabin bag	Total passenger weight calculated according to company procedures	11946
Distribution	Number of passengers: adult/child/infants	57/ 83/ 32/ 3/
TTL	Total number of passengers o/b	175
Total traffic load	The weight of passengers, baggage, cargo and mail.	13831
Dry Operating Weight	Dry operating mass valid for particular cabin configuration and number of crew	42820
Zero fuel weight actual	Sum of TTL and DOW	56651
Zero fuel weight MAX	Maximum Zero Fuel Weight	62731
Take- off fuel	The calculated amount of fuel at take-off	10100
Take-off weight actual	Sum of AZFW and TOF	66751
Take off weight MAX	Maximum Take-off Weight	79015
Trip fuel	Mass of trip fuel	7277
Landling weight actual	Difference from ATOW and Trip fuel	59474
Landing weight MAX	Maximum Landing Weight	66360

NOT CONTROLLED IF DOWNLOADED OR PRINTED

DOI	Dry Operating Index	45.0
Balance/ Seating condition	Index and Location of centre of gravity at ZFW,TOW,LAW in %MAC	MAC ZFW 23.2% MAC LAW 23.2% MAC TOW 24.7%
Stab to	Stabilizer trim setting	5.0 Nose Up
Seating	Passengers distribution per cabin sections	0A37.0B46.0C42.0D47.
Dest	Destination of LMC	
Spec	Specification of LMC	
CL/CPT	Class/compartment	
+/-	Identification of on or off-loading	
Weight	Weight of LMC	
LMC Total +/-	Identification of LMC sum total	
Underload before LMC	Difference between maximum and actual weight indicated by L	6080
Loadmessage and captain information before LMC	LDM in standard format and remarks the company requires to be printed	
LDM	LDM in standard format	

At stations where an EDP-system is issued for mass and balance calculation, an EDP loadsheet may be issued instead of a manual completed loadsheet. Prior approval must be given by SKYUP MT after database and loadsheet verification only.

5.3.1.6.4. Loadsheets prepared by PIC in OPT Weight & Balance Module.

For flights, operated by SKYUP MT aircraft at the stations where GSP personnel can't provide EDP loadsheet, loadsheets will be issued by PIC from OPT Weight & Balance Module.

- (a) Unless otherwise requested, it is not required to provide the PIC printed loadsheet, as loadsheets automatically generate in OPT Weight & Balance Module.
- (b) Based on preliminary load information, PIC prepare, and sign Loading Instruction Report and provide it to loading supervisor.
- (c) As soon as check-in closed, PIC shall be provided by detailed final passenger and deadload information from GSP check-in or/and load control personnel.
Such information could be generated from DCS (if available), otherwise Load Info form SEU-GRH-FORM-053 shall be completed and provided to the PIC.
- (d) LMC is not applicable. Following any update of passenger, baggage, cargo, mail, equipment information, fuel or aircraft data new loadsheets shall be generated and final edition confirmed with the PIC.
- (e) The loadsheet shall be approved electronically by the personal electronic signature of the PIC in OPT application.
- (f) The handling company receives electronic copy of the loadsheet via email.

NOT CONTROLLED IF DOWNLOADED OR PRINTED

- (g) If paper loadsheet or LMC is needed due to operational reasons, PIC shall send loadsheet to email of handling agent, loadsheet shall be printed and updated with Last Minute Changes.

5.3.2. Last Minute Changes

Last Minute Changes (LMC) means any change concerning traffic load: passengers, baggage, cargo, mail, equipment occurring after the issuance of the Load and Trim sheet.

LMC should not exceed +/-500 kg or 5 crew/passengers with their baggage, or any combination thereof with total mass not exceeding 500 kg.

Only payload and crew can be stated as LMC.

Note 1: NO fuel LMCs are allowed!

Note 2: LMC is not allowed for Loadsheets, prepared by PIC in OPT Weight & Balance Module

Crew LMC can only be made by the flight crew provided there is no other LMC to the loadsheet.

If LMC allowance is exceeded new loadsheet must be issued.

To ensure that final baggage figures in DCS and on LIRF and loadsheet match, after liaison with person performing loading supervision task, dispatcher must confirm final baggage and passenger count to Gate Agents. In case of discrepancy, corrections must be actioned.

Cabin baggage, excess baggage loaded to the hold must be included in LMC.

- (a) The first load sheet shall be handed over to the PIC (not late than 15 minutes prior to STD/ETD) before last minute adjustments are made;
- (b) Standard procedure – the load sheet presented to the PIC must include all LMCs. These will be shown as entries in the LMC box or as new loadsheet edition;
- (c) If LMCs are conveyed to the PIC, this should be done by the responsible personnel in writing on the loadsheet with information that LMC had not been balanced. In cases where no changes have to be reported, the responsible personnel must confirm to the PIC that the data recorded on the load sheet copy already handed over remains unchanged;
- (d) LMCs are to be communicated to the PIC only after the responsible personnel has entered all changes and corrections on the load sheet and after he/she has carried out the checks:

(1) EDP loadsheet:

Total LMC weight does not exceed the underload before LMC

Prior to aircraft departure Load controller must check CG position after LMC remains within operational limits

(2) Manual Loadsheet

Before LMC actual CG position must be checked. If the CG is less than 3% to the forward or aft limit, LMC is not allowed! New loadsheet must be issued.

If the LMC weight is positive new actual Zero Fuel, Take-off and Landing weights must be re-calculated and the old figures crossed out.

NOT CONTROLLED IF DOWNLOADED OR PRINTED

- (e) If the PIC is informed verbally of LMCs, 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:
 - (1) Name of agent;
 - (2) Time of transmission;
 - (3) Confirmation that the flight crew has acknowledged the changes;
 - (4) This record must be kept in the flight file.
- (f) Only properly trained personnel may perform any LMC on loadsheets prepared for SKYUP MT aircraft. If such personnel are not on duty, ramp agent must advise the PIC.

LMC will be performed by one of the pilots, and if this causes delay it must be coded as DL31 and considered as Handling Agent's delay, due to lack of properly trained personnel.

- (g) When responsible person is not including the LMC on the loadsheet a special LMC slip shall be used to recode information including following:
 - (1) Total weight of all LMC;
 - (2) Total number of LMC passengers;
 - (3) Total number of LMC baggage;
 - (4) This record shall be kept in flight file.

5.3.3. Information Exchange

5.3.3.1. General

All data pertaining to aircraft weight and balance calculations shall be communicated to the person charged with the load planning 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 the following is applied:
 - (1) Read back all information received by radio or telephone or other electronic means to guarantee accuracy of the data;
 - (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.
- (d) A written transmission is always the recommended method. If it is necessary to use verbal communication, ensure the following details are recorded:
 - (1) Name of the responsible person;
 - (2) Time of transmission;
 - (3) Confirmation that the receiving party has acknowledged the changes;
 - (4) This record shall form part of the flight file for retention.

NOT CONTROLLED IF DOWNLOADED OR PRINTED

5.3.3.2. Communication of Aircraft Loading to Load Control

Where the communication of aircraft loading, including loading changes and discrepancies, is not carried out by the Loading Supervisor for the flight, but by a designated person, the following requirements apply:

- (a) Person responsible for communication of aircraft loading shall be trained in accordance with AHM 1110 RMP 18 Turnaround Coordination
- (b) Direct communication with the person charged with the supervision of aircraft loading and unloading task shall be established.
- (c) A direct communication means shall be established with the person charged with the load planning and weight and balance calculation task.
- (d) Communication protocol, as described in Ref. GOM 4.5.1.2, shall be used.
- (e) Written communication methods are recommended Ref. GOM 5.3.3.1.
- (f) When verbal communication is used, a readback of all weight and balance load control information received shall be carried out.

Note: For the task of supervision of aircraft loading and unloading, Ref. GOM 4.5.1.

5.3.3.3. Remote Load Control

Remote Load Control is a process of performing the load planning task and weight and balance calculation function for a departing SKYUP MT flight in a remote location, where applicable.

Load Control personnel, performing Remote Load Control, shall be properly trained in accordance with IATA AHM 1110, follow the IATA DGR (current edition), SKYUP MT GOM requirements and procedures.

- (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 departure station.
- (b) The key roles of the departure station are:
 - (1) To supervise aircraft loading and unloading as defined in GOM 4.5.1;
 - (2) To communicate to the SKYUP MT Load Control any discrepancies and/or deviations during the loading/unloading process;
 - (3) To report final loading of the aircraft to the SKYUP MT Load Control.

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.

5.4. POST-DEPARTURE MESSAGES TASK

All post-departure messages and any other relevant messages pertaining to flight handling shall be sent to the defined stations (ref. GOM 7). Such messages may include, but are not limited to:

- (a) Load Departure Message (LDM)
- (b) Movement Message (MVT)

Messages shall be produced and delivered in accordance with respective AHM chapters.

A station file shall be maintained for each departing flight in a secure location according to local regulations and SKYUP MT requirements (Ref. GOM 5.7).

5.5. LOAD CONTROL TASK RESPONSIBILITY

The responsibilities of personnel 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 with the responsibility for aircraft loading and unloading supervision task;
- (b) The aircraft 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 shall not include responsibility for the load planning task as well;
- (c) When Load Control processes are centralized, the person performing aircraft loading and the supervision task is charged with transmitting all final data to the remote-control center.

5.6. QUALIFICATION REQUIREMENTS

Personnel performing Load Control tasks shall be duly qualified. Training shall be in accordance with AHM 1110. If such personnel are not on duty, ramp agent must advise the PIC - loadsheets will be prepared by one of the pilots, and if this causes a delay it must be coded as DL31 and considered as Handling Agent's delay, due to lack of properly trained personnel.

Training for the Load Control task shall be performed by a qualified instructor.

Load Control licensing, training and documentation shall be in compliance with regulations and SKYUP MT policies.

5.7. DOCUMENTATION

SKYUP MT is responsible for providing to Ground Handling company all relevant documentation for load planning and weight and balance calculations.

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 SKYUP MT and regulatory requirements.

Specified documents shall be retained for a period in accordance with applicable local regulations and/or operator requirements, but not less than three months.

The documents required for the station file (for each flight handled) are listed below:

- (a) Trip Info.
- (b) Final loadsheet and trim sheet, including LMC, signed by PIC.
- (c) Final LIR signed by the responsible person.
- (d) NOTOC (when applicable).
- (e) Load messages (LDM) .
- (f) Arrival/ departure/ delay movement (MVT) messages
- (g) Baggage Manifest/Bingo cards.
- (h) Passenger messages (PFS, PSM).
- (i) Passenger manifest.
- (j) Cargo Manifest (where required).
- (k) Fuel figures confirmation/ Receipt (where required).
- (l) Security search list.
- (m) Aircraft Flight Maintenance Log Page (where required).
- (n) De/Anti-Icing Request Form (where required).
- (o) De/Anti Icing Receipt (where required).
- (p) Airway bill (AWB – where required).
- (q) Shipper's declaration (where required).
- (r) Shipper's security declaration (where required).
- (s) Dangerous Goods acceptance checklist (where required).
- (t) Live animals' acceptance checklist (where required).
- (u) EIC notice (where required).
- (v) Unaccompanied Hold Baggage Security Form.

Ref.: Station File see GOM, Annex A (SEU-GRH-FORM-022).

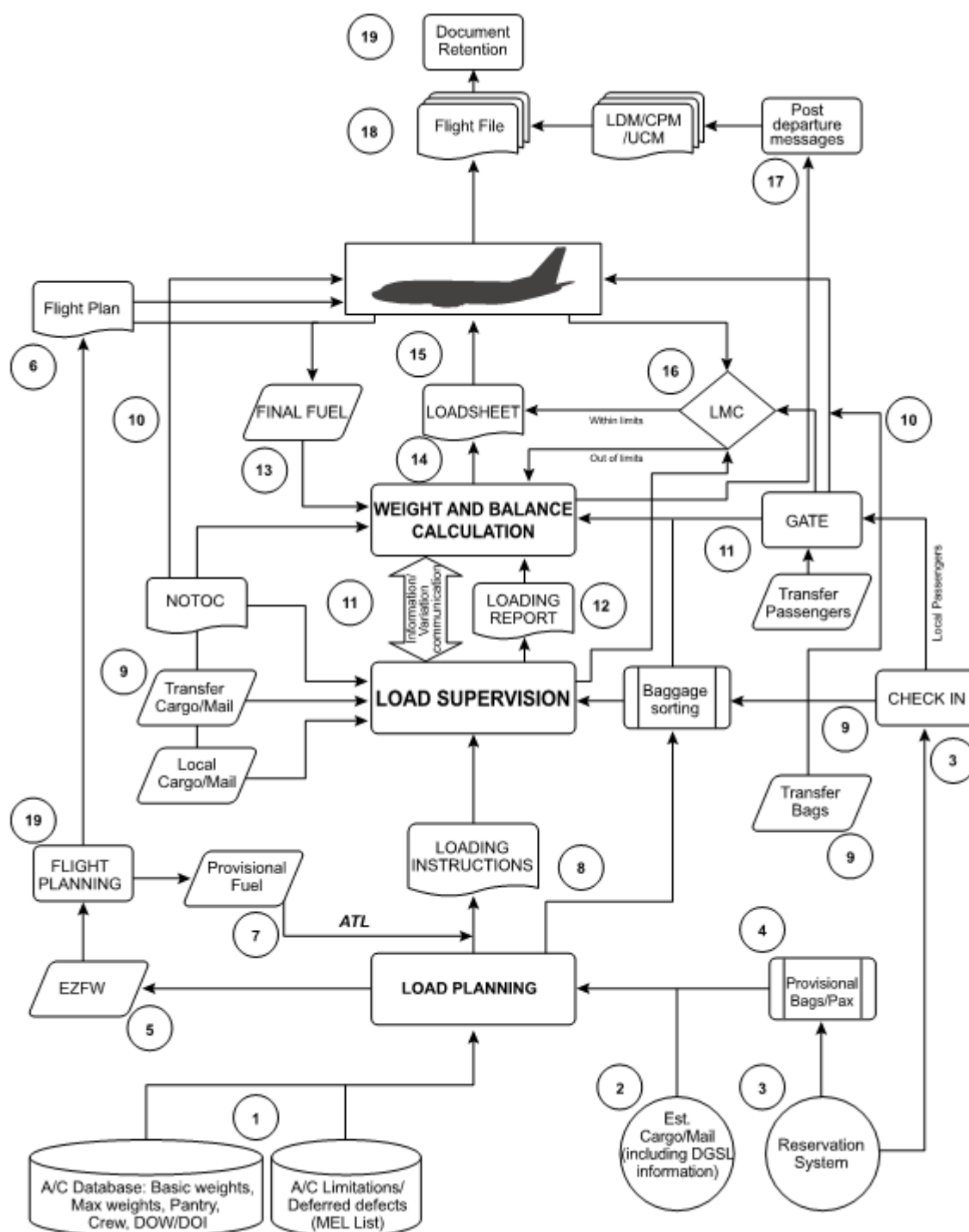
SKYUP MT Area Managers are to ensure that these procedures are in place with GSP personnel to securely store for the prescribed periods mentioned above. SKYUP MT Area Managers should conduct periodic checks of such files to establish compliance. Documentation should be collated and filed by responsible operation personnel of GSP, preferably by load controllers, in a manner that facilitates easy retrieval as required.

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It is the GSP's responsibility to arrange secure removal of documentation upon expiration of the required retention period. Before disposal, the GSP responsible personnel will ensure that all sensitive data is destroyed to a satisfactory level in order to prevent breaches in data protection.

5.8. LOAD CONTROL PROCESS FLOW

5.8.1. Load Control Process Flow Schema



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 (SSR).
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), transfer load.
10.	Load to aircraft.
11.	Load information and variation communication between load control and load 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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6. OPERATIONAL OVERSIGHT

6.1. INTRODUCTION

Oversight is applied at both a managerial level as well as at an operational level.

Managerial oversight ensures SKYUP MT has in place a management system that sets up the policies, processes, performance indicators and other mechanisms, outlines accountabilities throughout the company as well as ensures there are necessary resources available to conduct operations.

It is important that management continuously reviews its operations to ensure the ongoing suitability, adequacy and effectiveness of the management and control of ground and cargo operations. A review shall include assessing opportunities for improvement and the need for changes to the system, including, but not limited to, the organizational structure, reporting lines, authorities, responsibilities, policies, processes, procedures, and allocation of resources.

An effective operational oversight structure and process helps to ensure that day-to-day operations do not deviate from the agreed policies, procedures and company goals, while simultaneously acting as a mechanism to identify and investigate occasions when deviations occur.

SKYUP MT is also subject to external oversight performed a regulatory body (e.g., Civil Aviation Authority) and, in the case of ground handling service providers (GSP), by the contracted airlines or via an industry body (e.g., IATA) on their behalf.

This chapter provides guidance on what needs to be in place for effective operational oversight and gives practical examples of how oversight may be conducted via supervisory functions.

6.2. OPERATIONAL OVERSIGHT

(a) The purpose of operational oversight is to ensure:

- (1) Continuous conformance with all documented standards, procedures and working practices covering all aspects of ground operations including, but not limited to, occupational health and safety, operational safety, security and quality;
- (2) Compliance with regulatory requirements and applicable laws;
- (3) Measurement of performance against indicators and achievement of company goals;
- (4) Identification of opportunities to improve performance;
- (5) Occurrences, findings and opportunities are addressed.

To ensure compliance with all applicable laws and conformance to documented standards and procedures, all station activities, including, those outsourced to a third-party GSP and/or its subcontractors, shall be conducted under the direct oversight of suitably trained and qualified operational personnel.

(b) Operational oversight is a hierarchical process that ensures continuous compliance, conformance and improvement through a variety of monitoring processes. Oversight mechanisms include:

(1) Operational Management (ongoing/daily operation):

- Direct Supervision—provides specific instructions and frequently reviews work for completeness and accuracy.
- General Supervision—generally oversees what is to be done and sets limitations, deadlines, and priorities.

(2) Compliance Management (Compliance Monitoring System (CMS), Safety Management System (SMS)), include specified quotas per month or number of turnarounds/operations as well as audit plans based on other risk factors such as quality or safety performance.

- (i) Quality Control – checks and inspections often referred to as Safety Inspections, Frontline Inspections, Line Checks, Line Evaluations, etc.
- (ii) Measuring – testing the output of a process to determine compliance with technical, performance and/or quality standards such as measuring KPIs as part of a Service Level Agreement (SLA).
- (iii) Internal Audit – a structured, independent, and objective assessment conducted by an organization on its own functions or activities that determines the level of conformity with specific standards, regulations, or other requirements.
- (iv) External Audits – Regulatory or accreditation audits conducted under a regulatory or accreditation program to ensure continuing conformity with industry standards.

6.3. SUPERVISION

6.3.1. Functions

During any Ground handling and Cargo operation, different personnel of SKYUP MT Ground Service Providers may perform supervisory functions to ensure tasks are completed safely, according to relevant procedures and as per SGHA and SLA.

A Supervisor can commonly be described as a person who supervises activities and/or other personnel performing tasks within a process as defined in this manual (Ref. GOM 6.3.2.). It should be noted that, while some organizations have a dedicated Supervisor as part of an operations team, certain supervisory responsibilities may be delegated to any individual within a process regardless of their job title.

Notes:

- (1) SKYUP MT approaches to supervision may vary by location;
- (2) details of the contracted services will be specific to each contract and will be agreed between the two parties;
- (3) SKYUP MT may contract a dedicated person from the contracted GSP or
- (4) a third party to oversee/supervise and/or coordinate specific SKYUP MT requirements as contracted to ensure they are met;
- (5) the person can be contracted to cover all turnaround activities, including administrative tasks, or the scope can be limited to a specific part of the SKYUP MT operations.

6.3.2. Scope and Responsibilities

In order to ensure an adequate level of operational safety and security, the Ground Service Provider shall assign a responsible person for the supervision and coordination of all airside operational activities performed for SKYUP MT flight:

- aircraft ground movement;
- aircraft handling and loading/unloading operations;
- aircraft load control, weight and balance;
- aircraft fueling;
- aircraft de-/anti-icing operations;
- passengers and baggage handling (on airside area).

All above mentioned operations shall be performed in accordance with:

- relevant operational manuals;
- applicable regulations;
- established aircraft turnaround coordination plan (if applicable).

(a) Generally, the responsibilities of an individual with supervisory functions include:

- (1) Setting goals for operational performance and deadlines in ways that comply with the company's structure, plans and vision;
- (2) Organizing workflows and ensuring employees understand their duties or delegated tasks;
- (3) Monitoring employee activity, providing constructive feedback and coaching;

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- (4) Providing oversight and guidance to personnel conducting operational functions;
- (5) Reporting any accidents, incidents and/or noncompliance as per the organization's procedures.

Supervision personnel shall be trained and qualified to perform the assigned functions.

(b) Supervision includes:

- (1) Assurance of safe, regular and efficient aircraft, passenger, baggage, crew, cargo and mail handling;
- (2) Representing SKYUP MT interests in other organizations (including AOC – airline operations committee, immigration authorities, customs authorities and other official bodies);
- (3) Assurance of compliance of ground handling operations with the SKYUP MT requirements and local airport specifics;
- (4) Preparation and filing of the relevant reports etc;
- (5) Control of timely updates in the SKYUP MT manuals (if hard copy is used) / availability of a backup copy (if e-copy is used);
- (6) Check and executions of invoices etc for the services provided;
- (7) Bringing all changes, supposed changes in the airport operation and potential outcomes thereof to the airlines notice;
- (8) Personal presence during flight handling, meeting the aircraft on arrival, communications with flight crew;
- (9) Check of presence and authorizations of the handling company personnel (including the necessary trainings);
- (10) Inspection of consumables availability and availability and condition of equipment to be used;
- (11) Briefing the handling company personnel immediately before ground handling;
- (12) Inspection of flight documents preparation;
- (13) Inspection of cargo and baggage availability and loading documents;
- (14) Control of compliance with passenger service and aircraft handling requirements;
- (15) Control of compliance with cargo loading standards;
- (16) Providing the GSP with all necessary information related to flight operation;
- (17) Check of sending of all flight-related messages;
- (18) Prevention of non-compliance with the SKYUP MT rules and reporting on all non-compliances found in the course of handling;
- (19) All special duties (functions) contemplated for emergency situations.

(c) Supervisor shall:

- (1) Supervise ground handling operations at the flight operation points;
- (2) Periodical inspection of handling company in accordance with standards SKYUP MT;

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- (3) Inspect handling companies, when requested.

6.3.3. Turnaround Coordination

The turnaround coordination is performed by a Turnaround Coordinator whose primary goal is to oversee and coordinate processes for both above and below the wing activities during a flight turnaround.

The Turnaround Coordinator may be described as a person who:

- (a) Provides a focal point of coordination for all ground activities and operational teams, including flight crew;
- (b) Ensures adherence to the station's precision time schedule (PTS);
- (c) Ensures safe, secure and punctual performance;
- (d) Stops any turnaround activities that are not in compliance with safety, security and operational procedures and processes.

Note: This function may be performed remotely.

As the organizational structure may differ from company to company or due to local setup, it is important to make a distinction between a Supervisor and a Turnaround Coordinator. In some situations, the Turnaround Coordinator will also assume supervisory responsibilities, while in others the roles are split and assigned to specific individuals. A Turnaround Coordinator may be responsible for more than one aircraft turnaround/stand simultaneously.

6.3.4. On-Time Performance

6.3.4.1. General Policy

Punctuality and on-time performance is a basic quality standard, while taking into account the demands for a safe and economical operation.

Timetables should be based on realistic block-to-block times.

Ground stops shall be based on the practical possibility to achieve and maintain a satisfactory level of punctuality under normal conditions.

To guarantee an on-time performance, each station must establish deadlines for acceptance of traffic load according to the standards outlined in the service level agreement (SLA) issued by Ground Operations Directorate. Depending on local conditions, deviations from the basic deadlines may be allowed.

Late acceptance of traffic load is permitted only with the agreement of the station responsible or other authorised personnel.

6.3.4.2. Decision Criteria for Delaying a Flight

When deciding to delay a flight, the following criteria must be taken into account:

- (a) Departure slot, if applicable;
- (b) Generally, checked baggage should travel with its owner;
- (c) The number of late transfer passengers in relation to the total passenger load;
- (d) The status of the late transfer passengers (vips, long haul passengers, etc.);
- (e) The consequences of a delay on:

- (1) Aircraft rotation;
- (2) Onward connections at downline station(s);
- (3) Crew rotation;
- (f) Operational and weather conditions and developments;
- (g) Transfer passengers booked on the return flight;
- (h) Type and time of the flight;
- (i) Rerouting possibilities to the final destination on:
 - (1) Pool partner flights;
 - (2) Other means of transportation;
- (j) Available hotel accommodation.

6.3.4.3. Departure Time

The actual departure time (ATD) is the time the aircraft starts to move from the parking position, either by own power or by a push-back tug.

An ATD which does not exceed the scheduled time of departure (STD) by more than 3 minutes is considered on-time. The time of moving from the parking position is also taken as ATD when de-icing is done at a special de-icing area.

6.3.4.4. Quick Turn-Around

All possible measures should be taken in order to shorten the turn-around of a late incoming flight. A quick turn-around must always be coordinated with all concerned departments, flight crew and cabin crew.

Such measures may include:

- (a) Reduced cleaning time;
- (b) Boarding while fueling with all safety procedure;
- (c) Already boarding departing passengers into the bus, while still disembarking the arriving passengers;
- (d) Adding an extra stair if required;
- (e) Adding an extra bus for boarding.

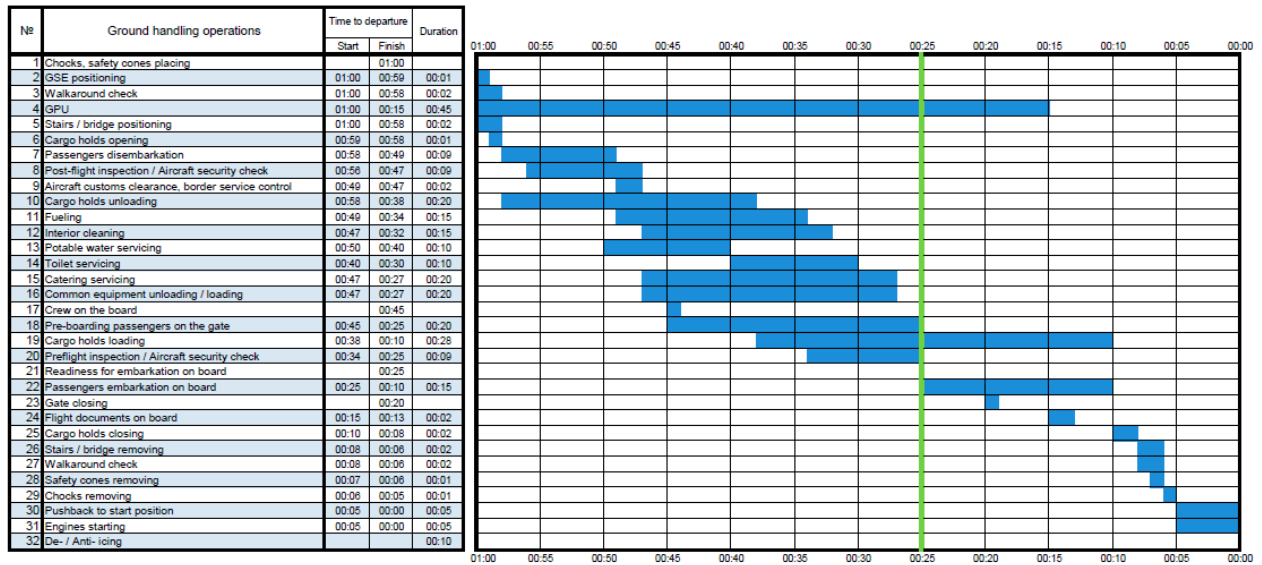
Note: During disruption or late incoming flight, the flight activities should be completed within the minimum ground time as given in GOM.

6.3.5. Flight Report (FR)

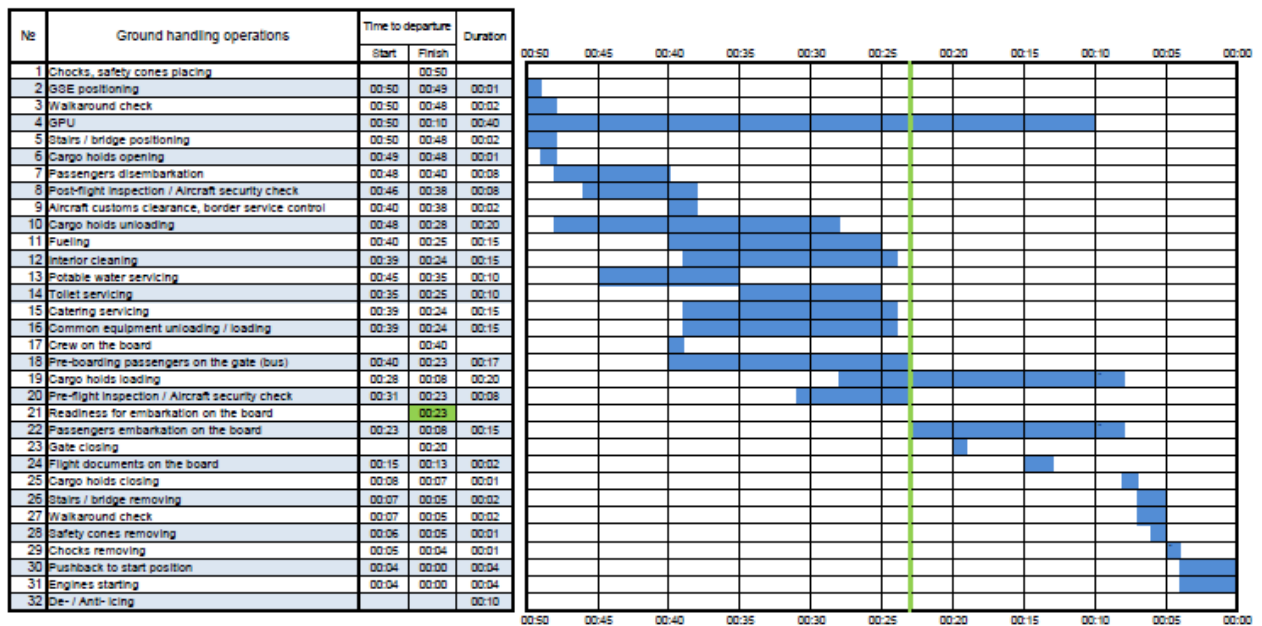
Supervisor shall, not later than 3 hours after the aircraft take-off, complete the electronic version of Flight Report (<http://payup.skyup.aero/>).

6.3.6. Precision Time Schedule

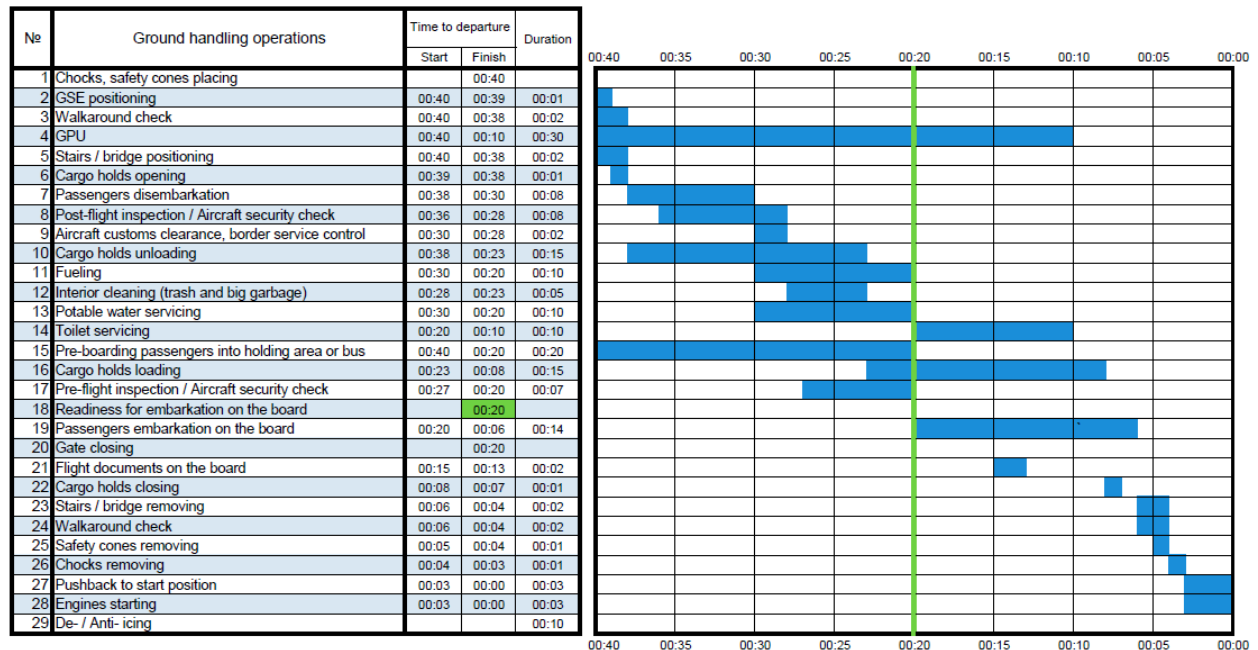
6.3.6.1. Ground Handling Turnaround Schedule for B737-800 Ground Time 60 Minutes.



6.3.6.2. Ground Handling Turnaround Schedule for B737-800 Ground Time 50 Minutes.



6.3.6.3. Ground Handling Quick Turnaround Schedule for B737-800 Ground Time 40 Minutes.



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6.4. OVERSIGHT CHECKLISTS

6.4.1. Passenger Handling Checklist

NO	ACTION	V	REMARKS
1.	Preparation activities are completed (e.g., flight editing, review aircraft configuration, passenger name list/status, special service requests (SSRs), special passengers, inbound/outbound connections, passenger numbers and connection times, stand allocations).		
2.	Assistance for persons with disabilities (PWD) is arranged for passengers requiring the service, as appropriate.		
3.	Personnel are briefed before performing tasks.		
4.	Personnel are wearing the required personal protective equipment (PPE) and uniform in line with the company's standards.		
5.	Facilities, including counters, desks and self-serve kiosks, are set up, as per airline or local authority requirements, as applicable (e.g., queues, stanchions, carpets, baggage gauges, podiums).		
6.	All relevant desks and airport information boards display the correct flight information.		
7.	Stock boarding pass/bag tag printers with boarding passes/bag tags while ensuring adequate stock of any other tags required by the airline for handling.		
8.	Prominently display dangerous goods and any other notifications, either electronically or in print versions.		
9.	Weighing scales are functioning correctly.		
10.	Passengers are welcomed, greeted, and assisted in a professional manner.		
11.	Carry out verification and acceptance of passenger documents, as applicable.		
12.	Pay attention to any signs the passenger might not be allowed to travel (e.g., unruly, overall fitness to fly, including potentially communicable diseases, medical conditions, intoxication) and monitor the watchlist.		
13.	Check with the passenger whether they have any SSRs, prioritize these as required and provide assistance, if applicable.		
14.	Seats are assigned and distributed in line with the operating carrier's procedures.		
15.	Cabin baggage is assessed to ensure it conforms to the carrier's allowable size and weight dimensions, where applicable.		
16.	Verify with the passenger whether they are carrying items of dangerous goods or other prohibited articles that are not permitted either as personal belongings, cabin baggage or checked baggage as per DGR 2.3A.		
17.	Checked baggage is assessed, weighed and recorded in the departure control system (DCS) in line with the operating airline's procedures and excess baggage charges are applied, where necessary.		

