



# CARGO OPERATIONS MANUAL

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**Approval Page**

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**REVISION HIGHLIGHTS**

Issue No.2, Revision No.0, Dated 23.08.2024.

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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## 1. GENERAL PROVISIONS

### 1.1. PURPOSES AND RANGE OF APPLICABILITY

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

Its content is based on company policies as well on regulations and requirements issued by Transport Malta-Civil Aviation Directorate (hereinafter – TM-CAD) and aircraft manufacturers, IATA resolutions, ICAO safety regulations, EU Regulations issued by EASA.

The content of the Cargo Operations Manual is containing standards and guidance that address the acceptance and handling of revenue and non-revenue cargo, includes, as applicable to type(s) of shipments transported by SKYUP MT:

(a) Compliance or conformity with:

- (1) Applicable laws, regulations and rules, including National (Maltese) civil aviation cargo security programs;
- (2) Industry standard operating procedures for each aspect of cargo acceptance and handling;
- (3) The terms and conditions of the SKYUP MT air operator certificate (AOC).

(b) Response to abnormal or emergency situations:

- (1) Leakage or spillage of suspected dangerous goods;
- (2) Suspected bomb or explosives;
- (3) Damaged or leaking cargo;
- (4) Other emergencies.

(c) Cargo acceptance and handling, including conditions of carriage:

- (1) General cargo;
- (2) Security requirements, to include “high risk” cargo;
- (3) Dangerous goods;
- (4) Live animals;
- (5) Other special cargo:
  - Perishable cargo;
  - Human remains;
  - Outsized and heavy cargo;
  - Fragile goods.
- (6) Mail;
- (7) Valuable cargo.

The Cargo Operations Manual is to be used by:

- SKYUP MT Limited (hereinafter SKYUP MT) – ICAO: SEU; IATA: U5;

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- Cargo handling providers as a core set of operations procedures in the conduct of cargo handling functions. While all relevant factors have been taken into consideration and these procedures constitute best practice.

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

- IATA Airport Handling Manual (AHM)
- IATA Cargo Handling Manual (CHM)
- IATA Dangerous Goods Regulations (DGR)
- IATA Live Animals Regulations (LAR)
- IATA Perishable Cargo Regulations (PCR)
- IATA Temperature Control Regulations (TCR)
- ICAO Technical Instructions for the Safe Transport of DG by Air (TI)

SKYUP MT cargo operations management system is described in this Cargo Operations Manual to ensure control of cargo handling operations and the management of safety and security outcomes by this document and other referred SKYUP MT manuals such as:

- Ground Operations Manual
- Operations Manual – Part A
- Compliance Monitoring Manual
- Safety Management System Manual
- Aviation Security Program
- Emergency Response Plan etc.

All staff involved in SKYUP MT 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.

Cargo Operations Manual contains SKYUP MT rules, procedures, processes, measurable specifications and other instructions and information are mandatory for execution by employees involved in Cargo handling process in order to perform duties imposed on them and to assure compliance with regulations, rules and SKYUP MT standards which are applied to all the stations where SKYUP MT performs flights.

#### 1.1.1. Definitions

**Air Company (Airline or Carrier)** – air carrier, which issues transportation documents and accepts for carriage passengers, baggage and cargo according transportation documents that issued by air carrier, his agent or other carrier and/or provides any of other service in connection with this transportation

**Aircraft** – flying equipment that is used for carriage of passengers, baggage, or/and cargo

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**Air Waybill** - document issued by shipper or on behalf his name and confirmed concluding of contract between shipper and carrier for cargo transportation on carrier/carrier's flights

**Arms and Ammunition** – general definition which is used in connection with carriage of war purpose items as bombs, grenades, rockets, mines, bullets, different weapons (including hunting and sporting guns) and similar items

**Cargo agent** – person or company that has the rights to act on behalf of carrier or other person/company and also on behalf of their name for transportation selling or passenger/cargo handling. IATA cargo agent is person or organization which is recognized and registered by IATA

**Cargo aircraft** – any aircraft which is used only for cargo and mail transportation

**Cargo IMP code** – standard system of coding message elements about cargo. IMP codes are used by air companies for decreasing the time of information interchange

**Cargo or Goods** – any property, productions or goods excluded mail or other property which are carried according to international mail agreement, passenger baggage or carrier property which are carried or accepted for carriage on aircraft. Baggage shipped under air waybill is also considered as cargo

**Cargo manifest** - is a list that contains all cargo and mail that are transported on an aircraft

**Carriage** – delivery of passengers, luggage, cargo and mail to defined destination that is performed by air carrier

**Carrier** – see «Air Company»

**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/>

**Claim** – written requirement of shipper and/or consignee (or authorized by them person) to the carrier to return losses caused as a result of improper performing of contract for carriage

**Commander** - Commander also Pilot-in-Command (PIC) also Captain – the pilot designated by an operator as being in command of the aircraft and charged with responsibility for the operational control and safe conduct of a flight

**Complaint** – verbal or written statement of shipper and/or consignee that contains negative estimation of service provided and does not contain financial requirements

**Compartment** – see Hold

**Conditions of contract** – terms and rules related to the agreement of air shipment and indicated in a transporting document (air waybill)

**Connecting carrier** – carrier which cargo is passed to for its subsequent transportation on a connection flight

**Consignee** – person or organization name of which is shown in air waybill as Part to which carrier is obliged to release the goods

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**Consignment/Shipment** – one or more lot of goods, items, property that are accepted by carrier from one shipper in one time, to one address as one lot that is carried under one air waybill for release to one consignee in one point of destination

**Consolidated consignment/shipment** – shipments that is placed in different packages and accepted by agent from different shippers on separate contract (house air waybill) for one point of destination and then sent to destination under one master air waybill

**Consolidation** – see “Consolidated consignment”

**Consolidator** – person or organization which consolidates the cargo

**Customs clearance agent** – customs broker or other agent which acts on behalf of consignee for customs clearance of goods that belong to consignee

**Dangerous goods** – wares or matters, which in time of transportation, loading, unloading and storage can cause to explosion, fire, damage of aircraft and its equipment, buildings, cargo, baggage and mail, which are in airports or on board of aircraft and also damages, poisoning, burns or irradiation of people and animals

**Days** – whole calendar days including Sunday and official holidays

**Deck** – structural element of aircraft that creates the lower supporting surface of one or several operating levels of aircraft. In aircraft which have one such level, it is named a main deck. In aircraft which have more than one operating level, such even are named: lower deck, main deck and upper deck, beginning from lower to overhead

**Declared value for carriage** – value of cargo or baggage, declared to the carrier by a shipper or passenger for determination of size of collections for transportation of such cargo/baggage and establishment of carrier’s responsibility for its loss, damage or delay

**Direct routing** – route on which transportation is executed between two points in any direction (there and/or back)

**Double case** – package from two boxes – one inside other with pad between them. Goods are placed inside of inner box

**Embargo** – prohibition on acceptance to transportation of any cargo on the any defined route or part of route to the any defined areas or connecting points, which is established for SKYUP MT on the certain term of time

**Found cargo** – cargo that has been delivered without showing in cargo manifest and without documents or has been found in time warehouse inventory or cargo that has not been identified with documents. Found cargo after investigation is considered as:

- short-shipped
- offloaded
- over carried

**Forwarder** – a company or person that organizes transportation of cargo on errand of shipper operates as mediator between a shipper and carrier, provides services, to both the shippers and carrier. Forwarder can combine the cargo of separate shippers and transport it as «consolidation». Forwarder can be accredited by IATA as IATA freight agent and thereupon to operate as agent of one or many carriers. There is

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world association of aviation forwarders and agents: FIATA, which has close collaboration with IATA on the basis of mutual interests

**Fragile goods** – materials that require special packaging and additional care and attention during handling and carriage on board of aircraft due to sensitive nature

**Handling agent** – organization which is authorized by air carrier for cargo ground handling

**Hold** – space on aircraft which is limited by ceiling, floor, walls and partitions and which is used for carriage of cargo in the aircraft

**House Air Waybill** – document that issued for each individual shipment of consolidated cargo. These documents are issued by consolidator, agent and consists of instruction for agent for deconsolidation of cargo

**Inner case** – part of cargo package, which consist of two boxes. The biggest outside and hard parts of items shall touch the sides of inner case

**Incident or accident** - an event opposite to the ordinary rules, which are defined for certain procedures causing the damages of equipment, aircraft, harm of people, failures and so on

**Interline carriage** – transportation on route of two or more air carriers

**International carriage** – transportation in accordance with carriage conditions of contract, place of departure and any place of landing that are located in different States. Term the «State» in this determination includes all territories, which have sovereignty, protectorates, mandates territories which are provided with imperious plenary powers, or which are managed on errand

**Issuing carrier** – carrier, which documents are used for transportation

**Master Air Waybill** – see «Air Waybill»

**Mislabeled cargo** – cargo which has identification labels that does not comply with documents and contents of packages and/or assigned for other cargo

**Missing cargo** – cargo that did not arrive on flight as shown in cargo manifest

**Mixed consignment** – cargo which consists of different goods, items or properties and packed together or separately and different rates for its carriage have been applied

**Neutral Air Waybill** – standard form of air waybill that has no carrier code or identification

**Non-revenue cargo** – cargo transported without making commercial revenue

**Obnoxious cargo** – is a cargo which has a strong smell and/or unpleasant smell and is accepted for transportation only packed in airtight containers so, that a smell is kept inside of packaging

**Offloaded cargo** – shipment and its conveying documents which on any reason were offloaded from aircraft in airport of departure or transit airport

**Over carried cargo** – cargo that has been wrongly sent to point other than shown in air waybill or cargo manifest

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**Packaging** – operations by which cargo is covered in packaging materials or/and is placed in boxes/crates/sacks and other capacities or is by other appearance warded off the contact with an external environment

**Packing group** – dangerous goods are assigned to the relevant packing group according of hazard they present. Packing Group I – high danger. Packing Group II – medium danger. Packing Group III – low danger

**Perishable cargo (perishables)** – any goods which when not maintained within certain conditions, elements or other criteria as defined by their life cycle, lose their inherent properties or essential quality components thereof and as a consequence can no longer perform as originally intended. These may include products such as pharmaceuticals (vaccines and drugs), organs, tissues, cultures, biological products, living organisms and microorganisms, electronic components, artifacts, semen, seeds, roots and bulbs, fruits, vegetables, meat, fish, seafood, dairy products, frozen products, fresh flowers, bakery, and any other products that are easily affected by inappropriate preservation conditions. Adequate temperature and relative humidity play an important role in this process. These factors are being considered continuously and applied whilst the harvesting or processing cycle takes place, to maintain the quality and shelf-life of the products from producer to consumer

**Point of loading** – airport in which, in accordance with the cargo manifest, a cargo must be loaded

**Point of unloading** – airport in which, in accordance with the cargo manifest, a cargo must be unloaded

**Proper shipping name** – description that is used for determination of separate objects or matters which are included in a cargo, in all shipping documents and reports and, where is required, on packaging

**Shipper/Consignor** – person or organization name of which is shown in air waybill as Part which concluded contract with carrier for transportation of goods

**Short-Shipped** – cargo that has been shown in cargo manifest in whole but loaded on the flight partly

**Solutions** – complex SKYUP MT cargo products that are developed for high quality carriage of different types of special cargo: Time Definite, Sensitive, Fresh, Live, Valuable, Economic

**Security** – safeguarding civil aviation against acts of unlawful interference. This objective is achieved by a combination of measures and human and material resources

**Transfer** – change of cargo handling from one aircraft on other cargo handling of that or other aircraft

**Transfer cargo** – cargo which is delivered to definite point on the route by one flight and which is departed from this point on another flight by the same or other carrier

**Transfer manifest** – document issued by a carrier that executes a transfer, for a transfer cargo, that is transported by different carriers and is signed by a carrier that accepts a cargo. Signature of carrier that accepts a cargo (connecting carrier) is examined as a receipt for cargo that is transferred

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**Transit** – point of stop on a route, in which cargo, that is transported remains on board of an aircraft

**Transit cargo** – cargo that delivered to and departed from one point by the same flight

**UN Number** – number of four digits that is established by United Nations Dangerous Goods Committee experts for definition of different hazard materials or their groups. Code “UN” shall be used together with this number

**Unaccompanied baggage** – a baggage which is transported as cargo and contains private property of passengers only. This category of cargo is accepted for transportation only between points (airports) which are indicated in a passenger ticket

**Valuable cargo** - a consignment which contains one or more of the following articles:

- any articles having a declared value of carriage of USD 1000.00 (or equivalent) or more, per gross kilogram; except in the United Kingdom GBP 450.00 or more per gross kilogram
- gold bullion (including refined and unrefined gold in ingot form), dore bullion, gold specie and gold in the form of grain, sheet, foil, powder, sponge, wire, rod, tube, circle, mouldings and castings, platinum, platinum metals (Palladium, iridium, ruthenium, osmium, and rhodium) and platinum alloys in the form of grain, sponge, bar, ingot, sheet, rod, wire, gauze, tube and strip (but excluding those radioactive isotopes of the above metals and alloys which are subject to restricted articles labeling requirements)
- legal banknotes, traveler’s cheques, securities, shares, share coupons and stamps (excluding mint stamps from United Kingdom) and ready for use bank cards and/or credit cards
- diamonds, (including diamonds for industrial use), rubies, emeralds, sapphires, opals and real pearls (including cultured pearls)
- jewellery consisting of diamonds, emeralds, sapphires, opals and real pearls (including cultured pearls)
- jewellery and watches made of silver and/or gold and/or platinum articles made of gold and/or platinum, other than gold and/or platinum plated

**Vulnerable cargo** - conditionally, also as valuable cargo is considered a cargo which do not have a value in a size of 1000.00 USD (or equivalent) and more per kilogram, but due to its character require the special measures of handling and transportation safety, so as there is the real danger of their theft in force of the special attractiveness (for example, unfilled forms of transport documents of carriers, tickets and other, handmade carpets, optical glass, fur)

In time of transportation of such cargo must be performed the same requirements for packaging as for valuable cargo

**Warehouse check** – taking of inventory of cargo warehouse, which is conducted with the purpose of exposure of cargo accordance to the air waybills which are located in premises

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**Wet cargo** – shipments containing liquids, or shipments which by their nature may produce liquids, and which are not subject to the IATA Dangerous Goods Regulations, shall be designated as “wet cargo”.

### 1.1.2. Abbreviations

AHM	IATA Airport Handling Manual, current edition
AOC	Air Operator Certificate
AOG	Aircraft on Ground
ATA	Air Transport Association of America
AWB	Air Waybill
CAA	Civil Aviation Authority
CCA	Charges Correction Advice
CMM	SKYUP MT Compliance Monitoring Manual
COM	SKYUP MT Cargo Operations Manual
COMAIL	Company Mail
COMAT	Company Material
DGR	IATA Dangerous Goods Regulations Manual, current edition
DG	Dangerous Goods
ECAC	European Civil Aviation Conference
EU	European Union
FBL	Final Booking List
FFM	Freight Forwarding Message
FFR	Freight Booking Request
GMT	Greenwich Mean Time
GOM	SKYUP MT Ground Operations Manual, current edition
GSA	General Sales Agent
GSP	Ground Service Provider
IATA	International Aviation Transport Association

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ICAO	International Civil Aviation Organization
IMP	Interchange Message Protocol
IOSA	IATA Operational Safety Audit
KG, kg	Kilograms
LAR	IATA Live Animals Regulations, current edition
MIM	Mail Irregularity Message
NOTOC	Notification to pilot-in-command about dangerous goods or special cargo to be loaded on board for carriage, in written or printed form.
OCC	Operations Control Centre
OM-A	SKYUP MT Operation Manual – Part A
PIC	Pilot in Command
PCR	IATA Perishable Cargo Regulations current edition
SKYUP MT	Limited Liability Company “SKYUP MT”
TDS	Time Define Service
TM-CAD	Transport Malta – Civil Aviation Directorate
ULD	Unit load device – pallet and container that is used in aircraft
UN	United Nations

Any other definitions and abbreviations, which are not mentioned in this subsection may be interpreted based on actual SKYUP MT OM-A.



## 1.2. ORGANISATION AND MANAGEMENT

### 1.2.1. 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, EASA requirements and IOSA recommended practices. For more information, ref. GOM 0.4.1.

Organizational chart of SKYUP MT Ground Operations Directorate is described in GOM (ref. GOM 0.4.3).

SKYUP MT Cargo Handling Manager administratively reports to Ground Handling Support Department of Ground Operations Directorate and is responsible for management and supervision of cargo operations to ensure safety and security of it in close cooperation with the Head of Ground Handling Support Department, Director Ground Operations and other SKYUP MT departments.

Competencies and responsibilities of Cargo Handling Manager are described in Ch. 1.3 of this Manual.



### 1.3. COMPETENCIES AND RESPONSIBILITIES

Detailed information regarding the Cargo Handling Manager duties, responsibilities and activities within the system for ensuring safe and secure operations are described below or in job description.

#### 1.3.1. Cargo Handling Manager Duties and Responsibilities

- (a) Ensure cargo operations are conducted in accordance with applicable regulations and standards of SKYUP MT;
- (b) Has authority and responsibility for the management and supervision of functions and activities within the scope of cargo operations;
- (c) Within his competence, ensuring the management of safety risks and security threats to aircraft operations;
- (d) 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;
- (e) Set handling standards and follow up the performance of all handling agents;
- (f) Take part in negotiate Ground Handling Agreements (Cargo) and SLA;
- (g) Coordinate the implementation of EDI message exchange between stations and updating SKYUP MT shipments electronically;
- (h) Introduce and observe IATA standards and procedures in document and cargo handling;
- (i) Register claims and cargo occurrences as per SKYUP MT requirements, raise investigations and complete them in set deadlines;
- (j) Assure smooth transfer of SKYUP MT interline cargo between airlines in outstations;
- (k) Ensure the necessary document flow from GHA, GSA and agents for cargo revenue accounting;
- (l) Update the Cargo Operations Manual;
- (m) Handle and resolve all SKYUP MT and represented carrier cargo claims;
- (n) Maintain good contacts with customers, agents and general sales agents;
- (o) Sales support: provide operational information;
- (p) Ensure that customer's special requirements are followed;
- (q) File updated information and act as the contact person for cargo industry publications;
- (r) Act according to his/her authority and direct supervisor's orders;
- (s) Ensure products acquired from external suppliers, which directly affect the safety or security of operations, meet required technical specification prior to being utilized in the conduct of cargo operations;
- (t) Ensure required IATA and other regulatory publications are ordered and received on time.

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**1.3.2. Cargo Handling Manager Qualification Requirements and Mandatory Training**

- (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 Cargo handling parts.
- (c) Familiarity with management systems preferably in the area of aviation;
- (d) Appropriate management experience, preferably in a comparable organisation;
- (e) Knowledge of air cargo industry and airport operations experience not less than 3 years;
- (f) Valid Dangerous Goods training;
- (g) Valid Air Side Safety training;
- (h) SMS Training.

**1.3.3. 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.

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), if applicable.

More information about procedure of temporary substitution, ref. CMM, it.1.5.2.



#### 1.4. PHYSICAL INFRASTRUCTURE AND FACILITIES

SKYUP MT or contracted external ground service providers must develop physical infrastructure and work environment that satisfies 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.

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:

- Building, working areas and appropriate communications;
- Working places in organization;
- Support equipment, including tools, hardware and software;
- Support services, including transport 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:

<b>SKYUP MT legal address:</b> SkyUp MT Limited Ewropa Business Centre Level 3-701 Dun Karm Street Birkirkara, BKR 9034, Malta.		
<b>OFFICES</b>	<b>SKYUP MT Head Office:</b> 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 personnel.

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	<b>SKYUP MT Secondary Office:</b> 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.
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## 1.5. SYSTEM OF COMMUNICATION

Details are described in Section 0.5 of Ground Operations Manual.

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**1.6. TRAINING**

Details are described in the Chapter 11 of Ground Operations Manual.



## 1.7. DOCUMENTATION PRODUCTION AND CONTROL

### 1.7.1. General

SKYUP MT has implemented system for the management and control of documentation and/or data used directly in the conduction and supporting of Ground handling and Cargo operational activities. This system ensures that documents meet a number of criteria and include all the necessary elements. More details are described in GOM (Ref. GOM 0.7.2.1).

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

The processes for managing SKYUP MT documents in details are described in CMM (ref. CMM, ch.4).

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

Cargo Operations Manual contains legible and accurate information in English and is presented in *pdf* format via Centrik that is appropriate for use by ground and cargo operations personnel. SKYUP MT employee is familiar with the Cargo Operation Manual after 7 calendar days from the moment the employee is informed through the corporate email of SKYUP MT about changes in the COM.

Current edition of COM must be available (accessible) in a readily usable format at each location where cargo handling operations are conducted.

The master copies shall be kept at Ground Operations Directorate.

Printed copy is uncontrolled and for information only.

### 1.7.2. 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.

The manual has the identified title and consists of chapters that are divided into sections and subsections as applicable.

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 :

(1) Company logo.



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

Footer :

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- (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).

### 1.7.3. Manual Distribution

Digital copies of this manual are available to all Ground Service Providers, Cargo Management, Cargo Handling Companies, any individuals or organizations dealing with SKYUP MT Cargo, representatives, and other parties involved with Cargo Operations. It is the responsibility of the receiving person to ensure that all departments and individuals, involved in the cargo handling of SKYUP MT aircraft, are notified that a new edition of the COM is issued and, where necessary, trained or instructed accordingly, and have access to this digital edition of the COM.

The COM including amendments or revisions shall be 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 electronic master copy of the current COM is maintained on the SKYUP MT server by Leading Specialist of Documentation Ground Handling Support Department and monitored by the Director Compliance.

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 Ground Operations Directorate Leading Specialist of Documentation is accountable admin who are responsible for maintaining actual and complete documents on Centrik.

Logins are provided by the responsible person of IT Department 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](mailto: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:

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- External Ground Service Providers/ partners shall contact us by email [outbase@skyup.aero](mailto:outbase@skyup.aero) .

**Note:** The preferable method of document distribution in 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.

#### 1.7.4. Amendment and Revision Process

Cargo Handling Manager is responsible for the contents of this manual and updating the manual in compliance with current applicable standards and requirements.

The Director Ground Operations is responsible to ensure that the Cargo Operations Manual is reviewed and kept up to date.

Any employee of the carrier or handling contractor may propose a COM revision to the SKYUP MT Ground Operations Directorate. The responsible staff 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 Ch. 4.9.6). The Cargo Operations Manual will be updated periodically by the SKYUP MT Ground Operations Team. The Leading Specialist of Documentation is the person responsible for insertion of amendments and revisions into COM.

Full review of the COM is normally performed yearly and includes update against relevant rules, regulation, standards and procedures from 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 reviewed and approved by appropriate SKYUP MT officials. The process of internally approving a manual revision is fully described in CMM (ref.CMM 4.6).

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

Information about effective date of COM revision and its availability on the Centrik are 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. The notification that the specified revision is put into operation, or the specified document is not valid anymore and cannot be used by

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employees or external Ground service providers must be distributed within 3 business days.

Holders of electronic versions will get automatic notification via email generated by Centrik system. Each holder of COM is responsible to keep 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.

#### 1.7.5. Records Management and Control

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

- Identification;
- Legibility;
- Maintenance;
- Retrieval;
- Protection, integrity and security;
- Disposal, deletion (electronic records) and archiving.

Established a system of record-keeping that allows adequate storage and reliable traceability of activities.

For Records generated by Cargo Handling Operations, please ref. GOM 0.7.8.1.

#### 1.7.6. Electronic Records Back Up System

Due to SKYUP MT uses an electronic system for the management and control of Cargo and mail 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.

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



**1.7.7. Operational Records for Different Types of Cargo and Mail**

No	Type of cargo and mail/Document	Shipper's letter of instruction <sup>1)</sup>	Air Waybill <sup>2)</sup>	Cargo Manifest <sup>3)</sup>	Air Cargo Transfer Manifest <sup>4)</sup>	Demand for service shipment	Airmail bill	S.A.L. bill	Mail bill for flight	Dangerous Goods Declaration <sup>5)</sup>	Export permit	Import permit	Acceptance Checklist	Shipper's certification for Live animals
1	General cargo or type not mentioned below	x	x	x										
2	Airmail						x		x					
3	S.A.L. mail							x	x					
4	Service cargo	x	x	x		x								
5	Transfer cargo	x	x	x	x									
6	Live animals	x	x	x								x	x	x
7	Healthcare shipment	x	x	x									x	x
8	Dangerous goods	x	x	x						x			x	
9	Dangerous goods not requiring declaration	x	x	x									x	
10	Arms and ammunition	x	x	x							x			

**Notes:**

<sup>1)</sup> not mandatory document

<sup>2)</sup> 3 originals and not less than 6 copies

<sup>3)</sup> not less than 8 copies for PAX flights and not less than 15 copies for Freighters

<sup>4)</sup> not less than 5 copies (if other is not specified in agreement between carriers)

<sup>5)</sup> 2 originals.

