



Part A Vol 3

Station Operation Manual



Building 4 Ext. of Ebad AlRahman St., of Mostafa Refaat St., Sheraton,
Cairo - Egypt

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info@skyvisionairline.com

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Attachment (C)
Operations Manual Approval /Acceptance Form

Part I :to be completed by the Operator										
Operator Name: - SKY VISION AIRLINES Manual Title: - Part A Vol 3 Station Operation Manual Issue No.: 01 Revision No.: 04 Date: May 2024										
- Prepared by:	Name: Mr. Khaled Essam El Den Title: Stations & Ground Handling Manager Signature: <i>Khaled Essam</i> Date: May 2024									
Revised by:	Name: Capt. Assem Abd El Molla Title: Director of Operations Signature: <i>Assem</i> Date: May 2024									
Accountable Manager:	Name: Mr. Amr Elsayed Abd El Zaher Title: Accountable Executive Signature: <i>Amr</i> Date: May 2024 (Operator Stamp) Sky Vision Airlines Tax Card : 542 - 451 - 414 G.R: 170230									
Part II: to be completed by ECAA										
ECAA : Acceptance ☒ Approval ☐ <table style="width: 100%; border: none;"><tr><td style="width: 35%; vertical-align: top; padding: 5px;">Ops Inspector: Name: <i>Moustaf Osama</i></td><td style="width: 30%; vertical-align: top; padding: 5px;">Signature: <i>Moustaf</i></td><td style="width: 35%; vertical-align: top; padding: 5px;">Date: <i>31-7-2024</i></td></tr><tr><td style="vertical-align: top; padding: 5px;">Certification G.D: Name: <i>MOHAMED HAMDOUN</i></td><td style="vertical-align: top; padding: 5px;">Signature: <i>Hamdoun</i></td><td style="vertical-align: top; padding: 5px;">Date: <i>5-8-2024</i></td></tr><tr><td style="vertical-align: top; padding: 5px;">FOCA Administrator: Name: <i>Asky Abo Shady</i></td><td style="vertical-align: top; padding: 5px;">Signature: <i>Asky</i></td><td style="vertical-align: top; padding: 5px;">Date: <i>5/8/2024</i></td></tr></table> (Stamp)		Ops Inspector: Name: <i>Moustaf Osama</i>	Signature: <i>Moustaf</i>	Date: <i>31-7-2024</i>	Certification G.D: Name: <i>MOHAMED HAMDOUN</i>	Signature: <i>Hamdoun</i>	Date: <i>5-8-2024</i>	FOCA Administrator: Name: <i>Asky Abo Shady</i>	Signature: <i>Asky</i>	Date: <i>5/8/2024</i>
Ops Inspector: Name: <i>Moustaf Osama</i>	Signature: <i>Moustaf</i>	Date: <i>31-7-2024</i>								
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0.2 Accountable Executive Statement

This document is issued to highlight the general Policy and procedures of Sky Vision Airlines Compliance Monitoring System.

Sky Vision Airlines is committed to safety and quality as core elements.

Safety and quality are integral and essential elements of every process at Sky Vision Airlines. We consider safety and quality to be vital characteristics of our products, directly linked to how we perform our activities.

This manual is setting policies and standards for Compliance system oversight, to ensure that elements of quality and safety are applied to all Sky Vision Airlines operation.

The Part A Vol. 3 has been prepared in accordance with the relevant provisions of the ECAA, it also contains company policies, regulations and procedures and it complies with applicable laws, ICAO, ECAR, IOSA Standards.

Signature

MR. AMR ELSAYED ABDELZAHER



(Accountable Executive)

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0.3 Manual Introduction

Part A Vol. 3 is issued on the authority of the Manual Owner. It complies with **Egyptian Civil Aviation Regulations (ECAR)** and **Air Operator (SKY VISION AIRLINES) Operations Certificate (AOC)** as well as with the applicable National Regulations and Laws.

It has been prepared in English language.

Part A Vol. 3 is developed in a manner that ensures they are useable, identifiable and consistent with SKY VISION AIRLINES policies and procedures.

The procedures and instructions contained in the operations manual are based on the latest technical data and operational experience. They have been established to plan and execute commercial air transport flights in accordance with SKY VISION AIRLINES policy & it shall:

- 1- Contain legible and accurate information
- 2- Be written in language(s) understood by all personnel (English)
- 3- Be Approved by the ECAA if mandated by regulations
- 4- Be Designed in accordance with the human factor principles.

The Part A Vol. 3 is designed to update Sky Vision Airlines in accordance with the new requirements, regulations and standards of various authorities including the Egyptian Civil Aviation Authority, relevant foreign aviation authorities, IOSA standards, and applicable international regulatory bodies. In addition, the manual aims to ensure full compliance with the requirements of ECAR 301, and, ECAR 121 with guidance of IOSA standard manual and with our own internal requirements for high standards of safety and quality at Sky Vision Airlines.

This manual contains Sky Vision Airlines Policies, detailed instructions and procedures on matters which particularly concern personnel engaged in Ground Handling Activities in order to ensure standardization. Sky Vision Airlines chose to adopt IGOM Manual (IATA Ground Operations Manual), and all procedures and processes in IGOM was reviewed by Stations & Ground Handling Manager and accepted as Sky Vision Airlines minimum standard, IGOM last revision is considered part of This manual and completing it.

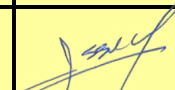
The holder of this manual is responsible for keeping his copy up – to – date by immediately inserting all revisions whenever issued. Any comments and suggestions will be given careful consideration.

This Manual contains legible and accurate information; is presented in a format that is appropriate for use by ground handling personnel; is accepted by the Egyptian Civil aviation authority.

The procedures in this manual must be adhered to in the manner out lined but nothing herein should be considered as limiting personnel from acting on their own best judgment in case of emergency but maintain the framework out lined

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0.4 Record of Approval

	Name	Signature	Position	Date
Prepared by	Mr. KHALED ESSAM EI DEN		Stations & Ground Handling Manager	February 2025
Reviewed by	Capt. Assem Abd El Mola		Director of Operation	February 2025
Approved By	Mr. Amr Elsayed Abd Elzaher		Accountable Executive	February 2025

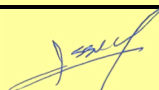
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	Name	Signature	Position	Date
Prepared by	Mr. KHALED ESSAM EI DEN		Stations & Ground Handling Manager	December 2024
Reviewed by	Capt. Assem Abd El Mola		Director of Operation	December 2024
Approved By	Mr. Amr Elsayed Abd Elzaher		Accountable Executive	December 2024

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	Name	Signature	Position	Date
Prepared by	Mr. KHALED ESSAM EI DEN		Stations & Ground Handling Manager	November 2024
Reviewed by	Capt. Assem Abd El Mola		Director of Operation	November 2024
Approved By	Mr. Amr Elsayed Abd Elzaher		Accountable Executive	November 2024

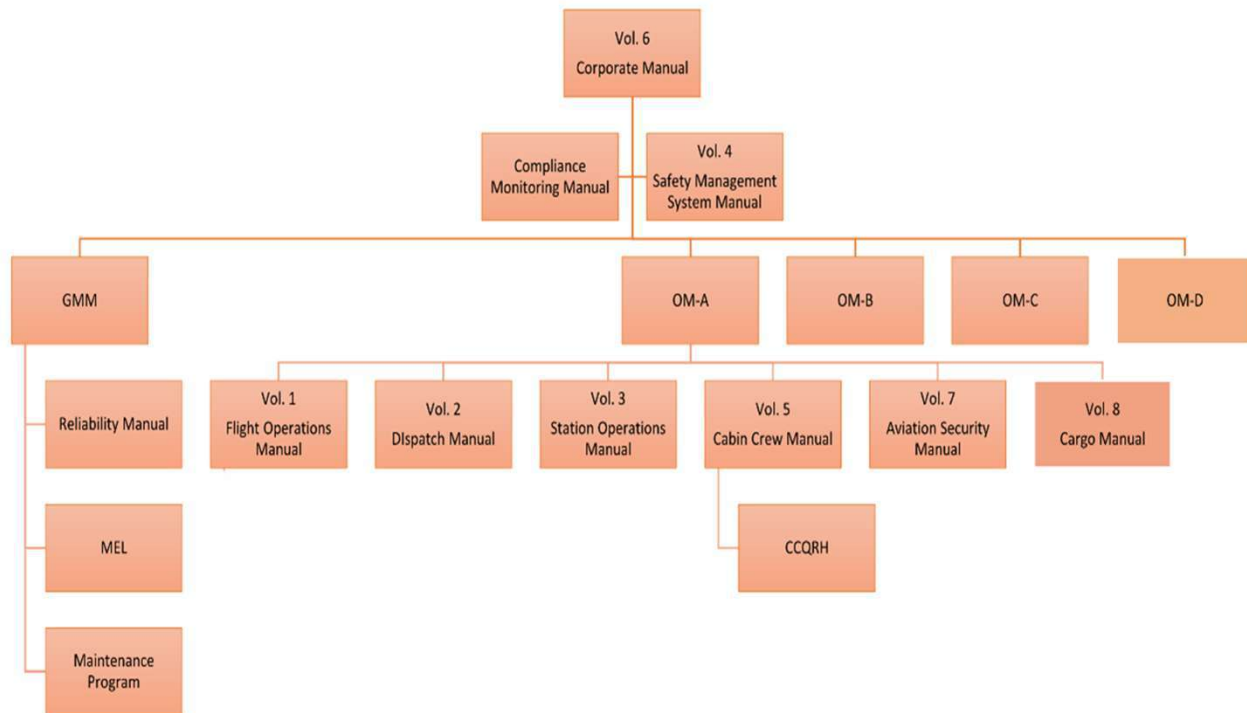
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	Name	Signature	Position	Date
Prepared by	Mr. KHALED ESSAM El DEN		Stations & Ground Handling Manager	May 2024
Reviewed by	Capt. Assem Abd El Mola		Director of Operation	May 2024
Approved By	Mr. Amr Elsayed Abd Elzaher		Accountable Executive	May 2024

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0.5 Guide For Cross-Reference Interlinked Manuals



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0.6 Record of Normal Revisions

Stations Operations Manual is to be kept up-to-date by the insertion of all revisions received. Page number and date of insertion are to be entered in the table below.

Issue No.	Issue Date	Revision No.	Revision Date	Date Filed	Filed by
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Stations & Ground Handling Manager

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0.9 List of Copy holder

Mark (✓) on manual eligible holder.

No.	Manual Holder	Eligibility	Copy No.	Format
1	Accountable Executive	✓	1	Soft Copy
2	Aircrafts	✓	2	Soft Copy
3	Aviation Security Manager	✓	3	Soft Copy
4	Cabin Crew Instructors		4	Soft Copy
5	Cabin Crew Manager		5	Hard & Soft Copy
6	Cabin Crew Members		6	Soft Copy
7	Chief Inspector & Compliance Manager		7	Soft Copy
8	Chief Pilot		8	Soft Copy
9	Classroom No. 1		9	Soft Copy
10	Director of Maintenance		10	Soft Copy
11	Director of Operations		11	Soft Copy
12	ECAA	✓	12	Hard & Soft Copy
13	External Service Providers		13	Soft Copy
14	External Stations		14	Soft Copy
15	Flight Crew Members		15	Soft Copy
16	Flight Dispatch Personnel		16	Soft Copy
17	Ground handling & stations Manager	✓	17	Hard & Soft Copy
18	Internal Stations	✓	18	Soft Copy
19	IT Department	✓	19	Soft Copy
20	Line Maintenance Manager		20	Soft Copy
21	Master Library	✓	21	Hard & Soft Copy
22	MCC		22	Soft Copy
23	OCC & Dispatch Manager	✓	23	Soft Copy
24	Operation Training Manager		24	Soft Copy
25	Operations Library	✓	25	Soft Copy
26	Planning & Engineering Manager		26	Soft Copy
27	Safety Manager	✓	27	Soft Copy
28	Server Providers	✓	28	Soft Copy
29	Store Supervisor		29	Soft Copy
30	Technical Library		30	Soft Copy
31	Technical Training Manager		31	Soft Copy
32	Workshops		32	Hard & Soft Copy

Note:

- 1- Manuals will be distributed Electronically Via IQSMS distribution module. **Refer to IQSMS Document Distribution module user guide**
- 2- For External Users Soft Copy will be Distributed Via E-mail “with Acknowledgment of Receipt”, or delivered by hand on flash memory device “ with Acknowledgment of receipt with formal Signature on hard copy ”

Each Holder of a copy of the manual is responsible of keeping it up-to-date in conjunction with Sky Vision Airlines Ground Handling Department

Every Holder must send back a confirmation of receiving this document by email or Fax following contacts:

Info@SkyVisionAirline.com

Fax No. : +2(02) 20643644

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0.10 SKY VISION AIRLINES Policies



General

Airline policy commits SKY VISION Airlines to a culture that has Safety, Security and Quality as fundamental operational priorities. This achieved by well defining the commitment of senior management to a strong culture of Safety, Security and Quality. The commitment emanates from the highest levels of SKY VISION Airlines to ensure continual improvement of the management and signed by the Accountable executive of SKY VISION Airlines

Airline General Policy

- Safety always comes on top of Airline priorities and concerns. No compromise in safety
 - Effectiveness and Airline goals are of prime concern to SKY VISION Airlines
 - All procedures and processes are developed in conformity with ECAR and other regulatory organizations where applicable
 - All managers and individual responsibilities are developed to enable them focusing on safety and quality goals;
 - Investment in training for all Airlines Individuals is of prime concern to SKY VISION Airlines. Training conducted up to proficiency.
 - To ensure continuing relevance, SKY VISION Airlines policy is reviewed for possible update regularly. The Accountable Executive decides update intervals.
 - Temporary Revisions for updating SKY VISION Airlines policies might be issued where needed
 - All the general policy updates are made under the responsibility and supervision of the Accountable Executive
 - All SKY VISION Airlines departments individual policies will be based and in conformity with SKY VISION Airlines general policy
- This policy is made visible throughout the organization by disseminating the relevant information.
1. Observe the company's standards and guides. Exceptionally, certain risky situations may require derogation from the company's standards and guides in order to ensure a higher level of safety. In such cases, a report is mandatory.
 2. Exercise vigilance commensurate with the situation.
 3. Express the slightest doubt.
 4. If in doubt, safety comes first.

Accountable Executive
Mr. Amr Abd El Zaher





Sky Vision Airlines

Safety Policy Statement

Safety is one of our core business functions, we are committed to developing, implementing, maintaining and constantly improving strategies and processes to ensure that all our aviation activities take place under an appropriate allocation of organizational resources, aimed at achieving the highest level of safety performance and meeting regulatory requirements, while delivering our Services.

All levels of management and all employees are accountable for the delivery of this highest level of safety performance, starting with the Accountable Executive,

Our commitment is to:

- Support the management of safety through the provision of all appropriate resources, that will result in an organizational culture that fosters safe practices, encourages effective safety reporting and communication, and actively manages safety with the same attention to results as the attention to the results of the other management systems of the organization;
- Ensure that the management of safety is a primary responsibility of all managers and employees;
- Clearly define for all staff, managers and employees alike, their accountabilities and responsibilities for the delivery of the organization's safety performance and the performance of our safety management system;
- Establish and operate hazard identification and risk management processes, including a hazard reporting system, in order to eliminate or mitigate the safety risks of the consequences of hazards resulting from our operations or activities to achieve continuous improvement in our safety performance;
- Ensure that no action will be taken against any employee who discloses a safety concern through the hazard reporting system, unless such disclosure indicates, beyond any reasonable doubt, gross negligence, or a deliberate or willful disregard of regulations or procedures;
- Comply with and, wherever possible, exceed, legislative and regulatory requirements and standards;
- Ensure that sufficient skilled and trained human resources are available to implement safety strategies and processes;
- Ensure that all staff are provided with adequate and appropriate aviation safety information and training, are competent in safety matters, and are allocated only tasks commensurate with their skills;
- Establish and Measure our safety against safety indicators and safety performance targets;
- Continually improve our safety performance through continuous monitoring and measurement regular review and adjustment of safety objectives and targets and diligent achievement of these;
- Ensure externally supplied systems and services to support our operations are delivered meeting our safety performance standards.
- Regular review of indicators by senior management;
- Regular analysis of functions undesirable operational results; and Follow-up of corrective actions and their effectiveness in improving operational performance.

Sky Vision Airlines

سياسة السلامة

السلامة هي إحدى وظائفنا الأساسية، ونحن ملتزمون بتطوير، تنفيذ وصيانة وتحسين الاستراتيجيات والعمليات باستمرار لضمان أن جميع أنشطة الطيران لدينا تتم من خلال التنسيق والتوزيع الأمثل لجميع الموارد التنظيمية، بهدف تحقيق أعلى مستوى من الأداء الآمن وتلبية المتطلبات التنظيمية،

التزام جميع مستويات الإدارة وجميع الموظفين بتحمل مسؤولية تقديم أعلى مستوى من أداء السلامة، بدءاً من المدير التنفيذي.

التزامنا هو:

- دعم إدارة السلامة من خلال توفير جميع الموارد المناسبة، والتي من شأنها أن تؤدي إلى ثقافة تنظيمية تعزز ممارسات السلامة، وتشجع الاتصال والإبلاغ الفعال عن مخاطر السلامة وإدارة وتنظيم أداء السلامة بالشركة باهتمام وفعالية وبدرجة مناسبة لجميع أنظمة الإدارة الأخرى في المنظمة؛
- التأكد من أن إدارة السلامة هي المسؤولية الأساسية لجميع المديرين والموظفين؛
- التحديد الواضح للمسؤوليات لجميع الموظفين والمديرين والموظفين على حد سواء فيما يتعلق بأدوارهم في إدارة نظام السلامة لدينا؛
- إنشاء وتعديل عمليات تحديد المخاطر وإدارتها، بما في ذلك نظام الإبلاغ عن المخاطر، من أجل تقليل / القضاء على المخاطر التي تهدد السلامة والتي تنتج عن عملياتنا أو أنشطتنا بهدف تحقيق التحسين المستمر في أداء السلامة لدينا؛
- التأكد من عدم اتخاذ أي إجراء ضد أي موظف يكشف عن مخاطر أو تهديدات تتعلق بالسلامة من خلال نظام الإبلاغ عن المخاطر، ما لم يشير هذا الكشف عن الإهمال الجسيم، أو التجاهل المتعمد للوائح أو الإجراءات؛
- الامتثال للمتطلبات والمعايير التشريعية والتنظيمية، وتجاوزها حيثما أمكن ذلك؛
- التأكد من توفر ما يكفي من الموارد البشرية الماهرة والمدرّبة لتنفيذ استراتيجيات وعمليات السلامة؛
- التأكد من تزويد جميع الموظفين بالمعلومات والتدريب الكافي والمناسب في مجال سلامة الطيران، وأنهم مؤهلون في شؤون السلامة، وأنهم يقومون بالأدوار والمهام التي تتناسب مع مهاراتهم وتأهيلاتهم
- إنشاء وقياس مؤشرات وأهداف أداء السلامة بالشركة؛
- التحسين المستمر لأداء السلامة لدينا من خلال المراقبة والقياس المستمر والمراجعة المنتظمة وتعديل أهداف وغايات السلامة وتحقيقها وتحسينها بشكل مستمر؛
- والتأكد من أن الأنظمة والخدمات المقدمة من الخارج لدعم عملياتنا يتم تسليمها وفقاً لمعايير السلامة الخاصة بنا.
- المراجعة المنتظمة لمؤشرات وأهداف أداء السلامة من قبل الإدارة العليا؛
- التحليل المنتظم للوظائف والنتائج التشغيلية غير المرغوب فيها والتي تؤثر على أداء السلامة بالشركة؛
- متابعة الإجراءات التصحيحية ومدى فعاليتها في تحسين أداء جميع أنشطة وعمليات الشركة

Accountable Executive
Mr. Amr Abd El Zaher

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سكاي فيجن للطيران
سكاي فيجن للطيران

Sky Vision Airlines Security Policy Statement

Security is our fundamental operational priority, Sky Vision is committed to protect and safeguard passengers, crew members, ground personnel and aircraft against acts of unlawful interference whether they are on ground or in the air, and so protecting the common assets from loss, fraud, intentionally damages and other criminal acts.

All levels of management and non-management personnel are accountable for the delivery of this level of security performance.

Our commitment is to:

- Establish and maintain Security Management System (SeMS) to ensure supervision and control of functions and activities associated with the security program and comply with security standards of Sky Vision and requirements of Egyptian National Aviation Security Program and other relevant states.
- Provide necessary resources for the successful implementation of Security Policy and conduct periodic review of that policy to ensure continuing relevance to Sky Vision.
- Comply with applicable Aviation Security (AVSEC) regulations and standards of Sky Vision and adopt industry best practices for security management.
- Establish culture of security awareness among all staff by emphasizing that security is common teamwork responsibility.
- Continually review and improve the Security Management System to ensure the most efficient and effective application of the Security Program
- Establish security objectives and security performance standards.
- Ensure that all security operations shall be conducted with acceptable standard of quality by Security Quality Control Program to assure of performance operations integrity.
- Ensure that all staff receive suitable aviation security training to ensure they aware of and understand their duties and responsibilities in respect of aviation security procedures.
- Promotion of a just culture that includes non-punitive reporting procedures and encourages the reporting of any inadvertent human error.
- Ensure that no action will be taken against any employee discloses inadvertent human error, unless such disclosure indicates beyond any reasonable doubt, an illegal act, gross negligence or a deliberate or willful disregard of regulations or procedures.
- Reinforcement that security is a primary responsibility of all member of management and non-management personnel.
- All aspects of the security management system are described within SeMS and the Security Program.
- Continually improve and review our senior management and ensure description of duties and responsibilities for all senior management includes operational security as imperative functions.
- Ensure security service provided by external service providers meeting our security principles outlined in Sky Vision Security Policy.
- Ensure effectiveness of secured communication system that permit a free flow of information throughout all areas of Sky Vision.


Amr Abd Elzaher
Accountable Executive Manager

Issue: 02, Dec 2023
Revision: 00

العنوان : مطار رقم ٤ إسماعيل شارع عبد الرحمن - متفرع من شارع مصطفى رافع. بلوك ١١٧٢ بضاحية شيراتون هليوبوليس قسم الزهراء - محافظة القاهرة - بطاقة ضريبة: ١٤١ - ١٤٢ - ١٤٣ - ١٤٤ - ١٤٥ - ١٤٦ - ١٤٧ - ١٤٨ - ١٤٩ - ١٥٠ - ١٥١ - ١٥٢ - ١٥٣ - ١٥٤ - ١٥٥ - ١٥٦ - ١٥٧ - ١٥٨ - ١٥٩ - ١٦٠ - ١٦١ - ١٦٢ - ١٦٣ - ١٦٤ - ١٦٥ - ١٦٦ - ١٦٧ - ١٦٨ - ١٦٩ - ١٧٠ - ١٧١ - ١٧٢ - ١٧٣ - ١٧٤ - ١٧٥ - ١٧٦ - ١٧٧ - ١٧٨ - ١٧٩ - ١٨٠ - ١٨١ - ١٨٢ - ١٨٣ - ١٨٤ - ١٨٥ - ١٨٦ - ١٨٧ - ١٨٨ - ١٨٩ - ١٩٠ - ١٩١ - ١٩٢ - ١٩٣ - ١٩٤ - ١٩٥ - ١٩٦ - ١٩٧ - ١٩٨ - ١٩٩ - ٢٠٠ - ٢٠١ - ٢٠٢ - ٢٠٣ - ٢٠٤ - ٢٠٥ - ٢٠٦ - ٢٠٧ - ٢٠٨ - ٢٠٩ - ٢١٠ - ٢١١ - ٢١٢ - ٢١٣ - ٢١٤ - ٢١٥ - ٢١٦ - ٢١٧ - ٢١٨ - ٢١٩ - ٢٢٠ - ٢٢١ - ٢٢٢ - ٢٢٣ - ٢٢٤ - ٢٢٥ - ٢٢٦ - ٢٢٧ - ٢٢٨ - ٢٢٩ - ٢٣٠ - ٢٣١ - ٢٣٢ - ٢٣٣ - ٢٣٤ - ٢٣٥ - ٢٣٦ - ٢٣٧ - ٢٣٨ - ٢٣٩ - ٢٤٠ - ٢٤١ - ٢٤٢ - ٢٤٣ - ٢٤٤ - ٢٤٥ - ٢٤٦ - ٢٤٧ - ٢٤٨ - ٢٤٩ - ٢٥٠ - ٢٥١ - ٢٥٢ - ٢٥٣ - ٢٥٤ - ٢٥٥ - ٢٥٦ - ٢٥٧ - ٢٥٨ - ٢٥٩ - ٢٦٠ - ٢٦١ - ٢٦٢ - ٢٦٣ - ٢٦٤ - ٢٦٥ - ٢٦٦ - ٢٦٧ - ٢٦٨ - ٢٦٩ - ٢٧٠ - ٢٧١ - ٢٧٢ - ٢٧٣ - ٢٧٤ - ٢٧٥ - ٢٧٦ - ٢٧٧ - ٢٧٨ - ٢٧٩ - ٢٨٠ - ٢٨١ - ٢٨٢ - 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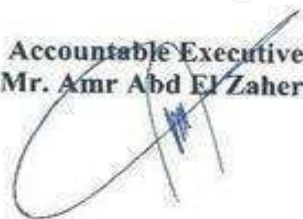
Quality is one of our core business functions. We are committed to developing, implementing, maintaining and constantly improving quality strategies and processes to ensure that all our aviation activities take place under a balanced allocation of organizational resources, aimed at achieving the highest level of quality and meeting national and international standards, while delivering our services.

Our commitment is to:

1. Support the management of quality through the provision of all appropriate resources that will result in an organizational culture that fosters the best practices, encourages safety through quality, encourages communication between all departments and actively manages the quality system.
2. Enforce the management of quality as a primary responsibility of all Nominated Persons, department managers and employees.
3. Clearly defines Nominated Persons and employees quality responsibilities in their assigned duties.
4. Ensure and open door policy that ensures that no disciplinary action will be taken against any employee who discloses a quality, safety or compliance concern through the voluntary reporting system, unless such disclosure indicates, beyond any reasonable doubt, an illegal act, gross negligence, or a deliberate or willful disregard of regulations or procedures as determined by the Head of Flight Operations.
5. Complying with and, wherever possible, exceed, legislative and regulatory requirements and standards;
6. Ensure that sufficient skilled and trained human resources are available to implement quality strategies and processes.
7. Ensure that all staff are provided with adequate and appropriate aviation quality information and training are provided to all employees.
8. Establish and measure our quality performance against realistic safety and quality performance targets.
9. Continually improve our quality performance through management processes that ensure that relevant actions are taken and are effective.
10. Ensure that our contract service providers systems and services that support our operations meet our quality standards.

All levels of management and all employees are accountable for the delivery of this highest level of quality starting with Sky Vision Airlines Accountable Manager.

Accountable Executive
Mr. Amr Abd El Zaher





Sky Vision Airlines
Non-Punitive/ Just Culture
Reporting Policy

SKY VISION Airlines is committed to the safest flight operating standards possible. To achieve this, it is imperative that we have uninhibited reporting of all incidents and occurrences which may compromise the safe conduct of our operations.

To this end, every employee is responsible for communicating any information that may affect the integrity of flight safety. Such communication must be completely free of any form of reprisal.

SKY VISION Airlines will not take disciplinary action against any employee who discloses an incident or occurrence involving flight safety. This policy shall not apply to information received by the Company from a source other than the employee, or which involves an illegal act, or a deliberate or willful disregard of promulgated regulations or procedures.

The primary responsibility for flight safety rests with line managers; however, flight safety is everyone's concern.

Our method of collecting recording and disseminating information obtained from Air Safety Reports has been developed to protect, to the extent permissible by law, the identity of any employee who provides flight safety information.

A non-punitive approach to discipline does not preclude the use of a general progressive approach to discipline in cases where an employee is involved in similar, recurrent events. This might involve the following steps:

1 st offense	Verbal warning
2 nd offense	Formal written warning
3 rd offense	Final written warning (may include suspension)
4 th offense	Termination

Written warnings remain active for Six Months, after which a letter of recognition for positive change will be written and attached to the Formal Written Warning in the personnel file by the individual's direct manager.

SKY VISION Airlines urges all staff to use the SMS in order to become a leader in Providing the customers and employees with the highest Level of flight Safety.

سكاي فيجن للخطوط الجوية

Sky Vision Airlines
سياسة عدم العقاب / الثقافة العادلة
لتقارير السلامة

تلتزم شركة SKY VISION Airlines بمعايير تشغيل الطيران الأكثر أماناً الممكنة ، ولتحقيق ذلك من الضروري أن نقوم بالإبلاغ دون عوائق عن جميع الأحداث والأفعال التي قد تهدد السلامة والأمان لأنشطة وعمليات الشركة.

وتحقيقاً لهذه الغاية، يتحمل كل موظف مسؤولية إبلاغ أي معلومات قد تؤثر على سلامة أنشطة وعمليات الطيران. ويجب أن يكون هذا التواصل خالياً تماماً من أي شكل من أشكال العقاب.

لن تتخذ شركة SKY VISION Airlines أي إجراء تأديبي أو عقابي ضد أي موظف يكشف عن أي حادث أو واقعة تتعلق بسلامة الطيران.

لا تطبق هذه السياسة على المعلومات التي تتلقاها الشركة من مصدر آخر غير الموظف، أو التي تنطوي على عمل غير قانوني، أو تجاهل متعمد للقواعد أو اللوائح أو الإجراءات أو القوانين.

تقع المسؤولية الأساسية عن سلامة الطيران على عاتق المديرين المباشرين ، وكذلك يجب أن تكون سلامة أنشطة وعمليات محل اهتمام جميع العاملين بالشركة.

لقد تم إنشاء وتطوير طرق جمع ونشر المعلومات التي يتم الحصول عليها من تقارير السلامة الجوية لحماية هوية أي موظف يقدم معلومات عن مخاطر تتعلق بسلامة أنشطة وعمليات الطيران بالشركة إلى الحد الذي يسمح به القانون.

في الحالات التي يكون فيها الموظف متورطاً في أعمال مماثلة ومتكررة الأحداث قد لا تمنع سياسة عدم العقاب من اتخاذ إجراءات تأديبية والتي تتضمن مجموعة من الخطوات كما يلي:

المخالفة الأولى:	إنذار شفهي
المخالفة الثانية:	إنذار كتابي رسمي
المخالفة الثالثة:	إنذار كتابي نهائي (قد يشمل الإيقاف)
المخالفة الرابعة:	إنهاء الخدمة

يظل الإنذار المكتوب نشطاً لمدة ستة أشهر ، وبعد ذلك سيتم كتابة خطاب إثبات بالتغيير الإيجابي وإرفاقه بالإنذار الكتابي الرسمي في ملف الموظفين من قبل المدير المباشر للعامل / الموظف.

تحدث شركة SKY VISION Airlines جميع الموظفين على إتباع وتطبيق نظام إدارة السلامة SMS ، لكي تكون شركتنا رائدة في تقديم أعلى مستويات سلامة الطيران لعملائنا وموظفينا.

Accountable Executive
Mr. Amr Abd El Zaher



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0.11 Abbreviation Used

AOC	Air Operator Certificate
AOG	Aircraft On Ground
AVIH	Animal In Hold
AVML	Asian Vegetarian Meal
BBML	Baby Meal
BIKE	Bicycle
BLML	Bland Meal
BLND	Blind
BSCT	Bassinet / Carrycot
BULK	Bulky Bags
CBBG	Cabin Baggage
CHD	Child
CHML	Child Meal
COUR	Courier
CTC	Contact
CTCA	Contact Address
CTCB	Contact Business
CTCH	Contact Home
CTCP	Contact Phone
CTCT	Contact Travel agent
DAPO	Do All Possible
DBML	Diabetic Meal
DEAF	Deaf
DEPA	Deportee Accompanied By an Escort
DEPO	Deportee Not Specified
DEPU	Deportee Unaccompanied
DIPB	Diplomatic Bag
DNB	Denied Boarding
EMIG	Emigrant
ETA	Estimated Time Arrival
ETD	Estimated Time Departure
EXST	Extra Seat
FQTV	Frequent Traveler

FQTU	Frequent Traveler Upgrade Request
FPML	Fruit Platter Meal
FRAG	Fragile Bag
FRAV	First Available
GD	General Declaration
GFML	Gluten Free Meal
GPST	Group Seat Request
GPU	Ground Power Unit
GRPS	Groups
HAJJ	Haj Pilgrim
HFML	High Fibre Meal
HNML	Hindu Meal
INAD	Inadmissible Passenger
INCS	Infant In Car Seat
INF	Infant
KSML	Kosher Meal
LCML	Low Calorie Meal
LFML	Low Fat / Cholesterol Meal
LMC	Last Minute Change
LPML	Low Protein Meal
LSML	Low Sodium / Salt Meal
MAAS	Meet And Assist
MCT	Minimum Connecting Time
MEDA	Medical
MLW	Maximum Landing weight
MOML	Moslem Meal
MTOW	Maximum takeoff weight
MZFW	Maximum zero fuel weight
NLML	Non Lactose Meal
NSML	Salt Free Meal
NSST	Non Smoking Seat
OFP	Operational Flight Plan
OM	Operations Manual

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OPS	Operations
OCC	Operation Control Center
ORML	Oriental Meal
OTHS	Other Services
OXYG	Oxygen For Passenger On Seat Or STCR
PETC	Animal (Pet) In Cabin
PNL	Passenger Name List
PRML	Low Purin Meal
RQST	Seat Request
RTOW	Regulated Takeoff weight
RVML	Raw Vegetable Meal
SEMN	Seaman
SFML	Seafood Meal
SITA	Société Internationale de Télécommunications aéronautiques
SLA	Service Level Agreement
SMST	Smoking Seat
SPML	Special Meal
SPON	Special Passenger to Be On loaded(Previously Mishandled)
STA	Schedule Time Arrival
STBY	Standby Passenger
STCR	Stretcher
STD	Schedule Time Departure
STF	Staff
STPC	Station To Pay Cost
TCP	To Complete Party
TKTL	Ticket Time Limit
TOD	Ticket On Departure
TWOV	Transit Without Visa
UMRA	UMRA Passenger
UM	Unaccompanied Child / Minor
VIP	Very Important Passenger
VGML	Vegetarian (Non-Dairy)
VLML	Vegetarian (Dairy)

WCHC	Wheelchair Cabin
WCHR	Wheelchair Ramp
WCHS	Wheelchair Steps
XBAG	Excess Baggage

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0.12 Definitions

A	
Accountable Manager	Accountable Manager, Accountable Manager, Chief Executive Officer is the person who is acceptable to the authority and has corporate authority for ensuring that all operations and maintenance activities can be financed and carried out to the standard required by the authority and any additional requirements defined by Air Arabia Egypt.
Abled Bodied Person	A person selected by crew member to assist in an emergency evacuation
Adult	Adult, male and female, is defined as person of an age of 12 years and above.
Air Operator's Certificate (AOC)	A certificate authorizing an operator to carry out specified commercial air transportation.
Airway Bill	The document made out by or on behalf of the shipper which evidences the contract between the shipper and the carrier for carriage of goods over routes of the carrier.
Allowed Traffic Load	The weight remaining after the subtraction of the operating weight from the allowed weight for take-off.
Anti-icing	A precautionary process for protecting clean aircraft surfaces against the formation of ice and frost and the accumulation of snow and slush for a limited period of time.
Apron	A defined area in an airport intended to accommodate aircraft for loading or unloading of cargo, mail, passengers or for fueling and parking or maintenance.
Authority	A government agency or other administrative body that exercise regulatory or oversight control over operations or activities within a defined jurisdiction.
B	
Baggage	The personal property or other articles of a passenger or crew member that is transported on an aircraft..
Baggage Reconciliation	A security process the matches a passenger with his or her checked baggage and ensure the passenger and the baggage travel together on the same aircraft.
Balance Condition	A numeric expression of the position of the center of gravity.
Ballast	Dead load weight carried to achieve a particular balance condition.
Boarding	Equivalent to the term embarkation.
C	

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Cabin	Compartment where passenger seats are installed.
Cabin Crew	A crew member, other than flight crew member, who performs in the interest of passenger safety, duties assigned by the operator or commander of the flight.
Captain	A pilot who is in command of the aircraft and crew members while on flight duty, and who is responsible for the control of the aircraft while under way, including the take- off and landing of such aircraft and who is properly qualified and designated by the Company as a Captain and holds a valid License and other governmental certificates authorizing him to serve as such.
Centre of Gravity	The point at which the total weight of an aircraft may considered to act as a concentrated force.
Children	Persons of an age of 2 years and above but less than 12 years of age.
Consignment	This is equivalent to the term Shipment. One or more pieces of goods accepted by the carrier from one shipper at one time and at one address, receipted for in one lot and moving on one air waybill to one consignee at one destination address.
Commander	The pilot designated by the operator responsible for the operation and safety of the aircraft during flight time. He may delegate the conduct of the flight to another qualified pilot.
D	
Dangerous Goods	Articles or substances which are capable of posing a significant hazard to health, safety or property when transported by air and which are classified as such in the IATA Dangerous Goods Regulations.
Overload	Baggage, cargo, mail, ballasts and equipment in compartments not included in dry operating weight of the aircraft.
Departure Control System (DCS)	An automated method of performing check-in system, load control and dispatch of flights.
Deportee	A person who had legally been admitted to a country by its authorities or who had entered a country illegally, and who at some later time is formally ordered by the authorities to be removed from that country.
Destination	Ultimate intended terminating airport of a flight.
E	
Equipment in Compartment (EIC)	Equipment which is carried on the aircraft but which is not manifested and which is not elsewhere included in the weight composition, such as additional flight kit.
F	

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First Officer	A pilot who is second in command of an aircraft and its crew members while on flight duty and whose duty is to assist or relieve the Captain in the manipulation of the flight controls of an aircraft, and who is properly qualified to serve as such, and who holds a valid License and other governmental certificates authorizing him/her to serve as such.
Flight	The operation of an aircraft between two or more flights.
Flight Number	The alpha-numerical designator of a flight.
Foreign Object Damage (FOD)	Foreign Object Damage (FOD) is damage caused by Foreign Object Debris (also abbreviated FOD), i.e. a substance, debris or article alien to a vehicle or system that has potential to cause damage
Fueling Safety Zone	An area with associated restriction on ramp around the aircraft fueling receptacles tanks, vents and around the fueling equipment during fueling operation.
G	
G Forces	Increase / decrease of gravity forces exerted upon load during flight. Acceleration or deceleration can cause the weight of a load to increase or decrease and the change is expressed in G.
General Declaration	A standard document giving certain details about a flight required for aircraft clearance by government authorities in certain countries.
Guide Dog	Guide dog is the one that is trained to provide mobility assistance to a blind or partially sighted person.
Ground Support Equipment	A vehicle or apparatus that is used on the apron for the servicing and ground handling of aircraft
H	
Handling Agent	A company/organization appointed by an airline to perform ground handling functions.
Hold	A space confined by ceiling, floor walls, and bulkheads.
Hard Copy (HC)	A printed copy of an electronically transmitted text.
I	
Inadmissible Passenger (INAD)	A passenger who is refused admission to a country by authorities of such country, or who is refused onward carriage by a member or government authority at a point of transfer, e.g. due to lack of a visa, expired passport.. etc.
Infant	A person who is less than 2 years of age.
Index Unit	An expression of moment, i.e. weight x arm caused by weight added to the aircraft, in order to establish the C of G.