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NO	ACTION	v	REMARKS
18.	Ensure all bags, including special baggage (e.g., oversize baggage, sporting equipment, live animals (AVIH), firearms and weapons, deliver at aircraft (DAA)) are labeled, tagged and handled correctly.		
19.	Hand boarding passes, baggage receipts, and other travel documents to the passenger and direct or guide them on to the next steps.		
20.	Communicate any relevant information, including disruptions and/or delays, to passengers immediately and at regular intervals.		
21.	Passengers are directed according to the flight gate and/or local immigration requirements, as applicable.		
22.	Boarding/disembarkation routes to/from aircraft and/or passenger buses and/or passenger boarding bridges (PBB) are safe and clearly marked, where possible. Note: Passengers must be supervised on the ramp at all times.		
23.	All gate areas and access doors are secured to prevent unauthorized access when not in use.		
24.	Preboarding and priority boarding is applied in line with the operating airline's procedures.		
25.	Once clearance is received, board/disembark passengers as per the airline boarding sequence.		
26.	During the boarding process, boarding passes, travel documents are checked as required and each passenger is reconciled against the DCS.		
27.	Accept all standby passengers (revenue, non- revenue) and standby bags as per the airline's priority listing.		
28.	Register all last-minute changes in the DCS and inform load control about the final passenger and/or baggage information, as per operating airline procedures.		
29.	Before gate closure, ensure all accepted passengers have boarded the aircraft. Secure the flight by matching the checked-in passengers to the boarded passengers. All discrepancies must be resolved prior to closing the aircraft access door.		
30.	Provide final passenger numbers and departure documents to cabin and/or flight crew, as required.		
31.	Cabin access doors are closed before removal of passenger boarding devices.		
32.	All relevant messages are dispatched to the appropriate addresses, as per operating airline procedures.		
33.	All stationary and passenger information is kept under surveillance and removed from counters to prevent unauthorized access and use, whenever possible.		
34.	The DCS and other systems are locked when not in use to prevent unauthorized access.		

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6.4.2. Baggage Handling Checklist

NO	ACTION	v	REMARKS
1.	Planning activities are completed for requirements for expected baggage for arriving/ departing flights, including: – Parking stands for on-time delivery of bags – Allocation of sufficient build/delivery locations and injection/transfer points – Planning for applicable categories (e.g., priority versus economy bags, long versus short transfer, international versus domestic). – personnel and equipment allocation and positioning (e.g., baggage carts).		
2.	All personnel correctly wearing appropriate PPE.		
3.	personnel aware of storage locations for bags that will arrive before opening of corresponding departure flights.		
4.	personnel briefing conducted and personnel aware of any baggage requiring special handling (e.g., firearms, mobility aids, strollers, oversized items).		
5.	Equipment (e.g., baggage carts) available and serviceable upon collection prior to use.		
6.	Systems and hardware available and usable (e.g., baggage reconciliation system (BRS) serviceable and logged in, scanners charged) and assigned to correct flight.		
7.	Required documentation available (e.g., bingo cards) and marked up for the correct flight.		
8.	Working areas and equipment clear of obstacles and refuse that can cause foreign object damage (FOD), old baggage labels.		
9.	Baggage carts checked for serviceability and set up to accept baggage. Brakes engaged on baggage carts.		
10.	Unserviceable equipment reported and removed from service.		
11.	Baggage build area organized for planned baggage category segregation.		
12.	Baggage sent to correct injection/transfer/arrival points.		
13.	Bags injected/delivered/ transferred in accordance with segregation requirements (e.g., priority bags before economy, short transfer bags before long transfer).		
14.	Personnel follow manual handling requirements and, where applicable, use lifting aids.		
15.	Flight details visually checked on all bag tags (flight number, date, destination)		
16.	Verify the bag has been confirmed as being on the correct flight (positive passenger-bag match) by visually inspecting the baggage tag and electronically through- scanning by ensuring a confirmed load response is received from the scanner. When the baggage is identified <i>positive</i> passenger- matched bag or loaded onto the incorrect flight/destination, place the baggage to one side for resolution.		
17.	Bag tag peel-off portions placed only on bingo cards, where manual reconciliation used.		

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NO	ACTION	v	REMARKS
18.	Baggage is handled in an appropriate manner (e.g., positioned and not thrown).		
19.	Each bag processed individually (i.e., no scanning or removal of tags from multiple bags before loading into baggage cart).		
20.	Baggage carts correctly utilized (e.g., proper use of available volume, larger/heavier items nearer to the base).		
21.	Correct departure baggage category segregation.		
22.	Correct handling/loading of fragile, heavy, large and/or oversized items. Handling labels followed and items handled carefully to avoid damage to baggage and injury to personnel.		
23.	Special baggage handled/ transferred/delivered in accordance with local procedures and customer airline requirements (e.g., firearms, mobility aids, strollers, oversized items) and in a manner to prevent damage (e.g., no other items placed on top).		
24.	Final checked-in bag figure reconciled against bags received.		
25.	Loads secured prior to transportation using appropriate locks, stops, rails, curtains and straps.		
26.	Canopies/covers secured before baggage carts dispatched in wet weather.		
27.	Bulk load cards secured to each baggage cart before leaving baggage build up area.		
28.	Unloaded baggage carts checked to ensure no remaining items inside.		
29.	First/last bag times recorded in accordance with local procedures and customer airline requirements.		
30.	Arrival carousel deactivated and secured upon completion of baggage delivery.		
31.	Any damaged baggage segregated, and supervisory personnel notified.		

6.4.3. Ramp Handling Checklist

NO	ACTION	v	REMARKS
1.	Preflight briefing conducted regarding flight requirement(s) and services, as needed.		
2.	Pre-arrival and pre-departure checks ensuring that the parking position and intended path of aircraft are free of FOD and/or obstacles.		
3.	Personnel are available and wearing PPE.		
4.	Position all ground support equipment (GSE) and personnel (undertaking the departure process) outside the equipment restraint area (ERA) prior to aircraft arrival and departure, unless specifically required by the arrival/departure procedure (e.g., pre-positioned ground power unit (GPU)).		
5.	Personnel shall check the GSE assigned prior to initial use.		
6.	Aircraft guidance system is activated and/or marshaller(s)/wing walkers correctly positioned, as applicable.		

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NO	ACTION	v	REMARKS
7.	Personnel shall remain outside the ERA while the aircraft anti-collision lights are switched on unless specifically required by the arrival/departure procedure.		
8.	Aircraft chocked and coned as per requirements.		
9.	An external walkaround check prior to approach of any GSE is performed and as soon as possible after all GSE activities have been completed prior to aircraft departure.		
10.	GSE is correctly positioned to/to/removed from the aircraft (e.g., use of guide person, safety rails lowered/retracted, no touch policy, platforms lowered, approach/removal speed).		
11.	PBB and passenger steps are correctly positioned to/to/removed from the aircraft (e.g., sliding safety rails and canopies retracted, vertical clearance maintained between platform and passenger cabin access door when in position).		
12.	GSE is correctly configured and operated during aircraft handling and servicing (e.g., speed within the ERA, safety rails raised/extended when in position at aircraft, use of parking brake, seat belts, <i>no seat–no ride</i> , vertical clearance maintained between equipment and aircraft/doors).		
13.	All personnel follow ramp safety procedures (e.g., fuel safety zone, do not walk between ULD or connected equipment, correct manual handling techniques used).		
14.	All cargo holds are inspected to check condition and security of loads prior to unloading/after loading (e.g., locks raised, nets secured, no leakage, no loads shifted). Note: <i>All holds shall be opened and inspected even if empty.</i>		
15.	Cargo holds are unloaded/loaded in the correct sequence in accordance with the loading instruction report (LIR) and commodities correctly handled as required (e.g., dangerous goods and special loads are correctly handled, segregated, secured and stowed).		
16.	Cargo holds are inspected after unloading/prior to loading to check for damage and ensure empty other than documented transit load items. Note: <i>If cargo hold will not be loaded as part of the departure onload, locks/nets shall be raised/secured in accordance with airline requirements.</i>		
17.	Check bulk loads for condition (e.g., damage, leakage) prior to/after transportation and prior to loading.		
18.	Aircraft cabin access door operation is performed by an authorized and qualified person.		
19.	Passenger walkways are clear of obstacles and free of undesired contaminated substances.		
20.	Passenger movement is supervised when passengers walk on the ramp (e.g., between aircraft and bus/terminal).		
21.	Fueling vehicle is correctly positioned and escape route is not obstructed when fuel tanker/bowser is used.		
22.	Fuel safety zone procedures/restrictions are followed.		
23.	Safety precautions for fueling with passengers on board or boarding are adhered to, as applicable.		

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NO	ACTION	v	REMARKS
24.	Person responsible for the loading supervision task is in possession of the latest edition of the LIR prior to commencement of loading.		
25.	Final load information is communicated/confirmed to load control with all deviations noted.		
26.	Final load information (e.g., Loadsheets/Notice to Captain–NOTOC) is provided to flight crew, as required.		
27.	Aircraft ground movement preparation activities correctly carried out (e.g., connection of pushback/towing equipment, communication with flight crew established).		
28.	Departure sequences conducted as required (e.g., GPU, air start unit (ASU), pushback, engine start, personnel/ equipment positioning).		
29.	Post-departure activities are conducted as required with appropriate document retention.		

Notes:

- (1) The numbering of the process does not depict sequence of action.
- (2) The checklists are examples of elements that require supervision by individuals assigned to oversee ground handling operations. The primary task is to stop all unsafe acts.

6.4.4. Monitoring Procedures

Safety performance monitoring is important to enable management to identify trends that could have a negative effect on safety.

The following checklists should be used to monitor safety performance in the operations:

- (a) Surveillance checklist A arrival check (ref. GOM Annex A, SEU-GRH-FORM-023);
- (b) Surveillance checklist D departure check (ref. GOM Annex A, SEU-GRH-FORM-024);
- (c) Surveillance checklist F station file check (ref. GOM Annex A, SEU-GRH-FORM-025).

Completed reports must be sent to outbase@skyup.aero .

6.5. INCIDENT NOTIFICATION AND IMMEDIATE ACTIONS

6.5.1. General

During ground and cargo operations, there is a risk of incident, accident or other emergency situations, such as, but not limited to:

- (a) Fuel and oil spills;
- (b) Dangerous goods events;
- (c) GSE collisions/accidents;
- (d) Situation requiring an aircraft evacuation without passengers;
- (e) Personnel injuries;
- (f) Severe weather emergencies;
- (g) Illicit acts (e.g., Security breach).

Depending on the severity and magnitude of the event, the SKYUP MT and/or airport emergency response procedures might be activated.

Note: Some occurrences might be managed locally within the company's emergency response procedures.

Any person carrying out a supervisory function must be familiar with:

- (1) The emergency response procedures and/or reporting protocol of:
 - (i) Their own company or operating airline
 - (ii) The airport at which they are operating
 - (iii) Regulatory authorities (e.g., dangerous goods)
- (2) Immediate actions per type of event, including aircraft evacuation (Ref. GOM 6.5.2 and GOM 6.5.3).

6.5.2. Immediate Actions

In the event of an incident or accident, all frontline personnel shall understand and be familiar with the immediate response, which includes, but is not limited to the following actions:

- (a) Stop the activity/process, if applicable to the type of event (e.g., switch-off engine/activate emergency stop button);
- (b) Ensure all passengers and personnel (unless involved in mitigating actions) are moved away from the incident;
- (c) Immediately notify the relevant parties and any personnel directly involved or impacted by the nature of the incident (e.g., Flight crew);
- (d) Report the event to the supervisor/line manager and emergency services, if deemed necessary, who will then assume responsibility to initiate the local response plan:
 - (1) Secure the area of the event;
 - (2) Ensure compliance with all instructions from emergency services, if applicable;
 - (3) Report to the airline representative and, as required, to local authorities and be in constant communication;

- (4) Complete incident/accident/damage report(s) as required to collect all relevant information regarding the event (SEU-GRH-FORM-019)
- (5) Support any post-incident investigation, analysis and/or review.

The actions, as documented above, are not in chronological order, which will depend on the nature and severity of the event.

Note 1: Investigation shall be carried out in accordance with SKYUP MT procedures.

Note 2: All occurrences, incident and accident reports which were made by the rules of the authority of the State in which the aircraft accident occurred, in SKYUP MT, shall be retained in Ground Operations Directorate for a period of at least 12 months.

6.5.3. Aircraft Evacuation

Aircraft evacuation without flight crew and passengers on board is conducted in accordance with local regulations (taking into account SKYUP MT ERP) and includes the following:

- (a) Roles and responsibilities for the evacuation;
- (b) Procedures and different methods of evacuation from the aircraft (e.g., Mobile stairs, PBB). Escape slides are not intended as the primary means of exit;
- (c) Means of communicating the evacuation (e.g., Radios, audible warnings).

Note: Personnel should be trained in the evacuation procedures, including periodic evacuation drills/practices.

6.5.4. Dangerous Goods

Whenever suspected damage or leakage involving dangerous goods occurs, the following actions shall be taken (ref. DGR for further guidance):

- (a) Identify the nature, source and associated hazard of the contamination;
- (b) Stop the handling activities or reduce them to a minimum in the vicinity of the hazard;
- (c) Prevent access by unauthorized personnel;
- (d) Do not walk through, touch, sniff or taste any substance or spilled material;
- (e) Notify the relevant parties, including crew and any personnel in the vicinity;
- (f) Restrict/block access to the damaged item using any suitable means;
- (g) Contact and report the event immediately to the supervisor/line manager and emergency services, if deemed necessary, who will then assume responsibility to initiate the local response plan;
- (h) Coordinate the response in conjunction with dangerous goods regulations (DGR) experts or emergency services, for example:
 - (1) Use the NOTOC (review emergency code as provided) or Load Messages–LDM (e.g., Offloading Instruction, LIR or similar) to identify the substance.
 - (2) Follow emergency response procedures as per in the IATA DGR category in Section 9.
 - (3) Verify the ground connection of electrical equipment (e.g., GPU) and remove all possible sources of ignition, if deemed necessary.
 - (4) Isolate all personnel suspected of being contaminated and refer for treatment.

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- (5) Seek confirmation from emergency services that the area is safe to re-enter.
- (i) Identify and prevent from transporting any other cargo, baggage or transport devices that have become contaminated by the leakage of dangerous goods;
- (j) Complete dangerous goods occurrence report(s) as required to collect all relevant information regarding the event (SEU-GRH-FORM-014).

6.5.5. Airside Safety Investigation Procedure

6.5.5.1. General

The investigation process will be conducted in a logical way by collecting and analyzing facts to identify root causes as well as contributing and human factors.

6.5.5.2. 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.

6.5.5.3. 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 infra structural 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;

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- (3) Fatigue;
 - (4) Loss of situational awareness;
 - (5) Health condition;
 - (6) Use of available resources;
 - (7) Personnel 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.

6.5.5.4. Analysis

Analyze 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.

6.5.5.5. Conclusion and Causes

Specify:

- (a) Root causes;
- (b) Contributing factors;
- (c) Human factors.

6.5.5.6. 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 the 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 the Airside Safety Investigations form is completed.

6.6. ADVERSE WEATHER OVERSIGHT PROCEDURES

6.6.1. Adverse Weather Considerations

Oversight of 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 (Ref. GOM 3.3).

Adverse weather actions

STAGE	ACTION	REMARKS
1.	Received notification of adverse weather (a) Thunderstorm, lightning (b) Low visibility (c) Snow/ice conditions (d) High/strong winds, gusts (e) Heavy rains, flooding (f) Sandstorms (g) Extreme temperature (hot/cold) (h) Other	
2.	Acknowledge notification of adverse weather	
3.	Identify the threat and actions for the following: (a) Personnel and passengers, including PWD (b) Arriving aircraft (c) Parked aircraft, vehicles and GSE (d) Baggage handling (e) Cabin equipment (f) Catering and ramp handling (g) Departure (h) Interior cleaning (i) Load control and flight operations (j) Marshaling (k) Moving of aircraft (l) Passenger services (m) PWD services (n) Ramp fueling/defueling operations (o) Ramp services (p) Ramp to flight deck communications (q) Toilet and water services	

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STAGE	ACTION	REMARKS
	(r) Towing cargo and baggage (s) Bulk loading/unloading of baggage and cargo	
4.	Activate the Severe Weather Plan (a) Communicate to all affected parties (b) Meet with ground ops personnel, GSE and maintenance personnel (c) Outline forecast, actions and review resources (d) Notify dispatch, passenger services and planning groups that operations might be interrupted (e) Continue to monitor and communicate the weather situation	
5.	Take actions according to established procedures	
6.	Check personnel conduct, behavior, and operational practices (e.g., PPE)	
7.	Ensure compliance with local regulations	

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7. MESSAGES AND CONTACTS

7.1. GENERAL

The construction of messages should be such that they may be easily prepared and readable in both manual and EDP processing.

Message should be constructed with the due regard to transmission costs and therefore the number of characters should be kept to a minimum.

The message description will determine the sequential order of elements to form a Standard Message Texts (SMT). The sequence will take account of the logical progression of elements required for computer processing, and also the needs of manual reading. Any parts of the message intended for only manual reading shall follow after the machine-readable text.

7.2. PRIORITY INDICATOR

(a) Priority indicators are to be:

- Shown at the beginning of the address line.
- Followed by a space.

Note: Many automated systems generate all messages with an indicator.

(b) There are different indicators for different types of messages:

Indicator	Type of message
SS	• Top priority indicator. • Only for distress messages related to an aircraft incident.
QK	• Standard indicator. • Standard transmission costs.
QX	• Priority indicator. • Very high transmission costs (200% of standard cost).
QU	• Stands for “urgent message”. • Has priority in transmission, but high transmission cost (150% of standard cost). • To be used for standard operational messages, unless otherwise operationally required. • Not to be used to obtain a quick action or reply.
QD	• For message with a non-urgent character. • Almost as fast as QU, but low transmission cost (60% of standard cost).
No indicator	• For all ordinary messages.

7.3. STATION OPERATION-COMMUNICATION

7.3.1. Movement Messages (MVT)

7.3.1.1. Departure message

Dispatch

A departure message is to be dispatched for every flight:

Operated with U5 flight number, irrespective of the owner or operator

Notes:

- (1) Departure message for code-share flights is to be dispatched as bilaterally agreed;
- (2) Departure message for a flight which is delayed for over 3 minutes must specify the delay code and delay time;
- (3) Departure message is to be dispatched not later than 5 minutes after take-off of the flight.

Distribution

The departure message is to be distributed as follows:

- Any downline station.
- Companies and function designators as specified in DCS and/or other airline internal publication.
- Recipients of the OPS plan or diversion message in cases where an OPS plan or diversion message has been sent.

Corrections to departure message

If corrections to an already dispatched departure message are necessary:

- Dispatch again a complete departure message.
- Use the message identifier COR in addition to the normal identifier MVT.
- Dispatch the corrected departure message as soon as the correction is made.

Message description

The departure message is built up as follows:

Part	Description
1.	Address and communication references.
2.	Standard message identifier and flight record.
3.	Flight information.
4.	Supplementary information.

Note: Unless otherwise requested, all dates and times to be expressed in UTC.

Part 1: Address and communication references

Element no.	Element definition/description	Example
1.	Priority indicator for movement messages: QX or QU.	QX
2.	Teletype address(es) for departure message.	MLAXTXH
3.	Originator, recharge, date/time group and operator's initials composed of the elements no. 3.1 through 3.4. Element no. 3 must be on one line.	.SSHXTXH U5180518 HA
3.1.	Teletype address of originator.	.SSHXTXH
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.	U5
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. <i>NOTE:</i> The oblique is to be omitted if no recharge designator is shown.	/180518
3.4.	Operator's initials, if required. Date/time group (element no. 3.3) and operator's initials (element no. 3.4) must be separated by a space.	HA

Part 2: Standard message identifier and flight record

Element no.	Element definition/description	Example
4.	Standard identifier for movement passages: MVT. The identifier MVT must be on a separate line.	MVT
5.	Flight number and date: 1. The flight number must be identical with the one shown on the loadsheet and in the LDM. 2. The local date is to be given. 3. Flight number and date must be separated by an oblique.	U53202/18
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.	.9H-SAS
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. Elements no. 5 through 7 must be on one line.	.SSH

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Part 3: Flight information

Element no.	Element definition/description	Example
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.	AD1145/1155
9.	Estimated time of arrival: 1. The indicator EA is followed by the estimated time of arrival in UTC. 2. Actual departure time (element no. 8) and estimated arrival time (element no. 9) are to be separated by a space.	EA1515
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 through 10 must be on one line.	MLA
11.	Irregularity code and duration of delay: 1. The delay indicator DL is followed by not more than 2 irregularity codes and the duration of the delay in hours and minutes. Irregularity codes and time groups are to be separated by obliques. <i>NOTE:</i> Where more than two delay reasons apply use optional element 13 Additional Delay Information for additional delay codes	DL93/0025 DL93/81/0010/0015
12.	Total number of seats occupied by passengers: 1. The passenger indicator PX is followed by the number of seats occupied by passengers including PADs. <i>NOTE:</i> The number of seats occupied by passengers shall be copied from the loadsheet. 2. Element no. 12 must be on a separate line.	PX100
13.	Extra Delay Identifier EDL. One additional delay reason—two character delay code followed by an oblique and four-digit group to show duration of delay (hours and minutes). Two additional delay reasons—two character delay code for each delay and four-digit time groups for duration of each delay. All figure groups to be separated by obliques. <i>NOTE:</i> Where more than one additional delay reason applies no more than two shall be given	EDL32/0003 EDL11/13/0005/0007 EDL21/31/0010/0004
14.	Sub Delay Code to further define DL and EDL composed of the identifier DLA followed by 2–3 characters per delay code separated by a slash. All three slashes as separator must be present. A	DLA93F//11C/13B DLA15A/// DLA93F/13C/21B/31D

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Element no.	Element definition/description	Example
	maximum of four codes allowed.	

Part 4: Supplementary information

Element no.	Element definition/description	Example
15.	Supplementary information. The supplementary information indicator SI is followed by a space. It must begin a new line.	SI PLUS 3INF

Message examples:Example of standard departure message:

QX MLAXTXH
.SSHXTXH U5/010613 HA
MVT
U53202/01.9H-SAS.SSH
AD1145/1155 EA1515 MLA
DL93/81/0010/0015
PX100
EDL11/13/0005/0007
DLA93H//11C/13B
SI

MVT
U53203/01.9H-SAS.MLA
AD0616/0626 EA1003 HRG
DL15/0006
PX135
DLA15A//
SI PLUS 3INF

Example of a corrected Standard Arrival Message:

COR
MVT
U53102/01.9H-SAS.AYT
AD1000/1011 EA1220 MLA
PX100

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7.3.1.2. Arrival message

Dispatch

An arrival message is to be dispatched for every flight:

Operated with U5 flight number, irrespective the owner or operator.

Notes:

- (1) Arrival message for code-share flights is to be dispatched as bilaterally agreed;
- (2) Arrival message is to be dispatched immediately after landing.

Distribution

The arrival message is to be distributed as follows:

Standard distribution	Additional distribution
Arrival message is to be sent to: • The station of next intended landing, if applicable. • The originating station of the flight or flight leg. • Companies and function designators as specified in DCS and/or other airline internal publication. • Recipients of the OPS plan or diversion message in cases where an OPS plan or diversion message has been sent.	For diverted flights: • Arrival message to be addressed to the station of the originally intended landing.

Corrections to arrival message

If corrections to an already dispatched arrival message are necessary:

- Dispatch again a complete arrival message.
- Use the message identifier COR in addition to the normal identifier MVT.
- Dispatch the corrected arrival message as soon as the correction is made.

Message description

The arrival message is built up as follows:

Part	Description
1.	Address and communication references.
2.	Standard message identifier and flight record.
3.	Flight information.
4.	Supplementary information.

Notes:

- (1) Unless otherwise required, all dates and times to be expressed in UTC.
- (2) The date following the flight number (e.g. U53206/01) must be identical to the local date of STD from the previous station.

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For part 1: Address and communication references consist of the same element definitions and formats as for the standard departure message.

For part 2: Standard message identifier and flight record, consist of the same element definitions and formats as for the standard departure message.

Part 3: Flight information

Element no.	Element definition/description	Example
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.	AA1429/1437

Part 4: Supplementary information

Element no.	Element definition/description	Example
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.	

Message examples:

Example of a standard arrival message:

QX MIRXTXH
.MLAXTXH 011739
MVT
U53206/01.9H-SAS.MLA
AA1429/1437

Example of a corrected Standard Arrival Message:

QX HRGXTXH
.MLAXTXH 011757
COR
MVT
U53204/01.9H-SAS.MLA
AA1449/1456
SI NIL

7.4. DELAY MESSAGE

(a) Dispatch

A delay message is to be dispatched for every delayed flight, operated with U5 flight number, irrespective the owner or operator.

(b) Criteria for dispatch

The delay message is to be dispatched according to the following criteria:

- Delay message is to be dispatched for flights, which will be delayed 15 minutes or more relative to scheduled or otherwise stated departure time.
- Delay message is to be dispatched as soon as the delay can be foreseen, but not later than the originally scheduled departure time.
- If a flight is delayed beyond the estimated departure time specified in a previously dispatched message, a new delay message is to be sent as soon as the further delay becomes apparent, but not later than the departure time specified in the previous delay message.
- After departure of the flight, a normal departure message is to be sent to all addresses that received the delay message(s).

Ref. GOM 7.3.1.1. "Departure message".

For delay codes - Ref. GOM 7.6. "Delay codes".

(c) Distribution

Delay messages are to be sent to:

- All stations of the flight schedule.
- Companies and function designators as specified in DCS and/or other airline internal publication.

(d) Message description

The delay message is built up as follows:

Part	Description
1.	Address and communication references.
2.	Standard message identifier and flight record.
3.	Flight information.
4.	Supplementary information.

Note: Unless otherwise required, all dates and times to be expressed in UTC.

Part 1: Address and communication reference, consist of the same element definitions references and formats as for the standard departure message.

See "Address and communication references" (Ref. GOM 7.3.1.1. "Departure message").

Part 2: Standard message identifier and flight record, consist of the same element definitions and formats as for the standard departure message.

See “Standard message identifier and flight record” (Ref. GOM 7.3.1.1. “Departure message”).

Part 3: Flight information

Element no.	Element definition/description	Example
8.	Estimated time of departure or next information.	
8A.	Estimated time of departure. Estimated departure time indicator ED is followed by the estimated departure time.	ED011730
8B.	Next information: 1. If a revised time of departure (element (A) 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.	NI011700
9.	Irregularity code(s): 1. The delay indicator DL is followed by not more than 2 irregularity codes. The irregularity codes must be separated by an oblique. 2. Element no. 9 must be on a separate line.	DL41 or DL46/96
10.	Extra Delay Information is composed of maximum 8 characters.	EDL72 or EDL93/72
11.	Sub Delay Code to further define DL and EDL composed of the identifier DLA followed by four fields of 3 characters per code (in the same order as DL and EDL lines) separated by a slash. All three slashes as separator must be present.	DLA93H//11C/13B DLA15A/// DLA93H/13C/21B/31 D

Part 4: Supplementary information

Element no.	Element definition/description	Example
12.	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.	

(e) Message Examples:

Example of delay message:

QX MLAXTXH

.SSHXTXH 011710

MVT

U53202/01.9H-SAS.SSH

ED011730

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DL93/81

EDL11/13

DLA93H//11C/13B

Example of delay message with “NI” indication:

QU MLAXTXH

.HRGXTXH 011630

MVT

U53204/01.9H-SAS.HRG

NI011700

DL41

DLA41A//

7.4.1. Diversion message

(a) Dispatch

A diversion message is to be:

- Used to inform stations and departments concerned of an inflight diversion.
- Dispatched by the station or department first receiving notification of the diversion.

After departure of the flight, a normal departure message is to be sent to all addresses that received the diversion message(s).

Ref. GOM 7.3.1.1. GOM "Departure message".

Note: The station of originally intended landing must immediately relay all operational and handling messages to the airport of diversion.

(b) Distribution

The diversion message is to be sent to:

- All stations of the flight schedule.
- Companies and function designators as specified in DCS and/or other airline internal publication.

(c) Message description

The diversion message is built up as follows:

Part	Description
1.	Address and communication references.
2.	Standard message identifier and flight record.
3.	Diversion information.
4.	Supplementary information.

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Note: Unless otherwise required, all dates and times to be expressed in UTC.

Part 1: Address and communication references consist of the same element definitions and formats as for the standard departure message.

See “Address and communication references” in (Ref. GOM 7.3.1.1. “Departure message”).

Part 2: Standard message identifier and flight record

Element no.	Element definition/description	Example
4.	Standard identifier for diversion message: DIV. The identifier DIV must be on a separate line.	DIV
5.	1. The flight number must be identical with the one shown on the loadsheet and in the LDM from the previous station. 2. The local date is to be given. 3. Flight number and date of STD from the previous station must be separated by an oblique.	U53101/01
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.	9H-SAS
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. Elements no. 5 through 7 must be on one line.	.AYT

Part 3: Diversion information

Element no.	Element definition/description	Example
8.	Estimated time of arrival at diversion airport. The indicator EA is followed by the estimated time of arrival at the diversion airport.	EA1915
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.	IST
10.	Reason for diversion. The indicator DR is followed by the irregularity code. <i>NOTE:</i> For irregularity codes, Ref. GOM 7.6. “Delay codes”.	DR72
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	PX132

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Element no.	Element definition/description	Example
	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. Elements no. 10 and 11 must be on one line.	

Part 4: Supplementary information

Element no.	Element definition/description	Example
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 such as 'OPS Plan' or special load information for the diversion station may be given in the 'SI-part' of the Diversion Message.	SI ALL RUNWAYS CLOSED DUE TO FOG

(d) Message Example:

KBPXTXH

.AYTXXH 011900

DIV

U53101/01.9H-SAS.AYT

EA1915 IST

DR72 PX132

SI ALL RUNWAYS CLOSED DUE TO FOG

7.5. LOAD MESSAGE (LDM)

IATA AHM583

The loadmessage is based on IATA AHM 583.

(a) Dispatch

A loadmessage is to be dispatched for every flight:

Operated with DW flight number, irrespective the owner or operator

- Loadmessage for code-share flights is to be dispatched as bilaterally agreed.
- Loadmessage is to be dispatched not later than 5 minutes after departure of the flight.
- Be sure to include any last minute changes in the final passenger and load figures before dispatching the LDM.

(b) Distribution

The loadmessage is to be distributed as follows:

Standard distribution	Additional distribution
Loadmessage is to be sent to: • The station of next intended landing. • The originating station of the flight or flight leg. • Companies and function designators as specified in DCS and/or other airline internal publication.	In case of diversion: • The station of original destination must immediately forward the LDM (and other handling messages) to the diversion airport.

(c) Message description

The loadmessage is built up as follows

Part	Description
1.	Address and communication references.
2.	Standard message identifier and flight record.
3.	Load information and remarks per destination.
4.	Supplementary information.

Note: Unless otherwise required, all dates and times to be expressed in UTC.

Part 1: Address and communication references

Element no.	Element definition/description	Example
1.	Priority indicator: QX or QU.	QX
2.	Teletype address(es) for loadmessage.	AYTXXH
3.	Originator, recharge, date/time group and operator 's initials composed of the elements no. 3.1 through 3.4. Element no. 3 must be on one line.	.MLAIN7X U5/010930 HA
3.1.	Teletype address of originator.	.MLAIN7X

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Element no.	Element definition/description	Example
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.	U5
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. <i>NOTE:</i> The oblique is to be omitted if no recharge designator is shown.	/010930
3.4.	Operator's initials, if required. Date/time group (element no. 3.3) and operator's initials (element no. 3.4) must be separated by a space.	HA

Part 2: Standard message identifier and flight record

Element no.	Element definition/description	Example
4.	Standard identifier of loadmessage: LDM. The identifier LDM must be on a separate line.	LDM
5.	Flight number and date: 1. The flight number must be identical with the one shown on the loadsheet and in the LDM. 2. The local date is to be given. 3. Flight number and date must be separated by an oblique.	U53101/01
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.	.9H-SAS
7.	Aircraft version. Aircraft registration (element no. 6) and aircraft version number (element no. 7) must be separated by a full stop.	.Y189
8.	Number of crew including working crew members occupying passenger seats (XCR): 1. First figure indicates number of flight crew, subsequent figure(s) number of cabin crew. 2. Crew figures must be separated by an oblique. 3. Aircraft version number (element no. 7) and number of crew (element no. 8) must be separated by a full stop. <i>NOTE:</i> Elements no. 4 through 8 must be on one line.	.3/4

Part 3: Load information and remarks per destination

Element no.	Element definition/description	Example
9.	Destination. Airport of disembarkation of passengers and/or unloading of deadload: 1. The 3-letter IATA airport of city codes must be used. 2. The code is to be preceded by a hyphen.	-AYT

Element no.	Element definition/description	Example
10.	Number of passengers per weight category: 1. The figures for adults, children and infants must be separated each by an oblique. 2. Destination (element no. 9) and number of passengers (element no. 10) must be separated by a full stop.	Two possibilities: a) 70/30/10/6 Male 70 Female 30 Children 10 Infants 6 b) 100/10/6 Adults 100 Children 10 Infants 6 <i>NOTE:</i> Zeros must be shown if there is only deadload for a destination.
11.	“Nil” must be shown if there is no traffic load for a destination. The element must begin with a full stop.	.NIL
12.	Total weight of deadload. The element must begin with a full stop followed by the identifier “T”.	.T1000 .T0 <i>NOTE:</i> A zero must be shown if there is no deadload for a destination.
13.	Total weight of the load per compartment and/or ULD position: 1. This element is to be repeated for each compartment/ULD position containing load. 2. Each element must begin with a full stop.	.3/1000
14.	Total number of seats occupied by passengers per class. The element must begin with a full stop followed by the identifier “PAX”. <i>NOTE:</i> For further instructions/examples, see item no. 40 in Ref. GOM 5.3.1.6.1.	PAX/10/100
15.	Total number of seats occupied by PADs per class. The element must begin with a full stop followed by the identifier “PAD”.	.PAD/0/0
16.	Remarks: Any required loadsheet remark as listed in Ref. GOM 5.2.2.3. “Load codes” must be shown for each destination following the PAX CY distribution. Elements no. 9 through 15 are to be repeated for each destination.	.XCR/1/0

Part 4: Supplementary information

Element no.	Element definition/description	Example
17.	Supplementary information: Any other information pertaining to the whole flight may be shown at the end of the loadmessage. A new line must be used beginning with the indicator “SI” and followed by a space.	SI AYT B/1000.C/NIL.M/NIL.E/NIL TTL BAG 110 PCS BC/1 DAA/1/4

(d) Message examples:

Example of single sector flight loadmessage:

AYTXXH

.MLAIN7X DW/010930 HA

LDM

U53101/01.9H-SAS.Y189.3/4

-AYT.70/30/6.0.T1000.3/1000

.PAX/100.PAD/0/0.XCR/1/0

SI AYT B/1000.C/NIL.M/NIL.E/NIL

TTL BAG 110 PCS

DAA/1/4

Example of a corrected loadmessage:

COR

LDM

U53201/01.9H-SAS.Y189.2/3

-SSH.70/30/3/1.0.T1000.3/1000

.PAX/103.PAD/0

SI SSH B/1000.C/NIL.M/NIL.E/NIL

TTL BAG 100 PCS

DAA/3/2

Note: A need exists for a standard format for loadmessages to allow automatic reading. Computerized departure control systems automatically input from incoming loadmessages. As a result, this format is compatible with both manual and automatically produced loadsheets. This common format will speed and facilitate interline handling.