Specified documents shall be retained for a period in accordance with applicable local regulations and/or SKYUP MT requirements, but not less than three months.

SKYUP MT Area Managers are to ensure that these procedures are in place with Handling agents to securely store for the prescribed periods mentioned above. SKYUP MT Area Managers should conduct periodic check of such files to establish compliance. Documentation should be collected and filed by responsible operation staff of Handling agent, in a manner that facilitates easy retrieval as required.

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

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All SKYUP MT cargo documents forms are available in Ground Handling section on the SKYUP MT web system: <https://skyup.centrik.net> (GRH manuals->Printable Forms) and are also listed in GOM, Annex A.

#### 1.7.7.1. Shipper's Letter of Instructions

Shipper's Letter of Instructions is an auxiliary document which is intended for collection of necessary information about cargo for air waybill issuance. The Shipper's Letter of Instructions is issued by a shipper in written on a standard form (Ref. GOM, Annex A, SEU-GRH-FORM-035). A shipper carries responsibility for correct information about cargo which is reported in this form. Shipper's Letter of Instructions should be issued in case of special cargo and must be issued in case of service cargo acceptance (Ref. COM 6.15). Description of cargo in Shipper's Letter of Instructions must coincide with the information indicated in such documents, as Shipper's Declaration, commercial invoice, import license etc. Description of dangerous goods must have the complete and correct information.

Shipper's Letter of Instructions consists of the following fields which must be filled:

- (1) SHIPPER – to bring in complete name, address and phone/fax numbers of shipper.
- (2) CONSIGNEE – to bring in complete name and address of consignee. This address must include a city and country and can also include telephones, telex of and/or fax number of consignee. If cargo is special a telephone number is mandatory.
- (3) AIRPORT OF DEPARTURE – to specify the name of airport of departure or name of city.
- (4) AIRPORT OF DESTINATION – to specify the name of airport of destination or name of city.
- (5) REQUESTED BOOKING – in this field a shipper can request a booking for cargo on a certain trip.
- (6) NO OF PIECES – it is necessary to specify a number of pieces in a shipment.
- (7) GROSS WEIGHT – a shipper must specify gross weight of cargo in kilograms. Weight which is indicated by a shipper must be checked up by SKYUP MT.
- (8) NATURE OF GOODS, TYPE OF PACKAGING AND DIMENSIONS – in this field there must be description of cargo, which should be exact enough for Customs identification. At description general terms must not be used, for example «SPARE PARTS» «TEXTILE» but «USED CAR SPARE PARTS», «MEN SUITS». It is mandatory to specify contents in detail in case of special cargo like dangerous goods, live animals, consolidation and other cargo which requires special treatment. If the separate categories of dangerous goods are consolidated with non-dangerous (for example dry ice), they are specified separately and in the beginning. It is also necessary to specify the type of packaging (for example, cardboard box, wooden box, etc).
- (9) AIR FREIGHT CHARGES – a shipper must specify, whether there will be an air freight charge paid in the point of departure - PREPAID or if it will be paid in the point of destination by consignee – COLLECT, in case of Service cargo – SERVICE should be indicated.

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- (10) DECLARED VALUE FOR CARRIAGE – a shipper can declare the value of cargo for transportation. If value is not declared, the code «NVD» is indicated («No Value Declared» - shipment without declared value).
- (11) DECLARED VALUE FOR CUSTOMS – a shipper can declare the value of cargo for a Customs. If such value is not declared, the code «NCV» is indicated («No Commercial Value» - no commercial value).
- (12) SERVICE CARGO TYPE – service cargo is divided on two types: SERVICE 1 (confirmed) and SERVICE 2 (stand-by). Responsible person who authorized service cargo is appointing.
- (13) HANDLING INFORMATION AND REMARKS – on SKYUP MT's request shipper inserts special handling information. In addition, shipper indicates the name, address, telephone of a person that should be notified.

**Note:** Italic type boxes should be filled only in case of Service Cargo.

Shipper's Letters of Instructions are collected and retained by the SKYUP MT (or its contracting party) not less than 3 months.

#### 1.7.7.2. Air Waybill

Air Waybill (AWB) – transport document that confirms the conclusion of contract and condition of air carriage of cargo, and also acceptance of cargo by the SKYUP MT from a shipper. An air waybill can be used only for air cargo carriage. An air waybill is a basic shipping document that is issued by an airline or its freight agents. An air waybill executes the following functions:

- it is a document, that confirms the presence of cargo booking for transportation
- it is proof of cargo acceptance for carriage
- serves as documentary foundation of finishing of air cargo contract
- confirms the presence of cargo insurance (if such insurance requested by a shipper and provided by SKYUP MT)
- it is guidance for the personnel of airline on handling and cargo carriage
- it is used by a Customs for the control of import, export and handling.

An air waybill is required for every air shipment. A contract for carriage becomes valid, when air waybill is issued, signed by a shipper or person authorized by him, signed by SKYUP MT or his freight agent that issued air waybill. A contract of carriage is finished, when cargo released to consignee, indicated in air waybill.

AWB issuance, completion, distribution must be provided in accordance with IATA Resolution 600a and SKYUP MT requirements (Ref. GOM, Annex A, SEU-GRH-FORM-036).

For cargo transportation could also be used a neutral air waybill which is an air waybill without the preprinted identification of SKYUP MT. A neutral air waybill is usually issued through the automated systems and is similar to an air waybill for the print (hand) issuance.



Air waybill copies are collected and retained by the SKYUP MT (or its contracting party) according to the local legislation but not less than 3 months.

#### **1.7.7.3. Substitute Air Waybill**

If air waybill is lost or there is not enough air waybill copies the substitute of air waybill is issued that allows to carry out transportation and delivery of cargo. As a substitute of the air waybill used a copy of air waybill, done from any copy, that remained at SKYUP MT, shipper or his agent using copying machines in requested number.

#### **1.7.7.4. Shipper's Declaration for Dangerous Goods**

Shipper's Declaration for Dangerous Goods is a document that is issued by a shipper, and which is presented for SKYUP MT for certain types of dangerous goods transportation.

Shipper's Declaration for Dangerous Goods must be issued strictly in accordance to current edition of DGR (Ref. GOM, Annex A, SEU-GRH-FORM-037).

The copies of Shipper's Declaration for Dangerous Goods are collected and retained by SKYUP MT (or its contracting party) for at least 3 months period. Collection and storage control are carried out by SKYUP MT area manager in a transit airport or during the audit of handling agent by SKYUP MT.

#### **1.7.7.5. Dangerous Goods Checklists**

An auxiliary instrument that facilitates account of all factors at acceptance of dangerous goods for transportation are the checklists (Ref. GOM, Annex A, SEU-GRH-FORM-038, SEU-GRH-FORM-039) which must be filled in time of dangerous goods acceptance for transportation (Ref. COM 6.7).

Checklist for DG cargo must be filled in accordance with the current edition of DGR.

Annually, after new release of DGR, responsible person for these Manual conducts collation of dangerous goods checklists which are used by SKYUP MT and makes proper amendments in forms (Ref. GOM, Annex A, SEU-GRH-FORM-038 and SEU-GRH-FORM-039).

The copies of checklists (including checklists and other relevant documents in case of dangerous goods consignment does not pass the acceptance check) are collected and retained by the SKYUP MT (or its contracting party) for at least 3 months period. Collection and storage control are carried out by SKYUP MT area manager in a transit airport or during the audit of handling agent by SKYUP MT.

#### **1.7.7.6. Shipper's Certification for Live Animals**

Shipper's Certification for Live Animals is a document that is issued by a shipper, and which is presented to SKYUP MT for transportation of live animals.

Shipper's Certification for Live Animals must be issued strictly in accordance with current edition of IATA Live Animals Regulations Manual (LAR) (Ref. GOM, Annex A, SEU-GRH-FORM-040).

The copies of Shipper's Certification for Live Animals are collected and retained by the SKYUP MT (or its contracting party) for at least 3 months period.

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#### 1.7.7.7. Live Animals Acceptance Checklist

An auxiliary instrument that assists at acceptance of live animals for transportation is the checklist (Ref. GOM, Annex A, SEU-GRH-FORM-041) which must be filled at the moment of live animals acceptance for transportation (mandatory in time of more than one carrier involved in transportation).

The copies of Live Animals Acceptance Checklist are collected and retained by the SKYUP MT (or its contracting party) not less than 3 months.

#### 1.7.7.8. Cargo Manifest

Cargo Manifest (CM) is intended for additional informing of Customs about import/export, for the receipt of statistical and commercial information about the transported cargo, identified by number and date of flight, for the receipt of information about volume of cargo and mail, for providing flight safety and filling of flight documents.

All necessary information about all cargo that is transported must be entered in the cargo manifest. Incorrect records about any cargo can cause fines approvals from the Customs side and also inexact information about weight can become the reason of the incidents related to the wrong load and non-fulfillment of flight safety requirements.

CM shall be given at the place of dispatch. The staff of the handling agent is responsible for the issuance of CM.

In case of no cargo on flight to the point of destination "CARGO NIL" manifest issued.

Cargo manifest (Ref. GOM, Annex A, SEU-GRH-FORM-032) the following information shall be pointed out clearly:

- (1) Operator (airline which performs flight)
- (2) Marks of Registration
- (3) Manifest number
- (4) Customs Ref (if any)
- (5) Flight No./Date
- (6) Point of loading
- (7) Point of unloading
- (8) Air Waybill number
- (9) Number of packages
- (10) Weight
- (11) Nature of goods. Records in this column must eliminate indefinite records as «UNKNOWN», «GENERAL CARGO», «MIXED», «SAMPLES». Description must be exact enough in order that it is possible to determine cargo contents. At description general terms must not be used, for example, «SPARE PARTS», «TEXTILE». It should be specified «SPARE PARTS FOR CARS», «MEN SUITS» etc.

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It is mandatory to bring the proper records at transportation of dangerous loads, live animals, consolidated and other cargo that are required special handling.

(12) For use by operator only

(13) For official use only

CM is filled no less than in 8 copies for passenger flight.

Distribution:

- The first parts of originals are given to the subdivisions at the place of departure.
- The rest of the originals accompany the cargo and are intended for every place of landing separately and for the customs of the airport of transit and/or for customs clearance.

The copies of cargo manifests are collected by the SKYUP MT Cargo office or its contracting party and retained minimum three months.

#### 1.7.7.9. Air Cargo Transfer Manifest

Air cargo Transfer Manifest, ACTM, TRM or TFM - document on a transfer cargo that is transported by different carriers, issued by SKYUP MT that executes a transfer and signed by SKYUP MT that accepts a cargo. Signature of SKYUP MT that accepts a cargo is considered as receipt for cargo that is transferred. Cargo transfer manifest is used for mutual accounting settlements between airlines for the executed air cargo transportation.

TFM is issued by the staff of the handling agent that transfers the cargo to the other Carrier for further transportation. TFM is signed on behalf of the Joining Carrier (that accepts) as a confirmation of the cargo receipt.

TFM is retained by the Carrier that delivers.

Appointed handling agents are allowed to act on behalf of SKYUP MT as to executing and signing of such transfer documents. The cargo and TFM shall be given to the Joining Carrier (that accepts) simultaneously with getting the sign.

If other not agreed between carriers, cargo transfer manifest is issued by SKYUP MT that transfers cargo in not less than 5 copies.

During transfer shipment, airline that transfers cargo must send at least two copies of signed transfer manifest with a shipment.

Air cargo transfer manifest consists of the following fields which must be filled (Ref. GOM, Annex A, SEU-GRH-FORM-042):

- (1) Airport (Airport of departure)
- (2) Date
- (3) Transferred to (Name of Receiving carrier)
- (4) Airwaybill number
- (5) AWB Destination airport
- (6) Number of pieces
- (7) Weight (Specify kg or lb)

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- (8) Nature of goods
- (9) Transferred by (Name of Transferring carrier). SKYUP MT or his agent that transfers cargo must affix the signature
- (10) Received by (Name of receiving carrier). SKYUP MT or his agent that accepts cargo must affix the signature, specify time and date of cargo acceptance.

The copies of cargo manifests are collected by the SKYUP MT Cargo office or its contracting party and retained minimum three months.

#### 1.7.7.10. Special Load Notification to Captain (NOTOC)

Special Load Notification to Captain (NOTOC) – is a report about loading on board of aircraft dangerous goods or other special cargo that requires special attention.

NOTOC is intended to inform the captain of aircraft about any cargo which is potentially dangerous or with other reasons (necessity of the special stowage in an aircraft, special attention in the process of performing of flight, in case of stopping in a transit point, performing of the special procedures during the delay of the flight).

Information about live animals have to be included in such report in order to provide acceptable conditions for animals, so as in some types of aircraft the system of conditioning and heating is regulated by the electronic system from pilot cockpit.

Filling of such form is the standard requirement of providing air transport safety.

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

NOTOC for SKYUP MT flights prior to departure is prepared and passed to the captain of an aircraft by the handling agent responsible for aircraft weight & balance according to agreements and requirements of GOM.

For NOTOC issuance and proper loading control, in agreed time prior to the planned flight departure, the responsible person of SKYUP MT or handling agent is providing to handling agents units, which are responsible for load control and for NOTOC issuance, the compatible report (FBL, FFM, AWB copy) with the special cargo information planned for defined flight.

Information to be communicated shall include the following:

- (a) If applicable, Air Waybill number;
- (b) Proper shipping name and UN/ID number;
- (c) Class or division, and subsidiary hazards corresponding to label(s) applied, and for Class 1, compatibility group;
- (d) If applicable, packing group;
- (e) For non-radioactive material, number of packages, exact loading location and, as applicable, net quantity or gross weight of each package, except:



- (1) For UN 1845, carbon dioxide, solid (dry ice): At the option of the Operator, only the UN number, proper shipping name, classification, total quantity in each aircraft hold and offload airport are required;
- (2) For UN 3480, (Lithium-ion batteries) and UN 3090 (lithium metal batteries): At the option of the Operator, only the UN number, proper shipping name, class, total quantity at each loading location, and whether the package must be carried on a cargo-only aircraft are required. UN 3480 (Lithium-ion batteries) and UN 3090 (lithium metal batteries) carried under a State exemption shall meet all requirements specified in (d) and (e)).
- (f) For radioactive material, number and category of packages, overpacks or freight containers, exact loading locations and, as applicable, transport index and dimensions for each package;
- (g) Any restriction for transport on cargo aircraft only;
- (h) Offload airport;
- (i) If applicable, dangerous goods transported under a state exemption.

For more details regarding NOTOC, Ref. GOM 5.2.4.

The copies of NOTOC are collected and retained by the SKYUP MT (or its contracting party) for a period in accordance with applicable local regulations and/or operator requirements, but not less than three months.

#### 1.7.7.11. Cargo Identification Labels

For transportation of cargo every piece, besides name and address of shipper and consignee, must be marked with identification label which are printed by SKYUP MT and contains either the name SKYUP MT and number of air waybill or only the name of SKYUP MT. Also, the neutral label can be used, without the name of SKYUP MT.

Cargo identification labels consist of the following fields for filling (Ref. COM Annex A):

- (1) THE NAME OF AIRLINE and/or LOGOTYPE OF AIRLINE. The name of airline is brought in.
- (2) AWB NO. (NUMBER OF AIR WAYBILL). An airline code and serial number of air waybill.
- (3) DESTINATION. The three letters code of airport of destination is specified (or city, if the code of airport is unknown).
- (4) TOTAL NO. OF PIECES. A total number of pieces of shipment is specified.
- (5) WEIGHT OF THIS PIECE. Weight of packaging to which this label is fastened is specified, unit of measuring of weight is also specified (kg or lbs).
- (6) A/P OF DEPARTURE (AIRPORT OF DEPARTURE). The three letters code of airport of departure is specified.
- (7) TRANSFER STATION. The three letters code of transfer airport is specified (or city code, if the code of airport is unknown).

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#### 1.7.7.12. Special Cargo Labels

«THIS WAY UP» - specifies the necessity of packages placing during transporting and handling in certain direction indicated by labels.

«FRAGILE» - is placed on packages for requesting more delicate handling of such cargo.

«PERISHABLE» - is fastened to the packages of perishable cargo.

«LIVE ANIMALS» – is fastened to the packages with live animals.

«TIME DEFINITE» – is fastened to the cargo booked under Time Definite Cargo Solution protocol.

Shipper or his agent must supply dangerous goods with labels required by current edition of DGR Section 7.

#### 1.7.7.13. Cargo Irregularity /Damage Report

Cargo irregularity/damage report (further Report) is issued in following cases:

- if package or contents of package is damage
- at discovering a partial shortage of contents of the shipment
- at failing or exceeding of weight of the freight shipment at the intact packaging
- at partial arrival of the freight shipment to the airport of the destination
- at the arrival of documents without cargo or cargo without documents.

A Report serves for fixing of irregularity fact, status of cargo which is passed from SKYUP MT to handling company for storage or vice versa for the loading in aircraft and is used for all involved parties notification.

Report is issued by handling agent. Example of Report (Ref. GOM, Annex A, SEU-GRH-FORM-043).

Copies of Report are collected and retained by the SKYUP MT (or its contracting party).

#### 1.7.7.14. Charges Correction Advice (CCA)

Charges, type of payments that are wrongly indicated in AWB can be changed or corrected only by the means of using Charges Correction Advice (CCA) (Ref. GOM, Annex A, SEU-GRH-FORM-044) (Ref. COM 8.3).

Copies of CCA are collected and retained by the SKYUP MT (or its contracting party).

#### 1.7.7.15. Proof of non-uplift of TDS cargo

In case if TDS shipment or part of it non-uplifted on booked flight and non-unloaded at the destination airport within 12 hours from scheduled time agent should provide to the SKYUP MT (or its GSA) the Proof of Non-uplift. (Ref. GOM, Annex A, GRH-FORM-045).

Copies of Proof of non-uplift are collected and retained by the SKYUP MT (or its contracting party).



**1.7.7.16. Mail Documents**

In obedience to the terms of the World Postal Union, transportation of mail is accompanied by the documents of form CN38, CN41 (Surface Air Lifted mail/SAL) and waybill.

Mail documents are issued by mail administrations and are passed together with mail to the SKYUP MT for transporting. Total data about number of pieces and weight of mail should be inserted to the cargo manifest. Mail documents are collected from each flight and are retained by the SKYUP MT (or its contracting party).

**1.7.7.17. Acceptance Checklist for Time and Temperature-Sensitive Healthcare Shipments**

The purpose of the Acceptance Checklist is to provide SKYUP MT and handling agents with the minimum checks that must be performed when temperature sensitive healthcare shipments are presented. It is also to ensure that the requirements have been complied with. SKYUP MT implement IATA Standard Acceptance Checklist (Ref. GOM, Annex A, SEU-GRH-FORM-052)

The copies of Time and Temperature-Sensitive Healthcare Shipments Acceptance Checklist are collected and retained by the SKYUP MT (or its contracting party) not less than 3 months.

**1.7.8. IATA Books Library**

Current edition of the following IATA manuals and regulations must be available in each location where cargo operations are concluded: DGR, LAR and other if required. Cargo Handling Manager is responsible for a presence of these manuals in SKYUP MT Departments. His duty also to order sufficient supply of books or web subscriptions, follow for changes or new editions, proper distribution and control to include addendums.

A copy of the current edition of the Dangerous Goods Regulations or the ICAO Technical Instructions for the Safe Transport of Dangerous goods by air, including addenda as appropriate, shall be available at each location where SKYUP MT revenue or non- revenue cargo operations are conducted, and dangerous goods are accepted.



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## 2. CARGO ACCEPTANCE, RESERVATION AND BASIC RULES

### 2.1. REGULATIONS AND CONTROL OF EXPORT, IMPORT, TRANSIT

A shipper carries responsibility for performing of State export, import and transit formalities: issuance of necessary export licenses, permissions, certificates and other documents, which are required by the current legislation of country of departure, transit and destination. SKYUP MT or its agent must know and inform a shipper about the rules of cargo transportation through territory of countries of transfer/transit and destination, where the special State requirements limitations and prohibitions can be.

An embargo is the special variety of regulations of freight transportations. Embargo is prohibition of state authorities or carrier for transportation of separate types of cargo during limited term of time on the certain route/part of route from/to certain area or point of connection, total embargo. In time of announcement of embargo, it is necessary to name the date and exact time of embargo offensive. After announcement of State embargo no one carrier has a right to perform such transportation. At announcement of non-State embargo by one carrier, other carriers can perform such transportation.

Types of cargo, the import of which most countries are allowed with special conditions, are:

- weapon and ammunition, including a shooting weapons and military equipment, explosive and battle materials
- human remains
- live animals
- plants and vegetable materials
- medicines and drugs
- biological materials, vaccines, etc.

Types of cargo, import of which by most countries is forbidden, are:

- improper literature and objects, which contradict to principles of society framework
- objects which are packed in vegetable materials (hay, straw, grass)
- fake money, securities, stamps and equipments for their production
- drugs.

The responsibility for non-performing of requirements of State authorities and SKYUP MT rules which are related to cargo acceptance for transportation, is carried by shipper. The shipper is responsible for expenses that follow from contract of carriage and which may arise in connection with including by shipper prohibited by States laws and rules items and as a result of absence, insufficient or wrong information about markings, weight, number of pieces, address, describing of goods and as a result of non-performing requirements to package and also as a result of absence or delay in presence or wrong customs permissions or documents.

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## 2.2. ACCEPTANCE FOR CARRIAGE

SKYUP MT accepts cargo from shippers, cargo agents and interline partners.

If other is not specified, the reason for cargo acceptance from a freight agent is a concluded contract with SKYUP MT and cargo agent in accordance with the current local legislation. Before fixing the contract with a cargo agent, SKYUP MT conducts agent verification on accordance to the requirements of SKYUP MT.

List of valid SKYUP MT cargo agents is retained at Cargo office and is available on request.

At acceptance of cargo for transportation, cargo agents must handle cargo in accordance with rules and standards which are established by SKYUP MT in this manual and local state authorities of countries from territory, on territory or through territory of which transportation is performed.

Cargo agents carry responsibility for:

- control of safety and security requirements at packaging, labeling, storage, carriage and delivery of cargo to the SKYUP MT;
- identification of unknown shippers and registration of information about them;
- safety of cargo till its delivery to the SKYUP MT;
- training of agent's personnel to the methods of cargo sales, handling and implementation of aviation safety and security requirements.

SKYUP MT (or its handling agent) responsible person (or division) for cargo acceptance must check the cargo and documents for the SKYUP MT requirements. The main attention must be attracted to the special cargo acceptance (Ref. COM, ch.6). SKYUP MT is verifying the accordance of handling agent to SKYUP MT requirements by planned and un-planned audits.

On shipper's request SKYUP MT or its cargo agent should provide all necessary information (orally, by telephone or by other means of communication) to the shipper about:

- requirements to packaging at transportation of certain types of cargo by air;
- SKYUP MT rules, which relate to transportation of certain types of cargo;
- documents which are needed for this transportation;
- rules of documents issuance.

A shipper carries responsibility against SKYUP MT for packaging of cargo, considering specific properties of commodity that in time using usual methods of cargo handling enough safety level is provided during transportation, and also risk of causing harm to the people, damage of other cargo or property of SKYUP MT is eliminated.

SKYUP MT agent, which accepts cargo for transportation, must notify shipper in advance of marking, labeling and packaging to the SKYUP MT standards and requirements. The SKYUP MT agent has a right to refuse acceptance of cargo with the improper marking, labeling and packaging and /or to require from the shipper the correct marking, labeling and packaging of cargo.

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Acceptance of cargo for transportation takes place on the cargo customs warehouse of airport of departure directly from shipper or cargo agent.

Delivery of cargo to the airport is performed at shipper's or his agent cost. All works related to unloading of cargo from transport vehicles and with handling of cargo till acceptance of him for transportation, are executed at cost of shipper or his cargo agent.

Only cargo, volume, quality, weight, dimensions and conditions of which allow to perform air carriage in accordance with rules of this Manual, is accepted for transportation.

Cargo pieces weighing 150 kg and higher and/or the dimensions of which exceed the overall sizes of cargo doors of SKYUP MT aircraft, are considered as heavy and outsized and are accepted for transportation (Ref. COM 6.6). Cargo pieces weighing over 200 kg are acceptable for transportation on SKYUP MT aircraft lower deck (belly load). Prior approval from SKYUP MT cargo office ([ops@skyup.aero](mailto:ops@skyup.aero), [cargo@skyup.aero](mailto:cargo@skyup.aero)) or its contracting party is mandatory for piece more than 200 kg with consideration of maximum floor load (Ref. COM 5.1).