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Injection Water	Fluid carried on an aircraft to improve the performance of the aircraft during take- off under certain ambient conditions.
Interchange	Transfer between different types of aircraft, or usable on different types of aircraft, whether owned by the same carrier or by different carriers.
Interface	A translation function between a user and a system or between a user and a number of systems or between two or more systems.
Jump Seat	A seat located at the rear of the flight deck and/or in the cabin or cargo compartment for use by crew members, supernumeraries, cargo attendants, observers or other approved persons.
L	
Load	Any item carried in an aircraft other than is included in the basic operating weight.
Load control	A function to ensure the optimum utilization of the aircraft capacity and distribution of load as dictated by safety and operational requirements.
Loading Accessories	Includes tie-down equipment, seat containers (for the carriage of load on passenger seats in the cabin of an aircraft), containers for carriage of load which have been installed after removal of seats, stretchers, any containers used for isolation or protection of goods, e.g. plastic blows or plastic bags, garment racks, supporting planks and platforms, equipment for valuable cargo (pouches), collecting nets and bags, kennels for live animals and covers of any kind.
Loading Instruction	Instructions given by load control to the person responsible for the aircraft loading.
Loading Report	The Loading Instruction, signed by the person responsible for aircraft loading and reflecting any deviations that occurred during actual aircraft loading, for action as necessary by Load Control.
Load sheet	A document that contains the weight data for a particular flight, including weight of the aircraft, crew, pantry, fuel, passengers, baggage, cargo and mail, and details of the distribution of the load in the aircraft.
M	
Message	Where quoted it is assumed that the fastest possible means of sending a Message will be used. This refers to SITA, Telex or data link.

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N

Nets	A network of webbing affixed to an aircraft within its holds or to an aircraft ULD for the purpose of restraining a load within the hold or in the ULD.
NOTAM	A notice containing information concerning the establishment, condition or change in any aeronautical facility, service, procedure or hazard, the timely knowledge of which is essential to personnel concerned with flight operations

O

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

P

Pantry	Removable catering Equipment
Passenger Close Out Time	The time after which further passengers will not be accepted for carriage on that flight.
Payload	The weight of passengers, baggage, cargo and mail and includes both revenue and non-revenue items
Pre-flight Inspection	The inspection carried out before flight to ensure that the aircraft is fit for the intended flight.

R

Restrictions	The limitations applied to the occupying of certain seats to achieve a satisfactory balance. Such restricted seats are not to be occupied during take-off and landing.
Runway	A defined rectangular area on a land aerodrome prepared for the landing and take-off of the aircraft.

S

Seating	The procedure whereby passengers obtain their seats - it may be free, allocated or selected.
Seating Condition	The situation achieved after passengers are seated.
Section	A subdivision of a non-containerized compartment.
Sector	Equivalent to Leg means the space between two consecutive scheduled stops on any given flight.
Special Load	A load which, owing to its nature or value, requires special attention and treatment during the process of acceptance storage, transportation, loading and unloading.

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Spreader	Devices, usually boards, on which items of dead load are placed to distribute the weight of the load over a greater area to ensure that maximum floor loading limitations are not exceeded.
T	
Takeoff Weight	Gross weight of aircraft at brake release for takeoff. That is actual zero fuel weight plus take off fuel.
Taxiing	Movement of an aircraft on the surface of an aerodrome under its own power, excluding take-off and landing.
Taxiway	A defined path on a land aerodrome established for the taxiing of aircraft and intended to provide a link between one part of the aerodrome and another.
Tie-down	Equivalent to Restrain/Secure/Lash, means the term used to describe the securing of the bulk load or part thereof to fixed restraint points within an aircraft.
Traffic	The activity of the transportation of the passenger, baggage, cargo and mail.
Transfer	Traffic which arrives on a flight and continues on another flight of the same airline or another airline within a defined time limit.
Transit	Traffic which arrives on a flight and continuous on the same flight.
Transit Time	The time an aircraft remains in transit.
U	
Underload	The difference between the allowed traffic load and the payload (total traffic load).
V	
Visibility	The ability, as determined by atmospheric conditions and expressed in units of distance, to see and identify prominent unlighted objects by day and prominent lighted objects by night.
W	
Weight	The term weight is used herein in lieu of the correct technical term mass, in order to conform to standard industry terminology.
Z	
Zero Fuel Weight	The weight of an aircraft without fuel that is dry operating weight plus total traffic load.

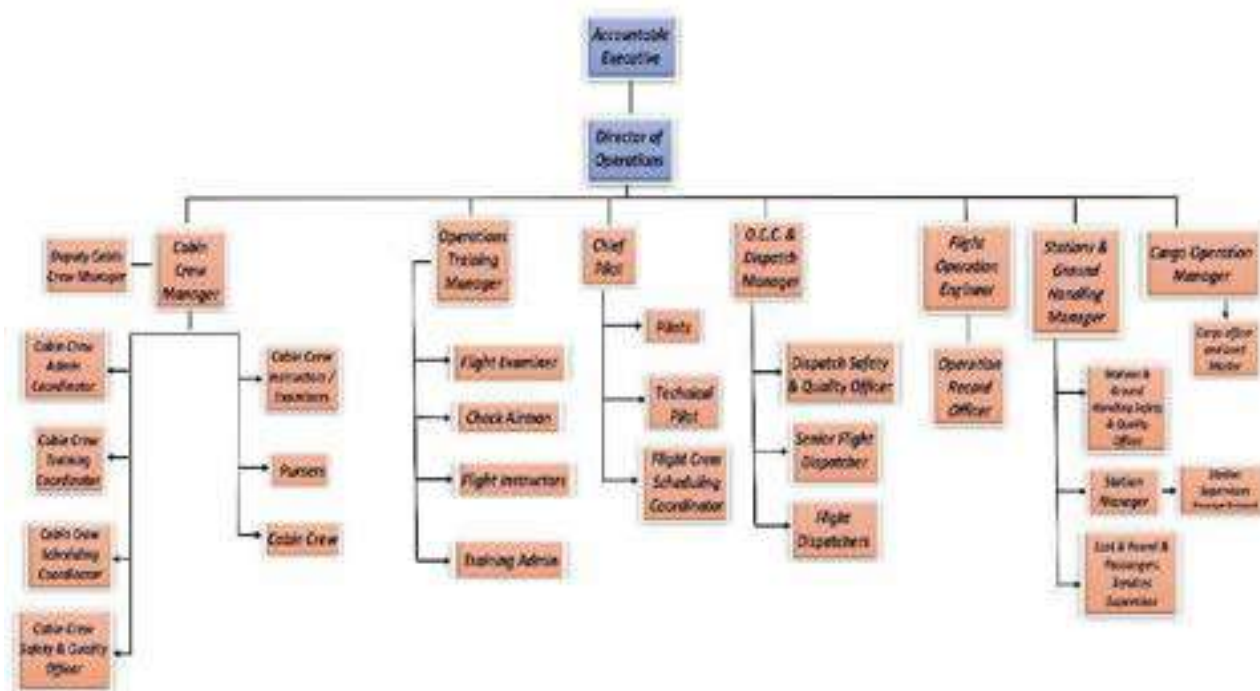
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0.13 Sky Vision Airlines Organization Chart



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0.14 Operations Department Chart



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0.15 The Operations Manual (OM) consists of the following parts

OM-A Vol. 1 General Operation Manual

OM-A Vol. 2 Flight Dispatch Manual

OM-A Vol. 3 Station Manual.

OM-A Vol.4 SMS Manual.

OM-A Vol.5 Cabin Crew Manual.

OM-A Vol.6 Corporate Manual.

OM-A Vol.7 Security Manual.

OM-A Vol 8 Cargo Manual.

OM-B Airplane Operation Matters. (AOM)

OM-C Route and Airport Instructions and Information, online Jeppesen & Route Manual. (RM)

OM-D Operation Training Manual. (TM)

The **OM** comprises the general/basic parts. It contains the operational policies, instructions and procedures required for safe operation. It detailed the duties and responsibilities of all ground and flight operations personnel and their interrelationship to the operation as a whole.

The **FDM** comprises the general/basic; part. It contains the non-type related, operational policies, instructions, and procedures required for safe operation. It details the duties and responsibilities of all dispatchers, crewmembers and other personnel involved in flight release and/or flight following system.

The **AFM** Airplane -Flight Manual contains all type related instructions and procedures required for an adequate and safe preplanning and operations. It comprises the manufacturer's airplane documentation (AFM or equivalent document).

The **RM** comprises the “Route and Aerodrome Instructions and Information” required for the area of operation. Part of - the RM are the current maps and charts and associated documents covering the intended flight inclusive of any diversion which may reasonably be expected and containing essential information relating to search and rescue services in the area over which the airplane will be flown.

The **TM** comprises Training and contains all training instructions for personnel required for safe

.

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0.16 Revision Highlights

Chapter	Item	Page	Reason of Revision
00	0.1	2-5	Update
	0.4	8	Update
	0.6 , 0.8	10-12	Update
	0.13	27	Update
	0.16	30	Update
05	5.1	5	Adding AirCraft
	5.2	9	
10	10.1-10.26	1-78	Update
11	11.2.11 - 11.2.34	14-84	Adding Trim Sheet and Items Numbring Modified

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0.17 System of Issuance, Amendment and Revision.

- The Stations & Ground Handling Manager is responsible for the issuance of the Part A Vol. 3, amendments and revisions.
- All amendments will be in the form of printed, replacement pages and/or Authorized Digital Copy.
- All Amendments are accompanied by filing instructions and an updated List of Effective Pages (LEP).

Note: In case of distribution of Part A Vol. 3 or part of it in a Digital Form, it shall be authorized, i.e., stamped with **SKY VISION AIRLINES Logo** plus **Date of Issue and Revision**.

- A brief outline of the purpose and the nature of each change are included in the transmittal sheet attached to each amendment.
- A vertical bar in front of the line indicates any change in the text. The contents of The Part A Vol. 3 and the respective revisions shall be controlled and authorized by the Accountable Executive.
- The Corporate Approval for the manuals shall require the document to be reviewed by Quality Assurance Department to verify its legibility and compliance.

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0.17.1 Changes/Amendments to Station Operations Manual

General policy:

The Ground Handling and Stations Manager is responsible for the amendments of the manual, the inclusion of associated documents and the manual's submission to the ECAA.

Any changes to the SOM shall require a prior acceptance by ECAA, Changes are to be made by the Ground Handling and Stations Manager then forwarded to ECAA for acceptance; If they disapprove the change, then a further change is to be made for their satisfaction.

Preparation:

Ground Handling and Stations Manager is responsible for the compilation of new or revised procedure proposals covering activities within his scope.

The Ground Handling and Stations Manager is responsible for: -

- Presenting the S.O.M's amendments and proposals for approval and inclusion in the manual.
- Securing the agreement of any concerned or involved party.

On receipt of a new or revised procedure proposal, the Ground Handling and Stations Manager will get the proposal for correctness.

Once acceptable, the manual will stamp (Controlled Copy) and distributed to each involved department by the Ground Handling and Stations Manager, according to the Distribution list. and older revisions are being terminated

Revised pages will be identified by revision number and date of revision.

In case the entire manual was changed it is referred to as new Issue, with new issue date starting revision 00.

Distribution is taking place to all stations that Sky Vision Airlines have flights to. Will be subjected to receiving confirmation.

SKY VISION AIRLINES Base Operations is located at -

- Address: **(Building No. (4) extension of Ebad Alrahman St. Off Mustafa Refaat St., block (1172) Sheraton Heliopolis, Alnozha department, Cairo – Egypt)**
- Phone: **+2(02) 20643643**
- Fax: **+2(02) 20643644**

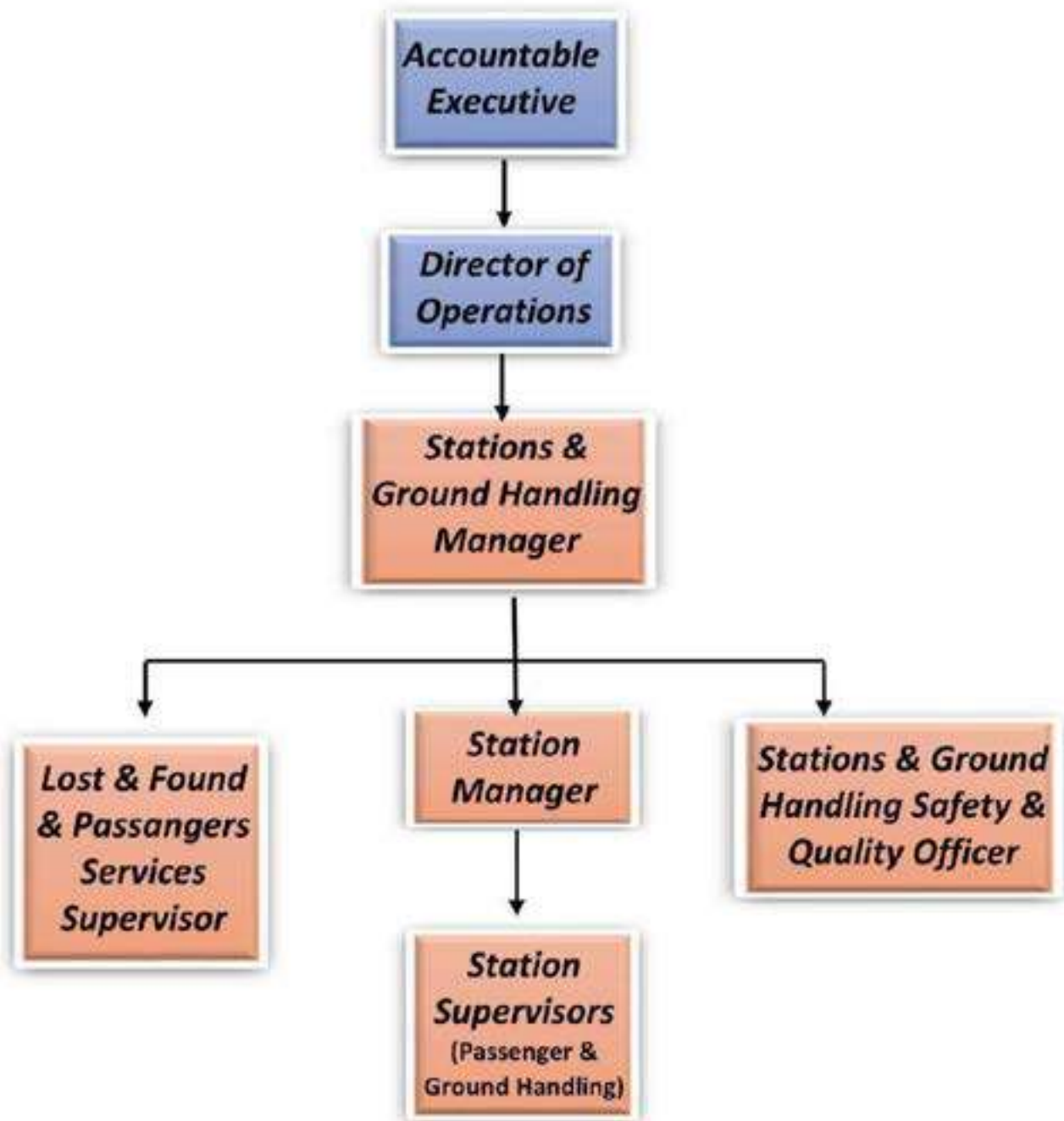
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1.1 Ground Handling Department Structure



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1.2 Names and Titles of Nominated Post-Holders

ECAR 121.59

This section mentions the names and describes the functions of the company post holders acceptable to the Authority as required by the Egyptian Civil Aviation Regulations.

In the absence of any of the post-holder, his deputy shall ensure continuity of control and supervision.

	Name	Title and/or Post
1	Amr Elsayed Abdelzaher	Accountable Executive
2	Capt. Assem Abd El Mola	Director of Operations
3	Capt. Farag Nazmy	Safety Manager
4	Eng. Ahmed Abdelhak Abdelwahab	Director of Maintenance
5	Capt. Sameh Nagi	Chief Pilot
6	Eng. Youssef Eid	Chief Inspector

ECAA shall be notified within 10 days of any vacancy in any position or any change in personnel listed above and will not in charge unless get an acceptance from ECAA.

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1.3 Duties and Responsibilities

1.3.1 Accountable Executive

- **Qualification *ECAR 121.61 (a)***

- Must have technical experience and understanding of how to establish and manage safety.
- Must have a complete knowledge of all AOC operational requirements
- Acquire training courses in ECARs and safety management system as a minimum
- Having good command of English language.

- **Duties and Responsibilities *ECAR 121.71 (a)***

The Accountable Executive has the authority and responsibilities, which include:

- Irrespective of other functions, has ultimate responsibility and accountability on behalf of SKY VISION AIRLINES for the implementation and maintenance of the safety management system (SMS) throughout the organization.
- Has overall responsibility and is accountable for ensuring operations are conducted in accordance with conditions and restrictions of the Air Operator Certificate (AOC), in compliance with applicable regulations and standards of SKY VISION AIRLINES
- Financial control, to make policy decisions, provide adequate resources, resolve operational quality, safety and security issues and, in general, ensure necessary system components are in place and functioning properly in accordance with SKY VISION AIRLINES mission statement.
- Allocation of resources as needed to manage safety and security to aircraft operations and to ensure that all operations and maintenance activities are properly financed and carried out to meet or exceed SKY VISION AIRLINES standards that fulfill regulations set by ECAA authority.
- Ensures that management with the appropriate authority in the relevant operational area is designated to be responsible for the implementation of corrective action to eliminate detected non-conformities and causes in accordance with an approved corrective action plan.
- Authorized to designate a director/manager with the responsibility for monitoring compliance. The role of such director/manager would be to ensure that the SMS and SeMS activities of SKY VISION AIRLINES are monitored for compliance with the applicable regulatory requirements, as well as any additional requirements as established by SKY VISION AIRLINES, and that these activities are being carried out properly under the supervision of the relevant head of the functional area.
- Represent the company in all matters pertaining to the business.
- Do whatever is needed to assure the accomplishment of a safe flight mission within the established time frame to ensure customer satisfaction.
- Full control of the human resources required for the operations authorized to be conducted under the operations certificate;
- Final authority over operations authorized to be conducted under the operations certificate;
- Establish the company policy, objectives, targets and commitment to safety, security and quality;
- Improve the company performance standards on a continuous basis to ensure customer satisfaction and expectations;
- Determine and define with senior management where improvements are required;

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- Manage improvement projects which are proposed by SKY VISION AIRLINES Safety Review Board.
- Manage major operational processes within the upper management level, and coordinate with other organizations concerned in cross-functional activities and processes affecting their performance;
- Identify the responsible managers who have the authority for liaison with regulatory authorities, original equipment manufacturers and other operationally relevant external entities.
- Ensure the existence of effective communication of regulatory requirements, company policies and operational information to the employee groups. This communication system shall also enable employees to forward operational suggestions and safety concerns upward to the management team;
- Ensure that an alternate management representative is designated during the absence of critical operational managers;
- Determine, provide and maintain the physical infrastructure and environment needed to achieve conformity with management system requirements;
- Ensure that planning and decisions relevant to the operation take into account safety requirements originating from applicable external sources, including, but not limited to, regulatory agencies and original equipment manufacturers;
- Make Decisions concerning acceptable level of risks in coordination with SRB, and the risks that were not adequately dispositioned should be communicated to CEO and SRB for resolution.
- **Delegation of duties:**
Flight Operation director will be nominated to assume the duties and responsibilities of SKY VISION AIRLINES Accountable Executive if he was unable to carry out work duties to ensure the continuity of work.

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1.3.2 Safety Manager *ECAR 121.61(e)*

The **safety manager** is responsible for providing guidance and direction for the planning, implementation and operation of the organization's safety management system (SMS).

Regarding safety matters, the **safety manager** has direct access and reports to the Accountable Executive.

- **Accountability:**

He is appointed by and accountable to the Accountable Executive with respect to:

- Implementing the Safety Management System, and achieving the safety objectives;
- Providing advice and assurance relating to safety and performance, internal, external and international safety initiatives and requirements;
- Maintenance of the safety policy and safety management system;
- Establishing safety standards;
- Establishing a system for the safety management education and safety awareness;
- Establishing a safety audit and surveillance system;
- Effective interface with the ECAA regarding safety matters;
- Establishing industry liaison on safety matters;
- Establishing safety relations with international bodies;
- Disseminating public communications on safety issues; and
- Organizing emergency response planning.

- **Qualifications**

- Safety / Quality management system experience (5 years or more)
- Proven operational experience in the relevant area (5 years or more)
- The completion of recognized courses in Safety Management Systems and Safety Risk Management.

- **Responsibilities *Ref. ECAR 121.71 (c)***

- Cope with changing circumstances and situations with little supervision. The safety manager acts independently of other managers within the company.
- Provide information and advice to senior management and to the Accountable Executive on matters relating to safe operations.
- Develop safety Audit plan and ensure that safety audits of flight operations are performed, to identify any areas of concern;
- Ensure Processing & analysis for flight data obtained from the FDA and to be reviewed by Safety Committee;
- Ensure Processing & analysis for safety surveys trends and to be reviewed by Safety Committee;
- Investigate all operations safety concerns to determine the root causes and appropriate Corrective actions;
- Reviews voluntary & occurrence reports for safety related issues and trends;
- Coordinates with Director of operations for operations safety issues;
- Works with ECAA, and aircraft manufacturers to ensure safety issues are addressed,

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documented and tracked;

- Reviews voluntary & occurrence reports for safety related issues and/or trends;
- Acts as an information conduit to bring safety issues to the attention of management and to deliver safety information to the organization staff, contractors and stakeholders.
- Provides and articulates information regarding safety issues within the company.
- Manage the continuous improvement of the hazard identification, safety risk management and its action plan
- Interact with operational personnel, senior managers and departmental heads throughout the organization.
- Foster positive relationships with regulatory authorities, agencies and service providers outside the organization.
- Coordinate with ERP
- **Delegation of duties:**
 - The Accountable Executive will Deputize and assume the duties and responsibilities of the Safety Manager if he was unable to carry out work duties to ensure the continuity of work.

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1.3.3 Director of Operations **ECAR 121.59.**

The Director of Operations is acceptable by the Authority and responsible for the performance of the flight operations organization. He reports directly to the Accountable Executive.

Director of Operations or his deputy is the executive responsible for the day-to-day implementation of the company policies and for direct supervision of the line operations on all fleet. This involves implementing and maintaining whatever procedures necessary to ensure the smooth operation of all fleet.

Particularly, he determines all flight operational standards and practices. He is responsible for editing the Operations Policy Manual ensuring that revisions are submitted to the authority (ECAA) for acceptance and approval, and OM's kept up to date and includes all data necessary to comply with all relevant regulations and requirement and with the provision of the AOC.

- **Qualifications **ECAR 121.61 (b).****

- Hold an airline transport pilot or commercial pilot license as appropriate.
- Practical experience and expertise in the application of aviation safety standards and safe operating practices.
- At least 3 years supervisory or managerial experience within the last 6 years in a position that exercised operational control over any operations conducted with similar aircraft on international commercial operations.
- In the case of a person taking up this post for the first time ever, have at least 3 years' experience on international commercial operations within the past 6 years, as pilot in command of the size and type of aircraft to be operated or larger and at least 3 years' experience as pilot in command of a large aircraft for a person taking up this position before.
- Be familiar with Sky Vision Airline Safety Management and Quality Assurance Systems commensurate with his/her responsibilities.
- Comprehensive knowledge of:
 - ECAR Parts 19 and 121 and any associated requirements and procedures.
 - SVI Operations Specifications.
 - The need for, and content of, the relevant parts of the Operations Manual.

- **Responsibilities**

- Ensure the allocation of resources necessary for aircraft operations.
- Control of the human resources required for the operations authorized to be conducted under the operations certificate;
- Control final nomination and recommendation for hiring operations department personnel and crews.
- Control operations authorized to be conducted under the operations certificate;
- Management of operations and operational standards of all airplanes operated;
- Management of safety risks and security threats
- Ensuring compliance with regulatory, company, ECAA, and safety requirements.
- The identification of operations coordination functions which impact on operational control (e.g., maintenance, crew scheduling, load control, security, equipment scheduling);
- He has the authority for supervision, organizing, managing, controlling, and maintaining the efficiency of the following areas:
 - Safety and security of flight operations;
 - Flight operations functions and/or activities;

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- Fleet operations;
 - Documentation and control;
 - Accident prevention and flight safety;
 - Human resources;
 - Cabin safety;
 - Crew scheduling and Rostoring;
 - Training programs; Safety and quality assurance program; and
 - Any other associated activities.
- The contents of the company Operations Manual;
 - The supervision of and the production and amendment of the company Operations Manual;
 - Liaison with the regulatory authority on all matters concerning flight operations, including any variations to the company certificate (AOC);
 - Liaison with OEM and any external entities which may affect company operations;
 - Ensuring that the company operations are conducted in accordance with current regulations, standards, conditions, restrictions of the Air Operator Certificate Ensuring that crew scheduling complies with flight and duty time regulations, and that all crewmembers are kept informed of any changes to the regulations and standards;
 - The receipt and acting of any aeronautical information affecting the safety of flight;
 - The dissemination of airplane safety information, both internal and external, in conjunction with the safety and quality assurance programs;
 - Qualifications of flight and cabin crews;
 - Maintenance of a current operations library; and
 - Promoting and implementing a non-punitive policy.
 - Ensuring long-term operational planning in regard to recruitment of Flight Deck Crew, cabin crew and Ground Staff.
 - Implementing standard operating procedures and safety requirements.
 - Coordinate with SKY VISION AIRLINES Operational Departments in operational matters.
 - Attend Safety Management Review Committee meetings and ensuring all recommended safety corrective actions are carried out within the specified time period.
 - Provide the necessary resources and commitment in ensuring safety issues raised during the Safety Management Review Committee is corrected.
 - Accountable to senior management for ensuring the safety and security of flight operations
 - Ensuring compliance of all flight operation personnel with the SKY VISION AIRLINES policies and/or procedures, monitor if any wilful and deliberate violation of SKY VISION AIRLINES policies and/or procedures has been reported he shall take the necessary actions required such as company investigation to investigate the violation and if required the National Aviation Authority will be involved on the case review (Refer to OM-A VOL.1 1.8.1 and 11.4).
 - Manage the committee of study of the new airports and ensure compliance with the safety and security standards presented by the commercial department (Ref. OM-8.1.2).

Deputized By: Chief pilot

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1.3.4 Chief Pilot **ECAR 121.59, ECAR 121.61. (c)**

Chief Pilot is a nominated management position approved by ECAA;

The Chief Pilot reports to the Director of Operations and is responsible for the safe and professional standards of the flight crew.

The Chief Pilot reports to Director of Operations. He is responsible for the establishment of standards and the maintenance of discipline within the flight crew group.

• **Qualifications**

- Hold an airline transport pilot or commercial pilot license as appropriate ratings for at least one of the aircraft operated by SKY Vision Airlines
- In the case of a person becoming a Chief Pilot for the first time ever, have at least 3 years' experience, within the past 6 years, as pilot in command of an equivalent / large aircraft.
- In the case of a person with previous experience as a Chief Pilot, have at least 3 years' experience, as pilot in command of an equivalent / large aircraft.
- Practical experience and expertise in the application of aviation safety standards and safe operating practices.
- Be familiar with SKY Vision Airlines Safety Management and Quality Assurance Systems commensurate with his/her responsibilities.
- Comprehensive knowledge of:
 - ECAR Parts 19 and 121 and any associated requirements and procedures.
 - RBG Operations Specifications.
 - The need for, and content of, the relevant parts of the Operations Manual.

• **Responsibilities **ECAR 121.71 (c)****

Chief pilot is responsible for the professional standards of the flight crews under his/her authority, and in particular:

- Line operations supervision;
- Flight crew scheduling;
- Publish, amend and revise SKY VISION AIRLINES Operations Manual, Part C;
- Management of safety risks and security threats
- Managing the training of the operations department crewmembers.
- Develop, publish and revise training strategies (i.e. Training Syllabi) under due consideration of legal and other requirements as they have to be observed
- Publish, select and maintain in-house training software and hardware (i.e. CBT Software, Paperback Training Hand-outs);
- Ensure the functioning of the Quality System within his area of responsibility;
- Writes and keeps up to date adequate job descriptions for flight operations personnel reporting to him;
- Monitor training provided by third parties (i.e. Airbus Industries, Egypt Air Training Centre);
- Assure that training aids used (i.e. Simulators, Full Flight Simulators) have been approved as necessary for the kind of training administered by the Authority ECAA Develop and maintain all forms required for any kind of training administered and processes them as applicable;
- Issuing directives and notices to the flight crews as required.
- The processing and acting of any flight crew reports;
- The acting and distribution of accident, incident, and other occurrence reports;

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- Recommend in his function as Head of the Standardization Team procedural and standardization changes throughout SKY VISION AIRLINES flight operations activities to the Director of Flight Operations whenever this is necessary and provides justification for such proposed changes;
- Assure on a tactical and strategic basis that an adequate number of instructors for all training activities to be accomplished are held available to cover SKY VISION AIRLINES training needs;
- Assure that all training is conducted in such a way that qualified personnel are made available in a timely manner;
- Make recommendations to the Director of Operations in terms of appointments, promotions, demotions, dismissals and any other disciplinary action within his area of responsibility;
- Closely coordinate with the ECAA on all ECARs subject matters as they apply to his area of responsibility;
- Direct and monitor outsourced training activities within SKY VISION AIRLINES (Safety, security, Dangerous Goods, CRM) as far as they fall under ECAR training requirements for flight operations;
- Monitor and verify the adherence to training standards among the instructors;
- Develop and maintain relevant statistical data;
- Liaise with other management personnel in his area of responsibility;
- Represent SKY VISION AIRLINES on national and international training meetings;

Deputized By: Director of Operations

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1.3.5 Director of Maintenance *Reference: ECAR 121 & 145*

Director of Maintenance is the single individual who directs and coordinates the overall function of the aircraft maintenance department, responsible for the airworthiness of the aircraft, its serviceability and safety of maintenance operation.

Accountabilities, Authorities and Responsibilities

- Reported to the Accountable Executive for efficient productive and airworthy maintenance.
- Director of Maintenance shall be accepted by ECAA.
- Director of Maintenance shall assure compliance with Egyptian Civil Aviation requirements all over the maintenance functions.
- Director of Maintenance is responsible for ensuring that the organization has:
 - facilities appropriate to the planned work
 - office accommodation appropriate to the management of the planned work.
 - a working environment appropriate to the tasks being undertaken
 - storage facilities for parts, tools, equipment and materials
 - sufficient competent personnel to plan, perform, supervise, inspect and certify the work being performed
 - tools, equipment and materials to perform the planned tasks
 - all necessary maintenance data.
- He controls the administration of all personnel in the subsections, regulating training requirements, leaves conduct, etc.
- Planning, directory, lying out and coordinating the activities of all maintenance performed in the line station so as to minimize delays and increase efficiency, safe aircraft departure and arrival services for international flights.
- Technical handling and servicing of all aircrafts at any location whilst in service.
- Responsible for the airworthiness of the aircrafts and the serviceability of both operational and emergency equipment by:
 - The accomplishment of preflight inspections.
 - The rectification to an approved standard of any defect or damage.
 - The accomplishment of all maintenance in accordance with approved Sky Vision Airlines maintenance program.
 - The analysis of the effectiveness of approved Sky Vision Airlines maintenance program.
 - The accomplishment of any operational directive, airworthiness directive and any other continued airworthiness requirement made mandatory by the ECAA.
 - Director of Maintenance is responsible for maintenance, modification and repair of aircraft to approved maintenance schedules and appropriate manuals by planning section to standards approved by the Chief Inspector.
- He ensures that the Certificate of Airworthiness for each Aircraft operated remains valid in respect of:
 - Airworthiness and serviceability of the Aircraft.
 - Any calendar expiry date specified in the Certificate; and
 - Any other maintenance condition specified in the Certificate. Making ready accessible necessary approved data to those concerned with maintenance of the aircraft and ensuring that this data is kept amended up-to-date.

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- He is responsible for engineering and planning maintenance activities.
- He is responsible for approving, controlling, monitoring and scheduling non-routine and deferred maintenance activities, including MEL/CDL requirements
- He is responsible to liaise with original equipment manufacturers (OEMs) and other external entities relevant to maintenance operations

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1.3.6 Chief Inspector *Reference: ECAR 145 & 121*

Job description:

Chief Inspector is the single individual who is manages the quality in maintenance operation, developing standard operating procedures, establishing policies, systems & standards related to quality control activities through maintenance department and responsible for management of quality system.

Accountabilities, Authorities and Responsibilities

- Reporting directly to the accountable executive for the overall operation of the maintenance Quality Control Section.
- He manages the quality in maintenance operation.
- He notifies ECAA in case of change of Sky Vision Airlines activities.
- He administrates and issue amendments of General Maintenance Manual (GMM).
- He supervises the amendment of Sky Vision Airlines approved maintenance program.
- He supervises proper use of approved Minimum equipment list and configuration deviation list.
- He assists, supervises and direct all personnel assigned to the quality Control section. It will be his duty to ensure that all inspections are properly performed on all completed work before it is released, and that the proper inspections records, reports, and forms used by Sky Vision Airlines are properly executed and to assure all work performed in compliance with ECAR requirements.
- He is responsible for developing standard operating procedures; establishing policies, systems and standards related to quality Control activities and collecting necessary information and developing corrective actions for improvement.
- Responsible for ensuring maintenance operations are conducted in accordance with Conditions and restrictions of the AOC, Applicable regulations and standards of Sky Vision Airlines
- He Ensures/verifies technical data on all units. These approved data consist of manufacturers overall manuals, airworthiness directives, service bulletins and ECAR.
- He is Responsible the Certificate of Airworthiness of each aircraft remains valid.
- He is responsible for Maintenance technical training.
- Controlling Sky Vision Airlines maintenance records.
- Reporting of unairworthy conditions.
- Issuing directives and notices to the subcontracted AMOs as required
- Making periodic checks on all inspection tools and the calibration of precision test equipment.
- He is responsible for keeping records of checks and calibration of inspection tools and precision test equipment, taking steps to ensure that the established check periods are not exceeded.
- He controls Aircraft certification, equipment & instrument requirements and responsible for the final acceptance of all incoming material including new parts, supplies, and the airworthiness of articles on which work has been performed under contract.
- He defines qualification requirements/policy in accordance with ECAR-65 for certifying staff.
- Supervision over the maintenance and preventive maintenance personnel training programs.
- Authorizing and issuing approval to Sky Vision Airlines staff to certify work, in conformity with regulations as applicable and conducting technical examinations.

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- He is responsible for liaison with the ECAA on the matters related to ECAR-145, 121 requirements.
- Investigation non-compliance of airworthiness requirements of GMM and taking appropriate action against the errant individuals such as issuing warnings/reprimands or to suspend / withdraw approvals or recommending to Accountable Executive.
- He is responsible for auditing; performing the internal audit program, AMO auditing and continuous surveillance of organization.
- The quality control of Sky Vision Airlines's maintenance responsibilities performed by AMOs;
- He is responsible of Mechanical reliability reports and Reliability program control.
- Maintaining the validity of all documents required by ECAA/ECAR, for operation of aircraft.
- Acting as the principal channel of communication between all departments of the organization and Airworthiness Authorities on all airworthiness matters.
- Notifying occurrences reports to ECAA.
- Maintaining continuous links with the authority and manufactures.
- Ensure that all airworthiness data related to the aircraft in-service are available to ECAA during the follow up or renewal of (C of A, AOC and AMO).
- The Chief Inspector response for sending all the maintenance training course contents, materials and syllabus to the ECAA for study and approval.
- The Chief Inspector should assure that all maintenance personnel receive initial, continuation and any additional training appropriate to individual assigned tasks and responsibilities.
- Coordinate with any ECAA approved training center for any courses needed.
- Ensures that manning requirements are enough and training instructors have good experiences and highly qualified for conducting training courses.
- Develops and prepare on job training for new hires.
- Ensures that all types of training conducted in Sky Vision Airlines are in compliance with Egyptian Civil Aviation Authority requirements.