7.6. DELAY CODES

7.6.1 General

Delay codes are used to express the reason for delay or other handling irregularities in aircraft movement messages. They must be applied impartially, as a means to identify corrective action. In case of doubt of interpretation, the SI part of the movement message may be used for supplementary explanation.

Note: A delay is defined as being off blocks more than 3 minutes after schedule departure time. If the block off time is more than 3 minutes after STD, e.g. 4 minutes, an IATA delay code for all the 4 minutes is necessary.

The use of sub-codes is mandatory in U5 movement messages, when available.

Airline Internal Codes

Code/ sub code	Description			
4	Requirement of ground equipment support e.g. GPU, ASU, ACU, AHU			
5	VIP movement at the airport			
6	No gate/stand availability due to own airline activity			
9	Scheduled ground time less than declared minimum ground time			
	A	schedule reason (SLOT, ATC)	D	delay time less than 3 minutes
	B	commercial reason	E	due to ground stability procedure
	C	operation decision (e.g. a/c type change - schedule unchanged)		
11	Late check-in, acceptance after deadline			
	A	local PAX acceptance at the gate (by carrier decision)	E	standby PAX and baggage acceptance
	B	local PAX acceptance in check-in (by carrier decision)	F	acceptance PAX from disrupted flights (cnl, delayed other flight)
	C	transfer PAX acceptance at the gate (by carrier decision)	G	airport access congestion/closure (ground transportation)
	D	transfer PAX acceptance in check-in (by carrier decision)		
12	Late check-in, congestion in check-in area			
	A	congestion at check-in area	F	terminal infrastructure- lack of check-in desks
	B	congestion at transfer area	G	acceptance PAX from disrupted flights (delayed or canceled)
	C	passenger group late show - up at the check-in	H	airport access congestion/closure (ground transportation)
	D	standby PAX late acceptance	S	lack of staff
	E	delayed check-in (equipment: lack or failure)		
13	Check-in error, passenger and baggage			

14		Oversales, booking errors		
	A	reservation agent error - other than MTC	C	overbooking
	B	reservation agent error - transfer longer than MTC		
15		Boarding, discrepancies and paging, missing checked-in passenger		
	A	gate change	E	late boarding
	B	looking for and acceptance of missing transfer PAX	F	slow boarding
	C	looking for and acceptance of missing local PAX	G	PAX headcount discrepancy on board at a/c
	D	offloading missing PAX	H	documentation - looking for/ and issuing - after check-in (ticket, visa, passport etc.)
16		Commercial publicity / passenger convenience, VIP, press, ground meals and missing personal items		
	A	VIP handling	F	doctor consultancy (for PAX)
	B	PAX INAD/DEPO handling	G	serving meals/refreshments/drinks due to flight delay
	C	missing personal items (terminal area)	H	seat assignment change
	D	denied boarding - PAX decision	J	PAX under the influence of alcohol or other intoxicating substances
	E	denied boarding - carrier decision		
17		Catering order, late or incorrect order given to supplier		
	A	late order	C	crew meal late order
	B	order error	D	crew meal order error
18		Baggage processing, sorting, etc.		
	A	late local baggage delivery	F	baggage not separated in dep airport
	B	late transfer baggage delivery	H	sorting area infrastructure, slow process
	C	baggage count discrepancy (count different than in flt documents)	J	transportation and control baggage system failure or out of service
	D	wrong baggage loaded - unloaded process	K	baggage screening - lack of screening equipment or staff
	E	untypical baggage (e.g.sporting equipment)	S	lack of staff
19		Reduced mobility, boarding / deboarding of passengers with reduced mobility		
	A	boarding of PAX with reduced mobility	B	deboarding of PAX with reduced mobility
21		Documentation, errors, etc.		
	A	late cargo final figures	C	late cargo documents
	B	incorrect cargo figures	D	incorrect cargo documents
22		Late positioning		
	A	reloading a/c/ due to missing cargo	C	cargo positioned to wrong position
	B	lack of equipment	S	lack of staff
23		Late acceptance		
	A	late acceptance cargo - commercial reason	D	diplomatic mail; valuable mail
	B	acceptance of standby cargo	E	live animals

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	C	express cargo	S	lack of staff
24		Inadequate packing		
	A	load shifting enroute to a/c	C	incorrect pallet build up (e.g. overlaps)
	B	dangerous goods		
25		Oversales, booking errors		
	A	overbooking	C	acceptance of standby cargo
	B	booking error		
26		Late preparation in warehouse		
	A	pallet construction error	D	slow custom procedures
	B	cargo system failures	S	lack of staff
	C	warehouse congestion		
27		Documentation, packing, etc.		
	A	late mail final figures	C	late delivering mail documents
	B	incorrect mail figures	D	incorrect mail documentation
28		Late positioning		
	A	reloading a/c due to missing mail	C	mail positioned to wrong stand
	B	lack of equipment	S	lack of staff
29		Late acceptance		
	A	late acceptance mail - commercial reason	S	lack of staff
	B	acceptance of standby mail		
31		Aircraft documentation late/inaccurate, weight and balance, general declaration, PAX manifest, etc.		
	A	document exchange - late or wrong fuel, crew, catering data	D	late delivering loadsheets or other documents
	B	documents exchange - error in documents	E	late delivering loadsheets - DCS or printer failure
	C	loading instruction incorrect	S	lack of staff
32		Loading/unloading, bulky, special load, cabin load, lack of loading staff		
	A	late loaders	G	hand bag handling before enter a/c
	B	extended loading / offloading	H	in case of over quantity of baggage - special loading procedure
	C	incorrect loading/offloading (according to loadplan)	J	denied hand luggage loading during boarding / crew decision
	D	bulky, heavy load	S	lack of staff
	E	EIC or/and FKT		
33		Loading equipment, lack of or breakdown, e.g. Container pallet loader, lack of staff		
	A	late equipment	D	late/lack or incorrect lashing materials (ropes, nets etc.)
	B	lack of equipment	E	aircraft loading system failure
	C	breakdown of equipment during handling	S	lack of staff

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34		Servicing equipment, lack of or breakdown, lack of staff, e.g. Steps		
	A	breakdown of servicing equipment	D	late/lack of passenger transport between aircraft and airport terminal (s)
	B	late/lack of servicing equipment	E	leakage oil or other liquid from the aircraft-removal (from apron)
	C	late service	S	lack of staff
35		Aircraft cleaning		
	A	extended cleaning	G	cleaning required special procedure (e.g. death on board etc.)
	B	equipment breakdown	H	cleaning correction order
	C	equipment late place	J	baggage compartment cleaning
	D	late or lack of cabin supplies (e.g. blankets, headrest, covers, etc.)	K	cockpit window cleaning
	E	late a/c available for handling	L	cockpit window ice removing
	F	additional cleaning order (not included in handling agreement)	S	lack of staff/equipment
36		Fueling/defueling, fuel supplier		
	A	lack of fuel truck	G	fuel split at a/c
	B	late fuel truck	H	fuel shortage/contamination
	C	fuel truck breakdown (during fueling)	J	incorrect a/c parking position - unable to fuel
	D	defueling	K	fuel hydrant system fail
	E	fueling error	L	complete or lack of proper fuel documentation
	F	special fueling procedure due to technical reason	S	lack of staff
37		Catering, late delivery or loading		
	A	late catering	D	breakdown of catering equipment during handling
	B	meals discrepancy wrong or insufficient catering (incl. cabin items, e.g. blankets)	E	catering order for next leg
	C	catering equipment inconsistent with loading plan	F	catering order for next leg due to previous caterer error
38		ULD, lack of or serviceability		
	A	lack of ULDs, unserviceable or damaged ULDs	B	late provision of ULD to handling unit
39		Technical equipment, lack of or breakdown, lack of staff, e.g. Push-back		
	A	lack of GPU/ASU/ACU/push-back/tow bar	R	lack of technical staff
	B	breakdown of GPU/ASU/ACU/push-back/tow bar	S	lack of handling agent assistance
41		Aircraft defects		
	A	aircraft defects detected during flight to base airport	E	aircraft defects - non base airport
	B	aircraft defects detected during pdc check	F	aircraft defects detected before flight - non base airport
	C	aircraft defects detected during line maintenance (home base)	W	wet lease

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	D	aircraft defects detected by crew before flight from the base airport		
42		Scheduled maintenance, late release		
	A	late release from scheduled maintenance due to defect found during technical	G	late positioning to tech base(wait for stand at technical base or wait for taxi clearance)
	B	late positioning (technical problem) from base to check airport	H	late positioning to technical base (lack of truck)
	C	late positioning (waiting for stand or for taxiing clearance)	S	lack of technical staff
	D	late positioning lack of truck	W	wet lease
43		Non-scheduled maintenance, special checks and/or additional works beyond normal maintenance schedule		
	A	technical check - ordered by CAA	D	lack of technical staff
	B	special technical check (e.g. bird accident) as per dl 51	W	wet lease
	C	lack of oxygen in stationary aircraft installation-refilling		
44		Spares and maintenance equipment, lack of or breakdown		
	A	lack of spare parts	E	technical documentation
	B	late delivery of spare parts from store	F	slow technical spare parts custom clearance
	C	late delivery of spare parts from other a/c	S	lack of technical staff
	D	lack of /breakdown of maintenance equipment	W	wet lease
45		AOG spares, to be carried to another station		
	A	late delivery of spare parts	D	slow reload of spare parts
	B	late technical staff	S	lack of technical staff
	C	late documentation	W	wet lease
46		Aircraft change, for technical reasons		
	A	defect on original a/c – line services	F	damage on the ground
	B	defect on extra a/c	G	requested by technical department
	C	damaged by technical staff	S	lack of technical staff
	D	spare parts shortage	W	wet lease
	E	damage during the flight		
47		Standby aircraft, lack of planned standby aircraft for technical reasons		
48		Scheduled cabin configuration/version adjustments		
	A	cargo equipment on deck instalment/adjustment	E	other configuration/version adjustments
	B	medical equipment instalment/adjustment (stretcher, oxygen)	S	lack of certified technical staff
	C	cabin divider instalment/adjustment	W	wet lease
	D	instalment/uninstalment of crew rest cabin		

51		Damage during flight operations, bird or lightning strike, turbulence, heavy or overweight landing, collision during taxiing		
	A	lightning	G	runway/taxiway overrun
	B	bird strike	H	engine damage caused by foreign object
	C	turbulence	J	other reason
	D	bad weather conditions	P	aircraft's equipment damage caused by PAX during flight
	F	collision during taxiing		
52		Damage during ground operations, collisions (other than during taxiing), loading/off-loading damage, contamination, towing, extreme weather conditions		
	A	collision during towing	J	catering equipment
	B	extremely weather condition	K	toilet/water service equipment
	C	contamination of the aircraft	L	pushback truck
	D	loading equipment	M	accidental, emergency slide deployment by ground staff
	E	bridge	N	accidental, emergency slide deployment by crew staff
	F	steps	O	aircraft's equipment damage caused by PAX during boarding before enter a/c
	G	fueling equipment	P	aircraft's equipment damage caused by PAX during boarding before enter a/c
	H	other technical equipment (ASU, GPU, AHU)	W	unknown reason
55		Departure control		
	A	local equipment failure	C	network failure (except local network failure)
	B	host failure	D	boarding passes reader failure
56		Cargo preparation/documentation		
	A	local equipment failure	C	network failure (except local network failure)
	B	host failure		
57		Flight plans		
	A	local equipment failure	C	network failure (except local network failure)
	B	host failure	D	communication with ATC system failure
58		Other automated system format		
	A	local network failure	B	other computer system failure (baggage sorting system, etc)
61		Flight plan, late completion or change of, flight documentation		
	A	late or incorrect dispatch documentation	F	late flight plan preparation caused by ac or other operational restrictions
	B	late flight plan change caused by late payload change	G	lack or incomplete navigation documentation
	C	late flight plan change caused by weather conditions	H	lack of navigation data base or data base implementation
	D	late flight plan change caused by ATC problems	J	late LS prepared by crew

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	E	late or incorrect filing of ATC flight plan	W	wet lease
62		Operational requirements, fuel, load alteration		
	A	late additional fueling	D	late loading caused by awaiting for final weights
	B	late defueling	W	wet lease
	C	late fueling caused by awaiting for final weights		
63		Late crew boarding or departure procedures, other than connection and standby (flight deck or entire crew)		
	A	entire crew late boarding	E	ground transportation/airport access congestion/closure
	B	cockpit crew late boarding	F	security procedures
	C	entire crew late boarding due to crew bus, airside area	W	wet lease
	D	entire crew late boarding due to crew bus to airport		
64		Flight deck crew shortage, sickness, awaiting standby, flight time limitations, crew meals, valid visa, health documents, etc.		
	A	sickness	D	travel documents
	B	awaiting for stand-by crew	G	injury or death
	C	working hours limitations	W	wet lease
65		Flight deck crew special request, not within operational requirements		
	B	MEL acceptance rejected by crew	F	PAX rejected by crew – groundless
	C	catering correction	G	fuel adjustment on crew request
	D	additional technical check	H	technical defect advised by crew but not confirmed by technical staff
	E	technical documentation clarification	W	wet lease
66		Late cabin crew boarding or departure procedures, other than connection and standby		
	A	cabin crew late boarding	D	security procedures
	B	cabin crew late boarding due to crew bus	W	wet lease
	C	ground transportation/airport access congestion/closure		
67		Cabin crew shortage, sickness, awaiting standby, flight time limitations, crew meals, valid visa, health documents, etc.		
	A	sickness	D	travel documents
	B	awaiting stand by crew	F	injury or death
	C	working hours limitations	W	wet lease
68		Cabin crew error or special request, not within operational requirements		
	A	incorrect passenger count on board by crew	D	cleaning service
	B	catering, additional or late order	G	technical defect reported before boarding
	C	toilet service	W	wet lease
69		Captain request for security check, extraordinary		
71		Weather at Departure station		

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	A	conditions below aircraft type limits	C	conditions below specific aircraft limits
	B	conditions below crew limits		
72		Weather at Destination station		
	A	conditions below aircraft type limits	B	conditions below crew limits
73		Weather. En route or alternate		
	A	conditions below aircraft type limits	D	conditions below limitation on ETOPS airports
	B	conditions below crew limits	E	ATFM restriction caused by enroute or alternate airport weather conditions
	C	conditions below specific aircraft limits		
75		De-icing of aircraft, removal of ice and/or snow, frost prevention excluding unserviceability of equipment		
	A	lack of equipment	E	additional de-icing after holdover time expired
	B	equipment failure during deicing	R	lack of staff for deicing
	C	lack of fluid	S	lack of staff for deicing supervision
	D	awaiting for deicing		
76		Water and sand from airport		
	A	airport closure due to heavy weather conditions	C	removal of snow/ice/water/sand from airport
	B	lack of positions due to weather conditions		
77		Ground handling impaired by adverse weather conditions		
	A	interruption of fueling or servicing	C	high winds – ground operation limits
	B	apron conditions	D	frost-ground handling impaired by frost
81		ATFM due to ATC en-route demand/capacity, standard demand/capacity problems		
82		ATFM due to ATC staff/equipment en-route, reduced capacity caused by industrial action or staff shortage or equipment failure, extraordinary demand due to capacity reduction in neighboring area		
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		
84		ATFM due to weather at destination		
85		Mandatory security		
	A	congestion at security check	F	equipment failure
	B	baggage identification / unloading due to missing PAX	G	crew aircraft security search
	C	special airport security/abandoned articles	H	withdraw PAX by border guard or custom (upon close out)
	D	bomb warning	S	lack of staff
	E	additional/special security inspections		
86		Immigration, customs, health		
	A	immigration / customs infrastructure – congestions	F	aircraft seizure
	B	health control	G	quarantine

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	C	insufficient travel doc of PAX / INAD / deportee	H	security check
	D	incoming passenger checks	S	lack of staff
	E	aircraft decontamination	V	due to COVID-19 procedure
87		Airport facilities, parking stands, ramp congestion, lighting, buildings, gate limitations, etc.		
	A	lack of parking stands	K	baggage belt failure - sorting area
	B	lack of bus gates	L	transfer baggage screening system failure
	C	ramp congestion	M	baggage screening system failure
	D	gate limitation / no gate available	N	ATFM restriction
	E	lack of bus standing positions	P	airport information system failure
	F	electrical system failure	R	no push back clearance due to airport infrastructure limitation
	G	baggage sorting area facility limitation	S	no towing clearance due to infrastructure
	H	jet bridge inoperative	T	emergency procedure restriction
	J	baggage belt failure - check-in area		
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	restrictions due to curfew	D	airport closure
	B	strike	E	runway closure
	C	political unrest		
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 (wo)), industrial action, staff shortage, political unrest, noise abatement, night curfew, special flights		
	A	restrictions due to curfew	E	airport closure
	B	strike	F	runway closure
	C	political unrest	G	waiting for permission to start engines or for push back
	D	ATFM regulations	H	lack of follow me, jet way operator
91		Load connection, awaiting load from another flight		
	A	tech defects/lack of a/c caused by technical reason	L	the consequence of delay due to security check
	B	ATC slot limitation	N	long taxi after landing
	C	airport limitation	M	the consequence of delay due to fueling
	D	transfer PAX	O	the consequence of delay due to mail and cargo
	E	weather	R	the consequence of delay due to catering
	F	slow handling	S	the consequence of delay due to strike or outside airport restriction
	G	a/c damage	T	flight dispatch decision consequence

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	H	computer system failure	W	operation control center decision consequence
	J	late arrival due enroute delay (flight time longer than scheduled due to on route weather condition)	X	pre departure extended taxi time
	K	late arrival due enroute delay (flight time longer than scheduled due to the ATFM restriction)		
92		Through check-in error, passenger and baggage		
	A	no through check in/incorrect transit / transfer PAX and baggage figures	D	baggage not segregated at previous station
	B	incorrect separation of transit / transfer	E	hand luggage check-in error / departure station
	C	error in documentation like MVT, PTM telexes		
93		Aircraft rotation, late arrival of aircraft from another flight or previous sector		
	B	late arrival due enroute delay (weather, diversion, etc.)	J	late arrival due to operational reasons (aircraft rotation)
	F	late arrival due to technical reasons	K	late arrival due to airport restrictions/facilities
	G	late arrival due to ground handling	L	late arrival due to crew FDP
	H	late arrival due to AFTM restrictions/capacity	M	late arrival due to crew (other than FDP)
	I	late arrival due to slot/turn-over time discrepancies		
94		Cabin crew rotation, awaiting cabin crew from another flight		
	A	awaiting for operating crew from other flight	B	incorrect crew planning
95		Crew rotation, awaiting crew from another flight (flight deck or entire crew)		
	A	awaiting for operating crew from other flight	B	incorrect crew planning
96		Operations control, rerouting, diversion, consolidation, aircraft change for reasons other than technical		
	A	rerouting	G	optimizing rotation after crew problem reason
	B	optimizing rotation after change / equipment change for technical reason	H	optimizing rotation after a/c damaged
	C	optimizing rotation after ATC SLOT limitation	J	optimizing rotation after computer system failure
	D	optimizing rotation after airport limitation	L	aircraft change/type of a/c change for reasons other than technical
	E	optimizing rotation after bad weather conditions	M	diversion
	F	optimizing rotation after slow handling		
97		Industrial action with own airline		
	A	local station	G	cabin crew
	B	whole company	H	flight deck crew
	C	passenger handling	J	technical
	D	ramp handling	K	IT support

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	E	cargo	L	Fuel
	F	catering	M	other operational reasons
98		Industrial action outside own airline, excluding a.t.s.		
	A	national strike	J	IT support
	B	whole handling company	K	fuel
	C	passenger handling	L	security
	D	ramp handling	M	fire brigade
	E	cargo	N	authorities
	F	catering	P	airport
	G	technical	R	ATFM limitations
	H	cleaning	T	other operational reasons
99		This code shall be used only when it is clear that a reason cannot be matched to a code above (explain in si section)		
	A	dl reason to be specified later	C	taxing beginning late from remote stand
	B	lack of information from handling agent	D	taxing beginning late after push back

7.7. COMMUNICATION

In case of delay flight prior STD delay code should be coordinate between captain and turn around coordinator/representative.

The final decision about the delay code/s is on Operations Control Center (OCC). It's based on information from the SKYUP MT outstation representatives (if present), crew or handling partners. If different, SKYUP MT OCC is the arbiter.

If there is CTOT expiration due to a fault of handling activities, whole delay must be reported on the original cause delay code.

Example: Cleaning of aircraft causes 10 minutes delay, which causes expiration of CTOT and waiting 30 minutes for the new one. The whole 40 minutes delay shall then be reported as code 35 (+ possible explanatory sub-code). It is also necessary to provide information about the original and new CTOT time into SI section of MVT message.

In case of aircraft late arrival, it is necessary to coordinate scheduled activities so that the time from ATA (Actual Time of Arrival) to ATD (Actual Time of Departure) does not exceed the specified MGT (if the MGT is not observed, the possible delay cannot be reported whole on code 93, only the part of it which does not exceed prescribed time).

Example: The aircraft B738 arrives on block at 11:15. Scheduled arrival is at 11:00 and scheduled time of departure at 12:00, MGT is 60 minutes. If the plane leaves until 12:15, the delay can be reported on code 93. If the plane will depart at 12:20, only 15 minutes can be reported on the code 93, the rest (5 minutes) has to be reported on some other code.

7.8. SKYUP MT OPERATIONAL CONTACTS

Actual SKYUP MT operational contact list you can find on SKYUP MT online library Centrik <https://skyup.centrik.net/> (GRH/Contact list). Access to the online library you can get after sending a request to outbase@skyup.aero .

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8. SECURITY AND EMERGENCY

8.1. AIRCRAFT SECURITY

8.1.1. General

The purpose for ensuring security of SKYUP MT is to restrain events and unauthorized access that can endanger the flight/ground safety of aircraft.

The basic responsibility regarding security of the aircraft when it is in parking position belongs to SKYUP MT as specified by National Civil Aviation Security Programme. Arrangements and precautions to be taken for security purposes comply with security arrangement of the airport. Aircraft on the ground can be centers of considerable activity. Procedures are in place to ensure SKYUP MT personnel intercept any person identified as having no need to be on board or near the aircraft.

In circumstances where increased security is required such as in amber and red alarm levels, it is desirable for a specific personnel to be in charge of aircraft security and to challenge personnel in the area. Aircraft in service are not to be left unattended. Precautions are taken to prevent unauthorized access to aircraft that are not in service and are parked and unattended. All external doors are locked, all stairs and loading bridges are removed and any steps left near the aircraft are immobilized. Effective methods to deter or detect illegal access to aircraft are the implementation of frequent but irregularly check by security and other company personnel and/or security service providers. This is particularly important when operations are at their lowest levels and aprons and hangar areas are least frequented.

When the aircraft is in parking position, night stop or when it is not used, SKYUP MT contracted technical staff takes the following measures:

- (1) Technical checks, ground safety and parking checks of the aircraft are performed;
- (2) All doors are closed, locked, and sealed with Security Seal. When opening the aircraft door later, these seals are checked to make sure they have not been damaged. In case the seals are damaged or if it is suspected that there has been unauthorized access into the aircraft, airport AVSEC service is informed, and it is ensured that aircraft security is performed on board.
- (3) No staircase etc. is left adjoined to the aircraft.

To ensure the security of SKYUP MT aircraft in parking position, ground handling personnel, technical and flight crew work in a coordinated manner.

Ground Service Providers personnel is responsible for preventing unauthorized persons from approaching near the aircraft when it is in parking position.

Pilot-in-Command is responsible for preventing unauthorized persons from entering the aircraft when it is in parking position. And it is ensured by all cabin crew.

When the aircraft is in parking position and the doors are open, persons that do not have any ID badge cannot enter the aircraft.

Access to Aircraft:

Aircraft shall not be left unattended unless access is secured, or stairs and Jet way doors are removed and secured. If possible, aircraft should be positioned in a well-lighted area and be clearly visible.

All SKYUP MT and/or Ground Service Providers employees will be alert to the presence of suspicious materials, packages or persons during the performance of their assigned duties.

Any suspicious items or persons shall be reported to a supervisor and to law enforcement officer if appropriate. Unauthorized or persons without valid badges shall be challenged and reported to a supervisor, law enforcement officer and airport authorities, as appropriate.

Any indication of tampering or unauthorized entry into aircraft will be immediately reported to a supervisor.

SKYUP MT personnel and security service providers shall ensure measures are in place that provide for the control and supervision of the movement of personnel and vehicles to and from the aircraft in security restricted areas and prevent unauthorized access to the aircraft.

No one who does not have an authorized ID card shall not enter into aircraft.

8.1.2. Supervising The Aircraft in Parking Position

The on-duty ground operational personnel physically supervise and/or check the aircraft during the time it is in parking position on apron. They ensure that a security staff is present near the aircraft in special cases they deem risky.

The on-duty ground operational personnel ensures, when necessary, that the doors of the aircraft are kept locked and attached with security strap during long-time parking and waiting and takes precautions to prevent unauthorized persons from going near and under the aircraft.

If the aircraft will stay in the parking position and be closed, the on-duty ground operational personnel ensures that Ground Support Equipment (stairs, towbar and similar) is taken away from the aircraft at a safe distance.

The on-duty ground operational personnel checks that the technical and physical safety of the aircraft has been ensured.

8.1.3. Aircraft Security Preflight Inspection

Procedures for conducting an aircraft security check or an aircraft security search at the originating location of an international flight to ensure that there are no prohibited items, suspicious objects, weapons, explosives or other dangerous devices, articles or substances on board the aircraft prior to departure of the SKYUP MT flights are performed by aircraft cabin crew in accordance with SKYUP MT "Security Program" (Ref. SEU-SEC-001, ch.4), SKYUP MT "Operations Security Manual" (Ref. SEU-SEC-004, ch.4), SKYUP MT CCOM (Ref. SEU-CAB-001, 2.2.6.).

The personnel of Ground Service Providers shall inspect the baggage compartments of the aircraft in accordance with the procedures established (Ref. GOM 4.5.5.1.).

Before loading passenger/baggage in the aircraft, an aircraft security check/search is performed by the Cabin Crew staff.

During the Aircraft Security Search, the following areas are searched:

- (1) flight Deck, if left unattended;
- (2) wheel wells, if accessible from the ground without the use of stairs or other aids;
- (3) aircraft service panels and service hatches, if accessible without the use of tools, keys, stairs or other aids, without breaking seals and where a prohibited article could be reasonably concealed;
- (4) aircraft hold, unless sealed;
- (5) items contained within the hold, if accessible without the use of tools, keys or other aids, without breaking seals and where a prohibited article could be reasonably concealed;
- (6) overhead bins;
- (7) cupboards and storage compartments, including crew storage areas;
- (8) crew rest area (if any), whenever there is reason to believe that unauthorized persons may have had access to it;
- (9) areas to which passengers have private access, including toilet compartments, showers, bathrooms;
- (10) cupboards, storage compartments, bars, refrigerators and bins in galley areas;
- (11) seat pockets;
- (12) areas that exist under seats, between seats and between the seat and the wall;
- (13) between 5% and 10% of lifejacket pouches.

In details volume and route of pre-flight inspection, specified in Security Program and OSM.

If the aircraft has been out of service for a long time, aircraft service panels, service compartments, holes for wheel, cargo compartment and all above mentioned places are put through a more detailed and elaborative search.

After the aircraft security search is completed, Aircraft Security Search/Checklist form is filled out.

8.1.4. Securing Of Parked Aircraft

It shall be ensured that:

- (a) the aircraft during their ground - stop time on airports are sufficiently secured;
- (b) the aircraft is searched prior to ensure no persons are onboard;
- (c) the aircraft is parked only in secure areas within an airport operating area;
- (d) the aircraft is parked under conditions that permit maximum security and protection;
- (e) the aircraft doors are closed and locked, steps are removed while parked.

During the ground - stop time on airports an employee or an authorized representative of GSP shall be board or immediately near the accesses to its aircraft. The presence of such an employee or authorized representative is not required if:

- (1) all accesses to an aircraft are locked; or
- (2) the passenger boarding stairs, passenger boarding bridges, lifting platforms, etc. have been removed from the aircraft and unlocked accesses for the passengers, freight and baggage which are accessible without further appliances have been sealed and unlock accesses for service and supply purposes which are accessible from the ground have been secured by measures adapted to the local conditions. With regard to the measures taken for securing the accesses for service and supply purposes it has to be considered whether the parked aircraft are guarded by regular patrols or by the security personnel of the airport; or
- (3) the aircraft is parked in a hangar which is locked or supervised by employees of the airline concerned or by authorized representatives or if it is parked in the immediate vicinity of such hangar at a place which can easily be overlooked; or
- (4) if the aircraft has been parked for a longer period of time without supervision, the cockpit and the passenger compartment including the adjoining compartments must be searched and the outside of the aircraft has to be inspected before the boarding of the passengers;
- (5) if the seal of an unlocked access to the aircraft has been removed or damaged all compartments which can be entered by this access must be searched.

8.2. PASSENGERS SECURITY

8.2.1. General

(a) Ticket sales agent responsibilities

While selling tickets, SKYUP MT tickets sales agents must remind passengers that they should prepare their baggage themselves and they should not get any stuff, packet, etc. from other people.

SKYUP MT ticket sales agents inform the nearest local security officers and SKYUP MT Security Manager as soon as possible about passengers who want to buy ticket acting in a suspicious manner, and if possible, it is ensured that the passenger is kept busy until security forces interfere in the event.

(b) Passengers handling personnel responsibility

SKYUP MT GSP's responsible passengers handling personnel (hereafter – passengers handling personnel) shall ensure that passengers are issued with a valid boarding pass or equivalent.

Passengers handling personnel shall ensure that hold baggage intended for carriage in the hold of an aircraft is screened appropriately in order to ensure that no prohibited articles are concealed in hold baggage.

Passengers handling personnel shall ensure that no item of baggage shall be placed or taken on board an aircraft unless the appropriate procedures described below have been applied and is satisfied that each passenger can account for the baggage.

At check-in, passengers handling personnel shall verify passenger's identity against a valid document.

The following questions must definitely be asked by passengers handling personnel to all passengers during check-in process and appropriate answers must be received:

1.	Does this bag belong to you?
2.	Did you pack this bag yourself?
3.	Could anyone have interfered with your baggage since you packed it?
4.	Are you carrying anything for anyone else?
5.	Do you have any sharp items, dangerous stuff, or liquids more than 100 ml in your hand luggage?
6.	Do you have any power bank or any electronic cigarettes in your baggage?

Passengers handling personnel shall ensure that if the response to any of these questions gives rise to any concern, check-in personnel are to inform their supervisor.

During check-in process, passengers handling personnel reminds all passengers that they should carry their spare lithium-ion batteries, which includes power banks, as well as e-cigarettes in their hand baggage.

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When boarding a flight, passengers handling personnel once again check the passengers' identity documents, verify that the passenger's data corresponds to the information on the boarding pass, check that the route corresponds to the destination of the particular flight, and ensure that the number of passengers on board corresponds to the actual flight load.

Passengers handling personnel accompanies passengers to the aircraft when the aircraft is parked at a parking lot not equipped with an air bridge - in buses or on foot - thereby ensuring the safe movement of passengers on the apron, according to local requirements.

When loading baggage, passengers handling personnel check the amount of loaded baggage against the actual amount of checked baggage; in case of discrepancies, they ensure that the passengers identify their baggage (baggage is unloaded on the platform, each piece of baggage is identified as belonging to its owner, and the baggage is loaded in case of a complete match), unloaded and then loaded again after the passengers identify their baggage.

During check-in, passengers handling personnel unload the baggage of passengers who failed to board or who were suspended from boarding.

8.2.2. Online Check in Procedures

Passengers having bookings in SKYUP MT reservation system can perform online check-in through the internet page www.skyup.aero.

Passengers can select whichever aircraft seat they prefer through the website www.skyup.aero depending on SKYUP MT rules and according to the fare at which the ticket was purchased. They can get their boarding cards and directly go to the boarding gate together with this boarding card without going to the check-in counter (if they do not have baggage). This rule is not shared for flights to countries required API (Advance Passenger Information) data filling. For all such flights boarding card printing online is not allowed, passenger has to obtain boarding card on the check-in counter.

Passengers with infants (INF) can perform online check-in. The system automatically allocates ADULT seat to the INF passenger. Online check-in cannot be performed for Unaccompanied Minors (UMNR).

The online check-in process does not include a baggage drop-off option. Therefore, passengers must drop off their baggage at the baggage drop-off check-in desk when they arrive at the airport.