In time of cargo acceptance for transportation an air waybill must be issued. In time of special cargo acceptance for transportation, documents that are shown in Chapter 6 of this Manual should be issued additionally. On shipper's request the additional documents can be added that are necessary for the Customs and other State authorities of country of departure, destination, transit or transfer. All necessary documents must be firmly fastened to the air waybill and indicated in the field of air waybill «Handling information». Shipper carries full responsibility for preparation and grant documents which are required by State authorities.

SKYUP MT is free of all obligations, which follow from the air carriage contract and all charges, which can arise as a result of including by a shipper in the shipment forbidden objects for transportation by laws and rules of the proper countries, or as a result of absence, incompleteness or incorrectness of marking, labeling, weight, number of pieces, address, description of goods or packaging quality, and also because of absence, delay or error of Customs and other permissions or necessary documents.

SKYUP MT is responsible for the accepted cargo for transportation from the moment of its acceptance from a shipper and till its delivery to consignee.

Minimum acceptance time must be established in each airport by local SKYUP MT (or GSA) office depending on handling agent requirements and possibilities.



### 2.3. ROUTE OF CARRIAGE

A SKYUP MT does not take an obligation to transport a shipment on certain type of aircraft, on certain route, to perform the transfer carriage in a certain point (exclusion: shipments booked under Time Definite Cargo Solution protocol, Ref. COM 6.13). Departure and arrival time, indicated in the timetable or in other documents, are not guaranteed and are not the conditions of air cargo carriage contract. Timetable can be changed without previous notification.

In order to fulfill the air cargo carriage in fastest terms and by the shortest route SKYUP MT has the rights to change the route of transportation indicated in an air waybill without the change of point of destination, to change the type of aircraft on which cargo is transported, to transfer cargo to other carriers, cancel, interrupt, postpone, delay of flight or refuse further transportation of cargo or its part, if other not agreed with a shipper or consignee. SKYUP MT responsible person for reservation takes a decision about implementation of conditions mentioned above.

SKYUP MT must move cargo by most direct routes, considering frequency of flight, capacity of aircraft and requested route by shipper. Usually, in air waybill there must be shown shortest route of transportation. If in air waybill exact route of transportation is not indicated, shipment must be sent on route, which, in opinion of SKYUP MT, will provide its most prompt deliver.



## 2.4. PAYMENT FOR CARRIAGE

Generally, shipments are accepted for carriage on a prepaid basis (PP – prepaid payment), the payment procedure is indicated in agreements with SKYUP MT and is controlled by SKYUP MT's responsible person for accounting.

It is FORBIDDEN, if specially not arranged with a SKYUP MT, to accept for transportation with charges collect the following types of cargo:

- household goods and personal effects
- perishables
- animals
- unaccompanied baggage
- human remains.

Decision about the special arrangements should be made by Cargo Handling Manager or person authorized by him.

It is FORBIDDEN to carry cargo with payment on delivery for the goods value, additionally to the transportation cost.

The calculation of payment for carriage is executed by the way of multiplying the proper cargo rate and chargeable weight of the shipment. Thus, an incomplete kilogram of weight becomes round to the next half of the kilogram or, if weight of incomplete kilogram more than 0.5 kg, to the next complete kilogram.

At transportation of lightweight (volume) cargo, the payment for transportation is calculated on the basis of volume of cargo in accordance with the applicable rules of rates.

**Note:** a light-weight cargo is a cargo, volume of which exceeds 0.006 cubic meter (6000 cubic centimeter) of 1 kg of gross weight.

For example: dimensions of the shipment are: 162.2 cm x 155.6 cm x 141.4 cm. We round off these dimensions to the whole numbers: 162 cm x 156 cm x 141 cm = 3 563 352 cubic cm. Chargeable weight is calculated by the division of cargo volume in cm on 6000. A result is 593,892 kg. Rounding off is getting chargeable weight - 594 kg.



## 2.5. CARGO RESERVATION

### 2.5.1. General Provisions

The main tasks of cargo reservation are to assure advance transportation arrangements during sales, booking and acceptance, to utilize optimally each flight in order to establish high-level customer service and to increase SKYUP MT profit.

Any shipment can be booked not earlier than 14 days before departure and not later than the minimum acceptance time (Ref. COM 2.8.). Some types of special cargo require earlier than minimum acceptance time reservation for necessary advance arrangements (Ref. COM, ch.6).

Booking request from shippers, agents and other carriers is provided by any accessible communication mean: phone, fax, e-mail and other. A request must contain the following information:

- nature of goods, number of pieces, gross weight and volume
- dimensions of every piece
- route, flight number and date of departure
- type and number of the document which guarantees payment of transportation (if applicable)
- special handling and transportation instructions.

Booked cargo has an advantage over un-booked cargo (Ref. COM 2.8). If booked cargo is not accepted on requested flight, a shipper must be notified about the delay and cargo must be sent by the next first available flight.

### 2.5.2. Calculation of Available Flight Capacity

Responsible persons for cargo reservations must calculate the available flight capacity of each controlled by them SKYUP MT flight in coordination with OCC.

Aircraft type	Maximum allowed weight of cargo compartments, kg	Maximum total volume of cargo compartments, m3
Boeing 737-800	7189*	43*

\*Figures is shown in the example of 9H-SAS. Figures for other aircraft may vary.

Refer to AHM-560 of particular aircraft to find out the correct data.

Following figures of passengers, baggage and mail that established in SKYUP MT must be considered:

Figure	Weight, kg	Density (average), kg/m <sup>3</sup>
Passenger (with hand luggage)	88/70	-
Checked baggage	13	180
Mail	-	-

Maximum mail allotments (if any) on respective flights must be taken into account (according to available agreements with local mail service).

For detailed standard weights Ref. GOM 5.3.1.1.

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The stowage loss must be considered when available capacity is calculated that amount 30% on an average. This percentage could be increased in case of unusual dimensions, stowing conditions of cargo and bad utilization of respective flight.

Calculated weight and volume capacity is opened for sale and reservation. If either of these capacities is sold, the flight is to be considered fully booked and no further bookings may be accepted, except a reasonable number of small shipments up to several kgs for stowage loss filling.

SKYUP MT Loading priorities:

Priority	Onload	Details
1	Crews	Crew members taking over flight duties must never be offloaded
2	AOG shipments	AOG service cargo - aircraft spare parts
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
4	Passengers having paid full fare including all their baggage	Duty travellers
5	Revenue cargo*	
6	Passengers having paid reduced fare including baggage	
6	Air mail (beyond allotment)	part of delivered mail which exceeds the agreed figures
7	Service cargo (SVC) COMAIL	SKYUP MT service cargo other than AOG SKYUP MT company mail

**Note 1:** Priorities for revenue cargo\*:

- (1) Live animals (AVI)
- (2) Human remains (HUM)
- (3) Valuable cargo (VAL)
- (4) Time Definite cargo (TDS, DIPTDS)
- (5) Vulnerable cargo (VUN)
- (6) Perishable cargo (EAT, PER, COL, ICE)
- (7) Key account traffic (as per Cargo Sales)
- (8) Short-shipped, over-carried, off-loaded or delayed revenue cargo
- (9) Regular booked cargo

**Note 2:** Priority for cargo and mail transportation may be changed according to SKYUP MT Cargo instructions.

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### **2.5.3. Cargo System and Cargo-IMP format**

All reservation messages must be processed to SKYUP MT and in format of Cargo Interchange Message Procedures (Cargo-IMP). It was developed by the IATA Member Airlines as Standard IATA/ATA Cargo Interchange Message Procedures. These messages ensure uniformity, mutual understanding, accuracy and economy in inter-airline data exchange and in data exchange between any carriers and other air cargo industry participants including agents, brokers and Customs.

Standard reservation request:

- (1) FFR
- (2) XXX-00000001MLATBS/T1K10MC0.01/METAL/VAL
- (3) U5431/01SEP/MLATBS/NN
- (4) SSR/DO NOT DROP
- (5) OSI/PLEASE ARRANGE GUARD ON ARRIVAL
- (6) REF/MLAFRPQ
- (7) DIM/K10/CMT20-20-10/1
  - (1) – message identifier
  - (2) – shipment information
  - (3) – booking details
  - (4) – special service request, free text up to 2 lines
  - (5) – other service information, free text up to 2 lines
  - (6) – booking reference
  - (7) – dimensions

Main message elements:

FFR – reservation request

FFA – reservation answer

NN – space requested without alternative

NA – space requested with alternative

KK – space confirmed

UU – unable to book

UN – unable to book, no flight available

LL/HL – holding standby

HN – holding need

HK – holding confirmed

XX – cancel

For more detailed information please refer to IATA Cargo IMP Manual current edition.

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Any information and data which inputted in SKYUP MT Cargo System must be subject to back-up procedures on the schedule basis according to existing agreements, local and international rules.

#### **2.5.4. Final Provisions**

For reservation activity between SKYUP MT, its agents, other carriers and General Sales Agents there must be used messages in Cargo-IMP format.

For transfer cargo carriage the confirmed space must be obtained in advance on all parts of route, including parts of other carriers.

SKYUP MT has a right to cancel reservation, if shipper or agent did not deliver cargo or documents to the airport of departure in terms established by SKYUP MT.

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## 2.6. CARGO FORBIDDEN FOR TRANSPORTATION AND CARGO THAT IS SUBJECT TO SPECIAL CONDITIONS AT ACCEPTANCE

Some types of cargo are not acceptable for air carriage. They are as following:

- cargo that is forbidden for air carriage in accordance with the ICAO and IATA rules for transportation of dangerous goods
- improper packed cargo
- cargo that is forbidden by state authorities (quarantine requirements).

Some types of cargo are accepted for transportation on special conditions only. They are as following:

(a) Commodities with specific properties or special handling requirements:

- (1) live animals
- (2) dangerous goods
- (3) consolidated cargo
- (4) unaccompanied baggage
- (5) valuable and fragile cargo
- (6) human remains
- (7) wet cargo
- (8) perishables
- (9) diplomatic cargo
- (10) goods of art and museum stuff
- (11) heavy and oversized cargo
- (12) weapon and military equipment
- (13) time definite cargo (TDS).

(b) Embargo is the condition when cargo is forbidden for carriage in any circumstances.



## 2.7. INTERLINE CARGO ACCEPTANCE AND TRANSFER

SKYUP MT cooperates with other airlines within scope of interline agreements, where cargo is transferred between airlines in both directions for mutual commercial benefit.

For transfer within SKYUP MT route net when cargo moved from one SKYUP MT flight to another SKYUP MT flight no transfer manifest is involved, and acceptance process is same as for own cargo.

- (a) **Interline transfer** - Cargo moved from one interline carrier to another. A shipment is considered as “transferred” when receiving carrier or its handling agent has taken possession of it and has given transferring carrier a receipt by means of a transfer manifest (TRM).

**Transfer Manifest (TRM)** - A document executed by transferring carrier upon transfer of interline cargo, The TRM shall be endorsed by receiving carrier as a receipt for the consignment transferred (Ref. GOM, Annex A, SEU-GRH-FORM-042).

For interline acceptance same cargo acceptance process and requirements apply as for own cargo described under cargo acceptance process.

In addition, following process points must be applied before interline cargo is accepted:

- (1) Interline cargo comply with IATA interline cargo requirements.
- (2) An interline agreement has been established with the transferring carrier.
- (3) The transferring carrier has issued a TRM (unless anything else is agreed between the carriers involved).
- (4) Cargo is secured.
- (5) Cargo and documents shall together be received from interline carrier. Before signing a TRM, the receiving handling agent staff must check that the TRM-information corresponds to the actual shipment received.
- (6) Any Irregularity must be reported on the TRM. Transferring carrier is responsible that shipments which are handed over to receiving carrier are in good condition and that all documents listed on the AWB are actually present. Any damage, discrepancy or irregularity shall be corrected by transferring carrier prior to handing it over to receiving carrier. If not possible to correct, an endorsement must be made in the “REMARKS” column of the TRM before it can be accepted and signed by the transferring carrier’s representative (due to legal aspects). If an irregularity occurs at a transfer station, always adhere to relevant irregularity standards Ref. COM, ch.8.

(b) **Transfer from SKYUP MT to another Interline Carrier**

In cases where SKYUP MT transfers Interline Cargo to another carrier prescribed in the AWB it must be ensured that this is done immediately after arrival at the transfer point. Handling Agent must issue TRM to next carrier. If the prescribed carrier refuse acceptance, SKYUP MT must notify issuing carrier at airport of departure.

Cargo, documents and TRM shall together be handed over to receiving carrier handling agent who must sign receipt. (Ref. COM 1.7.7.9).



**Note:** the shipment is not considered as transferred until the receiving carrier or its handling agent has taken possession of the cargo/documents and has signed the TRM.

Transportation of transfer cargo is performed only upon receipt of the confirmed booking for whole routing.

Transfer cargo subject to minimum connection time valid for such kind of transportation in respective airport in order to execute all customs procedures and administrative formalities for transferring between connection flights.

Weight, dimensions and nature of transfer cargo must correspond to possibilities of their transportation on aircrafts, that SKYUP MT or other carrier, which SKYUP MT operates according to agreements, and also terms and possibility of their storage and handling in transfer airports.

Transfer cargo with charges which are paid in the point of destination («Charges Collect») can be accepted for transportation only if it is agreed by participant carriers. Last carrier is responsible for the receipt in the point of destination of all charges which are indicated in air waybill as Collect. At the refusal of consignee to pay charges collect which are indicated in air waybill, the last SKYUP MT notifies about it the SKYUP MT that issued the air waybill. Then SKYUP MT that issued air waybill is responsible for charges collection.



## 2.8. TRANSPORTATION OF CARGO ON CHARTER FLIGHT AND ON AIRCRAFTS OF OTHER CARRIERS

Transportation of cargo on charter flights and on aircrafts of other carriers is performed only in accordance with the conditions of concluded by SKYUP MT agreements.

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## 2.9. TRANSPORTATIONS OF CARGO WITH ACCOMPANYING

According to prior arrangement with SKYUP MT, shipper may send the cargo for transportation with conditions of convoying it by his specially appointed person (accompanying) - representative of SKYUP MT. In time of acceptance for transportation of special cargo (live animals, museums stuff, diplomatic cargo and others), a SKYUP MT can request an accompanying person(s) as mandatory.

Acceptance of cargo with accompanying is provided according to usual cargo acceptance requirements of this Manual.

Carriage of accompanying persons on SKYUP MT passenger's flights provided based on passenger's ticket in accordance with SKYUP MT rules of passenger's transportation.

Accompanying person in time of transportation of cargo, depending on a type of aircraft and circumstances of transportation, must:

- to monitor the cargo condition;
- immediately to give a report to the captain of aircraft about cargo damage;
- at accompaniment of live animals – to look after the animals;
- to be present, if necessary, during loading/unloading of cargo on an aircraft and to accompany a cargo till delivery to consignee;
- in case of dangerous goods accompaniment - to perform the rules of safety; to know the rules of handling for prevention of fire, poisoning or other nonpermanent situations.

A SKYUP MT is under an obligation to give help to accompanying person for his duties performing.

In case when the damage threatens to the cargo and its delivery in complete safety is impossible, accompanying person must dispose cargo in accordance with instructions of shipper. A SKYUP MT in such cases is under an obligation to provide him necessary assistance. A shipper is under an obligation to cover to the SKYUP MT all charges in connection with grant of assistance.



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### 3. SECURITY CARGO AND MAIL

#### 3.1. GENERAL SECURITY POLICY

SKYUP MT Policy in providing safety in transportation of cargo and mail on SKYUP MT aircraft is to guarantee absence of forbidden items and substances which can threaten the aircraft, the crew and the passengers, in cargo accepted for transportation on board of SKYUP MT aircraft.

In order to prevent acts of unlawful interference during of cargo handling procedures, the Airport Authorities have to implement security measures in cargo facilities and the following activities in the scope of Civil Aviation security:

- controlled access for vehicles and personnel to security restricted areas (in which there is cargo), landside and airside;
- controlled access for personnel to cargo and mail storage and handling areas;
- cargo and mail protection procedures before loading onto plane.

All persons and vehicles with access to security restricted areas in or around any cargo facility to be subjected to security controls.

Security for cargo and mail delivered on SKYUP MT flights is done according to the regulations of the SKYUP MT's Aviation Security Program.

All cargo and mail shall be subjected to security controls prior to being loaded on board of the aircraft with the aim to prevent weapons, explosive devices, explosives and other prohibited items from being delivered onboard aircraft and which may be used to commit an act of unlawful interference.

Cargo and mail cannot be taken on board of an aircraft without security controls.

Agreements (contracts) concluded with legal entities providing SKYUP MT with services shall contain requirements and responsibilities for aviation security according to the national legislation as well as standards of ICAO and requirements of ECAC.

This section specifies SKYUP MT requirements for security of cargo and mail transportation. But it cannot and should not meet all possible national and local requirements concerning issues of cargo and mail transportation security.

Handling agents within the borders of their country should, as a minimum, fulfil requirements and procedures of National Security Program.

With the aim of promotion of security all cargo is viewed as "unknown cargo" and may be accepted for transportation on SKYUP MT flights only after proper security controls.



## 3.2. CARGO AND MAIL SECURITY MEASURES

### 3.2.1. Approval of Cargo and Mail Transportation

Acceptance of cargo for SKYUP MT air transportation is carried out on the basis of cargo manifest, air waybill and cargo security declaration, filled by shipper, guarantying security of cargo for air transportation and indicating its commodity and characteristics.

It is allowed to accept cargo with air transportation documents of SKYUP MT or other airlines, which have cargo transportation agreements with SKYUP MT only.

Cargo and mail (incl. transfer shipments) to be loaded on board SKYUP MT aircraft is a subject of obligatory security controls at the airport of loading (application of screening or other security controls), which is obligatory recorded in AWB. Appropriate security controls for transfer cargo shall have been applied at the point of original uplift.

In the case screening or other security controls has not been confirmed or accounted at the airport of loading, shipment has not to be accepted for carriage.

All cargo and/or mail (transfer includes) for transport on any SKYUP MT flight has to be protected from unauthorized interference from the point security screening or other security controls are applied, or from the point of acceptance after screening or security controls already have been applied, until arrival at the airport of destination.

**(a) Before loading into aircraft, be sure that:**

**(1) shipment delivered to aircraft by:**

- authorized personnel of SKYUP MT handling agent

or

- authorized personnel of airport of loading;

**(2) free from any signs of tampering;**

**(3) there is all required information (paper or electronic) that corresponds to the cargo being delivered, including documents that detail the security status;**

**(4) additional security controls have been performed for “high risk cargo”.**

**(b) It is forbidden to accept shipment for transportation if unfulfilled requirements listed above and:**

**(1) cargo/mail delivered to aircraft without security control at the airport of loading (aviation security stamp is absent on issued air waybill);**

**(2) AWB is absent, damaged (unreadable records) or aviation security control record is missing;**

**(3) If there are suspicion of unauthorized access to content - violation of the packaging, signs of tampering etc. (responsibility of the GSP personnel which provides cargo or mail loading directly into the aircraft after passing them security control zone).**

**(c) For cargo that cannot be identified as having the application of screening or other security controls confirmed or accounted for by a regulated agent or an**

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entity approved by the relevant authority (unknown cargo), a process to ensure such cargo is subjected to screening or other security controls as accepted by the applicable state.

### 3.2.2. Regulated Agent Scheme and Criteria

SKYUP MT has adopted the definition of regulated agent from Annex 17 to Chicago Convention:

“An agent, freight forwarder or any other entity that conducts business with an operator and provides security controls that are accepted or required by the Appropriate Authority in respect of cargo or mail”.

#### Regulated agent upon receipt of consignment:

- defines, what level of security check should be applied for the consignment;
- provides screening or hand search according to established level of control;
- provides an acceptable security level during screening/ search;
- ensures protection of each consignment from SKYUP MT during storage provided by this regulated agent, especially after it was defined as “known consignment”.

If a consignment was delivered to SKYUP MT or to another regulated agent as “known consignment” (i.e. for an agent, engaged in cargo consolidation), SKYUP MT such an agent has to be certain, that all consignments were:

- delivered by assigned employee of known shipper;
- included into waybill with full description of consignment content, which was checked for authenticity;
- included into properly issued cargo security declaration;
- checked for integrity of packaging;
- guarded before being handed-over to SKYUP MT or the regulated agent responsibility;
- in case cargo was accepted as “unknown consignment” it was properly screened according to established security check level and thus considered as “known consignment”.

If a consignment does not correspond to one of these requirements, such cargo is delivered to SKYUP MT or other regulated agent as “unknown consignment”.

### 3.2.3. Known Shipper Scheme and Criteria

Freight forwarder or client may be considered by SKYUP MT or regulated agent as “known shipper” if identity and address of the shipper and the agent authorized to carry out deliveries on his behalf are established and registered, and freight forwarder accepted the following obligations:

- to prepare consignments in secure premises
- to use only “cleared” staff for preparing the consignments

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- to protect consignments against unauthorized interference during preparation, storage and transportation
- to accept requirement, that package and contents of the consignment may be examined for security reasons
- to certify in writing that the consignment does not contain explosives or any other dangerous articles or materials.

#### 3.2.4. Security Controls of Consignment

Security controls are implemented at airports, which have corresponding approval of civil aviation authority, and are regulated according to airport procedures.

Security control of consignment is carried out after corresponding check of documents, where cargo commodity, characteristics and possibility to be transported by air should be indicated. Screening is carried out in the presence of those responsible for handing-over of the consignment for transportation upon verification of their IDs.

Screening of cargo/mail is carried out in accordance with the technological documents of the Airport, and in accordance with the nature of the cargo consignments with the submission of relevant documents, which, after caring for and registering cargo and mail, are assigned a security status in the form of a trilateral code that defines the type of aircraft (passenger, cargo or mail), which are allowed to carry this cargo or mail. This status is indicated electronically or in writing when moving cargo and mail within a secure supply chain.

Screening of cargo, which is connected with opening of package in case of person responsible for its handing-over for transportation unavailability, is carried out upon the motivated decision of the Airport Aviation Security management or law enforcement authority. Such screening is carried out at presence of customs representative and two witnesses. Corresponding report regarding cargo security check should be issued when forwarder was absent.

Cargo security procedures are implemented at checkpoints by (by at least one of the following methods):

- hand search (PHS);
- X-Ray equipment;
- explosive detection systems (EDS) equipment;
- explosive detection dogs (EDD);
- explosive trace detection (ETD) equipment;
- visual check (VCK) (in combination with other method);
- metal detection equipment (MDE);

When choosing the method of cargo/mail security controls, the one that is optimal for detecting prohibited items (explosive and incendiary devices that are prohibited for carriage in accordance with security requirements) is selected, taking into account the nature of the cargo/mail.

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Hand-searching is carried out in case it is impossible to determine the contents of cargo and by requirement of freight forwarder also.

Hand-searching of cargo is carried out at screening checkpoints (specially designated places) with obligatory opening of cargo.

Hand-searching of cargo is carried out in the presence of freight forwarder, customs officer, agent.

Contents of cargo piece after opening is classifying by threat levels indicated in SKYUP MT Aviation Security Program.

A hand-searching should consist of a thorough manual check of the consignment, including all its contents.

Hand-searching should ensure that there are no prohibited items inside of delivery.

Hand-searching procedures for cargo and mail are carried out in the following order:

- observation of exterior of the item to find damages of packaging
- interior observation of cargo contents.

When carrying out cargo/mail security control with X-ray, special attention is paid to the threat posed by: explosive devices are hidden in electrical, electronic devices or battery-powered devices (mobile phones, personal computers, electronic notebooks, video, audio, photo equipment, etc.).

Person's screening cargo by x-ray or EDS equipment shall normally not spend more than 20 minutes continuously reviewing images. After each of these periods, the screener shall not review images for at least 10 minutes. This requirement shall only apply when there is an uninterrupted flow of images to be reviewed.

In the case where the security officer cannot determine the level of security of consignment (the consignment does not contain/contain prohibited articles/substances), the cargo/mail must be removed from the carriage or re-checked for the presence of prohibited items, with mandatory a message from the supervisor to identify further security control methods that may include:

- unpacking large packages for smaller ones that must be inspected separately;
- conducting PHS and / or EDS or EDD.

XRY:

- a consignment screened by single view x-ray equipment shall be examined from at least two different angles with least 60° and no more than 90° rotation by the same screener, if the depth of the consignment to be penetrated by the x-ray beam exceeds 130cm.
- Consignments for which the screener cannot reasonably ensure that they do not contain prohibited articles after screening from two different angles shall be either rejected or subjected to another appropriate means or method of screening.