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1.3.7 Compliance Monitoring Manager

The role of Compliance Monitoring Manager

The Compliance Monitoring Manager is “operationally independent” in a manner that ensures objectivity is not subject to bias due to conflicting responsibilities.

He/she is primarily responsible for the implementation of the quality assurance program and he/she shall have direct access to the Accountable Executive to oversee the implementation of all activities and processes associated with the quality assurance program.

Responsibilities

- Monitor and advise on all activities which may have an impact on Quality
- Coordinate routine safety and Compliance Monitoring audits every year on all SKY VISION Airlines operational activities and may coordinate special additional audit on specific areas with weak performance or deviation from SKY VISION Airlines standards.
- Provide the management with regular information of audits and inspections results and actions taken as a basis for the formal management evaluation of effectiveness of the quality system, Plan and carry out safety and quality audits and inspections, to identify problems, safety hazards or deficiencies and propose alternative solutions
- Monitor and assure that identified deficiencies are corrected by the responsible line manager and that changes are effective.
- Monitor of outsourcing Function and conducting quality surveys;
- Solicit and process Quality Assurance improvement suggestions;
- Develop and maintain a Quality awareness program;
- Monitor industry flight Quality Assurance concerns which may have an impact on Sky Vision Airline operations;
- Maintain close liaison with ECAA;
- Maintain close liaison with industry quality associations;
- Identify activities Quality Assurance deficiencies and making suggestions for corrective action;
- Develop and maintain a flight / ground Quality Assurance database to monitor and analyse trends;
- Make recommendations to the airline senior management on matters pertaining to flight / ground Quality assurance
- Monitor the response and measure the results of activities Quality Assurance initiatives and Assist in Managing the ERP

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1.3.8 Stations & Ground Handling Manager

Job Description:

He ensures that all Ground Handling activities are carried out to an approved standard such that the terms and conditions of Sky Vision Airlines AOC, ECAA and additional Sky Vision Airlines requirements are satisfied.

He is managing, monitoring the Ground Handling Operations scope with the following structure:

- Lost & Found and Passenger services,
- Stations Handling Supervision.
- Ground Handling Quality and Safety Manager

And He must ensure the following:

- Airport agreements and payments,
- The Ground Handling Agreements and payments,
- Fuel Suppliers are contracted and secured at the stations
- De/Anti-Icing agreement is established with potential airports that Sky Vision Airlines aircrafts have the possibility to require de/anti-icing before departure and to ensure being done according to SAE recommendations.

Authority:

The Ground Handling and Stations Manager derives his authority from the Director of Operations and reports to him.

Responsibilities:

- He has sole responsibility for making decisions and ensuring safety and security of the Ground Handling Operations scope and the only authority to make decisions regarding risk tolerability with respect to the safety and/or security of ground handling operations, in front of the accountable executive Initiation for corrective actions resulting from compliance monitoring of ground operations.
- Issuance for this manual SOM which is a part of OM, which contains, Work instructions for Ground handling personnel assigned to operational duties in connection with the preparation and/or conduct of a flight, and to ensure that current edition is available in a usable format at each location where ground handling operations is conducted.
- Review and revision to maintain the currency of information contained in station operations manual.

1. ECAR Regulations Change	2. New Instructions / improved Procedures
3. IOSA Standards Manual Revisions	4. Audit Findings requires Information changes.
5. Change of Management	
- The coordination of activities required to direct and control the Ground Handling section and the interfacing with internal or external customers and suppliers.
- Definition and coordinates the required processes and determines the related responsibilities, procedures and resources.
- Ensure existence of physical infrastructure that satisfies the duties of Ground Handling Operations.
- The coordination of activities required to direct and control the ground handling stations and the interfacing with internal and external customers and suppliers.

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- Ensuring that all ground handling activities of ground handling stations are carried out to an approved standard such that the terms and conditions of Sky Vision Airlines AOC and additional Sky Vision Airlines requirements are satisfied through existing signed contract, and SSLA.
- Control and supervision the process realization and initiates any corrective action resulting from compliance monitoring of the contracted party.
- The contracting in accordance with instructions and guidelines provided by General Manager, Safety Manager, Operations Director, Security Manager, Financial Manager.
- Analyzing data of contractual negotiations concerning ramp, passenger, Baggage handling and supervision under consideration of operational and economic issues.
- Preparation of Standard Service Level Agreements (SSLA).
- Monitoring terms of contracts.
- Follow-up of negotiation process and correspondence with possible suppliers and contracted partners.
- Ensure that fuel delivery will be according to the published standards of IATA Fuel quality pool.

Note: Stations & Ground Handling Manager delegates his duties to Cairo Stations & Ground Handling Manager with explicit exclusion of decisions affecting Skyvision Airlines policies and objectives but the responsibility rests with him.
Delegation process according to corporate manual 1.2.3

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1.3.9 Station Manager

Job Description

In some stations appeared the need of having an Sky Vision Airlines supervision that is part of monitoring for quality assurance. Through the Stations Manager.

He is ensuring that handling agent is strictly adhering to Sky Vision Airlines standards published into S.O.M, Published instructions, on time instructions. But he is not allowed to take over the contracted agent duties

Responsibilities

- Responsible about reporting any safety or security occurrence resulting from ground handling activities.
- Pre-flights duties in cooperation with operations staff,
- Keeping close contact to all departments involved in handling of Sky Vision Airlines operated flights,
- Ensure Coordination between airport ground services, technicians, catering, fueling cleaning, other contracted partners involved, in order to ensure smooth, quick, safe, and secure turn-around,
- Ensure Coordination of all services provided at airplane with operations staff and crew,
- Keeping close contact to operations and Ground Handling and Stations Manager specially in case of irregularities,
- Check of suitable cabin appearance,
- Receipt of incoming papers for further action,
- Retention of flight documents and data for documentation and statistical purposes;
- Check and sign trip files done by his station Supervisors

During Stations Manager Absence, he delegates his duties to Station Supervisor of his station with the acknowledgment of Ground Handling and Stations Manager.

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1.3.10 Station Supervisor

Job Description

- Ensure Coordination of passenger boarding between Handling agent and cabin crew,
- He is the Contact person for special requests of crew, gate etc.,
- Delivery of all outgoing documents needed to flight crew and cabin crew,
- Receipt of all incoming documents and transfer to local operations for further action,
- Supervise all ground handling activities during the flight and Issue of trip file,
- Handling of SITA messages before and after flight;

Responsibilities

And find below a detailed pre-timing distribution of activities he must confirm for each flight he is assigned to it.

- 24 Hours before STD DEP: Check PNL, and request it from Commercial department if negative, check with financial department and/or ground handling management for payments confirmation at destination for flight on focus for (Airport – Fuel – Handling agent – Catering if applicable)
- 06 Hours before STD DEP: Coordinating with the ground service provider and filling out the forms for service receipt, ramp safety (FOD) and aircraft hold's (GRH/5-018,019,022,031)
- 210 min before STD DEP: Receive flight documents (Notam, weather, wind charts, OFP, etc.)
And check Operating crew, Pick up times, and confirm Catering order again.
- 150 min before STD DEP: Ensure Check-in open and necessary materials are ready.
Refresh Check-in agent about seating policies, and if there is any special notices on the flight.
Revise with Load control loading and offloading plan and specials.
Re-Confirm with catering supplier and advice ETA.
Keep fuel ready and updated with fuel quantity needed and aircraft arrival time
- 100 min before STD DEP: Meet Operating Crew
Liaise with immigrations for Crew passports, Immigrations trip file,
(Never leave passports out of sight - count on receiving, and count on delivering back).
- 090 min before STD DEP: When requested by crew re-request from Handling agent:
GPU
Special loading material (lashing etc.)
Also provide Customs check if necessary.
- 085min before STD DEP: Accompany operating crew, and provide keeping money if applicable.
Brief crew of PAX amount and any irregularity
Request manpower loading / offloading
Random Check Bag Tags destination
Ensure handling agent issued loading instructions

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080 min before STD DEP:	Co-Ordinate between fuel truck and engineers for provide Fuel according minimum fuel (OFFP) until Captain Confirmation is available. Request Catering Truck and brief to crew. Request cleaning. Request toilet service Request water service Supervise on - offload according LIR, Supervise special loading instructions (lashing etc.)
075 min before STD DEP:	Accompany arriving Crew, arrival crew stamp. (Never leave passports out of sight - count on receiving, and count on delivering back), receive flight documents (GD.in) (PNL in)
070 min before STD DEP:	Ensure fueling according block fuel confirmed with P.I.C Info to Engineer Ensure fulfillment of safety measures during fueling If necessary fire brigade / fueling with passengers on board
050 min before STD DEP:	Cross check after Fueling, Cleaning, Catering and estimate completeness time for all, advice P.I.C and C.D.C, ask for boarding confirmation.
055 min before STD DEP:	boarding (latest time!) Cross Check actual C/I PAX; Compare with catering ordered
015 min before STD DEP:	Cross check actual on load / operations Ensure Crew receive actual L/S according to Sky Vision Airlines Policy If not used then ask to remove additional stairs, GPU etc. Cross check fuel figures and used passengers weights/ L/S - actual Ensure L/S copy to flight deck / info to purser act. PAX fig.
010 min before STD DEP:	If necessary request push back / equipment for walk out assistance.
005 min before STD DEP:	Ensure handling agent repositioning all used equipment Safety outside check Collect L/S / signed LIR

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Once departure took place,

Inform OPS with departure,

Send related messages, MVT/LDM/PSM/TPM and if necessary SOM/PTM

Sign and close opened work order, charge of handling agent etc, and revise according to activities occurred, obtain a copy for filing.

Complete Trip file components

LS in-out “ Should be signed from PIC”

PNL in-out

LIR out

GD in-out

Technical log “ Should be signed from PIC”

Send irregularity report if necessary to his Stations & Ground Handling Manager who in his turn will transfer it to Ground Handling and Stations Manager for a proper action.

During Station Officer Absence, he delegates his duties to another station officer on duty with the acknowledgment of the Stations & Ground Handling Manager.

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1.3.11 Lost & Found and passengers services Supervisor

Job Description

- Establishing Sky Vision Airlines own Lost & Found policies, procedures and official forms.
- Defining and coordinating the required processes and determines the related responsibilities, procedures, and resources.
- Ensuring that the entire luggage accompanied with the passengers flying with Sky Vision Airlines to be delivered and intact.

Responsibilities

The Lost & Found and passengers services supervisor is responsible in front of the Ground Handling and Stations Manager and reports to him the following:

- Solving all mishandling baggage's issues and problems beginning with the damages and including all lost misrouted and on-hand baggage.
- Follow up that compensations and deliveries of lost baggage to the passengers are made according to Sky Vision Airlines polices and according to IATA/ICAO/ECAR rules, national and international regulations, and handling procedures as well as to instructions of Sky Vision Airlines, keeping tour operators aware of the situation.
- Follow up with all the Stations to ensure that all Sky Vision Airlines procedures and policies are followed exactly and make all necessary procedures to upgrade the performance and the quality to the stranded measures and according to the internal and the international regulations.
- Publish the services that can be provided by Sky Vision Airlines to passengers according to the technical availability of those services and the costs related to them.
- Follow up passengers special requests and comments, complains, initiate corrective actions for the deviation in any matter related to passengers discomfort.
- Issue for the excess baggage rates and MCO's, also their settlements and follow up with all stations concerning this matter.
- Keeping Sky Vision Airlines commercial department aware of all services made to passengers or baggage irregularity, to inform the tour operators.
- Ensure that all passengers' claims are passing through him for proper procedures that ensure regulations implementation.
- Supply all handling agents with means of communication and to advice Sky Vision Airlines policies and guarantee their achievements.

During his absence, he delegates his duties to a Station Supervisor But the responsibility rests with him.

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1.3.12 Stations & Ground Handling Safety & Quality Officer

Job Description

- Prepare amendments of the manual for Stations Ground Handling manager approval.
- Compliance of Ground handling and stations department with SMS program
- Implement Sky Vision Airlines Document control

Responsibilities

The Stations & Ground Handling Safety & Quality Officer is responsible in front of the Stations and Ground Handling Manager and reports to him the following:

- Ensure preparation for all audits (internal – External – ECAA – IOSA)
- Prepare Sky Vision Airlines documentations up to latest regulations and recommended practices
- Prepare Corrective action plans for all findings
- Revise circulars or bulletins before being issued by Ground Handling stations and Ground Handling manager.

During his absence, he delegates his duties to a Station Supervisor But the responsibility rests with him.

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1.4 Management System

According to the previous Organization chart (1.1) Sky Vision Airlines decided to manage the Ground Handling Division through a controlled Management System which ensures continuity for the division functions and activities, by the comprehensive definition of the authorities and the responsibilities within the Ground Handling Division, explanation for the duties, reporting and supervision system, that also must satisfy stability and flexibility to meet the regulations (ICAO, IATA, ECAR and IOSA) requirements, and own company requirements which concerns quality, safety and security for the Ground Handling Scope which includes,

- Passenger Handling
- Baggage Handling
- Aircraft Handling and loading
- Load Control
- Aircraft Fueling
- Aircraft de-/anti-icing

And as a general policy for Sky Vision Airlines all of these functions are being performed by another parties in each location service is being provided, where the contracting process takes place through a standard ground handling agreement, controlled through the Operator Manual (Stations Operations Manual), AHM560, Published instructions, on time instructions. Based on regulations (ICAO, IATA, ECAR and IOSA) requirements, and own company requirements which concerns quality, safety and security.

Sky Vision Airlines ground handling management system is documented in controlled company media (Station Operations Manual), Ch1 provides a comprehensive description of the scope, structure, and functionality of management system in the ground handling department and define lines of accountability throughout the organization.

As well as authorities, duties, responsibilities for the management and the non-management personnel throughout the ground handling department for ensuring safe and secure operations.

Ground handling department sets a process for periodic review of the management system for effectiveness in achieving desired operational outcomes, and verify that requirements are being applied, throughout the organization to ensure effective, safe, and secure operation.

Sky Vision Airlines Ground Handling department is monitoring all the functions which are contracted, to ensure ground handling safety, security and quality, through the following:

- Review Feedback of stations supervision report / Pilot report for each flight. For proper processing. To take necessary actions with service provider.
- Audits performed by Quality department for review of compliance of the service provider with the standards included in the ground handling contract.

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1.5 Infrastructure:

Ref : Corporate Manual 1.6

A physical infrastructure and work environment that satisfies management system and operational safety and security requirements is made available within Sky Vision Airlines, once the need is raised for additional facilities, Ground Handling and Stations Manager is requesting from administration office to provide, after approval from accountable Executive.

The facilities include:

- Buildings, workspaces and associated utilities;
- Facilities for people in the organization;
- Support equipment, including tools, hardware and software (computers, printers, Scanners, copying machines, etc.);
- Support services, including transportation and communication (Buses, Microbuses, telephone lines, Arinc and internet facilities). Physical environment for the work place are properly set to positively enhance motivation, satisfaction and performance of personnel for the sake of maximize safe and secure operations.

A suitable work environment satisfies human and physical factors and considers:

- Safety rules and guidance, including the use of protective equipment;
- Workplace location(s);
- Workplace temperature, humidity, light, air flow;
- Cleanliness, noise or pollution.

Physical environment for the work place are properly set to positively enhance motivation, satisfaction and performance of personnel for the sake of maximize safe and secure operations.

Ground Handling Management office is located in the headquarter building, in a well-furnished office, provided with all means of communication, air conditioning – Lighting, to enable supervision of all activities in – out of Egypt.

Sky Vision Airlines ground handling agents are responsible to provide suitable facilities to carry out all ground handling activities in different stations, these facilities are evaluated through monitoring, and audits performed by Quality department, Sky Vision Airlines may add additional facilities/equipment to support supervision applied on the subcontractor.

1.6 Use of Electronic system

Sky Vision Airlines is not using Electronic System for data of flights related to Ground Handling Operations.

An Electronic system data (if used) for the management and control of documentation is backed -up by the IT department regularly every 24 hours and a continuous backup system is to be updated daily& shall be stored in a safe place away from the area in which the original computers are located.

- To ensure retrieval of archived documents, applicable hardware and/or software is retained

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1.7 Control of Documents and Records

Refer to corporate manual Chapter 2 Documentation and records

- Current S.O.M is distributed according to the distribution list using distribution list form, and is accessible for any staff that will need to refer to it.
- The Ground Handling and Stations Manager will deliver to all stations PDF Copy either by direct sending or link for uploaded documents on cloud drive service from requires manuals to stations with his own control number and the receiving responsible will send confirmation email back that
 - The manual/amendments were received
 - The manual/amendments were replaced/inserted
 - Previous revision was disposed (Electronic and/or Hard Copy)
- Forms that are used in the conduct of Ground Handling support are stored and controlled into Sky Vision Airlines headquarter, available up on request from any station that is nearly out of stock by E-Mail to: Info@SkyVisionAirline.com
- Old versions/revisions from forms are being disposed upon issuance of a new form, Ground Handling and Stations Manager is responsible to ensure the current forms only are being used for Ground Handling Functions.
- Information for records available at each station are AVAILABLE AT Ch11 of this manual.

1.7.1 Sky Vision Airlines Operational, Safety Bulletin and Circulars:

- The bulletin and circulars from department manager May be via an electronic method (department email)
- Department Manager responsibility to review the contents of each bulletins and/or circulars
- Any updating method either by adding, deleting and/or amending existing information shall be made by the department manager and under their responsibilities:

Note: Brief bulletin (About Program) on how to use the application is on line.

1.7.2 List of Manuals available in each Station

The following documents must be available at each subcontractor performing Ground handling operations for Sky Vision Airlines operated flights:

- Sky Vision Airlines Stations Operations Manual
- Sky Vision Airlines Emergency Response Plan
- Sky Vision Airlines Security Program
- Sky Vision Airlines Flight Operations Manual
- IATA Airport Handling Manual Current edition
- IATA IGOM Current edition
- IATA Dangerous Goods Regulations Current edition/ICAO DGR Technical Instructions.
- Sky Vision Airlines Reading File (Contains all operational instructions or information that is not related to S.O.M amendments.
- Sky Vision Airlines Contacts – Addresses

Part of the audit performed on ground handling agents to check the above list of documents availability in a usable format.

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1.8 Communication

- Refer to corporate manual 1.4, Sky Vision Airlines has communication system that enables and ensures an effective exchange of operationally relevant information throughout the management system and areas where Ground Handling Operations are conducted;
- This effective communication system ensures an exchange of relevant operational information throughout all areas of the organization, to include senior managers, operational managers and front line personnel. To be totally effective, the communication system also includes external organizations that conduct outsourced operational functions.
- The distribution of Contacts and addresses through company server which contains all stations network contacts information that Sky Vision Airlines have flights to, for communication between all Sky Vision Airlines departments and the ground handling operations subcontractors.
- Methods of communication will vary according to the size and scope of Sky Vision Airlines business. However, to be effective, any methods are as uncomplicated and easy to use as is possible, and facilitate the reporting of operational deficiencies, hazards or concerns by operational personnel. Stations weekly report is an example for the implementation of reporting from stations.
- External communications include but are not limited to:
 - Telephone lines, Faxes, Arinc, Stockholm Radio, Reports, Letters, internet and web site (www.SkyVisionAirline.com) Sky Vision Airlines always tries to use any methods of communication which vary according to the size and scope of business. However, to be effective, any methods are as uncomplicated and easy to use as is possible, and facilitate the reporting of operational deficiencies, hazards or concerns by operational personnel.
- Emergency Response plan distributed to all areas where Ground Handling Operations are conducted provides also means of communication in cases of Emergency.
- (Hazard Report – Voluntary report) covered by Ch10, (Dangerous Goods Occurrence – Dangerous goods Un/Miss-Declared reporting) covered by Ch 8, provides also means of communication related to safety matters
- Data sent requires acknowledgment of receipt, is monitored until all concerned have confirmed receiving the information.
- Meetings also considered as means of official communication, Ground Handling and Stations Manager is making general annual meeting, to discuss with all personnel under ground handling management safety and security outcomes, and necessary improvements.

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2.1 Qualification and training of Ground Handling Staff

Operational positions within the scope of ground handling operations must be filled by personnel on the basis of knowledge, skills, training and experience appropriate for the position. Each staff member of must be trained, educated and have a thorough understanding of his responsibilities within the organization.

In performance of his duties each staff member shall contribute to an optimum operation of the flights planned in order to enable

- Safety and security.
- Economy and efficiency.
- Regularity and punctuality.

All personnel involved in handling of Sky Vision Airlines operated flights including external service provider personnel must finish their training syllabus according to the function they are performing in order to provide safe and punctual services according to IATA/ICAO/ECAR rules, national and international regulations, and handling procedures as well as to Sky Vision Airlines instructions.

This includes regular update and refresher training every 36 months as maximum, except Dangerous Goods limited to 24 months and according to table 1.5.A Minimum Requirements for Training Curricula according to their job they will perform.

Ground handling staff has to be trained and qualified prior to be assigned without supervision to perform any of their duties.

And for what concerns the outsourced functions, Quality department is scheduling all Handling agents for Audits, and part of the audit is to acquire training files and training syllabus their staff is being trained according training syllabus in (S.O.M Chapter 2).

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2.2 Employment Process

2.2.1 Employment Policy

General

Ground Handling Department coordinates with Administration department for its needs and requirements for new employees. Ground Handling and Stations Manager is requesting approval from the vice president and provides according to the post requirements all standards and qualifications of candidates.

Ground Handling and Stations Manager is interviewing relevant applicants after Receiving and reviewing their personal C.V ,all necessary documents , certificates and written test results (if applicable).

Administration Department will review:

- The above
- Medical check if required for all candidates including Drug and Alcohol test (if applicable) .

After the concerned department assign successful applicant for the required position he/she will fill the employment application which be signed by applicant and the department manager, and then presented to the Vice president (CEO) for approval.

According to the vice president approval the administration department will prepare the contract to be signed by the new employee and the vice president (CEO)

2.2.2 Qualifications Requirements (Administrative Requirements)

All candidates prior to the date of employment must meet the following qualifications and requirements:

- a. Educational certificates.
- b. Original birth certificate.
- c. Approved medical check if applicable.
- d. No criminal record and a certificate of good conduct.
- e. Release from national service or exemption.
- f. Release from previous employer.
- g. 6 personal photos
- h. Copy of national I.D./Passport

Employment process ensures candidates, prior to being employed have to satisfy the prerequisites qualification as indicated in the Organization Manual.

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2.2.3 Qualifications Requirements (Specific for Ground Handling)

Stations and Ground Handling Manager

- 6 Years of Experience in Ground Handling,
- 3 Years of Experience in managerial levels,
- Studied law or commercial collage,
- Perfect command of English language written and spoken,
- Perfect computer skills.

Station Supervisor

- Diploma / University degree.
- One Year experience in Ramp and passengers Handling
- Good command of English Language.
- Good computer skills.

Lost & Found and passengers services responsible

- 3 Years of Experience in Passengers and baggage Handling,
- Familiar with world tracer.
- Perfect command of English language written and spoken,
- Perfect command of computer software.
- For contracted ground handling services providers, it is included into the auditor checklist, to check the minimum qualification for personnel in the station, and it becomes a finding if the qualification is less than described herein.

Ground Handling Safety and Quality Officer

- 3 Years of Experience in ground handling,
- Qualified in Safety management system
- Has Internal audit course
- Perfect command of English language written and spoken,
- Perfect command of computer software.
- For contracted ground handling services providers, it is included into the auditor checklist, to check the minimum qualification for personnel in the station, and it becomes a finding if the qualification is less than described herein.

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2.3 Training Syllabus and Records Monitoring

The operations personnel engaged in the ground handling activities are divided in the following categories to identify necessary training syllabus for each:

1. Sky Vision Airlines staff, Stations & Ground Handling Manager – Station Supervisors
2. Airside Driving (Subcontracted)
3. Load control (Subcontracted);
4. Passenger Handling (Subcontracted);
5. Baggage handling (Subcontracted);
6. Aircraft Handling and Loading (Subcontracted);
7. Passenger Boarding Bridge (Subcontracted);
8. Aircraft Loading Supervision (Subcontracted);
9. Aircraft Ground Movement (Subcontracted);
10. Fueling Operations (Subcontracted);
11. De/Anti-Icing Operations (Subcontracted);
12. Safety Training Specifications
13. SMS Training
14. Security Training Specifications
15. Dangerous Goods Training

For category number (1), Stations and Ground Handling Manager is making annual training plan each 2 years according to training needs approved by the vice president and according to the syllabus defined into 2.3.1, Each staff qualification and training is recorded into his file at the headquarter Ground Handling office, by the Ground Handling and Stations Manager, with an additional copy at his station, this file shows his qualifications, previous experiences and the training courses he had or scheduled on, also the time of the next refreshing training he is scheduled on, to ensure updated, secured, and easy retrieval for staff documentation, these files shall remain as long as the staff is employed and on duty.

For the rest of categories, part of auditing checklist is to check training records of subcontractors, to ensure same requirements of retention, update, easy retrieval, system of alerting once training expired.

Additionally the training syllabus to remain relevant and provide the knowledge necessary to perform duties, execute procedures and operate equipment associated with specific ground handling functions and responsibilities to include:

- Familiarization training on general provisions and regulations
- In-depth training on requirements, including policies procedures and operating practices
- Training in human factors principles
- Safety training on associated operational hazards.

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2.3.1 Training Syllabus for Sky Vision Airlines Handling Supervision Staff

- As the fact that all Sky Vision Airlines functions are outsourced which in conjunction with ground handling, still Sky Vision Airlines has to Monitor the quality, security and safety for flights conducted there for Sky Vision Airlines station supervisors even if they do not perform duties in functions within the scope of ground handling operations which is:

- Airside Driving
- Load control
- Passenger Handling
- Baggage handling
- Aircraft Handling and Loading
- Passenger Boarding Bridge
- Aircraft Loading Supervision
- Aircraft Ground Movement
- Cargo and Mail handling;
- Fueling Operations
- De/Anti-Icing Operations

Still the need to have initial trainings and recurrent as follows:

▪ **Basic Ground Handling Supervision**

Initial and recurrent every 3 years for the following subjects:

- Aviation industry, Organizations, and Regulations	- Manuals of Sky Vision Airlines,
- Company Organization, Company Background and History,	- Passenger services,
- Departments within the company and their responsibilities,	- Aircraft familiarization,
- ECAA departments and ECAR Regulations,	- Ramp handling,
- Ground Handling department,	- Load sheet,
- Duties and responsibilities,	- Aircraft loading / unloading.
- Airport authorities,	- General forms, and specific Ground handling forms
- * Training is provided by Sky Vision Airlines

▪ **Dangerous goods regulations**

Initial and recurrent every 2 years for the following subjects:

- General familiarization	- Recognition of Undeclared DG
- Limitations	- Provisions for passengers and crew
- Labeling and marking	- Emergency procedures

*Training is provided by approved ECAA and IATA Course.

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▪ **Airline security for ground services**

Initial and recurrent every 3 years for the following subjects:

- Introduction
- Global civil aviation structure
- Threats & Risks to civil aviation
- Development of security measures
- Aviation security emergencies
- Security awareness Screening point and boarding gate security procedures
- Check-in security procedures
- Hold baggage security and passenger baggage reconciliation
- Recognition of prohibited items and devices
- Protection of aircraft on ground
- Aircraft searches and security checks
- Bomb threats aircraft on ground

*Training is provided by approved ECAA Course.

▪ **Human Factor**

Initial and recurrent every 3 years for the following subjects:

▪ **Air Side Safety According to AHM611**

Initial and recurrent every 3 years for the following subjects:

▪ **SMS Refer to SMS Manual 4.1**

Initial and recurrent every 3 years for the following subjects:

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2.3.2 Airside Driver Training Specifications

Initial and recurrent every 3 years for the following subjects:

Airside driver training for ground handling personnel typically addresses the following subject areas:

General

- a. Role and responsibilities of vehicle Operators
- b. Vehicle equipment standards
- c. Hazards of airside driving
- d. Reduced visibility procedures
- e. Accident and incident reporting procedures

Ramps (Aprons), Stands and Airside Roads

- a. Familiarization with ramp layout, operational stands, vehicle corridors, airside roads, aircraft taxi lanes
- b. Airport rules, regulations and/or procedures pertaining to airside vehicle operations
- c. Procedures for crossing aircraft movement areas
- d. Pedestrian crosswalk rules

Maneuvering Area Note 1

- a. Identification of obstacle free areas, limited access areas
- b. Airport regulations and requirements
- c. Air Traffic Control
- d. Airport layout
- e. Maneuvering area driving
- f. Radio communication requirements and procedures
- g. Aircraft familiarization

Note 1: Applicable to vehicle operators that require operational access to maneuvering areas.

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2.3.3 Load Control Functional Training Specifications Syllabus

Initial and recurrent every 3 years for the following subjects:

Training for personnel with duties and/or responsibilities in operational load control functions typically addresses the following operational subject areas, as applicable to assigned function(s):

NO.	Course	Initial Training Hours	Recurrent Training Hours
1	General weight and balance proficiency and awareness: a. terminology, definitions of terms, operational codes, abbreviations; b. Aircraft balance principles, consequences of improper aircraft loading.	2	0.3
2	Aircraft structural load limitations: a. linear (running load) limitation, area limitation (spreader floors); b. limitation per compartment/section/ULD position; c. monologue (combined) limitation, cumulative limitation; d. Missing restraints limitation.	3	0.45
3	Unit load devices (ULDs): a. IATA identification codes; b. gross weight limitations, hold restraint requirements; c. container/pallets build-up and tie-down limitations/rules; d. Tagging.	1	0.15
4	Bulk hold loading: a. load spreading rules; b. Load restraint rules: nets, tie-down, and volume restraint.	3	0.45
5	Load Sheet: a. computation, issuance, checking (electronic and manual modes); b. Last minute change procedures.	4	1
6	Balance tables/charts: a. Computation, issuance, checking (all conventional methods).	4	1
7	Balance tables/charts: a. designation and numbering of aircraft holds; b. Issuance and checking (electronic and manual modes).	2	0.3
8	Loading messages: a. Reading and sending standard loading messages.	2	0.3
		21 Hours	6 Hours

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2.3.4 Passenger Handling Functional Training Specifications

Initial and recurrent every 3 years for the following subjects:

Training for personnel with duties and/or responsibilities in operational passenger handling functions typically addresses the following subject areas, as applicable operational function(s):

- i. Passenger check-in policies and procedures;
- ii. Baggage check-in policies and procedures;
- iii. Manual check-in procedures;
- iv. Cabin seating considerations, to include exit row, special category passengers;
- v. Passenger boarding policies and procedures;
- vi. Cabin access door operation, if applicable;
- vii. Boarding bridge operation, if applicable;
- viii. Dangerous goods regulations, considerations and procedures;
- ix. Security regulations, considerations and procedures;
- x. Load control consequences, coordination and procedures;
- xi. Handling and boarding of weapons and authorized persons carrying weapons;
- xii. Passengers requiring special handling;
- xiii. Communication procedures (customer airlines, load control, authorities, others);
- xiv. Data protection and security;
- xv. Document protection and security;
- xvi. Abnormal and emergency procedures (fire, dangerous goods, security, other);
- xvii. Health and safety;
- xviii. Emergency response procedures.

2.3.5 Baggage Handling Functional Training Specifications

Initial and recurrent every 3 years for the following subjects:

Training for personnel with duties and/or responsibilities in operational baggage handling functions typically addresses the following subject areas, as applicable operational function(s):

- i. Baggage handling procedures (identification, sorting, loading in ULDs);
- ii. Manual baggage handling procedures;
- iii. ULDs (designation codes, inspecting, loading, tagging, removal from service);
- iv. Dangerous goods (regulations, considerations, procedures);
- v. Security (regulations, considerations, procedures);
- vi. Load control (consequences, coordination, procedures);
- vii. Communication procedures (customer airlines, load control, authorities, others);
- viii. Data protection and security;
- ix. Document protection and security;
- x. Abnormal and emergency procedures (fire, dangerous goods, security, other);
- xi. Health and safety;
- xii. Emergency response procedures.

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2.3.6 Aircraft Handling and Loading Functional Training Specifications

Initial and recurrent every 3 years for the following subjects:

Training for personnel with aircraft handling duties and/or responsibilities typically addresses the following subject areas, as appropriate to assigned operational function(s):

- i. Irregularity/incident/accident reporting procedures;
- ii. Manual handling of load;
- iii. Safety during aircraft fueling;
- iv. Principles of aircraft loading;
- v. Handling of loads that require special attention;
- vi. Loading incompatibilities;
- vii. Handling of ULDs;
- viii. Operation of aircraft loading systems/securing of ULDs;
- ix. Identification/consequences of malfunctions of in-plane loading systems;
- x. Consequences of load damage and spillage;
- xi. Positioning and operation of loading and servicing equipment;
- xii. Load notification to pilot-in-command;
- xiii. Passenger embarkation/disembarkation procedures;
- xiv. Standards of aircraft cleaning, lavatory and potable water servicing;
- xv. Aircraft movement operations.

2.3.7 Passenger Boarding Bridge Training Specifications

Initial and recurrent every 3 years for the following subjects:

Training for personnel with duties that include passenger boarding bridge operations typically addresses the following subject areas:

- i. Standard operating procedures;
- ii. Bridge control system, including emergency switches, cut-offs and buttons;
- iii. Out-of-limits procedures (for returning bridge to normal working limits);
- iv. Back-off procedures and application;
- v. Manual wind-off procedures;
- vi. Accident and incident response procedures;
- vii. Accident and incident reporting procedures (airport, provider);
- viii. Fire procedures (bridge or aircraft).

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2.3.8 Aircraft Loading Supervisor Training Specifications

Initial and recurrent every 3 years for the following subjects:

Training for personnel assigned to supervise aircraft loading operations typically addresses the following subject areas:

- i. General weight and balance proficiency and awareness:
 - a. Terminology, operational codes, abbreviations;
 - b. Aircraft balance principles, consequences of improper aircraft loading.
- ii. Aircraft structural load limitations:
 - a. Basic knowledge of containerized holds resistance (relationship between missing or damaged restraints and ULD gross weight limitations);
 - b. Area limitation (spreader floors);
 - c. Limitation per compartment/section/ULD position;
 - d. Minocqua (combined) limitation;
 - e. Cumulative limitation;
 - f. Missing restraints limitation.
- iii. Unit load devices (ULDs):
 - a. Tie-down limitations and rules;
 - b. Rejection criteria for damaged ULD and tie-down accessories;
 - c. Tagging.
- iv. Bulk hold loading:
 - a. Physical loading rules concerning baggage, cargo and mail;
 - b. Tie-down and spreader floor procedures;
 - c. Utilization of nets.
- v. Loading Instructions/Report (LIR):
 - a. Designation and numbering of aircraft holds;
 - b. Utilization of the LIR document.
- vi. Loading messages:
 - a. Reading standard loading messages for off-loading of holds.
- vii. Dangerous goods:
 - a. Cargo IMP codes;
 - b. ULD and parcels labelling and marking;
 - c. Loading compatibilities;
 - d. Onboard accessibility;
 - e. Rejection criteria;
 - f. Emergency procedures.
- viii. Other special loads (e.g. perishables, EAT AVI WET OBX, LHO):
 - a. Cargo IMP codes;
 - b. Marking and labelling;
 - c. Loading compatibilities.
- ix. Positioning and operations of loading equipment:
 - a. Areas of aircraft susceptible to damage by ground support equipment;
 - b. Recording and reporting of damage to aircraft caused by ground support equipment.
- x. Operation of aircraft loading systems:
 - a. Opening and closing of aircraft hold doors;
 - b. In-plane loading systems;

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- c. ULD automated and hand-operated restraints;
- d. Operator's hold configurations and layouts.

2.3.9 Aircraft Ground Movement Functional Training Specifications

Initial and recurrent every 3 years for the following subjects:

Training for personnel with assigned duties and/or responsibilities in aircraft ground movement operations typically addresses the following subject areas, as applicable to assigned operational function(s):

- i. Aircraft ground movement operations:
 - a. Scope of operations;
 - b. Principles, responsibilities;
 - c. Practices, procedures;
 - d. Hazards, risk assessment;
 - e. Safety precautions.
- ii. Operation of equipment:
 - a. Nose gear tow bar tractor(s);
 - b. Nose gear tow barless tractor(s);
 - c. Main gear tractor(s), if applicable;
 - d. Tow bars.
- iii. Equipment-aircraft connect and disconnect procedures.
- iv. Aircraft ground movement standard verbal communications (ground-flight deck):
 - a. Nose gear controlled pushback and towing operations;
 - b. Main gear controlled pushback operations, if applicable;
 - c. Power back operations, if applicable.
- v. Aircraft ground movement standard hand signals (ground-flight deck, ground-ground):
 - a. Nose gear controlled pushback, towing operations;
 - b. Main gear controlled pushback operations, if applicable;
 - c. Power back operations, if applicable;
 - d. Power-in and power-out operations, as applicable.
- vi. Aircraft marshalling:
 - a. Scope of operations, principles, responsibilities;
 - b. Practices, procedures;
 - c. Standard hand signals;
 - d. Use of aircraft parking guidance system(s).
- vii. Aircraft ground movement assistance:
 - a. Scope of activities, principles, responsibilities;
 - b. Practices, procedures;
 - c. Standard hand signals.