Online check-in is set up so that the passenger cannot check-in until he/she is familiar with the rules of carrying items prohibited on board the aircraft, after which the system will require the passenger to confirm that he/she is familiar with them to complete the check-in process.

Passengers who check-in online are warned that boarding closes 20 minutes before departure and those who arrive later will not be allowed on the flight.

8.2.3. Group Check-In Procedures

Unlike normal check-in procedures, the following procedures are applied in group check-in processes in SKYUP MT:

- (1) Check-in, issue baggage tags individually;
- (2) Each piece of baggage must bear the respective passenger's identification;
- (3) If you know in advance about groups of children, be sure to provide seats together with those who accompanies them;
- (4) Bag tags for members of group of children may be collected from all of them and given to the group leader/ responsible adult.

A separate check-in desk can be opened for group check-in processes, if available.

8.2.4. Control of Passenger Actions

In order to prevent unauthorized transportation or placement of weapons, explosives and devices, other items that can be used to commit an act of unlawful interference on board an aircraft, at each airport in respect of all individuals entering sterile areas, security restricted areas and critical parts of such areas, their personal belongings (hand luggage and baggage), cargo, mail, flight supplies, onboard catering, and means used in the course of production and service activities, shall be subject to security control and monitoring.

When implementing aviation security measures, aviation entities shall introduce the principles of behavioral characteristics detection.

8.2.4.1. List of items and substances prohibited for transportation

The list of items and substances prohibited for transportation to sterile areas, security restricted areas, and critical parts of such areas and/or for transportation on board an aircraft is determined by the rules of Aviation Security Malta (Ref. OSM, SEU-SEC-004, Appendix 2).

The items described in the following paragraphs are examples of items which fall into six generic categories of prohibited articles.

Passengers are not permitted to carry the following articles into the security restricted area and the critical part of security restricted area:

- (a) Guns, firearms and other devices that discharge projectiles - devices capable, or appearing capable, of being used to cause serious injury by discharging a projectile, including:
 - firearms of all types, such as pistols, revolvers, rifles, shotguns;
 - toy guns, replicas and imitation firearms capable of being mistaken for real weapons;
 - component parts of firearms, excluding telescopic sights;
 - compressed air and CO2 guns, such as pistols, pellet guns, rifles and ball bearing guns;
 - signal flare pistols and starter pistols;
 - bows, cross bows and arrows;

- arpoon guns and spear guns;
 - slingshots and catapults.
- (b) Tuning devices - devices designed specifically to stun or immobilise, including:
- devices for shocking, such as stun guns, tasers and stun batons;
 - animal stunners and animal killers;
 - disabling and incapacitating chemicals, gases and sprays, such as mace, pepper sprays, capsicum sprays, tear gas, acid sprays and animal repellent sprays.
- (c) Objects with a sharp point or sharp edge - objects with a sharp point or sharp edge capable of being used to cause serious injury, including:
- items designed for chopping, such as axes, hatchets and cleavers;
 - ice axes and ice picks;
 - razor blades;
 - box cutters;
 - knives with blades of more than 6 cm;
 - scissors with blades of more than 6 cm as measured from the fulcrum;
 - martial arts equipment with a sharp point or sharp edge;
 - swords and sabres.
- (d) Workmens` tools - tools capable of being used either to cause serious injury or to threaten the safety of aircraft, including:
- crowbars;
 - drills and drill bits, including cordless portable power drills;
 - tools with a blade or a shaft of more than cm capable of use as a weapon, such as screwdrivers and chisels;
 - saws, including cordless portable power saws;
 - blowtorches;
 - bolt guns and nail guns.
- (e) Blunt instruments - objects capable of being used to cause serious injury when used to hit, including:
- baseball and softball bats;
 - clubs and batons, such as billy clubs, blackjacks and night sticks;
 - martial arts equipment.
- (f) Explosives and incendiary substances and devices - explosives and incendiary substances and devices capable, or appearing capable, of being used to cause serious injury or to pose a threat to the safety of aircraft, including:

- ammunition;
- blasting caps;detonators and fuses;
- replica or imitation explosive devices;
- mines, grenades and other explosive military stores;
- fireworks and other pyrotechnics;
- smoke-generating canisters and smoke-generating cartridges;
- dynamite, gunpowder and plastic explosives.

Each airport develops and installs information boards, movies, announcements, etc. in check-in areas and in front of security control areas to inform passengers and help them make informed decisions about preventing the transportation of prohibited items and substances.

Passengers and crew members must be screened before being allowed to board the aircraft or before entering the sterile area, security restricted area, critical parts of security restricted access areas.

Hand luggage and baggage carried by crew members and passengers must be presented for screening.

8.2.5. Special Passengers

Rules to be applied for passengers, who need a special assistance, explained in detail (Ref. GOM 1.4.).

The Handling Agent ensures that necessary equipment is ready for easy boarding - deboarding of Passengers with Disabilities.

Passengers with Disabilities who cannot move independently, and persons accompanying them, as well as hand luggage of such passengers, are handled separately from the main flow of passengers. These persons shall be escorted to the aircraft and boarded first, separately from the main passenger flow.

Auxiliary rehabilitation aids (including wheelchairs, crutches, canes, etc.), special equipment and devices (stretchers and other items) used by passengers with reduced mobility or persons with disabilities are subject to security controls.

Passengers with electronic devices for stimulating cardiac activity are subject to personal security control without the use of technical means.

People who are in admitted entering the country by authorized bodies (Inadmissible-INAD) are sent back to their countries or to the country which accepts them - they are handled as ordinary passengers if their behavior does not disturb others and does not pose a threat to other passengers.

The state authorities that have decided on the transportation of persons subject to administrative procedures, namely, persons without the right to enter, deported persons and persons in lawful custody (hereinafter - potentially dangerous passengers) on passenger flights by air transport, shall notify SKYUP MT in accordance with the established procedure at least 24 hours before departure.

The written notification must contain the following information:

- name and surname of the person being transported;
- the reason for the transportation;
- surnames, names and patronymics, as well as the positions of escorts (if appointed), the presence of weapons and means of restraint
- full information for risk assessment, including the reasons for the appointment or non-appointment of escorts and restraints;
- a list of personal documents of the persons to be transported.

For each situation, the number of escorts is determined by the officials of the state authorities who have made the decision to transport potentially dangerous passengers and an authorized person from SKYUP MT.

The requirements for the minimum number of persons to accompany potentially dangerous passengers, as well as the procedures for their service, are described in detail (Ref. GOM 1.4.11.).

For its part, SKYUP MT's authorized personnel must inform the pilot-in-command of the aircraft on which potentially dangerous passengers will be transported in a timely manner.

SKYUP MT has the right to refuse to transport persons who are potentially dangerous passengers in the absence of the documents required for transportation or if there are sufficient grounds to believe that such persons may pose a threat to the safety of life and health of other passengers or cause damage to the safety of civil aviation.

Potentially dangerous passengers are subject to enhanced security control. Convoys of potentially dangerous passengers are subject to security control on a general basis before or after the security controls of potentially dangerous passengers.

Delivery of potentially dangerous passengers to/from the aircraft is carried out separately from other passengers.

Boarding of this category of passengers is carried out before other passenger's board the aircraft, and disembarkation from the aircraft is usually carried out after other passengers have disembarked. Seats for this category of passengers are provided in the rear of the passenger cabin. If possible, potentially dangerous passengers are separated from other passengers by one or two rows of free seats.

Serving potentially dangerous passengers with alcoholic beverages and on-board meals with the provision of metal cutlery is prohibited.

8.2.6. Unruly Passengers

People who endanger safety of the flight, cabin crew and passengers, those who drink too much alcohol violating the alcohol rules, violate the smoking prohibition, disturb others by indulging in extravagances, and those who act improperly are considered as "Unruly Passengers".

SKYUP MT personnel, depending on the place incidents with unruly passenger (check-in desk, hall of departure/arrival, board the aircraft) and the type of offense, inform Director Security, airport AVSEC department and appropriate authorities to review the offense reasons and take appropriate actions. For prompt delivery of the offender from the aircraft to the terminal, with the necessary escort by representative of airport

AVSEC department or law enforcement officials may be provided separate vehicles. The detailed procedure is described in this manual (Ref. GOM 1.4.12.) and in SKYUP MT Operations Security Manual (Ref. SEU-SEC-004, Ch.7).

8.3. BAGGAGE SECURITY

8.3.1. Purpose

The purpose for examining and checking the baggage given for controlling according to standards is to prevent weapons, explosive substances, and other dangerous goods from passing to the baggage area of the aircraft.

Examination, acceptance, and protection of the baggage given for controlling, matching or reconciliation of all parts of baggage with passengers are among such procedures.

SKYUP MT ensures that baggage is delivered only by passengers with tickets, and it is taken delivery of by the authorized check-in agent or processed at automatic baggage drop-off counters under the supervision of GSP's personnel.

During the passenger passport match performed at check-in, reconciliation is made by SKYUP MT supervisor regarding how many pieces of baggage the passenger will deliver, and which hand baggage will be taken into the cabin. In matching passenger with ID, a valid identification card must be used.

While taking the baggage from the passenger, baggage security questions must definitely be asked.

Baggage taken from passengers are delivered to the system after being tagged at airports which have Automated Baggage System.

At airports where there is not an Automated Baggage System, baggage is ensured to be protected against being reached by unauthorized people as from the moment the baggage is taken from passengers until it is delivered to the passenger at arrival point or transferred to another operator.

The on-duty ground operational personnel check the number of passengers and baggage and ensures that only checked baggage are loaded on the aircraft, restrains unaccompanied baggage from being loaded on the aircraft and processes the unaccompanied baggage as suspicious baggage.

8.3.2. Security Controls Procedures for Passenger and Crew Baggage

SKYUP MT shall ensure the transportation in the cargo compartment of an aircraft of baggage that is individually identified as accompanied or unaccompanied, has been screened and belongs only to those persons who are transported on the same flight.

SKYUP MT, as well as their authorized aviation entities, shall apply and take measures to establish the ownership of baggage transported in the cargo compartment of an aircraft to the persons departing on such aircraft.

The transportation of baggage of an individual by an aircraft of another flight is prohibited, except in cases specified below.

SKYUP MT carries unaccompanied baggage in the baggage compartment of the aircraft separated from the passenger or crew member for reasons beyond their control, including weather conditions, technical or other types of delays, baggage dispatch, only after checking such baggage and, if necessary, performing hand search.

After check-in and acceptance of baggage from passengers or crew members, its protection against unauthorized access is ensured until the baggage is returned to such persons at the destination.

The responsibility for taking measures to prevent unauthorized access to checked baggage lies with the heads and officials of the divisions of aviation entities in accordance with the instructions, and after loading on board the aircraft - with the SKYUP MT.

Baggage checked in for transportation in places other than airport check-in counters is subject to protection from the time it is checked in for transportation.

Access to the areas of baggage security controls, sorting, accumulation, and reloading (sterile areas, security restricted areas and critical parts of such areas) is allowed only to persons who have been granted permission to stay in the relevant area.

Employees working in these areas shall prevent unauthorized persons from entering them and shall report any attempts to enter such areas to their superiors and an authorized aviation security officer.

Baggage shall be delivered to the aircraft after it has been handled. If information is received about improper handling, baggage may be unloaded for re-security control, including at a transit airport.

The checked baggage of a person who is not accepted for transportation for security reasons or because of the refusal of such person to pass security control is subject to unloading.

GSP's personnel is obliged to inform the internal affairs authority at the airport (customs authority and state border protection authority - in case of international transportation) about such a passenger.

The authorized person of the aviation entity is obliged to report such a passenger to the internal affairs authority at the airport (customs authority and state border protection authority - in case of international transportation) in accordance with local procedures at the airport of departure.

Each airport shall create conditions for the storage of the sent, unrequested, unidentified baggage for the period established for its delivery, request, or destruction. Such baggage shall be inspected and, if necessary, subject to hand search before being placed in the storage room.

The sent, unrequested, unrecognized baggage, except for the baggage under customs control, may be stored for no more than 60 days, after which it is subject to destruction, and an act of the established form is drawn up.

The baggage of transfer passengers transported in the cargo compartments is subject to the same treatment as the baggage of passengers for whom this is the first point of boarding, unless otherwise determined by the authorized civil aviation authority.

When SKYUP MT personnel detect unauthorized people, they immediately inform the security officials and keep the baggage areas under control.

Ground handling personnel who load the baggage onto the aircraft watches out and keeps being on the alert to prevent unchecked and untagged baggage from being loaded onto the conveyor belts, baggage carts and vehicles and to prevent the loaded baggage carts from being left uncontrolled in the areas where everybody enters.

Ground handling personnel informs the security officers about Mishandled Baggage (baggage which is mistaken/carried for any reason) or Rush Baggage (baggage that arrives erroneously) and such baggage is stored in a previously designated protected place after passing through security screening and sent to its receiver as soon as possible.

The person who finds the unaccompanied/lost baggage immediately informs the aviation security units. After passing through necessary security checks, the baggage is stored by the related unit in a previously designated protected place.

8.3.3. Passenger/Baggage Match

SKYUP MT accepts the passenger's baggage which passes through security check and baggage screening and the passenger-ID match of which is performed.

If the passenger has not boarded the aircraft, the baggage is not taken into the aircraft. Reconciliation of the number of passengers with the number of baggage is definitely ensured.

SKYUP MT takes precautions to deliver the baggage, which is disconnected from the passenger for any reason, back to the passenger.

Passengers, who pass through the check point due to security reasons without being checked or who refuse to be checked, and their baggage are not accepted for the flight.

Unaccompanied baggage, which is placed near SKYUP MT counters and the owner of which is not known, is not allowed to be touched and security officers are immediately informed about it.

8.3.3.1. Procedure for the Identification of Baggage

The baggage is fitted with a consecutively numbered security/baggage tag during check-in before it is cleared for loading. The boarding number and a part of the sticker are written on/attached to the flight coupon which is retained during check-in.

After boarding is completed the number of passengers is compared with the number of checked-in passengers according to local Handling Agents procedures.

Offload the hold baggage of any passenger who disembarks earlier than the station of arrival. Checked in baggage of the passenger must be located and offloaded in case passenger misses the flight.

Ensure each departing flight does not transport baggage for passengers who are not on board the aircraft unless the baggage is identified as unaccompanied and has been subjected to appropriate screening.

After the unloading of the piece of baggage the aircraft is ready to leave.

For more information about baggage reconciliation and baggage identification, please ref. GOM 2.9.4.-2.9.6.

8.3.4. Control over the Security of Cargo and Mail

Cargo and mail shall be protected against unauthorized access from the point it is accepted for carriage (including cargo terminal) or screened, whichever is earlier, up until it is loaded into the aircraft hold. Security measures shall be implemented for storage, handling systems, and loading/ unloading to ensure prevention of unauthorized access and tampering. Screened hold baggage should be always kept under surveillance.

Cargo and mail intended for transportation by SKYUP MT passenger flights are subject to mandatory inspection and, if necessary, hand search before being loaded on board an aircraft. Cargo and mail intended for transportation on SKYUP MT passenger flights that have not been subject to security screening are not accepted for transportation and loading on board the aircraft.

Security control measures for cargo and mail intended for transportation on SKYUP MT cargo flights are determined based on the results of a threat and risk assessment conducted by the authorized civil aviation authority. In any case, the following measures are taken, in particular, verification of transportation documents, physical inspection of the packaging and identification of registered agents and/or known shippers. If possible, cargo and mail are screened using special technical security controls. If necessary, biosensors may be used.

After inspection and registration, the cargo and mail are assigned a security status that accompanies the movement of cargo and mail within the protected supply chain in electronic or written form.

For high-risk cargo and mail, additional aviation security measures are applied to properly reduce the level of threats associated with them.

Transfer cargo and mail intended for air transportation must undergo appropriate security control before being loaded on board an aircraft.

The authorized body for civil aviation may introduce special procedures to confirm that transfer cargo and mail have passed the appropriate security control.

It is a GSP responsibility for unauthorized interference with the cargo and mail from the moment it is accepted for transportation until it arrives at the destination airport.

8.4. SECURITY OF FLIGHT AND CABIN CREWS

Flight operation starts when flight and cabin crew are picked up from their place of residence/ accommodation and ends when they are dropped off at their place of residence/accommodation.

Flight and cabin crews pass through security check, which passengers are also put through, at airport or terminal building entrances.

They enter the sterile area, security restricted area and critical parts of such areas through security checkpoints with mandatory screening.

Security checks that may vary at airports are performed in accordance with the decisions of Airport Security Commission.

8.5. REPORTING INCIDENTS, ACCIDENTS AND NEAR-MISSES

8.5.1. General

To record security-related events and warnings or to be able to give information to Security Forces for legal investigations, when necessary, SKYUP MT ensures that a report is prepared by those who have knowledge about the event and breaches. Reports about security related breaches and events are prepared by the Director Security, sent to related directorates, service provider companies and government agencies and Senior Management is informed for corrective and preventive actions to be taken.

SKYUP MT has an operational security reporting system that is implemented throughout the SKYUP MT in a manner that:

- encourages and facilitates personnel to report security incidents and security occurrences pertaining to the SKYUP MT;
- ensures mandatory reporting in accordance with applicable regulations;
- includes analysis and management action as necessary to address security issues identified through the reporting system.

A security reporting system developed in conjunction with operational safety reporting system, designed in a way that enables analysis and the undertaking of necessary actions.

The operational security reporting system is described in detail in Item 12.5 of Security Program.

8.5.2. Types of Incidents and Accidents

The Handling Agent shall have procedures for immediate reporting of dangerous goods occurrences to the appropriate authority under local regulations and to SKYUP MT within 72 hours using the Dangerous Goods Occurrence Report Form (Ref. GOM, Annex A, SEU-GRH-FORM-014).

In the event of an incident, accident, or any occurrence (involving SKYUP MT aircraft, passengers or their baggage) falling under one of the following categories, the Ground Incident/Accident/Damage Report must be completed within 24 hours (Ref. GOM, Annex A, SEU-GRH-FORM-019) and sent to the e-mail ops@skyup.aero.

- (1) Actual or potential taxiway or runway incursion (by aircraft, vehicle, or person);
- (2) Aerodrome security related occurrences (for example: unlawful entry, sabotage, bomb threat);
- (3) Aircraft or vehicle failure to follow clearance, instruction or restriction while operating on the movement area of an aerodrome (for example: wrong runway, taxiway or restricted part of an aerodrome);
- (4) Boarding equipment removed leading to endangerment of aircraft occupants;
- (5) Damage to aircraft by ground handling equipment or vehicles including previously unreported damage;
- (6) Failure, malfunction, or defect of ground equipment used for ground handling, resulting into damage or potential damage to the aircraft (for example: tow bar or GPU);

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- (7) Fire, smoke, explosions in aerodrome facilities, vicinities and equipment which has or could have endangered the aircraft, its occupants or any other person;
 - (8) Foreign object on the aerodrome movement area which has or could have endangered the aircraft, its occupants or any other person;
 - (9) Incorrect handling or loading of passengers, baggage, mail or cargo, likely to have a significant effect on aircraft mass and/or balance (including significant errors in load sheet calculations);
 - (10) Incorrect stowage or securing of baggage, mail or cargo likely in any way to endanger the aircraft, its equipment or occupants or to impede emergency evacuation;
 - (11) Jet blast, rotor down wash or propeller blast effect; Loss or failure of communication with aircraft, vehicle, air traffic services unit or apron management service unit;
 - (12) Missing, incorrect or inadequate de-icing/anti-icing treatment;
 - (13) Non-compliance on baggage or passenger reconciliation;
 - (14) Non-compliance with required aircraft ground handling and servicing procedures, especially in de-icing, refueling, or loading procedures, including incorrect positioning or removal of equipment;
 - (15) Passengers or unauthorized person left unsupervised on apron;
 - (16) Push-back, power-back or taxi interference by vehicle, equipment or person
 - (17) Significant failure, malfunction or defect of aerodrome equipment or system which has or could have endangered the aircraft or its occupants;
 - (18) Significant spillage during fueling operations;
 - (19) Transport attempted transport or handling of dangerous goods which resulted or could have resulted in the safety of the operation being endangered or led to an unsafe condition (for example: dangerous goods incident or accident as defined in the ICAO Technical Instructions or IATA DGR);
 - (20) Whenever dangerous goods not permitted for carriage on board the aircraft are discovered on the person of or in the baggage of a passenger. Additionally, subject to local regulations, relevant report shall be made to the appropriate authority of the state of occurrence;
 - (21) Any occurrence where the human performance has directly contributed to or could have contributed to an accident or a serious incident.

8.6. EMERGENCY RESPONSE PLAN (ERP)

SKYUP MT management system defines safety accountabilities, authorities, and responsibilities of post holders and other SKYUP MT employees in case of serious incidents or accidents (emergency).

SKYUP MT Emergency Response Plan (hereinafter – ERP) provides centralized management and planning of SKYUP MT coordinated actions in the case of aviation events that could potentially result or resulted serious injuries, human casualties, serious damage of aircraft or emergency situations.

The ERP ensures orderly and efficient transition from normal to emergency operations, and the subsequent return to normal operations. Also, the plan defines the order of interactions of the airline's structural subdivisions with external interested organizations in the event of emergencies with their own aircraft.

SKYUP MT has developed and implemented Emergency Response Plan as the separate document "Emergency Response Plan" of SKYUP MT (ref. SEU-ERP-001).

8.7. ACTIONS IN THE EVENT OF SECURITY INCIDENTS

Bomb treat is a threat reported anonymously or through other channels and containing true or unverified information that the safety of an aircraft in flight or on the ground, an airport, civil aviation facility or a person may be threatened by an explosion from the use of explosives, other objects, or devices.

- (a) The objects of such threats may be:
 - (1) Aircraft on the ground or in the air;
 - (2) Airport equipment, technical facilities and buildings, air navigation equipment located on the territory of the airport or in the immediate vicinity of it;
 - (3) Air cargo intended for air transport, equipment, production facilities and buildings used for cargo handling.
- (b) Explosion warnings can be provided by:
 - (1) Terrorist organizations that want to test the security system and check the reaction and response of the airport/airline;
 - (2) Terrorist organizations or other groups that want to delay a flight or disrupt operations;
 - (3) A passenger who is late or dissatisfied with the staff;
 - (4) People who are drunk, under the influence of drugs, mentally ill people, pranksters, children.

8.7.1. Actions to Take when Receiving Information about an Explosion Threat

- (a) Receiving a bomb threat notification;
- (b) Report on receipt of such a notification;
- (c) Assessment of the threat;
- (d) Actions in response.

Important: The main rule in such cases is that all reports of a bomb threat must be taken as a real threat!

8.7.1.1. Personnel Actions in Case of Receiving a Bomb Threat by Phone

A typical list of actions:

- (a) listen carefully and accurately record the expressions used by the person;
- (b) accurately (to the nearest second) record the start and end time of the conversation (message);
- (c) try to record the phone conversation on a recording device (if necessary);
- (d) try to get answers to the following questions:
 - (1) WHERE is the bomb? (Asked first so that an evacuation can be planned);
 - (2) WHEN will it go off? (So that a time factor is known for the evacuation);
 - (3) WHAT does it look like? (To help in recognition of the device during a search);
 - (4) WHO are you? (To see if the caller is from a credible group);

- (5) WHY are you doing this? (To build up a better picture of the incident and keep the caller on the line to assist in tracing the call).

8.7.1.2. Actions to be Taken by Personnel in the Event of a Bomb Threat from an Intermediary

A typical list of actions:

- (a) try to find out the exact time the threat was made, the exact language used by the caller and any other information regarding the caller, the location of the call, the target of the threat and the improvised explosive device;
- (b) Immediately report this fact to your supervisor;
- (c) offer the person who passed the message to meet with the Aviation Security Service shift supervisor;
- (d) if the person refuses, take note of his/her characteristic appearance, individual characteristics, the direction he/she fled, the vehicle he/she used, and report to his/her supervisor.

8.7.1.3. Personnel Actions in Case of Receiving a Written Notification of a Bomb Threat

A typical list of actions:

- (a) immediately notify the law enforcement authorities and your supervisor of this fact;
- (b) do not disclose the contents of the written notification to unauthorized persons;
- (c) keep the original packaging;
- (d) hand over the written notification to law enforcement authorities and act in accordance with the requirements of local procedures (report to your manager, etc.).

8.7.2. Action in Case of Detection of Suspicious Bags or Packages

- (a) immediately inform your immediate supervisor;
- (b) immediately notify the Aviation Security dispatcher;
- (c) do not occupy, approach, move, burn, cover, cover with soil, or use radio communication equipment in the vicinity;
- (d) if possible, ensure the protection of the item by restricting access to it;
- (e) record the time and place of discovery, the circumstances in which the item was found;
- (f) wait for the arrival of an authorized person;
- (g) do not touch, move, or cover the object or thing in question;
- (h) mark the place where the suspicious object was found;
- (i) do not use radio communications or mobile phones in the vicinity;
- (j) fence off the area where the suspicious object was found with improvised materials to prevent unauthorized persons from entering;
- (k) act in accordance with local regulations.

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9. DANGEROUS GOODS

9.1. GENERAL

9.1.1. Definition

Dangerous goods:	are articles or substances which are capable of posing a hazard to health, safety, property or the environment and which are shown in the list of dangerous goods in IATA Dangerous Goods Regulations (DGR) or which are classified according to DGR.

Note: Materials which do not fall within the definitions of dangerous goods and which in the event of leakage may cause a serious clean-up problem or corrosion to aluminum on a long-term basis must be checked by the shipper to at least ensure that the packaging is adequate to prevent leakage during transportation. These may include brine, powdered or liquid dyes, pickled foodstuffs, etc.

9.1.2. Requirements

Dangerous goods can be transported safely by air transport provided certain principles are strictly followed.

Dangerous goods transportation on SKYUP MT flights must be executed in strict compliance with the requirements of ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air (ICAO TI), IATA Dangerous Goods Regulations (IATA DGR) current edition.

The ICAO Technical Instructions provide the basis on which dangerous goods can be transported safely by air at a level of safety necessary to ensure that the aircraft or its occupants are not placed at additional risk.

The IATA Dangerous Goods Regulations is an easy-to-use manual based on the International Civil Aviation Organization (ICAO) Technical Instructions for the Safe Transport of Dangerous Goods by Air. It incorporates additional operational requirements, which provide a harmonized system for operators to accept and transport dangerous goods safely and efficiently.

Training is also an essential element in maintaining a safe regulatory regime. It is necessary for all individuals involved in the preparation or transport of dangerous goods to be trained in the functions for which they are responsible. Depending on the job-function, all personnel involved in handling of dangerous goods may entail only familiarization training or may also include more detailed training in the intricacies of the DGR (for more information, ref. GOM 11.4.5). It is important to remember that dangerous goods are very unlikely to cause a problem when they are prepared and handled in compliance with the IATA Dangerous Goods Regulations.

Current IATA DGR or ICAO TI, as well as the dangerous goods policies and procedures shall be available in a usable format at each location where ground and cargo handling operations involving the loading of dangerous goods as cargo are conducted.

Information regarding dangerous goods forbidden in baggage must be conveyed to passengers to assist them in recognizing dangerous goods, which they are not permitted to carry on their person or in their baggage and which may not be readily recognizable as being dangerous.

Dangerous goods accidents or incidents must be reported, so that an investigation by the relevant authorities can establish the cause and take corrective action. Also, if as a result of these investigations changes are required in the Regulations, appropriate regulatory action can be taken without delay.

9.1.3. Limitations

Some dangerous goods have been identified as being too dangerous to be carried on any aircraft under any circumstances; others are forbidden under normal circumstances but may be carried with specific approvals or exemptions from the States concerned; some are restricted to carriage on all cargo aircraft; most however, can be safely carried on passenger aircraft as well, provided certain requirements are met.

For safety reasons dangerous goods as defined in the IATA DGR, shall not be carried in or as passenger checked or cabin baggage except as specifically permitted in accordance with the provisions set out in Subsection 2.3 of the current edition of the IATA DGR which must be available in each location where ground and cargo handling are conducted. For the last updated IATA DGR Table 2.3.A please refer to the latest Edition of IATA DGR and SKYUP MT GOM (Ref. Annex B).

Several dangerous goods items may be accepted provided the following procedure is complied with:

- (a) All dangerous goods must be properly packed.
- (b) All dangerous goods must be inspected prior to on/after loading for any leakage or damage. Any package with dangerous goods which appears to be damaged, or leaking must be removed from the aircraft and safe disposal arranged according to local governmental regulation/ procedures.
- (c) The proper conditions must be reported (NOTOC) to the PIC.
- (d) Every incident with dangerous goods must be reported immediately to SKYUP MT (occ.mt@skymalta.aero , sms@skymalta.aero), to the Local Civil Aviation Authorities and to the authority of the State in which the aircraft accident occurred (for more information ref. GOM 9.19.5.).
- (e) Dangerous Goods allowed for freighters only (CAO) or packed according to the packing instructions for cargo aircraft only (CAO) shall not be transported on SKYUP MT flights.

9.1.4. Dangerous Goods Coordinator

For questions concerning approval of dangerous goods carriage on SKYUP MT flights, contact SKYUP MT Director Ground Operations (only for SKYUP MT internal communication and for Ground Service Providers):

E-mail v.zakrevskyi@skymalta.aero

Passengers receive information on the rules for the dangerous goods transportation by contacting letstalk@skyup.aero

9.2. CLASSIFICATION OF DANGEROUS GOODS

9.2.1. General

For handling purposes, dangerous goods are classified in 9 different hazard classes and where applicable, to one of three UN Packing Groups according to the provisions of this section.

The nine classes relate to the type of hazard whereas the packing groups relate to the applicable degree of danger within the class.

For packing purposes, substances are assigned to the relevant packing group according to the degree of danger they present:

Packing Group I – High Danger

Packing Group II – Medium Danger

Packing Group III – Low Danger

Some hazard classes are further subdivided into hazard divisions due to the wide scope of the class.

The nine hazard classes and their divisions are listed below. The order in which they are numbered is for convenience and does not imply a relative degree of danger.

9.2.2. Class 1 – Explosives

Class 1 includes:

- explosive substances (a substance which is not itself an explosive, but which can form an explosive atmosphere of gas, vapour or dust is not included in Class 1), except those that are too dangerous to transport or those where the predominant hazard is appropriate to another class;
- explosive articles, except devices containing explosive substances in such quantity or of such a character that their inadvertent or accidental ignition a initiation, during transport, will not cause any effect external to the device either by projection, fire, smoke, heat or loud noise; and
- articles and substances not mentioned above which are manufactured with a view to producing a practical, explosive or pyrotechnic effect.

Explosive articles and substances are assigned to one of six divisions and to one of thirteen compatibility groups. Not all compatibility groups are to be found in all divisions.

Class Division	Cargo code	IMP	Hazard Label	Hazard description	Comments and/or examples
Division 1.1	REX			Articles and substances having a mass explosion hazard	
Division 1.2	RCX			Articles and substances having a projection hazard	These explosives are normally forbidden for carriage by air.
Division 1.3	RGX			Articles and substances having a minor blast or projection hazard	These explosives are normally forbidden for carriage by air.
Division 1.4	RXB, RXC, RXD, RXE, RXG as applicable			Articles and substances presenting no significant hazard	
Division 1.4S	RXS			Articles and substances which present no significant hazard. Effect from accidental functioning is confined within the package.	Ammunition for hand weapons, for signal, Safety Fuses, some types of Fireworks, etc.
Division 1.5	REX			Very insensitive substances having a mass explosion hazard	These explosives are normally forbidden for carriage by air.
Division 1.6	REX			Extremely insensitive articles which do not have a mass explosion hazard.	These explosives are normally forbidden for carriage by air.

9.2.3. Class 2 - Gases

A gas is a substance which:

- at 50°C has a vapour pressure greater than 300 kPa (3.0 bar); or
- is completely gaseous at 20°C at a standard pressure of 101.3 kPa (1.01bar).

The transport condition of a gas is described according to its physical state as:

- Compressed gas - a gas which, when packaged under pressure for transport, is entirely gaseous at -50°C; this category includes all gases with a critical temperature less than or equal to -50°C;
- Liquefied gas - a gas which, when packaged under pressure for transport, is partially liquid at temperatures above -50°C.

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Distinction is made between:

- High pressure liquefied gas - a gas with a critical temperature between -50°C and +65°C; and
- Low pressure liquefied gas - a gas with a critical temperature above +65°C;
- Refrigerated (Cryogenic) liquefied gas - a gas which, when packaged for transport, is made partially liquid because of its low temperature; or
- Dissolved gas - a gas which, when packaged under pressure for transport, is dissolved in a liquid phase solvent.
- Adsorbed gas - a gas which when packaged for transport is adsorbed onto a solid porous material resulting in an internal receptacle pressure of less than 101.3 kPa at 20°C and less than 300 kPa at 50°C.

Class 2 includes:

- Compressed gases.
- Liquefied gases.
- Dissolved gases.
- Refrigerated (Cryogenic) liquefied gases.
- Mixtures of one or more gases with one or more vapours of other classes.
- Articles charged with gas and aerosols.

Class / Division	Cargo Code	IMP	Hazard Label	Hazard description	Comments and/or examples
Division 2.1- Flammable gas	RFG			Any gas which, 4* when mixed with air in certain proportions, forms a flammable mixture.	E.g. Butane, Hydrogen, Propane, Acetylene, Lighters.
Division 2.2-Non-flammable, non-toxic gas	RNG or RCL			Any nonflammable, non-toxic gas or low-temperature liquefied gas.	E.g. Carbon dioxide, neon, Fire extinguisher, liquefied Nitrogen or Helium.
Division 2.3 - Toxic gas	RPG			Gases known to be toxic or corrosive to humans and known to pose a health risk.	Most toxic gases are forbidden for carriage by air; Some are permitted, e.g. Aerosols of low toxicity, Tear gas devices.

9.2.4. Class 3 - Flammable Liquids

Class 3 includes the following substances:

- Flammable liquids and
- Liquid desensitized explosives.

This class has no subdivisions. It comprises liquids or mixtures of liquids or liquids containing solids in solution or in suspension (for example paints, varnishes, lacquers, etc., but not including substances otherwise classified on account of their dangerous characteristics) which give off a flammable vapour at temperatures of not more than **60°C** closed-cup test or not more than **65.6°C** open-cup test normally referred to as the flash point.

Liquids described above with a flash point exceeding **35°C** which do not sustain combustion need not be considered as flammable liquids for the purposes of these Regulations, if:

- they have passed a suitable test for combustibility or
- their fire point according to ISO 2592:2000 is greater than 100°C; or
- they are miscible solutions with a water content of more than 90% by weight.

Liquids offered for transport at temperatures at or above their Flash point are considered as **flammable liquids**.