ETD:

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Screening by ETD equipment shall consist of the analysis of trace particles or vapour samples taken from both the inside and the outside of the consignment and from its contents.

Trace particles or vapour samples shall be collected from at least the following areas:

- internal and external box seams, if applicable, under any protective wrapping;
- a minimum of 2 external surfaces, under any protective wrapping;
- any areas used for manual handling or lifting;
- any areas which appear to have been subject to tampering.

ETD equipment may not be used, other than in combination with other appropriate means or methods, for screening consignments if any of the following conditions apply:

- if it is not possible to access any area listed at point above; or
- the consignment surfaces are wet or damp; or
- the consignment surfaces are obscured or otherwise protected by packing material which may reduce or impede the effectiveness of the sample collection.

Visual check - consists of a thorough visual inspection of the cargo and is allowed only:

- in combination with other methods;
- in the case where all parts of the cargo can actually be seen;
- for live animals.

Metal detection equipment shall only be used to screen consignments of cargo and mail which would not normally be expected to contain any metallic parts.

EDD:

When screening cargo (including the cargo consignments of express parcels), the consignment shall be made available for screening in a non-containerised packing. The height of consolidated consignments shall not exceed 130 cm in height and 100 cm in depth, unless a single piece of consignment is exceeding such dimensions. The nature of each consignment shall be taken into account before the handler shall direct the EDD to each item and evaluate the reaction of the EDD. The EDD shall be able to access and sample odour from all pieces of cargo.

When screening mail, the consignment shall be made available for screening in a noncontainerized packing. The consolidated consignments shall not exceed 130 cm in height and 100 cm in depth, unless a single piece of consignment is exceeding such dimensions. the handler shall direct the EDD to each of the items and evaluate the reaction of the EDD. The EDD shall be able to access and sample odour from all mail.

When the EDD indicates presence of explosive materials the appropriate authority and operator shall be notified.

A record of the working hours of an EDD shall be maintained.

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Security control by EDD is governed by appropriate technology of an airport agreed with the appropriate authority.

The following consignments may be exempted from screening:

- (a) time-critical consignments of life-saving materials, provided that they come from a reliable source and are accompanied by appropriate documentation;
- (b) bio-medical samples which may be damaged if subject to screening, provided that they come from a reliable source and are accompanied by appropriate documentation;
- (c) nuclear materials, provided that they are protected in accordance with the Convention on the Physical Protection of Nuclear Materials, New York and Vienna, 3 March 1980;
- (d) consignments which are individually both less than 6 millimetres in thickness and 250 grams in total weight;
- (e) consolidations composed uniquely of consignments exempted under (d);
- (f) transfer cargo and mail unless:
  - (1) the Regulated Agent receives information from an appropriate AVSEC authority of an EU Member State that the cargo or mail cannot be considered as having been subject to appropriate security controls; or
  - (2) it has not previously been screened or subject to security controls by a Regulated Agent or Known Consignor and is to be transferred from an all-cargo or all-mail aircraft to a passenger aircraft.
- (g) transit cargo and transit mail, provided that it remains on board the aircraft.

For the purposes of (a) and (b) above reliable sources shall include established medical and charitable organizations, for which the Regulated Agent has confirmed:

- the address;
- the nature of the business or operation;
- contact details of a person accepting responsibility for the consignment;
- VAT Reference Number or Company Registration Number.

The documentation shall indicate the source of the consignment, details of the intended recipient and a description of the contents.

### 3.2.5. Storage

Procedures for consignment storage after taking it to a cargo warehouse should provide the following:

- all premises where consignment is stored must be protected from unauthorized access;
- only authorized personnel should have access to the cargo warehouse and cargo handling areas;
- access to the cargo warehouse must be controlled;

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- appropriate measures must be taken to protect the consignment from damage that may be caused by the weather.

The cargo/mail before transportation and loading on to the aircraft is located in guarded premises which are protected from unauthorized access. Cargo/mail located in a critical area is considered as protected from unlawful interference.

### 3.2.6. Safeguarding of Cargo and Mail Before Loading and During Loading

Cargo before delivery for loading onboard or prior transportation to the next storage place, is checked for obvious signs of interference: damaged packaging, broken seals, etc.

Transportation of cargo is carried out by vehicles of freight forwarder, regulated agent, SKYUP MT or airport.

Cargo compartment of the vehicle is checked for unauthorized items directly prior to being loaded with cargo to be transported to an aircraft. The vehicle should be under continuous surveillance till the end of loading of cargo.

It is prohibited to leave a vehicle containing cargo without surveillance and make unscheduled stops, except of:

- point of delivery;
- documents verification check-point;
- in case of emergency.

Access to cargo should be under constant control of authorized persons in any case of unscheduled stop.

Cargo security measures at airports operated by SKYUP MT is provided by law enforcement bodies (if it is defined by national law) or by Aviation Security personnel of a specialized state (commercial) organizations, certified for these purposes by State in accordance with bilateral agreements concluded in accordance with standard IATA ground handling agreement.

### 3.2.7. Measures Applied to High-Risk Cargo/Mail

High risk cargo/mail should be identified on the basis of a common Union risk assessment, which shall be regularly reviewed. The risk assessment may take into consideration, but not limited to, the following elements: origin and destination of the consignment; routing; knowledge of parties in the supply chain; type of commodity; and intelligence and other information, including inspection results.

In the case of high-risk cargo/mail, additional AVSEC measures are applied to reduce the level of associated threats, which necessarily include one of the methods of security control that allows the detection of explosives.

High risk cargo/mail shall be all cargo and mail consignments:

- (a) listed in Attachment 6-I Commission Decision 8005/2015 which shall be provided to the air carrier by an appropriate AVSEC authority of an EU Member State; or



- (b) which appear to have been subjected to significant tampering to a degree which could have allowed the introduction of a prohibited article, or which are otherwise suspect; or
- (c) notified by an appropriate AVSEC authority of an EU Member State, a law enforcement authority or an intelligence service as posing a risk to aviation security.

In the case of presence of the indicated signs, the cargo/mail is classified as high-risk cargo/mail and is indicated in the air waybill with SHR (secure high-risk) marking. In the case of high-risk cargo and mail, additional aviation security measures are applied to reduce the level of associated threats.

Before HRCM may be carried, it shall be subjected to one of the following additional security controls :

- (1) Explosive Detection System (EDS equipment that complies at least with Standard 2);
- (2) A combination of two or more screening methods with at least one of the non-explosive trace detection methods as set out in point 6.2.1.5. Commission Regulation 1998/2015 and one of the following:
  - Explosive detection dogs (EDD);
  - Explosive trace detection (ETD) equipment.

For mail and cargo below 500g, unless exempted in accordance with point 3.2.4, dual view x-ray equipment or single view x-ray equipment provided every item is examined from at least two different angles with at least 60° and no more than 90° rotation by the same screener.

### 3.2.8. Transfer/Transit Cargo/Mail

Transfer cargo and mail intended for air transportation must be subject to appropriate security control before being loaded on board the aircraft.

SKYUP MT shall ensure that the transfer/transit cargo/mail (ref. COM 3.2.3) has been protected from unauthorized interference from the time of maintenance and before loading on board the aircraft. All transfer/transit cargo/mail is subject to 100% security controls, prior to loading on board the aircraft in accordance with international and EU legislation.

Acceptance for the transfer/transit cargo/mail, which is carried on SKYUP MT flights, is carried out in accordance with the legislation of the countries through which the transportation is carried out. Transit/transit cargo/mail is only performed after receiving a confirmed reservation on all sections of the carriage route. Transfer cargo/mail must arrive in the transfer airport for such a period before departure of the aircraft, so that at this point it is possible to complete all customs procedures, as well as administrative formalities and procedures for the transfer of cargo from one flight to another.

### 3.2.9. Security Procedures for Cargo and Mail Being Carried into the Union from Third Countries

Any air carrier carrying cargo or mail from an airport in a third country, unless otherwise directed, for transit, transfer or unloading at any airport falling within the

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scope of Regulation EU No 300/200 shall be designated as an "Air Cargo or Mail Carrier operating into the Union from a Third Country Airport" (ACC3) by one of the following authorities as appropriate:

- (a) by the appropriate authority of the member State that issued the air carrier's Air Operator's Certificate;
- (b) by the appropriate authority of the member State listed in the Annex to Commission Regulation EC No 748/2009, for air carriers that do not hold an Air Operator's Certificate issued by a member State;
- (c) by the appropriate authority of the member State where the air carrier has its major base of operations in the Union, or any other appropriate authority of the Union by agreement with that appropriate authority, for air carriers not holding an Air Operator's Certificate issued by a member State and not listed in the Annex to Regulation EC No 748/2009.

The designation of an air carrier as ACC3 in respect of its cargo and mail operations from an airport for which ACC3 designation is required (hereafter, the "relevant cargo operations") shall be based on:

- the nomination of a person with overall responsibility on the air carrier's behalf for the implementation of cargo or mail security provisions in respect of the relevant cargo operation; and
- an EU aviation security validation report confirming the implementation of the relevant security measures.

Additional information and guidance may be given by AVSEC Malta, should the air carrier be required to carry cargo from third countries into the Union.

#### **3.2.10. Description of Mail Security Measures**

Mail transported by SKYUP MT is subjected to security controls directly before delivery for loading on board.

Procedures for acceptance of mail, regulated postal authority/administration scheme and criteria, known consignor scheme and criteria are similar to those adopted for cargo.

Standard of screening for mail is similar to that, adopted for cargo.



**3.3. MEASURES APPLIED TO COURIER AND URGENT SHIPMENTS**

For courier and urgent shipments is used similar security controls to those for cargo.

Courier and urgent shipments, intended for transportation by the SKYUP MT flights, are accepted for transportation directly from the courier-shipper in the presence of documents certifying the identity of the person. The contents of each consignment/parcel are indicated in the accompanying documents.

The standard of screening and hand-searching of courier and urgent shipments is similar to the standard adopted for cargo.

Urgent items have to be screened with technical means.

The shipper may be asked to disclose a consignment/parcel in order to carry out screening in his presence.

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**3.4. SECURITY MEASURES APPLIED TO COMAT AND COMAIL**

COMAT and COMAIL, which are transported to the SKYUP MT aircraft, are subject to security controls on a general basis and in accordance with airport technology documents, before loading aboard.

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### 3.5. SECURITY MEASURES APPLIED TO DANGEROUS GOODS

Cargo consignments containing properly prepared and packed dangerous goods must be properly identified as such and declared before their acceptance before shipment to the SKYUP MT aircraft, in accordance with ICAO Annex 18 "Safe Transport of Dangerous Goods by Air".

Such cargo consignments should be subject to the same security controls measures, as well as any other consignments.

However, it is important to consider the following:

- security controls with X-ray equipment or other technical means can lead to destabilization of the state of some types of dangerous goods and therefore cannot be carried out;
- some dangerous goods cannot be hand-searching, as they can pose a danger to employees who carry out such control;
- some consignments containing dangerous goods are generally prohibited to be disclosed, as it may:
  - expose the personnel to the influence of harmful or hazardous materials;
  - prevent the shipment from being shipped, as the integrity of the packaging may no longer meet the requirements contained in the Doc. ICAO 9284.

Dangerous goods are accepted for carriage by known shippers and/or registered agents, as these entities know the necessary procedures and comply with the requirements for control measures for AVSEC. All packages of dangerous goods should be checked for the presence of traces of their unauthorized disclosure.



### 3.6. TREATMENT OF SUSPECT GOODS, CARGO AND MAIL

There is classification during X-raying goods as following: *clear*, *eventual danger*, *evident danger*. Special attention shall be paid to *eventual danger* and *evident danger* when substances inside which weapons, ammunition, explosive devices or other dangerous items could be placed that may be used for commitment of SKYUP MT.

#### 3.6.1. Actions in Time of Suspected Dangerous Items

In case when cargo or mail is classified as *eventual danger* or *evident danger*, screener must immediately report to senior official at screening checkpoint, who additionally analyses the defined threat level, decides of its correctness, reports to airport Aviation Security shift-leader and detains the freight forwarder till the decision is made.

Airport aviation security shift-leader upon confirmation of threat level correctness, orders for beginning of timekeeping and immediately informs the following persons:

- head of airport security
- officers on duty of law enforcement authorities and customs to decide of next actions concerning suspicious cargo (mail)
- representative of handling agent.

Representatives of law enforcement authorities and bomb team specialists arrived on site decide on threat elimination.

Head of airport air security shift together with law enforcement and customs officials, shipper and representative of handling agent issue the appropriate documents.

Corresponding record in airport air security service documents have to be made.

Airport law-enforcement officials upon issuing of documents decide on “clearance” of cargo (mail).

If cargo (mail) is “cleared”:

- the air waybill is stamped with corresponding stamp as evidence of passing through security controls;
- corresponding record is made in logbook;
- “cleared” cargo is directed to storage.



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## 4. CARGO HANDLING

### 4.1. GENERAL PROCEDURE

For performing the conditions of air carriage contract, SKYUP MT can use its own cargo warehouse or cargo warehouse/terminals of third parties by agreement concluded (Ground Service Providers). Pre-assessment of cargo facilities, workspace, equipment and supporting services as well as work environment, to satisfy operations safety and security requirements is fulfilled to ensure that the facility meets the requirements prior to a station accepting cargo for SKYUP MT (Ref. GOM 0.8.4).

All acceptance of cargo for transportation and cargo handling operation are performed only by trained personnel for carrying out these duties and having authorized access.

Storage facilities/terminals used for handling and storage of cargo should protect cargo during storage from unauthorized access, provide the implementation of flight safety requirements and to comply with current local legislation.

Cargo must be protected from weather, damp, extreme cold and heat.

Storage of cargo in warehouse must provide physical distributing of incompatible cargo location on certain distance and specially configured facilities appropriate for storage and handling of dangerous goods and other special cargo, such as human remains, live animals, perishables, pharmaceutical, valuable cargo. Any instructions in this respect, contained in the AWBs and/or affixed to the packages, must be adhered to.

Cargo warehouse that is used by SKYUP MT for handling of cargo for international flights must correspond to local Customs legislation.

Cargo warehouse must comply with SKYUP MT and appropriate state authorities' requirements for safe and secure cargo handling. During acceptance of cargo for transportation cargo warehouse must provide:

- verification of all cargo for absence of things, objects, matters which can endanger transportation and which are not declared for carriage in this cargo
- immediate reporting to SKYUP MT and appropriate authorities of the state of SKYUP MT and the state in which the event occurred in case of undeclared or mis-declared goods discovery
- demand from shipper cargo security declaration, if other is not indicated by SKYUP MT
- decompression of cargo when it is necessary.

Information concerning rules for transportation of dangerous goods must be displayed prominently in places of acceptance of cargo for transportation. (Ref. COM Annex A).

Cargo warehouse must provide sending to SKYUP MT the following messages regardless of automatized handling system availability ([cargo@skyup.aero](mailto:cargo@skyup.aero)), all reports must be in Cargo-IMP format:

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- FFM – electronic cargo manifest
  - (1) MLAAIXH MLATOPQ MLAAEXH MLAPCXH
  - (2) 260548
  - (3) FFM/6
  - (4) 01/U5XXX/26NOV/MLA
  - (5) TBS
  - (6) XXX-20239623MLATBS/T4K350.0MC1.59/CONSOL/HEA
  - (7) LAST
    - (1) – priority indicator and teletype addresses
    - (2) – originator and date/time
    - (3) – standard message indicator
    - (4) – flight/date and airport of departure
    - (5) – airport of destination
    - (6) – shipment details
    - (7) – message status (LAST – for finished message, CONT – if more parts are to follow)
- FAD - report about discrepancy during transportation
  - (1) FAD
  - (2) XXX-11662685MLATBS/T2K30
  - (3) MSCA/TBS/U5XXX/10MAR/MLATBS
  - (4) OSI/RCVD 0 ISO AS MANIFESTED 02 PCS = 02 PCS MSCA AT TBS
    - (1) – standard message indicator
    - (2) – shipment details
    - (3) – nature of damage, flight/date
    - (4) – details of damage
- FSU - status update. Reporting about any status of shipment change
  - (1) FSU
  - (2) XXX-11662685MLATBS/T2K30
  - (3) RCF/U5XXX/10MAR/TBS/T2K30
    - (1) – standard message indicator
    - (2) – shipment details
    - (3) – code and description of status update.



## 4.2. REQUIREMENTS TO CARGO WEIGHING

Cargo weighing is critical to ensure safety of flights. Handling Company must ensure its weighing facilities and procedures satisfy requirements of SKYUP MT and authorities to ensure correct weight of load is reported to Load Control office.

Weight of cargo must be checked during acceptance of cargo for transportation.

The cargo shipment that consists of several cargo pieces, may be weighted in total or in parts. The total weight of the cargo shipment shall not be determined by selective weighing of several cargo places.

Weighing of cargo, that exceeds the scale of balance, which is used by SKYUP MT or handling company, is executed in a place, where the necessary equipment is available, with presence of SKYUP MT representative or agent. Official source of cargo weight could be the documents that are a standard technical description for cargo (technical conditions, technical passport and so on). Weighing of all cargo is obligatory for providing the safe and secure operation of aircraft.

Handling company must ensure that weighing facilities are verified by competent organization at least once per year as well as after every repair, or according to local regulations. Records of verification must be retained and made available upon SKYUP MT request.

The accuracy of all scales (weigh bridges) used for weight determination of load shall be checked with a known weight at least every three months.

The results of all checks should be filed.

The weighing equipment must have technical cards (passport) of checking or other checking documents in according to the current local legislation. The following information must be specified in the checking cards:

- brand
- number and date of producing
- name of producer
- class of exactness and limitation of measuring
- periodicity of verification
- date of the last and next verification;

The weighing equipment must be operated in accordance with the established requirements for such equipment.

Weighing of cargo by the unverified weighing equipment and also equipment with the finished term of verification is forbidden. Responsibility for implementation of these requirements is carried by all contracted GSP, which provide cargo handling activities and accept cargo shipments on behalf of SKYUP MT.

The warehouse weighing equipment of SKYUP MT cargo contracting party must be verified in obedience to the SKYUP MT's Audit Plan (Ref. CMM, 2.1).



### 4.3. GENERAL CARGO PACKAGING REQUIREMENTS

Packaging must protect contents from any damages which can arise up during the ordinary process of handling and transporting of cargo. Packaging must meet State standards and technical requirements.

Contents and packaging must not damage other shipments, aircraft, equipment and must not harm the staff.

Using for packaging of hay, straw and/or other grass materials is usually forbidden in accordance with the rules of State's quarantine.

Liquids and gases must be packed in a way to avoid leakage because of temperature or pressure change during flight performance.

Packaging of cargo must be dry and clean, must not have sharp appearances and anything that could soil or injure the compartments of aircraft, equipment and other cargo.

Metal, glass, ceramic, wooden, plastic and other kinds of cargo packaging must maintain higher inside pressure that depends on the altitude of flight and temperature fluctuations, and must fully exclude leakage, overflow or dispersal of contents.

Cargo with soft packaging must have strong cords.

Cargo, packaging of which does not correspond to requested above general provisions, will not be accepted for air transportation.

If in time of cargo acceptance, it is discovered that its packaging and/or contents are damaged or, can be damaged in the process of transportation, shipper must be requested to repack cargo. If this requirement cannot be executed, the detailed information about the damages and/or possibility of such damage must be shown in the field «Handling Information» of air waybill.

For providing of flights safety and for avoiding of damage possibility or contamination of cargo compartments or other cargo, it is forbidden to accept for transportation following types of cargo without packaging or in packaging that is unnatural for air transportation:

- abrasives, polishing and emery-wheels
- wares and objects made of black and colored metals: electric motors, pumps, pipes, metallic small twigs, wire, metal in sheets, metal ribbon, machines spare parts and other similar commodities
- wares from synthetic resins, plastic masses and others
- friable cargo packed in a paper container (paper sacks): press-powder, polyethylene, chemical and mineral fertilizers, colored pigments, graphite, soda, glue, casein, cement and similar
- other cargo, packaging, fastening possibilities, properties and configuration of which do not guarantee safe air transportation.

For cargo that requires special handling, the special packaging requirements, ref. COM, ch.6.

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#### 4.4. MARKING AND LABELING

Every piece of cargo that is accepted for transportation must have the transporting marking, cargo which requires special handling must have special marking. If necessary, cargo must also have manipulation signs (Ref. COM 1.7.7.11, 1.7.7.12, Annex A).

A shipper is responsible for the clear and correct marking of all pieces of cargo. The old marking from the repeatedly used packaging must be deleted.

The transporting labels are placed:

- on boxes - on one of lateral sides. For grating boxes and boxes which have external planks, there must be possibility of placing the labels (attachment of slats, closing of clearances between small planks and other)
- on barrels and drums - on a bottom, free of technical marking
- on sacks - in overhead part, near a stitch
- on bales - on one of lateral surfaces
- on other types of containers (bulbs and other) - in the most convenient places which well seen.

It is possible to label the uncrated cargo directly on contents.

Large overhang and/or heavy cargo must have two or more tallies, fastened so that a cargo could be easily identified from every visible side or surface.

Manipulation labels should be placed in the left overhead corner of packaging on two neighboring walls of container that contains marking information, on barrels and drums manipulation signs should be placed on one of bottoms.

All marking must be clear, correct and in different color than the color of packaging. Manipulation signs and inscriptions must be either dark color on-the-light surface or light - on-the-dark surface.

Varnishing materials which are used for marking producing must be waterproof, quickly to dry out, light-resistant (if cargo is under sunlight action for long time), proof to actions of high and low temperatures and strong on elimination and spreading.

Materials which labels and tallies are made from must provide safety of the inflicted information during all transportation and storage of cargo till delivery to consignee.



#### 4.5. PART SHIPMENT

In the cases when there is not possible to send total shipment on one flight (for example because of not enough capacity of compartments for all planned cargo), shipment can be divided on parts and can be sent by several flights. Procedure that is described below is used in such cases.

The original air waybill must be sent together with the first part of cargo. With this in the field of «Handling information» of air waybill should be shown a record:

«PART SHIPMENT:.....(number).....PIECES,...(weight).....KG».

In time of every next part shipment there must be prepared and sent not less than 5 copies of air waybill, and if more than one carrier takes part in carriage - an additional AWB copy for every carrier. If there are not enough AWB copies for such carriage, it is allowed to make the necessary amount of copies of original air waybill using a copying machines. In the field «Handling information» of air waybill must be indicated actual number of pieces and weight of part shipment: «PART SHIPMENT:.....(number).....PIECES,.....(weight).....KG».

In the cargo manifest, in field «For official use only» must be indicated, that a cargo is flying as part shipment.

Part shipment is released to the consignee by SKYUP MT or handling agent according to the request of consignee: in total or by parts, if it is allowed by the current local legislation. In time of collection of every separate part shipment consignee makes a record in air waybill about the number of released pieces and date of collecting.



#### 4.6. ARRIVAL TO THE FINAL DESTINATION

SKYUP MT is under an obligation to deliver cargo to final destination in term shown in contract of carriage of cargo, but not later than 120 (one hundred twenty) days from the moment of issuing of air waybill, except the cases specially agreed with SKYUP MT.

The term of arrival of cargo is calculated from the moment of reception of it for transportation in the airport of departure and to the moment of notifying of consignee about arrival of cargo in the airport of arrivals.



#### 4.7. STORAGE OF CARGO AFTER ARRIVAL

Cargo after arrival to the final destination is stored free of charge for definite time. Free storage time depends on the local operating rules of every airport or handling companies.

In case of exceeding free storage term consignee should pay the cost for storage according to local rates of handling company.

Storage of cargo in the airport of arrival till consignee's receipt is provided by handling company in warehouse facilities adequately safeguarded and equipped to maintain special cargo (dangerous goods, live animals, perishable, human remains, high value, pharmaceuticals) in accordance to the conditions of concluded agreement.

Cargo is stored in destination airport no more than 6 months from the day of consignee notification, if other is not required by the local rules and legislation. Upon termination of this condition cargo is considered as unclaimed. The unclaimed cargo is handled in accordance with the current local rules and legislation (Ref. COM 8.10).



#### 4.8. DELIVERY

During 24 hours after arrival of cargo to the destination airport consignee must be notified about arrival.

SKYUP MT or handling company delivers cargo to the consignee after fulfillment by him of all conditions which are indicated in air waybill, application of customs and other rules and confirms the fact of delivery, gets the consignee signature on a copy No.4 of the AWB or other document (for example, «Proof of delivery»), which retains at the last carrier or handling company as the notice of receipt of cargo.