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2.3.10 Fueling Operations Functional Training Specifications

Initial and recurrent every 3 years for the following subjects:

Training for personnel with assigned duties and/or responsibilities in fueling operations typically addresses the following subject areas, as applicable to assigned operational function(s):

- i. Safe operation of equipment:
 - a. Equipment specific operational procedures;
 - b. Product & equipment identification;
 - c. Water detection;
 - d. Hoses controls;
 - e. Bonding and grounding;
 - f. Interlock functions and warning lights;
 - g. Gauges indicators (fuel pressure, flow rate, fuel meter);
 - h. Lift platform operations (if applicable);
 - i. Fuel ladders operations (if applicable);
 - j. Fuel sampling and quality controls (dispenser and fuel trucks);
 - k. Records.
- ii. Emergency Procedures:
 - a. Fuel emergency shutoff;
 - b. Deadman operations and lanyards;
 - c. Firefighting;
 - d. Aircraft emergency evacuation.
- iii. Fuel spillage avoidance response.
- iv. Aircraft fueling and defueling procedures:
 - a. Special weather conditions (Electrical storms and lightning);
 - b. Fueling with APU, GPU or air conditioning unit in operation;
 - c. Fueling with one aircraft engine running;
 - d. Fueling while passenger embarking/disembarking.
- v. Aircraft specific training:
 - a. Fuel panel operations;
 - b. Communications.

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2.3.11 De/Anti-Icing Operations Functional Training Specifications

Initial and recurrent every 3 years for the following subjects:

Training for personnel with assigned duties and/or responsibilities in de/anti-Icing operations typically addresses the following subject areas, as applicable to assigned operational function(s):

Functions:					
• L10		Deicing vehicle driver			
• L20		Deicing operator			
• L30		Supervision of deicing/anti-icing			
• L30B		Pre-/post deicing/anti-icing inspector			
Subjects		Functions			
		L10	L20	L30	L30B
(i)	Common standards, regulations and recommendations	X	X	X	X
(ii)	Basic knowledge of aircraft performance		X	X	X
(iii)	Effects of frost, ice, snow, slush and fluids on aircraft performance		X	X	X
(iv)	Meteorological considerations on ice formation		X	X	X
(v)	Basic characteristics of aircraft deicing/anti-icing fluids, including causes and consequences of fluid degradation and residues		X	X	
(vi)	General techniques for removing deposits of frost, ice, slush and snow from aircraft surfaces and for anti-icing		X	X	
(vii)	Deicing/anti-icing procedures in general and specific measures to be performed on different aircraft types and deicing using hot air	X	X	X	X
(viii)	Aircraft in general and common critical areas	X	X	X	X
(ix)	Types of checks required		X	X	X
(x)	Deicing/anti-icing equipment and facilities operating procedures including actual operation	X	X		
(xi)	Fluid application and limitations of holdover time tables		X	X	
(xii)	Deicing/anti-icing codes and communication procedures	X	X	X	X
(xiii)	Conditions which can lead to the formation of ice on the aircraft		X	X	X
(xiv)	Local rules and restrictions	X	X	X	X
(xv)	Airport operational procedures and ATC	X	X	X	X
(xvi)	Company and customer procedures	X	X	X	X
(xvii)	Deicing coordination procedures			X	

Note: The above training syllabus specifications are derived from SAE AS 6286 as applicable to four functions that are directly involved in aircraft de-/anti-icing operations. To avoid duplication, syllabus specifications that are included in other tables in this section have been omitted from this table.

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2.3.12 Safety Training Specifications

Initial and recurrent every 3 years for the following subjects:

Safety Training Specifications		
This table supplements the guidance and defines typical functional groups and safety training curricula for personnel that perform duties or have responsibilities in ground handling operations.		
Functional Groups		
In determining the applicability of airside safety training subject areas, ground handling personnel are typically grouped according to operational function as follows. See Note 1.		
Function 1:	Personnel whose duties require access to airside areas.	
Function 2:	Personnel whose duties require operation of basic GSE (e.g. tractors, belt loaders).	
Function 3:	Personnel whose duties require: (1) operation of specialized equipment (e.g. aircraft movement units, container/pallet loaders, de-icing vehicles, catering vehicles), (2) exercise of control during aircraft movement operations, or (3) performance of lead responsibility over other personnel.	
Function 4:	Personnel in first level management, to include supervisors having responsibility for: (1) directing staff and/or equipment resources, or (2) controlling an operational activity.	
Function 5:	Personnel in station management having responsibility for resource issues, health and safety, incident management, and budgetary control.	
Function 6:	Personnel with duties in ticketing, check-in and boarding activities.	
Note 1: Functional definitions may vary as determined by local requirements or considerations.		
Training Subject Areas		
Safety training <i>should</i> address the following subject areas as appropriate to assigned operational function(s).		
1.1.1 Safety Philosophy		
(a)	Company safety policy and program	All Functions
(b)	Employer/employee responsibilities	All Functions
1.1.2 Safety Regulations		
(a)	International aviation regulations	All Functions
(b)	State aviation regulations	All Functions
(c)	Airport airside regulations	All Functions
(d)	Safe working and operating practices	All Functions
1.1.3 Hazards. See Note 2		
(a)	Vehicle movements	All Functions
(b)	Pedestrian movements	All Functions
(c)	Aircraft movements	All Functions
(d)	Jet engines	All Functions
(e)	Propeller-driven aircraft	All Functions
(f)	Aircraft antennae and other protrusions	All Functions
(g)	GSE	Functions 2-5
(h)	Aircraft fueling and fuel spills	All Functions
(i)	Adverse and seasonal weather conditions	All Functions
(j)	Night operations	All Functions

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(k)	Working at height	All Functions
(l)	Slips, trips and falls	All Functions
(m)	Noise	All Functions
(n)	Manual handling	All Functions
(o)	Confined Spaces	Functions 2-5
(p)	Office Equipment	All Functions
(q)	Display Screen Equipment (DSE)	All Functions
(r)	Violence (physical & verbal attack and public disorder)	All Functions
(s)	Lone working	All Functions
Note 2: Subject areas (a) through (s) would be applicable to personnel as appropriate to specific function and types of operations conducted.		
1.1.4 Human Factors		
(a)	Motivation and attitude	All Functions
(b)	Human behavior	Functions 4, 5
(c)	Communication skills	All Functions
(d)	Stress	All Functions
(e)	Ergonomics	All Functions
(f)	Effects of psychoactive substances (drugs and alcohol)	All Functions
(g)	Fatigue	All Functions
(h)	Time pressure	All Functions
(i)	Peer management pressure	All Functions
(j)	Situational awareness	All Functions
(k)	Teamwork	All Functions
1.1.5 Airside Markings and Signage		Functions 1 to 5
1.1.6 Emergency Situations. See Note 3		
(a)	Reporting	All Functions
(b)	Injuries	All Functions
(c)	Security threats	All Functions
(d)	Spillage	Functions 1 to 5
(e)	Alarms and emergency stops	All Functions
(f)	Fuel shut-offs	Functions 1 to 5
(g)	Ground-to-flight deck emergency hand signals	Functions 1 to 5
(h)	Fire	All Functions
(i)	Severe weather	All Functions
(j)	Aircraft stand emergency procedures	All Functions
Note 3: Subject areas (a) through (j) would be applicable to personnel as appropriate to specific function and types of operations conducted.		
1.1.7 FOD prevention		Functions 1 to 5
1.1.8 Personal protection. See Note 4		
(a)	Personal protective equipment	All Functions
(b)	Occupational health and safety	All Functions
(c)	Musculoskeletal injury prevention	All Functions
(d)	Weather exposure	Functions 1 to 5

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Note 4: Subject areas (a) through (d) would be applicable to personnel as appropriate to specific function and types of operations conducted.

1.1.9 Accidents, Incidents, Near Misses. See Note 5

(a)	Personnel injuries	All Functions
(b)	Damage to aircraft, GSE, facilities	Functions 1 to 5
(c)	Reporting	All Functions
(d)	Investigation	Functions 4, 5
(e)	Prevention	All Functions
(f)	Cost of accidents, incidents	All Functions
(g)	Risk assessment	Functions 4, 5

Note 5: Subject areas (a) through (g) would be applicable to personnel as appropriate to specific function and types of operations conducted.

1.1.10 Airside Safety Supervision

(a)	Creating an open reporting culture	Functions 4, 5
(b)	Performance monitoring	Functions 4, 5
(c)	Coordination of airside activities	Functions 4, 5
(d)	Workload management	Functions 4, 5
(e)	Decision making	Functions 4, 5
(f)	Planning	Functions 4, 5

2.3.13 Safety Management System Training Specifications

All Categories Must Receive Initial And Recurrent every 3 years SMS Training reference to SMS Manual 4.1

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2.3.14 Security Training Specifications

Refer to security program 13.7

Security training is required for staff with duties in scope of ground handling Initial and recurrent every 3 years for the following subjects:

- a. AVSEC Foundations
- b. Security awareness
- c. Check – in Security
- d. Hold baggage security and PAX baggage reconciliation
- e. Recognition of prohibited items and devices
- f. Protection of aircraft on ground
- g. Aircraft security searches
- h. Bomb threat to aircraft on ground
- i. Screening regulations and pertinent legislation;
- j. Identification of firearms, weapons, incendiary or explosive devices, other dangerous devices, or parts thereof;
- k. Operation and testing of security equipment(metal detectors, X-ray units, explosives detection devices);
- l. Manual search of the person;
- m. Manual search of baggage, cargo, mail and stores; and
- n. Emergency procedures.
- o. Terrorism

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2.3.15 Dangerous Goods Training Specifications

Reference to table 1-4 of the ICAO Technical Instructions and table 1.5.1 IATA DGR Book

Sky Vision Airlines does not carry dangerous goods as cargo, mail or stores still must ensure that personnel must receive Initial and recurrent every 2 years for the following in the requirements commensurate with their responsibilities.

The subject matter to which their various categories of personnel must be familiar is indicated in below table:

Aspects of transport of dangerous goods by air with which they should be familiar, as a minimum	Categories of staff							
	1	2	6	7	8	9	10	11
General philosophy	X	X	X	X	X	X	X	X
Limitations	X		X	X	X	X	X	X
General requirements for shippers	X		X					
Classification	X	X	X					
List of dangerous goods	X	X	X				X	
Packing requirements	X	X	X					
Labelling and marking	X	X	X	X	X	X	X	X
Dangerous goods transport document and other relevant documentation	X		X	X				
Acceptance procedures			X					
Recognition of undeclared dangerous goods	X	X	X	X	X	X	X	X
Storage and loading procedures			X		X		X	
Pilots' notification			X		X		X	
Provisions for passengers and crew	X	X	X	X	X	X	X	X
Emergency procedures	X	X	X	X	X	X	X	X

KEY

8. Sky Vision Airlines's staff involved in the handling, storage and loading of cargo or mail and baggage.

9. Passenger handling staff

10. Flight crew members and load planners

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2.4 Quality of Training

2.4.1 Evaluation programs

All groups have to get initial training upon employment; recurrent training will be carried out at intervals of 3-2 years according to the course type by lecture training and handouts covering all sectors of the initial training.

After initial and recurrent training there will be an examination, passing grade shall be 80% minimum, which shall revalidate his qualification, the examination shall demonstrate adequate knowledge, and competency and proficiency in executing his duties the exam shall be in written.

Mass and balance staff additionally has to prepare manual Load & Trim sheets twice per month for training purposes or according to handling partner regulations.

Note:

On-the-job Training is accepted provided that it is under the supervision of a well trained staff. And that the proficiency of the trainee is later evaluated through a written exam that covers all syllabus items, and in this case trainee must pass this exam with at least 80%.

2.4.2 Staff Evaluation

Ground Handling and Stations Manager is carrying out evaluation for staff annually based on Job Knowledge, Productivity, quality of work, adaptability, communication skills, Cooperation & Interpersonal Skills, Attendance & Punctually. Form used 613

2.4.3 Checking Programs

Ground Handling and Stations Manager shall review and update training syllabus at least once a year to remain relevant and provide the knowledge necessary to perform duties, execute procedures.

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3.1 Passenger handling procedures at airport

Handling agents will ensure that Sky Vision Airlines flights are correctly indicated on flight information board.

As a general rule the check-in counters assigned for Sky Vision Airlines flights, have to display the following information in the best presentable fashion, using proper materials for the purpose:

- Destination,
- Flight number,
- Scheduled time of departure,
- Sky Vision Airlines logo.
- Prohibited items sign (Material for this Sign shall be manufactured / provided by handling agent or carrier if the handling is unable).

The Check-in counters are to be opened for check-in Three hours prior STD/ETD.

The check-in for flights must be closed not later than 45 Min prior STD can be extended up to 30 Min by approval from airport authorities.

In case of delayed reporting of some PAX to check-in desks, due to city traffic or if tour operator representative requires delaying the departure of the flight, information MUST be immediately sent to: Operations Control Center

Info@SkyVisionAirline.com

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3.2 Passenger Check-In Procedures:

3.2.1 General

It is at the check-in that the passenger often makes the first-to-face contact with the airline, and consequently it is important to ensure that his / her initial impression is a good one.



“SMILE” and maintain eye contact with the passenger.

- Each desk, and the check-in area in general must be kept clean and tidy.
- Sky Vision Airlines representative (in uniform) at applicable stations should always be present at the check-in.
- Check-in staff should be properly briefed in order to anticipate. All information regarding special passengers, overbooking, and disruptions should be known before check-in commences.
- Address the passenger by name whenever possible.
- Always inform passenger about:
 - Check-in formalities
 - Destination of the baggage
 - Boarding gate and boarding time
 - Immigration formalities
 - Delay (If Known)
- Provide special services where applicable (Special Assistance).
- Always wish the passenger a pleasant flight with Sky Vision Airlines.



“SMILE”

- To prevent fraudulent use, no boarding passes or baggage labels should be left unattended.

STAFF MUST BE FRIENDLY, COURTEOUS and PROFESSIONAL SERVICE MUST BE CONSISTENT, QUICK, and EFFICIENT.

3.2.2 Passengers Identification:

Air Crew and Ground staff shall take all reasonable measures to ensure that no person secretes himself or secretes cargo on board an aircraft. To comply with this safety requirement crew members and technicians according to respective appropriate Manual and/or Booklets must carry out specific actions.

Round personnel supervising and/or handling Sky Vision Airlines flights are also requested:

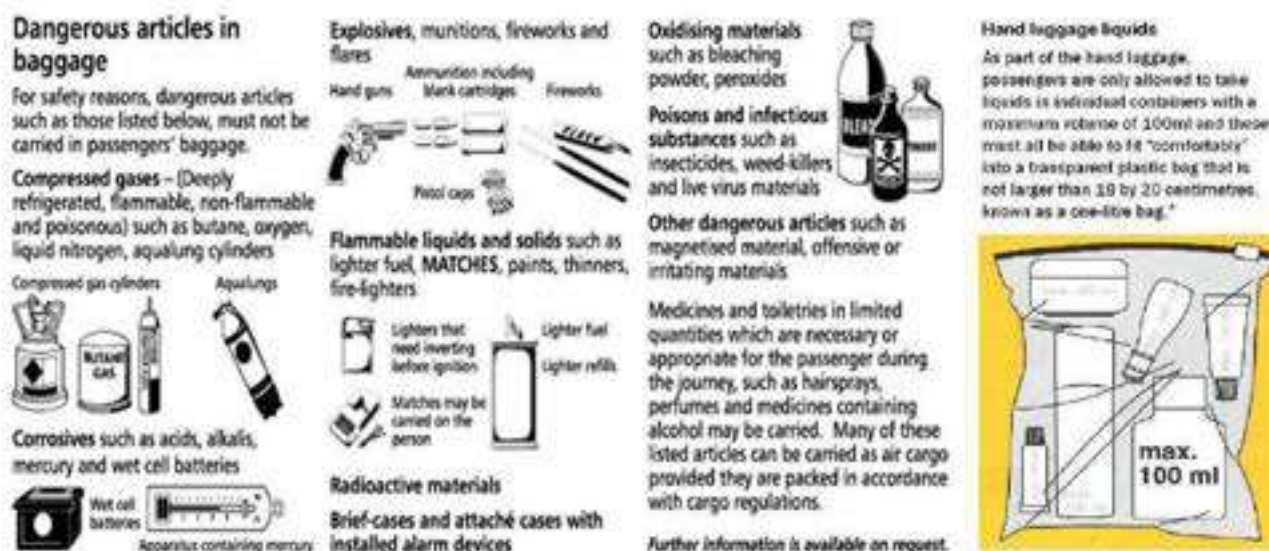
To exercise maximum attention when surveying the ground operations; and to establish procedures in accordance to local regulations to prevent a person secreting himself/herself or objects on board. The use of a seal can reduce the inspection if the aircraft has been left unattended in an area guarded by Airport Authority.

Mandatory to cross check passenger with his ticket – boarding pass against his passport, or other form of official photo identification.

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3.2.3 Check of Baggage

- 1) security Questioning, passengers shall be asked 05 questions:
 - Are these your bags?
 - Have you packed your bags yourself?
 - Did you leave your baggage not attended since you have packed them?
 - Did anyone interfere with your baggage since you have packed them?
 - Do you carry any item that belongs to someone else?
- 2) the attention of passenger shall be drawn to Dangerous goods Sign placed on Check-in Desk provided by the handling and / or Sky Vision Airlines , and confirm with the passenger his understanding and that he doesn't carry any of the listed items, this sign shall contain most common DG articles as the fact that some passengers carry dangerous goods without knowing that, they must read it while check-in process is taking place Warning on Passenger ticket or on the check-in counter must include the items below:



Dangerous articles in baggage
For safety reasons, dangerous articles such as those listed below, must not be carried in passengers' baggage.

- Compressed gases** – (Deeply refrigerated, flammable, non-flammable and poisonous) such as butane, oxygen, liquid nitrogen, aqualung cylinders
 - Compressed gas cylinders
 - Aqualungs
- Corrosives** such as acids, alkalis, mercury and wet cell batteries
 - Wet cell batteries
 - Apparatus containing mercury
- Explosives, munitions, fireworks and flares**
 - Hand guns
 - Ammunition including blank cartridges
 - Fireworks
 - Flare guns
- Flammable liquids and solids** such as lighter fuel, MATCHES, paints, thinners, fire-lighters
 - Lighters that need inverting before ignition
 - Lighter fuel
 - Lighter refills
 - Matches may be carried on the person
- Radioactive materials**
- Brief-cases and attaché cases with installed alarm devices**
- Oxidising materials** such as bleaching powder, peroxides
- Poisons and infectious substances** such as insecticides, weed-killers and live virus materials
- Other dangerous articles** such as magnetised material, offensive or irritating materials
- Medicines and toiletries** in limited quantities which are necessary or appropriate for the passenger during the journey, such as hairsprays, perfumes and medicines containing alcohol may be carried. Many of these listed articles can be carried as air cargo provided they are packed in accordance with cargo regulations.

Further information is available on request.

Hand baggage liquids
As part of the hand baggage, passengers are only allowed to take liquids in individual containers with a maximum volume of 100ml and these must all be able to fit "comfortably" into a transparent plastic bag that is not larger than 18 by 20 centimetres, known as a one-litre bag.*

max. 100 ml

Such information can be delivered to passengers also by:

- Passenger Ticket,
- Tour operator flyers,
- Visual or Audio airport information at:
 - Aircraft boarding areas,
 - In baggage claim areas.

Sky Vision Airlines ensures that contracted handling agents comply with the up line standard procedures by the scheduled audits performed by Quality department.

During boarding in case cabin baggage cannot be accommodated in the passenger cabin, the subject baggage must be removed from cabin and loaded properly in the cargo after alerting the passenger again if the bag had dangerous goods item that was allowed in the cabin and prohibited from loading in cargo holds for example (Spare Lithium battery).

In case Un/Miss-Declared dangerous goods, or dangerous goods incident, procedures mentioned in (S.O.M Chapter 8) shall be followed accordingly.

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3.2.4 Recommended Practice In Check-In For Sky Vision Airlines:

Greet the passenger and establish his / her name.



"SMILE"

- Address the passenger by name (use title if you can e.g. Dr., Mr., etc...) and confirm the final destination.
- Confirm the number of passengers traveling together.
- Ask the passenger to produce all the bags and make sure there is a name and address label on each piece. Remove old baggage tags. Check the condition for any damage. Make sure that no dangerous / restricted articles are packed.
- Ensure that the passenger is told where to claim his / her baggage (otherwise the baggage could be lost or left behind).
- Establish the pieces / size weight of the hand baggage and look for pieces that may be hidden by the passenger. If decided that additional removed hand baggage has to be checked-in, ask the passenger to remove valuables, documents, money and check this baggage with the other checked pieces. Charge excess accordingly. Attach (date stamped) hand baggage label to the approved cabin baggage.
- Ask the passenger for seat preference.
- Give the passport, ticket, and boarding pass to the passenger.
- Using the passenger's name, confirm the number of baggage pieces and the destination to which they have been tagged, drawing attention to the baggage claim portions attached to the ticket.
- If delay is known, then the passenger must already be advised at time of check-in, if necessary meal vouchers could already be given at the counter.
- Point out on the boarding pass the gate number, boarding time, and seating.
- Finally direct the passenger through further departure control points, wish him / her a pleasant flight with Sky Vision Airlines.



"SMILE"

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3.2.5 ONLINE/Self CHECK-IN

- Currently Sky Vision Airlines does not provide facility for online check-in, below is the requirement applicable for ACMI operation in case they use Online check-in.
- Unaccompanied minors and handicapped passengers should not check-in online due to special procedures.
- Notification of prohibited DGR Items must be available before booking and before check-in as follows:



3.3 Special Passengers

The Captain and the purser must be informed before departure of any Special Passenger on board his aircraft. They should make sure that the carriage of such passengers will not cause inconvenience or discomfort to other passengers and that emergency evacuation and safety during the flight will be guaranteed.

MEDA must be assisted by Able Bodies Persons (ABP) or, in case they are missing, by Air Crew, as detailed in the present paragraph.

In terms of age, when a passenger is older than 12 years, is considered “Adult” and does not have to be classified as Special Passenger. Special Passengers types are defined below with each category special procedures of Check-in/Boarding required:

3.3.1 Infant

Infant is a child with less than 2 years of age. The following policy will apply:

- The maximum number of infants depends on the number of supplementary oxygen masks, number of lap belts and special infant life jackets available. The standard maximum allowed number of infants is 20 infants for (A320) .
- An infant must be accompanied by at least one adult and must be seated with the adult or on a cradle (BSCT);
- An infant must not be seated beside an emergency exit;
- No more than one infant may be seated in a set of seats due to limitation of supplementary oxygen mask;
- An infant may sit only in a row where a supplementary oxygen mask is available on the A320.
- Any group of seats with supplementary oxygen masks should be alternatively assigned to infants to allow Cabin Crew to use oxygen mask during depressurization;
- An infant must be secured by a supplementary lap belt.
- An approved child / Infant restraint system on an extra seat booked by the passenger, bearing either a label showing approval of a foreign government or a label showing that the seat was manufactured under the standards of the United Nations for aircraft or automobile, may be used, provided the certificate holder complies with the following requirements:
 1. The restraint system must be properly secured to an approved forward facing seat or berth; and

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2. The child must be properly secured in the restraint system and must not exceed the specified weight limit for the restraint system. However, an adult who is occupying a seat may hold an infant. In such case, and when oxygen dispensing units are prescribed, one unit each shall be installed and available for both the adult and the infant.

3.3.2 Pregnant Women

An expectant mother is a passenger who is expecting the birth of a child. Expectant mothers are normally not regarded as incapacitated. However certain restrictions apply, which are given below:

Up to 28 weeks of Pregnancy:

Passenger may be accepted for travel provided that they have completed the Expectant Pregnancy Declaration Form available with Cabin Crew.

From 29th to 36th week of Pregnancy: (Up to Beginning of Nine Month)

Passenger may be accepted for travel provided that they have:

Completed the Expectant Mother Pregnancy Declaration Form, and.

Is in possession of a "Fit for Air Travel" medical certificate. This certificate shall be signed by a Doctor and issued within 24 Hours before commencement of travel

36th week of Pregnancy: (Starting of Nine Month)

Passenger with normal pregnancies and no previous history of premature labor can travel up to and including the 36th week. After that time pregnant women can travel under the following:

- Medical certificate by the treating physician that there is no sign of imminent delivery and confirmation about the expected delivery date.
- Is in possession of a (fit for air travel) medical certificate. This certificate shall be signed by a doctor and issued within 24 hours before commencement of travel
- Completed the expectant mother pregnancy declaration form.

Caution:

- Airport staff should be very vigilant at all times when it comes to Pregnant Women, and it must be shown in the Passenger Information List (PIL).
- If the passenger has no medical certificate, and you are in doubt, then you must obtain a doctor's opinion (airport doctor).
- Tour Operators are informed that at all times of reservation, staff should recommend the passenger that a medical certificate from a qualified doctor should be carried even before the 28th week of pregnancy. This will avoid possible discussion at the check-in desk.
- Preferably to be seated on an aisle seat close to the toilet.
- Traveling by air is not advisable for women who have given birth within 7 days before flight or expect to do so within 7 days after the flight.

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3.3.3 Unaccompanied Minors

Passenger of two years and up to 12 years is defined as a Child or Minor. If a Minor is not accompanied by an adult, it is defined as Unaccompanied Minor (UM) and acceptance is conditioned with the following Policy:

- The maximum allowed number of UM is five (5) Children. It must be highlighted that children between two and four years old must be accompanied either by an adult or an extra Cabin Crew.
- UM's shall be seated in first four or last four rows;

3.3.4 Person with Reduced Mobility

A person with Reduced Mobility (PRM) is a person whose mobility is reduced due to physical incapacity (sensory or locomotors), an intellectual deficiency, age, illness or any other cause of disability when using transport and when the situation needs special attention and the adaptation to a person's need of the service made available to all passengers. In circumstances in which the number of PRMs forms a significant proportion of the total number of passengers carried on board the number of PRMs requiring assistance in order to reach an emergency exit during an evacuation (NON MEDA) should not exceed the number of able bodies persons (ABP) capable of assisting during an emergency evacuation. Any passenger with Reduced Mobility (PRM) shall not be seated adjacent to an emergency exit, shall not impede the Crew in their duties in an emergency evacuation and shall not obstruct access to emergency equipment. The following IATA definitions indicate the degree and extent of assistance required in each case of PRM:

- WCHR (Wheelchair - Romeo). - Disabled passenger with some impairment in mobility: needs assistance within the airport terminal to/from gates or exits, at immigration control point, on baggage delivery etc.; WCHR does not automatically mean that the passenger depends on being moved in a wheelchair but indicates the degree of incapacity including passengers requiring assistance due to the age (i.e. 'old people');
- WCHS (Wheelchair - Sierra). - Disabled passenger more heavily impaired in mobility. Cannot climb stairs/steps and must be carried;
- WCHP (Wheelchair - Papa). - passengers who need a wheel chair to move inside the aircraft and require assistance only for embarking and disembarking;
- WCHC (Wheelchair - Charlie). - Passenger can use normal passenger seat with back in upright position but is unable to cover distances unassisted i.e. in the passenger cabin to/from seat and the toilets (i.e. paraplegic, multiple sclerosis in an advanced stage etc.). Will require being carried on/off aircraft;
- STCR (Stretchers). - Passengers unable to use normal passenger seat with back in upright position, but must be carried lying on a stretcher. Unless indicated otherwise, it will be assumed that such a passenger must be carried into/out of the aircraft on the stretcher;
- OXYG (Oxygen). - Passengers that require oxygen therapy;
- BLND (Blind). - Blind passengers;
- DEAF. - Deaf passengers.

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3.3.4.1 Wheelchairs

A passenger's own wheelchair (exclude. battery-drive) will be carried as checked baggage in the aircraft cargo compartment free of charge (i.e. over and above the passengers free baggage allowance) but never in the passenger cabin.

Battery-driven wheelchairs cannot be carried as at present *Sky Vision Airlines* Is not authorized to load dangerous goods.

Wheelchair Acceptance procedures

Check-in

At check-in, the agent must control that the conditions and number limitation of these categories for air transport have been respected, and then he/she must:

- Check- in the passenger, entering the following codes as appropriate:
- “WCHC/WCHS/WCHP/WCHR”. The keying of the code allows the information to be added to the PSM (Passenger Service Message), which, upon departure, will be sent automatically or manually (from non-computerized station) to all the stations en route and to the destination, so that they may organize the required assistance. The passenger’s name will automatically be entered into the ‘Special Passenger Check- in List’.
- The information telex sent by non-automated station must contain:
- The passenger’s name, the code of the category to which he/she belongs, the complete route, specifying the connecting or transit stations carrier, the flight number, date request for any necessary assistance / equipment, the number of the compartment in which the wheelchair has been stowed, should the passenger be traveling with his/her own wheelchair. Non automated stations must fill in the ‘Special Assistance’ form.
- If a wheelchair passenger is carrying his/her own wheelchair, “OWN” must be included;
- The wheelchair put in hold must be properly “Delivery at Aircraft” advised.

Transport of the Wheelchair

Free transport of a wheelchair belonging to the passenger:

- Foldable Wheelchair WCMP (Manual Power) may be transported free of charge in addition to the normal baggage allowance. On passenger’s request such a wheelchair may be transported in the passenger cabin if it can be suitably stowed.
- Dry Battery powered wheelchair may be transported free of charge in Cargo Holds, addition to the normal baggage allowance.
- Wet Battery powered wheelchair is not to be transported on Sky Vision Airlines.

Boarding / Disembarkation

Board the passengers with motion or sensory problems **before** other passengers so that the cabin crew can briefly illustrate the safety equipment while the aircraft is empty, and the passengers may clearly identify their seats and the emergency exits. Should it not be possible to carry out priority boarding, chose an alternative solution, in agreement with the cabin crew so that the emergency procedure can be illustrated in any case whilst respecting punctuality objectives?

Seat assignment for individual incapacitated passengers (and their escorts)

- A. Passengers with mobility problems should be seated so as not to impede a rapid evacuation of the aircraft. They should be accommodated near to floor level exits provided with slides, but not at the emergency exits.

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- B. Passengers with stiff legs, legs in plaster, paraplegics, etc., should be accommodated in seats allowing the maximum space for their comfort, or space for leg support devices with the least possible disturbance to passengers in adjacent seats. Limbs in plaster casts should not obstruct the aisle or the emergency exits. In order to avoid a mutually interference, two incapacitated passengers must not be seated at both sides of the aisle in the same row. Escorts shall be seated immediately adjacent to the passenger(s) they are taking care of.

3.3.4.2 Passengers with Arms or Legs in Casts or Splints

Passengers with arms or legs in cast or splints are required to produce a medical certificate where it is clearly stated that the person is fit to fly. It is worth to note that improperly fit or too tight casts or splints, when at high cabin altitude, may lead to such a degree of pain to the passenger, requiring a diversion to nearest airport to give medical assistance.

3.3.4.3 Groups of Handicapped Passengers

The groups will consist of the handicapped and their escorts.

- Aircraft chartered partially for groups of incapacitated. The minimum number of escorts will be:
 - One person over 18 years to escort each fully handicapped passenger;
 - One person over 18 years to escort each partially handicapped passenger;
 - One person to escort each blind passenger.

Note: handicapped passengers must be embarked before the rest of the passengers. PIC and purser must be informed before the flight of the number of handicapped passengers.

- Aircraft fully chartered for handicapped passengers: all the previous rules for aircraft partially chartered for groups of handicapped apply, plus:
 - Special arrangements will be made and a special authorization from ECAA will be requested;
 - No other passengers, apart from the handicapped and their escorts, will be permitted on board.

3.3.4.4 Stretchers

For the time being, stretchers **cannot be boarded** on Sky Vision Airlines aircrafts.

3.3.4.5 Authority of the Captain

The Captain has the final authority to accept or reject PRM for a specific flight. This authority is valid for “last minute boarding” as well as for passengers with reduced mobility already accepted. The following guidelines are intended to help the Captain in making his decision. As a guideline, acceptable factors for the PIC decision include:

- Important documents, e.g. statements of attending physician, inquires by the station of departure;
- Qualified accompanying personnel (doctor, nurse);
- No imminent danger to life as far as recognizable;
- Return flight domicile;
- Proper care and transportation organized at destination.

The Station personnel have to give all pertaining information to assist the Captain in his decision. If the Captain decides to refuse transportation, he, after consultation with and using the help and assistance of the Sky Vision Airlines representative or the Handling Agent, must inform such passenger(s) about alternative travel means, e.g. other line connections or special flights which provides expeditious, accompanied transportation.

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3.3.5 VIP's

Passengers who may be of real commercial interest for the company or who are widely known persons in private or public activities, are entitled to special attentions on the ground as well as on board. Stations noticing that one of these passengers is booked on one of our flights should make the necessary arrangements to offer him/her a personalized service at the airport of departure including assistance by a staff member through customs / immigrations formalities, seat selection. If additional attentions, (bunch of flowers, presence of local press representatives, ground transportation, etc.) are necessary Sky Vision Airlines representative should be contacted for the coordination of the appropriate arrangements. The station of departure shall inform the PIC and advise the Cabin Crew of the VIP's name and title and the seat number allocated to him/her. The station of destination shall be informed about VIP's in PSM message. Attentions similar to those offered on departure shall be provided at the arrival point.

Station will receive information from Sky Vision Airlines with the Name of the VIP, and the services required according to type of VIP Travelling:

Extra Baggage tolerance ☐ Yes ☐ No	Special seating ☐ Yes ☐ No
VIP bus separate ☐ Yes ☐ No	Upgrade when seats are available ☐ Yes ☐ No
Immigration facilitation ☐ Yes ☐ No	Special meal ☐ Yes ☐ No
Avoid queue ☐ Yes ☐ No	Escort with Worker ☐ Yes ☐ No

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3.3.6 Inadmissible Passengers/Deportees/Escorted Prisoners.

When such category of passengers is traveling must be sure that:

- a) Ensure that Sky Vision Airlines representative in/out stations, captain, purser are notified when such categories of passenger are traveling;
- b) Inform Security department (through the Stations & Ground Handling Manager) of such transportation in advance by telex or telephone;
- c) Take special procedures when carry such category;
- d) Know all reasons for deportation or refused admission;
- e) Sky Vision Airlines accept INAD on board same flight but does not accept more than (2) DEPU, if the number of passenger is more than (2) communication with Security department shall be taken to assess their risk and take the suitable decision;
- f) Carrying Accompanied deportees (DEPA) will be subjected to special flights contracts and special arrangements.
- g) Screening of deportees and prohibited immigrants to establish if they are likely to be a danger;
- h) Briefing of escorts with prisoners and mentally ill persons, to ensure they know what to do in the event of an emergency;
- i) In-flight and transit security procedures to be checked;
- j) Keep passengers under surveillance between check-in point and boarding gate.

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3.3.7 Sky Vision Airlines Summarized Policy Regarding Special Passengers:

The following table summarizes Sky Vision Airlines Policy regarding to passengers with special requirement /Services, however special arrangements can be taken according to special contract / Accountable Executive Approval.

CASE		Rule
1	PET IN CABIN	Accepted, carry on cage dimensions 55L x 40W x 25H Centimeters.
2	Intoxicated and/or abusive passengers	Not accepted/disembark if already boarded
3	EYE DOGS	Not Accepted
4	STRETCHER CASES	Not Accepted
5	BLIND PAX	Accept on first 4 ROWs window seat, boarding first disembark last
6	WCHR	No restriction
7	WCHS	boarding first disembark last
8	WCHC	Seating will be in AFT 26-29 window seats, in case unescorted maximum 2
9	DEAF AND DUMB	No restriction
10	PREGNANT LADY PAX	Accepted S.O.M 3.3.2 & GRH/5-016
11	AFTER SURGERY PAX	Medical report is required
12	PAX WITH CONSTANT NEED OF OXYGEN	Not Accepted Not provided
13	PAX WITH SKIN, VIRAL OR CONTAGIOUS DISEASES	Not accepted
14	PAX WITH TUBERCULOSIS	Not accepted
15	INSANE OR MENTALLY RETARDED PAX	Must be accompanied
16	PARKINSON DISEASE	Must be accompanied
17	UM	Accepted S.O.M 3.3.3 & GRH/ 5-015
18	CAST	Seating will be in AFT 26-29 window seats, in case unescorted maximum 2
19	INSULINE	Station will inform crew with passenger who has insulin kit to hand it over until arrival at the destination
PAX WITH SPECIAL BAGGAGE		
1	WEAPONS (TRADITIONAL SWORDS OR DAGGERS)	Not accepted in hold baggage's/in cabin
2	ELECTRICAL WHEELCHAIR	Wet battery is not allowed.

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3.4 Refusal of Passengers

A passenger shall be refused carriage/or removed from the aircraft when, in the exercise of reasonable discretion, the handling staff or the commander decides that:

- Such action is necessary in the interest of safety of the aircraft or its occupants; or
- Such action is necessary to prevent violation of laws, regulations or decrees of any country to be flown from, into or over; or
- Refusal of search either self-person or any type of luggage or property.
- The conduct, behavior or appearance of the passenger make him objectionable to other passengers; or
- The age or mental or physical condition of the passenger is such as to require special assistance which cannot be provided.

Procedure for Passenger Removal.