Substances that are transported or offered for transport at elevated temperatures in a liquid state and which give off a flammable vapour at a temperature at or below the maximum transport temperature (i.e. the maximum temperature likely to be encountered by the substance in transport) are also considered to be **flammable liquids**.

Liquid desensitized explosives are explosive substances which are dissolved or suspended in water or other liquid substances, to form a homogeneous liquid mixture to suppress their explosive properties.

Class / Division	Cargo IMP Code	Hazard Label	Hazard description	Comments and/or examples
Flammable liquids	RFL		Any liquid having a closed cup flash point of 60.5oC or below	E.g. Paint, Alcohols, some Adhesives, Acetone, Petrol, etc.

9.2.5. Class 4 - Flammable Solids

Class 4 includes:

- **Flammable solids** - are readily combustible solids and solids which may cause fire through friction. Readily combustible solids are powdered, granular or pasty substances which are dangerous if they can be easily ignited by brief contact with an ignition source, such as a burning match and if the flame spreads rapidly. The danger may not only come from the fire but also from toxic combustion products.

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Metal powders are especially dangerous because of the difficulty of extinguishing a fire since normal extinguishing agents such as carbon dioxide or water can increase the hazard.

- **Substances liable to spontaneous combustion** - the decomposition of self-reactive substances can be initiated by heat, contact with catalytic impurities, (e.g. acids, heavy-metal compounds, bases), friction or impact. The rate of decomposition increases with temperature and varies with the substance. Decomposition, particularly if no ignition occurs, may result in the evolution of toxic gases or vapours. For certain self-reactive substances, the temperature must be controlled. Some self-reactive substances may decompose explosively, particularly if confined; this characteristic may be modified by the addition of diluents or by the use of appropriate packaging. Some self-reactive substances burn vigorously.
- **Dangerous when wet** - substances which, in contact with water, can form explosive mixtures with air and emit flammable gases. Such mixtures are easily ignited by all ordinary sources of ignition, for example, naked lights, sparking hand tools or unprotected lamps. The resulting blast wave and flames may endanger people and the environment.

Class / Division	Cargo Code	IMP	Hazard Label	Hazard description	Comments
Division 4.1 Flammable solid	RFS			Any solid material, which is readily combustible, or may cause or contribute to fire through friction.	E.g. Matches, Sulphur, Celluloid, Nitronaphthalene. Note: Some are self-reactive.
Division 4.2 Spontaneously combustible	RSC			Such substances are liable to spontaneous heating or to heating up in contact with air and then liable to catch fire.	E.g. White or Yellow phosphorus, Magnesium diamide.
Division 4.3 - Dangerous when wet	RFW			Substances, which, by interaction with water, are liable to become spontaneously flammable gases.	E.g. Calcium, carbide, Sodium.

Note: Packages or unit load devices containing packages of self-reactive substances of Division 4.1 must be protected from direct sunlight and all sources of heat and be placed in adequately ventilated areas during the course of loading.

9.2.6. Class 5 – Oxidizing

Oxidizing substances are substances which, in themselves are not necessarily combustible, but may generally cause or contribute to the combustion of other material by yielding oxygen. This reaction may be spontaneous at either room temperature or may occur under slight heating.

Common oxidizing liquids and solids include bromine, bromates, chlorinated isocyanurates, chlorates, chromates, dichromates, hydroperoxides, hypochlorites, inorganic peroxides, ketone peroxides, nitrates, nitric acid, nitrites, perborates, perchlorates, perchloric acid, periodates, permanganates, peroxides, peroxyacids, persulphates, etc.

Some oxidizing materials are also incompatible with non-combustible materials. These oxidizers can undergo dangerous reactions with water, inorganic acids, or even other oxidizing materials.

Oxidizing materials may be toxic or corrosive. Depending on the material, route of exposure (inhalation, eye or skin contact, or swallowing) and dose, they could harm the body. Corrosive oxidizers can also attack and destroy metal.

Class / Division	Cargo Code	IMP	Hazard Label	Hazard description	Comments and/or examples
Division 5.1 Oxidizer	ROX			A substance that yields oxygen readily to stimulate the combustion of other material.	E.g. Ammonium nitrate fertilizer, Calcium chlorate, Bleaches.
Division 5.2- Organic Peroxides	ROP			Division 5.2 Organic Peroxides	Keep away from heat

Note: Packages or unit load devices containing packages of self-reactive substances of organic peroxides of Division 5.2 must be protected from direct sunlight and all sources of heat and be placed in adequately ventilated areas during the course of loading.

9.2.7. Class 6 – Toxic and Infectious Substances

9.2.7.1. Division 6.1 - Toxic Substances

Toxic substances are substances which are liable to cause death or injury or to harm human health if swallowed, inhaled or contacted by the skin.

Toxic substances include methylene chloride, isopropyl alcohol (2-propanol), acetone, l-limonene, acetaldehyde, hydrogen peroxide (>35%), pesticides etc.

Toxic materials can cause serious health effects in an exposed individual. The degree of hazard associated with any toxic material is related to the exact material you are exposed to, concentration of the material, the route into the body and the amount absorbed by the body (the dose). Individual susceptibility of the user also plays a role.

It is important to remember that toxic materials can have other hazards associated with it. For example, a toxic material may also be corrosive and flammable.

Liquids having a vapour inhalation toxicity of Packing Group I are forbidden on both passenger and cargo aircraft.

Chemically unstable substances of Division 6.1 are forbidden for transport unless the necessary precautions have been taken to prevent the possibility of a dangerous decomposition or polymerization under normal conditions of transport.

9.2.7.2. Division 6.2 - Infectious Substances

Infectious substances are:

- **Substances** which are known or are reasonably expected to contain pathogens. Pathogens are defined as micro-organisms (including bacteria, viruses, rickettsia, parasites, fungi) and other agents such as prions, which can cause disease in humans or animals.
- **Biological products** are those products derived from living organisms which are manufactured and distributed in accordance with the requirements of appropriate national authorities, which may have special licensing requirements and are used either for prevention, treatment, or diagnosis of disease in humans or animals, or for development, experimental or investigational purposes related thereto. They include, but are not limited to, finished or unfinished products such as vaccines.
- **Cultures** are the result of a process by which pathogens are intentionally propagated. This definition does not include patient specimens.
- **Patient specimens** are those collected directly from humans or animals, including, but not limited to, excreta, secrets, blood and its components, tissue and tissue fluid swabs and body parts being transported for purposes such as research, diagnosis, investigational activities, disease treatment and prevention.
- **Genetically Modified Micro-organisms and Organisms** - genetically modified micro-organisms not meeting the definition of an infection substance must be classified according to Class 9.
- **Medical or clinical wastes** are wastes derived from the medical treatment of animals or humans or from bio-research.
- **Infected live animals and infected animals' materials** - live animals and animals' materials intentionally infected for the purposes of propagating pathogens.

Class / Division	Cargo IMP Code	Hazard Label	Hazard description	Comments and/or examples
Division 6.1- Toxic substances	RPB		Liquids or solids, which are dangerous, if inhaled, swallowed, or absorbed through the skin.	E.g. Arsenic, Nicotine, Cyanide, Pesticides, Strychnine. Some are totally forbidden, e.g. Bromoacetone.
Division 6.2 Infectious substances	RIS		Substances which are known or reasonably expected to contain pathogens and cause	E.g. Virus, Bacteria such as HIV (AIDS), Rabies, some diagnostic specimens, biological products

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			disease in humans or in animals.	and medical and Clinical waste.

9.2.8. Class 7 - Radioactive Material

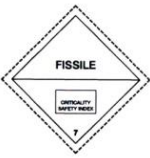
Important: SKYUP MT do not transport radioactive materials. Requirement does not apply to “Radioactive Materials in Excepted packages” as mentioned in IATA DGR.

Radioactive material means any material containing radionuclides where both the activity concentration and the total activity in the consignment exceed the values, specified in IATA DGR Table 10.3.A.

These regulations do not apply to any of the following:

- **radioactive material implanted or incorporated into person or live animal** for diagnosis or treatment;
- **radioactive material in or on a person** who is to be transported for medical treatment because the person has been subject to accidental or deliberate intake of radioactive material or to contamination taking into account the necessary radiological protection measures with respect to other passengers and crew, subject to approval by the operator;
- **radioactive material in consumer products** which have received regulatory approval, following their sale to the end user;
- **natural material and ores containing naturally occurring radionuclides** (which may have been processed), provided the activity concentration of the material does not exceed 10 times the values specified in IATA DGR Table 10.3.A or calculated in accordance with IATA DGR 10.3.2.2(a) to 10.3.2.5. For natural materials and ores containing naturally occurring radionuclides that are not in secular equilibrium, the calculation of the activity concentration must be performed in accordance with IATA DGR 10.3.2.4;
- **non-radioactive solid objects with radioactive substances present on any surfaces** in quantities not in excess of the limit specified in the definition of the contamination in IATA DGR Appendix A.

Class Division	Cargo IMP Code	Hazard Label	Hazard description	Comments and/or examples
Category I - White	RRW		Radioactive materials with low radiation level on the package surface. No transport index indicated.	
Category II - Yellow	RRY		Radiation level higher than Category I and a transport index not exceeding 1.	E.g. Radio \nuclides or isotopes for medical or industrial purposes, such as Cobalt 60, Cesium 131 and iodine 132.

Category III - Yellow	RRY		Radiation level higher than Category II and a transport index exceeding 1 but not more than 10.	
Fissile Criticality Safety Index			Criticality Safety Index labels must be used in addition to the appropriate radioactive labels.	E.g. Fissile material: Uranium 233 and 235; Plutonium 239 and 241.

9.2.9. Class 8 - Corrosives

Substances which by chemical action, can cause severe damage when in contact with living tissue or, in case of leakage will materially damage or even destroy, other goods or the means of transport.

Chemically unstable substances of Class 8 are forbidden for transport unless the necessary precautions have been taken to prevent the possibility of a dangerous decomposition or polymerization under normal conditions of transport.

Class / Division	Cargo Code	IMP	Hazard Label	Hazard description	Comments and/or examples
Corrosives	RCM			A liquid or solid cause damage when in contact with living tissue or (if leakage) materially damage or destroy other goods or the means of transport.	E.g. Battery acids, Mercury, Sulphuric acid.

9.2.10. Class 9 - Miscellaneous Dangerous Substances and Articles, Including Environmentally Hazardous Substances

Miscellaneous Dangerous Substances and Articles are substances and articles which, during air transport, present a danger not covered by other classes.

Class 9 includes, but is not limited to, the following articles and substances:

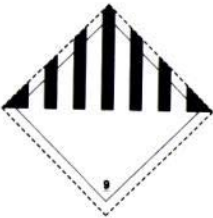
- **Aviation Regulated Solid or Liquid** - any material, which has narcotic, noxious, irritating or other properties such that, in the event of spillage or leakage on an aircraft, could cause extreme annoyance or discomfort to crew members so as to prevent the correct performance of assigned duties.
- **Magnetized Material** - any material which, when packed for air transport, has a maximum magnetic field strength sufficient to cause a compass deflection of more than 2 degrees at a distance of 2.1 m from any point on the surface of the assembled package. The magnetic field strength at the compass producing a 2-degree deflection is taken to be 0.418 A/m (0.00525 Gauss).

- **Elevated Temperature Substances** - substances that are transported or offered for transport at temperatures equal to or exceeding 100°C in a liquid state or at temperatures equal or exceeding 240°C in a solid state.
- **Environmentally Hazardous Substances (aquatic environment)** -are those that meet the criteria in 2.9.3 of UN Model Regulations or that meet criteria in national international regulations established by the appropriate national authority in the State of origin, transit or destination of the consignment.
- **Genetically Modified Micro-Organisms (GMMOs) or genetically modified organisms (GMOs)**- are micro-organisms and organisms in which genetic material has been purposely altered through genetic engineering in a way that does not occur naturally.

Lithium Batteries - cells and batteries, cells and batteries contained in equipment, or cells and batteries packed with equipment, containing lithium in any form.

Miscellaneous Articles and Substances examples included in this class:

- Asbestos, amphibole (amosite, tremolite, actinolite, anthophyllite, crocidolite).
- Asbestos, chrysotile.
- Capacitors.
- Carbon dioxide, solid (dry ice).
- Consumer commodity.
- Chemical and First aid kits.
- Life-saving appliances.
- Engines, internal combustion.
- Vehicles (flammable gas powered).
- Vehicles (flammable liquid powered).
- Polymeric beads.
- Battery-powered equipment or vehicles.
- Zinc dithionite.

Class / Division	Cargo IMP Code	Hazard Label	Hazard description	Comments and/or examples
Miscellaneous dangerous goods	RMD, or ICE, RLI, RLM, RSB as applicable		Any substance, which presents a danger during air transportation that, is not covered by other classes.	E.g. Asbestos, Life Rafts, Internal Combustion Engines.

Miscellaneous dangerous goods	RLI, RLM		Articles and substances which, during air transport, present a danger not covered by other classes	E.g. Batteries
Magnetized material	MAG		These materials have relatively high magnetic strength.	E.g. magnetrons and non-shielded permanent magnets without keeper bars installed.

9.3. INCOMPATIBLE DANGEROUS GOODS

9.3.1. Segregation of Dangerous Goods

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 in Table 9.3.A (Ref. GOM 9.3.2.) 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.

Note: Incompatible dangerous goods should also be segregated during acceptance, handling and loading. GSP must also ensure that local government regulations applicable to the storage and handling of dangerous goods are complied with. These local government regulations may impose a greater requirement than that specified in Table 9.3.A.

9.3.2. Segregation of Packages

Table 9.3.A Segregation of Packages (9.3.2)

Hazard Label	1 excl. 1.4S	2.1	2.2, 2.3	3	4.1	4.2	4.3	5.1	5.2	8	9 see 9.3.2.1.3
1 excluding 1.4S	See 9.3.2.2.5	x	x	x	x	x	x	x	x	x	x
2.1	x	—	—	—	—	—	—	—	—	—	x
2.2 2.3	x	—	—	—	—	—	—	—	—	—	—
3	x	—	—	—	—	—	—	x	—	—	x
4.1	x	—	—	—	—	—	—	—	—	—	x
4.2	x	—	—	—	—	—	—	x	—	—	—
4.3	x	—	—	—	—	—	—	—	—	x	—
5.1	x	—	—	x	—	x	—	—	—	—	x
5.2	x	—	—	—	—	—	—	—	—	—	—
8	x	—	—	—	—	—	x	—	—	—	—
9 see 9.3.2.1.3	x	x	—	x	x	—	—	x	—	—	—

Notes:

1. An "x" at the intersection of a row and a column indicates that packages containing these classes/divisions of dangerous goods must be segregated. A "—" at the intersection of a row and a column indicates that packages containing these classes/divisions of dangerous goods do not require segregation.

2. Divisions 1.4S and Classes 6, 7 and 9 (other than lithium batteries, see 9.3.2.1.3) are not included in Table 9.3.A as they do not require segregation from other classes of dangerous goods.

9.4. DANGEROUS GOODS FORBIDDEN FOR AIR CARRIAGE**9.4.1. Dangerous Goods forbidden in Aircraft under any Circumstances**

Any article or substance which, as presented for transport, is:

- (a) liable to explode,
- (b) dangerously react,
- (c) produce:
 - (1) a flame or dangerous evolution of heat or
 - (2) dangerous emission of toxic or
 - (3) corrosive or
 - (4) flammable gases or
 - (5) vapours under conditions normally encountered in transport must not be carried on aircraft under any circumstance.

9.4.2. Dangerous Goods forbidden for Carriage

The dangerous goods described below must not be carried on aircraft unless exempted by States:

- (a) radioactive materials;
- (b) unless otherwise provided, articles and substances (including those described as "not otherwise specified") with a UN number, which are identified in the IATA DGR 4.2 List of dangerous goods as being forbidden;
- (c) infected live animals;
- (d) liquids having a vapour inhalation toxicity which requires Packing Group I packaging;
- (e) substances that are offered for transport in a liquid state at temperatures equal to or exceeding 100°C, or in a solid state at temperatures equal to or exceeding 240°C;
- (f) any other articles or substance as specified by the appropriate national authority.

Reference: IATA DGR 4.2 List of Dangerous Goods.

9.4.3. SKYUP MT Dangerous Goods Poster

Reference: GOM Annex A SEU-GRH-FORM-001.

9.5. HIDDEN DANGEROUS GOODS

9.5.1. General

The GSP personnel must be adequately trained to identify and detect dangerous goods presented as general baggage and cargo.

Cargo declared under a general description may contain hazardous articles that are not apparent. Such articles may also be found in baggage.

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 personnel 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.

Note: Diamond-shaped GHS pictograms on packages may indicate the presence of dangerous goods. While some pictograms identify substances that only pose a hazard for supply and use, other GHS (Globally Harmonized System) pictograms contain symbols that are largely equivalent to the symbols contained in the hazard labels used in transport and which may therefore be classified as dangerous goods (Ref. IATA DGR Table B.4.A).

9.5.2. Examples of Hidden Dangerous Goods

Shippers must be asked to check their consignments against the class definitions and Special Provisions in the IATA DGR and confirm by endorsement of the "Air Waybill" that no part of the package content is dangerous, e.g. "Not restricted".

Typical examples are listed below:

Items	Hidden dangerous goods
Aircraft Spare Parts/ Aircraft Equipment	May contain: • explosives (flares or other pyrotechnics), • chemical oxygen generators, • unserviceable tyre assemblies, • cylinders of compressed gas (oxygen, carbon dioxide, nitrogen or fire extinguishers), • paint, • adhesives, • aerosols, • life-saving appliances, • first aid kits, • fuel in equipment, • wet or lithium batteries, • matches, • etc.
Automobiles, Automobile Parts/Supplies (car, motor, motorcycle)	May contain: • ferro-magnetic material which may not meet the definition for magnetized material but which may be subject to special stowage requirements due to the possibility of affecting aircraft instruments, engines, including fuel cell engines,

Items	Hidden dangerous goods
	• carburettors or fuel tanks which contain or have contained fuel, • wet or lithium batteries, • compressed gases in tyre inflation devices, • fire extinguishers, • shocks/struts with nitrogen, • air bag inflators/air bag modules, • flammable adhesives, paints, sealants and solvents, etc.
Battery-Powered Devices/Equipment	May contain: • wet batteries or • lithium batteries.
Breathing Apparatus	May indicate: • cylinders of compressed air or oxygen, • chemical oxygen generators or refrigerated liquefied oxygen.
Camping Equipment	May contain: • flammable gases (butane, propane, etc.), • flammable liquids (kerosene, gasoline, etc.), • flammable solids (hexamine, matches, etc.) or other dangerous goods.
Cars, Car Parts	See Automobiles, 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.
Comat (Company Materials)	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, - flares, - first aid kits, - life-saving appliances, - matches, - magnetized material, - etc.

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Items	Hidden dangerous goods
Consolidated Consignments (Groupages)	May contain: any of the defined classes of dangerous goods.
Cryogenic (Liquid)	Indicates refrigerated liquefied gases such as argon, helium, neon and nitrogen.
Cylinders	May indicate compressed or liquefied gas.
Dental Apparatus	May contain: - flammable resins or solvents, - compressed or liquefied gas, - mercury and radioactive material.
Diagnostic Specimens	May contain infectious substances.
Film Crew Or Media Equipment	May contain: - explosive pyrotechnic devices, - generators incorporating internal combustion engines, - wet batteries, - lithium batteries, - fuel, - heat producing items, etc.
Frozen Embryos	May contain: - refrigerated liquefied gas or - carbon dioxide, solid (dry ice).
Frozen Fruit, Vegetables, etc.	May be packed in Carbon dioxide, solid (dry ice).
Fuels	May contain: - flammable liquids, - flammable solids or - flammable gases.
Fuel Control Units	May contain flammable liquids.
Hot Air Balloon	May contain: - cylinders with flammable gas, - fire extinguishers, - engines internal combustion, - batteries, - etc.
Household Good	May contain: - items meeting any of the criteria for dangerous goods including flammable liquids such as: - solvent based paint, - adhesives, - polishes, - aerosols, - bleach, - corrosive oven or drain cleaners, - ammunition, - matches, - etc.

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Items	Hidden dangerous goods
Instruments	May conceal: • barometers, • manometers, • mercury switches, • rectifier tubes, • thermometers, • etc. containing mercury.
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, • lithium batteries, • cylinders of compressed gas, • etc.
Machinery Parts	May contain: • adhesives, • paints, • sealants, • solvents, • wet and lithium batteries, • mercury, • cylinders of compressed or liquefied gas, • etc.
Magnets And Other Items Of Similar Material	May individually: • meet the definition of magnetized material or • cumulatively may have a magnetic field straight of a magnetized material.
Medical Supplies/Equipment	May contain items meeting any of the criteria for dangerous goods, particularly: • flammable liquids, • flammable solids, • oxidizers, • organic peroxides, • toxic, • corrosive substances or • lithium batteries.
Metal Construction Material, Metal Fencing, Metal Piping	May contain: • ferromagnetic material, which may be subject to special stowage requirements due to the possibility of affecting aircraft instruments.
Diving Equipment	May contain: • cylinders (such as scuba tanks, vest bottles, etc.) of compressed gas (air, oxygen, etc.),

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Items	Hidden dangerous goods
	high intensity diving lamps which can generate extremely high heat when operated in air. In order to be carried safely, the bulb or battery must be disconnected.
Drilling and Mining Equipment	May contain: - explosive and/or - other dangerous goods.
Dry Shipper (Vapour Shipper)	May contain free liquid nitrogen. Dry shippers are subject to these Regulations when they permit the release of any free liquid nitrogen irrespective of the orientation of the packaging.
Electrical Equipment/ Electronic Equipment	May contain: - magnetized materials or - mercury in switch gear and electron tubes, - wet batteries, - lithium batteries or - fuel cells or fuel cell cartridges that contain or have contained fuel.
Electrically Powered Apparatus (wheel chairs, lawn mowers, golf carts, etc.)	May contain: - wet batteries, - lithium batteries or - fuel cells or - fuel cell cartridges that contain or have contained fuel.
Expeditionary Equipment	May contain: - explosives (flares), - flammable liquids (gasoline), - flammable gas (propane, camping gas) or - other dangerous goods.
Parts Of Automobile (Car, Motor, Motorcycle)	May contain: - wet batteries, - etc.
Passengers Baggage	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, - etc.
Pharmaceuticals	May contain items meeting any of the criteria for dangerous goods, particularly:

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Items	Hidden dangerous goods
	- radioactive material, - flammable liquids, - flammable solids, - oxidizers, - organic peroxides, - toxic or corrosive substances.
Photographic Supplies/Equipment	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 or - lithium batteries.
Promotional Material	See Passenger Baggage.
Racing Car Or Motorcycle Team Equipment	May contain: - engines, including fuel cell engines, - carburettors or fuel tanks which contain fuel or residual fuel, - flammable aerosols, - cylinders of compressed gases, - nitromethane, - other fuel additives, - wet batteries, - lithium batteries, etc.
Refrigerators	May contain: - liquefied gases or - an ammonia solution.
Repair Kits	May contain: - organic peroxides and - flammable adhesives, - solvent based paints, - resins, etc.
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.
Semen	May be packed with Carbon dioxide, solid (dry ice) or refrigerated liquefied gas. See also "Dry Shipper".
Ships' Spares	May contain: explosives (flares),

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Items	Hidden dangerous goods
	• cylinders of compressed gas (life rafts), • paint, • lithium batteries (emergency locator transmitters), etc.
Show, Motion Picture, Stage and Special Effects Equipment	May contain: • flammable substances, • explosives or • other dangerous goods.
Sporting Goods/Sports Team Equipment	May contain: • cylinders of compressed or liquefied gas (air, carbon dioxide, etc.), • lithium batteries, • propane torches, • first aid kits, • flammable adhesives, • aerosols, etc.
Swimming Pool Chemicals	May contain: • oxidizing or • corrosive substances.
Switches In Electrical Equipment Or Instruments	May contain mercury.
Tool Boxes	May contain: • explosives (power rivets), • compressed gases or aerosols, • flammable gases (butane cylinders or torches), • flammable adhesives or paints • corrosive liquids, • lithium batteries, • etc.
Torches	Micro torches 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.
Unaccompanied Passengers Baggage/ Personal Effects	May contain: • items meeting any of the criteria for dangerous goods, such as: - fireworks, - flammable household liquids, - corrosive oven or - drain cleaners, - flammable gas or - liquid lighter refills or - camping stove cylinders, - matches, - bleach,

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Items	Hidden dangerous goods
	- aerosols, - etc.

9.6. RADIOACTIVE MATERIALS

9.6.1. SKYUP MT Restriction

Radioactive materials are not accepted on SKYUP MT flights. Requirement does not apply to “Radioactive Materials in Excepted packages” as mentioned in IATA DGR.

Warning:

The Identification of undeclared/mis-declared cargo and/or mail marked as “Radioactive materials” in the ground and cargo handling operations areas must be treated as an emergency situation - incident - accordingly immediate actions must be taken in accordance with the procedures described in this Manual (ref. GOM 6.5.2, 6.5.4).

Undeclared/mis-declared DG marked as “Radioactive materials” in cargo, mail or baggage shall be obligatory reported in accordance with procedure described in this Manual (ref. GOM 9.19.5).

9.7. LITHIUM BATTERIES

9.7.1. General

Lithium Battery – the term “lithium battery” refers to a family of batteries with different chemistries, comprising many types of cathodes and electrolytes. For the purposes of the DGR they are separated into:

(1) Lithium metal batteries

Are generally primary (non-rechargeable) batteries that have lithium metal or lithium compounds as an anode. Also included within lithium metal are lithium alloy batteries. Lithium metal batteries are generally used to power devices such as watches, calculators, cameras, temperature data loggers, car key fobs and defibrillators.

Note: Lithium metal batteries packed by themselves (not contained in or packed with equipment) are forbidden for transport as cargo on passenger aircraft). Lithium metal cells or batteries that meet the specified quantity limits may be shipped on a passenger aircraft under an approval issued by the authority of the State of Origin, State of Destination and State of the Operator. Or in the case of urgent medical need, one consignment of lithium batteries may be transported as Class 9 on passenger aircraft with the prior approval of the authority of the State of Origin and with the approval of the operator. All other lithium metal cells and batteries can only be shipped on a passenger aircraft under exemption issued by all States concerned.



(2) Lithium-ion batteries (sometimes abbreviated Li-ion batteries)

Are a secondary (rechargeable) battery where the lithium is only present in an ionic form in the electrolyte. Also included within the category of lithium-ion batteries are lithium polymer batteries. Lithium-ion batteries are generally used to power devices such as mobile telephones, laptop computers, tablets, power tools and ebikes.

Note: Lithium-ion batteries packed by themselves (not contained in or packed with equipment):

- (a) must be shipped at a state of charge (SoC) not exceeding 30% of their rated capacity. Cells and/or batteries at a SoC of greater than 30% may only be shipped with the approval of the State IATA Lithium Battery Guidance Document – 2023 OSS/Cargo Page 3 09/01/2023 of Origin and the State of the Operator under the written conditions established by those authorities;

- (b) Lithium-ion cells or batteries that meet the specified quantity limits may be shipped as cargo on a passenger aircraft under an approval issued by the authority of the State of Origin, State of Destination and State of the Operator. Or in the case of urgent medical need, one consignment of lithium batteries may be transported as Class 9 on passenger aircraft with the prior approval of the authority of the State of Origin and with the approval of the operator A201. All other lithium-ion cells and batteries can only be shipped as cargo on a passenger aircraft under exemption issued by all States concerned.



Lithium Batteries:

Cells and batteries containing lithium in any form:

- spare;
- contained in equipment or packed with equipment.

Caution:

Lithium Batteries are considered as Dangerous Goods. They must be accepted for air carriage in accordance with IATA DGR regulations.

The major risks associated with the transport of lithium batteries and battery-powered equipment is the possibility of a dangerous evolution of heat as a result of short circuit and/or unintentional activation.

Types of Lithium Batteries	Examples
Lithium Ion/Metal Batteries (with watt hours up to 100 Wh)	
Mobile phones, Laptops, Digital cameras 	

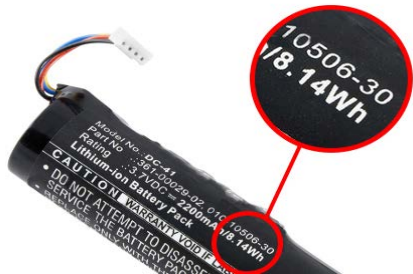
Types of Lithium Batteries	Examples
	
Lithium Ion/Metal Batteries (with rating between 100 - 160 Wh)	
Video equipment, some extended life batteries for laptop computers, PMED (portable medical electronic devices) etc. 	 
Lithium Ion/Metal Batteries (with watt hours exceeding 160 Wh)	
Electric bike, Segway, car battery, underwater lamp, wheelchairs etc. 	 (i) Electric Unicycle (ii) Egret (kick electric scooter) (iii) Electric Scooter (iv) Three-wheeler Electric Scooter (v) Electric Mobility Cart (vi) Electric Bike (bicycle) (vii) Hoverboard (viii) Segway (ix) Electric Caster Board

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9.7.2. Watt hour Rating Calculation for Lithium Ion/Metal batteries

To check-in any kind of devices with lithium cells, batteries or battery packs it's necessary to know their Watt-hour rating. This applies to lithium metal batteries (disposable) and lithium-ion batteries (rechargeable).

This is usually stated on the battery itself (see Image 1).



If not, you can calculate it as V (volts) x Ah (amp hours):.

- example 1: an 7,2 volt 1,200 mAh battery:
 - If only the milliampere-hours (mAh) are marked on the battery first divide the mAh rating by 1,000 to get the Ah rating – 1,200/1,000 – 1,2ah;
 - now calculate as – 1,2Ah x 7,2 volts = 8,7Wh



- example 2: a 12 volt 14 Ah battery:

12 volts x 14 Ah = 168 Wh



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Most lithium-ion batteries marketed to consumers are below 100 Watt-hours. If you are unsure of the Watt-hour rating of your lithium-ion battery, contact the manufacturer.

9.7.3. Limitations

Whether a lithium battery can be carried by air or not depends on its configuration and either Watt-hour (Wh) rating (for rechargeable) or Lithium Content (LC in grams) (for non-rechargeable).

Wh rating or lithium metal content	Configuration	Carry-on baggage	Checked baggage	Operator approval
≤ 100 Wh / 2g	In equipment (PED or PMED)	Yes (max 15 PED/PMED ¹)	Yes	No ¹
	Spare battery(ies)	Yes (max 20 spare batteries ²)	No	No ²
> 100 to ≤ 160Wh	In equipment (PED or PMED)	Yes	Yes	Yes
	Spare battery(ies)	Yes (max 2 spare batteries)	No	Yes
> 160Wh	Must be prepared and carried as cargo in accordance with the IATA Dangerous Goods Regulations			
> 2g ≤ 8g	In equipment (PMED only)	Yes	Yes	Yes
	Spare batteries for PMED	Yes (max 2 spare batteries)	No	Yes

1. Each person is limited to a maximum of 15 PED. The operator may approve the carriage of more than 15 PED.

2. Each person is limited to a maximum of 20 spare batteries of any type. The operator may approve the carriage of more than 20 batteries.

Important: if there is no marking on the battery with information about the rated power of the li-ion/metal battery or no data for calculating their power, such batteries are not accepted for carriage on SKYUP MT flights.

For air transport, specific quantity limits apply to the net weight of lithium batteries in a package. The maximum net weight is:

- passenger aircraft – **5 kg per package**

Certain restrictions apply to the carriage of lithium metal and lithium-ion batteries even when carried by passengers as baggage. Because of the risks associated with the carriage of spare batteries these may not be transported within passenger checked baggage. Spare batteries must be transported only in carry-on baggage.

9.7.4. Lithium-ion Battery for Wheelchairs

Lithium-ion battery powered wheelchairs or other similar mobility aids for use by passengers whose mobility is restricted by either disability, their health or age, or a temporary mobility problem (e.g. broken leg), subject to the following conditions:

- The batteries must be of a type which meets the requirements of each test in the UN Manual Tests and Criteria;
- A battery powered mobility aid with installed battery(-ies) must be secured by use of straps, tie-downs or other restraint devices. The mobility aid, the battery(-ies), electrical cabling and controls must be protected from damage including by the movement of baggage, mail and cargo;

- The battery terminals must be protected from short circuits, e.g. by being enclosed within a battery container;
- The battery (-ies) is either:
 - adequately protected against damage by the design of mobility aid and securely attached to the wheelchair or mobility aid. The electrical circuits must be isolated following the manufacturer's instructions; or
 - removed from the mobility aid following the manufacturer's instructions. Each battery removed from the mobility aid must not exceed 300 Wh.
- A passenger may carry a maximum of 1 (one) spare lithium-ion battery not exceeding 300 Wh or 2 (two) spare batteries not exceeding 160 Wh;
- Any battery(-ies) removed from the mobility aid and any spare battery(-ies) must be protected from damage (e.g. placing each battery in a protective pouch);
- Pilot-in-command must be informed of the location of the mobility aid with installed battery(-ies), removed battery(-ies) and spare battery(-ies) by making the remark in LDM;
- The pre-approved from SKYUP MT must be obtained.

9.7.5. Lithium Battery Acceptance Conditions

The terminals of all spare batteries must be protected from circuit by enclosing them in their original packaging or taping over terminals or separate plastic bags for each battery.

Lithium batteries may be transported if they meet the following provisions:

- each cell or battery is of the type proved to meet the requirements of each test of the UN Manual of Tests and Criteria;
- each cell and battery incorporate a safety venting device or is designed to preclude a violent rupture under conditions normally incident to transport;
- each cell and battery is equipped with an effective means of preventing external short circuits;
- each battery containing cells or series of cells connected in parallel is equipped with effective means as necessary to prevent dangerous reverse current flow (e.g., diodes, fuses, etc.);
- cells and batteries must be manufactured under a quality management program.

In order to ensure the safety of SKYUP MT flights, all portable electronic devices with lithium batteries (tablets, laptops, smart phones, cameras, e-books, MP3 players, etc.):

Carriage	Requirements
In checked baggage:	• Must be completely switched off and effectively protected from accidental activation. • To ensure the device is never powered on during its transport, any applications, alarms or pre-set configurations that may activate the device have to be disabled or deactivated. • Must be protected from damage by applying suitable packaging or casing or by being placed in a rigid bag protected by adequate cushioning (e.g. clothing).