Customs clearance is not part of air transportation – it is consignee's responsibility to effect or arrange customs clearance.

Delivery to consignee could be made only after payment of all charges. Delivery could be made to anyone holding a written authority given by consignee together with satisfactory proof of identity.

When the consignee or his agent has received original No.2 (For consignee) of the AWB together with the any accompanying documents and has acknowledged receipt of the shipment, the transportation is considered completed, even if the goods have not been withdrawn from the customs warehouse.

Delivery to the Customs or other public authority on their requirement or in case of absence of consignee are considered as delivery of cargo to the consignee, with condition that SKYUP MT provides to the shipper or consignee documents which confirm such delivery.

If a consignee did not claim, refuse or cannot collect a cargo after notification about arrival to destination airport, SKYUP MT is under an obligation to take all efforts for implementation of shipper's instruction, which are indicated in the air waybill, or notify shipper about impossibility to release cargo to the consignee and, after shipper's decision, to store cargo on shipper's account.

Cargo that arrived to the airport without documents and/or without the necessary marking is stored in the airport till establishing its belonging. SKYUP MT is under an obligation to take all necessary actions for establishing the belonging of cargo and its delivery to consignee in accordance with COM 8.5.

Cargo that is unclaimed by consignee or belonging of which is not established during 6 months, if other is not requested by the local legislation, should be released in accordance with COM 8.10.



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## 5. STOWAGE OF CARGO IN AIRCRAFT

### 5.1. MAIN FEATURES OF SKYUP MT AIRCRAFT

#### 5.1.1. B737-800 Cargo Hold Structural Limitations

Compartments class C (lower deck)	Holds	
	Forward	Aft
Capacity in kg	3558*	3631*
Volume in m <sup>3</sup>	19.01*	24.60*
Maximum area load in kg/m <sup>2</sup>	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](mailto: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

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**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								

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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/m<sup>3</sup>.

Maximum weight limitations per compartment and net sections are detailed in the following tables provided by aircraft manufacturer.

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## 5.2. STOWAGE – GENERAL PROVISIONS

Procedures of preparation cargo for loading to aircraft must provide:

- safety of cargo
- the physical separation of incompatible cargo each from other on certain distance (Ref. COM 6.7.3)
- necessary conditions of different types of cargo storage: dangerous goods, live animals, perishables, valuables and other special cargo
- availability of all necessary documents in accordance with COM, ref. Ch. 2.

In time of preparation dangerous goods for loading on board of aircraft, it is necessary to provide strict implementation of ICAO and IATA rules regarding transportation of dangerous goods, rules and requirements of current export, transit and import legislation and also requirements of this Manual.

For implementation of the required level of the cargo ground handling operations standards, staff responsible for cargo handling must know:

- rules of loading/offloading of cargo to/from aircraft
- rules of loading equipment and systems of internal mechanization of aircraft floor operation
- features of performing of loading/offloading works during fueling of aircraft
- requirements of accident prevention on apron
- sequence of basic operations which are performed in time of aircraft ground handling
- procedures and rules of different types of special cargo loading/offloading, requirements to cargo compatibility
- results of incorrect actions in time of loading/offloading, especially in case of dangerous goods (damage of cargo and/or aircraft, leakage), handling and reporting irregularities during loading/offloading.



### 5.3. TEMPERATURE AND PREASSURE CONTROL IN CARGO COMPARTMENTS OF AIRCRAFT

The crew has no direct control of the temperature of either Boeing 737-800 lower deck cargo compartment. Temperature in the compartments is determined by a combination of factors, including the outside temperature, airplane airspeed, cabin temperature, and the heat production of the animal cargo.

The compartments are heated by air flowing between the cargo liners and the airplane structure. The source of the airflow differs between the forward and the aft compartments. Exhaust air from the electronic equipment cooling system heats the forward compartment. The heating effect is most pronounced at the forward end of the forward compartment, where the electronic equipment cooling air is exhausted under the compartment floor. Air from the passenger cabin heats the aft compartment as it flows down through the return grilles and toward the main outflow valve.

The cargo compartments of Boeing 737-800 (forward and aft) are pressurized to the same level as the passenger cabin. For live animals carriage Ref. COM 6.11.

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#### 5.4. INCOMPATIBLE CARGO

Due to incompatibility of separate types of cargo, in time of loading, cargo must be physically separated each from other on certain distance. Some types of incompatible cargo can be loaded only in different cargo compartments. For the correct stowage of cargo, it is necessary to use Cargo Incompatibility Table (Ref. COM 6.7.3) and also perform the following rules:

- dry ice (ICE) should not be loaded in same compartment with hatching eggs (HEG) or live animals (AVI)
- food (EAT) stuffs must not be loaded in same compartment with human remains (HUM) or live animals (AVI). It is not allowed to load food stuffs in one cargo compartment together with dangerous goods classified as poison (PRB), harmful matters (RHF). It is not allowed to load infectious materials (RIS) close to food stuffs, except if cargo is packed in densely closed containers or in containers which do not touch each other
- hatching eggs (HEG) must not be loaded close to cryogenic liquids (RCL). They must be placed on the defined by DGR distance from radioactive cargo

For Safety Requirements Specific to Aircraft Loading and Unloading Ref. GOM 4.5.3.



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## 6. HANDLING AND TRANSPORTATION OF SPECIAL CARGO

### 6.1. PERISHABLES (SOLUTION: FRESH)

#### 6.1.1. General provisions

Perishables must be accepted in accordance with requirements of the IATA Perishable Cargo Regulations (PCR), national legislation of departure/arrival country and SKYUP MT operations manuals.

Perishables which may leak or give off moisture are classified and carried as 'wet cargo' (Ref. COM 6.2).

To perishables, packed with dry ice, the special conditions of handling must be applied, as dry ice is classified as dangerous goods (Ref. COM 6.7).

Perishable cargos may be divided into the following groups:

- (a) products of plant origin: fruits, berries, vegetables etc.
- (b) products of animal origin: meat and poultry, fish, cooled and smoked, eggs, caviar etc.
- (c) processed products (oils, fats, frozen fruits and vegetables, sausage, cheese etc.)
- (d) live plants, flowers, seedlings, bulbs, seeds
- (e) live seeding (young fish etc.)
- (f) vaccines, biological drugs etc.

#### 6.1.2. Reservation

In order to avoid delays, perishables are transported only with the confirmed reservation through to destination. For this reason, advance notification must be given to the shipper to provide enough time for advance arrangements. The perishable cargo must be booked not later than applicable minimum acceptance time (Ref. COM 2.2.). Pre-advice must be sent to the destination or transfer airport with the shipment details and special handling instructions (if available) before flight departure from origin airport.

#### 6.1.3. Acceptance

Perishable cargo is accepted for carriage provided that:

- Cargo is of good quality and will not lose its quality while shipping within the period, set in the aircraft schedule or determined in the shipping contract;
- Transportation of these cargos (import or export) is not forbidden by law or regulations of any country, into / from or via which the cargo is to be shipped;
- Cargos are packed so that they are suitable for shipping by air.
- There are conditions for the cargo delivery (with no changes in its condition);
- Shipment does not include mixed cargo;
- The cargo is supplied with all required accompanying documents ( ref. COM 6.1.3. (b) Accompanying documents).

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- Cargo does not endanger the aircraft, its passengers or SKYUP MT property and its passengers, or inconveniences for passengers.

**(a) Refusal from shipping**

Perishable cargos may not be accepted for shipping if:

- AWB contains instructions which were not agreed with SKYUP MT or are unenforceable, e.g. «Keep in refrigerator all the time», «Servicing at temperature below 5° C».
- Content of cargo shipment is in bad condition, or its packaging does not meet the requirements.
- SKYUP MT believes that the cargo will not reach the destination in satisfactory condition, or it will be impossible to deliver it to the Consignee.

SKYUP MT reserves the right to refuse from shipping cargo with no explanations and commitment, when circumstances require to do so.

**(b) Accompanying documents**

The AWB and CM must bear the following markings "PERISHABLE" (Perishable cargo).

The AWB in section «Internal information» must contain only information necessary for SKYUP MT. It must be clear, concise and understandable for all shipment parties.

Providing the cargo is accompanied with the certificate of quality or another formal permit, this must be marked as an accompanying document in section «Internal information» of the AWB, the documents are to be reliably attached to the AWB, but not put into the cargo. Section «Origin and quantity of cargo» shall provide a specific description, e.g. «Cooled meat» or «Frozen fish».

While filling CM Perishable cargos must be marked with respective IATA codes:

PER - Perishable cargo;

EAT – food products;

HEG – eggs;

WET – wet cargo in an unsealed container.

This marking must be in CM section «Nature of cargo».

**6.1.4. Cargo Processing**

**(a) Packaging**

The Consignor shall be liable for packaging of the cargo so that it is suitable for shipping by air, and it is safe for transportation (it will not damage other cargo, property and staff).

Packaging shall meet standards. This will help save the content in a good condition and will reduce the influence of shipping time and environment (temperature, humidity etc.). Any packaging must provide reliable protection of the content and prevent damage of other cargo, leakage or spill of liquid.

The package design must consider changes in height, temperature, angle of slope

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and orientation, which may occur during the flight, as well as weather conditions on the ground, which may differ in the airports of loading, destination, transfer and transit locations.

E.g.: Meat and fish must be packed in waterproof material and placed in special containers with regulated temperature.

#### **(b) Marking**

Every package of perishable cargo should have the standard label “PERISHABLE» (Ref. COM, Annex A) if provided by shipper or agent.

If necessary, packaging and containers with perishables must have a standard label with pointing of orientation and stowage of cargo by «THIS WAY UP» (Ref. COM, Annex A). Presence of such label is mandatory, if this cargo is also classified as wet cargo.

It is advisable for the shipper to mark all packages with the name, address and telephone number of the consignee and with any special information on the nature of the contents.

In the field of label and air waybill “Handling information” must be entered exact information about contents of packing, for correct handling of such cargo, for example:

“FROZEN SEAFOOD” or “LIVE SEAFOOD”.

#### **6.1.5. Handling of Perishable Cargo**

Perishables must be, as far as it possible, protected from a sun light and other intensive sources of light. At presence of storage area with the temperature control (cooler or freezer), cargo must be stored in such conditions during the most possible interval of time till load to aircraft or till delivery to the consignee.

During transportation, loading and unloading of perishable products, ensure that they are:

- Handled in a manner to minimize the waiting period;
- Not exposed to adverse environmental conditions.

#### **(a) Meat**

Should be serviced as wet cargo.

While handling and shipping it is necessary to maintain temperature within the set range:

- for cooled meat – from 0° C (32° F) to 5 ° C (41° F)
- for frozen meat – up to -12° C (10° F)

#### **(b) Incubator eggs**

The temperature mode in the cargo compartment while shipping must be from 10° C (50° F) to 15° C (60° F) and shall not exceed 27°C (80° F).

Incubator eggs must not be in close proximity to carbon dioxide, dry ice and cryogenic liquids. Eggs must be separated from radioactive materials of categories II and III according to the DGR.

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**(c) Live flowers**

Load so as to eliminate direct contact with the floor or walls of the compartment.

It is forbidden to place them new fresh fruits or vegetables in order to prevent any adverse effect of the ethylene gas emitted by them.

**(d) Fresh fruit and vegetables**

In case of shipping fresh fruit and vegetables in the quantities which require the use of container, it is necessary to ensure availability of the room between packages. This is especially important for shipping fresh fruit and vegetables with high moisture content.

**(e) Fish and seafood**

Should be serviced as wet cargo.

While handling and shipping it is necessary to maintain temperature within the set range:

- For cooled fish and seafood – up to 5° C (41°F)
- For frozen fish and seafood – up to -12° C (10°F)

**6.1.5.1. Stowage**

Perishable cargo should be stowed in low stacks, taking into account the features of its storage during transportation, it is necessary to perform the requirements in relation to providing of cargo compatibility (Ref. COM 5.4).

**6.1.5.2. Loading**

For safety measures while loading, Ref. COM 6.2 Wet Cargo.

**6.1.5.3. Handling in Case of Delay**

In case of delay of the flight, shipping perishable cargos, considering the duration of the delay and availability of rooms, facilities and alternative flights, choose one of the following actions:

- provide air conditioning for aircraft, if Perishable cargo will benefit from this;
- transfer of the cargo to the warehouse, which has adequate equipment, e.g. air-conditioners or refrigerator;
- unload cargos and rebook for another flight;
- Monitoring of temperature and filling of carbon dioxide, dry ice in case of using special containers with regulated temperature;

Inform the Consignor and the Consignee at the destination.

In addition, in case of any changes in the route of shipping, inform carriers, which will ship the cargo.

Other Irregularities Ref. COM 8.11.3.

**6.1.5.4. Information in NOTOC**

The detailed information about perishables must be shown in NOTOC (Ref. COM 1.7.7.10).

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In section «Other special loads» NOTOC must include detailed information on the shipment which bears perishable cargos:

PER - Perishable cargo;

EAT – food products;

HEG - eggs;

WET – wet cargo in an unsealed container.

NOTOC must include the following information:

- AWB number
- Cargo unloading destination
- Nature of cargo
- Number of pieces
- Weight
- IMP code

Copies of NOTOC must be submitted to the local load control.

At least, two copies must be included into flight documents and must be available to submit to the Commander at least 30 minutes before the flight.



## 6.2. WET CARGO (SOLUTION: FRESH)

### 6.2.1. General Provisions

Wet cargo is the cargo, which contains liquid or cargo shipment, which under its nature is capable of exuding liquid and which is safe according to IATA DGR.

Types of cargo shipments that may be classified as wet cargo:

- liquids in sealed containers;
- wet materials that are not packed in sealed containers, e.g. fish, packed with wet ice, fresh meat, animal byproducts, wet skins, wet leather etc.
- items which may exude liquid, e.g. live animals.

### 6.2.2. Acceptance

#### (a) Aim

To prevent leakage or spillage of liquid on aircraft board that can cause corrosion or damage of aircraft or other cargo.

#### (b) Packaging

Sealed containers must be able to endure drops in atmospheric pressure and temperature during air shipping without any breakage and loss of sealing.

The shape of containers must be made so as to prevent the liquid content from leaking under normal taking-off and landing with deflection of the aircraft floor from the horizontal line up to 30%.

Sealed containers must meet essential requirements to packaging.

Other containers must be made of water- resistant material of high quality. They also must endure rowing.

Live animals shall be in containers which meet the requirements of the valid edition of IATA Live Animals Regulation (Ref. COM 6.11 Live Animals).

### 6.2.3. Handling

#### (a) Loading safety measures

- (1) Protect the floor of the aircraft cargo compartment / floor and walls of the container – cover with protective plastic blanket or tarpaulin.
- (2) Containers should be placed vertically and fastened.
- (3) IATA standard label «THIS WAY UP» must be clearly visible.
- (4) Damaged packages or packages which are likely to be damaged, should not be loaded on board of the plane (e.g., packages with holes, dents, leakage spots, damaged lids or closers)
- (5) Provided wet cargo is packaged into unsealed containers, take additional measures to prevent leakage:
  - Place and ensure loading of the cargo shipment in a pallet or a similar tray, whose volume is sufficient to keep any leakage;
  - Protect the floor of the aircraft cargo compartment according to point 1,

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and wrap the cargo shipment with protective film in order to create a waterproof reservoir around it;

- (6) Cargos, which under their nature may exude liquid (e.g. live animals), shall be shipped in waterproof containers, where the bottom covered with the material, which absorbs liquid. Protective film can be used additionally.
- (7) Other wet cargos, e.g. fresh meat, animal byproducts, wet skins, wet leather, whether packed in waterproof containers or not, must not have direct contact with the aircraft floor. For these wet cargos point 1 shall apply.
- (8) Soaked packaging of cargo shipments loses its strength. Bear it in mind in order to eliminate division of packets into several rows while placing.

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### 6.3. OBNOXIOUS CARGO (SOLUTION: FRESH)

Some obnoxious goods as wet skins, essential oils, fresh or salt shells (bowels) are considered also as wet cargo and required the proper handling (Ref. COM 6.2).

In time of essential oils transportation, they must be packed in metallic or plastics cans or barrels with taking into account rules which are used for transportation of dangerous goods (flammable liquids). External surface of every cargo package, that strongly smells, must be cleared from any tracks of contents (drops of the leaked liquid).

The lower deck aft cargo compartment of SKYUP MT aircrafts is most preferred for obnoxious cargo, as there is a lower chance of odors reaching the passenger cabin from that location.

In transport documents and reports for cargo, that strongly smells, the special handling code must be used - "OBX".

The detailed information about obnoxious cargo must be shown in NOTOC (Ref. COM 1.7.7.10).



## 6.4. VALUABLE CARGO (SOLUTION: VALUABLE)

### 6.4.1. General Provisions

Shipper may present for transportation any cargo (except perishables, live animals, dangerous goods and with accompanying) with the declared value in case if the value is higher than 20 US dollars (or their equivalent in domestic currency) per kilogram. The proper record must be made in the box of air waybill «DECLARED VALUE FOR CARRIAGE» and the valuation charge must be paid by the shipper. Cargo with declared value for carriage is accepted and handled as valuable cargo.

SKYUP MT accepts shipments for which the maximum value for carriage does not exceed an equivalent of USD 100'000.00 (one hundred thousand).

### 6.4.2. Reservation

In time of valuable cargo reservation, it must be agreed with a shipper time of cargo delivery to the place of departure and arrival time to destination. Time of acceptance and delivery should be planned and be executed in working hours, excluding weekends and public holidays and also non-working time. After the concordance information by facilities of electronic connection is passed to the destination, transfer airport and/or second carrier as pre-advice not less than 24 hours before flight departure for special valuable handling arrangements with involved parties. Valuable cargo could be moved only after receiving the confirmation from handling company or SKYUP MT.

Detailed information about a value, contents, route of transportation and storage of valuable cargo must be confidential. The personnel, directly connected with handling of valuable cargo, should know only minimum of necessary information.

Valuable cargo must be transported only with the confirmed reservation through the destination.

Any report about movement of valuable cargo (FFR, FBL, FFM, etc) must include only the term of «Valuable Cargo» or special handling code – VAL and short description of goods. It is forbidden to specify full description of valuable cargo and its cost (besides the information in AWB).

### 6.4.3. Acceptance

Valuable cargo consolidated with other cargo is not accepted for transportation (exception: consolidation fully consists of valuable cargo).

Packaging of valuable cargo must meet following requirements:

- all packages must be reliably closed, and contents should be tightly packed
- cargo must be packed thus, that contents could not be willfully substituted or take out without visible tracks of such act
- every package must be weighted, the got weight must be compared with documents, all packages must be carefully checked for the presence of any defects
- every package with a valuable cargo must be sealed
- package must not have labels and tallies which inform about contents of cargo.

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If dimensions of objects allow, to place valuable cargo in the special sacks which belong to SKYUP MT and intended for transportations of valuable cargo. Sacks must be closed on the lock and/or to be sealed and must be made from a tarpaulin or similar opaque material. Each such sack with a valuable cargo must have been tagged, that specifies an unloading airport and to have the number(s) of air waybill(s). If several packages of valuable cargo are sent from the same airport of departure to the same airport of destination, they can be packed in one sack.

If for transportation of valuable cargo reliable closed containers and cases are used, it is necessary to provide following:

- cargo could not be taken out from the sealed part of container and placed back in a container without visible tracks of damage or without the damage of SKYUP MT seal
- closed cases and containers must not have the hidden places, where part of cargo can be hidden
- all space of container, that is used for valuable cargo placing, must have an access for a control review.

#### 6.4.4. Handling

In time of transport documents issuance for valuable cargo it is necessary to implement following requirements:

- air waybill must have exact description of cargo contents and special handling code - «VAL». In the column of «Nature and Quantity of Goods» there must be exact information about weight and also dimensions of packaging indicated
- the special handling code «VAL» must be put in cargo manifest
- information about valuable cargo must be shown in NOTOC (Ref. COM 1.7.7.10)

In time of valuable cargo handling and loading in the points of departure, transfer and destination, cargo must be checked on accordance of information in air waybill and accommodated in the place protected from the unauthorized access. For air safety and safety of valuable cargo which for any reasons cannot be stored in a special protective area, there must be the special measures provided. If necessary, for valuable cargo transporting between cargo terminal and aircraft or other parts of airport special guard may be arranged.

Valuable cargo in the airports of departure, transfer and destination must be stored in the premises specially adjusted for this purpose or under constant surveillance. At storage the following information must be fixed:

- authentication (description) of packaging
- date and time, when cargo was accommodated in a protective area and information about persons who delivered cargo in this area and had access to it
- date and time, when a cargo was removed from a protective area and information about persons who collected a cargo from this area.

Every record must be verified by the signature of responsible person.

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In airports, valuable cargo going through, special valuable cargo handling procedures can be set. At acceptance of valuable cargo for transportation it is necessary to check up the presence of such procedures in the airports of transfer and destination and also the cost of such procedures must be notified to the shipper for the concordance of payment.

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## 6.5. VULNERABLE CARGO (SOLUTION: VALUABLE)

On shipper's request the cargo could be considered and booked as Vulnerable cargo.

Some reservation and handling procedures for Vulnerable cargo is the same as for Valuable Cargo (Ref. COM 6.4.1, 6.4.2, 6.4.3).

Any report about movement of vulnerable cargo (FFR, FBL, FFM, etc) must include only the term of «Vulnerable Cargo» or special handling code – VUN and short description of goods. It is forbidden to specify full description of vulnerable cargo and its cost (besides the information in AWB).

In time of transport documents issuance for vulnerable cargo it is necessary to implement following requirements:

- air waybill must have exact description of cargo contents and special handling code - «VUN». In the column of «Nature and Quantity of Goods» there must be exact information about weight and also dimensions of packaging indicated
- the special handling code - «VUN» should be put in cargo manifest
- information about vulnerable cargo must be shown in NOTOC (Ref. COM 1.7.7.10).



## 6.6. HEAVY, OUTSIZED, OVERHANG AND FRAGILE CARGO (SOLUTION: SENSITIVE)

### 6.6.1. General Provisions

Piece of cargo weighting 150 kg, or more is considered as heavy.

Outsized and overhang considers a cargo, the dimensions of which piece exceed the dimensions of cargo compartments door of the aircraft (Ref. COM 5.1, 5.2 for the SKYUP MT aircraft cargo hold details).

Cargo which easily could be damaged is considered as fragile.

For transportation of cargo, dimensions or weight or nature of which can require special equipment for loading/unloading, it is necessary to obtain special confirmation of SKYUP MT.

Any special cargo, not explicitly mentioned in the manual, must be verified and approved by SKYUP MT before acceptance ([ops@skyup.aero](mailto:ops@skyup.aero), [cargo@skyup.aero](mailto:cargo@skyup.aero)).

Any outsized 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.

In time of transportation documents issuance for such cargo the following special handling codes are used:

- «BIG» - for objects which are loaded on two and more pallets
- «OHG» - for objects which are loaded on one or more pallets and the ends of which spread out of contours of pallets
- «HEA» - for objects which weight is 150 kg or more.
- «FRA» – for cargo which could easily be damaged.

### 6.6.2. Acceptance

Heavy cargo may be transported crated or uncrated according to the technical terms of their transporting. The type of heavy cargo packaging must be equal to the weight of cargo considering the overload coefficient.

Heavy cargo uncrated (electro motors, engines and other) must be accepted for transportation mounted on the special wooden pallets or must have gasket material like the wooden squared beams or wooden plank with such calculation, that pressure on the floor of aircraft cargo compartment does not exceed the maximum acceptable pressure.

For determination of method of loading, tie-down and calculation of loading accessories of heavy and outsized cargo it is necessary to use provisions of AHM. During calculation there must be considered information of the maximum floor load and aircraft cargo hold details (Ref. COM 5.1).

Each package with heavy cargo must be marked with HEA label with weight of this package mentioned.

Large overhang and/or heavy cargo must have two or more tallies, fastened so that a cargo could be easily identified from every visible side or surface.

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Fragile cargo must be marked with label (Ref. COM 1.7.7.12). Cargo handling personnel must pay particular attention to necessary of handle with care of fragile cargo.

The detailed information about heavy, outsized and overhang cargo must be shown in NOTOC (Ref. COM 1.7.7.10).

#### **6.6.3. Loading and Fastening**

During loading and stowage of heavy cargo in the aircraft the provisions of AHM 513 must be strictly followed in order to meet the maximum floor load restrictions.

Heavy, outsized, overhang cargo and other cargo which by their nature, shape or density may constitute a hazard, shall be fastened in the cargo compartments of aircraft in strict accordance with AHM 311. Also, dangerous goods and packages with live animals must be fastened.