Whenever it becomes necessary to deny acceptance of a passenger before boarding,

- Police and Immigration authorities must be informed at once for their own actions.
- Passenger will be offloaded if he was checked-in and all baggage returned baggage receipt destroyed.

In case the need is to remove a passenger from an aircraft,

- Flight crew shall inform the handling staff who, in return, will initiate the appropriate action as above and, if necessary calling upon the service of law enforcement officers.

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3.5 Special Policy Regarding Alcohol

General

Drunken passengers shall not be boarded on Sky Vision Airlines airplanes. Drunken passengers are a danger to themselves and others when on board the aircraft, especially in the event of an emergency situation. It is the responsibility of passengers not to be drunk or get drunk on the aircraft. Sky Vision Airlines has therefore established a policy in regard to drunken passengers.

Boarding

A passenger who illegally boards an Sky Vision Airlines aircraft when drunk conflicts with our goal to be a safe and secure airline and lowers the level of customer satisfaction felt by other passengers. General Conditions of Carriage entitle to refuse travel. Sky Vision Airlines will therefore support all crews and ground staff who deny boarding to drunken passengers.

Passengers under the age of 16

Alcohol must never be served to any passenger under 16. This rule applies even when the child / young / adult is traveling with his parents or an adult and that parent or adult has requested that alcohol should be served. Sky Vision Airlines will therefore support crews enforcing this rule.

Drunkenness on board the aircraft

Excessive drinking causes often-disruptive incidents and assaults on board. It is therefore important that crews should exercise discretion in serving alcohol to passengers who appear to be near the limits of drunkenness. If there is any doubt in the minds of Cabin Crew they should act on the side of caution and tactfully refuse to serve the passenger with more drinks. When in doubt, cabin staff should refer to the Captain for guidance and the Captain must be informed immediately if a passenger's behavior threatens flight safety or the safety of other passengers or the crew.

Removal of drink

The crew may, at the absolute discretion of the Captain, remove alcohol (including the passengers duty free) for safe custody. This should only be done where safety would be compromised if the passenger retained the alcohol and any duty free must be returned when the passenger leaves the aircraft.

Drugs

The use of drugs is not allowed on board of Sky Vision Airlines aircrafts. It must be kept in mind; however, that safety of passengers, crew and aircraft itself is the main important thing.

No alcohol in the cockpit

Alcohol must never be taken into the cockpit except in a sealed bottle.

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3.6 General Conditions of Carriage of Passengers and Baggage

Captain may refuse carriage or onward carriage of any passenger if, in the exercise of his reasonable discretion, the Captain finds it necessary:

- for reasons of safety, or
- in order to prevent violation of any applicable laws, regulations, or orders of any State or country to be flown from, into or over, or
- because the conduct, age, or mental or physical state of the passenger is such as to:
 - Require special assistance of Sky Vision Airlines, or
 - Cause discomfort or make himself objectionable to other persons or to property, or
 - Involve any hazard or risk to himself or to other persons or to property, or
- Because the passenger has failed to observe the instructions of Sky Vision Airlines.

Tokyo Convention

The Tokyo Convention comes into effect as soon as doors are closed.

- 1) The aircraft Captain may, when he has reasonable grounds to believe that a person:
 - Has committed, or is about to commit, on board the aircraft, an offence, or
 - Acts in a manner which, whether or not they are offences, may or do jeopardize the safety of the aircraft or of persons or property therein or which jeopardize good order and discipline on board,

Impose upon such person reasonable measures including restraint, which are necessary:

- To protect the safety of the aircraft, or of persons or property therein, or
 - To maintain good order and discipline on board, or
 - To enable him to deliver such person to competent authorities or to disembark him in accordance with provisions of the Tokyo Convention.
- 2) The aircraft Captain may require or authorize the assistance of other Crew Members and may request or authorize, but not require, the assistance of passengers to restrain any person whom he is entitled to restrain.
 - 3) Any Crew Member or passenger may also take reasonable preventive measures without such authorization when he has reasonable grounds to believe that such action is immediately necessary to protect the safety of the aircraft, or persons or property therein.
 - 4) The aircraft Captain may:
 - In so far as it is necessary for the purpose of the above Sub-paragraph, disembark in the territory of any State in which the aircraft lands any person who he has reasonable grounds to believe has committed, or is about to commit on board the aircraft an act contemplated in Sub-paragraph above.
 - Deliver to the competent authorities of any Contracting State (Tokyo Convention) in the territory of which the aircraft lands any person who he has reasonable grounds to believe has committed on board the aircraft an act which, in his opinion, is a serious offence according to the penal law of Egypt.

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3.7 Indemnity Form

This form is intended to release Sky Vision Airlines from the administration commitment for any disbursement and/or expenses the passenger should meet at destination (e.g. overnight, meals, etc), or to reach the departure point, if required by local Authorities (e.g. return ticket, class difference for unavailable place).

This form is not lifting Sky Vision Airlines from the sanctions (fines) foreseen for lack of proper passengers documentation. The indemnity form should therefore not be used in order to escape rules and regulations required by destination countries (e.g. Cuba, USA, and Italy).

In above mentioned cases, where sanctions and fines are foreseen, the passenger should be denied boarding.

In case of needs, please use the following indemnity form:

INDEMNITY FORM

LACK OF MEDICAL CERTIFICATE

I undersigned, hereby acknowledge that my attention has been drawn on the fact that:

I do not hold vaccination certificates required according to the terms of international sanitary conventions or particular dispositions of the countries of transit or of destination.

I do therefore hereby declare to indemnify Sky Vision Airlines against any liability connected with the difficulties I might encounter during my journey or with the damages I might suffer because of the non-observance of the obligations here above mentioned concerning vaccination.

I do furthermore hereby agree to bear any consequent loss or expense, whatever may be their nature, which may occur to me and particularly the expenses pertaining to an eventual period of quarantine.

Date:

Read and approved by.....

Signature.....

Permanent address:

.....

Passport N°:

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3.8 Overbooked Passengers

Should passengers in excess of available number of seats show up for boarding on an Sky Vision Airlines flight, their acceptance must be refused and these passengers should be directed to the Sales agent / Tour Operator.

In any case exceptional tact and courtesy are required by the ground staff.

Whilst every effort is made by Sky Vision Airlines and its Sales Agents / Charterers to avoid overbooking, it is possible that such a situation will occasionally occur. When this does arise, exceptional tact and courtesy is required by the ground staff, and care must be taken to avoid blaming any specific person or agency for the occurrence. The Charterer's local representative or duty officer must be contacted immediately to establish the action to be taken. This should be done via Sky Vision Airlines Operation Centre or Representative (where existing). If an overbooking becomes apparent at the check-in, passenger should be offloaded in the following order providing the aircraft departure is not delayed:

- Staff passengers on space available tickets
- Last passengers to arrive at check-in counters or to let the tour operator chose.

It is very important at this stage to re-assure and regain the passenger's confidence with Sky Vision Airlines. All Sky Vision Airlines, tour operators, representative and handling agents must offer all possible assistance to arrange onward transportation for the overbooked passenger.

Important Notes:

- Flight deck seats may never be used to carry revenue passengers, except company staff subject to notification and consent of the Captain;
- Children aged 2 years or over must be allocated a seat and may never be downgraded to infant status;
- Tour operator's representatives should attend operation till the aircraft is airborne.

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3.9 Flight Deck / Cabin Crew Jump Seat Travel and Admission to Flight Deck

- a) No person may admit any person to the flight deck of an aircraft unless the person being admitted is:
 1. A cockpit crewmember;
 2. An ECAA inspector, who is performing official duties;
 3. An employee of the ECAA, the certificate holder, or an aeronautical enterprise who has the permission of the pilot in command and whose duties are such that admission to the flight deck is necessary or advantageous for safe operation; or
 4. Any person who has the permission of the pilot in command and is specifically authorized by the certificate holder's management or by the ECAA. Subparagraph (a) (2) of this paragraph does not limit the emergency authority of the pilot in command to exclude any person from the flight deck in the interests of safety.
- b) For the purposes of paragraph (a)(3) of this section, employees of the ECAA who deal with matters relating to safety and employees of the certificate holder whose efficiency would be increased by familiarity with flight conditions, may be admitted by the certificate holder. However, the certificate holder may not admit employees of traffic, sales, or other departments that are not directly related to flight operations, unless they are eligible under paragraph (a) (4) of this section.
- c) No person may admit any person to the flight deck unless there is a seat available for his use in the passenger compartment, except:
 1. An ECAA inspector who is checking or observing flight operations;
 2. An air traffic controller who is authorized by the ECAA to observe ATS procedures;
 3. A licensed crewmember employed by the certificate holder whose duties require a license;
 4. A licensed crewmember employed by another certificate holder whose duties with that carrier require a license and who is authorized by the certificate holder operating the aircraft to make specific trips over a route;
 5. An employee of the certificate holder operating the aircraft whose duty is directly related to the conduct or planning of flight operations or the in-flight monitoring of aircraft equipment or operating procedures, if his presence on the flight deck is necessary to perform his duties and he has been authorized in writing by a responsible supervisor, listed in the operations manual as having that authority;
 6. A technical representative of the manufacturer of the aircraft or its components whose duties are directly related to the in-flight monitoring of aircraft equipment or operating procedures, if his presence on the flight deck is necessary to perform his duties, and he has been authorized in writing by the responsible supervisor of the operations department of the certificate holder, listed in the Operations Manual as having that authority; and
 7. Any person so authorized by the ECAA or the certificate holder's management.

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3.10 Deadhead Crew Handling (DHC)

General

Any crew member proceeding from or to work and boarding an Sky Vision Airlines aircraft must be in his full uniform.

Deadhead Crew (DHC) is a crew positioning to / from duty not directly involved in the operation of the flight, occupy passenger seat, and traveling in uniform.

Procedures

- Deadhead Crew reports at the airport check-in desk with his / her baggage, he /she must always be checked-in and seated on normal passenger seat.
- Deadhead Crew should never go straight to the aircraft, this situation would create confusion about the number of passengers on board, and it is against security and safety.
- Name of the DHC will be entered on the PNL.
- Weights of DHC and their baggage will be entered on the Load sheet.
- Station of destination will expedite DHC baggage offloading and arrange for immediate delivery.
- Station must use "DHC" as a comment code for deadhead crew.

3.11 Transportation of Sky Vision Airlines staff on Sky Vision Airlines Flights

Transportation of an unlimited number of *Sky Vision Airlines* ground personnel up to the aircraft capacity is authorized provided that:

- Approval of Accountable Executive
- No extra handling costs will arise;
- The passengers are all listed on PNL;

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3.12 Seat Assignment

If free seating cards are issued, the Senior Cabin Crew must be informed accordingly by the ground staff and will accommodate the passengers in accordance with the load-sheet. It is Sky Vision Airlines policy to accept the “Free Seating” procedure only when the handling agent doesn’t know the aircraft configuration or with an offline station on route. Exemption to this policy is only allowed in case of particular situations. The seats, which permit direct access to emergency exits, shall be allocated to passengers that appear reasonably fit, strong and able to assist the rapid evacuation of the aircraft in emergency. If the check-in ground staff cannot comply with above due to the impossibility to screen all the passengers when they are accepted, then a further check during boarding will be useful. In any case Cabin Crew during the embarkation and/or during the safety check will verify compliance with above. Incapable passengers allocated wrongly will be moved to other seats to avoid difficulties occurring on the ground, during take-off or landing, when an emergency situation can arise. The following categories of passengers are among those that should not be allocated to, or directed to seats, which permit access to emergency exits.

3.12.1 Exit Row Seating Assignments

- Exit rows seats shall not be assigned to passengers who do not have sufficient mobility, strength and dexterity in their arms, hands and legs to open an exit. In addition, designated exit rows seats will not be assigned to passengers who are unwilling or are not able to assist in the event of an emergency due to any of the following selection criteria:
 - Cannot understand English language or language in use in the country of the operations (language in use during the flight).
 - Physically are not able to open an exit and assist others.
 - Are not able to hear verbal crew commands or do not have the visual capacity to assist in an emergency.
 - Are unable to shout information to other passengers.
 - Have the responsibility of caring for small children or another passenger.
 - Are younger than 15 years of age.
 - Have condition that is not apparent that may prevent him from understanding and performing the functions shown on the passenger safety information card.
 - Are traveling with infants.
 - Are traveling with a pet in the cabin.
 - Are blocking the exit row floor with unchecked baggage.
 - Are expectant mothers.
 - Are deportees or prisoners in custody?
 - Obese passengers.
 - Passengers seated in an exit row who prior to boarding decide they wish to be resealed, will be issued another seat assignment in a non-exit row without question and without being required to disclose the reason for requesting reseating.

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3.12.2 Least Favourable Seats

- Least favorable seats are less attractive for passenger's comfort.
- Also seats which do not have full recline are least favorable.

3.13 Check-in Notice

Keep track with number of passengers booked and number of passengers checked- in.

In case a deviation of more than 10 passengers is observed the operations must be informed immediately for further action.

3.14 Last Minute Changes (LMC's) about Passengers

Sky Vision Airlines shall not be held responsible for any claim resulting of late arrival of passengers for check in. Acceptance of LMC's must not delay the flight departure.

The carrier or its appointed handling agent will not be held responsible if the flight departs before the passengers arrive at the aircraft.

Effect of LMC's on the load sheet will be reflected in the box L. M. C.

Last minute changes to the load and trim- sheet are only permitted if the changes of the load do not exceed 500 Kg for A320. If this number is exceeded, new mass and balance documentation must be prepared.

3.15 Passengers Embarkation / Disembarkation

- Embarkation and Disembarkation procedures must meet the main objectives of moving passengers as efficiently, safety, and quickly as possible from the departure lounge to the aircraft cabin.
- Before disembarking or embarking, passengers' steps must be in position. The step between steps and aircraft should not be too high and the steps should be against the aircraft.
- When an aircraft is parked away from the terminal, the passengers must be transported in buses. In very exceptional cases, when the aircraft is parked close to the terminal and when permitted by local regulations, passengers may walk across the ramp area to / from the aircraft. This procedure needs accurate supervision, where it comes to safety matters.
- Remark: During refueling the Weight of the aircraft increases and the shock absorbers settle down. In consequence the bottom of the door may touch the steps and may be damaged.

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3.15.1 Embarkation

It is the responsibility of the station staff to ensure that:

- Flight number / boarding time are clearly mentioned through the airport FIDS and at the boarding gate.
- There is smooth communication with cabin crew on when to commence the boarding process.
- Clear announcements are made (including in local language).
- Gate staff is well prepared for flight to depart.
- Passengers requiring special attention are given all necessary assistance they need.
- Correct boarding sequence is adhered to.
- Boarding starts on time in order to have On Time Performance.
- All security and safety procedures are implemented.
- All necessary documents are produced and delivered on board.
- Passenger transport on apron is provided, if necessary.
- Aircraft door is closed on time.

3.15.1.1 Embarkation Procedures and Timings

Announcements:

The following announcements should be made in the local language, and English:

- Pre-boarding announcements for passengers with small children and those needing assistance.
- Normal boarding announcements.
- Call for missing passenger(s), if necessary.
- Final call, if necessary.
- In case of delay, route change, cancellation of a flight, change of aircraft, inform the passengers as soon as possible (make at least an announcement at the reporting time mentioned on the boarding pass) and keep them updated, also advice cabin crew about announcements (to be) made.

Boarding Sequence:

- Incapacitated passengers, passengers with small children, and passengers who need assistance.
- Transit passengers at intermediate stops
- The rest of passengers.

Note: According to the actual circumstances, such as availability of medical lift vehicle if required, it is at the discretion of the airline representative to decide whether passengers such as UM and those needing WCHR, should be boarded first or last.

Control:

- If applicable, collect and count the Transit Boarding Passes first.
- Collect the boarding pass stubs and make a total count, total on board (TOB) must match the number of checked-in passengers (including Transit Passengers).
- Report to load control any large groups, which are seated in the same cabin section, and where the individual weights are obviously above (e.g. adults) or below (e.g. children) average. This is to prevent any flight safety risk caused by weight and balance problems.

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Gate No Show:

- If a locally checked-in passenger or transit passenger does not show up at the gate, advice crew and load control, offload the baggage concerned and cancel any through check-in records.

Documents:

- Ensure all documents to be handed over to Cockpit and / or Cabin Crew are printed or manually prepared and legible.

Timings:

- Commencement of boarding (by jetway) = STD – 40
- Commencement of boarding (transport by buses) = STD – 50
- Door closure = STD – 5

Above timings are given as general guidelines and may be varied according local circumstances, Real time boarding should be decided, taking in account:

- The planned time at which the cabin will be ready to accept passengers (crew / cleaning / catering).
- The distance from the gate to the aircraft.
- Expected delays.

3.15.2 Disembarkation

It is the responsibility of the station staff to ensure that:

- Gate staff is well prepared for flight to arrive.
- All security and safety procedures are implemented.
- Passenger transport on apron is provided, if necessary.
- Passengers requiring special attention are given all necessary assistance they need.
- Assistance is given to the passengers at the baggage claim area.

3.15.2.1 Disembarkation Procedures

- Staff must attend at the gate or stand as each flight arrives.
- Local disembarkation procedures should be established at each airport. These need to take account of the local airport facilities, and the position of the parked aircraft relative to the gate.
- Passengers requiring special assistance should be disembarked either first or last (check incoming PSM).
- Connecting passengers, staff must be able to inform passengers about their connecting flights. Passengers with short connections should be personally assisted and prior arrangements for quick transfer must be made.
- Every possible assistance should also be given at the baggage claim area.

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3.15.3 Disembarkation and Embarkation Transit Flights

Transit Passengers Disembarking:

- Ground staff must prepare the same number of boarding cards as mentioned on the Load Message (LDM) including infants.
- Announce passengers arriving at their final destination should disembark first, transit passengers should disembark last.
- Where transit passengers are to disembark, they should be advised (via the announcement which the crew is asked to make) to take all hand luggage with them. In stations, where the local security department allows passengers to leave personal items on board, these may only be left in the overhead bins. This personal items may never remain on the seat or in the seat pocket. This to enable quick and thorough cleaning.
- Transit passengers must be clearly advised at what time and what gate they should report to re-board.
- Each disembarking transit passenger must be given a Transit Boarding Pass when entering the airport terminal. In case some passengers stay on board, the number of passes issued must reconcile with the number of passengers remaining on board.
- Transit passengers should be called to re-board before the joining passengers. Advise them to re-take their personal seats.

Transit Passengers Remaining On board:

- When all or any of the transit passengers remain on board, at least some of the cabin crew must remain with them.

3.15.4 Circulation on Apron

Transport by Bus:

- If embarkation / disembarkation is not possible via a jet way and the distance to the aircraft, weather conditions, or airport regulations require for passengers to be transported by buses, the SKY VISION AIRLINES representative must arrange for suitable buses to be available at boarding time and upon arrival.
- The passengers must be accompanied to the aircraft by a ground staff.
- Avoid having passengers staying in buses for a long time, especially under extreme weather conditions.

Walking to / from the Aircraft (if permitted by local regulations):

- Ground staff shall conduct the passengers to / from the aircraft as a group.
- Avoid all spots which may cause incidents (e.g. Oil, Water, Wing Tips, Dangerous Engine Areas, etc...).
- Avoid having passengers on the apron, especially under extreme weather conditions.

Additional Safety Precautions:

- Under no circumstances, passengers are allowed to smoke in buses, on the apron, or in the vicinity of the aircraft. This is because of fuel fumes at airport environment.
- Never leave passengers unattended during the transport or walk to / from the aircraft.
- Passengers must be conducted straight to / from the aircraft. They are not allowed to walk around on the apron, or around the aircraft.

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3.16 Security Checks

It is recommended that under **normal conditions** the following actions are taken:

- Screening of deportees and prohibited immigrants to establish if they are likely to be a danger;
- Briefing of escorts with prisoners and mentally ill persons, to ensure they know what to do in the event of an emergency;
- In-flight and transit security procedures to be checked;
- Staff trained to observe characteristics or potential hijackers;
- Secure boarding passes including transit cards and hand baggage tags.

It is recommended that under **extreme conditions** the following actions are taken:

- Keep passengers under surveillance between check-in point and boarding gate;
- Consider boarding passengers through one aircraft door only, to facilitate surveillance;
- Identify passengers by cross check with passport or other acceptable ID document, at the boarding gate;
- Transit and interline passengers to be included;
- Mark passenger's name on boarding pass to enable cross check to be made as above;
- If passenger head count is at variance with boarding passes issued, or with passenger coupons lifted, resolve before aircraft departure;
- Segregate interline and joining passengers from through passengers and check at gate on re-boarding;
- institute system of identification to defeat “gate no-show” passengers;
- Where passengers are disembarked at transit stops, through passengers should also be disembarked to facilitate search of aircraft after cleaning;
- If a suspect is refused carriage other operators at that airport to be advised accordingly.

Important Rules:

- The passenger and his / her baggage must travel on the same aircraft.
- The baggage of passengers who do not show up at the gate must be offloaded.

Passenger / Baggage Reconciliation:

- It is the responsibility of the station staff to ensure that the correct amount of passengers boarded the aircraft and that the count of the total onboard
- (TOB) before departure tallies with the count of the Passenger Manifest and Load / Trim documents.
- In DCS stations, where Gate Readers are available, boarding passes are processed automatically in the system.
- In DCS stations, where no Gate Readers are available, all boarded passengers must be entered in the system by their security or seat number.
- In manual stations, a Serial Number Tally Sheet or a Seat Plan must be used to reconcile.
- Confirm TOB with CSD (Cabin Service Director).
- If any TOB discrepancy, immediate action and investigation is needed to ensure safety and to avoid unnecessary delays.
- In case of missing passengers :
 - Retrieve the passengers' file or record and establish pieces / weight of baggage plus tag numbers.
 - Check to see if the passenger is TCI, if so, confirm arrival on inbound flight.
 - Forward these data to the ramp agent who must start to trace bag(s).
 - Page the passenger by name using the announcement system.

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- Double check the count to ensure that no mistake was made during the boarding process.
- Check passengers' seat on aircraft to see if he / she has in fact boarded without the boarding pass being retrieved.
- Check immigration / custom / duty free / restaurants / lounge areas.
- Offload bags if passenger finally does not board the flight.
- Liaise accurately with crew during the whole process.

Headcount:

- In case a passenger is missing at the gate, ground staff will ask the crew to check the seat and to page the passenger, in case the passenger is not located, crew may be asked by ground staff to do a headcount.
- A headcount is mandatory in cases where transit passengers remain on board during a transit stop.

Baggage Identification:

- In the event of TOB discrepancies, the pilot in command (PIC) may decide that every piece of baggage must be identified by its passenger.
- Therefore, all baggage will be offloaded from the aircraft and passengers shall be asked to indicate their checked-in pieces of baggage, which should be cross checked with claim tag numbers attached to the ticket.
- Only the positively identified bags will be loaded on the aircraft.
- The non-identified bags remain at the origin station.
- The procedures of Baggage Identification is time consuming and will in most cases cause delay on the flight, but this procedure may sometimes be necessary in order to ensure flight safety (especially in times of high political tension in certain countries / areas).

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3.17 Denied Boarding

(a) Passengers (DNB): Denied boarding passengers are those who cannot be accepted for a flight on which they hold a confirmed reservation and / or those already accepted for a flight on which they hold a confirmed reservation but who are subsequently offloaded due to over-acceptance and / or a last-minute weight restriction.

(b) Airlines have to over sell flights beyond seating configuration in order to maximize revenue and compensate for no show passengers who do not cancel their reservations.

3.17.1 Denied Boarding Compensation (DBC)

(a) Only revenue passengers with confirmed tickets (OK) are entitled for Denied Boarding Compensation (DBC).

(b) Staff passengers are not entitled, neither are ID / AD tickets.

3.17.2 Denied Boarding Advice

(a) A denied boarding advice must be sent immediately after flight departure (both at DCS and manual stations).

(b) The DNB advice must be sent to the following:

- (1) The Commercial Manager.
- (2) The Ground Services or Ground Handling Manager.
- (3) Copy to the station for filing.

3.17.3 Denied Boarding Advice Format

(a) QD THE ABOVE-MENTIONED ADDRESSES

(b) ORIGINATOR

(c) DNBMSG:

(d) FLIGHT NUMBER / DATE SECTOR: ORIGIN – DESTINATION

(e) BOOKED: 00 Y

(f) ACTUAL TRAVELLED: 00 Y

(g) GO SHOW: 00 Y

(h) NO SHOW: 00 Y

(i) PAD (STAFF): 00 Y

(j) REASON:

(k) NAME R/LOC FINAL DESTINATION NEW TRAVEL DETAILS

Issue No.: 06 Revision No: 00

Issue Date: Revision Date: October

SI: (= supplementary information: details of "DNB" accepted voluntary or involuntary/ "choices" accepted / DNB passengers contacts details).

Note: In DCS stations, all denied boarding passengers should at all times be checked-in in the system. This in order to produce the correct post flight hand back which is sent to the commercial department (For providing correct statistics and determining the overbooking rate in the future).

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3.17.4 Embarkation Priorities - Passengers in Denied Boarding Situations

- (a) When it is necessary to offload and / or remove passengers and bags certain loading priorities must be used.
- (b) Transit load has always priority over on load of the same category.
- (c) Do not offload:
- (1) Passengers traveling in group.
 - (2) Families with children or infants.
 - (3) Passengers needing special assistance (UMs, WCHRs, etc...).
 - (4) Sky vision Airlines staff on duty travel.
 - (5) All other passengers who were previously mishandled.

3.17.5 Minuimu Requirements Training Curricula for Designated Postal Operators (1.5.1.2)

TABLE 1.5.A
Minimum Requirements for Training Curricula for Designated Postal Operators (1.5.1.2)

Aspects of transport of dangerous goods by air with which they should be familiar, as a minimum	Designated Postal Operators		
	Category		
	a	b	c
General philosophy	X	X	X
Limitations	X	X	X
General requirements for shippers	X		
Classification	X		
List of dangerous goods	X		
General packing requirements	X		
Packing instructions	X		
Labelling and marking	X	X	X
Shipper's Declaration and other relevant documentation	X	X	
Acceptance of the dangerous goods listed in 2.4	X		
Recognition of undeclared dangerous goods	X	X	X
Storage and loading procedures			X
Provisions for passengers and crew	X	X	X
Emergency procedures	X	X	X

CATEGORY

- (a) Staff of designated postal operators involved in accepting mail containing dangerous goods
- (b) Staff of designated postal operators involved in processing mail (other than dangerous goods)
- (c) Staff of designated postal operators involved in the handling, storage and loading of mail

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3.18 Flight Closing

3.18.1 Weight / Zone Transmission to Load Control

- To enable load control staff to produce the necessary documents (load and trim sheet) on time, check-in staff must endeavor by all means to :
 - Close check-in on time.
 - Forward passenger / baggage breakdown (as indicated below) as soon as possible.
 - Minimize LMC passengers (= Last Minute Change).

3.18.2 Passenger Breakdown

- When check-in is finalized, Passenger Breakdown has to be transmitted to the load control as soon as possible (for load / trim sheets purposes).
- The breakdown must be produced as follows :
 - Males/Females/Children/Infants.
 - In DCS stations, these final figures are produced automatically by the system.
 - In manual stations, the breakdown has to be prepared manually according to the Passenger Manifest and the flight coupons. Flight coupons must be segregated and counted accurately in order not to have any discrepancies. The form (Pay Load Information To Captain)
 - In addition, manual stations must advise load control about the "Zone Division" (= number of passengers in each Zone of the aircraft), this to enable load control staff to produce the correct load and trim sheets.

Baggage Breakdown

- When check-in is finalized, Baggage Breakdown has to be transmitted to the load control staff as soon as possible (for load / trim sheets purposes).
- In DCS stations, these final figures are produced automatically by the system.
- In manual stations, the breakdown has to be prepared manually. Normally Baggage Services will forward the total weight and number of pieces of the checked-in baggage.

Note: For flight safety reasons, check-in agents must always mention the actual Baggage Weight on:

- The flight coupon.
- In DCS.
- The passenger manifest.

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3.24.3 Baggage Breakdown

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- In DCS stations, these final figures are produced automatically by the system.
- In manual stations, the breakdown has to be prepared manually. Normally Baggage Services will forward the total weight and number of pieces of the checked-in baggage.

Note: For flight safety reasons, check-in agents must always mention the actual Baggage Weight on:

- The flight coupon.
- In DCS.
- The passenger manifest.

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3.18.3 Passenger Information List (PIL)

- The PIL shows details about passengers who actually check-in at a particular station.
- The PIL enables the crew on board to provide the required service.
- On multi-sector flight, PIL will be put on board at each station.
- Automated check-in systems will automatically produce a PIL, based on check-in records, when the check-in is finalized.
- Manual stations must complete a manual PIL based on the information shown on the PNL and gathered during check-in.
- On the PIL following must be listed :
 - VIPs / CIPs.
 - Deportee Accompanied with Escort (DEPA).
 - Deportee Unaccompanied (DEPU).
 - INAD information.
 - Those who have requested Special Meal.
 - Sick or Disabled passengers (WCHR, etc....).
 - UMs / YPs.
 - All MAAS passengers.
 - Tour leader of groups.
 - Staff Travel passengers.
 - Deadhead crew.
 - Pet carried on cabin.
 - Show the passengers' name / seat number / destination.
- The PIL or equivalent must be produced in 4 copies distributed as follows :
 - 3 copies to Purser.
 - 1 copy to the station file.

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3.19 Procedures In Case Of Operational Irregularities

General

Irregularities will cause inconvenience to passengers, therefore every effort must be made to minimize the inconvenience they might cause and to keep in such instances the passengers goodwill towards Sky Vision Airlines. When dealing with claims, the handling agent must not make any statements committing Sky Vision Airlines, their employees or agents to any liability. Even the most moderate verbal promise may be of prejudice to Sky Vision Airlines.

“Operational Irregularities” are all the events that have an influence on the regularity of a flight or the services offered to the passengers, such as:

- Delayed flights
- Cancelled flights
- Route variations
- Diversions
- Station omissions
- Missed connections
- Change of aircraft-type and/or aircraft
- Lack of seats on the chosen flight

Sky Vision Airlines OCC is responsible of the collection of all operational information.

As a guideline, following points are recommended:

Passengers should be informed on real cause of delay and entity if known,

Information to Passengers shall be updated at time intervals not exceeding 30’,

Delay up to 60 minutes

The handler must Inform passengers about delay reason and update flight information system of the airport (FIDS),

Delay more than 01:30 and Up to 02:00 Hours

Passengers are provided with Soft Drinks and Water, as they chose.

For Europe we give voucher amount.

From 02:00 to 03:00 Hours

Passengers are provided with Soft Drinks and Snack (One Sandwich + Cake)

For Europe we mention the voucher amount.

From 03:00 to 06:00 Hours

Passengers are provided with:

For breakfast times: 2 Sandwich + 1 Sweet + 1 Drink + 1 Garnish.

For Lunch – Dinner: Full Hot meal.

For Europe we mention the voucher amount.

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From 06:00 Hours and Above

Passengers are provided with suitable Hotel Accommodation with Hot meal, including transfer to/from airport. It is important that a tour operator rep and personnel from Sky Vision Airlines station stay with passenger to keep them up to date about the operation situation.

Please note that a written authorization from Sky Vision Airlines OCC is requested before offering any type of refreshment.

Refreshment/M Meal Voucher

In case of delays ascribed to Sky Vision Airlines longer than two hours, and also in consideration of the actual time on which delay is occurring, Handling Agent Staff may offer refreshment / continental breakfast / sandwiches / snack / lunch or dinner at the airport bar/restaurant. Staff is requested to keep the copy for internal files; the first coupon will be given to the passenger for his/her use at the bar/restaurant.

Important Note: It is understood that official approval BEFORE offering this service MUST BE ALWAYS REQUESTED and OBTAINED by Sky Vision Airlines OCC.

Information

Lack of information about any irregularities and feeling of having been abandoned by the airline are generally the major reasons for passenger's complaints. Consequently, as soon as the occurrence of an irregularity is known, an announcement must be made. For charter flights the Tour Operator local representative or guide shall also be advised immediately. The reason for irregularity must be clearly, although briefly, stated. The expected extent of the delay should be given. If this is not known, the phrase "next information in minutes" must be used instead. The term "indefinite delay" is to be avoided in all cases. Further announcements at regular intervals and personal contacts between handling agent and tour operator and passengers should keep the latter aware of the arrangements made for them, the estimated time of departure and, in general the progress of the irregularity. All stations concerned with the operation on any particular flight must be informed immediately by delay message, especially the estimated time of departure must be updated periodically. The PIC must be informed before boarding about the content of the announcements made to passengers.

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Chapter 04 Baggage Handling

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4.1 General

- Baggage means such articles, effects and other personal property of a passenger as are necessary or appropriate for wear, use, comfort or convenience in connection with his / her trip.
- Sky Vision Airlines is not liable for damage to fragile or perishable articles, money, jewelry, silverware, valuables, samples, cameras, diving equipment, and surf board.
- Baggage handling is very important for comfort of our passengers following points must take place to avoid mishandling - misrouting and damage of baggage:
 - Make sure that the baggage is correctly tagged as per the flight and destination.
 - Secure that name labels are stocked on the baggage.
 - Re-check and confirm destination.
 - Use limited release tags for unsuitable, damaged or frigate baggage.
 - Secure that every passenger must carry his own bags.
 - Pay attention to heavy hand bags during boarding.

4.2 Normal Baggage

The free baggage allowance for checked and unchecked baggage is determined by the ticket fare paid and not by the class actually traveled.

4.3 Hand Baggage / Carry-on Items

- Each item carried in a cabin must be stowed in a location that is capable of restraining it.
- Weight limitations placard on or adjacent to stowage must not be exceeded.
- Under seat stowage must not be used unless the seat is equipped with a restraint bar and the baggage is of such size that it may adequately be restrained by this equipment.
- Items must not be stowed in toilets or against bulkheads that are incapable of restraining articles against movement forwards, sideways or upwards unless the bulkheads carry a placard specifying the greatest mass that may be placed there.
- For reasons of safety and comfort no carry on item should measure more than 45 x 35 x 15 cm. Weight not to exceed 7 kgs.
- Baggage placed in lockers must not prevent doors from being closed securely.
- Baggage must not be placed where it can impede access to emergency equipment.
- Item carried in passenger or crew compartment (e.g. hand baggage of crew or passenger, each item of galley equipment, each serving cart not in use, any medical or other apparatus providing in flight medical aid for a passenger) shall be secured in such a way so as not to become hazard by shifting under the appropriate load factors corresponding to the ultimate inertia forces specified in the emergency landing condition of type certification.

The secure stowage of hand baggage could be obtained in case the following is crosschecked:

- Limits of inference.
- The permissible size.
- The weight of the hand baggage.

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- These limits vary of course each aircraft type / cabin layout combination. The company and its handling agent(s) shall brief passengers at check-in by means of placards / posters, or orally, upon the maximum size and weight of hand baggage.
- When boarding is in progress, ground staff and crew members shall visually scan the hand baggage held by passengers. In case check-in personnel were bypassed, and such baggage exceeds the allowance, politely deny the passenger access to the aircraft until such baggage has been given up to be stowed in the cargo compartment or suitable place outside of the aircraft's cabin.
- In exceptional cases, a passenger is prepared to pay for an extra seat in order to carry extremely valuable baggage (e.g. antique musical instruments, works of art etc....). Acceptance is only permitted if the safety and comfort of other passengers will not be imparted and if the size of such baggage permits it to be secured on the seat in such a manner as to prevent movement forward, sideways or upwards under crash impact sufficient to induce the ultimate inertia forces specified in the emergency landing condition of type certification.
- In addition to the one piece of hand baggage, the following items will be carried free per passenger:
 - 1 overcoat wrap or blanket.
 - 1 small lady's handbag or small wrist bag or small bag with shoulder –strap.
 - 1 Seeing Eye / hearing dog.
 - 1 umbrella or walking stick.
 - 1 small camera and / or binoculars.
 - 1 infant's carrying basket and / or baby stroller or push buggy, but only in cargo compartment.
 - A reasonable amount of reading material for the flight.
 - For an infant, infant's foods for consumption during the flight.
 - For an incapacitated passenger dependent upon 1 wheelchair (cargo compartment), or 1 pair crutches, or self-operated dialectic equipment, or other prosthetic device.

4.4 Excess Baggage

- Excess baggage charges should be applied when any passenger exceeds his / her baggage allowance which is written on his / her ticket.
- The excess baggage charge rates are being issued by Sky Vision Airlines in a separate Check-in Sales form, please request it from info@SkyVisionAirline.com.

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4.5 Restricted Articles as / in Baggage

- Restricted Articles as defined in the IATA Restricted Articles Regulations such as those listed below shall not be accepted for carriage even if within or part of the passenger baggage.
 - A. Briefcases and attach cases with installed alarm devices.
 - B. Compressed gases (flammable, non-flammable, and poisonous)
 - C. Such as camping gas.
 - D. Corrosive materials such as acids, alkalis, and wet cell batteries. d- Etiologic agents.
 - E. Explosives, ammunitions, firearms, fireworks, flares.
 - F. Flammable liquids and solids such as lighter or heating fuels, matches, and articles which are easily ignited.
 - G. Irritating materials.
 - H. Magnetized materials.
 - I. Oxidizing materials such as bleaching powder and peroxides.
 - J. Poisons.
 - K. Radioactive materials.
 - L. Other restricted articles such as mercury or noxious materials as listed in the "IATA Restricted Articles Regulations ".

4.6 Specific Items / Articles as / in Baggage

- The following items are occasionally carried by passengers as / in baggage, these items must be accounted against the passenger's free baggage allowance.