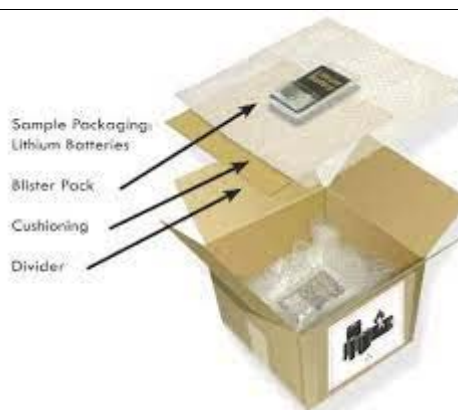
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Carriage	Requirements
In hand luggage and personal belongings, provided:	- Such devices are turned off and disconnected from any charging equipment. - Passengers will immediately inform the cabin crew when such electronic device become damaged, overheated, producing smoke, or lost in the cabin.
Damaged, defective or recalled battery or devices:	- Are forbidden for transport on board the aircraft. - If a damaged, defective or recalled battery or device is noticed to have been carried inadvertently on board an aircraft, require the passenger concerned to keep the battery or device turned off, protect it from accidental activation (also disabling any features that may turn it on), keep it on the person, and not charge it at any time.
As cargo:	Is allowed by prior agreement with the SKYUP MT except damaged, recalled or potentially dangerous lithium batteries, including those contained in the equipment and/or supplied with the equipment prohibited for carriage in cargo.

9.7.6. Package

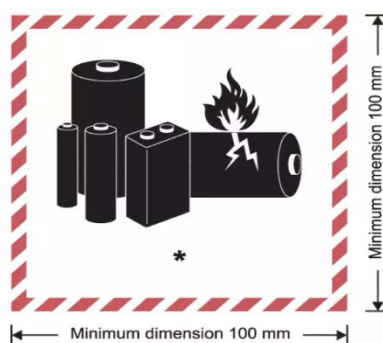
One of the major risks associated with the transport of batteries and battery-powered equipment is short-circuit of the battery as a result of the battery terminals coming into contact with other batteries, metal objects, or conductive surfaces.

Packaged batteries or cells must be separated in a way to prevent short circuits and damage to terminals. They must be packed in a strong outer packaging or be contained in equipment.



9.7.7. Marking

The mark must be in the form of rectangle or square with hatched ending. The symbol must be black on white or suitable contrasting background. The hatching must be red. The mark must be a minimum dimensions of 100 mm x 110 mm and the minimum width of the hatching must be 5 mm. If the size of the package so requires, the dimensions may be reduced to not less than 100 mm wide x 70 mm high. Where dimensions are not specified, all features must be in approximate to those shown on the full-size mark.



* Place for UN number(s), i.e. UN 3090, UN 3091, UN 3480 and/or UN 3481, as applicable. The UN number(s) indicated on the mark should be at least 12 mm high.

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9.8. PERSONAL TRANSPORTATION DEVICES

9.8.1. General

Personal Transportation Devices (PTD) intended for recreational use and should not be confused with wheelchairs or other similar mobility aids for use by passengers with disabilities and/or reduced mobility.

PTDs have a variety of trade names and may differ in their operation, but where they are powered by rechargeable lithium batteries they are as Portable Electronic Devices (PEDs) for the purpose of carriage on board aircraft and are included in the IATA DGR section 2.3.4.7. Handling of such electric mobility aids subject to the IATA Dangerous Goods Regulations (DGR) Table 2.3A (Ref. GOM, Annex B).

Examples of device types and names include:

- Segway and mini-Segway
- Hoverboard
- Self-balancing scooter
- Airwheel
- Solowheel
- Balance wheel
- Smart luggage
- Modobag
- and etc.



Ref. Lithium Battery acceptance conditions (Ref. GOM 9.7.).

New IATA Smart Luggage Regulation. As of 15 January 2018, baggage equipped with a lithium battery, where the lithium battery is designed to charge other devices and cannot be removed, is forbidden for carriage (Ref. GOM, Table 2.3.A, Annex B).

Ref. IATA Document "Smart Baggage with Integrated Lithium Batteries and/or Electronics" on www.iata.org in Section Cargo -Dangerous Goods - Lithium Batteries.

9.8.2. Restrictions

On SKYUP MT flights carriage of PTD's:

- Powered by Li-ion batteries – prohibited in checked and unchecked baggage;
- Without Li-ion batteries – allowed in checked baggage.

9.9. NICKEL CADMIUM BATTERIES

Batteries such as Ni-Cad (nickel cadmium), and alkaline are allowed for carriage **in carry-on baggage only** provided they are adequately protected against short circuit.



9.10. ELECTRONIC CIGARETTES

Electronic cigarettes including e-cigarettes, e-cigars, vapes, and other personal vaporizers containing batteries.

Due to existing safety risk of electronic cigarettes overheating through the accidental activation of their heating elements resulting in fires in checked baggage these devices must be carried in the passenger cabin only in a hand luggage.



Important: Recharging of these devices and/or batteries on board the aircraft is forbidden, and the passenger must take measures to prevent accidental activation.

9.11. WHEELCHAIRS

Information about wheelchairs and other mobility aids transportation are fully described in this manual (Ref. GOM 1.1.6.12.5., GOM 9.7.4)

9.12. PORTABLE ELECTRONIC DEVICES

9.12.1. General

Portable electronic devices (such as watches, calculating machines, cameras, cellular phones, lap-top computers, camcorders, etc.) containing batteries when carried by passengers or crew for personal use, should be carried in carry-on baggage.

Spare batteries are articles containing lithium cells or batteries, the primary purpose of which is to provide power to another device, e.g. power banks.

Spare batteries 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.

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.

Portable electronic devices (PED) containing batteries PEDs, which may include electronics such as cameras, mobile phones, laptops and tablets containing batteries, when carried by passengers for personal use, should be carried in carry-on baggage.

If devices are carried in checked baggage:

- measures must be taken to protect the device from damage and to prevent unintentional activation;
- the device must be completely switched off (not in sleep or hibernation mode).

9.12.2. Electronic Devices Powered by Lithium Batteries

Lithium Batteries are considered as dangerous goods and they must be accepted for air carriage in accordance with IATA DGR regulations.

The major risks associated with the transport of lithium batteries and battery-powered equipment is the possibility of a dangerous evolution of heat as a result of short circuit and/or unintentional activation.

For lithium battery types and acceptance conditions Ref. GOM 9.7.

In order to ensure the safety of SKYUP MT flights, all portable electronic devices with lithium batteries (tablets, laptops, smart phones, cameras, e-books, MP3 players, etc.):

(a) In checked baggage:

- (1) must be completely switched off and effectively protected from accidental activation. To ensure the device is never powered on during its transport, any applications, alarms or pre-set configurations that may activate the device have to be disabled or deactivated;
- (2) must be protected from damage by applying suitable packaging or casing or by being placed in a rigid bag protected by adequate cushioning (e.g. clothing).

(b) In hand luggage and personal belongings, provided:

- (1) such devices are turned off and disconnected from any charging equipment;

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- (2) passengers will immediately inform the cabin crew when such electronic device become damaged, overheated, producing smoke, or lost in the cabin.
- (c) **Damaged, defective or recalled battery or devices are forbidden for transport on board the aircraft.** If a damaged, defective or recalled battery or device is noticed to have been carried inadvertently on board an aircraft, require the passenger concerned to keep the battery or device turned off, protect it from accidental activation (also disabling any features that may turn it on), keep it on the person, and not charge it at any time.
- (d) **By prior agreement with SKYUP MT** it allowed to be carried as cargo, except prohibited for carriage in cargo damaged, recalled or potentially dangerous lithium batteries, including those contained in the equipment and/or supplied with the equipment.

9.13. OTHER CATEGORIES OF DANGEROUS GOODS

Because of their importance, the following categories of dangerous goods are also treated separately.

Type of goods	Code	Class	Handling and loading
Corrosive	RCM	8	For loading incompatibilities, see Table 9.3.A "Segregation of Packages" (ref. GOM 9.3.2)
Toxic and infectious substances	RPB and RIS	6	For loading incompatibilities, see Table 9.3.A "Segregation of Packages" (ref. GOM 9.3.2)
Dangerous goods labeled "CARGO AIRCRAFT ONLY"	Label: CAO 		Must not be transported on passenger aircraft. May only be loaded on cargo aircraft in cargo compartments/pallet positions.

9.14. OTHER STATES AND OPERATORS' VARIATIONS

Reference: for instructions, see:

- the respective aircrafts guides;
- IATA Dangerous Goods Regulations (DGR), Section 2.

9.15. RESERVATION PROCEDURE FOR DANGEROUS GOODS CARRIED BY PASSENGERS

All personnel that have an interaction with passengers, (i.e. reservations agents, passenger service agents, cabin crew and flight crew) has to be aware of the process employed to ensure that the operator approval process remains effective.

During ticket reservation the agent in contact with passenger shall ask him/her to familiarize with information of dangerous goods prohibited for air carriage and if the passenger will transport any permitted dangerous goods by air.

If the passenger confirms his/her intention to transport the dangerous goods, the reservation agent shall specify their type, quantity and characteristics to ensure if such carriage may be allowed according to SKYUP MT requirements.

The appropriate SSR code indicating the type, amount of dangerous goods and other necessary information must be entered into reservation system passenger record to inform the departure airport.

All questions regarding dangerous goods transportation, contact letstalk@skyup.aero

9.16. PROVISION OF INFORMATION

9.16.1. Pilot-in-Command

9.16.1.1. Notification to Captain

As early as practicable prior to departure of aircraft, but in no case later than when the aircraft moves under its own power:

- The accurate and legible written or printed information concerning dangerous goods that are to be carried as cargo must be provided to Pilot-in-Command by means of Notification to Captain (NOTOC) and
- The copy of the written information provided to PIC with the same information must be provided to the SKYUP MT OCC dispatcher occ.mt@skymalta.aero

Notes:

- (1) This includes information about DG loaded at a previous departure airport and which are to be carried on the subsequent flight.
- (2) Information concerning DG should be readily available to the SKYUP MT OCC dispatcher (e.g. lying around at the workplace (not in a folder), because it is these particular personnel who are intended to provide the information to facilitate emergency response.

This information to the pilot-in-command should be presented on a dedicated form and should not be by means of Air Waybills, "Shipper's Declaration for Dangerous Goods", invoices, etc. The pilot-in-command must indicate on a copy of the information to pilot-in-command, or in some other way, that the information has been received.

The information to the pilot-in-command 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.

The information to the pilot-in-command must be readily available to the pilot-in-command during flight.

A legible copy of the information to the pilot-in-command must be retained on the ground for a minimum period of three months after the flight on which the dangerous goods were transported. This copy must have an indication on it or with it that the pilot-in-command has received the information. A copy, or the information contained in the notice to the pilot-in-command, must be readily accessible to the SKYUP MT OCC dispatcher, who is responsible for flight operations until after the arrival of the flight.

In addition to the languages, which may be required by the State of the operator, English should be used for the information to the pilot-in-command.

In the event of the information to the pilot-in-command being of such a size as to make in-flight radiotelephony transmission impracticable in an emergency situation, a summary of the information should also be provided by the operator, containing at least the quantities and class or division of dangerous goods in each cargo compartment. Any change in load and/or loading position must be reported to Pilot-in-Command, verbally and in writing by changing the NOTOC and the Load sheet.

9.16.2. Provision of Information to Passengers

9.16.2.1. Warning Notices

Passengers must be informed about dangerous goods in respect of what must not be carried aboard an aircraft, either as checked baggage or carry-on baggage. Information must be provided to passengers about the type of dangerous goods which are forbidden from transporting aboard an aircraft in text, pictorial form, electronically or verbally.

The notification system must ensure the following:

- (a) The information regarding dangerous goods forbidden for transportation onboard is provided to the passengers:
 - (1) at the point of ticket purchase or if this is not practical, made available prior to issuance of boarding pass and
 - (2) at boarding pass issuance, or when no boarding pass is issued, prior to boarding the aircraft.
- (b) Where the ticket purchase and/or boarding pass issuance can be completed by a passenger without the involvement of another person, the passenger is required to acknowledge that the information on forbidden articles have been presented.
- (c) Information with regard to dangerous goods forbidden for **transport on board an aircraft** shall be effectively communicated and presented:
 - (1) at each of the places at an airport
 - where tickets and/or boarding passes are issued
 - passenger baggage is dropped off
 - in aircraft boarding areas, boarding gates
 - (2) any other location where passengers are issued boarding passes and checked baggage are accepted (e.g. transfer desk)
 - (3) dangerous goods information should also be displayed **or presented to passengers at the airport in** baggage claim areas.

Note: The recommendation to have a notification system for forbidden dangerous goods displayed in the baggage claim areas is to encourage passengers who may be required to identify their baggage, prior to it being re-loaded for an onward or return journey, to confirm that the baggage is free of forbidden DG.

Passengers are advised periodically by public information announcements in the airports about the prohibited articles on board of aircraft.

During on-line ticket purchase, the passenger is normally provided with a text containing information on articles prohibited for carriage and it does not allow the completion of the process until the passenger acknowledges the restrictions presented. During on-line check-in process, the passenger is provided with information on articles prohibited for carriage in a pictorial/text form (Ref. GOM, Annex A, SEU-GRH-FORM-001) and it does not allow the completion of the process until the passenger confirms the restrictions presented.

Caution: At the departure airport the information about dangerous goods prohibited for air carriage must be provided by:

- Airport (the handling company must ensure its availability) or
- The handling company if the airport does not provide this information.

9.16.2.2. Electronic Medium

For passengers who use electronic means for ticketing or check-in on SKYUP MT flights, the dangerous goods information is presented in the appropriate electronic medium.

9.16.2.3. Passenger Check-In at the Airport

The GSP check-in personnel must be adequately trained to identify and detect dangerous goods carried by passengers which:

- Are not permitted for air transportation (Ref. GOM 9.4.);
- Permitted for carriage with some restrictions and conditions (Ref. Table 2.3.A in Annex B);
- Are hidden and contained in innocuous-looking items (Ref. GOM 9.5.).

9.16.3. Provision of Information at Cargo Acceptance Areas

The Handling agent/ GSP must ensure that sufficient notices, prominently displayed, are provided at visible location(s) at cargo acceptance points, giving information about the transport of dangerous goods to alert shippers/agents about any dangerous goods that may be contained in their cargo consignment(s). These notices must include visual examples of dangerous goods, including batteries.

9.16.4. Information to Employees

SKYUP MT provides in the SKYUP MT GOM, SKYUP MT Ground Handling Bulletins, Ground Handling Advisory information to employees so as to enable flight crews and other employees to carry out the functions for which they are responsible with regard to dangerous goods. Where applicable, this information must also be provided to ground service providers. This information must include:

- (a) for passenger handling personnel and cabin crew the procedures to be followed to alert passengers that certain items of dangerous goods are specifically prohibited from being in checked baggage, e.g. spare lithium batteries and must be removed from baggage where items of carry-on baggage cannot be accommodated in the cabin;
- (b) the action to be taken in the event of emergencies involving dangerous goods;
- (c) details of the location and identification of cargo compartments;
- (d) the maximum quantity of dry ice permitted in each compartment;
- (e) dangerous goods not to be carried, if applicable;
- (f) dangerous goods owned by SKYUP MT, if applicable;
- (g) SKYUP MT variations, if applicable;
- (h) Dangerous goods subject to State Approval or Exemption, if applicable.

9.17. PROVISIONS FOR DANGEROUS GOODS CARRIED BY PASSENGERS OR CREW

Dangerous goods [are prohibited from being transported in an aircraft cabin](#) must not be carried [by](#) passengers or crew, checked or carry-on baggage, except as otherwise provided in Table 2.3.A IATA DGR (Ref. GOM Annex B, [IATA DGR Section 2 and 9](#)).

9.18. HANDLING OF DANGEROUS GOODS

9.18.1. Dangerous Goods in the Passenger Checked Baggage /Hand Luggage

Handling of Dangerous Goods shall only be performed under the direct supervision of personnel who have received full theoretical and practical training in the application of the required handling procedures in the IATA Dangerous Goods Regulations.

Packages containing dangerous goods shall always be handled with extreme care to avoid any damage. In particular, throwing, bumping and dropping such packages shall never occur.

9.18.2. Loading Supervision

Handling and loading of dangerous goods must be directly supervised by qualified individual designated responsible for the correct loading and securing of dangerous goods onboard the aircraft provided this designated person had previously received full theoretical and practical training in the application of the required handling procedures in the IATA Dangerous Goods Regulations.

All personnel accepting dangerous goods must be qualified and certified according to IATA requirements and up to date with the current IATA Dangerous Goods Regulations. SKYUP MT personnel or cargo handling agents must have received appropriate dangerous goods certification training and are knowledgeable in recognition, documentation, proper handling and storage of declared and undeclared dangerous goods, including company material (Co-mat). To be checked by SKYUP MT audits for compliance.

9.18.3. General Loading and Securing Requirements

Optimal (safe) conditions for handling Dangerous Goods are achieved through three aspects:

- proper storage and handling;
- proper cargo inspection;
- protection against damage.

During the loading/unloading process, it is necessary to ensure that the DG are transported from the cargo facility to the aircraft, aircraft to aircraft, and aircraft to the cargo facility on various type of GSE safely by:

- separation and segregation in a compartment (if necessary);
- securing in a compartment;
- protection against damage;
- compliance with the handling requirements according to the classification of the DG.

When dangerous goods are loaded in an aircraft, the packages and containers with dangerous goods must be secured in a manner, which will prevent any movement in aircraft, and protected from being damaged during aircraft loading and unloading, including by the movement of baggage, mail, stores or other cargo.

Particular attention must be paid to the handling of packages during their preparation for transport, the type of aircraft on which they are to be carried and the method required to

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load that aircraft, so that accidental damage is not caused through dragging or mishandling of the packages.

Securing of DG in the aircraft must be in the manner that will prevent any movement.

Caution: Handling of dangerous goods must be performed with great care to prevent damage to packages and containers during aircraft loading and unloading.

Individual or groups of packages must be tied down and secured by other load to prevent any movement in flight. Drums and barrels must always be tied down.

Special handling instructions, labels such as Cargo Aircraft Only (CAO, "FRAGILE", "THIS WAY UP", etc) must be adhered to. Always handle fragile items with care.

Ensure shipments labeled "Cargo Aircraft Only" are not loaded into a passenger aircraft.

To maintain acceptable segregation between packages containing dangerous goods having different hazards, the segregation requirements shown in "Segregation of Packages" (Ref. GOM 9.3.) must be observed.

All hazards (labels showing the hazard class number) must be observed. Packages on the aircraft must be oriented so the hazard labels are visible.

Package 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. During the course of transport, packages bearing the package orientation "This Way Up" label must be loaded, stowed and handled at all times in accordance with such a label.

Single packages with end closures, containing liquid dangerous goods must be loaded and stowed aboard an aircraft with such closures upwards, notwithstanding that such single packages may also have side closures.

All shipments requiring special handling will be identified on the Load Message (LDM) for an arrival flight or under a NOTOC for departing flights.

9.18.4. Loading Restrictions on Flight Deck and for Passenger Aircraft

Before dangerous goods are loaded on an aircraft and after the unloading of dangerous goods from an aircraft, packages, overpacks shall be inspected for evidence of damage or leakage.

Dangerous goods identified as suitable only for transport aboard cargo aircraft ([bearing the "Cargo Aircraft Only" label](#)) shall not be carried on SKYUP MT aircraft.

Dangerous goods [are prohibited from being transported](#) in the aircraft cabin occupied by passengers or on the flight deck of an aircraft, except as permitted by IATA DGR Section 2 and 9.

9.18.5. Damage Packages of Dangerous Goods

Any package or overpack must not be loaded onto an aircraft unless the package or overpack has been inspected immediately prior to loading and found free from visible leaks or damage.

If any damage, leakage is noticed or suspected, such package, overpack **must never be loaded**.

Any loaded package which appears to be damaged or leaking, must be immediately removed from the aircraft and safe disposal shall be arranged.

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Ensure that the remainder of the consignment is undamaged, and no other package, baggage or cargo has been contaminated. Any contaminated cargo, baggage or transport devices shall be immediately unloaded.

The hazardous contamination must be removed from the aircraft without delay.

Call the local airport Authorities to get qualified assistance to remove all dangerous goods contamination from the aircraft.

In case of leakage of dangerous goods or infectious substances are involved, the following emergency procedure must be initiated.

- Evacuation or protection of passengers and personnel.
- Evacuation or protection of aircraft and other property.
- Isolation of the item and area, if possible.
- Notifying the airport emergency services, in accordance with local airport procedures.
- Contaminated shipment must be unloaded.
- Evaluate and take all measures to prevent transportation of any cargo or baggage contaminated by dangerous goods.

Take the following actions when discovering damage to packing and content:

STEP	ACTION
1.	Advise your superior immediately
2.	Isolate the package. Caution: Avoid contact with contents.
3.	Record the names of all personnel involved in case of later medical examination, treatment, etc.
4.	Take the following actions if contents come in contact with body or clothing: • Take off contaminated clothes • Wash body thoroughly with plenty of water. Warning: Do not drink, eat or smoke, and keep hands away from eyes, mouth and nose • Apply for medical assistance

9.18.6. Replacement of Marks and Labels

In case of discovering that any of the marks or labels have become lost, detached or illegible, they must be replaced in accordance with the information provided on the “Shippers Declaration for Dangerous Goods” or other transport document, such as an air waybill, when applicable. The requirement does not apply where the marks and labels are found to be missing or illegible at the time of acceptance.

9.18.7. Loading of Magnetized Materials

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 Packing Instruction 953 (DGR current edition), loading must be in accordance with conditions specified in the authorizing approval.

Note: Masses of ferromagnetic metals such as automobiles, automobile parts, metal fencing, piping and metal construction material, even if not meeting the definition of magnetized materials may affect aircraft compasses, as may packages or items which individually do not meet the definition of magnetized material but cumulatively may have a magnetic field strength of a magnetized material.

Note: On SKYUP MT flights magnetized materials must not be loaded on board the SKYUP MT aircrafts in forward cargo compartment.

9.18.8. Dry Ice (Carbon Dioxide, Solid)

9.18.8.1. Definition and acceptance conditions in passenger baggage

Dry Ice - Carbon dioxide, solid - shipped by itself or used as a refrigerant for other commodities may be carried provided that SKYUP MT has made suitable arrangements dependent on the aircraft type, the aircraft ventilation rates, the method of packing and stowing, whether or not animals will be carried on the same flight and other factors. SKYUP MT must ensure that ground personnel is informed that Dry Ice (Carbon dioxide; solid) is being loaded or is on board the aircraft.

Transportation conditions	Yes/ No
The approval of the operator(s) is required	Yes
Permitted in or as carry-on baggage	Yes
Permitted in or as checked baggage	Yes
The Pilot-in-Command must be informed of the location	No

9.18.8.2. Maximum Amount

Per person:

- Total net quantity per person is maximum 2,5 kg

Note: The limit represents the combined amount of dry ice in hand luggage (carry-on) and checked baggage.

- The package must permit the release of carbon dioxide gas;
- Each piece of checked baggage containing dry ice must be marked by Dry Ice tag.

Example Dry Ice Baggage Tag (9.3.10.3)



Per flight:

Dry Ice must be loaded as per IATA DGR 9.3.10.

Maximum amount of dry ice (total - in passenger cabin and in cargo compartments):

SKYUP MT Aircrafts	Max amount per flight	Notes
Boeing-737	150 kg	Provided that the amount of dry ice in the aircraft does not exceed 150 kg, divided in any manner between the aircraft cargo compartments

9.18.8.3. Loading

- Prior to entering any compartment in which a large amount of dry ice has been loaded, ensure adequate ventilation is provided to that compartment;
- Holds must be protected by insulating material against direct contact with dry ice or its packaging;
- Allow time to permit adequate ventilation before entering the compartment;
- Do not load animals in the same cargo compartment with dry ice or in the lower cargo compartment when a large amount of dry ice is carried in the main deck cargo compartment;
- All air conditioning packs (or equivalent ground cart ventilation) should be operating at all times while persons are on board an aircraft transporting dry ice;
- Avoid storing dry ice on aircraft for extended periods of time unless adequate and continuous ventilation is provided.

Note: For loading incompatibilities Ref. GOM 9.3.

9.18.9. Loading of Expandable Polymeric Beads and Plastics Moulding Compound

A total of more than 100 kg net of expandable polymeric beads (or granules) or plastics moulding compound, referenced by Packing instruction 957 (DGR current edition), may be carried in any inaccessible cargo compartment on any aircraft.

9.18.10. Loading of Live Animals with Dangerous Goods

Live animals should not be loaded in close proximity of Cryogenic Liquids or Dry Ice (Carbon dioxide, Solid). As the vapours emitted by Dry ice (Carbon dioxide, Solid) are heavier than air, they concentrate on the lower level of the hold. Therefore, live animals should be stowed above packages containing Dry ice (Carbon dioxide, Solid).

Note: In certain circumstances Dry ice (Carbon dioxide, Solid) may be packaged with live animals as coolant, e.g. bees. All other requirements for the transport of Dry ice (Carbon dioxide, Solid) must be met.

9.19. DANGEROUS GOODS OCCURRENCES

9.19.1. Definitions

Dangerous Goods Occurrences:	Dangerous goods incidents/accidents. Undeclared or mis-declared Dangerous goods discovered in Cargo or Mail. Prohibited dangerous goods discovered in the checked baggage/carry on or on the person of passenger or Crew member. Dangerous goods discovered as carried with violation of the loading, segregation, separation and securing rules. Dangerous goods discovered as carried without information having been provided to Pilot-in Command (NOTOC).
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 or environmental damage. For this purpose, a serious injury is an injury which is sustained by a person in an accident and which: • requires hospitalization for more than 48 hours, commencing from the time the injury was received; • results in a fracture of any bones (except small fractures of fingers, toes, or nose); • involves lacerations which cause severe hemorrhage, nerve, muscle or tendon damage; • involves injury to any internal organ; • involves second- or third-degree burns, or any burns affecting more than 5% of body surface; • 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 dangerous goods accidents must be followed.
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 or environmental 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 jeopardizes the

	aircraft or its occupants is also deemed to constitute a dangerous goods incident.

9.19.2. Incident/ Accident with Dangerous Goods during SKYUP MT flight Ground Handling

In event of incident or accident with dangerous goods, the work must stop, scene must be frozen and isolated.

9.19.3. Prohibited Dangerous Goods Discovered in Passenger Baggage/Hand Luggage/Personal Properties

If dangerous goods are identified that are not permitted either on the person or in the baggage/hand luggage of passengers or crew members or that are leaking:

- These dangerous goods must be removed from the passenger baggage and disposed of in accordance with local requirements;
- For such case the "Dangerous Goods Occurrence Report" must be completed.

9.19.4. Undeclared/Mis-Declared Dangerous Goods Discovered in Cargo

If undeclared or mis-declared dangerous goods are discovered in cargo during aircraft loading:

- Never load such cargo into aircraft cargo compartment and return it to appropriate cargo store.
- Complete and send a "Dangerous Goods Occurrence Report" (Ref. GOM, Annex A, SEU-GRH-FORM-014).

9.19.5. Dangerous Goods Occurrence Report

In case of an incident or accident, SKYUP MT shall give all information about the DG carried (including the procedures in appropriate manuals and accident contingency plans) to the authority of the State in which the aircraft accident occurred.

Any type of DG incidents and accidents shall be reported to TM-CAD and the appropriate Authority in the State where the accident or incident occurred irrespective of whether the DG are contained in cargo, mail, passengers' baggage or crew baggage or discovered on a passenger. The finding of undeclared DG in cargo, mail or baggage shall also be reported.

The first report is dispatched within 72 hours of the event. It may be sent by any means, including e-mail, telephone or fax. This report should include the details that are known at that time, under the headings identified below. If necessary, a subsequent report is made as soon as possible giving all the details that were not known at the time the first report was sent. If a report has been made verbally, written confirmation is sent as soon as possible.

Reportable incidents, accidents, occurrences may include but are not limited to:

- (a) Dangerous goods accidents and incidents where dangerous goods carried as cargo may be involved;
- (b) Any occasion when undeclared or mis-declared dangerous goods are discovered in cargo or mail;

-
- (c) Dangerous goods are discovered to have been carried when not loaded, segregated, separated and secured in accordance with IATA DGR 9.2 or 9.3;
 - (d) Dangerous goods are discovered to have been carried without information having been provided to the PIC in accordance with IATA DGR 9.5.1.1 Notification to Captain;
 - (e) Spillage, contamination;
 - (f) Any occasion when dangerous goods not permitted under IATA DGR Subsection 2.3 are discovered either in the baggage or on the person of passengers or crew members, shall be reported by filling manual Dangerous Goods Occurrence Report and sent to TM-CAD and appropriate authorities of the State in which the accident or incident occurred, in accordance with the reporting requirements of those appropriate authorities.

One copy shall be sent to occ.mt@skymalta.aero , sms@skymalta.aero to distribute related departments as soon as possible.

Dangerous Goods Occurrence Report standard form (IATA DGR Figure 9.6.A) should be used where the reporting format has not been specified by the appropriate authority (Ref. Annex A, SEU-GRH-FORM-014).

Copies of relevant documents and any photographs taken should be attached to a report.

9.19.6. DG Occurrence Report Storage

Completed Dangerous Goods occurrence report (original) must be:

- Stored in office of SKYUP MT Ground Operations Directorate;
- Sent from operational stations by SKYUP MT COMAIL to be responsible personnel of GSP and transferred for storage to SKYUP MT Ground Operations Directorate.

The storage term – 1 year.

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10. SAFETY MANAGEMENT SYSTEM

10.1. GENERAL

As a component of its Management System, participates in risk assessment the SKYUP MT has implemented and operates an effective Safety Management System (SMS), which covers all activities of the organization, including the Ground Operations Directorate.

All SKYUP MT personnel have a role to play in the successful implementation of the SMS intended to achieve its overall effectiveness. All management and non-management personnel shall understand and implement their defined safety accountability, authorities and responsibilities detailed in department's manuals and/or job descriptions. Additional accountability, authorities and responsibilities regarding SMS are described in Section 1.2 Safety Management System Manual (SMSM) (ref. SEU-SMS-001).

The Safety Management System is documented in the SMSM, which is an integral part of the SKYUP MT management system documentation and contains a description of the following:

- (a) scope of the safety management system (ref. SMSM, 0.3.2.2 Scope);
- (b) safety policy and objectives (ref. SMSM Chapter 1, Safety policy and objectives) which are committed to implementing, developing and improving strategies, management systems and processes to ensure that all aviation activities uphold the highest level of safety performance and performed in accordance with conditions and restrictions of the applicable regulations, and in compliance with applicable regulations and standards.
- (c) safety accountability of the accountable manager (ref. SMSM Section 1.2.1 Accountable manager), who has the authority for ensuring that all activities can be financed and carried out in accordance with the applicable requirements. The accountable manager is responsible for establishing and maintaining an effective management system.
- (d) the safety accountability, authorities and responsibilities of management and non-management personnel throughout the SKYUP MT (ref. SMSM Sections 1.2.2 Nominated persons who are responsible of ensuring that the operator remains in compliance with the applicable requirements. Such person(s) are ultimately responsible to the accountable manager; 1.2.3 Other Operational Managers and 1.2.4 All personnel, who are sufficient for the planned operations, properly trained, capable to perform of their assigned duties and aware of their responsibilities and the relationship of their duties to the operation, including management system related functions).

Lines of safety accountability throughout the Ground Operations Directorate ground and cargo handling operations, including direct accountability for safety on the part of senior management, are defined according to the Ground Operations Directorate organizational chart (ref. GOM, 0.4.3) and is part of the overall organization structure of SKYUP MT (ref. OM-A, 1.1.1 for details.)

- (e) safety responsibilities of key safety personnel (ref. SMSM Chapter 1.3 Appointment of key Safety personnel) assigned to develop, administer and maintain the effective safety management system.
- (f) safety documentation control procedures (ref. SMSM Chapter 1.5 SMS documentation and records) including procedures for production of manuals and any other documentation required and associated amendments, following the capability of distributing operational instructions and other information without delay;
- (g) hazard identification program that is implemented and integrated throughout the SKYUP MT and includes a combination of reactive and proactive methods of hazard and risk management schemes (ref. SMSM Chapter 2 Safety Risk Management) and ensures analysis (in terms of likelihood and severity of occurrence). All SKYUP MT personnel are involved in the identified hazards process. The Director Safety and Risk Assessment Department personnel are authorized to perform risk assessment and control (in terms of mitigation) of risks to an acceptable level. The safety officers are involved in hazard analysis, determining the likelihood and severity of hazards, and developing mitigation actions, also assist with decisions regarding safety risk tolerability. The assessed hazards are documented in the Risk Register.

Levels of management with authority to make decisions regarding safety risk tolerability:

- Accountable Manager;
 - Senior management;
 - Risk Assessment Manager.
- (h) safety action planning (ref. SMSM Chapter 3 Safety Assurance), performed by the Safety Review Committee (SRC) which is a high-level committee that considers matters of strategic safety in support of the Accountable manager's safety accountability and a Safety Action Group may be established as a standing group or as an ad-hoc group to assist or act on behalf of the Safety Review Committee (SRC).
- The Director Ground Operations participates in Safety Review Committee meetings as a permanent member and delegates Ground Operations Directorate personnel to take part in all activities of a related safety action group(s).
- (i) safety performance monitoring, including processes for setting safety performance indicators (SPIs) and, safety performance targets (SPTs) as means to monitor safety performance, the achievement of safety objectives and to validate the effectiveness of safety risk controls (ref. SMSM Section 3.1 Safety performance monitoring and measurement); Ground Operations Directorate participates in the overall process of development of its SPIs and their monitoring.
 - (j) incident investigation and operational safety reporting system that is implemented throughout the organization (ref. SMSM Chapter 5 Safety reporting system and corrective actions and Chapter 6 Safety Investigations), including Ground Operations Directorate, personnel of which are aware how to

- use the SKYUP MT safety reporting system and would participate in all safety investigation upon identification of such need.
- (k) emergency response planning (Ref. to SEU-ERP-001 - Emergency Response Plan (ERP)) that provides the actions to be taken by the operator or specified individuals in an emergency. The ERP reflects the size, nature and complexity of the activities performed by SKYUP MT.
 - (l) management of change (including organizational changes with regard to safety responsibilities) (ref. SMSM Section 3.2 Management of change), to manage safety risks related to a change. The management of change is a documented process to identify external and internal changes that may have an adverse effect on safety. It uses of the SKYUP MT existing hazard identification, risk assessment and mitigation processes.
 - (m) flight data monitoring program description (ref. SMSM Chapter 7 Flight data monitoring program), which is integrated in management system and is non-punitive and contain adequate safeguards to protect the source(s) of the data.
 - (n) safety promotion, including safety training program that ensures personnel are trained to understand SMS responsibilities and competent to perform associated duties and communication that enables effective communication of safety and operational information throughout the management system and in all areas where operations are conducted. (ref. SMSM Chapter 4 Safety Promotion).