## 6.7. DANGEROUS GOODS (SOLUTION: SENSITIVE)

### 6.7.1. General Provisions

SKYUP MT is responsible for proper acceptance, handling and loading of dangerous goods cargo shipments transported on SKYUP MT flights and flights handled by SKYUP MT personnel or Ground Service Providers.

SKYUP MT contracts only agents in the scope of ground handling and cargo operations that have a valid certificate for the type of activity issued by the authorities.

Dangerous goods transportation on SKYUP MT flights must be executed in a strict compliance with the requirements of DGR current edition, valid SKYUP MT Instructions, these Manual and current requirements of Malta and other countries, where SKYUP MT perform flights, legislation in relation to licensing of dangerous goods transportation by air.

A copy of the current edition of the Dangerous Goods Regulations or the ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air, including addenda as appropriate, shall be available at each location where revenue or non-revenue cargo operations are conducted, and dangerous goods are accepted.

Compliance of this requirement is a subject of monitoring process of subcontractors in accordance with Compliance Monitoring Manual (Ref. GOM 0.8.6).

SKYUP MT is authorized by the TM-CAD for transportation of dangerous goods as cargo.

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](mailto:v.zakrevskyi@skymalta.aero)

Passengers receive information on the rules for the dangerous goods transportation by contacting [letstalk@skyup.aero](mailto:letstalk@skyup.aero)

#### 6.7.1.1. Limitation

- (a) Radioactive materials are not accepted on SKYUP MT flights, requirement does not apply to Excepted packages as mentioned in IATA DGR;
- (b) SKYUP MT does not operate cargo aircraft. Dangerous goods identified as suitable for transport only on a cargo aircraft (CAO) must not be carried on an aircraft on which passengers are being carried. In this context “passenger” excludes a crew member, an operator’s employee, an authorized representative of a Competent Authority and a person with duties in respect of a particular shipment of dangerous goods or other cargo on board.



Under any circumstances any cargo marked as CAO (Cargo Aircraft Only) cannot be accepted for transportation on board of SKYUP MT aircraft that carries passengers.



- (c) Dangerous goods are not transported in the passenger cabin and/or in the cockpit of the aircraft except for those specified in the IATA DGR - Table 2.3.A.
- (d) Maximum total amount of DRY ICE (UN1845) carried on SKYUP MT aircrafts normally must not be more than 150 kg per compartment for passenger aircrafts Boeing-737.

Ground staff must be informed that dry ice is being loaded or is onboard the aircraft. Compartment/container should be ventilated before disembarking of dry ice due to asphyxia hazard.

Package should contain gas outlet for nitrogen dioxide.

Construction of compartments, pallets and containers should be protected by insulating material of direct dry ice contact.

Dry Ice is not to be loaded into the same compartment as live animals.

Exception: These restrictions are invalid for animals packed hermetically (e.g. tropical fishes).

- Magnetized materials shall not be loaded in forward cargo compartment of lower deck of SKYUP MT aircraft.
- Lithium batteries carriage 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.

#### 6.7.1.2. Dangerous Goods Training

The Ground Service Provider personnel involved in DG handling must previously receive full theoretical and practical training in the application of the required handling procedures in the IATA Dangerous Goods Regulations on the appropriate category (Ref. GOM 11.4.5).

#### 6.7.2. Documents

For some categories of dangerous goods acceptance for transportation, shipper, besides a standard Airwaybill, must provide for SKYUP MT a data sheet with description of goods (upon SKYUP MT's request) and Shipper's Declaration for Dangerous Goods in two originals (Ref. COM 1.7.7.4).

In time of Airwaybill issuance for cargo which requires Shipper's Declaration for Dangerous Goods, in airwaybill must be put the statement which specifies that dangerous goods are described in Shipper's Declaration for Dangerous Goods and on which aircraft, cargo or passenger, is allowed to transport a given cargo.

SKYUP MT or his agent must check the presence of necessary markings, labels and documents (Shipper's Declarations for Dangerous Goods, data sheets and others) in **English**, in addition to the language required by country of origin, packaging and marking to make sure that package, overpack or freight container is properly marked and labelled and leakage or signs of other damages which violate packaging integrity are absent.

The detailed information about dangerous goods must be communicated to the load control unit and included into NOTOC (Ref. COM 1.7.7.10).

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### 6.7.3. Acceptance of Dangerous Goods for Transportation

#### 6.7.3.1 General

Sufficient notices must be prominently displayed at Cargo and Mail acceptance areas, providing information about transport of Dangerous goods and shall contain visual examples of dangerous goods, including batteries. (Ref. COM, Annex A).

Incompatible goods must be segregated during acceptance as specified in DGR Table 9.3.A (IATA DGR 9.3.2) and local government regulations if those impose greater requirement.

Dangerous Goods shipments may only be checked by acceptance staff, which hold valid DG certificate according to minimum requirements for training curricula specified in IATA DGR (Ref. GOM 11.4.5).

Uncertain Loads regarding DG shall not be carried on SKYUP MT aircraft.

Handling agent shall have procedures to prevent the transport undeclared dangerous goods or mis-declared dangerous goods on SKYUP MT aircraft. (Ref. GOM 9.5).

Signs of the possible presence of dangerous goods:

- DG label type;
- description of AWB;
- wrong Name Shipper/consignee;
- sound transfusion fluid inside the package.

Suspicious object MUST NOT be accepted for carriage and loaded onto aircraft without performing the following actions:

Step	Action
1	Check the contents of cargo compared to the list of dangerous goods. Ref. DGR 2.2 Hidden Dangerous Goods
2	In case of suspicion: <ul style="list-style-type: none"><li>- isolate the goods in a safe place;</li><li>- contact Agent of transportation and ask for written proof that the goods are not DG, as defined by IATA.</li></ul>
3	If you are sure that the goods do not belong to the category of DG, can accept for carriage. If you are sure that the goods belong to the category of DG, perform step 4
4	Inform OCC of SKYUP MT. Reports must be made to the appropriate local aviation authorities of the State in which this occurred and TM-CAD. IATA DGR 9.6 Reporting <b>Important:</b> Do not return cargo to shipper or agent without the consent of the national authorities

Accepting procedures:

- (a) check the DG for correct marking and/or labeling, damage or leakage;
- (b) do not accepted any package, overpack, freight container containing DG if:
  - (1) marking and/or labeling applied incorrectly;

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- (2) there is a leakage;
- (3) Its integrity has been compromised.
- (c) check DG consignment and transportation document using acceptance checklist (Ref. GOM, Annex A, SEU-GRH-FORM-038, SEU-GRH-FORM-039), make sure that:
  - (1) package(s), overpack(s) or freight containers, as applicable, are correctly marked and labeled;
  - (2) the Shipper's Declaration for Dangerous Goods, if required, or other documentation complies with the requirements of the current edition of the IATA DGR.

**Note 1:** Dangerous Goods Acceptance Checklist shall:

- reflect applicable requirements contained in the current IATA DGR;
- once completed, contain information that identifies the person(s) that performed the acceptance check.

**Note 2:** Dangerous Goods Acceptance Checklist, information provided to PIC and other related documents shall be retained for a minimum period of three months after the flight on which the dangerous goods were transported (Ref. COM 1.7.7.5).

**Note 3:** When a dangerous goods consignment does not pass the acceptance check due to errors or omissions by the shipper, applicable documentation shall be retained for a minimum period of three months after the completion of the acceptance checklist (Ref. COM 1.7.7.5).

- (d) accept cargo for transportation if all items of acceptance checklist are meet the requirements of IATA DGR;
- (e) place DG for storage in accordance with segregation requirements and handling labels.

**Note 4:** During acceptance, storage, handling, loading and transportation dangerous goods shall be separated from other cargo or incompatible materials in accordance with published restrictions as shown below, local government requirements shall be fulfilled too.

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## 6.7.3.2 Segregation from other DG (incompatible DG)

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.

## 6.7.3.3 Segregation from other cargo

Class 4.3 materials should be separated from all containers of aqueous (water containing) solutions even if the solutions are not dangerous goods and/or wet cargo.

Class 6 substances shall be separated from all foods or feeds, Live animal.

Cryogenic liquids and Dry Ice should not be loaded in the same compartment with Live animal.

## 6.7.4. Preparation for Loading

- (a) check labeling, inspect the DG package, overpack containing DG for signs of damage, spillage or leakage;
  - (1) in case of any signs of damage, spillage or leakage of DG in order to avoid delivery to aircraft, do not load DG on transport device;
  - (2) in the case of damage or leakage occurred during loading to transport device:
    - call the local airport Authorities to get qualified assistance to remove all dangerous goods contamination;
    - safely remove DG from the transport device;
    - arrange safe disposal in accordance with local regulation;
    - inspect other shipments to ensure that no other cargo or transport device has been contaminated or damaged and all packages are in proper condition for transport by air.
- (b) in case of absence of damage, spillage or leakage, load DG on/in transport device for transport to aircraft taking into account limitation and providing the following:
  - (1) separation and segregation in accordance with applicable requirements and handling labels;
  - (2) securing in a manner that prevents any movement, damage to packages.

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### 6.7.5. Loading

- (a) appoint a qualified person to be responsible for the correct loading and securing of dangerous goods on board the aircraft.
- (b) immediately before loading, check the DG package, overpack containing DG for signs of damage, spillage or leakage:
  - (1) in case of any signs of damage, spillage or leakage of DG package, overpack containing DG it is forbidden to load DG package, overpack containing DG onto the aircraft;
  - (2) if DG package, overpack containing DG already loaded but damage, spillage or leakage occurred / identified inside of aircraft:
    - safely remove DG package, overpack containing DG from the aircraft
    - arrange safe disposal in accordance with local regulation;
    - conduct an evaluation to identify and prevent from transport any baggage, cargo, transport devices or other items that may have become contaminated.
  - (3) in the case of signs that the aircraft has been contaminated by dangerous goods spillage or leakage:
    - remove hazardous contamination from the aircraft without delay;

**Note:** In the case of radioactive contamination, arrangements are made to take the aircraft out of service for evaluation by appropriately qualified personnel.

#### (c) Check labeling

If discovered that dangerous goods hazard labels are missing, illegible or detached from shipments subsequent to the time of acceptance, such labels shall be replaced in accordance with the information provided on the Shippers Declaration for Dangerous Goods.

**Note:** The requirements do not apply where the marks and labels are found to be missing or illegible at the time of acceptance.

- (1) If shipment containing dangerous goods with CAO labeling was discovered as prepared for loading into passengers' aircraft, such shipment shall be removed from loading and send back to warehouse.
- (2) do not load dangerous goods of Class 7 Radioactive materials.
- (d) check shipment for the presence of undeclared DG or mis-declared DG if you have any suspicion.

**Note:** if undeclared or mis-declared dangerous goods are discovered in cargo during aircraft loading, remove item from loading, send back to warehouse and made report to the TM-CAD and to CAA of the state of occurrence (Ref. GOM 9.19.5, 9.19.6).

- (e) if you are sure that there are no undeclared and mis-declared dangerous goods, and there are no any damage, spillage or leakage, load DG onto the aircraft providing the following:
  - (1) separation and segregation in accordance with applicable requirements and

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handling labels;

- (2) securing in a manner that prevents any movement, damage to packages (Ref. AHM 4.3 Securing of load and GOM 9.18.3).

#### 6.7.6. Provision of Information

As early as practicable prior to departure of the aircraft, but in no case later than when the aircraft, in which DG are to be carried as cargo, moves under its own power, the agent with responsibility for load planning/ loading shall:

- (a) provide the pilot-in-command (PIC), with accurate and legible written or printed information concerning DG on board the aircraft that are to be transported as cargo;
- (b) provide SKYUP MT OCC dispatcher with the same information that is required to be provided to the PIC.

Information shall be readily available for ground personnel with responsibility for aircraft operational control until the aircraft transporting the DG as cargo has arrived at the destination airport.

All requirements for the information to PIC described in IATA DGR 9.5.1.1 (Ref. GOM 9.16.1).

#### 6.7.7. Unloading

- (a) Check the DG package, overpack containing DG for signs of damage, spillage or leakage:
  - (1) in case of any signs of damage, spillage or leakage of DG package, overpack containing DG:
    - safely remove DG package, overpack containing DG from the aircraft;
    - arrange safe disposal in accordance with local regulation;
    - conduct an evaluation to identify and prevent from transport any baggage, cargo, transport devices or other items that may have become contaminated.
  - (2) in the case of signs that the aircraft has been contaminated by dangerous goods spillage or leakage, remove hazardous contamination from the aircraft without delay.

**Note:** In the case of radioactive contamination, arrangements are made to take the aircraft out of service for evaluation by appropriately qualified personnel.

#### (b) Check labeling

- (1) If discovered that dangerous goods hazard labels are missing, illegible or detached from shipments subsequent to the time of acceptance, such labels shall be replaced in accordance with the information provided on the Shippers Declaration for Dangerous Goods.
- (c) if you are sure that there are not any damage, spillage or leakage, load DG onto the transport device providing the following:
    - (1) separation and segregation in accordance with applicable requirements and handling labels;

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- (2) securing in a manner that prevents any movement, damage to packages.
- (d) send shipment to warehouse place DG for storage in accordance to segregation requirements and handling labels.

#### 6.7.8. Emergencies Involving DG

Ref. GOM 9.18.5; 9.19.

#### 6.7.9. Reporting

Every incident with dangerous goods must be reported immediately to SKYUP MT ([occ.mt@skymalta.aero](mailto:occ.mt@skymalta.aero) , [sms@skymalta.aero](mailto:sms@skymalta.aero) ), to the TM-CAD and to the authority of the State in which the aircraft accident occurred.

Reports regarding events when dangerous goods may involve:

- (a) Aircraft Accident or Incident.
- (b) In the event of an aircraft accident or serious incident when DG carried as cargo may be involved, the report shall be given to the TM-CAD and the State where the accident or serious incident occurred.
- (c) Undeclared or miss-declared DG.
- (d) In the event of undeclared or miss-declared DG were discovered in cargo or mail, or DG not permitted to carry by passengers under 2.3 IATA DGR were discovered by SKYUP MT report shall be given to the TM-CAD and the State in which this occurred.
- (e) DG occurrences.
- (f) When DG are discovered to have been carried and not loaded, segregated, separated and secured in accordance with IATA DGR or have been carried without NOTOC, report shall be sent to the TM-CAD and the State of occasion origin.

This process is described in detail in GOM 9.19.5, 9.19.6.



## 6.8. UNACCOMPANIED BAGGAGE (SOLUTION: ECONOMIC)

Baggage, shipped as cargo, may contain personal clothes and personal things of passenger only, including small musical instruments, portable typewriters and sporting inventory. In unaccompanied baggage is forbidden to transport mechanisms, machines or spare parts to it, money, securities, valuables, watches, crockery and table silver, fur, films, photos and video cameras, documents, drinks, perfumery, fragile domestic technique, sale samples.

A passenger is under an obligation to present the list of items which are contained in baggage and to provide implementation of Customs procedures. It is necessary to warn a passenger, that transportation of such baggage is under action of customs regulations of country of departure, transfer and destination, which are used to transportation of general cargo and a custom broker may be need for implementation of Customs procedures.

Unaccompanied baggage must not contain dangerous goods. Passenger can use information that is printed in a passenger ticket about items that cannot be included to passenger baggage.

In an air waybill must be indicated complete name and address of consignee. Also, must be specified the name and complete permanent home address of shipper, even if his residence is indisposed in town or country, where baggage is accepted for transportation. It is not allowed to bring the record of "TO BE COLLECTED". In the column "Handling Information" of air waybill must be entered the number of passenger airline ticket, number of flight and date of passenger arrival to the airport of destination - owner of baggage.

In time of acceptance for transportation suitcases and other baggage items must be closed on a lock and the keys from lock putted in an envelope which is reliably fastened to the air waybill.

Every piece of unaccompanied baggage must be marked with the name and domestic address of owner and to have a label or tally, fastened on outer surface which specifies name and destination address of consignee in the point of destination.

All baggage shipped as cargo passes security verification by going through X-ray machine or manual inspection.



## 6.9. DIPLOMATIC CARGO (SOLUTION: TIME DEFINITE)

### 6.9.1. Acceptance

Diplomatic cargo is transported by a standard air waybill with the use of ordinary freight documents.

Diplomatic cargo is usually transported in the closed sacks or packages. Packages must be marked in accordance with the common rules of cargo marking. Also special "TIME DEFINITE" labels must be used. Name of contents must be shown in an air waybill and other transport documents (cargo manifest, labels) as "Diplomatic Cargo" but not as "Diplomatic Mail". Special handling code on AWB, manifest and movement reports must be indicated - "DIPTDS". Pre-advice must be sent to the destination or transfer airport with the shipment and consignee details before flight departure from origin airport.

The detailed information about diplomatic cargo must be shown in NOTOC (Ref. COM 1.7.7.10).

### 6.9.2. Liability

Diplomatic cargo is transported under the same liability as Time Definite cargo (Ref. COM 6.13).



## 6.10. HUMAN REMAINS (SOLUTION: SENSITIVE)

### 6.10.1. Reservation and Acceptance

Human remains can be accepted for transportation only if all necessary and properly issued documents are presented, and also at complete implementation by the shipper of requirements which are used to packing of such type of cargo. The previous booking through the destination must be made before minimum acceptance time. Pre-advice with consignee contacts must be sent to the destination, transfer airport or second carrier with the shipment details and special handling instructions (if available) before flight departure from origin airport.

Cargo with human remains must be accompanied with the official death certificate and if this is the cremated remains (ashes) - certificate about cremation. Import rules of country of destination can require that these documents are approved by local diplomatic representatives. This document must be firmly fastened to air waybill, but not to the cargo. In some cases, authority of country of destination can require the information about the reason of death.

Human remains must not be accepted for transportation as a part of consolidation cargo, except for cases when consolidation cargo fully consists of human remains.

### 6.10.2. Packaging

Human remains must be transported inside hermetically sealed lead or zinc container placed to the wooden coffin (box). Free space between a metallic container and wooden coffin (box) must be filled with sawdust, peat or coal. This coffin must be placed in other packing, for example, slated by wooden plank or wrapped up by a tarpaulin or tarred roofing paper for protection against the damage during transportation and for masking of cargo contents. If possible, the external packaging must have handles or adaptations for lifting.

The cremated human remains (ashes) must be transported in the urns for ashes, placed in a strong external container that hides contents of packaging and reliably protects from the damages.

External packaging of cargo with human remains must contain complete information about the late (name of late and also name and address of consignee, his telephone number).

### 6.10.3. Handling, Loading and Stowage in the Aircraft

The non-cremated human remains are accepted for transportation on passenger aircrafts. Transportation on a passenger aircraft is allowed only when the baggage compartments are isolated from passenger compartment. On passenger aircrafts which do not have isolated baggage compartments, the non-cremated human remains are transported only on the specially arranged flights – charter flights. Transportation of human remains in one compartment with passengers is FORBIDDEN. Urns with ashes are transported on all types of passenger aircrafts.

The detailed information about human remains must be shown in NOTOC (Ref. COM 1.7.7.10). Air waybill, cargo manifest and reports must have the special handling code - «HUM».



The loading of human remains to passenger aircraft must be provided before boarding of passengers (HUM is permitted to be loaded only to aft hold №4 of Boeing 737 aircraft), unloading in the airport of arrival after a disembarking of passenger.

It is FORBIDDEN on the passenger flights perform an official ceremony, funeral rites in time of loading and unloading of human remains.

Human remains, except ashes in urns, must not be placed close to the cargo which contains food stuffs and must be, if possible, isolated from live animals (Ref. COM 5.4).

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**6.11. LIVE ANIMALS (SOLUTION: LIVE)**

A valid edition of the IATA LAR including complete addendums published by IATA, must be available and be fully complied by SKYUP MT, GSA's and Handling Agent's organizations.

**6.11.1. Reservation**

Space for transportation of live animals must be obtained before the animals are offered for shipping (24 hours before minimum acceptance time). If more than one carrier is involved confirmation that the shipment can be accepted must be obtained from all participating carriers. All live animal shipments must consequently be booked, and the booking must be confirmed up to final destination.

At time of booking, certain facts should be validated to ensure feasibility of the transport:

1	Is the booking request in line with SKYUP MT embargo list?	YES	Proceed with No.2
		NO	Refuse shipment
2	Is the chosen route the most direct route between origin and destination?	YES	Proceed with No.3
		NO	Refuse shipment
3	Are the aircraft types normally operated on the route(s) concerned equipped with one or more cargo compartments suitable for the carriage of live animals?	YES	Proceed with No.4
		NO	Refuse shipment
4	Is the height and width of those cargo compartments sufficient for the accommodation of the animal container?	YES	Proceed with No.5
		NO	Refuse shipment
5	Is shipper aware of IATA LAR requirements towards packaging, labeling and documentation, as well as any governmental export, transfer and import regulations?	YES	Proceed with No.6
		NO	Refuse shipment
6	Is payment guaranteed?	YES	Accept shipment
		NO	Refuse shipment

Applicable embargo template is available on request to [cargo@skyup.aero](mailto:cargo@skyup.aero)

Pre-advice with consignee contacts must be sent to the destination, transfer airport or to the second carrier with the shipment details and special handling instructions (if available) before flight departure from origin airport.

Before acceptance of animals for interline or transfer transportation, necessary formalities must be performed, and confirmation must be got that all carriers which take part in transportation can accept and handle this cargo on all parts of route. Cargo capacity must be booked on all carrier's legs which take part in transportation of animal. Agent/SKYUP MT that issues an air waybill must send the request and notify to each SKYUP MT:

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- number of air waybill
- number of pieces
- weight and dimensions of cargo pieces
- amount and varieties of animals
- departure airport
- transfer airports
- final point of destination
- date of transportation
- name of consignee, his address, telephone number
- equipment that is necessary for unloading of live animals in the airport of transfer/destination.

Live animals must be indicated in the column 'Nature and Quantity of Goods' of the Air Waybill either with the words 'LIVE ANIMAL(S)' or with the commodity code 'AVI'. Additionally, the common English name of the animal species must be mentioned, as well as the quantity of animals contained in the shipment. Further information is to be added, if applicable (like e.g. 'Poisonous'), and in the Handling Information box a 24-hour emergency contact number has to be provided (including country and area codes).

Same information should be reflected in FWBs sent by the issuing agent. Attention has to be paid that the animal species is recommended to be mentioned in the first line of the Nature and Quantity of Goods information in the FWB as it triggers temperature settings and load distribution options for load planning in the end.

#### 6.11.2. Acceptance

Agents accepting live animal shipments must use the "IATA Live Animals Acceptance Check List". (Ref. GOM, Annex A, SEU-GRH-FORM-041).

If any of the questions on the acceptance check sheet has to be answered with "No", acceptance of the animals shall be refused.

Live animals are accepted for transportation only with obligatory presenting veterinary certificates by the shipper and, if necessary, permissions of quarantine authority service. Only healthy animals are accepted for transportation which can carry transportation to the eventual point of destination. If animals are pregnant or had births at last 48 hours before acceptance of cargo for transportation, a shipper is under an obligation to declare it. Pregnant mammals must not be accepted for transportation without a veterinary certificate which confirms that animals can carry transportation and that there is no risk of offensive of births during transportation. In most cases, transportation of pregnant animals is FORBIDDEN.

Live animals can be accepted for transportation with accompanying person, who represents the shipper or consignee.

Live animals are not accepted for transportation as part of consolidation cargo, except cases when a consolidation cargo is fully consists of live animals.

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SKYUP MT does not carry responsibility for any loss, damages or charges in connection with natural death or wound of animals, which rise up as a result of the state, character or behavior of animal or other animals which were transported together (biting, butting, stuffiness, pecking and similar), and also, which rise up as a result of defects of packing of animal, or as a result of animal impossibility to maintain the change of environment during transportation by air. SKYUP MT does not carry responsibility for death or wound of person who accompanied an animal, the reason of which was the state, behavior or character of animals.

### 6.11.3. Packaging, Marking and Labeling

Live animals may be transported on board a passenger plane as cargo, only providing availability of the respective container.

To prevent unauthorized exit of animals, containers must be provided with locks and be strong enough.

The sizes of the container shall enable an animal to stand not touching the roof with any part of the head or ears, turn and lie in the natural pose. At the same time the size of containers must not exceed the size of the doors of the cargo compartment.

The container shall have ventilation holes, at least on the two opposite sides and in the upper part of the container.

Special labels of green color "LIVE ANIMALS" (Ref. COM, Annex A) which have handling instruction must be fastened to container.

Most of cargo with live animals must be handled as wet cargo. A container for animal must have absorbing bedding for suction of excretions. Using of straw as suck material does not allow as most of countries forbid the import of plant packing materials.