Ammunition	Only small caliber ammunition for hunting and sporting guns in small quantities may be carried as checked baggage (never as / in hand baggage). It must be securely boxed e.g. original packing.
Arms	Arms and any items which can be used as weapons must not be permitted to be taken into the cabin. Passengers may carry hunting or sporting arms exclusively as / in checked baggage which must be loaded in the cargo compartment. The arms must be unloaded and packed in an unbreakable container e.g. original gun case. Passengers have to observe all regulations for the import and transit of arms and weapons for the transit as well as destination country.
Exception :	Bodyguard upon arrival at the aircraft, the bodyguard has to hand-over his weapon unloaded and secured to the captain, and it is up to the decision of the captain where the weapon has to be located during the flight either cockpit or hold.
Batteries	Wet cell batteries will not be accepted for carriage as baggage whether checked or unchecked.
Battery driven Wheelchair	Carriage only permitted with dry battery or non-spoilable type with battery, in this case, cables must be removed; battery and battery contacts must be insulated. Non-spoilable type of battery is filled with a jelly type electrolyte or wet cell battery with specially designed filling and venting devices mounted on the filler holes which completely prevent any leakage.
Bicycles	Accepted as checked baggage. For loading: • Pedals must be fumed inside. • Handle must be fumed-in parallel to frame.
Oxygen Apparatus	Providing oxygen supply to a passenger's empty bottles will Only be accepted as checked baggage.

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Sky Vision Airlines will provide oxygen supply to the passenger during the flight if the passenger has this requested via the tour operator to Sky Vision Airlines.

Television Sets	TV's may in principal be accepted as checked baggage but due to risk of implosion must properly be packed in unbreakable packing e.g. original trade packing.
Skin diving Equipment	Compressed air bottles (including spare bottles) will only be accepted as checked baggage when completely empty. The passenger shall be requested to demonstrate this by opening the valve.
Wheelchair	Accepted as checked baggage for a passenger dependent upon it, and it will be carried free of charge.

Note: Do not operate portable radio receiver, telephone, compact disk player etc... In the cabin during flight.

4.7 Lost and Found

4.7.1 General

- To give a good service in lost and found, do not delay any correspondence and get in contact with as much as possible.
- Deliver always correct information to the passenger.
- Always follow the regulations.

Note: While preparing the PIR do not forget to write the weight and contents of the lost piece.

4.7.2 Missing Baggage Procedures

- Use the standard Property irregularity Report (PIR).
- Use the Baggage Identification Chart.
- Send a tracing MISSING message to all stations in the passenger's itinerary.
- Distribute PIR as follows:
 - Original copy for issuing station (Airline to follow-up).
 - 1st copy to passenger.
 - 2nd copy for issuing station (GHA in order to trace).
 - In any case of a loss of checked baggage, a Property Irregularity Report (PIR) must be completed, if not also complete PIR upon arrival but it will only be followed as courtesy.
 - All files must be followed - up by handling agencies only for one week. If the passenger's baggage is not found within one week. Handling agencies must hand over the file to the Airline with the following documents. The passenger must be informed that the search will be continued by Sky Vision Airlines until the second month of occurrence, also a PIR report must be filled up as well as the required documents must be attached to the PIR report.

PIR Report:

- It is a passenger claim letter comprising a list of missing items and value, and the following documents required to be attached:
 - Photocopy of the Ticket.
 - Photocopy of the passport.
 - Tracing messages.
 - Baggage identification tag(s).
 -

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4.7.3 Payment Procedures of Missing Baggage

- If after a period of one month the missing items cannot be located claim will be settled on the basis of legal liability 20 USD or equivalent for each kg.
- Payments will be handled by the station or via “Head Office Accounts Dept. ”.

4.7.4 Damaged Baggage Procedures

- If a passenger's baggage arrives damaged, check first if the piece has already been checked-in damaged at the point of departure
- (I.e. Limited Release Tag will be stocked on the baggage), then Sky Vision Airlines is not liable for this.
- If the baggage has been damaged during the flight, a “Damage Pilferage Report “(DPR) must be completed upon arrival.
- Distribute DPR as follows:
 - Original copy for issuing station (Airline to follow-up).
 - 1st copy to passenger.
 - 2nd copy for issuing station (GHA in order to trace).
- In case the suitcase can be repaired by the passenger he / she will get the costs for repair or a reasonable sum for the loss of value of his / her suitcase. Alternatively, the damaged suitcase can be replaced by a new one of equivalent current value, but if the statements of the passenger are doubtful, a specialized dealer must issue a written confirmation of the value and the degree of the damage.
- If a passenger files a claim after having left the airport he / she has to know that Sky Vision Airlines will not make any payments for the damaged baggage.

4.7.5 Payment Procedures of Damaged Baggage

* Irreparable Damages:

- If the suitcase is irreparable, the current value of the suitcase may be compensated. The current value has to be calculated according to the following formula:
 $\text{Price} - 20\% \text{ from price for each year of age} = \text{current value}$, e.g. a two year old suitcase has cost 150 USD, then $150 \text{ USD} - 60 \text{ USD} = 90 \text{ USD}$ to be paid.

* Repairable Damages:

- They are divided in two subparts:

Fist one: Minor damage:

I.e. broken wheel, broken handle, broken zipper. Sky Vision Airlines will pay up to 30 USD or equivalent currency.

This is valid also for hard plastic and leather baggage.

Second one: Major Damage:

I.e. torn of handle base, side or bottom torn. Sky Vision Airlines will pay up to 50 USD or equivalent currency.

This is valid for leather and winless baggage but not for hard plastic.

4.7.6 Found Baggage

- If a baggage with Sky Vision Airlines baggage tag for another destination has been found, then follow the following steps:

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- Send a telex to the LL-Office of the destination.
- Tag the piece with RUSH Tag.
- Forward it as soon as possible on the First available flight to the destination.
- Send a forwarding message containing tag number, routing, and flight number(s) to the destination, also copy transfer station(s).
- If unclaimed baggage with Sky Vision Airlines baggage tag for the station where the piece is found, or without a baggage tag has been found, then follow the following steps:
 - Tag the piece with RUSH Tag.
- If baggage has been traced:
 - Complete reverse side of Rush Tag for forwarding.
 - Send a forwarding message containing tag number, routing, and flight number(s) to the destination, also copy transfer station(s).
- In both cases, before loading, X-Ray the baggage first.

4.7.7 Pilferage

- If a passenger report items out of his checked baggage to be missing, then complete a Damage Pilferage Report (DPR) and sent a telex to origin destination.
- This must be done upon arrival, because if the passenger left the airport and then came back to claim, there is no liability.

4.7.8 Customs Clearance and Delivery

- If a lost piece of baggage arrives with RUSH tag at your station, notify the representative of the tour operator and the passenger immediately.
- If local authorities permit customs clearance, clear baggage immediately.
- After customs clearance, the baggage will be delivered to the passenger.
- If the passenger is not living close to the airport, delayed / lost baggage must be sent to the passenger with a taxi, a train, and post or cargo delivery after having an authorization from the related Sky Vision Airlines Stations & Ground Handling Manager.

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5.1 General

The **A320-232 (SU-SKB, SU-SKC, SU-SKE) (SU-SKD cargo)** Is A Subsonic, Medium-Range, Civil Transport Aircrafts.

The **A321-P2F (SU-SKF &SU-SKG cargo)** Is A Subsonic, Medium-Range, Civil Transport Aircrafts.

ENGINES

Each Aircraft Has 2 High Bypass Turbofan Engines, Mounted Under The Wings.

COCKPIT

Both Cockpits Are Designed For A Two-Member Crew.

SU-SKB, (SU-SKD cargo), SU-SKE (SU-SKF & SU-SKG cargo) They Also Have A Place For 2 Observers.

SU-SKC Have A Place For 01 Observer

CABIN

The Passenger Seating Layout For A320 Is 180 Seats.

CARGO

There Are 5 Cargo Holds Under The Cabin Floor

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CABIN

The passenger seating layout for A320 is 180 seats.

CARGO

There are 5 cargo Holds under the cabin floor

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5.1.2 Aircraft doors

5.1.2.1 Passenger / Crew / Service Door

Responsibility

Principally cabin doors, i.e. passenger entrance and service doors should be opened by cabin staff on respective position or by trained and qualified staff from **outside**

- Two types of Passenger / Crew doors provided on the left hand side of the aircraft, and two types of Service doors provided on the right hand side of the aircraft.
- Doors are plug type opening outward.
- Doors can be operated from inside and outside. However, door opening shall not be from outside under any circumstances, and to be opened from inside only by Cabin staff after appropriate signals have been exchanged with Traffic / Technical staff to confirm start door operation from inside.

5.1.2.2 Emergency Exits

- Two types of Emergency Exit doors are installed over the Wing Box on each side.
- Doors are plug type opening outward.
- Doors can be operated from inside and outside. However, door opening shall be from inside by Cabin staff and only in case of emergency.

5.1.2.3 Cargo Compartment Doors

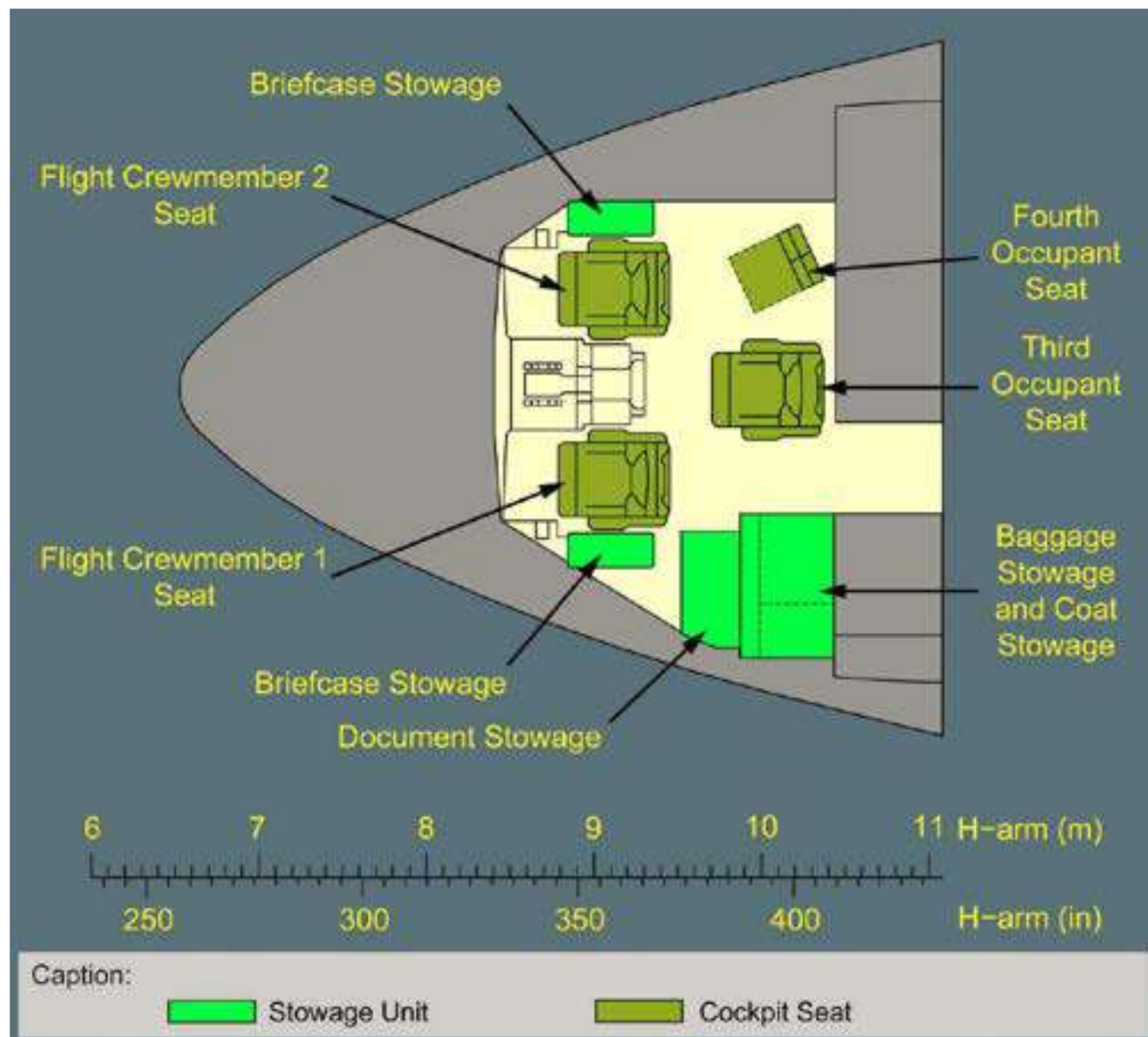
Responsibility

Cargo doors and lower compartment doors shall normally be operated by ground staff. If special training for operation of cargo and lower compartment doors is necessary (e.g. electrically, pneumatically or hydraulically operated doors) the handling agent is responsible for execution. In any case the operation of aircraft doors has to be demonstrated to the personnel concerned before it is allowed to do so.

- Two outward opening doors, power operated on the lower right hand side on the fuselage, and a third separate door for bulk load hold number 5 which opens inward.
- This section contains weight and balance information relating to the flight crew, cabin crew and passengers.

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5.1.3 Flight Compartment:



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5.1.4 Passenger Compartment

A320 (SU-SKB, SU-SKC, SU-SKE):

- Configuration 180 seats
- Rows 30 (Emergency Exits).
- All Non – Smoking.

5.2 Limitations

5.2.1 Weight Limitations

Every aircraft has a certain weight limitation, printed on the manual load sheet to ensure it will not be exceeded, which is to be determined by the manufacturer. The weight limitations must never be exceeded

A/C TYPE		A320-232	A320-232	A320-232 P2F (CARGO)	A320-232	A321-231 P2F (CARGO)	A321-231 P2F (CARGO)
REG & CONF.		SU –SKB MSN 2204 180 Y	SU –SKC MSN 2589 180 Y	SU-SKD MSN 2724 (CARGO)	SU-SKE MSN 3618 180 Y	SU-SKF MSN 2247 (CARGO)	SU-SKG MSN 1707 (CARGO)
MZFW {Maximum Zero Fuel Weight}		62500	61000	62500	61000	73800	73800
MTOW {Maximum Take-Off Weight}		77000	77000	77000	73500	93000	93000
MLDW {Maximum Landing Weight}		66000	64500	66000	64500	77800	77800
STANDARD TAXI FUEL		200	200	200	200	200	200
DOW {Dry Operating Weight}		43278.43	4338.00	41271	42062	46552	46132
DOI {Dry operating Index}		47.74	54	38.54	50.15	25.14	30.6
Cancelled Rows (Seats)		NIL	NIL	NIL	NIL	NIL	NIL
STANDARD CREW		2/4	2/4	2/0	2/4	2/0	2/0
MAX. CREW SEATS		4/6	3/6	2/3	4/6	2/3	2/3
TTL PAX PER CABIN SECTION	OA	60 Y	60 Y	CARGO	60 Y	CARGO	CARGO
	OB	60 Y	60 Y		60 Y		
	OC	60 Y	60 Y		60 Y		

5.2.2 Centre of Gravity Limits

Check current AHM560

5.2.3 CG Envelope

Available in chapter 11 forms

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MZFW {Maximum Zero Fuel Weight}		62500	61000	62500	61000	73800
MTOW {Maximum Take-Off Weight}		77000	77000	77000	73500	93000
MLDW {Maximum Landing Weight}		66000	64500	66000	64500	77800
STANDARD TAXI FUEL		200	200	200	200	200
DOW {Dry Operating Weight}		43278.43	4338.00	41271	42062	46552
DOI {Dry operating Index}		47.74	54	38.54	50.15	25.14
Cancelled Rows (Seats)		NIL	NIL	NIL	NIL	NIL
STANDARD CREW		2/4	2/4	2/0	2/4	2/0
MAX. CREW SEATS		4/6	3/6	2/3	4/6	2/3
TTL PAX PER CABIN SECTION	OA	60 Y	60 Y	CARGO	60 Y	CARGO
	OB	60 Y	60 Y		60 Y	
	OC	60 Y	60 Y		60 Y	

5.2.2 Centre of Gravity Limits

Check current AHM560

5.2.3 CG Envelope

Available in chapter 11 forms

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Every aircraft has a certain weight limitations, printed on the manual load sheet to ensure it will not be exceeded, which are to be determined by the manufacturer. The weight limitations must never be exceeded.

A/C TYPE		A320-232	A320-232	A320-232	A320-232 P2F (CARGO)
REG & CONF.		SU –SKB MSN 2204 180 Y	SU –SKC MSN 2589 180 Y	SU-SKE MSN 3618 180 Y	SU-SKD MSN 2724 (CARGO)
MZFW {Maximum Zero Fuel Weight}		62500	61000	61000	62500
MTOW {Maximum Take-Off Weight}		77000	77000	73500	77000
MLDW {Maximum Landing Weight}		66000	64500	64500	66000
STANDARD TAXI FUEL		200	200	200	200
DOW {Dry Operating Weight}		43278.43	4338.00	42062	41016
DOI {Dry operating Index}		47.74	54	49.97	38.54
Cancelled Rows (Seats)		NIL	NIL	NIL	NIL
STANDARD CREW		2/4	2/4	2/4	2/0
MAX. CREW SEATS		4/6	3/6	4/6	2/3
TTL PAX PER CABIN SECTION	OA	60 Y	60 Y	60 Y	CGO
	OB	60 Y	60 Y	60 Y	
	OC	60 Y	60 Y	60 Y	

5.2.2 Centre of Gravity Limits

Check current AHM560

5.2.3 CG Envelope

Available in chapter 11 forms

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5.2.4 Cabin Floor Loading Limits

CAUTION: IT IS PROHIBITED TO CARRY LOOSE BULKFREIGHT IN THE PASSENGER CABIN.

Structure

The passenger compartment is designed to accommodate passenger seats up to a configuration of 8 seats abreast.

STRUCTURE

The floor structure can sustain the following load:

1 125 Kg/M

The running load limit is the maximum weight acceptable for the distance, in the flight direction, between two successive seat front studs.

The distance between two successive seat front studs is the seat row pitch.

The running load depends on the number of seats per row, the seat row pitch, and the assigned weight per seat place.

The weight per seat place is the sum of all of the following:

- The weight of the seat
- The weight of the seat equipment (IFE, life vest, etc.)
- The assigned weight of the passenger hand baggage, transported on the cabin floor
- The assigned weight of the passenger.

Panels

Sky Vision Airlines has no floor loading limits to check for the panels.

The floor panels can sustain typical walking loads and trolley loads that occur during embarkation, disembarkation or in-flight services.

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5.2.6 Cargo holds loading limits:

A320: Cargo holds (compartments 1, 2,3,4, and 5)

The forward cargo hold is divided into two compartments (compartments 1 and 2).

The aft cargo hold is divided into two compartments (compartments 3 and 4).

The cargo is loaded in three under floor cargo holds, designed forward cargo hold (compartment 1 and 2) aft cargo hold (compartment 3 and 4) and rear (bulk) cargo hold (compartment 5) aft cargo hold (compartment 3 and 4 and rear bulk compartment 5 are separated by lateral divider net.

All three cargo holds are each equipped with an individual access door located on the lower right hand side of the fuselage.

The doors of the forward and aft cargo hold are hydraulically powered. Manual operation using a hand pump is provided for use when hydraulic power is not available.

The rear (bulk) cargo door is manually operated from outside or inside the aircraft

Structure

The floor structure is capable of supporting via the floor panels in the flat and sloping floor areas a maximum distributed load of 659 kg/m².

Panels

The operator has no floor loading limits to check for the panels.

The rear bulk cargo hold has one compartment (compartment 5).

The cargo hold is equipped with a net restraint system for the transport of bulk loads.

Bulk loads are defined as loose items, baggage or freight that can be loaded within a net section.

A net section is a section delimited by two successive nets or by a net and a wall.

The net restraint system is an arrangement of nets that is certified to restrain the bulk items against the load factors induced by aircraft accelerations.

All parts of the net restraint system are mandatory.

Structure

The floor structure can sustain Via floor panels the 723 Kg/M load on the flat and sloped floor, The distributed load limit is the maximum weight acceptable on the area delimited by the external contour of the contact points between the load and the floor.

Panels

Each floor panel can sustain the following loads:

	Local Load		Point Load	
	(kg/0.093m ²)	(lb/1ft ²)	(kg/0.127m ²) ¹⁰	(lb/0.5in ²) ¹⁰
On the flat floor	204	450	102	225
On the sloped floor	204	450	102	225

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5.3 Fuel

5.3.1 Introduction

- This instruction is to cover ECAA requirement to prevent the contamination of A/C fuel systems.
- Kerosene is normally clear, free water and fuel will separate distinctly but it is clouded with water and need ten minutes minimum time to settle.
- Routine water drain checks are to remove water accumulated through condensation
- Refueling of Aircraft is performed according to AMM procedure.

5.3.2 Fuel Tank:

The aircraft has 6 following fuel tanks:

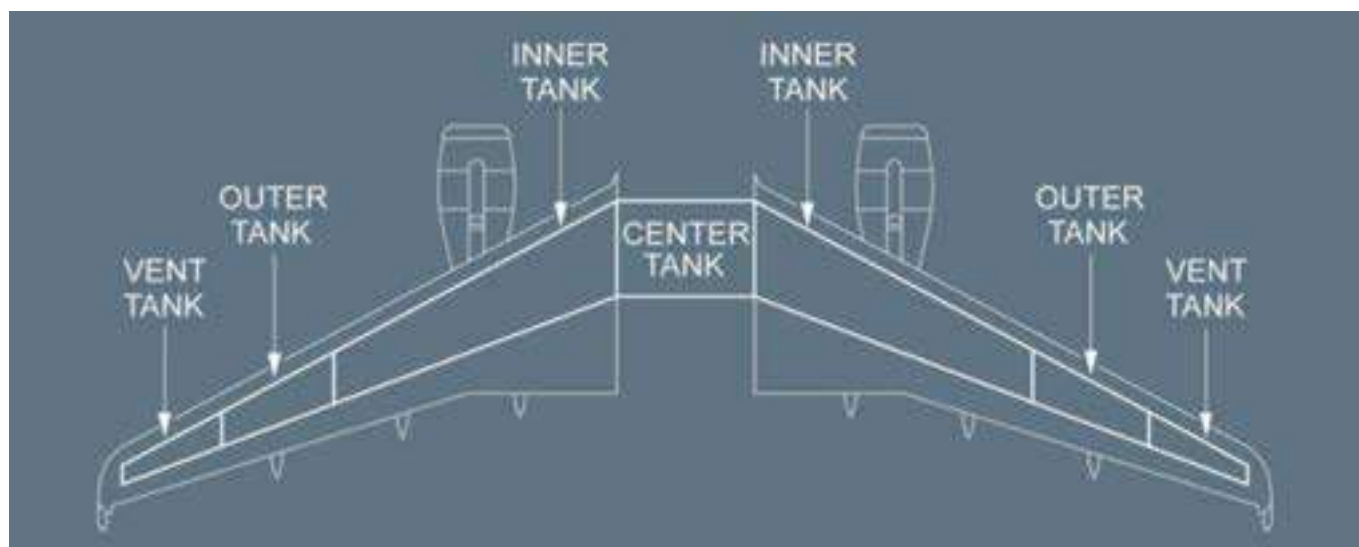
- 4 tanks in the wings:

- The left outer tank in the left wing
- The left inner tank in the left wing
- The right inner tank in the right wing
- The right outer tank in the right wing

- 1 tank in the fuselage:

- The center tank in the center wing box

Fuel Tank Arrangement Layout:



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5.3.3 Fuelling and De-fuelling Procedures

5.3.3.1 Definitions:

Fueling Operations

Aircraft fueling, de-fueling, tank draining, fuel transfers, fuel flow tests and fuel tank calibrations, the procedures and precautions detailed herein must be observed during all operations where appropriate.

5.3.3.2 Responsibility

Sky Vision Airlines certified accompanied engineer must supervise the fueling process of Sky Vision Airlines aircraft.

The responsibility for the whole fueling activity quantity and grade of fuel rests with the Captain of the aircraft who prior to the commencement of each flight, signing the fueling receipt.

5.3.3.3 Fuelling Areas

All Fueling operations normally must be carried out in the open air, not less the 50 feet from inhabited buildings and only in areas approved by the Airport Authority. If, in exceptional circumstances, it is necessary to perform fueling operation under cover, special permission must be obtained, normally from the Senior Company Official at the base or station who will, if necessary obtain permission from the appropriate Airport Authority.

5.3.3.4 Fuelling safety Zone

Area with radius of at least 3 m or as specified by local regulations, from filling and venting points on the aircraft, fueling vehicle and within the hydrant pits.

Equipment performing aircraft servicing functions shall not be positioned within a 3 m (10 ft) radius of aircraft fuel system vent openings.

Due to the fire hazard associated with fuel vapors personnel shall not use items and processes such as; matches, open flames, welding, use of photographic flashbulbs etc. while fueling is taking place on the aircraft stand.

Portable electronic devices, such as Mobile (Cell) Telephones, Portable Radios and Pagers, shall not be used within the fuel safety zone.

Fuel safety zones

- The connection or disconnection of any aircraft electrical equipment, including GPUs, batteries and battery chargers, is not permitted.
- Only tail mounted APU may be started during refueling if the start is an initial start or a restart after normal shutdown.

If the APU exhaust discharges cross the upper surface of the aircraft wing, over wing fueling must not be carried out while the APU is running.

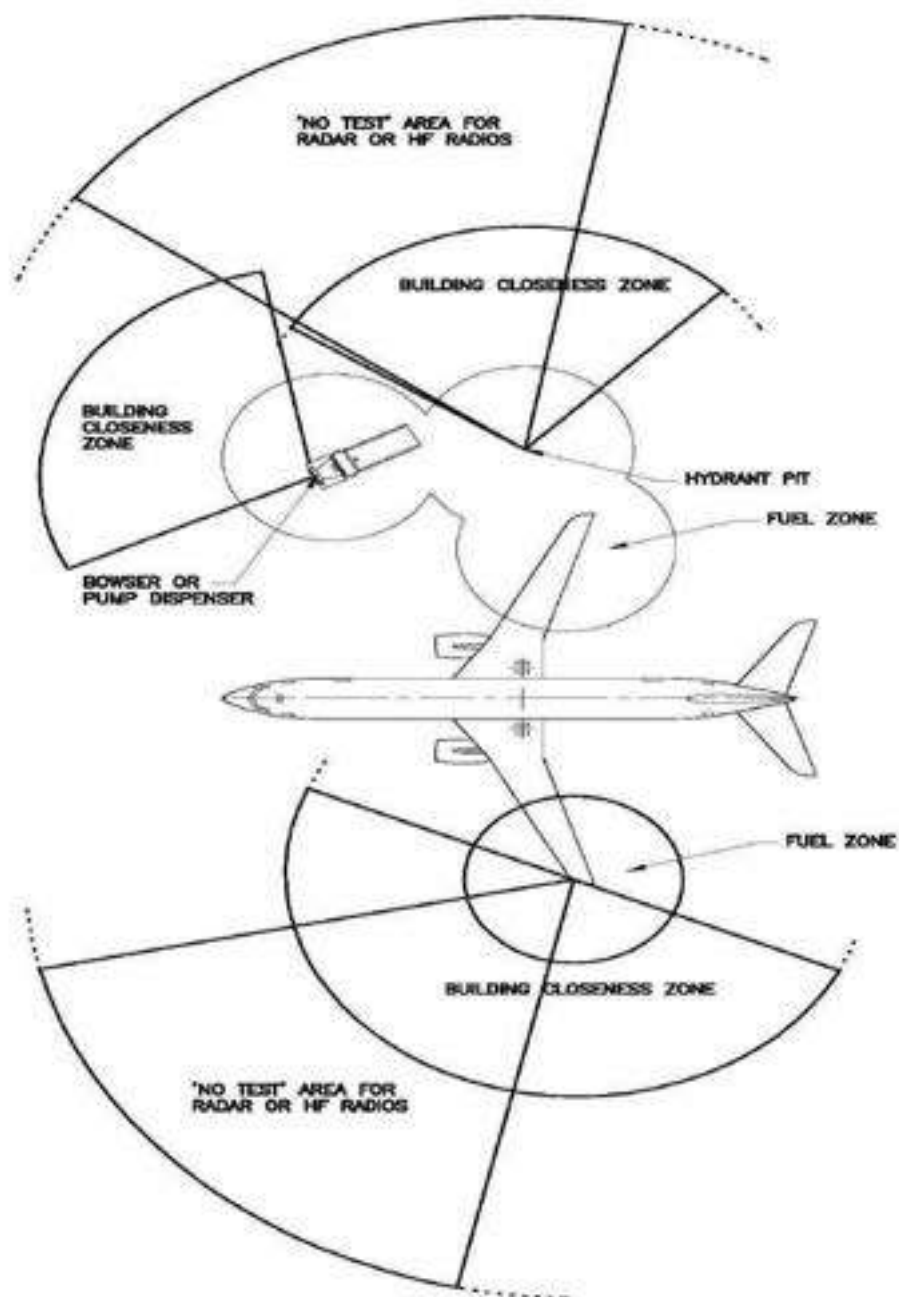
If the APU exhaust discharges to the side or rear of the aircraft, fueling vehicles should be positioned to avoid any risk of coming in the path of the exhaust stream i.e. the APU exhaust must discharge outside the fueling zone.

- Do not attempt to start the APU during fueling if the APU had an automatic shutdown or a failed start attempt. Make sure the fueling operation is complete, and the hose disconnected before another APU start is attempted.

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- The APU may be shutdown (manual or automatic) during the refueling operation.
- The engines of unattended GSE should be switched off.
- GSE MUST NOT be parked under the aircraft wingtip fuel vents.
- Equipment must be positioned so that the fueling vehicle has a clear exit route and can be moved away from the aircraft in a forward direction.
- A distance of 1 m (3 ft) should be maintained, wherever possible, between ground support equipment and any fueling equipment, i.e. vehicles, hoses, hydrant pits.
- Ground Power Units (GPUs) must not be operated unless they are positioned 6 m (20 ft) from the aircraft fueling vents and venting points.
The GPU shall be started and electrical connections made before fueling begins. The unit shall not be disconnected or switches operated during fueling.
In the event of fuel spillage, if safe to do so, the GPU shall be stopped immediately and must remain stationary until the spill is removed and there is no danger from flammable vapor.
- Equipment with metal wheels or metal studded tires capable of producing sparks shall not be moved in the safety zones
- Only authorized persons and vehicles are permitted in the fueling zone.
- Fueling operations with Air Conditioning Units in operation may be carried out subject to the same conditions as those applicable to general aircraft servicing, with the exception that, in the event of fuel spillage, the engine of the unit shall be stopped. This is to prevent the possibility of flammable vapors being passed into the aircraft passenger compartment.

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5.3.3.5 Fuelling Equipment

Fueling vehicles must be constantly attended by at least one competent person and the accompanied engineer must ensure that a clear path is maintained to permit rapid removal of aircraft fueling equipment from an aircraft in an emergency.

Vehicles and equipment must not be located where they would obstruct the evacuation of persons from occupied portions of the aircraft in an emergency.

Adequate manpower shall be constantly available to shut off the flow of fuel quickly in an emergency. Handbrakes must be applied on vehicles before the driver leaves the cab of vehicle.

The Fuel Supplier must display on the apron an adequate warning notice, except at those airports where permanent notices are erected and/or there is constant supervision by the Airport Authority of the all personnel proceeding on the apron. The aircraft, the static fueling dispensers or vehicles from which the fuel is taken. And the hose, or other appliances by which it is delivered, must be electrically bonded throughout. Before operations commence the following bonding connections are to be made in the order shown:

- The aircraft and the fueling vehicle must be earthed, the use of conductive tires is acceptable.
- The aircraft must be effectively connected to the fueling vehicle, tank or hydrant pit by means of a bonding cable and clips or plugs attached to designated points or to suitable clean and unpainted surfaces on the aircraft.
- The hose nozzle bonding cable must be connected to the aircraft tank or wing at a designated point before the filler cap is removed. However, in the case of under wing fueling the hose coupling provides the necessary bond between the delivery hose and the aircraft, and a separate bonding cable is unnecessary. in the case of over-wing fueling (a practice to be avoided whenever possible) and where no provision is made for such connection of the hose nozzle bonding cable, action must be taken to dissipate whatever electrical potential exists in the fueling hose. This is achieved by making momentary metallic contact between the hose nozzle and the aircraft structure before unscrewing a fuel tank over-wing filler cap.
- As soon as a cap is unscrewed the bond cable clip must be attached to the cap securing and bonding cable.

Note: Normally, only approved equipment such as standard tankers or other bulk installations are to be used. Where these are not available, it will be necessary to ensure that the equipment and safety procedures used are satisfactory. The use of funnels and chamois leather filters is normally not necessary, but in the event of an emergency when a funnel has to be used it must be bonded to the aircraft tank (if possible before the filler cap is removed) and any loose parts, such as rings and clips securing filter leathers, leather must be free from pin holes and the whole of its under surface should be in contact with the metal strainer or gauze. The funnel or filter is not to be removed from the aircraft tank until the fuel has completely drained into the tank. The funnel is to be removed from the tank BEFORE the earthing clip is disconnected.

When refueling from or de-fueling into drums or cans, similar precautions must be taken to bond and earth the hose and containers in use. Draining into UN bonded receptacles is prohibited; closed containers with funnels, or safety cans, must be used where practicable.

De-fueling hoses must be attached to the off-take point on the aircraft by a secure and leak-proof coupling, where practicable, and the hose must always directly enter and extend to within 2 inches of the bottom of the receptacles.

Care must be taken that fueling hoses and other equipment are not dragged over or dropped on hard ground in the fueling zone, thus causing frictional sparks. When fueling is completed, the disconnection of

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bonding circuits must be in the reverse order and must not commence until over-wing filler caps are replaced and there is no risk of igniting fuel vapors.

The cables, clips and plugs used for bonding and earthing must be maintained in good condition and should be tested for continuity daily by the fuel suppliers or their agents.

5.3.3.6 Ground Servicing Equipment

Ground equipment employing electrical or mechanically driven machinery shall not be used within the fueling zone (see paragraph "Fueling zones") unless the equipment is fully approved for such use and bears an Approval Plate issued and agreed by the Headquarters' Branches concerned. Restrict equipment performing aircraft servicing functions must be positioned within 10 foot radius from aircraft fuel vent openings. Any connections between electrical ground equipment and the aircraft must be made before fueling commences, and must not be broken until fueling ends.

NOTE: The Zone limitation does not apply when ground batteries only are being used to supply current to the aircraft provided connection, disconnection or switch operation does not take place during fueling. Ground power generators may be operated (where Local Airport regulations permit) providing they are positioned not less than 20 feet from Aircraft fill and venting points, and fueling unit pumping compartments. The engines of vehicles, including electrically powered vehicles, normally employed for servicing aircraft, must not be run within the fueling zones unless such equipment has been designed for the purpose. The power driven vehicles must be fitted with effective flame traps on exhaust outlets and air intakes where the design of equipment necessitates this to prevent flame propagation. Such approved vehicles must be subjected to regular inspection and maintenance to preserve their safety characteristics. Electrical lights and hand torches used in the fueling zone must be certified flameproof.

Vehicles operating in the fueling zone should not pass under or park beneath the aircraft wings unless specifically required to do so for operations.

Equipment with all metal wheels or shed with metal capable of producing sparks should not be moved in the fueling zone whilst fueling is in progress

5.3.3.7 Personnel

- The number of staff permitted onboard is to be kept to a reasonable minimum.
- Smoking or any form of naked light is not permitted in the fueling zone and matches and lighters are not be carried by personnel engaged in fueling duties.
- Personnel engaged on fueling duties must take reasonable precautions to avoid sparks being generated by frictional contact of footwear with aircraft and other hard surfaces; the obvious precaution is to refrain from wearing boots or shoes having nailed soles and heels.

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5.3.3.8 Aircraft Maintenance Operations

Electrical equipment and radio may be checked but maintenance must be limited to the exchange of complete units.

Weather mapping radar may ignite inflammable vapor or mixtures due to inductive electrical heating of solid materials or from electrical arcs or sparks from chance resonant conditions. Do not operate the radar & HF during fueling operations or when within 100 feet of such operations, fuel tanks, fuel trucks or fuel storage areas when antenna is stationary, direct it so that none of these fire hazards is within 200 feet.

The aircraft combustion heaters are not to be operated engines are not to be turn, and ignition switches must be in the "off" position.

5.3.4 Safety Precautions During De-/ Refuelling

- 1) Within the safety area it is not permitted:
 - To smoke,
 - To use an open flame,
 - To perform work likely to create sparks,
 - To use flash bulbs,
 - To start or restart ground power units.
- 2) De-/ refueling is not permitted during severe local electrical storms.
- 3) The tanker must be positioned within the safety area so that the vehicle may be immediately withdrawn in case of danger.
- 4) "NO SMOKING" signs or symbols must be displayed in prominent positions near tanker and airplane. These symbols may be painted onto the sides of the tanker.
- 5) Fire extinguishers must be readily available at tanker and airplane.
- 6) Venting areas and the area underneath fuselage and wings must be kept clear of mobile equipment.
- 7) Establishment of a bonding connection between the fueling vehicle and aircraft to provide for dissipation of electrical energy that may develop Before connecting a hose to the airplane ensure that tanker and airplane are correctly connected to an approved ground and that electrical bonding between tanker and airplane are made in the following order:
 - Tanker to ground,
 - Airplane to ground,
 - Tanker to airplane,
 - Hose/nozzle to airplane.