For the purposes of safety promotion the Ground Operations Directorate personnel performs self-instruction via the media (newsletters, bulletins, notices, etc.), classroom training, e-learning or similar training provided and communicated by the established channels SMS.

SKYUP MT provides access to SMSM to its personnel at any time. Access is provided using the communication system described in SMSM Section 4.2 Safety communication. To provide understanding and implementation of the mentioned provisions all personnel are to be trained in the SMS and know their roles and responsibilities (Ref. SMSM Section 4.1 SMS training and SEU-SMS-PRO-010 Safety training programme).

10.1.1. Safety Policy

SKYUP MT Safety Policy is stated in the Safety Management System Manual (ref. Ch. 1.1.1).

10.2. MANAGEMENT AND RESPONSIBILITIES

10.2.1. General

SKYUP MT had identified one senior management official as the Accountable Manager (hereinafter – AM) who is acceptable to the TM-CAD and accountable for performance of the management system. AM has the authority to ensure allocation of resources necessary to manage safety risks and security threats to aircraft operations. More detailed information is given in SMSM (ref. SMSM, 1.2.1).

SKYUP MT designates nominated postholders who are accountable for management and supervision, and thus responsible for ensuring in their respective operational areas:

- management of safety risks and security threats to aircraft operations;
- operations are conducted in accordance with the conditions and restrictions of the Air Operator Certificate, and in compliance with the applicable regulations and standards of SKYUP MT.

SKYUP MT senior management includes all the positions of operational managers who are described in OM-A (ref. OM-A, 1.2), CMM (Ref. CMM, 1.5.1), additionally in SMSM (ref. SMSM, 1.2.1-1.2.3), in this manual (ref. GOM, 0.4.4) and/or Job descriptions.

SKYUP MT's management system that defines the safety accountability, authorities and responsibilities of management and non-management personnel, and specifies:

- The levels of management with the authority to make decisions regarding risk tolerability with respect to the safety of aircraft operations;
- Responsibilities for ensuring operations are conducted in accordance with applicable regulations and standards of SKYUP MT;
- Lines of safety accountability throughout SKYUP MT, including direct accountability for safety on the part of senior management.

SKYUP MT:

- (a) identifies the accountable executive who, irrespective of other functions, has ultimate responsibility and accountability, on behalf of the organization, for the implementation and maintenance of the SMS;
- (b) clearly defines lines of safety accountability according to the Organizational chart (ref. OM-A, 1.1.1) throughout the organization, including a direct accountability for safety on the part of senior management;
- (c) identifies the accountabilities of all members of management, irrespective of other functions, as well as of employees, with respect to the safety performance of the SMS;
- (d) documents and communicates safety responsibilities, accountabilities and authorities throughout the organization through applicable personnel job descriptions, terms of reference and operating manuals;
- (e) define the levels of management with authority to make decisions regarding safety risk tolerability.

As a component of their accountability, authorities and responsibilities, all the employee of SKYUP MT participate in safety performance through his/her input to Safety Management System functioning and effectiveness. This will be achieved by the accountability, authorities and responsibilities which are described below (for full information ref. SMSM).

10.2.2. Director Ground Operations

Director Ground Operations as a Nominated post holder is ultimately responsible to the Accountable Manager for the management, supervision and safety of an appropriate operations area and for ensuring that SKYUP MT is compliance with the applicable regulatory requirements and SKYUP MT standards and procedures.

The Director Ground Operations is accountable for the safety of ground and cargo operations, especially during the turnaround between two flights and for compliance with applicable regulatory requirements and SKYUP MT standards and procedures:

- Within his/her competence, ensuring the management of safety risks and security threats to aircraft operations;
- Within his/her competence, ensuring that operations are conducted in accordance with conditions and restrictions of the Air Operator Certificate (AOC) and in compliance with applicable regulatory requirements and SKYUP MT standards and procedures.

Director Ground Operations determines appropriate mitigation or remedial actions and implements them.

Director Ground Operations provided with the authority to make decisions regarding risk tolerability with respect to the safety and/or security of aircraft operations according to SMSM (ref. ch. 2 SMSM).

In addition, Director Ground Operations is responsible for cooperation with Safety Directorate and Ground Operations Directorate in part of developing and actualizing of risks and hazards list, and safety of ground and cargo operations.

10.2.3. GRH and CGO Operational Managers

The GRH and CGO Operational managers are reported to the Director Ground Operations for supporting operational Safety Management. The accountability, authorities and responsibilities of the Operational managers are laid down in this manual (ref. GOM 0.4.4) and related Job descriptions. In addition to those duties and responsibilities they have the following responsibilities regarding the Safety Management Systems:

- Ensuring that operations are conducted in accordance with the conditions and restrictions of the Approvals and conducted in compliance with the applicable regulations and standards;
- Ensuring that safety issues are reported in a timely manner;
- Appointment of safety officers to facilitate Risk assessment of processes for which she/he is responsible;
- Management of safety risks threats to aircraft operations as relevant to his area of responsibility;
- On-time execution of safety improvement actions;

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- Assure safety when contracting;
- Supporting that all department personnel are trained, qualified and competent to discharge their safety-related obligations;
- Ensuring that management of their department is appropriate to facilitate safe operations;
- Making decisions regarding risk tolerability with respect to the safety and/or security of aircraft operations according to Chapter 2 of the SMSM.

10.2.4. All GRH and CGO Personnel

All employees of GRH and CGO shall be aware of their obligations, authorities, and responsibility for Safety Assurance. All personnel are responsible for working safely and maintaining a safe work environment. Personnel are required to conduct themselves in a manner that is consistent with the company safety rules and SKYUP MT safety policies. To fulfill this requirement, each individual:

- Interrupt or discontinue their work if their safety or that of others is at unacceptable risk;
- Perform their tasks in compliance with regulations and SKYUP MT procedures;
- Practice and promote the SKYUP MT safety policy;
- Notify hazards and safety-related events and report any relevant information using Safety Reporting System;
- Take note of the lessons learned from safety information, incidents and accidents, be mindful of the risks, and take all appropriate measures to protect themselves and others from these risks in their daily activity;
- Participate in safety briefings meetings and events;
- Participate, if applicable, in safety analyses;
- Know their role in SKYUP MT's Emergency Response Plan;
- Mandatory participate in the ground incident reporting system, in accordance with the subordination defined in the organizational structure.

10.2.5. Ground Service Providers Personnel

During work with passengers, equipment and SKYUP MT aircraft by appropriate agreements, all GSP's personnel of ground and cargo handling shall work with requirements of this manual and own organizations requirements.

GSP personnel shall identify all safety hazards and report to SKYUP MT. To submit safety report, the GSP responsible personnel should use the link <https://skyup.centrik.net/SMS/Case/ExternalReport.aspx?ReportingSubsystemId=30c79a9d-48a7-488e-b9c8-eb8581b6e1fe> or QR code:



Note 1: Authorization (login, password) not required.

Note 2: Instruction for submit the Safety Report can be found at

<https://skyup.centrik.net/DMS/ViewDocument.aspx?DocumentId=9906c257-a0ba-430f-a871-ba3ef5824810>

10.3. SAFETY RISK MANAGEMENT

10.3.1. General

SKYUP MT ensures that the safety risks, encountered in operation activities are controlled in order to achieve their safety performance targets. This process is known as safety risk management and includes hazard identification, safety risk assessment and the implementation of appropriate remedial measures.

Ground Operations Directorate implemented and operated risk management procedure and includes:

- hazards Identification;
- analysis of identified hazards to determine the corresponding safety risks to aircraft operations;
- safety risks assessment to determine the requirement for risk mitigation action(s);
- when required, development of risk mitigation actions and implementation in Ground Handling and Cargo Operations.

More details on risk management process are given in SMSM (ref. SMSM, ch.2).

The safety risk management component systematically identifies hazards that exist within the context of the delivery of products or services.

All SKYUP MT personnel are involved in the identified hazards process. The Director Safety and Risk Assessment Department personnel are authorized to perform risk assessment and control (in terms of mitigation) of risks to an acceptable level. The safety officers are involved in hazard analysis, determining the likelihood and severity of hazards, and developing mitigation actions, also assist with decisions regarding safety risk tolerability. The assessed hazards are documented in the Risk Register.

The Risk Register is confirmed by appropriate senior managers at the SAG and then approved at the SRC by the Accountable Manager and other SRC members.

The decision regarding risk tolerability to be made is authorized by the Director of Safety, the appropriate senior managers at the Safety Action Group (hereinafter SAG) meeting, or, if necessary, the Accountable Manager and Safety Review Committee (hereinafter – SRC) members at the SRC meeting. The Risk Register is confirmed by appropriate senior managers at the SAG and then approved by the Accountable Manager and other SRC members at the SRC.

10.3.2. Hazard Identification

SKYUP has developed and maintain a process for safety data analysis that identify existing hazards and predicts future hazards to aircraft operations. Hazard identification is an element of the Safety Risk Management component of the SMS framework.

In purpose of safety risk management SKYUP MT developed and maintain a process to identify hazards that may contribute to aviation safety-related occurrences.

Main aim of hazard identification process consists in:

- Application reactive and proactive schemes for hazard identification by formal means of collecting, recording, analyzing, acting on and generating feedback about hazards and the associated risks that affect the safety of SKYUP MT operational activities
- Reporting system, including confidential reporting schemes, including effective feedback process.

The SKYUP MT has a hazard identification program that is implemented and integrated throughout the organization and includes a combination of reactive and proactive methods of hazard identification.

The hazard identification program consists of few processes:

- (a) Identify hazards;
- (b) Assess risk;
- (c) Control hazards;
- (d) Assess the effectiveness of hazard identification program;
- (e) Train SKYUP MT personnel;
- (f) Communicate program.

10.3.2.1. Hazard Identification Methodologies

The structured process of identifying hazards to aircraft operations. Hazard identification comprises three methodologies:

- (1) Reactive approach – this involves analysis of past outcomes or events. Hazards are identified through investigation of safety occurrences. Incidents and accidents are clear indicators of system deficiencies and therefore can be used to determine the hazards that either contributed to the event or are latent.
- (2) Proactive approach – this methodology involves analysis of existing or real-time situations, which is the main aim of the safety assurance function with its audits, evaluations, employee reporting, and associated analysis and assessment processes. This approach involves actively seeking hazard in the existing processes.
- (3) Predictive approach – this approach involves data gathering with the aim of identifying possible negative outcomes or events in the future, analysis of system processes and the environment. This technique allows to identify future potential hazards and initiate mitigating actions.

More details on Hazard identification process are given in SMSM (ref. SMSM, Ch. 2 Safety Risk Management, Section 2.1. Hazard Identification).

10.3.3. Safety Risk Assessment and Mitigation

Safety risk assessment involves an analysis of identified hazards and includes two components:

- the severity of a safety outcome;
- the probability that it will occur.

The safety risks assessment conducts in terms of probability and severity to define the level of safety risk (safety risk index). Once risk has been assessed, SKYUP MT makes decision to determine the need to implement risk mitigation measures. Decisions are taken by the appropriate levels of management in the Ground Operations Directorate on the defined risk tolerability levels according to provisions which are described in SMSM. The completed hazard identification and safety risk assessment and mitigation process is documented and approved as appropriate.

Documentation is performed according to the risk management procedures (ref. SMSM Ch. 2 Safety Risk Management, Section 2.2) and includes, but not limited, to the following records:

- Risk register, which provides means to record and define number and type of analyzed hazards and corresponding risks, including safety data used for the identification of hazards and mitigation (control) action;
- Periodical hazards reports for recording of implemented mitigation (control) actions and decision taken;
- Minutes of periodical SRC meetings for management review of effectiveness of implemented mitigation (control) actions
- SPIs and SPTs for continuous monitoring of Effectiveness of risk mitigation (control) actions.

Continuous compilation and formal management of this hazard related knowledge becomes the database of safety information management of SKYUP MT.

Following collection and identification, hazard information is assessed in terms of consequences, and priorities and responsibilities regarding mitigation responses and strategies. All this information, including hazards, consequences, priorities, responsibilities and strategies collected into the "safety database" of the organization.

Centrik and SharePoint are used in SKYUP MT as a main tool for storage and communication of safety data. For more information about Documentation of Hazards and Safety Risks (ref. SMSM, 2.2.8).

Director Ground Operations participates in Risk assessment and mitigation processes related to the Ground Operations Directorate operations by providing all necessary information regarding risk under assessment and will support development and implementation of necessary mitigation actions. The Ground Operations Directorate additionally appoints safety officer(s) to participate in SMS processes and facilitate effective risk management (for details see SMSM Chapter 1, Section 1.3.4. Safety Officer).

More details on risk assessment and mitigation process is given on SMSM (ref. SMSM Chapter 2 Safety Risk Management, Section 2.2. Safety Risk Assessment and Mitigation).

10.3.3.1. Risk Management in Ground and Cargo Operations

The Ground Operations Directorate implemented and operated risk management procedure that include:

- Identification of safety hazards;

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- Analysis of identified hazards to determine the corresponding safety risks to aircraft operations;
- Safety risks assessment to determine the requirement for risk mitigation action(s);
- When required, development of risk mitigation actions and implementation in Ground Operations Directorate.

More details on the risk management process are given in SMSM (ref. SMSM Chapter 2 Safety Risk Management).

As the result of risk management process, significant safety risk management issues could be identified. In this case, such issues that have the potential to affect the safety of operations are subject to periodical management review within the scope of Safety Review Committee meetings. Such meetings are held quarterly under the Accountable Manager control.

Director Ground Operations participates in Safety Review Committee meetings as a permanent member.

More details on Safety Review Committee and management review of risk management issues is given on SMSM Chapter 1, Section 1.3.5. Safety Review Committee (SRC).

10.4. SAFETY ASSURANCES

10.4.1. Safety Performance Monitoring and Measurement

Ground and Cargo Operations measures its safety performance, covering all the appropriate areas, including qualitative and quantitative means linked to the overall SKYUP MT safety objectives and to measure the effectiveness of safety risk controls.

These will be achieved through the monitoring and control of safety performance indicators (SPIs) and the setting of safety performance targets (SPTs) under the responsibility of Director Ground Operations and coordination with the Director Safety, who ensures the setting of overall SKYUP MT's SPIs/SPTs.

Ground and Cargo Operations is using the common procedure of setting SPIs and SPTs, according to the SMSM Chapter 3 Section 3.1.1 Safety performance indicators and safety performance targets.

SKYUP MT has developed and implemented means to verify the effectiveness of the organization's Safety and to validate the effectiveness of risk control measures. These measures are appropriate in terms of the scope, nature and complexity of the organization.

Safety performance monitoring and measurement is the process by which the safety performance is verified in comparison to the SKYUP MT safety policy and objectives.

This process includes:

- (a) safety reporting, addressing also the status of compliance with the applicable requirements;
- (b) safety trainings, which covers a wide range of problematic issues related to flight safety;

- (c) safety reviews including trends reviews, which would be conducted during introduction and deployment of new technologies, change or implementation of procedures, or in situations of structural change in operations;
- (d) audits focussing on the integrity of the SKYUP MT management system, and periodically assessing the status of safety risk controls; and
- (e) safety surveys, examining particular elements or procedures of a specific operation, such as problem areas or bottlenecks in daily operations, perceptions and opinions of operational personnel and areas of dissent or confusion.

Information on Safety and compliance monitoring processes is used as input to the risk management process. Risk management measures are evaluated, and actions taken to ensure their effectiveness. The reasons for the ineffectiveness of risk control measures are being analysed.

10.4.2. Management of Change

SKYUP developed and maintains processes to identify changes within the organization which may affect established processes and services and to identify and manage the safety risks that may arise from those changes.

Change can introduce new hazards, impact the appropriateness of existing safety risk mitigation strategies and/or impact the effectiveness of existing safety risk mitigation means.

Changes may be external to SKYUP MT or internal.

For more information ref. SMSM, 3.2.

10.4.3. Continuous Improvement of SMS

SKYUP MT has been continuously improving their level of flight safety. The following methods are used for continuous improvement:

- (a) proactive and reactive evaluations of facilities, equipment, documentation and procedures, namely:
 - (1) conducting of internal safety audits;
 - (2) conducting of external safety audits;
 - (3) strict document control;
 - (4) continual monitoring of control facilities and safety measures to reduce the risk;
 - (5) monitoring and assessment of SMS processes in order to maintain or continually improve the overall effectiveness of the SMS. Results of monitoring and assessment are the subject for consideration of SRC meetings annually;
 - (6) communication and SMS training of external service providers.
- (b) proactive evaluation of individuals' performance to verify the fulfilment of their safety responsibilities; and
- (c) reactive evaluations in order to verify the effectiveness of the system for control and mitigation of risk.

10.5. SMS TRAINING

SKYUP MT's SMS (safety) training is an element of the safety promotion component of the SMS framework.

The SMS training in SKYUP MT is performed by the Safety Training Programme (SEU-SMS-PRO-010).

The purpose of the programme is:

- (1) To ensure that all personnel are properly trained to understand SMS responsibilities and competent to perform associated duties;
- (2) Understanding of the concept of risks by all SKYUP MT personnel and their training for the proper implementation of the flight safety management measures in scales SKYUP MT.

The programme consists of initial and recurrent training of the personnel.

The scope of training is appropriate to each individual's involvement in the SMS.

Detailed description themes for training are in the Safety Training Programme (SEU-SMS-PRO-010).

More details about SMS training with training syllabuses are presented in the Safety Training Programme (ref. SEU-SMS-PRO-010).

10.6. SAFETY COMMUNICATION

SKYUP MT has a communication and information exchange system that enables effective communication of safety and operational information throughout the ground and cargo operations management system and in all areas where ground handling and cargo operations are conducted.

Such system ensures:

- (a) personnel maintain an awareness of the SMS;
- (b) safety-critical information is conveyed;
- (c) external ground service providers are provided with information relevant to operations conducted.

They provide information to personnel (relative to their position) about the SMS, give important information from the Safety point of view, explain the reasons for taking specific measures to increase the level of Safety and implementation/ change of the procedures related to Safety.

This process clearly defines what is important in the scope of Safety should be disseminated and how it is disseminated to all relevant organization personnel, including contracting organizations. The exchange of Safety information is consistent with the volume, nature and complexity of SKYUP MT.

The Ground Operations Directorate is using all communication channels related to the management system in SKYUP MT:

- <https://skyup.centrik.net/> for documentation communication and storage;
- Microsoft 365 tools for all other types of communication and operational processing.

More details on the communication system are given in SKYUP MT SMSM, it.4.2 Safety communication.

10.6.1. Communication within SKYUP MT

SKYUP MT system for communicating with personnel on safety issues include:

- (a) The SRC meetings are conducted on a regular basis, not less than 4 times a year. The results are distributed by Minutes of SRC (SEU-SMS-FORM-002);
- (b) Groups:
 - The SAGs are convened as needed; the results are distributed by Minutes of SAG (SEU-SMS-FORM-003);
 - The FDM workgroup, results are documented monthly, and unscheduled as needed, by Minutes of FDM workgroup (SEU-SMS-FORM-004);
- (c) General Safety information distribution – performed via corporate e-mail and/or by Centrik and conducted in order to provide the personnel with the information about the overall safety situation in the company, aviation occurrences, identified hazards. For the types of documents which include safety information ref. SMSM 4.2.1 (c).
- (d) Safety surveys

The safety survey is a part of the safety performance monitoring and measurement process in SKYUP MT.

The safety survey is intended to help assess organizational values, operations interactions and formal safety indicators in the SKYUP MT.

Safety surveys can be conducted both for all SKYUP MT's personnel and selectively for specific groups, employees. The list of questions for the survey is prepared by the Safety Directorate, other departments may suggest questions.

Based on the survey results, the Safety Directorate conducts an analyze and prepares the Safety survey report (SEU-SMS-FORM-012), which is then distributed to the appropriate departments or personnel. Depending on the analyses results, appropriate actions may be conducted to improve safety level.

All safety survey results are stored on the SKYUP MT SharePoint, all reports (SEU- SMS-FORM-012) are stored and distributed by the SKYUP MT Centrik.

- (e) Information layout on the SKYUP MT Centrik – in order to provide the personnel with documents and information about Safety.

Safety related information is uploaded periodically be the Safety Directorate. Topics are defined by Safety Directorate and usually emerge from Safety Program.

- (f) Safety Reporting

SKYUP MT has an internal safety reporting system which include mandatory reporting and voluntary reporting, including confidential reporting, whereby personnel inform the Safety Directorate of occurrences (incidents) and safety hazards. All such reports are analyzed in a prompt and through manner. More information, ref. ch.5 SMSM.

- (g) Direct Notifications

From time to time, it becomes necessary to inform operational personnel of critical operational information. Depending upon the importance of the information, any or all of the following procedures may be utilized to forward the information:

- direct personal contact;
- e-mail message;
- written communication.

10.6.2. Safety Communication with External Organizations

SKYUP MT defines the communicated authorities and responsibilities within the management system throughout the organization. SKYUP MT continuously interacts with TM-CAD, the aviation authorities of countries to which scheduled commercial flights perform, with certification bodies, contractors' organizations, etc.

External service providers are provided with information relevant to operations conducted to exchange hazards and occurrences, and other information related to safety.

SKYUP receives the following information from the EASA:

- Safety Information bulletins;
- Notification about changes in regulations and new regulations, etc.

SKYUP receives the following information from TM-CAD:

- Advisory Notices, Safety Newsletters, Working instructions, guidance materializes, etc.;
- Commission Implementing Regulation.

Communication with external service providers is limited to information that is pertinent and relevant to the provider's services delivered to SKYUP MT.

SKYUP MT defines the extent and content of such communication and the delivery method(s) to be used. SKYUP MT uses the following communication tools:

(1) Direct communications:

- meetings;
- direct personal contact;
- e-mail message;
- written communication, etc.

(2) Through the reporting system to external service providers (in case an external service providers gives access), and by providing access for organizations to our reporting system.

Additionally, communication with external entities is described in SMSM (ref. ch. 0.1.3 SMSM).

10.6.2.1. Safety Communication with External Ground Service Providers

SKYUP MT establishes and maintains the processes that facilitate effective Safety communication with external service providers, includes Ground Service Providers.

The coordination and monitoring process of performing functions with external GSP in SKYUP MT is conducted through compliance monitoring, audits, and a Voluntary Reporting system that ensures the management of safety.

The purpose of SKYUP MT is to exchange safety information for the proper implementation of flight safety management measures.

- (a) If there is any serious incident, accident or emergency, the GSP shall immediately notify the SKYUP MT by e-mail occ.mt@skymalta.aero , sms@skymalta.aero and ops@skyup.aero .
- (b) If there is any identified condition of an aircraft or component that might endanger safety (safety occurrence), including, but not limited to, occurrences listed in the REGULATION (EU) 2015/1018 (in particular ANNEX IV), as well as bird strike events discovered by the GSP's personnel, except for serious incidents, accidents, or emergencies, the GSP will notify the SKYUP MT by email sms@skymalta.aero and ops@skyup.aero as soon as possible, but not later than within 24 hours.

Note: "Safety occurrence" means any safety-related event which endangers or which, if not corrected or addressed, could endanger an aircraft, its occupants or any other person and includes in particular an accident or serious

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incident. Additionally, the GSP shall notify the SKYUP MT by email sms@skymalta.aero of any major changes in the Handling Company.

- (c) The GSP shall engage all involved personnel to use the Centrik safety reporting system of SKYUP MT to report the SKYUP MT about any identified hazards. The access to SKYUP MT's Centrik safety reporting system are described in this manual (ref. GOM 10.2.5).
- (d) SKYUP MT and GSP should exchange any identified hazards and risk assessments.
- (e) If safety risks are identified by SKYUP MT during the safety risk assessment process that needs to be mitigated, the GSP must take appropriate action and provide proper evidence to SKYUP MT within the agreed terms.
- (f) SKYUP MT has a right to send a request in written notice and the Handling Company shall provide related information to SKYUP MT to identify potential hazard in a timely manner.

The SKYUP MT's contact point regarding safety email: sms@skymalta.aero

10.7. SAFETY REPORTING SYSTEM

As a key aspect of SMS hazard identification and risk management SKYUP considers its reporting system as a main tool for operational reporting. Occurrence reporting system is implemented in Ground and Cargo Operations and is used for operational reporting.

Reporting system is established based on the principles described in Safety policy to encourage and facilitate personnel to submit reports that identify safety hazards, expose safety deficiencies and raise safety concerns of SKYUP and provides facilities for Ground and Cargo operational personnel to:

- submit reports that identify safety hazards, expose safety deficiencies and raise safety concerns;
- ensure mandatory reporting in accordance with applicable regulations;
- report of events that result in aircraft ground damage.

System Includes analysis and ground handling operations management action to address operational deficiencies, hazards, incidents and concerns identified through the reporting system.

(a) The SKYUP MT safety reporting system allows to submit two types of the reports:

- (1) system of mandatory reporting;
- (2) system of voluntary reporting, including confidential reporting.

The SKYUP MT safety reporting system caters for both mandatory and voluntary reporting:

- The mandatory reporting system covers occurrences listed in Implementing Regulation (EU) 2015/1018 and also the reporting of additional items qualifying for mandatory reporting that are defined in the EASA Implementing Rules.
- The voluntary reporting system facilitates the collection of occurrences not captured by the mandatory system but that represent an actual or potential hazard to aviation safety.

The SKYUP MT safety reporting system consists of:

- Internal reporting system, within the SKYUP MT;
- Reporting system for contractors;
- External reporting system to report TM-CAD and other external organisations, if required.

The Safety Directorate personnel, with the help safety officers and other staff, if necessary, checks all safety reports to reclassify in case reporters chose the incorrect category - mandatory or voluntary.

More information about Safety Reporting System is given in SMSM (ref. SMSM Chapter 5 Safety Reporting System and Corrective Actions).

Note 1: More information about Mandatory Reporting System can be found in SMSM (ref. SMSM 5.2).

Note 2: More information about Voluntary Reporting System can be found in SMSM (ref. SMSM 5.3).

Note 3: More information about Confidential Reporting System can be found in SMSM (ref. SMSM 5.3.1).

Note 4: More information about Contractors Reporting System (for GSP) can be found in GOM (ref. GOM 10.2.5, SMSM (ref. SMSM 5.4).

10.7.1. Safety Reporting Methods

The SKYUP MT uses the following primary method to submit safety reports which is accessible to all our personnel:

- the Centrik (Safety module).

If for any reason it is not possible to use the Centrik, the following additional reporting methods can be used:

- fill out the Safety report form (SEU-SMS-FORM-001)* submit it by email to sms@skymalta.aero or hand it over to the Safety Directorate.
- by any means of communication to the Safety Directorate, including by email to sms@skymalta.aero **;
- directly to the Director Safety by email to o.zabolotnyi@skymalta.aero **.

Note:

* The form is available at the Centrik: Documents module, tab MT SMS.

** Indicate «Safety report» in the email subject or within the email.

If for any reason it is not possible to use the above methods, can be directly reported to the Director Safety by phone +356 79690482.

All safety reports are processed according to SMSM (ref. SMSM, 5.3.2).

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11. TRAINING AND QUALIFICATION

11.1. TRAINING PROGRAMS

11.1.1. General

All SKYUP MT Ground and Cargo Operations personnel and personnel of Ground Service Providers performing ground handling services activities on behalf of SKYUP MT, must have the basic knowledge, skills, training, experience appropriate to the respective position and sufficient knowledge of English to understand the content of this manual and the requirements to perform their duties.

In order to ensure flight safety through an acceptable level of standardization and proficiency all personnel involved in ground and cargo handling operations must be trained and licensed according to the following scheme. Prior to being assigned to perform operational duties, initial training must be completed.

Training	Pass Mark (%)	Refresher Time (Months)	Personnel								
			Weight and Balance, Load Control	Turn round coordinator	Ramp Supervisor or Ramp Agent	Passenger Handling Agent	Equipment Operators	Security Agents	Fueling Operator	Airport Manager/ Station Manager	De/Anti-icing Operator
Basic Manual Load Control	80	36	Yes	Yes	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Airside Safety	80	36	Yes	Yes	Yes	n/a	Yes	Yes	Yes	Yes	Yes
Ramp Handling	80	36	Yes	Yes	Yes	n/a	n/a	n/a	n/a	n/a	n/a
Passenger and Baggage Handling		If required	n/a	n/a	n/a	Yes	n/a	n/a	n/a	Yes	n/a
Dangerous Goods Regulations	80	24	Yes	Yes	Yes	Yes	Yes	Yes	n/a	Yes	n/a
Aviation Security		36	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Equipment Operation		If required	n/a	n/a	n/a	n/a	Yes	n/a	n/a	n/a	n/a
Fueling		If required	n/a	n/a	n/a	n/a	n/a	n/a	Yes	n/a	n/a
De/Anti Icing	75	12	n/a	n/a	n/a	n/a	Yes	n/a	n/a	Yes	Yes

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Training	Pass Mark (%)	Refresher Time (Months)	Personnel								
			Weight and Balance, Load Control	Turn round coordinator	Ramp Supervisor/Ramp Agent	Passenger Handling Agent	Equipment Operators	Security Agents	Fueling Operator	Airport Manager/Station Manager	De/Anti-icing Operator
Ground Administration and Control		If required	n/a	n/a	n/a	n/a	n/a	n/a	n/a	Yes	n/a

SKYUP MT/ Ground Service Provider training programs shall include initial and recurrent training to ensure that employees engaged in ground and cargo handling operations establish and retain their effectiveness in carrying out associated duties. Such training programs shall cover:

- (1) Initial training covering job-specific subjects (Ref. GOM 11.4.1."Job-specific Training" below), DGR, safety, familiarization training on applicable regulations and training with SKYUP MT procedures - to be completed by all Ground Service Provider staff as relevant to their job function, prior to being assigned to perform any operational duties on SKYUP MT flights.
- (2) Recurrent training - training programs for initial and recurrent training must cover the same subjects but recurrent one must also contain changes of procedures, regulations and rules that occurred during the period from last training.
- (3) Re-qualification training applicable to personnel that become unqualified for any reason, prior to being reassigned to perform operational duties.

Where an employee is absent for a long period of time, regardless of the reason of his/her absence, the following minimum conditions shall be met (except Dangerous Goods training – valid for 24 months and subject of standard recurrent training):

Up to 3 months	Brief the employee on any possible procedural, organizational, or equipment/infrastructure updates/changes that might had occurred during his/her absence.
Between 3 and 6 months	Carry out a full knowledge assessment (theory exam) of all the tasks the employee holds and initial training record for and if passed 80% or higher then conduct a practical assessment of all tasks to ensure operational competency is at required standard. This protects the employee and the organization by identifying any knowledge or performance shortfalls. The event should be documented and filled accordingly.
Between 6 and 12 months	Recurrent training program(s) to be delivered.
More than 12 months	Initial training program(s)

11.1.2. Training Programs Contents

Training program shall be developed individually for each category of personnel involved in ground and cargo handling operations and must ensure necessary knowledge to perform duties, execute procedures and operate equipment associated with specific ground handling and cargo functions and responsibilities:

(a) Training program must include:

- (1) familiarization training on applicable regulations;
- (2) in depth training on requirements, policies, procedures and operating practices;
- (3) safety training on associated operational hazards;
- (4) training in human factors principles;
- (5) aviation security training;
- (6) SKYUP MT specific procedures.

Note: For more information, Ref. GOM 11.4.

11.1.3. Review and Update of Training Programs

(a) The training programs must be periodically reviewed and updated annually by responsible person to remain operationally relevant and current and to ensure:

- (1) they continues to meet current and specified internal and regulatory requirements;
- (2) all training material is up-to-date and meets market needs, SKYUP MT specific needs, passenger, ground service provider (GSP), and regulatory requirements, as applicable.
- (3) reviews shall update the training content to reflect current industry standards, regulations, resolutions, custom airline requirements, and recommended practices.
- (4) the outcome of the review may result in no change to the training program or changes made are updated.

(b) Documentation used in preparation of training programs for ground handling personnel (as SKYUP MT, as a GSP's personnel), shall as a minimum include:

- (1) SKYUP MT Ground Operations Manual; SKYUP MT Cargo Operations Manual, SKYUP MT De/Anti-icing Manual;
- (2) IATA Airport Handling Manual (AHM);
- (3) IATA Dangerous Goods Regulations Manual;
- (4) IATA Live Animals Regulations Manual;
- (5) any other local or national handling rules and regulations (to avoid legal violations, the most restrictive procedure shall be adhered to);
- (6) National Civil Aviation Security Program;
- (7) Local emergency response plan.

11.1.3.1. Training Programs Review for Internal Training

The Leading Specialist of Documentation and other personnel who took part in the process for documentary support of ground and cargo handling processes in coordination with all personal of Ground Operations Directorate is in control of tracking/ evaluating/ making comments on new regulation(s) and/or revision(s) published by respective authorities and news updates from the regulatory (see above).

The contents of the training to be completed by ground handling/operational personnel is reviewed and updated so as to remain relevant at least once a year or if there is any update that concerns ground handling by the Leading Specialist of Documentation and/or the Heads of Ground Operations Directorate Departments and/or operational managers.

In case of a new regulation or any change(s):

- (1) the responsible person who reviews the document(s) brings together all the elements related to new regulations (requirements and/or recommendations) with safety and security procedures that are integrated into the training for awareness;
- (2) document(s) are reviewed in compliance with the regulation changes and implement to operational areas;
- (3) training programs are reviewed and revised, if available;
- (4) training plans for personnel are revised accordingly.

Note: The training program update list must indicate revisions and nature of the update.

In the case of changes to the training programs and/or documents, the personnel of the Ground Operations Directorate shall be familiarized with these changes through recurrent training. Based on the results of the training, the designated Head of the training shall fill in a form Report of Training Completion and Examination Pass (ref. SEU-GRH-PRO-001, Appendix 3) with a list of documents with which the personnel were familiarized and with training programs of the training areas for which recurrent training was conducted.

The Heads of Departments are responsible for conducting personnel training.

11.1.3.2. Training Programs Review for GSP's Personnel Training

SKYUP MT contracted Ground Service providers (GSP) shall have corporate standards to ensure the training program, including the program standards and the content of training courses, is periodically reviewed and updated to remain operationally relevant and in accordance with requirements of the GSP, relevant authorities and/or SKYUP MT.