The consignor is responsible for providing the animal with water and food for the time of the cargo handling and shipment, provided this period is over 12 hours.

IMPORTANT: food must not contradict the requirements of the country of import or transit. Instructions on feeding animals must be fastened to the container.

The container shall be clean.

The shipper is obliged to provide legible and exact marking of each container with the name and address of consignee.

The orientation labels «THIS WAY UP» (Ref. COM, Annex A) should be put on all four sides of container.

Containers with animals that bite or animals which can secrete the toxic substances must be marked with label «POISONOUS» (Ref. IATA LAR).

### 6.11.4. Issuing Documents

For the control of SKYUP MT's and State authority's requirements at acceptance of live animals for transportation it is mandatory for the shipper to provide Shipper's Certification for Live Animals (Ref. GOM, Annex A, SEU-GRH-FORM-040) and recommended to use Live Animals Acceptance Checklist (Ref. GOM, Annex A, SEU-GRH-FORM-041) (mandatory in case if more than one carrier performs transportation). Shipper's Certification confirms that a shipper properly prepared

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cargo for the air transportation and performed all requirements of countries of departure/transit/destination in relation of animals' transportation.

In the air waybill, manifest, standard reports of cargo movement must be indicated special handling code – "AVI", that provides higher load priority (Ref. COM 2.5.2).

Shipper must provide documents that confirm animals' health, and also permissions, which are required by national authorities of countries of export, transit and import. Such documents must be firmly fastened to the air waybill. Copies of such documents may be fastened to the back side of containers with live animals for handling process simplification.

The detailed information about live animals must be shown in NOTOC (Ref. COM 1.7.7.10).

Copies of NOTOC must be submitted to the LOCAL LOAD CONTROL. At least, two copies must be included into flight documents and must be available for submission to the Aircraft captain before the flight.

**Attention:** information on special load must be provided to the Aircraft captain at least 30 minutes before the flight.

The period of keeping the documents for shipping live animals is at least three years.

#### 6.11.5. Storage

AVI must only be stored in clean facilities especially designed to accommodate live animals. They have to be protected from weather, damp, extreme cold and heat, etc. In any case, it has to be ensured the segregation criteria outlined in IATA LAR 10.3.5 "Incompatibility Chart" and any instructions in this respect contained on the AWBs and/or affixed to the packages must be adhered to the extent possible. Animals which are natural enemies must not be stored in close proximity to each other. Also, laboratory animals must be segregated from other animals.

In maintaining normal state of the animals the ground staff behavior is the key factor. Disturb animals as little as possible.

#### 6.11.6. Stowage and transportation of animals on board of aircraft

Maximum quantities of live animals loadable in cargo compartments depending on aircraft type\*

Animal Type	Weight per 1 pcs in kg	Boeing 737-800 (forward compartment)
Day-old chicks	0,05	55
Small birds	0,02	11
Large birds	2	147
Puppies	2	110
Kittens	1	210
Medium dogs	15	147
Cats	4	88
Monkeys	10	221

\* it is considered that flight length is more than 4 hours and cargo compartments are empty (animals quantity must be decreased accordingly in case of baggage load in same compartment). Maximum quantities of animals are not cumulative.

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Containers with live animals:

- Load vertically;
- Place closer to the doors of the cargo compartment;
- Fasten to the aircraft floor in order to avoid its movement during taking off and landing;
- leave at least 16 cm room for air flow circulation and for free air access.

Animals that are hostile to each other (for example, cats and dogs) should be placed in different compartments. Animals that are natural enemies, including cats and dogs, may be loaded into the same compartment, provided they are not within the sight of each other.

It is forbidden to ship live animals near human remains, radioactive cargo of classes 1 and 2, cargo, containing dry ice, low-temperature liquids, poisonous infectious substances (Class 6), foods.

It is prohibited to pack live animals (except fish) into closed packaging.

To provide enough ventilation for animals air breathing, venting holes must not be closed by other cargo, partitions or walls of baggage compartments.

During cold season of the year and for low-temperature sensitive animals it is recommended to stow containers with live animals on the planks in the cargo compartments of the aircraft to prevent low temperature effect on a health of the animals.

The warmest temperatures will occur in the forward end of the forward compartment, so it is the recommended location for transport of cold-sensitive animals. The aft compartment is cooler and may be slightly better for animal transport in hot weather.

Containers with animals must be tightly fastened to avoid possibility of container moving during flight. There must be preventive measures taken against the undesirable shaking and knocking over of container and also falling of other cargo on containers with animals.

If animals require special service, for example: feeding, drinking, veterinary help during the transits stops or during the flight, containers must be easily accessible.

Accompanying person carries responsibility for animals safety, look for them and feed in transit point.

Load live animals onto the aircraft has to be as close as possible to the time of departure.

It is not possible to leave animals on the apron. Live animals must be protected from the influence of cold, weather and noise of the aircraft engines. The door of the cargo compartments in the points of transit / in case of delay should be left open.

#### **6.11.7. Unforeseen Delays and Extraordinary Situations**

Under short-term stops of the aircraft all the doors of the cargo compartment must be open, whereas providing the stop over 1 hour there must be forced ventilation with ground ventilation devices.

Cats and dogs, if required, may be provided with drinking water.

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IMPORTANT: animals are given water that is suitable for people.

Under a flight delay, deflection or change in the route live animals have the highest priority of shipment.

In case of a delay, change of route or cancelation of flights, it is necessary to inform the consignor thereof or the Consignee.

In case of delay of the flight for loading live animals on board the plane the doors to the cargo compartment must be open all the time to provide access of fresh air and close only before the very start of the engines.

Actions in case of diseases, injury or death of an animal (Ref. COM 8.11.2 Live animals irregularities).

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**6.12. ARMS AND AMMUNITION (SOLUTION: SENSITIVE)**

Transportation of arms and ammunition by SKYUP MT is executed strictly in accordance with the current national, international legislation and current SKYUP MT Instructions.

Arms and ammunition must be booked not later than applicable minimum acceptance time (Ref. COM 2.2.). Pre-advice must be sent to the destination or transfer airport with the shipment details and special handling instructions (if available) before flight departure from origin airport.

The detailed information about arms and ammunition must be shown in NOTOC (Ref. COM 1.7.7.10).

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## 6.13. TIME DEFINITE CARGO (SOLUTION: TIME DEFINITE)

### 6.13.1. General Provisions

Definition: SKYUP MT proposes to its customers the premium service of guaranteed cargo uplift on booked flight with refund of freight rate in case of non-performance – Time Definite cargo solution.

Main features:

- high loading priority (Ref. priority list COM 2.5.)
- no weight and dimensions restrictions as long as the shipment can be loaded into SKYUP MT aircraft
- guaranteed refund of freight rate in case of non-uplift on booked flight within 12 hours from scheduled time (valid for SKYUP MT agents only)
- valid for General Cargo shipments excluding Live Animals, Dangerous Goods, Heavy Cargo, Human Remains, Perishables, Valuables.

### 6.13.2. Reservation

In order to avoid delays, time definite shipments are transported only with the confirmed reservation through the destination. A shipper must be informed about the necessity of the previous booking for sending any type of time definite, in order to provide enough time for advance arrangements. The booking must be made before minimum acceptance time (Ref. COM 2.2). Pre-advice must be sent to the destination, transfer airport or to the second carrier with the shipment and consignee details before flight departure from origin airport.

In time of time definite booking, the following conditions must be checked up:

- type of aircraft
- the number of booked passengers
- mail and special cargo booked (Ref. priority list COM 2.5.)
- allotments and booked corporate cargo
- other time definite shipments already booked
- space confirmed on all parts of routing, including parts of other carriers.

Time definite shipments are not accepted for transportation on charges collect basis, if other is not indicated in the special agreement with SKYUP MT.

### 6.13.3. Marking and Labeling

For identification reason each piece of time definite shipment must be labeled with special “Time Definite” label (Ref. COM, Annex A).

### 6.13.4. Documents

Flight and date must be shown on AWB.

Name of solution “Time Definite” or special handling and accounting code “TDS” must be shown on AWB.

Special handling code “TDS” must be shown on manifest and movement reports.

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The detailed information about time definite cargo must be shown in NOTOC (Ref. COM 1.7.7.10).

#### **6.13.5. Liability**

Time definite shipments are guaranteed uplift on the flight(s) reserved by the agent and confirmed by SKYUP MT at time of acceptance and unloaded at the airport of destination. Upon request by the agent and substantiation that SKYUP MT failed to perform in accordance with this guarantee, SKYUP MT will refund 100% of the actual freight weight charge.

The guaranteed uplift is valid only on SKYUP MT own flights.

Agent must have valid Agreement with SKYUP MT.

#### **6.13.6. Refund**

In case if shipment or part of it non-uplifted on booked flight and non-unloaded at the destination airport within 12 hours from scheduled time agent should provide to SKYUP MT (or its GSA) the Proof of Non-uplift (Ref. GOM, Annex A, SEU-GRH-FORM-045).

The Proof of Non-uplift must be provided within 7 days from the booked flight and signed by SKYUP MT (or its GSA) and the agent.

The agent monthly report should be provided to SKYUP MT (or its GSA) with updated balance to SKYUP MT according to attached signed Proof of Non-uplift for correct accounting.

SKYUP MT will refund 100% of net cargo rate excluding all other charges, as fuel, security, handling surcharges, government tax etc.



**6.14. COMPANY MATERIAL (COMAT) (SOLUTION: TIME DEFINITE)**

Non-revenue cargo transported by SKYUP MT passenger aircraft without making commercial revenue.

Among the non-revenue cargo there is the SKYUP MT operational cargo (inventory necessary for the operating activities of SKYUP MT), including AOG cargo, EIC, COMAIL, humanitarian supplies and so on.

All carrier materials tendered for transport are subject to the same acceptance processes as detailed based on the nature of the commodity, e.g. general cargo, dangerous goods, etc.

The non-revenue cargo handling conducts in the same way as the revenue producing cargo of the same nature (weighing and measuring, control over the complete file of the documents applicable, aviation security and safety control).

The term “AOG shipment” refers to spare parts required for the repair of an aircraft grounded for technical reasons. Such shipments are given first priority on SKYUP MT flights (Ref. Priority list COM 2.5.2), transported under the same liability as Time Definite cargo (Ref. COM 6.13).

Special handling and accounting code “AOGTDS” must be used on AWB, manifest and movement reports.

Pre-advice must be sent to the destination or transfer airport with the shipment and consignee details before flight departure from origin airport.

EQUIPMENT IN COMPARTMENT (EIC) (Ref. GOM 5.3.1.2.2).

COMAIL (Ref. GOM 5.3.1.3.).



## 6.15. SERVICE CARGO

### 6.15.1. General Provisions

Service cargo is SKYUP MT company supplies like spare parts, advertising materials, magazines, office materials, catering stuff that are transported between SKYUP MT offices by XXX-airwaybills. Shipper and/or consignee must be a division of SKYUP MT (or subsidiary). If none of shipper and consignee are divisions or subsidiary of SKYUP MT, the benefit of such shipment must be within SKYUP MT.

If the size, weight, the nature of goods and the destination permit, preferably send as company mail.

Service cargo of different commodities must be accepted in full accordance with this Manual. Every Service cargo shipment must be delivered to SKYUP MT under the term “ready for carriage”:

- properly packed
- with mandatory marking and labeling
- documented (invoices in English)
- with other documents required for transportation.

All Service cargo is accepted through usual security procedures.

Each Service cargo shipment delivered for transportation must be accompanied by the signed “Shipper’s Letter of Instructions”.

Service shipment has high load priority (Ref. COM 2.5) and must be applied in case of urgent cargo and all kinds of special cargo (AOG aircraft spares), valuables (tickets, air waybills), human remains, perishables, live animals and others), and in case of carriage outside SKYUP MT routes (interline shipments) that leads to additional costs to SKYUP MT.

Acceptance of cargo from other companies and individuals (Government, sponsored or humanitarian organizations) like service or charity shipments is possible in case of SKYUP MT top management approval with the price of a carriage conditions on a written request from a customer. Any costs have to be borne by the beneficiary.

### 6.15.2. Air Waybill

Service cargo always transported on prepaid basis.

The detailed nature of goods must be indicated in air waybill.

For Service shipments in air waybill must be indicated rate and all other charges.

Special remarks must be added to air waybill:

Service cargo – Approved by... (the name of manager who approved shipping).

### 6.15.3. Operation and Handling

Shipper provides Shipper’s Letter of Instructions signed (in accordance to type of Service cargo) to the responsible for reservation and it is handled as following:

- responsible for cargo reservation issue an air waybill and make a booking according to Shipper’s Letter of Instructions and notify the shipper;

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- shipper provides shipment arrangements according to the booking (packaging, marking, labeling, customs clearance);
- responsible for cargo reservation provides shipment movement monitoring through to the destination according to the booking;
- shipper provides picking-up of the shipment at the destination (including customs clearance and payment of any costs involved).

Any costs arose from the Service cargo carriage have to be borne by the shipper or division.

All accompanying documents (invoices, packing lists) must be issued in English (additionally language of destination country may be used).

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**6.16. TIME AND TEMPERATURE SENSITIVE HEALTHCARE (SOLUTION: PERISHABLE)**

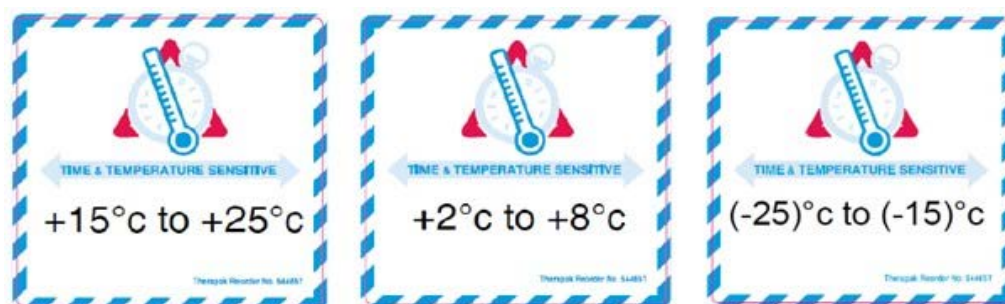
Time and temperature sensitive healthcare products must be accepted in accordance with current edition of the IATA Temperature Control Regulation (TCR) manual, national legislation of departure/arrival country and SKYUP MT operations manuals.

Accepting is performed using the IATA checklist, or company checklist for the type of temperature sensitive healthcare products, answering all questions (Ref. GOM, Annex A, SEU-GRH-FORM-052).

If a shipment fails, the checklist (gets “no” on any questions) acceptance is rejected. All the reasons (including references where applicable) indicated and appropriate internal procedure is following in order to return the shipment for correction.

A copy of checklist (accepted and rejected) together with all applicable documents according to the TCR must be retained in a local file not less than 3 months.

It is the responsibility of the shipper (or designated shipper's agent by service agreement) to ensure the label is applied properly for time and temperature sensitive healthcare cargo shipments booked as such. The lower half of the label must never be left blank and must indicate the external transportation temperature range of the shipment. The temperature range must only be shown in Celsius



Time and temperature sensitive healthcare products must be handled in accordance with current addition of the IATA Temperature Control Regulation (TCR) manual and national legislation.

The Cargo must not be on the apron for too long before loading or after unloading to/from the aircraft.

In case of delay at the shipping airport the cargo must not discharged from the appropriate temperature-controlled storage for buildup.

In case of delay (for over 4 hours) at a correspondence point, it is required to keep the cargo in the appropriate facilities of the airport till the next flight.

During transportation, loading and unloading of perishable and temperature-sensitive healthcare products, ensure that they are:

- Handled in a manner to minimize the waiting period;
- Not exposed to adverse environmental conditions.

In case of irregularities discovering during transportation of temperature-sensitive healthcare products it is necessary to notify shipper or consignee and to get

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instructions from them. If other is not mentioned by shipper to take measures for cargo safety. (Ref. COM 8.11.3 for irregularities solving).

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## 7. MAIL TRANSPORTATION

### 7.1. GENERAL PROVISIONS

As a rule, mail is transported in sealed mail containers (sacks, bags).

Gross weight **CP** of mail container must not exceed 32 kg.

Gross weight **LM** of mail container must not exceed 30 kg.

Bulky packages and packages containing brittle items may be transferred without packing into mail containers.

Items classified as dangerous goods in the current edition of DGR are prohibited from being transported as mail. It is the responsibility of the origin Postal Operator to ensure that this general prohibition is enforced, since SKYUP MT is unable to inspect the contents of sealed mail bags. Should there be any reason to suspect that a prohibited item is contained within a sealed mail bag it is recommended immediately contact the Postal Operator in whose territory the incident occurs.

**Attention:**

- Never open closed mail sacks / containers. Only postal administration is allowed to do that.
- All postal items must go through aviation security control.
- Official language of postal authorities for international mail is English or French.

**Documents** used in mail air transportation are:

- CN-35 – Label for airbags
- CN-38 – Delivery bill. Air dispatches
- CN-41– Delivery bill. Land dispatches transferred by air (S.A.L.)
- CN-47– Delivery bill. Dispatches with empty containers

All documents are issued by Post Offices.

Ref. AHM 351 Mail Documents.

Responsibility of handling agents is solving mail handling problems on stations and hand the documents over to aircraft cabin crew.



## 7.2. ACCEPTANCE OF MAIL

Ref. AHM 350. Mail Handling

### (a) Outbound mail

Step	Action
1	Check the mail for conformity with accompanying documentation. In case of detection of errors require provision of correct documentation.
2	Check readiness of mail for aircraft transportation: <ul style="list-style-type: none"><li>- Mail bags, containers are in proper condition showing no signs of prior damage or deterioration;</li><li>- labels affixed to the receptacle are legibly completed with routing instructions written in clear print indicating the intended routing and correctly identified airline and IATA airport codes;</li><li>- Mail containers are closed, sealed and marked, container bonds are knotless;</li><li>- Corresponding CN38 number indicated on the label;</li><li>- Gross weight of mail containers does not exceed established limit (ref. COM 7.1);</li><li>- Aviation security control passed;</li></ul> If the mail is ready for transportation, perform step 3. If the mail is not ready for transportation, perform step 4.
3	Accept the mail for transportation.
4	Refuse mail acceptance for transportation until discrepancies are eliminated.

### (b) Inbound mail

Step	Action
1	Check the mail for conformity with accompanying documentation. In case of absence of part of the mail act according to COM 7.3.1 Handling of Lost Mail. In case of detection of extra postal items act according to COM 7.3.2 Handling of Found Mail.
2	Check serviceability if mail containers. In case of detection of mail container defects act according to COM 7.3.3 Damage or defect of mail packaging.

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### 7.3. MAIL IRREGULARITIES

SKYUP MT is responsible for mail safety from the moment of acceptance till delivery to mail administration.

#### 7.3.1. Handling of Lost Mail

##### (a) Actions of the station where a failure was discovered

- (1) Check presence of MIM about non-delivery/unloading of mail by transportation route;
- (2) Make search on aircraft;
- (3) Make local search;
- (4) Inform local post office;
- (5) Send MIM to departure station and all stations on the route;
- (6) If the reply to MIM is negative, written request should be sent to loading point and all airports on transportation route within 48 hours after flight arrival;
- (7) Hand over a copy of MIM to the representative of SKYUP MT/Cargo office.

##### (b) Actions of the station on receipt of MIM

- (1) Check local post office;
- (2) Send the reply containing details to the station which is searching for the lost mail.

#### 7.3.2. Handling of Found Mail

Ref. AHM 353. Handling of Found Mail.

Found mail is the mail not delivered to destination point or the mail, often without corresponding documents, delivered and unloaded not in the destination point.

##### (a) Labeled mail without accompanying documents:

- (1) File accompanying documents according to specification CN-35;
- (2) Check the statement of violation fact in Inspection Certificate drawn up by post office, if everything is correct, certify it with signature;
- (3) Send MIM to destination and dispatch points and to SKYUP MT/ Cargo office.

##### (b) Mail without labeling and accompanying documents:

- (1) Immediately deliver the found mail to local post office for identification with CN-38;
- (2) Require issuing a new label and change of CN-38 by local post office;
- (3) Check the statement of violation fact in Inspection Certificate drawn up by post office, if everything is correct, certify it with signature;
- (4) Send MIM to destination and dispatch points and to SKYUP MT/Cargo office.

Responsibility of local Post Office is mail dispatch to the destination point indicated in CN-38.

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### 7.3.3. Handling of Damaged Mail

Ref. AHM 354 Handling of Damaged Mail

(a) Damaged Mail is:

- (1) Damage of cover, package dressing;
- (2) Damage / absence of seal;
- (3) Absence of part of enclosure.

(b) Damaged mail shouldn't be accepted for transportation.

(c) In case of damaged mail discovery after acceptance for transportation (including transfer and transit mail), hand it over to local post office acting as follows:

- (1) Weigh damaged package of the mail and compare actual weight with the weight indicated in accompanying documents;
- (2) Enter corresponding remark into CN 35 and certify it with signature;
- (3) Check the statement of violation fact in Inspection Certificate drawn up by post office, if everything is correct, certify it with signature;

**Important:** For checking of the content, the bags may be unpacked only by personnel of post office in the presence of customs representatives and in case of need – in the presence of holding agent personnel.

- (4) Send the message about short delivered or unloaded mail to destination station, containing detailed description;
- (5) In case of absence of a part of mail enclosure, send MIM to all stations of transportation route;
- (6) Issue Mail Irregularity Report and send copies to:
  - destination station;
  - dispatch point;
  - local representative of SKYUP MT or SKYUP MT/Cargo office via [cargo@skyup.aero](mailto:cargo@skyup.aero)

### 7.3.4. Mail Irregularity Message

Mail Irregularity Message (MIM) is sent to destination point and to all airports by transportation route in case of finding mail non-conformances.

Ref. IATA AHM 357 Mail Irregularity Message

Message format – mail bags (sacks)

Line 1 – Address

Line 2 – Sender, date, time (GMT)

Line 3 – Standard Message Identifier – MIM

Line 4 – Flight number, date, cargo serial number, nonconformance abbreviation:

DFLD – correctly loaded

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DMGD – damaged mail

DUPE CN-38 – reply

FDAV – found document FDMB – found

MSAV – loss of documents and sending of duplicates

MSMB – lost

NEG – not received OFLD – off-loaded

OVCD – delivered not to destination point SSPD – sending part of mail

In free format additional details may be indicated: losses, findings, partial loadings, deliveries off destination point, special loadings, etc.

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**7.4. RESPONSIBILITY OF PARTIES DURING MAIL TRANSPORTATION**

SKYUP MT is responsible before the mail administration for the loss, damage and delay in delivery of mail. The limit of SKYUP MT responsibility is established by the maximum responsibility of mail administration before shipper or consignee, that is foreseen by the current local legislation, Convention and Agreement about mail dispatches of World Postal Union and SKYUP MT agreements on transportation of mail by air. SKYUP MT is responsible for missing, damage and delay in delivery of mail from the moment of acceptance and till the moment of delivery to mail enterprise.

SKYUP MT is not liable if he will prove that partial shortage, loss of other damage of mail took place as a result of circumstances which SKYUP MT could not avoid:

- as a result of the special properties of objects which are transported
- due to fault of shipper
- as a result of exception or confiscation of mail in accordance with local legislation
- as a result of mail acceptance without special handling instructions for special mail objects.

SKYUP MT is not liable for the condition and contents of mail which is delivered in the damaged packaging and with intact seals, if it will not be proved that the damage or shortage of mail arose due SKYUP MT fault.



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## 8. CARGO IRREGULARITIES

### 8.1. GENERAL PROVISIONS

Irregularity or damage - deviation from a usual order in handling of cargo and mail causing of flights declining, delays, loss of connection and so on. Where irregularity happens, staff of SKYUP MT and/or handling company's staff are responsible for immediate actions.

There are following main types of irregularity:

- missing documents
- missing cargo
- damage of cargo
- shortage of cargo
- offloaded cargo
- over-carried cargo
- delay in delivery
- mislabeling
- unclaimed cargo
- etc.

For definition of terms incident or accident Ref. COM 1.8.

In case of an incident, person which first discovered it must act in accordance with SKYUP MT Emergency Response Plan (Ref. SEU-ERP-001).

The station on which irregularity or damage was first discovered is responsible for handling and reporting of such irregularity or damage in accordance with this Manual.

Irregularity or damage reports must be sent to the issuing carrier at the airport of departure. The decision about notifying of shipper takes issuing carrier or handling company staff. In case of Dangerous Goods irregularity "Dangerous Goods Occurrence Report" must be issued (Ref. COM 8.11.1, GOM Annex A, SEU-GRH-FORM-014).