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NOTE: Bonding is essential, grounding is recommended.

- 8) Prevention of damage to the fuel hose Hoses, must be routed by the nearest way from the tanker to the de-/ refueling inlets, however with a minimum clearance of 4 meters from APU air intakes and/or airplane wheel brakes.
- 9) Nothing prohibits the use of APU but it must not be re-started during de-/refueling,
- 10) Prohibition from connecting or disconnecting electrical equipment to the aircraft Electrical ground power must not be connected / disconnected or its switches operated during de-/refueling. The airplane electrical system may be operated as required.
- 11) Mobile phones must be switched off completely within a radius of 6m from the fueling station.
- 12) De-/ refueling must permanently be monitored for possible leakage. If a leakage is detected, de-/ refueling must be stopped immediately. In case of a fuel spillage air-conditioning units must be stopped, if required, and actions must be taken according to airport regulations.
- 13) General airplane servicing such as baggage handling and catering services may be carried out during de-/ refueling.
- 14) Cessation of aircraft fueling when it is determined lightning is a threat

5.3.5 A/C Fuel Tank Draining & Sampling For Water Contamination:

- Water can enter the fuel tanks from either being uplifted while refueling as contaminant, or condensation in the air space above the fuel
- At every station before refueling, ensure that fuel samples are taken by the fueling agency at the bowser /source and checked for water presence by using water detector
- During daily checks, drain fuel tank sumps prior to a flight and ensure free water by visualizing the sample in a transparent container.

Note: Not while the A/C being refueling as the water will be suspended in the fuel. Wait as long as possible, a minimum of 10 minutes is required.

5.3.5.1 Check Method

- Using syringe and capsule, note detector container expire date, fit a capsule (normally colored yellow) onto syringe, draw from the fuel sample and check color of capsule, if water content is above acceptable limits, the capsule will change to dark green / blue.

5.3.5.2 Procedure If Supply Contamination Is Encountered

- For fuel supplier, notify in writing, suspend uplifts from suspect source, inform Compliance Manager, and await clearance from him. Before accepting further deliveries.
- Take adequate samples & send for test through Materials / stores, all samples must be labeled to show origin, source, date and time.
- Packing of samples and dispatch must be in accordance with restricted articles regulation.

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5.3.6 Miscellaneous Precautions

5.3.6.1 Cleanliness to Fuelling Equipment

Before commencing fueling, the equipment to be used must be examined by the Ground Engineer/Refueling Supervisor for cleanliness to avoid contamination of aircraft fuel tanks. This will include a check of the Supplier's fueling equipment for the presence of water. This check must be made by the Ground Engineer/Refueling Supervisor, in the presence of the Fuel Supplier's Fueling Supervisor.

5.3.6.2 Precautions against Damage to Aircraft

The fuel hose shall be lifted over the leading edge of the wing and must not be dragged against it. Fueling personnel shall be instructed to walk only on clearly defined areas of wing surface and shall exercise care.

Nailed boots or shoes shall not be worn during over wing fueling or checking operations.

5.3.6.3 Fuelling during Storms

Where practicable fueling during electrical and rain storms should be avoided. Where this is not possible, means must be employed to prevent the ingress of water into the fuel tanks. Fueling in dust storms should be avoided but, when essential, may proceed provided some means of sheltering open orifices from the ingress of sand is used.

A check for the presence of water in the fuel tanks and system is to be carried out following fueling, details of which are to be specified in TECHNICAL MANUAL, to cover individual peculiarities or the various fuel systems.

5.3.6.4 Possibility of Bowser Failure

When fueling aircraft, both sides should be fueled simultaneously. If for any reason one bowser fails, then the other should be stopped immediately and a variation of not more than 1000 gallons in either wing should be permitted during refueling.

5.3.7 Security of Fuel Tank or Fuelling Point Covers

Upon completion of fueling operations the Ground Engineer/Refueling Supervisor must physically check the security of all covers, regardless of whether or not the a which they fit were used during the fueling operations.

NOTE: It is undesirable for persons to walk on the wing surface of any aircraft, unless provision has been made to permit t. It is more than ever important to a walking on thawing surface of aircraft having a wing of Laminar or near Laminar flow design characteristics. At transit stops, when aircraft are not refueled over the wing, the inspection of filler caps and their covers if fitted may be confined to visual check.

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5.3.8 Certification of Fuel Grade and Uplift

The Ground Engineer/Refueling Supervisor is responsible for advising the Fueling Supervisor of the grade, quantity and required distribution of the fuel in the aircraft tanks.

Before commencing fueling the Ground Engineer/Refueling Supervisor must take precautions to ensure that the correct grade is offered by the Suppliers.

Accuracy of quantities delivered should be checked and agreed between the Ground Engineer/Refueling Supervisor and the Fuel Supplier's Fueling Supervisor, by joint examination of meter readings before and after and agreed between the Ground Engineer/Refueling Supervisor and the Fuel Supplier's Fueling Supervisor, by joint examination of meter readings before and after fueling.

The Ground Engineer/Refueling Supervisor must also make a double check on the fuel uplifted by comparing the aggregate quantities of fuel on board before and after fueling. Where a discrepancy exists between the uplift as revealed by this second check and the uplift as determined jointly by the Ground Engineer/Refueling Supervisor and the Fuel Supplier's Fueling Supervisor from the tanker meter readings, the Supplier's issuing documents should be endorsed accordingly and reference should also be made in the Voyage Report.

When fueling is not supervised by the Ground Engineer/Refueling Supervisor, the Captain must arrange for himself or his nominee to check the fuel quantity on board at a time sufficiently in advance of scheduled departure to ensure that no delay is caused by any further adjustment of fuel quantity.

5.3.9 Fuelling With Passengers Onboard or During Embarkation / Disembarkation

(At stops where passengers remain on board, 100% of cabin crewmembers must remain on board and they must be spaced throughout the cabin to provide the most effective assistance for the evacuation in case of an emergency.

When fuelling is made with passengers on board, embarking or disembarking, passengers should be notified that fuelling is to take place and that if they are remaining in the aircraft they must not smoke, operate electrical switches, or otherwise produce sources of ignition.

The "No Smoking" and "Exit" signs must be illuminated. "Fasten seat belts" sign must be "OFF"

The ground area beneath the exits intended for emergency evacuation and slide deployment must be kept clear.

Ground servicing activities and work inside the airplane, such as catering and cleaning should be conducted in such a manner that they do not create hazard and the aisles and emergency doors are unobstructed.

When it is desired to move passengers to or from the aircraft during fuelling, it must be ensure that the passengers are moved through the fuelling zone under the supervision of a responsible person and are not allowed to stay near the aircraft.

Rigidly enforce the "No Smoking" rules during all such movements)

5.3.9.1 Introduction

During short turnarounds and en-route transits it will often be necessary for fueling to occur with passengers onboard or with passenger embarkation / disembarkation taking place.

There are specific procedures and restrictions which apply to fueling an aircraft in such circumstances and these shall always be adhered to.

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5.3.9.2 Scope

This section provides the minimum criteria necessary for the safe fueling of aircraft with passengers onboard.

5.3.9.3 Regulations

Members shall obtain permission from local authorities to undertake fueling with passengers on board and during the embarkation/disembarkation process,

Consideration must be given to:

- The local airport regulations;
- Fire regulations of fueling companies.

5.3.9.4 Responsibilities

General

When fueling with passengers onboard you must:

- Keep designated escape exits clear. An escape exit may either be a bridge into a terminal building, a cabin door or a passenger stair truck positioned on an open cabin door. The ground area beneath aircraft exit doors that have been designated for rapid deplaning or emergency evacuation is kept clear of obstructions
- Ensure that all areas on stand below designated escape exits are kept free of any equipment and vehicles which would impede the deployment of an escape slide.
- Not hinder escape routes of passengers on board by ensuring that passenger stairs and bridges are clear of FOD.
- Where a boarding bridge is in use, an interior access path is maintained from the aircraft to the terminal;
- Where a passenger boarding bridge is not in use, aircraft passenger steps or an alternate means of emergency evacuation is in place.

5.3.9.4.1 Crew Member (Cockpit and Cabin Crew)

A Flight Crew member will normally be on the flight deck to co-ordinate the necessary precautions and procedures to be observed. However when Flight Crew are not in attendance, the Senior Cabin Crew member, who will be positioned in the vicinity of the main door used for passenger embarkation, may undertake these duties.

The Cabin Crew shall be trained in Emergency Evacuation Procedures.

The aircraft illuminated 'NO SMOKING' signs shall be ON and illuminated 'FASTEN SEAT BELT' signs shall be OFF, together with sufficient interior lighting to enable emergency exits to be identified. Such lighting shall remain on until fueling operations have been completed.

The emergency lighting master switch shall be positioned to 'ARM' prior to commencement of fueling operations, and shall remain positioned to 'ARM' until fueling operations are completed.

The Public Address system shall be serviceable. Appropriate announcements should be made instructing passengers to unfasten their seat belts and refrain from smoking. The Cabin crew should also advise passengers and other responsible staff that fueling will take place and that they shall not operate electrical equipment or other potential sources of ignition

A Senior Cabin Crew Member, who shall be stationed at the main cabin door, during fueling, shall be responsible for notifying pilot in command and ramp supervisor to inform the Refueller immediately,

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should either the presence of any fuel vapor be detected or any other hazard arises in the aircraft interior. Fueling operations and all cleaning activities using electrical equipment within the aircraft shall be stopped until conditions permit resumption.

A minimum of one Cabin Crew member is to be onboard for every 50 passengers (or fraction thereof) on the aircraft, with at least one cabin attendant for each separate passenger compartment to secure the rapid safe evacuation of passengers if an incident occurs.

Cabin Crew shall always be onboard when passengers are onboard with one cabin crew member positioned at each pair of aircraft doors.

Cabin Crew are required to supervise passengers and to ensure that aisles and emergency doors are unobstructed.

Provision for the safe evacuation of passengers in the event of an emergency shall be made via at least two of the main passenger doors, (or the main passenger door plus one emergency exit), and preferably at opposing ends of the aircraft. These doors shall be constantly manned by a cabin crew member throughout the fueling operation.

Where appropriate to the aircraft type, the emergency lighting master switch must be selected to «arm»

5.3.9.4.2 Ground Handling Staff

Handling agents are instructed that the decision for "passengers on board" during fueling/defueling is strictly limited to the decision of the Sky Vision Airlines Pilot in Command. Fueling or defueling may be carried out with passengers boarding, on board or disembarking provided that the following requirements can be satisfied. If these cannot be complied with, fueling operations must not take place.

Ground handling staff must be advised if fueling is to take place when passengers are remaining onboard, or are being embarked / disembarked.

When a loading bridge is in use, no additional sets of aircraft passenger steps need be provided, however either the left or right rear door will be prepared for use as an emergency escape route using the automatic inflatable slide

When a loading bridge is NOT available for use, aircraft passenger steps shall be positioned at two of the main passenger doors (i.e. preferably one forward and one aft) which are to be open.

When passengers are boarding during fueling operations, they shall be under the supervision of Customer Services' staff and their route shall avoid the fueling zone. The use of personal hand held telephones by passengers shall not be permitted.

Passenger baggage reclamation on the ramp shall be carried out away from the fueling zone. Fueling shall cease if this requirement cannot be complied with.

Ground service personnel shall ensure that the ground below an exit or the emergency slide deployment area is kept clear of all obstructions.

Work within the aircraft such as catering and cleaning shall be conducted in such a manner that they do not create a hazard or obstruct exits.

All personnel involved with the operation shall be aware of the fire protection emergency procedures, including the alerting of any personnel on board, the procedure for summoning the Airport Fire Service and action to be taken in the event of a fuel spillage or kerosene contamination.

This procedure is used where a disembarking of passengers is not practicable. Embarkation/disembarkation of passengers during fueling is considered as fueling with passengers on board. Passengers, in small groups, shall be led directly to/from the aircraft, keeping the safest possible distance from the aircraft fueling zone. Before embarkation/disembarkation of passengers during fueling, the PIC has to be consulted.

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5.3.9.4.3 Ground Engineer/Refueling Supervisor

- The Ground Engineer/Refueling Supervisor must be advised if it is intended that the flight crew will leave the aircraft during refueling.
- Communicates with senior cabin crew on board the aircraft,
- Provides notifications to the senior cabin crew and to the other appropriate personnel engaged in aircraft ground handling activities when fueling is about to begin and has been completed.
- Provides notifications to the senior cabin crew and to the other appropriate personnel engaged in aircraft ground handling activities when a hazardous condition or situation has been determined to exist.
- In case of hazardous conditions or situations the Ground Engineer / Refueling Supervisor will use the quickest available means of communication to notify the flight/cabin crew e. g. using:
 - Aircraft intercommunication system,
 - Direct person – to – person contact,
 - Suitable aural or visual signals.

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5.3.10 Fire Protection and Fuel Spills Procedure

Firefighting equipment of not less than TWO 12 lbs. Carbon dioxide or dry powder fire extinguisher units, or their equivalent, are to be positioned and manned at all operations. The staffs are to be trained in their use as initial intervention and in the method of alerting the Airport Fire Service in an emergency.

In the event of fire at the tank filling point, stop fuel supply, cast off the hose, and try to seal the tank opening by filler cap or any convenient covering.

Care must be taken to avoid over-filling of tanks or spillage from pipes or cans. Any overflow on to the aircraft must be removed before engines are started. Small spillages of fuel should be covered with sand or earth and then removed to a safe place.

In the event of a serious spillage,

- Stop fueling and notify the flight crew member onboard the aircraft.
- Notify the Airport Fire Service at once.
- Pending arrival, if the Airport Fire Service at once.
- Pending arrival, post a guard and maintain a restricted area around the spill to keep away unauthorized persons or vehicles,
- Disembark passengers, crew, or other staff to a safe area.
- No mechanically or electrically propelled vehicles should be allowed to approach within 50' of the spill.
- Service vehicles already within the area with prime movers running should, if circumstances permit, be removed to a safe place, after disconnection from the aircraft, bearing in mind that the shutting down or starting of equipment in the spill area may produce ignition hazards.
- Notwithstanding the above, the ground power and air conditioning units should be stopped.
- Removal of the aircraft from the spill area must depend on local conditions but tractors should not be brought within 50' of the spill area.
- After spillage, fuel should not be washed into drains or culverts unless there is no alternative, in which case large-scale water flushing must be carried out at once and the Local Authorities notified.
- Sand or earth dams can sometime be improvised to contain the spillage temporarily, using non-ferrous implements.
- The Airport Fire Service may elect to put down a foam blanket over the area to minimize vaporization and assist removal of aircraft. The use of
- Extinguishing agent such as vaporizing liquids or inert gases, in an effort to render the fuel vapor non-flammable, is not recommended, as these have no lasting effect.
- All spills should be thoroughly investigated as to cause, so that remedial action can be taken to avoid similar accidents.
- Approved flame proof electrical equipment in the vicinity of the aircraft may be left on if essential. Other electrical equipment should be switched off.

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5.3.11 The Use of Photographic Flash Bulbs and Electronic Flash Equipment

The use of photographic flash bulbs and electronic flash equipment within 10' of the filling and venting point on aircraft equipment is prohibited.

5.3.12 Quality Control Checks At Stations

Quality audit, is carried out for all fuel suppliers, ensuring that the suppliers are maintaining standards of fuel quality acceptable by Sky Vision Airlines,

This audit shall cover the following:

- Fuel suppliers should have records, supplemented by Q.C. periodic sampling checks on refueling equipment preferably once every 6 months including check during routine filter / water separator element changes for signs of microbiological ingestion (typically black water stains, element discoloration and / or slime)
- Training and qualification of the supplier personnel. Who are required to have initial and recurrent training according to SOM 2.3.10
- Fuel facilities.
- Fuel is of the correct grade and specifications for the aircraft type.
- Fuel delivered and loaded onto aircraft is free from contamination.
- Quality procedures.
- Performance levels of personnel.

In the event of any irregularity being found the local supplier must be notified and Quality Director informed.

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5.4 De-Icing / Anti-Icing Program



5.4.1 Objective and Applicability:

To set a program for de-icing/anti-icing of an A/C before dispatch when there, exists or expected, frost, ice or snow adhering to the wings, control surfaces, engine inlets or other critical surface of the A/C that may adversely affects the safety of the flight.

According to the nature of Sky Vision Airlines operations which is able to fly to European airports, De-/Anti-Icing becomes applicable at the European airports in the winter season of each year.

Ground Handling and Stations Manager will have to make sure those policies and procedures of De-/Anti-Icing are available with the subcontractors who will perform this service for Sky Vision Airlines aircrafts. The following policies, and procedures described in this program aim to ensure:

- Standardized methods of fluid application
- Compliance with specific aircraft limitations
- A clean aircraft through proper treatment of applicable surface.

(Ref, AMM 12.31.12. Ice and Snow Removal – Maintenance Practices)

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5.4.2 References:

ECAR 121.629,
SAE AS6285
ICAO DOC 9640/AN-940

5.4.3 Definitions

Active frost:

Active frost is a condition when frost is forming. Active frost occurs when aircraft surface temperature is:

- at or below 0 °C (32 F)
- And
- at or below dew point

Anti-icing:

Precautionary procedure which provides protection against the formation of frost or ice and accumulation of snow or slush on treated surfaces of the aircraft for a limited period of time (holdover time).

Anti-icing fluid:

- a) mixture of water and Type I fluid;
- b) Premix Type I fluid;
- c) Type II fluid, Type III fluid, or Type IV fluid;
- d) Mixture of water and Type II fluid, Type III fluid, or Type IV fluid.

Note:

Fluids mentioned in a) and b) must be heated to ensure a temperature of 60 °C (140 °F) minimum at the nozzle.

Check:

An examination of an item against a relevant standard by a trained and qualified person.

Cold-soak effect:

The wings of aircraft are said to be “cold-soaked” when they contain very cold fuel as a result of having just landed after a flight at high altitude or from having been re-fuelled with very cold fuel. Whenever precipitation falls on a cold-soaked aircraft when on the C and ground, clear icing may occur. Even in ambient temperatures between -2 C, ice or frost can form in the presence of visible moisture or high +15 C or below. Clear ice is very humidity if the aircraft structure remains at 0 difficult to be detected visually and may break loose during or after takeoff. The following factors contribute to cold-soaking: temperature and quantity of fuel in fuel cells, type and location of fuel cells, length of time at high altitude flights, temperature of re-fuelled fuel and time since re-fueling.

Contamination:

Contamination in this document is understood as all forms of frozen or semi-frozen moisture such as frost, snow, ice or slush.

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Contamination check:

Check of aircraft surfaces for contamination to establish the need for de-icing.

De-Icing:

Procedure by which frost, ice, slush or snow is removed from an aircraft in order to provide clean surfaces.

De-icing/anti-icing:

Combination of the procedures 'de-icing' and 'anti-icing'. It may be performed in one or two steps.

De-icing fluid:

- a) heated water;
- b) mixture of water and Type I fluid;
- c) Premix Type I fluid;
- d) Type II, Type III, or Type IV fluid;
- e) Mixture of water and Type II, Type III, or Type IV fluid.

Note: De-icing fluid is normally applied heated in order to assure maximum efficiency.

Freezing drizzle:

Fairly uniform precipitation composed exclusively of fine drops (diameter less than 0.5 mm (0.02 in)) very close together which freezes upon impact with the ground or other exposed objects.

Freezing fog:

A suspension of numerous minute water droplets which freezes upon impact with ground or other exposed objects, generally reducing the horizontal visibility at the earth's surface to less than 1 km (5/8 mile).

Frost/hoar frost:

Ice crystals that form from ice saturated air at temperatures below 0°C (32°F) by direct sublimation on the ground or other exposed objects.

Hail:

Precipitation of small balls or 50 mm (0.2 to pieces of ice with a diameter ranging from 5 to >2.0 in.) falling either separately or agglomerated.

Holdover time:

Estimated time for which an anti-icing fluid will prevent the formation of frost or ice and the accumulation of snow on the protected surfaces of an aircraft, under weather conditions.

Ice pellets:

Precipitation of transparent (grains of ice), or translucent (small hail) pellets of ice, which are spherical or irregular, and which have a diameter of 5 mm (0.2 in.) or less. The pellets of ice usually bounce when hitting hard ground.

Light freezing rain:

Precipitation of liquid water particles which freezes upon impact with the ground or other exposed objects, either in the form of drops of more than 0.5 mm (0.02 inch) or smaller drops which, in contrast to drizzle, are widely separated. Measured intensity of liquid water particles is up to 2.5 mm/hour (0.10 inch/hour) or 25 grams/dm²/hour with a maximum of 0.25 mm (0.01 inch) in 6 minutes.

Lowest operational use temperature (LOUT):

The lowest operational use temperature (LOUT) is the higher (warmer) of

- a) The lowest temperature at which the fluid meets the aerodynamic acceptance test (according to AS5900) for a given type (high speed or low speed) of Aircraft or or
- b) The freezing point of the fluid plus the freezing point buffer of 10 °C (18 qF) for Type I fluid and 7 °C (13 qF) for Type II, III or IV fluids.

For applicable values refer to the fluid manufacturer's documentation.

Moderate and heavy freezing rain:

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Precipitation of liquid water particles which freezes upon impact with the ground or other exposed objects, either in the form of drops of more than 0.5 mm (0.02 inch) or smaller drops which, in contrast to drizzle, are widely separated. Measured intensity of liquid water particles is more than 2.5 mm/hour (0.10 inch/hour) or 25 grams/dm²/hour.

Rain or high humidity (on cold soaked wing):

Water, visible moisture or humidity forming ice or frost on the wing surface, when the temperature of the aircraft wing surface is at or below 0°C (32 °F).

Rain and snow:

Precipitation in the form of a mixture of rain and snow.

Rime ice

Small frozen water droplets, spherical opaque/milky granular appearance looking similar to frost in a Freezer. Typically rime ice has low adhesion to the surface and its surrounding rime ice particles.

Snow:

Precipitation of ice crystals, most of which are branched, star-shaped or mixed with unbranched crystals. At temperatures higher than -5 °C (23 °F), the crystals are generally agglomerated into snowflakes.

Snow Grains:

Precipitation of very small white and opaque particles of ice that are fairly flat or elongated with a diameter

Of less than 1 mm (0.04 inch). When snow grains hit hard ground, they do not bounce or shatter.

Note: For holdover time purposes treat snow grains as snow.

Snow Pellets:

Precipitation of white, opaque particles of ice. The particles are round or sometimes conical; their diameter Range from about 2 - 5 mm (0.08 - 0.2 inch). Snow pellets are brittle, easily crushed; they do bounce and May break on hard ground.

Note: For holdover time purposes treat snow pellets as snow.

5.4.4 Procedures

These procedures specify the recommended methods for de-icing and anti-icing of Aircrafts on the ground to provide an aerodynamically clean Aircraft.

When Aircraft surfaces are contaminated, they shall be de-iced prior to dispatch. When there is a risk of contamination of the Aircraft surfaces at the time of dispatch, these surfaces shall be anti-iced. If both de-icing and anti-icing are required, the procedure may be performed in one or two steps. The selection of a one- or two-step process depends upon weather conditions, available equipment, available fluids and the holdover time to be achieved. If a one-step procedure is used, then both SOM 5.4.4.3 and SOM 5.4.4.7 apply.

For guidance regarding fluid limitations, see SOM 5.4.5.1

Note 1: Slippery conditions can exist on the ground or equipment following the de-icing/anti-icing procedure.

Note 2: Where holdover time is critical, a two-step procedure using undiluted Type II, III, or IV fluid for the second step should always be considered.

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5.4.4.1 Checks

De-icing pre-flight check

This check is performed by crew, or approved ground engineer, or approved ground personnel. This inspection shall determine the need for a clear ice inspection after de-icing / anti-icing.

De-icing final check

This check includes a check performed by qualified ground personnel after de-icing / anti-icing has been completed. This check is an integral part of the de-icing / anti-icing procedure. No aircraft shall be dispatched for departure after a de-icing / anti-icing operation, unless the aircraft has received a final check by a responsible authorized person.

The check shall also include verification that the correct fluid mixture has been applied. Personnel qualified to perform de-icing / anti-icing shall also be qualified to perform this check. If not, the check shall be performed by a certified organization from the national civil aviation or Flight Crew.

De-icing hands on check

De-icing hands on check is performed by qualified personnel to ensure that no clear ice, frost or snow remains on the critical surfaces after de-icing / anti-icing.

This check is a close physical check of the applicable aircraft surface. This check should be performed if clear ice was detected at the pre-flight check.

Multiple Checks

When these checks are duplicated by different personnel or organizations, disagreements may occur. In the event of any disagreement the most limiting action must always be taken.

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5.4.4.2 De-Icing/Anti-Icing Methods

- De-icing anti-icing is generally carried out by using heated fluids dispensed from spray nozzles mounted on specially designed de-icing anti-icing trucks. Other methods include de-icing anti-icing gantry spraying systems. Small portable spraying equipment & mechanical means (brushes, ropes, etc.), infra-red radiation, and forced air.
- De-icing anti-icing fluids are applied close to the skin of the Aircraft to minimize heat loss. Unique procedures to accommodate Aircraft design differences may be required. Spraying usually starts with the fuselage. General techniques are outlined below.
 - a) Fuselage. Spray along the top center line and then outboard. Avoid spraying directly on windows.
 - b) Wings and horizontal stabilizers. Spray from the leading edge towards the trailing edge, and from the highest point of the surface camber to the lowest point. Aircraft configuration and/or local conditions may require a different procedure.
 - c) Vertical surfaces. Start at the top and work downwards, spraying from the leading edge toward the trailing edge.
 - d) Wing gear and wheel base. Keep application of de-icing anti-icing fluid in this area to a minimum. High-pressure spraying is not recommended. Do not spray directly onto brakes/wheels.
 - e) Engines/APUs. Avoid spraying fluids into engines or APUs. Consult manufacturers' recommendations. Ensure that engines are free to rotate before start up and that the front and back of fan blades are free of ice. Air-conditioning bleed systems must be switched off during de-icing anti-icing operations when engines or APUs are running. Do not spray directly onto exhausts or thrust reversers.
 - f) Instrument sensors. Avoid spraying directly onto Pitot heads, static vents or air stream direction detector probes and angle of attack sensors.

Aircrafts have to be treated symmetrically.

- De-icing anti-icing can be carried out as a one- step process using heated de-icing anti-icing fluid to both de-ice and anti-ice, or as a two-step process using heated de-icing fluid or hot water to de-ice, followed immediately by an anti-icing fluid to anti-ice. Fluid temperature and pressure restrictions must be observed. Selection of the one-or two-step method depends upon local situations, such as weather conditions, available equipment, available fluids, and holdover time.
- De-icing anti-icing an airplane as close to its departure time and/or departure runway as possible provides the minimum interval between de-icing anti-icing and take-off, thus conserving holdover time.
- Fluid application and airplane-related limits such as correct fluid mixtures, fluid temperature, and pressure at the nozzle, application procedure, and spraying techniques have to be observed.

CAUTION the repeated application of Type II or Type IV fluid. Without subsequent application of Type I or hot water, may cause a residue to collect in aerodynamically quiet areas. This residue may rehydrate and freeze under certain temperature, high humidity and/or rain conditions. It may also block or impede critical flight control systems and may require removal.

After prolonged periods of de-icing anti-icing, it is advisable to check aerodynamically quiet areas and cavities for residues of thickened de-icing anti-icing fluid. Consult airframe manufacturers for details and procedures.

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5.4.4.3 De-Icing

Ice, snow, slush or frost may be removed from Aircraft surfaces by heated fluids, mechanical methods, alternate technologies or combinations thereof. The following procedures shall be used for their removal by fluids.

Note 1: Alternate technology may be used to accomplish the de-icing process.

Note 2: Pre-step process to be done prior to de-icing/anti-icing

If agreed by the Aircraft operator, a pre-step process prior to the de-icing process, in order to remove large amounts of frozen contamination (e.g. snow, slush or ice), may be considered to reduce the quantity of glycol-based de-icing fluid that is needed.

This pre-step process may be performed with various means (e.g., brooms, forced air, heat, heated water, and heated fluids with negative buffer freezing point). If the pre-step procedure is used, make sure that the subsequent de-icing process removes all frozen contamination including the contamination that may have formed on surfaces and or in cavities due to the pre-step process.

Requirements

Ice, snow, slush and frost shall be removed from Aircraft surfaces prior to dispatch or prior to anti-icing.

General

For maximum effect, fluids shall be applied close to the surface of the skin to minimize heat loss.

NOTE: The heat in the fluid effectively melts any frost, as well as light deposits of snow, slush and ice. Heavier accumulations require the heat to break the bond between the frozen deposits and the structure; the hydraulic force of the fluid spray is then used to flush off the residue. The de-icing fluid will prevent re-freezing for a period of time depending on Aircraft skin and ambient temperature, the fluid used, the mixture strength and the weather.

Removal of frost and light ice

General procedure

A nozzle setting giving a solid cone (fan) spray should be used.

NOTE: This ensures the largest droplet pattern available, thus retaining the maximum heat in the fluid. Providing the hot fluid is applied close to the Aircraft skin, a minimal amount of fluid will be required to melt the deposit.

Removal of local area contamination

When no precipitation is falling or expected, a “local area” de-icing may be carried out under the below mentioned or similar conditions.

In some cases a full or complete de-icing is not necessary. When the presence of frost and/or ice is limited to localized areas on the surfaces of the Aircraft and no holdover time is likely to be required, only the contaminated areas will require treatment.

This type of contamination will generally be found on the wing and/or stabilizer leading edges or in patches on the wing and/or stabilizer upper surfaces.

Spray the affected area(s) with a heated fluid/water mixture suitable for a One-Step Procedure. Then spray the same area(s) on the other side of the Aircraft.

Both sides of the Aircraft must be treated identically (same areas, same amount and type of fluid, same mixture strength), even if the contamination is only present on one side.

A trained and qualified person must check that both the treatment was performed symmetrically and that all contamination has been removed.

After this check has confirmed that the treated areas are clean, the following statement shall be given to the Commander: “Local Area De-icing only. Aircraft is clean. Holdover times do not apply”

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Under wing de-icing procedures

Treatments must be symmetrical and may include flaps lower surfaces. Spray the affected areas with a heated fluid/water mixture suitable for a One-Step Procedure or a Two Step Procedure, as required, (see caution below), and then spray the same areas under the other wing. Both wings must be treated identically (same areas, same amount and type of fluid, same mixture strength), even if the frozen contamination is only present under one wing. A trained and qualified person must check that the treatment was done symmetrically and that all frozen deposits have been removed, and then report the details of the treatment to the Commander. No holdover times apply to under wing treatments.

CAUTION: Under wing frost and ice are usually caused by very cold fuel in the wing tanks.

Use a fluid/water mixture with a higher concentration of glycol than is usually required by the OAT to prevent re-freezing.

5.4.4.4 Removal of Snow

A nozzle setting sufficient to flush off deposits and minimize foam production is recommended. Foam could be confused as snow.

NOTE: The procedure adopted will depend on the equipment available and the depth and type of snow; i.e. light and dry or wet and heavy. In general, the heavier the deposits the heavier the fluid flow that will be required to remove it effectively and efficiently from the Aircraft surfaces.

For light deposits of both wet and dry snow, similar procedures as for frost removal may be adopted.

Wet snow is more difficult to remove than dry snow and unless deposits are relatively light, selection of high fluid flow will be found to be more effective.

Under certain conditions it will be possible to use the heat, combined with the hydraulic force of the fluid spray to melt and subsequently flush off frozen deposits.

However, where snow has bonded to the Aircraft skin, the procedures detailed in SOM 5.4.4.5 should be utilized.

Heavy accumulation of snow will always be difficult to remove from Aircraft surfaces and vast quantities of fluid will invariably be consumed in the attempt. Under these conditions, serious consideration should be given to removing the worst of the snow manually before attempting a normal de-icing procedure.

5.4.4.5 Removal of Ice

Heated fluid shall be used to break the ice bond. The method makes use of the high thermal conductivity of the metal skin.

A stream of hot fluid is directed at close range onto one spot at an angle of less than 90°, until the Aircraft skin is just exposed. The Aircraft skin will then transmit the heat laterally in all directions raising the temperature above the freezing point thereby breaking the adhesion of the frozen mass to the Aircraft surface. By repeating this procedure a number of times, the adhesion of a large area of frozen snow or glazed ice can be broken. The deposits can then be flushed off with either a low or high flow, depending on the amount of the deposit.

5.4.4.6 General De-Icing Fluid Application Strategy

For effective removal of snow and ice, the following techniques shall be adopted.

Certain Aircrafts can require unique procedures to accommodate design differences, see aircraft manufacturer's instructions.

Ice, snow or frost dilutes the fluid. Apply enough hot de-icing fluid ensure that re-freezing does not occur and all contaminated fluid is driven off.

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Wings, horizontal stabilizer, and elevators

Spray from the leading edge to the trailing edge. Do not spray from the rear. Start at the highest point of the surfaces and work to the lowest parts, i.e. on most Aircrafts start at the wing tip and work towards the wing root.

NOTE: Refer to the aircraft manufacturer's documentation for any deviation from this procedure.

Vertical surfaces

Start at the top and work down.

Fuselage

Spray along the top center-line and then outboard. Ensure that it is clear of snow, slush or ice in accordance with aircraft manufacturer's documentation. Hoarfrost may be allowed.

Nose/Radome Area and Flight Deck Windows

Type I fluid/water mixture or manual methods of removal (such as squeegees or brushes) are recommended.

When thickened fluids are used, avoid spraying near flight deck windows, as fluid residues can cause a severe loss of visibility during flight.

Any thickened fluid remaining on nose areas where it could blow back onto the windscreens should be removed prior to departure, using squeegees or equivalent.

If flight deck windows are contaminated with thickened fluids use water or an approved windshield cleaner (use of a low freezing point windscreen washing fluid is recommended when OAT is at or below 0 °C (32 °F)).

CAUTION: Prior to cleaning of Flight Deck Windows ensure that the window heating system is switched off.

Landing gears and wheel bays

The application of de-icing fluid in this area shall be kept to a minimum. De-icing fluid shall not be sprayed directly onto brakes and wheels.

NOTE: Accumulations such as blown snow may be removed by other means than fluid (mechanically, air blast, heat etc.). However, where deposits have bonded to surfaces, they can be removed by the application of hot air or by spraying with hot de-icing fluids.

Engines

Deposits of snow shall be removed mechanically from engine intakes prior to departure. Any frozen deposits that have bonded to either the lower surface of the intake, the fan blades including the rear side, or propellers, shall be removed by hot air or other means recommended by the engine manufacturer.

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5.4.4.7 Anti-Icing

Ice, snow, slush or frost will, for a period of time, be prevented from accumulating on Aircraft surfaces by the application of anti-icing fluids. The following procedures shall be adopted when using anti-icing fluids.

Required usage

Anti-icing fluid shall be applied to the Aircraft surfaces when freezing rain, snow or other freezing precipitation may adhere to the Aircraft at the time of Aircraft dispatch.

Optional usage

Type II, III, or IV fluid may be applied onto clean Aircraft surfaces at the time of arrival (preferably before unloading begins) on short turnarounds during freezing precipitation and on overnight parked Aircrafts. This will minimize ice accumulation prior to departure and often makes subsequent de-icing easier.

CAUTION: This practice has the potential to build up residues. An appropriate inspection and cleaning program shall be established.

On receipt of a frost, snow, freezing drizzle, freezing rain or freezing fog warning from the local meteorological service, Type II, III, or IV fluid may be applied to clean Aircraft surfaces prior to the start of freezing precipitation. This will minimize the possibility of snow and ice bonding or reduce the accumulation of frozen precipitation on Aircraft surfaces and facilitate subsequent de-icing.

CAUTION: This practice has the potential to build up residues. An appropriate inspection and cleaning program shall be established.

Prior to flight the Aircraft must be de-iced, unless the integrity of the fluid can be ensured. De-ice in accordance with [Table 1](#), whenever possible, to reduce the potential for residue build up.

General

For effective anti-icing, an even layer of sufficient thickness of fluid is required over the prescribed Aircraft surfaces, which are clean (free of frozen deposits). For longer anti-icing protection, undiluted Type II, Type III, or Type IV fluid should be used.

The high fluid pressures and flow rates normally associated with de-icing are not required for this operation and, where possible, pump speeds should be reduced accordingly. The nozzle of the spray gun should be adjusted to provide a medium spray.

NOTE: Type I fluids provide limited holdover effectiveness when used for anti-icing purposes. Little benefit is gained from the minimal holdover time generated.

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Anti-icing fluid application strategy

The process should be continuous and as short as possible. Anti-icing should be carried out as near to the departure time as operationally possible in order to utilize maximum holdover time.

The anti-icing fluid shall be distributed uniformly and with sufficient thickness over all surfaces to which it is applied. In order to control the uniformity, all horizontal Aircraft surfaces shall be visually checked during application of the fluid.

The correct amount is indicated by fluid just beginning to run off the leading and trailing edges.

For guidance on amount of fluid refer to the SAE document "Training Recommendations and Background Information for De-icing/Anti-icing Aircrafts on the Ground".

Spray from the leading edge to the trailing edge. Do not spray from the rear.

Start at the highest point of the surfaces and work to the lowest parts, i.e. on most Aircrafts start at the wing tip and work towards the wing root. On vertical surfaces, start at the top and work down.

The following surfaces shall be treated:

- a) wing upper surfaces including leading edges and upper control surfaces;
- b) horizontal stabilizer upper surfaces including leading edges and elevator upper surfaces;
- c) vertical stabilizer surfaces including the rudder surfaces (both sides);
- d) Fuselage upper surfaces depending upon the amount and type of precipitation (especially important on center-line engine Aircrafts).