Training programs shall comply with applicable ICAO, IATA AHM and IATA DGR requirements (ref. GOM 11.1.2). Any additional training modules, topics within the scope of ground and cargo operations that are not covered in ICAO, IATA AHM and IATA DGR should be added according to the national and airport regulatory requirements, SKYUP MT scope of operations and specifics.

11.1.3.2.1. GSP's Responsibility

The responsible GSP personnel must periodically review and updated the training programs to be remain relevant and current. The content of GSP ground handling and cargo training program, training syllabus and course material shall be reviewed and updated each year and whenever is necessary to remain relevant and current and to be in compliance with their own and the regulators' qualification and performance standards.

11.1.3.2.2. SKYUP MT's Responsibility

Leading Specialist of Documentation and/or Heads of Departments and/or operational managers annually review IATA AHM, IGOM, ICHM, DGR, LAR and other IATA publications related to ground and cargo handling activities, if applicable, record of revisions:

- (a) If no changes in training requirements no actions taken;
- (b) In the case of changes in training program prepares a GHB with a list of amendments to be made to the training program;
- (c) distributes it to the Centrik for GSP's personnel familiarization.

Note: Decisions on topics and issues to be reviewed in the training programs are made following discussions at the GRH monthly meetings and recorded in the meeting minutes (ref. GOM, Annex A, SEU-GRH-FORM-058). Records are stored on SharePoint.

Important: GSP shall confirm the update of the Training program via e-mail communication with SKYUP MT Area managers outbase@skyup.aero.

11.1.4. Applicability

Regardless, whether the ground and cargo handling operation are conducted by external ground service providers or own personnel, any operational position must be occupied by personnel with appropriate knowledge, experience, adequate skill and either initial and recurrent training or recurrent assessment in the following areas of operation:

- (a) Weight and Balance, Load Control;
- (b) Passenger Handling;
- (c) Baggage handling;
- (d) Lost and Found;
- (e) Aircraft Handling and Loading;
- (f) Passenger Boarding Bridge (where applicable);
- (g) Aircraft Ground Movement;
- (h) Cargo and Mail Handling;
- (i) Fueling Operations;
- (j) De/Anti-Icing Operations:

- only trained and qualified personnel shall perform aircraft ground deicing/anti-icing procedures;
- a deicing training program shall be maintained and executed by the organization that performs the deicing;
- the training program shall address all elements of the training material, levels of qualifications, verification of success, functions, duties, responsibilities, quality control, and regular overview of instructing;
- the training program shall refer to current industry standards and regulations. All training records shall be kept as per the regulatory and/or company's recordkeeping policy;
- the training program shall be reviewed at least annually to ensure that it covers all current aspects of deicing/anti-icing operations.

11.2. SKYUP MT GROUND AND CARGO HANDLING PERSONNEL TRAINING

The Ground Operations Directorate personnel is trained by external training providers and conducted by qualified instructors in accordance with the approved training programs (ref. SKYUP MT SEU-GRH-PRO-001 Personnel Professional Training Procedure).

The validity of personnel training is checked by Heads of Departments, the responsible person of the Ground Operations Directorate using the Training module in the Centrik <https://skyup.centrik.net>.

Both initial and recurrent training shall include a qualification process through written, oral and/or practical evaluation (testing), or their combination. Testing requires demonstration of adequate knowledge, competency and proficiency to perform duties, execute procedures and operate equipment. For all training SKYUP MT accepts the passing mark set by an industry recognized and certified provider.

All failed training shall be retaken in the shortest time possible. Personnel who have not completed the mandatory training must not be allowed to operate SKYUP MT flights until they have successfully completed the training.

11.3. GROUND SERVICE PROVIDERS PERSONNEL TRAINING

The Ground Service Providers such as handling companies, supervising companies, fueling companies, de-/anti-icing companies must employ only qualified personnel, which have received sufficient training, including changes in update training, allowing them to carry out all activities safely and competently, according to regulations, and in compliance with all SKYUP MT requirements, to apply learnt procedures and requirements effectively throughout their employment. Ground Service Provider shall ensure that all personnel handling SKYUP MT aircraft are having the training requirements as shown in the training scope.

On completion of the training the knowledge should be tested as shown below:

- (a) Knowledge verification will be required, in the form of a written, oral or practical test, or their combination throughout the training programs. Testing requires demonstration of adequate knowledge, competency and proficiency to perform duties, execute procedures and operate equipment.;
- (b) Practical competency can be determined through an instructor evaluation. After successful completion of classroom training, personnel (initial employment) shall be subject to a period of practical training in the relevant field under supervision of a qualified person;
- (c) Upon completion of the above, and subject to final assessment, personnel will be considered as qualified to fulfill their assigned duties;
- (d) Personnel shall be continuously update and re-assessed at regular intervals. Such refresher/recurrent training shall take place as shown in 11.1.1 the training requirement matrix.

The Ground Service Providers are responsible for the organization of the training modules. Training Syllabi shall contain elements listed below (Ref. GOM 11.4.1.) and are subject to audit by SKYUP MT.

The GSP properly maintains up-to-date training records of each of its competent employee and have them available for inspection.

SKYUP MT will have the right to audit, evaluate and asses the standard and quality of the handling agents training material and the trainer to ensure the utilization of approved and updated SKYUP MT standard and procedures in training.

The following data relating to the specific training must be available at all times, latest within 48 hours, if requested by SKYUP MT:

- (a) Syllabus (Course number, data, content);
- (b) Training records per employee (details);
- (c) List of employees (overview);
- (d) Training module lesson plans;
- (e) Training certificates.

11.4. TRAINING REQUIREMENTS

11.4.1. Job-specific Training

The personnel shall complete the following training relevant to their functions:

(1) Weight and Balance, Load Control

- (a) aviation basics,
- (b) aircraft weight & balance principles;
- (c) introduction to weight and balance,
- (d) moments and balance,
- (e) aircraft stability,
- (f) aircraft performance limitations,
- (g) aircraft structural limitations,
- (h) load planning,
- (i) issuing loading instructions,
- (j) calculation of payload and loadsheet preparation,
- (k) basics of meteorology,
- (l) irregularity, incident, accident reporting procedures,
- (m) dangerous goods regulations,
- (n) manual handling of load,
- (o) principles of aircraft loading,
- (p) handling of loads requiring special attention,
- (q) loading incompatibilities,
- (r) consequences of load damage and spillage,
- (s) notification to commander of load being carried,
- (t) handling of loads requiring special attention,
- (u) documentation and messaging.

(2) Passenger and Baggage Handling

- (a) safety elements,
- (b) aviation basics,
- (c) arrivals/ departures,
- (d) irregularity, incident, accident reporting procedures,
- (e) dangerous goods regulations, considerations and procedures,
- (f) principles of the check-in, boarding and the passenger flow,
- (g) the use of local DCS, or local/carrier's procedures for manual check-in,
- (h) baggage check-in policies and procedures, local procedures for determining baggage weight,

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- (i) awareness of effects excessive and oversized hand baggage may have on safety or the quality of the service,
- (j) basics on check-in conditions for special categories of passengers, e.g., infants, passengers with disabilities etc., AVIH and PETC,
- (k) transfer of load information (passengers/baggage),
- (l) transfer, transit and connection policies and procedures,
- (m) communication procedures (customer airlines, load control, authorities, others),
- (n) baggage handling procedures (identification, sorting, loading),
- (o) manual baggage handling procedures,
- (p) post-flight requirements,
- (q) boarding bridge operations and aircraft cabin access doors, if applicable
- (r) data protection and security.

(3) Lost and Found

- (a) safety elements,
- (b) aviation basic,
- (c) irregularity, incident, accident reporting procedures,
- (d) dangerous goods regulations, considerations and procedures,
- (e) principles of Lost and Found,
- (f) the use of the WorldTracer system or manual procedure.

(4) Aircraft Handling and Loading

- (a) airside safety supervision and safety elements including FOD prevention,
- (b) airside driver training consistent to AHM611, (if applicable),
- (c) aviation basic,
- (d) irregularity, incident, accident reporting procedures,
- (e) dangerous goods regulations, considerations, and procedures,
- (f) aircraft cargo access doors,
- (g) aircraft cabin access doors,
- (h) aircraft arrival
- (i) aircraft departure
- (j) ramp baggage handling,
- (k) aircraft loading supervision,
- (l) manual handling of load,
- (m) safety during aircraft fueling,
- (n) principles of aircraft loading,
- (o) handling of loads requiring special attention,

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- (p) loading incompatibilities,
- (q) consequences of load damage and spillage,
- (r) positioning and operation of loading and servicing equipment,
- (s) passenger boarding bridge operations (if applicable),
- (t) notification to commander of load being carried,
- (u) passenger embarkation/disembarkation procedures,
- (v) standards of aircraft cleaning, lavatory and potable water servicing,
- (w) aircraft movement operations.

(5) Aircraft Ground Movement

(a) Aircraft ground movement operations:

- scope of operations,
- principles, responsibilities,
- practices, procedures,
- hazards, risk assessment,
- safety precautions.

(b) Operation of equipment:

- nose gear towbar tractor(s),
- nose gear towbar less tractor(s),
- main gear tractor(s), if applicable,
- towbars.

(c) Equipment-aircraft connect and disconnect procedures.

(d) Aircraft ground movement standard verbal communications (ground-flight deck):

- nose gear-controlled pushback and towing operations,
- main gear-controlled pushback operations, if applicable,
- powerback operations, if applicable.

(e) Aircraft ground movement standard hand signals (ground-flight deck, groundground):

- nose gear-controlled pushback, towing operations,
- main gear-controlled pushback operations, if applicable,
- powerback operations, if applicable,
- power-in and power-out operations, as applicable.

(f) Aircraft marshalling:

- scope of operations, principles, responsibilities,

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- practices, procedures,
- standard hand signals,
- use of aircraft parking guidance system(s).

(g) Aircraft ground movement assistance:

- scope of activities, principles, responsibilities,
- practices, procedures,
- standard hand signals.

(h) ground to flight deck headset communication and engine star.

(6) De/Anti-Icing:

- (a)** common standard, regulation and recommendation including local rules and restrictions,
- (b)** basic knowledge of aircraft performance,
- (c)** hazard of snow, ice and frost, effects of frozen contamination on aircraft performance,
- (d)** the Clean Aircraft concept, regulations, and recommendations,
- (e)** safe operation of equipment and de/anti-icing operation including aircraft critical area
- (f)** aircraft in general and common critical areas of surfaces and instruments,
- (g)** meteorological considerations on ice formation,
- (h)** contamination Check (to establish the need for deicing),
- (i)** post Deicing/Anti-Icing Check,
- (j)** deicing/anti-icing by fluids, their characteristics and application, and limitation of holdover time,
- (k)** deicing/anti-icing codes, communication and coordination,
- (l)** safety precautions and human factors,
- (m)** environmental impact and mitigation,
- (n)** deicing facility operation,

For more detailing de-/anti-icing training requirements refer to the current revision of SKYUP MT De/Anti-icing Manual (ref. DAIM, 3.5).

(7) Aircraft Fueling:

- (a)** Fueling vehicle systems and controls,
- (b)** Approach and positioning the fueling vehicle at the aircraft vicinity,
- (c)** Grounding fueling vehicle,
- (d)** Hydrant systems and aircraft fueling connectors,
- (e)** Connecting/ disconnecting procedures,
- (f)** Refueling/ defueling procedures and control,

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- (g) Fuel checks,
- (h) Safety policy, procedures and safety equipment of the refueling system,
- (i) Emergency procedures,
- (j) Fuel spillage avoidance response,
- (k) Aircraft-specific training,
- (l) Documentation.

(8) Cargo and Mail Handling:

- (a) Documents,
- (b) Acceptance of cargo,
- (c) General cargo handling,
- (d) Handling of Special Cargo,
- (e) Live Animals handling (as per IATA LAR),
- (f) Mail handling,
- (g) Securing of loads,
- (h) Stowage in aircraft,
- (i) Compartment's structure limitations,
- (j) Communication with load planning,
- (k) Irregularity/damages handling.

11.4.2. Initial Basic Training

Initial training shall be performed prior to assignment for operational duties. The duration of the initial training module shall be sufficient to comply with the following requirements.

Any training shall provide the knowledge in the extent necessary for performing duties, executing procedures and/or operating equipment associated with specific passenger and cargo handling functions and responsibilities, and according to the specific profession should include:

- (a) Familiarization training on SKYUP MT general provisions associated with the specialized ground handling;
- (b) SKYUP MT safety and operations procedures, GOM;
- (c) In-depth training on requirements of specific job functions and responsibilities., policies and operating practices;
- (d) Safety training on the hazards associated with ground handling and cargo operations;
- (e) Training in human factors principles;
- (f) Aviation Security regulations;

- (g) Dangerous goods training in accordance with applicable requirement of the State in which personnel carry out such duties, or if there are no such requirements of the current edition of the IATA DGR manual;
- (h) Emergency response procedures;
- (i) Relevant DCS, if applicable;
- (j) Aircraft weight and balance, if applicable;
- (k) Operator's specific SMS training.

11.4.3. Recurrent Training

Training programs for initial and recurrent training must cover the same subjects but recurrent one must also contain changes of procedures, regulations and rules that occurred during the period from last training.

Recurrent training shall be performed on a frequency in accordance with requirements of the regulatory authority but not less than once during every 36-month period. In case of Dangerous goods training not less than once every 24-month period.

11.4.4. Safety Elements

The following elements shall be included in any initial and recurrent training module:

- (a) Safety management awareness,
- (b) Human factors,
- (c) Rules and regulations,
- (d) Accidents and incidents (Emergency situations),
- (e) Personal protection,
- (f) Workplace hazards,
- (g) Equipment operation,
- (h) Housekeeping,
- (i) Emergency situations,
- (j) Airside markings,
- (k) Ramp safety (including FOD prevention),
- (l) Drug and alcohol prevention program (recommended),
- (m) Basic GSE operators (tractors, belt loaders, stairs etc.),
- (n) Specialized GSE equipment including but not limited to aircraft movement units, container/pallet loaders, deicers, catering equipment and also exercises control on aircraft movement operations and performs lead responsibility over other personnel,
- (o) Supervisory of personnel (directing of personnel, equipment resources and operational activity),
- (p) Station management having responsibility for resource issues, health & safety, incident management and budgetary control.

11.4.5. Dangerous Goods Training

11.4.5.1. Objective of Dangerous Goods Training

The personnel shall complete the initial Dangerous Goods (DG) training in accordance with the applicable requirements of TM-CAD or the requirements of the current edition of the IATA DGR.

The personnel must be 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 and such training shall include:

- general familiarization training—personnel must be trained to be familiar with the general provisions;
- function specific training—personnel must be trained to competently perform the function for which they are responsible;
- safety training—personnel must be trained on how to recognize the hazards presented by dangerous goods, on the safe handling of dangerous goods and on emergency response procedures.

Personnel who have received training but who are assigned to new functions must be assessed to determine their competence in respect of their new function. If competency is not demonstrated, appropriate additional training must be provided.

Dangerous goods trainings shall be established under the competency-based training and assessment (CBTA) approach depending on function, lists for certain well-defined functions:

- (a) Personnel Responsible for Preparing Dangerous Goods Consignments;
- (b) Personnel Responsible for Processing or Accepting Goods Presented as General Cargo;
- (c) Personnel Responsible for Processing or Accepting Dangerous Goods Consignments;
- (d) Personnel Responsible for Handling Cargo in a Warehouse, Loading and Unloading Aircraft Cargo Compartments;
- (e) Personnel Responsible for Accepting Passenger and Crew Baggage, Managing Aircraft Boarding Areas and other Functions Involving Direct Passenger Contact at an Airport;
- (f) Personnel Responsible for the Planning of Aircraft Loading, weight and balance;
- (g) Flight Crew;
- (h) Flight Operations Officers and Flight Dispatchers;
- (i) Cabin Crew;
- (j) Personnel Responsible for the Screening of Passengers and Crew and their Baggage, Cargo and Mail.

11.4.5.2. Recurrent Training and Assessment

Recurrent DG training and assessment shall be completed (for all personnel listed above in ref. GOM 11.4.5.1.) within 24 months of previous training and assessment to ensure that competency has been maintained, otherwise the initial training is mandatory.

However, if recurrent training and assessment is completed within the final three months of validity of the previous training and assessment, the period of validity extends from the month on which the recurrent training and assessment was completed until 24 months from the expiry month of that previous training and assessment.

The training records of dangerous goods must be retained for a minimum period of 36 months from the most recent training or evaluation completion date and must be made available upon request.

11.5. TRAINING RECORDS

11.5.1. SKYUP MT

It is SKYUP MT policy to implement paperless concept at every opportunity. This policy also covers training records and documentation.

In order to provide operational access to all records of each Ground and Cargo Operations personnel, including personal data, qualifications, and training, SKYUP MT utilizes the electronic management system Centrik.

Centrik systems provide secure data storage, management, amendment, easy access and reports, both in electronic and paper forms. Use of specific hardware and software as reflected in appropriate IT procedures ensures data backup, storage and restoration in case of loss or damage. Data protection is achieved by powerful encryption, ensuring that only authorized personnel can make entries or upload documents, as well as by keeping track of the changes made by each user.

The training records must, therefore, indicate the record from the date when the particular training has been delivered to the trainee. The training record must also have the trainer/authorized personal signature that they have delivered the training.

Where electronic or computer-based training records systems are maintained, the content should include the trainers name, test mark achieved (if applicable), date of training and the course reference.

Every individual from the number of certifying Ground and Cargo Operations personnel after passing any theoretical or practical training relating to his official duties shall provide electronic copy of certificate or document to Leading Specialist of Documentation for further uploading to Centrik.

The Leading Specialist of Documentation of Ground Operations Directorate is responsible for entering, modifying, editing and deleting data and records in Centrik database system promptly. All documents are stored in pdf format. Scanned copies of the documents shall be colored and readable.

The training records shall be made available for review by an authorized SKYUP MT and/or regulatory authority.

11.5.2. Ground Service Providers

The Ground Service Provider shall have a system for maintaining training records that provides for retention, identification, storage, protection, retrieval and disposal.

Certificates of competency/initial training records, including written tests, shall be retained for as long as any personnel involved in ground and cargo handling processes utilize the privileges associated with holding the certificate/training on behalf of the contractor.

Training and evaluation records shall be retained for a minimum period of 36 months from the most recent training or evaluation completion date and must be made available upon request.

All training documents shall be available to SKYUP MT auditor and responsible ground operations management personnel.

ANNEX A: PRINTABLE FORMS

All printable/fillable forms are saved in PRINTABLE FORMS folder on the SKYUP MT website: <https://skyup.centrik.net>

Individual access credentials are provided by the responsible Leading Specialist of Documentation.

Form ID	Form name	Actual revision	Actual date
SEU-GRH-FORM-001	ITEMS ARE NOT CLEARED FOR TAKE OFF	Rev.1	31.05.2024
SEU-GRH-FORM-002	INFORMATION LETTER IN CASE OF FLIGHTS DISCREPANCIES	Rev.1	31.05.2024
SEU-GRH-FORM-003	SECURITY QUESTIONS	Rev.2	17.10.2024
SEU-GRH-FORM-004	UNACCOMPANIED MINOR ENVELOPE	Rev.1	31.05.2024
SEU-GRH-FORM-005	UNACCOMPANIED MINOR'S DECLARATION FORM	Rev.1	31.05.2024
SEU-GRH-FORM-006	INADMISSIBLE PASSENGER REPORT	Rev.1	31.05.2024
SEU-GRH-FORM-007	EXPECTANT MOTHER FORM	Rev.1	31.05.2024
SEU-GRH-FORM-008	INCAPACITATED PASSENGER HANDLING ADVISE	Rev.1	31.05.2024
SEU-GRH-FORM-009-A	MEDIF-ATTACHMENT A	Rev.1	31.05.2024
SEU-GRH-FORM-009-B	MEDIF-ATTACHMENT B	Rev.1	31.05.2024
SEU-GRH-FORM-010	FREQUENT TRAVELLER'S MEDICAL CARD (FREMEC)	Rev.1	31.05.2024
SEU-GRH-FORM-011	UNRULY PASSENGER GROUND INCIDENT FORM	Rev.2	31.05.2024
SEU-GRH-FORM-012	COMPANY MAIL	Rev.2	31.05.2024
SEU-GRH-FORM-013	PASSENGER MANIFEST	Rev.2	31.05.2024
SEU-GRH-FORM-014	DANGEROUS GOODS OCCURRENCE REPORT	Rev.2	31.05.2024
SEU-GRH-FORM-015	MISHANDLED BAG	Rev.2	05.07.2024
SEU-GRH-FORM-016	PROPERTY IRREGULARITY REPORT (PIR)	Rev.2	31.05.2024
SEU -GRH-FORM-017	LOADING INSTRUCTIONS AND REPORT	Rev.1	31.05.2024
SEU-GRH-FORM-018	SPECIAL LOAD – NOTIFICATION TO CAPTAIN	Rev.3	07.04.2025
SEU-GRH-FORM-019	GROUND INCIDENT/ACCIDENT/DAMAGE REPORT	Rev.1	31.05.2024
SEU-GRH-FORM-020	PRE-SEASON DE-/ANTI-ICING CHECKLIST	Rev.4	21.01.2025
SEU-GRH-FORM-021	ACCIDENT REPORT	Rev.1	31.05.2024

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Form ID	Form name	Actual revision	Actual date
SEU-GRH-FORM-022	STATION FILE	Rev.2	17.10.2024
SEU-GRH-FORM-023	SURVEILLANCE CHECKLIST A ARRIVAL CHECK	Rev.1	31.05.2024
SEU-GRH-FORM-024	SURVEILLANCE CHECKLIST D DEPARTURE CHECK	Rev.1	31.05.2024
SEU-GRH-FORM-025	SURVEILLANCE CHECKLIST F STATION FILE CHECK	Rev.1	31.05.2024
SEU-GRH-FORM-026	DE/ANTI-ICING REQUEST FORM	Rev.2	31.05.2024
SEU-GRH-FORM-027	SURVEILLANCE CHECKLIST T TEST LOADSHEET/DCS CHECK	Rev.1	31.05.2024
SEU-GRH-FORM-028	SURVEILLANCE CHECKSHEET I OPERATIONAL DE/ANTI-ICING CHECK	Rev.2	31.05.2024
SEU-GRH-FORM-029	LOADSHEET & LOADMESSAGE	Rev.1	31.05.2024
SEU-GRH-FORM-030	Reserved		
SEU-GRH-FORM-031	PASSENGER RIGHTS (ENG)	Rev.1	31.05.2024
SEU-GRH-FORM-032	AIR CARGO MANIFEST	Rev.0	10.10.2024
SEU-GRH-FORM-033	LOST AND FOUND ITEM REPORT	Rev.1	31.05.2024
SEU-GRH-FORM-034	TRIP INFO	Rev.1	31.05.2024
SEU-GRH-FORM-035	SHIPPER'S LETTER OF INSTRUCTION	Rev.0	10.10.2024
SEU-GRH-FORM-036	AIR WAYBILL	Rev.0	10.10.2024
SEU-GRH-FORM-037	SHIPPER'S DECLARATION FOR DANGEROUS GOODS	Rev.0	10.10.2024
SEU-GRH-FORM-038	DANGEROUS GOODS ACCEPTANCE CHECKLIST FOR A NON-RADIOACTIVE SHIPMENT	Rev.1	07.04.2025
SEU-GRH-FORM-039	ACCEPTANCE CHECKLIST FOR DRY ICE	Rev.0	10.10.2024
SEU-GRH-FORM-040	SHIPPER'S CERTIFICATION FOR LIVE ANIMALS	Rev.0	10.10.2024
SEU-GRH-FORM-041	LIVE ANIMALS ACCEPTANCE CHECK LIST	Rev.0	10.10.2024
SEU-GRH-FORM-042	TRANSFER MANIFEST	Rev.0	10.10.2024
SEU-GRH-FORM-043	CARGO DAMAGE REPORT	Rev.1	07.04.2025
SEU-GRH-FORM-044	CHARGE CORRECTION ADVICE (CCA)	Rev.0	10.10.2024
SEU-GRH-FORM-045	TIME DEFINITE CARGO SOLUTION PROOF OF NON-UPLIFT	Rev.0	10.10.2024
SEU-GRH-FORM-046	EQUIPMENT IN COMPARTMENT NOTICE	Rev.0	31.05.2024
SEU-GRH-FORM-047	CERTIFIED INTERNATIONAL DOCUMENT – REPATRIATION HUMAN REMAINS	Rev.0	10.10.2024
SEU-GRH-FORM-048	NOTICE OF NON-DELIVERY (IRREGULARITY REPORT)	Rev.0	10.10.2024
SEU-GRH-FORM-049	EQUIPMENT IN COMPARTMENT	Rev.0	31.05.2024
SEU-GRH-FORM-050	FLIGHT KIT	Rev.0	31.05.2024

Form ID	Form name	Actual revision	Actual date
SEU-GRH-FORM-051	WEIGHING SURVEY REPORT PASSENGERS AND CARRY-ON BAGGAGE	Rev.0	31.05.2024
SEU-GRH-FORM-052	ACCEPTANCE CHECKLIST FOR TIME AND TEMPERATURE SENSITIVE HEALTHCARE SHIPMENTS	Rev.0	10.10.2024
SEU-GRH-FORM-053	LOAD INFO	Rev.0	05.09.2024
SEU-GRH-FORM-054	IRREGULARITIES SERVICES REPORT	Rev.0	19.09.2024
SEU-GRH-FORM-055	UNACCOMPANIED HOLD BAGGAGE SECURITY FORM	Rev.0	17.10.2024
SEU-GRH-FORM-056	FLIGHT KIT (FKT) LIST	Rev.0	05.03.2025
SEU-GRH-FORM-057	GROUND SERVICE PROVIDER CHECKLIST	Rev.0	17.02.2025
SEU-GRH-FORM-058	MINUTES OF GROUND OPERATIONS MEETING	Rev.0	17.02.2025

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ANNEX B: Dangerous Goods Regulations, Table 2.3A

66 edition, 1 January 2025

Dangerous goods must not be carried in or as passengers or crew, checked or carry-on baggage, except as otherwise provided below. Dangerous goods permitted in carry-on baggage are also permitted "on one's person", except where otherwise specified.

The pilot-in-command must be informed of the location				
	Permitted in or as carry-on baggage			
	Permitted in or as checked baggage			
	The approval of the operator is required			
Alcoholic beverages , when in retail packaging's, 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. Note: <i>Alcoholic beverages containing 24% or less alcohol by volume are not subject to any restrictions.</i>	NO	YES	YES	NO
Ammunition, securely packaged (in Div. 1.4S, UN 0012 or UN 0014 only), in quantities not exceeding 5 kg gross weight per person for that person's own use. Allowances for more than one person must not be combined into one or more packages.	YES	YES	NO	NO
Avalanche rescue backpack , one (1) per person, containing cartridges of compressed gas in Div. 2.2. May also be equipped with a pyrotechnic trigger mechanism containing no more than 200 mg net of Div. 1.4S. 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.	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: – non-removable batteries. Batteries must contain no more than 0.3 g lithium metal or for lithium ion must not exceed 2.7 Wh; – 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 , including lithium batteries, non-spillable batteries, nickel-metal hydride batteries and dry batteries (see 2.3.5.8) for portable electronic devices must be carried in carry-on baggage only. Articles which have the primary purpose as a power source, e.g. power banks are considered as spare batteries. These batteries must be individually protected to prevent short circuits. Lithium metal batteries: the lithium metal content must not exceed 2 g (see 2.3.5.8.4). Lithium-ion batteries: the Watt-hour rating must not exceed 100 Wh (see 2.3.5.8.4). Each person is limited to a maximum of 20 spare batteries. *The operator may approve the carriage of more than 20 batteries. Non-spillable batteries: must be 12 V or less and 100 Wh or less. Each person is limited to a maximum of 2 spare batteries (see 2.3.5.8.5).	NO*	NO	YES	NO
Camping stoves and fuel containers that have contained a flammable liquid fuel , with empty fuel tank and/or fuel container (see 2.3.2.5 for details).	YES	YES	NO	NO
Chemical Agent Monitoring Equipment , when carried by staff members of the Organization for the Prohibition of Chemical Weapons on official travel (see 2.3.4.4).	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 these Regulations 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
e-cigarettes (including e-cigars, e-pipes, other personal vaporizers) containing batteries must be individually protected to prevent accidental activation (see 2.3.5.8.2).	NO	NO	YES	NO
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.	FORBIDDEN			
Fuel cells containing fuel, powering portable electronic devices (e.g. cameras, cellular phones, laptop computers and camcorders), see 2.3.5.9 for details.	NO	NO	YES	NO
Fuel cell cartridges, spare for portable electronic devices, see 2.3.5.9 for details.	NO	YES	YES	NO
Gas cartridges, small, non-flammable containing carbon dioxide or other suitable gas in Division 2.2. Up to two (2) 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 (2) devices per passenger and up to two (2) spare small cartridges per device, not more than four (4) cartridges up to 50 mL water capacity for other devices (see 2.3.4.2).	YES	YES	YES	NO

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The pilot-in-command must be informed of the location				
Permitted in or as carry-on baggage				
Permitted in or as checked baggage				
The approval of the operator is required				
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 styling equipment containing a hydrocarbon gas cartridge , up to one (1) per passenger or crew-member, provided that the safety cover is securely fitted over the heating element. This hair styling equipment must not be used on board the aircraft. Spare gas cartridges for such hair styling equipment are not permitted in checked or carry-on baggage.	NO	YES	YES	NO
Insulated packagings containing refrigerated liquid nitrogen (dry shipper), fully absorbed in a porous material containing only non-dangerous goods.	NO	YES	YES	NO
Internal combustion or fuel cell engines , must meet A70 (see 2.3.5.12 for details).	NO	YES	NO	NO
Lithium Batteries: Portable electronic devices (PED) containing lithium metal or lithium ion cells or batteries , including medical devices such as portable oxygen concentrators (POC) and consumer electronics such as cameras, mobile phones, laptops and tablets (see 2.3.5.8). For lithium metal batteries the lithium metal content must not exceed 2 g and for lithium ion batteries the Watt-hour rating must not exceed 100 Wh. Devices in checked baggage must be completely switched off and must be protected from damage. Each person is limited to a maximum of 15 PED. *The operator may approve the carriage of more than 15 PED.	NO*	YES	YES	NO
Lithium batteries, spare/loose, including power banks , see Batteries, spare/loose				
Lithium battery-powered electronic devices . Lithium ion batteries for portable (including medical) electronic devices, a Wh rating exceeding 100 Wh but not exceeding 160 Wh. For portable medical electronic devices only, lithium metal batteries with a lithium metal content exceeding 2 g but not exceeding 8 g. Devices in checked baggage must be completely switched off and must be protected from damage.	YES	YES	YES	NO
Lithium batteries, spare/loose with a Watt-hour rating exceeding 100 Wh but not exceeding 160 Wh for consumer electronic devices and PMED or with a lithium metal content exceeding 2 g but not exceeding 8 g for PMED only. Maximum of two spare batteries in carry-on baggage only. These batteries must be individually protected to prevent short circuits.	YES	NO	YES	NO
Matches, safety (one small packet) or a small 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 or in checked or carry-on baggage. Note: "Strike anywhere" matches, "Blue flame" or "Cigar" lighters or lighters powered by a lithium battery without a safety cap or means of protection against unintentional activation are forbidden (see 2.3.5.8.4(e)).	NO	ON ONE'S PERSON		NO
Mobility Aids: Battery-powered wheelchairs or other similar mobility devices with non-spillable wet batteries, nickel-metal hydride batteries or dry batteries , (see 2.3.2.2).	YES	YES	NO	YES
Mobility Aids: Battery-powered wheelchairs or other similar mobility devices with spillable batteries or with lithium ion batteries (see 2.3.2.3 and 2.3.2.4 for details).	YES	YES	NO	YES
Mobility Aids: Battery-powered wheelchairs or other similar mobility devices with lithium ion batteries where the design of the mobility aid does not provide adequate protection for the battery(ies) (see 2.3.2.4.3 for details).	YES	NO	YES	YES
Non-radioactive medicinal or toiletry articles (including aerosols) such as hair sprays, perfumes, colognes and medicines containing alcohol; and Non-flammable, non-toxic (Division 2.2) aerosols , with no subsidiary hazard, for sporting or home use (see 2.3.5.1). The total net quantity of non-radioactive medicinal or toiletry articles and non-flammable, non-toxic (Division 2.2) aerosols must not exceed 2 kg or 2 L and the net quantity of each single article must not exceed 0.5 kg or 0.5 L. Release valves on aerosols must be protected by a cap or other suitable means to prevent inadvertent release of the contents.	NO	YES	YES	NO
Oxygen or air, gaseous, cylinders required for medical use . The cylinder must not exceed 5 kg gross weight. Note: <i>Liquid oxygen systems are forbidden for transport.</i>	YES	YES	YES	YES
Permeation devices , must meet A41 (see 2.3.5.13 for details).	NO	YES	NO	NO
Radioisotopic cardiac pacemakers or other devices, including those powered by lithium batteries, implanted into a person or fitted externally.	NO	ON ONE'S PERSON		NO
Security-type equipment (see 2.3.2.6 for details).	YES	YES	NO	NO
Security-type attaché cases, cash boxes, cash bags , etc. incorporating dangerous goods, such as lithium batteries and/or pyrotechnic material, except as provided in 2.3.2.6 are totally forbidden. See entry in 4.2–List of Dangerous Goods.		FORBIDDEN		
Specimens, non-infectious packed with small quantities of flammable liquid, must meet A180 (see 2.3.5.11 for details).	NO	YES	YES	NO
Thermometer, medical or clinical , which contains mercury, one (1) per person for personal use, when in its protective case.	NO	YES	NO	NO
Thermometer or barometer, mercury filled carried by a representative of a government weather bureau or similar official agency (see 2.3.3.1 for details).	YES	NO	YES	YES

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**ANNEX C: A LIST OF CURRENT LEGISLATIVE AND OTHER REGULATORY ACTS,
NORMATIVE AND TECHNOLOGICAL DOCUMENTS USED BY SKYUP MT
IN THE ORGANISATION AND PROVISION OF AIR TRANSPORTATION
OF PASSENGERS AND BAGGAGE**

1. EASA Regulation (EU) No 965/2012.
2. Convention for the Unification of Certain Rules for International Carriage by Air (Montreal, 28.05.1999).
3. Convention on International Civil Aviation (Chicago Convention, December 1944).
4. Annex 9 to the Convention on International Civil Aviation – Facilitation. Edition 16, July 2022.
5. ICAO Circular 269-AT/110 – Implications of Airline Codesharing.
6. The United Nations Convention on the Rights of Persons with Disabilities (UNCRPD), 16.12.2009.

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