In the case of irregularity or damage discovery handling company staff in the case of transit airport or SKYUP MT Cargo responsible employee in the case of base airport is under an obligation to send to the airport of departure FAD report (Advice of Discrepancy) - report about irregularities during transportation (Ref. COM 4.1). In case of transit airport handling company sends the report to SKYUP MT immediately. In the case of base airport SKYUP MT Cargo responsible employee sends the report to respective handling company.

All documents related to irregularity or damage during transportations of cargo must be collected under the number of air waybill. If other is not required by the local legislation, documents must be retained not less than two years.

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## 8.2. SHIPPER'S RIGHT OF DISPOSITION

### 8.2.1. General Provisions

Shipper has following rights of cargo dispositions:

- withdrawing shipment at airport of departure or destination
- shipment stop on route or at destination
- AWB changes
- request to return a shipment.

The right of disposition must not be exercised in such a way that it is prejudices SKYUP MT or other shippers. Shipper shall reimburse SKYUP MT for any expenses occasioned by the exercise of his right of disposition.

Shipper's right of disposition shall cease at the moment when the consignee takes possession of the cargo.

Every exercise of right of disposition must be in written and contain:

- AWB number
- change requested
- confirmation to indemnify and hold SKYUP MT free from any consequences as a result of the exercise of the right of disposition
- a guarantee to reimburse SKYUP MT for any expenses including cost of correspondence etc.
- the signature of shipper or his agent, written and printed; if the shipper is an organization, full name of the organization and the signature, written and printed of a responsible executive.

The request must be accompanied by No.3 – Original for Shipper – of the AWB.

All requests must be handled entirely between SKYUP MT offices, General Sales Agents and other carriers.

For Valuable cargo solution shipments (valuable, vulnerable, shipments with declared value for carriage) special control procedures must be observed in order to prevent fraudulent disposition. This includes verification or double-check with the shipper or his agent to establish authenticity of the disposition, especially when requested by the shipper or his agent to do so.

European Union (EU) regulations require that a change of destination country of a shipment which originates in the EU must be approved in written by the customs authorities at the origin.

Service charge must be paid by the shipper or his agent for any amendment of change requested after departure of the goods from the origin airport. The charge shall accrue to the issuing carrier or general sales agent at the airport of departure.



### 8.2.2. Withdrawing Shipment at Airport of Departure or Destination

Shipper or his agent has a right to withdraw shipment at airport of departure or destination. Shipment could be withdrawn in accordance with COM 8.2.1. It is shipper's responsibility to meet all customs requirements for returning the shipment.

### 8.2.3. Shipment Stop on Route or Destination

Shipper or his agent has a right to have shipment stopped at any station on route or at destination. If time does not allow shipper to provide a written request, a stop message could be sent (e-mail or telex). However, no further action may be taken until written instructions have been received according to COM 8.2.1.

### 8.2.4. Request to Return a Shipment

For shipment need to be returned shipper or his agent must deal in accordance with COM 8.2.1. The station holding the shipment shall comply with instructions received and confirm to station of departure how and when shipment will be returned.

For shipment need to be returned the new SKYUP MT AWB must be issued as following:

- in consignee box name and address of original shipper as appearing on original AWB
- make appropriate remarks with regard to the origin of the shipment, e.g. 'Return goods, arrived by U5431/01JAN/2024 under AWB XXX-...'
- type of payment is CC (Charges Collect) only
- if original shipment was CC, add all charges due on old
- old AWB and all involved documents must accompany new AWB as well.

### 8.2.5. AWB Changes

Shipper or his agent can make following changes in AWB:

- destination airport
- name and address of consignee
- name and address of party also to be notified
- routing and carriers
- method of payment.

Any dispositions other than those above are possible only by issuing a new AWB.

For returning a shipment shipper or his agent must deal in accordance with COM 8.2.1.

CCA shall always be issued by the issuing carrier at airport of departure whenever changes to the original freight charges occur (Ref. COM 8.3). In case the requested change involves a refund to shipper, this must not be effected until delivering station has confirmed that the charges have actually been collected from the consignee.

The station holding the shipment shall immediately change all available copies of the AWB in accordance with the new instructions. Each change must be endorsed using station and employee details. When the airport of departure receives confirmation

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that the requested change has been made, the No.3 – Original for Shipper – of the AWB plus all remaining copies held by the station must be altered accordingly with the details of who changed the AWB.

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### 8.3. CHARGE CORRECTION ADVISE (CCA)

Charges, method of payments that are wrongly indicated in AWB can be changed or corrected only by the means of using Charges Correction Advice (CCA) (Ref. GOM, Annex A, SEU-GRH-FORM-044).

For accounting purposes, a CCA must be used in the following cases:

- for charges incurring during transportation and not originally in the AWB (no need to use CCA if correction in AWB could be made during transit/transfer);
- for debiting outstanding charges (including collect weight and other charges) to the issuing carrier at the airport of departure in case of non-delivery (Ref. COM 8.10);
- incorrect weight, valuation and other charges (including but not limited to under-collection or over-collection due to incorrect rates application and due to calculation errors).

Station, where wrong AWB charges are discovered must send a CCA to origin. Origin airport must change all AWB copies and inform shipper or his agent. In case if wrong charges discovered at origin after shipment departure, a CCA must be sent to the destination, where all AWB copies shall be changed.

In case of an overcharge, shipper must be refunded. In case of an undercharge shipper or his agent must be invoiced (every effort to be made to receive the balance). The same rule is applied in case if Charges Collect is not possible to receive from the consignee.

CCA must be distributed between involved parties within 14 days in accordance with the instructions mentioned on CCA form.



#### 8.4. MISSING CARGO

If the cargo, shown in cargo manifest, did not arrive to the airport of destination or message that it is missing is received, the following actions must be made at destination:

- (a) to check up information, that relates to the missing cargo: information that cargo was offloaded from aircraft or shown in manifest, but not loaded for some reason
- (b) if such information is missing, it is necessary to check for the presence of cargo in all services of airport, other carriers, handling companies and other involved organizations
- (c) if after such check cargo is not found, need to send the tracing cargo message to the airport of the first loading and to all airports on route of transportation of cargo, including airports, where shipment could be sent by mistake
- (d) airport which received cargo tracing message should confirm the fact of loading on board of aircraft. If in the airport of loading found out or foreseen, that a cargo was by mistake loaded to wrong flight, this airport must send cargo tracing message to airports which could receive this cargo
- (e) if cargo is found, to the point of destination must be sent message with details of the next shipping of cargo (route, flight, date) or list of necessary actions of airport of departure for shipping arrangements.

If cargo is not found during 4 days then, the airport that did not receive it, cargo tracing message must be sent to all airports which relate to acceptance and transportation of this cargo. The message must contain following information (if it is available):

- name of message sender, phones and other contact information
- addresses of all offices, to where cargo tracing message is sent
- date of issuing of cargo tracing message
- messages of all airports to which cargo tracing messages have been sent
- air waybill number
- airport of departure and destination
- route
- date and flight number on which cargo was manifested
- last point of loading
- number of missing pieces
- total number of pieces according to air waybill
- weight of missing pieces
- description of contents
- special handling code, if present

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- description of packaging, including marking, labels and so on
- dimensions of missing pieces
- number of house air waybill if was issued
- name and address of consignee
- name and address of shipper
- necessary instructions.

An answer for the message must be sent within 2 days.

If cargo was found, it must be sent to the requested airport with first available flight if others not mentioned by tracing message. Found message and request to stop tracing must be sent to all involved stations.

If cargo was not received by airport of destination during 21 days from the day of cargo tracing message receipt, airport which opened the cargo tracing must:

- to send message about the negative results of cargo tracing to SKYUP MT's airport of departure, to the point of the last loading and to SKYUP MT cargo tracing
- to pass all documents regarding tracing of cargo to SKYUP MT cargo tracing, flight of which cargo was missing.



### 8.5. ARRIVED / FOUND CARGO WITHOUT DOCUMENTS

Airport which received cargo without air waybill is responsible for starting the tracing of documents.

If cargo arrived without air waybill:

- (a) airport which discovered irregularity must send air waybill tracing message to airport of departure, all airports on route of cargo transportation, including next airports on route if irregularity happened in transit airport;
- (b) airport which has on hand original air waybill or airport of departure must send a copy of air waybill to airport where a cargo was found without documents and also to next transfer airports on route and to the airport of destination. Original air waybill must be sent to the airport of destination by the first available flight and message with date and number of flight must follow;
- (c) cargo should be accepted in warehouse by substitute air waybill;
- (d) if it is requested by consignee and no delay is accepted shipment could be released by the copy of AWB;
- (e) if air waybill is missing at transfer airport, cargo can be sent further by AWB copy, if other is not mentioned by the second carrier.

If cargo arrived to transfer airport with air waybill un-manifested, it is necessary to send cargo further by route indicated on AWB by first available flight. With this a message about wrong delivery must be sent to airport of departure, destination and other involved airports on route of cargo transportation.

If cargo arrived is un-manifested and air waybill is missing, it should be accepted at warehouse by substitute air waybill and noticed by SKYUP MT as found cargo. Found cargo message must be sent to the airport of departure. Message must contain the following information:

- number of air waybill if it is available;
- description of packaging, including markings and labeling;
- dimensions and number of pieces.

If during 3 days a cargo is not identified and copy of air waybill is not received, SKYUP MT or handling company has a right to inspect the contents of cargo in accordance to the current local legislation with issuing of proper documents. Message with additional description of found cargo contents must be sent to airport of departure.

If during 21 day cargo is not identified, all documents must be passed to SKYUP MT cargo tracing which delivered found cargo. If other not mentioned by SKYUP MT, found cargo may be released in accordance to the current local legislation.



**8.6. DOCUMENTS WITHOUT CARGO**

If in the airport of destination found documents without a cargo which must arrive together with these documents, it necessary to take following actions:

- (a) to issue irregularity report
- (b) to pass air waybill to warehouse
- (c) to send message to airport of loading to establish location of cargo and its arrival details
- (d) if air waybill belongs to the cargo with other airport of destination, actions should be taken in accordance to the instructions received from SKYUP MT or handling company.

If documents without a cargo are found in an airport other than airport of destination, it is necessary to send found documents message to the airport of departure, arrival and last point of transfer, with pointing of the complete route indicated in the found air waybill, and then to send an air waybill in the airport of arrival.

An airport, which received message about the found documents and holds cargo that corresponds these documents, must notify the details about its shipping to airport of destination and airport which sent found documents message.



**8.7. MISLABELED CARGO**

At discovery wrong cargo marking in any intermediate point on-route of transportation, it is necessary to send the request to issuing carrier, for permission to make correction of cargo marking. At the receipt of permission marking must be updated. In other cases, actions must be taken in accordance with SKYUP MT's instruction.



**8.8. OFFLOADED CARGO**

Term “Offloaded cargo” is used for cargo, which was prepared for loading, manifested but not loaded on board of aircraft.

A cargo may not be loaded due to lack of available space on board. Also, SKYUP MT or its representative may make a decision about offload (for priorities ref. COM 2.5.3.).

Message about the exact amount of offloaded cargo or part of cargo must be sent to the airport of destination. Also, FFM message must be corrected.

The offloaded cargo should be planed for the loading on next first available flight with high priority (Ref. COM 2.5.3.), if other is not indicated by SKYUP MT.

If cargo was offloaded by mistake, it is necessary to perform procedures in relation to the found cargo (Ref. COM 8.5).



### 8.9. DAMAGED CARGO

Damage of cargo is any difference in cargo condition (external or internal) before and after transportation (breakage, leakage) that can cause or already caused decline of contents value or its damage, missing of part of contents.

Every case of damage, breakage, leakage must be documented. Aims of documenting:

- (a) to establish the detailed description of damage;
- (b) to investigate possible reasons where and when the damage could happen;
- (c) to establish the responsible party for the damage;
- (d) to use in claim and lawsuit work with customers;
- (e) to develop necessary measures for avoiding of same damages in future.

If the damage, breakage or leakage were discovered in the airport of departure till the loading of cargo on board of aircraft, it is necessary to notify shipper or his agent and offer to check up contents and repack cargo. Further to act in accordance with shipper or his agent instructions. If cargo repacked according to shipper or his agent instructions, to insert relevant information in field of air waybill "Handling information".

If the damage, breakage or leakage of cargo were discovered in the airport of transfer, a cargo damage report must be issued. If discovered damage allows the subsequent transportation, cargo should be shipped to the destination airport with attached copy of damage report and cargo may be repacked on shipper's cost. If discovered damage does not allow the subsequent transportation of cargo then after issuing of damage report, cargo must be placed on warehouse in a separate place. A shipper or his agent should be notified. The subsequent cargo disposal is possible only after shipper's or his agent's instructions.

If the damage, breakage or leakage of cargo were discovered at the airport of destination, cargo damage report (CDR) must be issued (Ref. GOM, Annex A, SEU-GRH-FORM-043), cargo placed to warehouse. Inspection of cargo contents should be arranged by consignee in accordance to the current local legislation.



**8.10. UNCLAIMED CARGO AND ITS RELEASE**

Under determination 'Unclaimed cargo' is considered:

- (a) cargo which is not received by consignee during the term established for storage of different types of cargo in airport of destination and in relation to which during this term any instructions from a shipper or consignee are not received
- (b) cargo that arrived in the airport of destination without documents and its belonging is not established during six months from the day of its receipt in the airport of destination, if other is not indicated by the current local legislation.

Cargo release or its destruction must be made in accordance with local current legislation.



## 8.11. SPECIAL CARGO IRREGULARITIES

### 8.11.1 Dangerous Goods Irregularities

Emergencies involving DG Ref. GOM 9.18.5; 9.19.

### 8.11.2 Live Animals Irregularities

In case of irregularities discovered during transportation of live animals it is necessary to notify shipper or consignee and to get instructions from them. If other is not mentioned by shipper to take measures for cargo safety.

In case of flight delay on which live animals must be transported, or in case unplanned landing at the airport other than airport of destination, it is necessary to take all measures in order to prevent cargo irregularity. Depending on the circumstances, such as kind and number of animals, time of delay, possibility to provide necessary premises and facilities for safety of cargo and also possibility of flight replacement it is necessary to take following actions:

- (a) to get instructions from NOTOC, manifest, AWB, Shipper's Certification;
- (b) to find out possibility of ventilation and air conditioning in aircraft if it is necessary for cargo;
- (c) to find out possibility and to provide moving of cargo to warehouse in premises adjusted for live animals storage;
- (d) to evaluate condition of animals, and to feed them if necessary (long delay);
- (e) to unload cargo and rebook to other flight.

In case if animals are injured – to notify airport's Veterinary and shipper/consignee and to act according to their instructions.

Dead animals must be unloaded from the aircraft and buried according to local legislation and documented.

### 8.11.3 Perishable Cargo Irregularities

In case of irregularities discovering during transportation of perishables it is necessary to notify shipper or consignee and to get instructions from them. If other is not mentioned by shipper to take measures for cargo safety.

In case of flight delay on which perishables must be transported, it is necessary to take all measures in order to prevent spoilage of cargo. Depending on the circumstances, such as amount of perishables, time of delay, possibility to provide necessary premises and facilities for safety of cargo and also possibility of flight replacement it is necessary to take following actions:

- (a) to find out possibility of air conditioning in aircraft if it is necessary for cargo;
- (b) to find out possibility and to provide moving of cargo to warehouse in premises adjusted for perishables storage;
- (c) to take temperature of cargo, and reload cooling facilities in case it was used for cooling;
- (d) to unload cargo and rebook to other flight.



All stations must keep up-to-date local 'emergency plan for perishables' specifying actions to be taken in case of delayed or cancelled flights and including:

- a list of warehouses for cold and heated storage in airport area
- a list of companies dealing with perishables for possible dispose or cargo sold at best possible price.

#### 8.11.4 Valuable Cargo Irregularities

Handling of valuable cargo is provided in accordance with current local procedures, using special equipment and guard. At discovery of irregularity during transportation of valuable cargo it is necessary to notify SKYUP MT Cargo office immediately. Cargo damage report is issued (Ref. COM 8.9). It is necessary to notify shipper or consignee.

In case of landing on alternative airport, commander of aircraft must notify the proper airport services about valuable cargo on board and take measures in relation to provide its safety.

In case of complete or partial loss of valuable cargo or tracks of unauthorized access identification, the proper measures for the search, finding and official registration of incident must be taken (Ref. COM 4.1).

In case of obvious theft airport Police department must be notified. SKYUP MT Aviation Security Department must be notified.

#### 8.11.5 Handling of Cargo/Mail During the Unplanned Landing in the Alternative Airport

The below mentioned procedures are used at aircraft landing on alternative airport, when there is cargo or mail on board of aircraft:

- (a) An aircraft does not continue flight to the airport of destination.
- (b) Cargo and mail are not unloaded and are always returned to the airport of departure.
- (c) Be sure that all cargo and mail are on board of aircraft in accordance with documents. Information about the cargo can be taken from Loadsheet, NOTOC and cargo manifest.
- (d) At return to the airport of departure cargo and/or mail must be unloaded to warehouse with performing of local operating procedures.
- (e) A crew leaves an aircraft for short term (up to eight hours) in the airport of the unplanned landing.
- (f) Cargo and/or mail remain onboard.
- (g) Captain must take measures for providing of aircraft guarding with the cargo and/or mail onboard.
- (h) A crew leaves an aircraft for long term (more than eight hours).

If the technical requirements allow general cargo and/or mail can remain onboard. The guard of aircraft must be arranged in such case. The special cargo must be unloaded and placed in the proper storage conditions. The acceptance of cargo/mail is provided against pieces counting and signature on manifest of receiving party.

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At the loading of cargo and/or mail before departure, number of pieces must be counted. At discrepancy of number of pieces of cargo and/or mail it is necessary to initiate the tracing of cargo and mail undelivered for loading. If immediate tracing is unsuccessful, cargo damage report must be issued.

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## 8.12. CLAIMS

Claims may be filled only by parties having recognized interest in the shipment as:

- (1) Shipper, consignee and authorized agent either.
- (2) Anyone who can produce a subrogation from an entitled party.

Shipper should file claim with the first carrier or its agent and consignees with the last carrier or its agent, but anyone entitled can file claims with any participating carrier.

Claims or notifications of intention to claim must be filled in writing either by a notation on copy 4 'Delivery Receipt' of the AWB or by a separate notice.

Time limits are as follows:

- (a) For damage or missing of content – immediately after discovery and at the last within 14 current days from date of delivery.
- (b) For delays within 21 current days.
- (c) For total / partial loss within 120 current days from the date of issuance of the AWB.

A claimant must add to claim all necessary documents which prove the right to demand refund of losses:

- copy of air waybill;
- damage report;
- written claim with the request to return of losses;
- prove of delivery;
- invoices for cargo;
- other documents which can confirm the amount of losses or legality of requirements of claimant.

If the claim were provided in time, but for its consideration additional documents are needed, SKYUP MT accept such claim for processing and request from claimant additional documents. Non-providing of additional documents is not a reason for refusal in claim processing.

Claim can be settled with condition of performing by the claimant of common rules and terms of the claim processing. After claim finalizing all documents and materials are retained not less than 3 years.

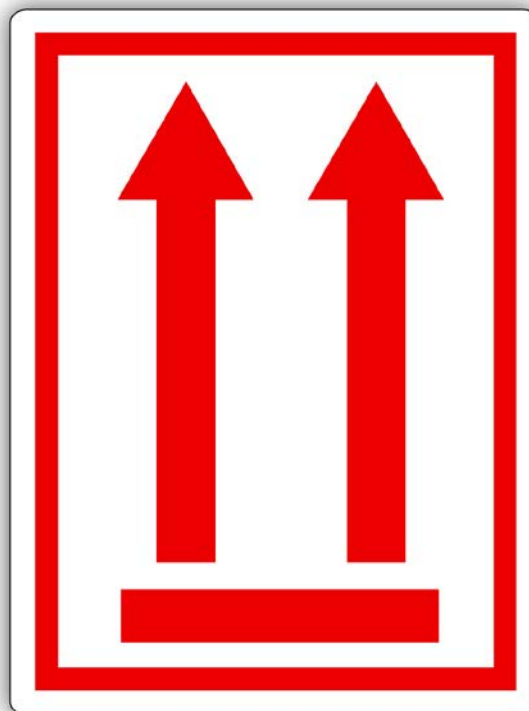


ANNEX A: LABELS

CARGO IDENTIFICATION LABEL

<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="border: 1px solid white; width: 300px; height: 40px; margin: 0 auto;"></div> <div style="font-size: 2em; font-weight: bold; margin: 0 auto;">CARGO</div> </div>	
AWB No	Destination
Total No of pieces	Weight
A/P of Departure	<div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;"> <div style="background-color: #0056b3; width: 20px; height: 20px; transform: rotate(45deg); margin: 0 auto;"></div> <div>1st</div> </div> <div style="text-align: center;"> <div style="background-color: #0056b3; width: 20px; height: 20px; transform: rotate(45deg); margin: 0 auto;"></div> <div>2nd</div> </div> <div style="text-align: center;"> <div style="background-color: #0056b3; width: 20px; height: 20px; transform: rotate(45deg); margin: 0 auto;"></div> <div>3rd</div> </div> </div>

“THIS WAY UP” LABEL



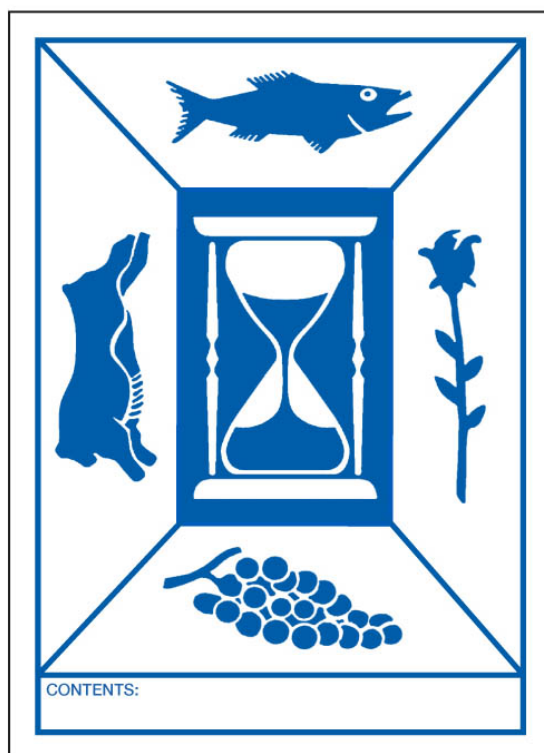
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LABEL "FRAGILE"



LABEL "PERISHABLE"



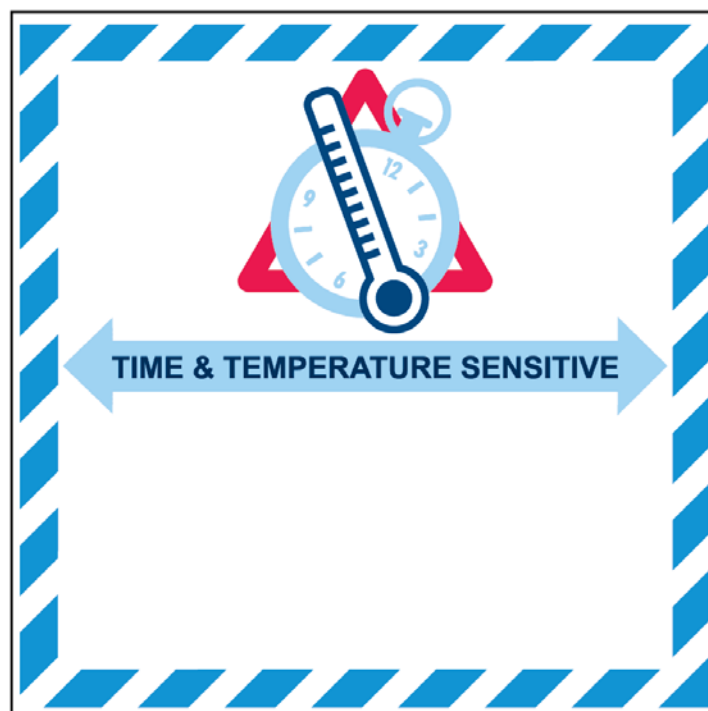
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LABEL “LIVE ANIMALS”




LABEL “TIME DEFINITE”



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## DANGEROUS GOODS POSTER



# Have You Declared It?

Cargo containing dangerous goods is subject to national and international regulation.  
Such cargo must be properly declared and clearly identified as containing dangerous goods.



Dangerous goods include articles and substances which are flammable, corrosive, toxic, oxidizing, explosive, radioactive, infectious, compressed gases, dangerous when wet, spontaneously combustible, self-reactive, organic peroxides and regulated material.

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