CAUTION: Anti-icing fluids may not flow evenly over wing leading edges, horizontal and vertical stabilizer s. These surfaces should be checked to ensure that they are properly coated with fluid.

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5.4.5 Limits and Precautions

5.4.5.1 Fluid Related limits

Temperature limits

When performing two-step de-icing/anti-icing, the freezing point of the fluid used for the first step shall not be more than 3° C (5 °F) above ambient temperature. (See also Tables 1 and 2.)

Type I fluids

The freezing point of the Type I fluid mixture used for either one-step de-icing/anti-icing or as a second step in the two-step operation shall be at least 10 °C (18 °F) below the outside air temperature. In no case shall this temperature be lower than the lowest operational use temperature (LOUT).

CAUTION: Type I fluids supplied as concentrates for dilution with water prior to use shall not be used undiluted. For exceptions refer to fluid manufacturer's documentation.

Type II / Type III / Type IV fluids

Type II, III, and IV fluids used as de-icing/anti-icing agents may have a lower temperature application limit of -25 °C (-13 °F). The application limit may be lower, provided a 7 °C (13 °F)

Buffer is maintained between the freezing point of the neat fluid and outside air temperature.

In no case shall this temperature be lower than the lowest operational use temperature (LOUT).

Note: These fluids may not be used below -25°C (-13°F) in active frost conditions (see Table 3).

Application limits

Under no circumstances shall an Aircraft that has been anti-iced receive a further coating of anti-icing fluid directly on top of the contaminated film.

If an additional treatment is required before flight, a complete de-icing/anti-icing shall be performed (see Application Tables 1 and 2). Ensure that any residues from previous treatment are flushed off. Anti-icing only is not permitted.

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5.4.5.2 Aircraft Related Limits

The application of de-icing/anti-icing fluid shall be in accordance with the requirements of the airframe/engine manufacturers.

5.4.5.3 Procedure Precautions

One-step de-icing/anti-icing is performed with a heated anti-icing fluid.

The fluid used to de-ice the Aircraft remains on the Aircraft surfaces to provide limited anti-ice capability. The correct fluid concentration shall be chosen with regard to desired holdover time and is dictated by outside air temperature and weather conditions (see Application [Tables 1](#) and [2](#)).

Wing skin temperatures may be lower than OAT. If this condition is identified, a stronger mixture (more glycol) may need to be used to ensure a sufficient freezing point buffer.

The application of Type II, III, or IV fluid, especially when used in a one step process, may cause residues to collect in aerodynamically quiet areas, cavities and gaps.

Dried residues may rehydrate and freeze following a period of high humidity and/or rain conditions. This may impede flight control systems. These residues may require removal. Consult the aircraft manufacturer with regard to inspection methods and frequency, related maintenance requirements and Aircraft washing recommendations.

If a Type II, III or IV fluid is used in a one step process, then an appropriate inspection and cleaning program shall be established. Whenever suitable, de-ice and anti-ice with only Type I.

When checking for residues, their visibility may be facilitated by misting with water.

If removal of contamination is required on the lower side of the wings and the horizontal stabilizer and elevator, de-icing/anti-icing fluid shall be applied sparingly to minimize fluid flow into drain holes.

Whenever possible, use Type I only.

Consult the aircraft manufacturer's documentation.

Two-step de-icing/anti-icing (When the first step is performed with de-icing fluid):

The correct fluid(s) shall be chosen with regard to ambient temperature. After de-icing, a separate overspray of anti-icing fluid shall be applied to protect the relevant surfaces thus providing maximum possible anti-ice capability. The second step is performed with anti-icing fluid.

The correct fluid concentration shall be chosen with regard to desired holdover time and is dictated by outside air temperature and weather conditions (see Application [Tables 1](#) and [2](#)).

The second step shall be performed before first step fluid freezes (typically within 3 min), if necessary area by area.

When applying the second step fluid, use a spraying technique, which completely covers the first step fluid (for example using the method described in [SOM 5.4.4.7](#) and provides a sufficient amount of second step fluid. For guidance on amount of fluid refer to the SAE document "Training Recommendations and Background Information for De-icing/Anti-icing Aircrafts on the Ground".

Where re-freezing occurs following the initial treatment, both first and second step must be repeated.

CAUTION: Wing skin temperatures may be lower than OAT. If this condition is identified, a stronger mixture (more glycol) may need to be used to ensure a sufficient freezing point buffer.

CAUTION: The application of Type II, III, or IV fluid, especially when used in a one step process or in the first step of a two-step process, may cause residues to collect in aerodynamically quiet areas, cavities and gaps. Dried residues may rehydrate and freeze following a period of high humidity and/or rain conditions. This may impede flight control systems. These residues may require removal.

CAUTION: Consult the aircraft manufacturer with regard to inspection methods and frequency, related maintenance requirements and Aircraft washing recommendations.

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The use of hot water or heated mixture of Type I fluid/water for the first step of a two-step de-icing/anti-icing process will minimize the formation of residues.

NOTE 1: If a Type II, III or IV fluid is used in the first step of a two-step process, then an appropriate inspection and cleaning program shall be established

Whenever suitable, de-ice and anti-ice with only Type I.

NOTE 2: When checking for residues, their visibility may be facilitated by misting with water.

NOTE 3: Anti-icing of the lower side of the wings and/or horizontal stabilizer and elevator is normally not foreseen. However, if these surfaces must be de-iced, the freezing point of the de-icing fluid must be low enough to prevent refreezing.

With regard to holdover time provided by the applied fluid, the objective is that it be equal to or greater than the estimated time from start of anti-icing to start of takeoff based on existing weather conditions.

De-icing treatments shall be symmetrical, that is, left-hand and right-hand side of the Aircraft shall receive the same treatment, even when only one side of the Aircraft is contaminated.

Anti-icing treatments shall always cover the entire wing and the entire horizontal stabilizer /elevator on both sides of the Aircraft.

CAUTION: Aerodynamic problems could result if these requirements are not met.

During anti-icing and de-icing, the moveable surfaces shall be in a position as specified by the aircraft manufacturer.

Engines are normally shut down but may remain running at idle during de-icing/anti-icing operations.

Air conditioning and/or APU air shall be selected OFF, or as recommended by the airframe and engine manufacturer.

De-icing/anti-icing fluids shall not be sprayed directly on wiring harnesses and electrical components (receptacles, junction boxes, etc.), onto brakes, wheels, exhausts, or thrust reversers.

De-icing/anti-icing fluid shall not be directed into the orifices of Pitot heads, static ports or directly onto air stream direction detectors probes/angle of attack airflow sensors.

All reasonable precautions shall be taken to minimize fluid entry into engines, APU, other intakes/outlets and control surface cavities.

De-icing/anti-icing fluid shall not be directed into engine inlets or directly onto engine probes/sensors.

Fluids shall not be directed onto flight deck or cabin windows as this can cause crazing of acrylics or penetration of the window seals.

In general, prior to the application of de-icing/anti-icing fluids all doors and windows should be closed and all service vehicles/personnel should be clear to prevent:

- a) galley floor areas being contaminated with slippery de-icing fluids;
- b) upholstery becoming soiled;
- c) Vehicles/personnel becoming contaminated with fluid.

However, when ramp activities have been completed and all doors, except the forward passenger door, are closed, it is permissible to start de-icing/anti-icing surfaces well away from the open door, provided that:

- a) the Commander is informed and has agreed to this procedure before spraying;
- b) passengers and staff will not be subjected to fluid overspray;
- c) fuselage in the vicinity of the open door is not treated;
- d) Wind conditions are such that fluid or fluid overspray cannot reach the passenger door area.

This procedure is not recommended if passengers are boarding the Aircraft via open stairs.

NOTE: Doors shall not be closed until all ice or snow has been removed from the surrounding area.

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Any forward area from which fluid can blow back onto windscreens during taxi or subsequent takeoff shall be free of residues prior to departure.

If Type II, III, or IV fluids are used, all traces of the fluid on flight deck windows should be removed prior to departure, particular attention being paid to windows fitted with wipers.

De-icing/anti-icing fluid may be removed by rinsing with an approved cleaner and a soft cloth.

Landing gear and wheel bays shall be kept free from build-up of slush, ice or accumulations of blown snow.

When removing ice, snow, slush or frost from Aircraft surfaces care shall be taken to prevent it entering and accumulating in auxiliary intakes or control surface hinge areas. Remove snow from wings, stabilizer, ailerons and elevators by spraying from the leading edge to the trailing edge.

Start at the highest point of the surfaces and work to the lowest parts, i.e. on most Aircrafts start at the wing tip and work towards the wing root.

Ice can build up on Aircraft surfaces when descending through dense clouds or precipitation during an approach. When ground temperatures at the destination are low, it is possible for flaps to be retracted and for accumulations of ice to remain undetected between stationary and moveable surfaces. It is therefore important that these areas are checked prior to departure and any frozen deposits are removed.

Under freezing fog conditions, the rear side of the fan blades shall be checked for ice build-up prior to start-up. Any deposits discovered shall be removed by directing air from a low flow hot air source, such as a cabin heater, onto the affected areas.

A flight control check should be considered according to Aircraft type (see relevant manuals). This check should be performed after de-icing/anti-icing.

After frequent applications of de-icing/anti-icing fluids it is advisable to inspect aerodynamically quiet areas and cavities for residues of thickened de-icing/anti-icing fluid. For these inspections it may be necessary to open access panels.

Consult airframe manufacturers for inspection and cleaning details and procedures.

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5.4.5.3 Clear Ice Precautions

Clear ice can form on Aircraft surfaces, below a layer of snow or slush. It is therefore important that surfaces are closely examined following each de-icing operation, in order to ensure that all deposits have been removed.

Significant deposits of clear ice can form, in the vicinity of the fuel tanks, on wing upper surfaces as well as under-wing. Aircrafts are most vulnerable to this type of build-up when:

- a) wing temperatures remain well below 0 °C (32 °F) during the turnaround/transit;
- b) ambient temperatures between -2 °C and +15 °C (28 °F and 59 °F) are experienced;
- c) Ambient humidity is high and/or precipitation occurs while the Aircraft is on the ground.

This type of ice formation is extremely difficult to detect. However, frost or ice on the lower surface of either wing can indicate the presence of clear ice on the upper wing surfaces.

Therefore when the above conditions prevail, or when there is otherwise any doubt whether clear ice has formed, a close examination shall be made immediately prior to departure, in order to ensure that all frozen deposits have in fact been removed.

NOTE 1: Clear ice can form at other temperatures if conditions a) and c) exist.

NOTE 2: Low wing temperatures associated with this type of build-up normally occur when large quantities of cold fuel remain in wing tanks during the turnaround/

Transit and any subsequent re-fueling does not cause a sufficient increase in wing temperature.

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5.4.6 General Aircraft Requirements after De-Icing/Anti-Icing

5.4.6.1 Following the De-Icing/Anti-Icing Procedures and Prior to Take-off,

The critical Aircraft surfaces shall be clean of all frost, ice, slush, and snow accumulations in accordance with the following requirements.

- **Wings, tail and control surfaces**
Wings, tail and control surfaces shall be free of ice, snow, slush, and frost except that a coating of frost may be present on wing lower surfaces in areas cold soaked by fuel between forward and aft spars in accordance with the aircraft manufacturer's published documentation.
NOTE: Frost or any other contamination is not acceptable on the lower side of the horizontal stabilizer and elevator, unless specified otherwise in the AFM or other aircraft manufacturer's documentation.
- **Pitot heads and static ports**
Pitot heads and static ports shall be clear of ice, frost, snow and fluid residues.
- **Engines**
Engine inlets, exhaust nozzles, cooling intakes, control system probes and ports shall be clear of ice and snow. Engine fan blades or propellers (as appropriate) shall be clear of ice, frost and snow, and shall be free to rotate.
- **Air conditioning inlets and exits**
Air conditioning inlets and exits shall be clear of ice, frost and snow. Outflow valves shall be clear and unobstructed.
- **Landing gear and landing gear doors**
Landing gear and landing gear doors shall be unobstructed and clear of ice, frost and snow.
- **Fuel tank vents**
Fuel tank vents shall be clear of ice, frost and snow.
- **Fuselage**
Fuselage shall be clear of snow, slush or ice. Frost may be present in accordance with the aircraft manufacturer's documentation.
- **Nose/Radome Area and Flight Deck Windows**
Any significant deposits of snow, slush, or ice on the windscreens or on areas forward of the windscreens shall be removed prior to departure.
Heated flight deck windows will not normally require de-icing.

5.4.6.2 Flight Control Check

A functional flight control check using an external observer may be required after de-icing/anti-icing depending upon Aircraft type (see relevant manuals). This is particularly important in the case of an Aircraft that has been subjected to an extreme ice or snow covering.

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5.4.6.3 Dried Fluid Residues When the Aircraft Has Not Been Flown After Anti-Icing

Dried fluid residue could occur when surfaces have been treated but the Aircraft has not subsequently been flown and not been subject to precipitation. The fluid may then have dried on the surfaces. In such situations the Aircraft must be checked for residues from de-icing/anti-icing fluids and cleaned as necessary.

5.4.6.4 Special Maintenance Considerations

Proper account should be taken of the possible side-effects of fluid use. Such effects may include, but are not necessarily limited to, dried and/or rehydrated residues, corrosion and the removal of lubricants.

5.4.7 Post De-Icing/Anti-Icing Check

An Aircraft shall not be dispatched after a de-icing/anti-icing operation until the Aircraft has received the following visual check by a trained and qualified person.

This check shall cover wings, horizontal stabilizer, vertical stabilizer and fuselage, plus all other parts of the Aircraft on which a de-icing/anti-icing treatment was performed according to the requirements identified during the contamination check.

The check shall be performed from points offering sufficient visibility of all prescribed surfaces (E.g. from the de-ice itself or other equipment suitable for gaining access). Any contamination found, shall be removed by further de-icing/anti-icing treatment and the check repeated.

Before take-off the Commander must ensure that he has received confirmation that this Post De-icing/Anti-icing Check has been accomplished.

NOTE: For specific Aircraft types, additional requirements exist e.g. special clear ice checks, such as tactile checks on wings. These special checks are not covered by the Post Deicing/Anti-icing Check. Aircraft operators shall make arrangements for suitably qualified personnel to meet these requirements. Where the de-icing provider is carrying out the de-icing/anti-icing process and also the Post De-icing/Anti-icing Check, it may either be performed as a separate check or incorporated into the de-icing operation as defined below.

The de-icing provider shall specify the actual method adopted, where necessary by customer, in his winter procedures:

- a) As the de-icing/anti-icing operation progresses the De-icing Operator will closely monitor the surface receiving treatment, in order to ensure that all forms of frost, ice, slush or snow (except as may be allowed in the AFM and/or AMM) are removed.
- b) Once the operation has been completed, the De-icing Operator will carry out a close visual check of the surface where treatment commenced, in order to ensure it has remained free of contamination (this procedure not required under 'frost only' conditions).
- c) Where the request for de-icing/anti-icing did not specify all of the following surfaces, i.e. wing, horizontal stabilizer, vertical stabilizer and fuselage, the surfaces omitted from the request shall also receive a close visual check at this time, in order to confirm that they have also remained free of contamination.
- d) Any evidence of contamination that is outside the defined limits shall be reported to the Commander immediately.

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5.4.8 Pre-Take-off Check

The Commander shall continually monitor the weather conditions after the performed de-icing/anti-icing treatment. Prior to takeoff he shall assess whether the applied holdover time is still appropriate and/or if untreated surfaces may have become contaminated.

This Check is normally performed from inside the flight deck.

5.4.8.1 Pre-Take-off Contamination Check

This is a check of the critical surfaces for contamination.

This check shall be performed when the condition of the critical surfaces of the Aircraft cannot be effectively assessed by a pre-takeoff check or when the applied holdover time has been exceeded. This check is normally performed from outside the Aircraft.

The alternate means of compliance to a pre-takeoff contamination check is a complete de-icing/anti-icing re-treatment of the Aircraft.

5.4.9 Communication Procedures

The person communicating with the flight crew shall have a basic knowledge of the English language in order to communicate properly (Operational level or equivalent according to SAE Training Recommendations).

Communication between the Commander and the de-icing crew will usually be achieved using a combination of printed forms and verbal communication. For treatments carried out after Aircraft doors are closed, use of flight interphone (headset) or VHF radio will usually be required.

Electronic message boards may also be used in 'off stand' situations. Use of hand signals is not recommended except for the final 'all clear' signal SOM 5.4.9.5

5.4.9.1 Communication Prior To Starting De-Icing/Anti-Icing Treatment

- i. Before de-icing/anti-icing, the Commander shall be requested to confirm the treatment required (areas to be de-iced, anti-icing requirements, special de-icing procedures).
- ii. Before fluid application starts, the Commander shall be requested to configure the Aircraft for de-icing/anti-icing (surfaces, controls and systems, as per Aircraft type requirements). The de-icing crew shall wait for confirmation that this has been completed before commencing the treatment.
- iii. For treatments carried out without the flight crew present, a suitably qualified individual shall be nominated by the Aircraft operator to confirm the treatment required and to confirm correct configuration of the Aircraft.

5.4.9.2 Post De-Icing/Anti-Icing Communication

An Aircraft shall not be dispatched for departure after a de-icing/anti-icing operation until the Commander has been notified of the type of de-icing/anti-icing operation performed (Anti-icing Code).

The Anti-icing Code (SOM 5.4.6.3) shall be provided by a qualified person at the completion of the treatment, indicating that the checked surfaces (see SOM 5.4.7) are free of ice, frost, snow, and slush, and in addition includes the necessary information to allow the Commander to estimate the holdover time to be expected under the prevailing weather conditions with reference to SOM 5.4.11

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5.4.9.3 Anti-Icing Codes

The following information shall be recorded and be communicated to the Commander by referring to the last step of the procedure and in the sequence provided below:

- a) the fluid Type; i.e. Type I, II, III, IV
- b) the concentration of fluid within the fluid/water mixture, expressed as a percentage by volume;
NOTE 1: No requirement for Type I fluid.

- c) the local time (hours: minutes), either
 - for a one-step de-icing/anti-icing: at the start of the treatment or
 - for a two-step de-icing/anti-icing: at the start of the second step (anti-icing);

- d) the date (written: day, month, year);
NOTE 2: Required for record keeping, optional for Commander Notification.

- e) The complete name of the anti-icing fluid (so called “brand name”).
NOTE 3: Optional; for Type II and IV fluids only.

- f) the statement "Post de-icing/anti-icing check completed"

NOTE 4: For specific Aircraft types, additional requirements exist e.g. special clear ice

Checks, such as tactile checks on wings.

Additional confirmation for these checks is required.

EXAMPLE

A de-icing/anti-icing procedure whose last step is the use of a mixture of 75% of a Type II fluid and 25% water, commencing at 13:35 local time on 20 February 2011, is reported and recorded as follows:

TYPE II/75 13:35 (20 Feb 2011) (Complete name of anti-icing fluid) "Post de-icing/anti-icing check completed".

5.4.9.4 Post De-Icing/Anti-Icing Check and Transmission of the Anti-Icing Code To the Commander

It shall be clearly defined by the Aircraft operator which company is responsible for carrying out the post de-icing/anti-icing check and providing the Commander with the Anti-icing Code.

If two different companies are involved in the de-icing/anti-icing treatment and post de-icing/anti-icing check, it must be ensured that the Anti-icing Code is not given before the post de-icing/anti-icing check is completed.

The company carrying out the de-icing/anti-icing treatment shall be responsible for the treatment and pass all information about the treatment to the company carrying out the post de-icing/anti-icing check.

5.4.9.5 All Clear Signal

The flight crew shall receive a confirmation from the ground crew that all de-icing/anti-icing operations are complete and that all personnel and equipment are clear before reconfiguring or moving the Aircraft.

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5.4.10 The Clean Aircraft Concept

THE CLEAN AIRCRAFT CONCEPT IS ESSENTIAL.

No aircraft may be dispatched, released, or take-off if conditions are such that frost, ice, or snow may be reasonably expected to adhere to the aircraft, unless the aircraft has been de-iced / anti-iced with the following exceptions:

- Up to 3.2mm frost on the lower wing surface in the fuel tank area,
- Thin hoarfrost is permitted on the top surface of the fuselage if all the vents and ports are clear. Thin hoarfrost is a white layer of constant thickness with a sharp crystalline texture. It usually occurs on surfaces that are out on a cold night with no clouds. Hoar frost is thin; you can see items on the surface below the layer of frost, such as paint lines, marks or letters.

5.4.11 Holdover Time

Holdover time is obtained by anti-icing fluids remaining on the Aircraft surfaces.

With a one-step de-icing/anti-icing the holdover time begins at the start of the treatment and with a two-step de-icing/anti-icing at the start of the second step (anti-icing)

Holdover time will have effectively run out when frozen deposits start to form/accumulate on treated Aircraft surfaces.

Due to their properties, Type I fluids form a thin liquid wetting film, which provides limited holdover time, especially in conditions of freezing precipitation. With this type of fluid no additional holdover time would be provided by increasing the concentration of the fluid in the fluid/water mixture.

Type II, III, and IV fluids contain a pseudo plastic thickening agent, which enables the fluid to form a thicker liquid wetting film on external Aircraft surfaces. This film provides a longer holdover time especially in conditions of freezing precipitation.

With this type of fluid additional holdover time will be provided by increasing the concentration of the fluid in the fluid/water mixture, with maximum holdover time available from undiluted fluid.

The Tables give an indication as to the time frame of protection that could reasonably be expected under conditions of precipitation. However, due to the many variables that can influence holdover time, these times should not be considered as minimums or maximums as the actual time of protection may be extended or reduced, depending upon the particular conditions existing at the time.

The lower limit of the published time span is used to indicate the estimated time of protection during moderate precipitation and the upper limit indicates the estimated time of protection during light precipitation.

The responsibility for the application of these data remains with the user.

CAUTION: Heavy precipitation rates or high moisture content, high wind velocity or jet blast may reduce holdover time below the lowest time stated in the range. Holdover time may also be reduced when Aircraft skin temperature is lower than OAT.

Therefore, the indicated times should be used only in conjunction with a pre-takeoff check.

NOTE 1: Certain fluids may be qualified according to fluid specifications but may not have been tested during winter to develop the holdover time guidelines specified in this document. Holdover time guidelines in this document are not applicable to these fluids.

NOTE 2: For use of holdover time guidelines consult fluid manufacturer's technical literature for minimum viscosity limits of fluids as applied to Aircraft surfaces.

NOTE 3: A degraded Type II, Type III, or Type IV fluid may be used, provided the holdover time guidelines for Type I fluids are used.

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A Type II, Type III, or Type IV fluid is considered to be degraded if the viscosity is below the minimum limit as provided by the fluid manufacturer.

The Type II fluid holdover time guideline may be used with degraded Type IV fluids only after substantiation by holdover time testing.

NOTE 4: Holdover time guidelines can also be obtained for individual fluid products and these "brand name" holdover times will be found to differ from the tables published here.

Ref. to OM-A Part A Vol.1 Item 8.2.4.8. TABLES FOR HOLDOVER TIMES.

5.4.12 Fluid Handling

De-icing/anti-icing fluid is a chemical product with environmental impact. During fluid handling, avoid any unnecessary spillage and comply with local environmental and health laws and the manufacturer's safety data sheet.

Different products shall not be mixed without additional qualification testing.

- All fluids must be handled in accordance with fluid manufacturers' recommendations, health and environmental regulations, and operator requirements.
- The protective properties of Type II, III and IV fluids will be degraded when the fluid is subjected to contamination, improper transportation or storage, excessive heating or when exposed to excessive shear forces during transfer or use.
- Quality control methods for handling de-icing/anti-icing fluids, as specified, must be strictly followed at all times.

5.4.12.1 Storage

Tanks dedicated to the storage of de-icing/anti-icing fluids shall be used.

Storage tanks shall be of a material of construction compatible with the de-icing/anti-icing fluid, as specified by the fluid manufacturer (corrosion resistant steel, plastic, etc). Care should be taken to avoid using dissimilar metals in contact with each other, as galvanic couples may form and degrade thickened fluids.

Tanks shall be conspicuously labelled to avoid contamination.

Tanks shall be inspected annually for corrosion and/or contamination. If corrosion or contamination is evident, tanks shall be maintained to standard or replaced. To prevent corrosion at the liquid/vapour interface and in the vapor space, a high liquid level in the tanks is recommended.

NOTE: If the quality of the fluids is checked, the inspection interval may be longer than one year.

The storage temperature limits shall comply with the manufacturer's guidelines.

The stored fluid shall be checked routinely to ensure that no degradation/contamination has occurred.

5.4.12.2 Pumping

De-icing/anti-icing fluids can show degradation caused by excessive mechanical shearing. Therefore only compatible pumps and spraying nozzles shall be used. The design of the pumping systems shall be in accordance with the fluid manufacturer's recommendations.

5.4.12.3 Transfer Lines

Dedicated transfer lines shall be conspicuously labeled to prevent contamination and shall be compatible with the de-icing/anti-icing fluids to be transferred.

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5.4.12.4 Heating

De-icing/anti-icing fluids shall be heated according to the fluid manufacturer's guidelines. For Type I fluids, water loss may cause undesirable aerodynamic effects.

For Type II / III / IV fluids thermal exposure and/or water loss may cause a reduction in fluid viscosity leading to lower holdover times.

The fluids shall be checked periodically

CAUTION: Avoid unnecessary heating of fluid in vehicle tanks.

Prolonged or repeated heating of fluids (directly or indirectly) may result in loss of water which can lead to performance degradation of the fluid.

Any of the following situations or a combination of them can accelerate the fluid performance degradation:

- a) Low fluid consumption;
- b) Trucks being in standby mode with heating system on for extended periods of time;
- c) High temperatures in fluid tanks;
- d) High temperatures in water tanks, which are in direct contact with the fluid, tank (no insulation between tanks).

5.4.12.5 Application

Application equipment shall be cleaned thoroughly before being initially filled with de-icing/anti-icing fluid in order to prevent fluid contamination.

De-icing/anti-icing fluid in trucks shall not be heated in confined or poorly ventilated areas.

The integrity of the fluid at the spray nozzle shall be checked periodically.

5.4.12.6 Contamination Check

This is a check for the need to de-ice. This check shall include the areas mentioned in SOM 5.4.6.1 and any other as recommended by the aircraft manufacturer. It shall be performed from points offering sufficient visibility of these parts (e.g. from the de-icing vehicle itself or any other suitable piece of equipment).

Any contamination found, except frost mentioned in SOM 5.4.6.1, shall be removed by a de-icing treatment. If anti-icing is also required, this treatment may be performed as a one-step or two-step de-icing/anti-icing of the relevant surfaces. Requests for de-icing/anti-icing shall specify the parts of the Aircraft requiring treatment.

NOTE: For specific Aircraft types additional requirements exist e.g. special clear ice checks, such as tactile checks on wings. These special checks are not covered by the contamination check. Aircraft operators shall make arrangements for suitably qualified personnel to meet these requirements.

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5.4.13 Fluid Sampling Procedure for Type II, Type III, Or Type IV Fluids

5.4.13.1 Introduction

To ensure that the necessary safety margins are maintained between the start of the de-icing/anti-icing operation and takeoff, the fluid used to both de-ice and anti-ice Aircraft surfaces, must be in an "ex-fluid manufacturers" condition and at the correct concentration. Due to the possible effect of vehicle/equipment heating and/or delivery system components on fluid condition, it is necessary for the sampling method to simulate typical Aircraft application.

This section therefore describes the approved methods for collecting samples of Type II, III, and IV fluids, sprayed from operational Aircraft de-icing/anti-icing vehicles/equipment, prior to the necessary quality control checks (see SOM 05.4.14) being carried out.

5.4.13.2 Method

The preferred method is to spray the fluid onto a purpose built stand, consisting of a suitable plate (for fluid application) and an associated fluid collection system. In the absence of such a stand, the application can be made onto a clean polythene sheet (approx. 2m x 2m) laid directly on the ground.

Depending on wind speed/direction at the time of sampling the polythene sheet may require to be weighted down at the edges, to prevent movement.

The distance between the spray nozzle and the surface shall be approximately 3m and the fluid shall be sprayed perpendicular to the surface.

Where different spray patterns and flow rates are used during routine de-icing/anti-icing operations, samples shall be taken at typical nozzle settings (e.g. fine, medium or coarse) and flow rates for anti-icing.

5.4.13.3 Procedure

Select the required flow rate/spray pattern for the fluid to be sampled.

Spray the fluid to purge the lines and check the concentration of a sample, taken from the gun/nozzle after purging.

Should the refractive index indicate that the lines have not been adequately purged, repeat the previous step until the concentration is correct for the fluid to be sampled (on certain vehicles it may be necessary to spray more than 50 liters of fluid, before the lines are completely purged).

Direct the fluid onto the sampling surface and spray an adequate amount of fluid to allow for a 1 liter sample to be taken.

Where a polythene sheet is used for sampling purposes, carefully lift the corners of the sheet and collect 1 liter of the fluid in a clean and dry bottle.

5.4.13.4 Reference Fluid

For reference purposes, take a 1 liter sample of the base fluid from the storage facility and a 1 liter sample from the fluid tank of the de-icing/anti-icing equipment/vehicle being sampled.

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5.4.13.5 Identification of Samples

Attach a label to each sample, providing the following data:

Brand name and Type of the fluid (e.g. Dow UCAR ADF Concentrate/Type I, Kilfrost ABC-3/Type II, Clariant Safe wing MPIV Launch/Type IV, etc.)

Identification of de-icing/anti-icing equipment/vehicle (e.g. Elephant Beta DT04, Fixed Rig R001, etc.)

Detail where the sample was taken from (e.g. nozzle, storage tank or equipment/vehicle tank)

Mixture strength (e.g. 100/0, 75/25, etc.).

Station (e.g. BAK, etc.)

Date sample was taken

5.4.14 Checking Procedure for Aircraft De-icing/Anti-icing Fluids

5.4.14.1 Introduction

This checking procedure for aircraft de-icing/anti-icing fluids is in compliance with SAE station quality Monitoring program for Aircraft de-icing/anti-icing operations and with the relevant sections of EU-OPS 1.345. The procedure ensures that the required safety standards concerning the de-icing/anti-icing fluids quality are maintained when discrepancies are found investigate and rectify, i.e. ensure the fluid is within limits prior to use.

5.4.14.2 Fluid Acceptance at Delivery

Check of documentation

Check that the fluid delivered corresponds to the fluid ordered.

Make sure the brand name and concentration of the product specified in the delivery documents corresponds to the delivered fluid. Each container/road tanker shall be checked.

Make sure that the brand name and the concentration of the delivered fluid corresponds to the brand name and the concentration of the storage or vehicle tanks.

Fluid Sample Checks

Before the first use of the delivered fluid for filling a storage tank or vehicle tank, take a sample from the container/road tanker (each separate compartment if applicable) and perform the following checks:

Type I fluid:

- Perform a visual contamination check according to SOM 5.4.14.6
- Perform a refractive index check according to SOM 5.4.14.6
- Perform a pH-value check according to SOM 5.4.14.6*)

Type II, Type III, and Type IV fluids:

- Perform a visual contamination check according to SOM 5.4.14.6
- Perform a refractive index check according to SOM 5.4.14.6
- Perform a pH-value check according to SOM 5.4.14.6 *)
- Perform a field viscosity check according to fluid manufacturer's instruction(s) or SOM 5.4.14.6

*) Perform this check if it is suitable to identify contaminants in the fluid and/or detect degradation of the fluid used.

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5.4.14.3 De-Icing/Anti-Icing Vehicle Fluid Checks

Concentration Checks

Fluids or fluid/water mixture samples shall be taken from the de-icing/anti-icing vehicle nozzles on a daily basis when vehicles are in use. The sample shall be protected against precipitation. Perform a refractive index check according to SOM 5.4.14.6.

NOTE 1: Trucks without a mixing system Samples may be taken from the truck tank instead of at the nozzle. Ensure that the fluid is at a uniform mixture.

NOTE 2: Trucks with proportional mixing systems

Operational setting for flow and pressure shall be used. Allow the selected fluid concentration to stabilize before taking sample (see also SOM 5.4.13.3)

NOTE 3: Trucks with automated fluid mixture monitoring system

The interval for refractive index checks has to be determined by the handling company in accordance with the system design.

Checks on (directly or indirectly) heated Fluids

Fluid or fluid/water mixture samples shall be taken from the de-icing/anti-icing vehicle tanks.

As a guideline, the interval should not exceed two weeks, but it may be adjusted in accordance with local experience.

Perform a Refractive Index Check in accordance with SOM 5.4.14.6

5.4.14.4 Laboratory Checks for Fluids

The laboratory checks shall be performed for the fluids at the start and in the middle of the de-icing season and upon request by the airline. Fluid samples shall be taken from all de-icing/anti-icing vehicle spray nozzles of all vehicles and from all storage tanks in use.

For thickened de-icing/anti-icing fluids take the sample as described in fluid sampling procedure for Type II, Type III, and Type IV fluids (see SOM 5.4.13). Samples shall be taken in all concentrations used for anti-icing.

Perform the laboratory check for fluids as follows: Type I fluid:

- Perform a visual contamination check according to SOM 5.4.14.6
- Perform a refractive index check according to SOM 5.4.14.6
- Perform a pH-value check according to SOM 5.4.14.6

Type II, Type III, and Type IV fluids:

- Perform a visual contamination check according to SOM 5.4.14.6
- Perform a refractive index check according to SOM 5.4.14.6
- Perform a pH-value check according to SOM 5.4.14.6
- Perform a laboratory viscosity check according to SOM 5.4.14.6 *)

*) Not applicable to samples taken from spray nozzle(s) used for de-icing exclusively.

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5.4.14.5 Field Check for Fluids

Field check for fluids shall be made always when station inspection is made. The samples shall be taken from the storage tank and from the de-icing/anti-icing equipment nozzle.

For thickened de-icing/anti-icing fluids take the sample as described in fluid sampling procedure for Type II, Type III, or Type IV fluids (see SOM 5.4.13).

Perform the field test for fluids as follows: Type I fluid:

- Perform a visual contamination check according to SOM 5.4.14.6
- Perform a refractive index check according to SOM 5.4.14.6
- Perform a pH-value check according to SOM 5.4.14.6 *)

Type II, Type III, and Type IV fluids:

- Perform a visual contamination check according to SOM 5.4.14.6
- Perform a refractive index check according to SOM 5.4.14.6
- Perform a pH-value check according to SOM 5.4.14.6 *)
- Perform a field viscosity check according to SOM 5.4.14.6

*) Perform this check if it is suitable to identify contaminants in the fluid and/or detect degradation of the fluid used.

5.4.14.6 Fluid Check Methods

The following checks can be performed by any equivalent method. Visual Contamination Check

- Put fluid from the sample into a clean glass bottle or equivalent
- Check for any kind of contamination (e.g. rust particles, metallic debris, rubber parts, etc.)
- Refractive Index Check
- Make sure the refract meter is calibrated and clean
- Put a fluid drop taken from the sample or from the nozzle onto the test screen of the refract meter and close the prism
- Read the value on internal scale and use the correction factor given by the manufacturer of the fluid in case the temperature of the refract meter is not 20 °C (68 qF)
- Compare the value with the refractive index limits provided by the fluid Manufacturer, to ensure it is within tolerance.
- Clean the refract meter and return it into the protective cover
- pH-Value Check
- Take a piece of pH Indicator Paper and put it in the fluid so that it becomes wetted with the fluid
- Remove the pH Indicator Paper from the fluid and compare its color with the color of the table provided with the pH Indicator Paper and read the corresponding pH value
- Compare the pH-value with the figures from the fluid manufacturer

NOTE: The pH check in the laboratory should be performed with a pH measurement instrument.

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5.4.15 Local Frost Prevention in Cold Soaked Wing Areas

5.4.15.1 Introduction

Wing surface temperatures can be considerably below ambient due to contact with cold fuel and/or close proximity to large masses of cold soaked metal. In these areas frost can build up on wing surfaces and may result in the entire wing being de-iced/anti-iced prior to the subsequent departure.

This procedure provides recommendations for the prevention of local frost formation in cold soaked wing tank areas during transit stops in order to make de-icing/anti-icing of the entire wings unnecessary under such circumstances. This procedure does, however, not supersede standard de-icing/anti-icing procedures and has to fulfill the requirements of aircraft de-icing/anti-icing methods with fluids. This procedure also does not relieve from any requirements for treatment and inspections in accordance with aircraft manufacturer's documentation.

5.4.15.2 Definitions

Local frost build-up: Limited formation of frost in local wing areas sub-cooled by cold fuel or large masses of cold metal; this type of frost does not cover the entire wing!

5.4.15.4 Procedure

Using suitable spray equipment, apply a proper coating of undiluted Type II or IV anti-icing fluid on the wings in the limited cold soaked areas where formation of frost may be expected due to contact of the wing skin with sub cooled fuel or masses of cold metal.

A proper coating completely covers the treated area with visible fluid.

NOTE: For limitations see SOM 5.4.15.4.

5.4.15.4 Limits and Precautions

- This Local Frost Prevention procedure does not substitute standard de-icing/anti-icing procedures in accordance with Aircraft de-icing/anti-icing methods with fluids, clear ice checks or any other aircraft manufacturer requirements, nor the requirement that Aircraft surfaces are clear of frost, slush, and snow and ice accumulation.
- This Local Frost Prevention procedure shall only be carried out if approved by the operator of the Aircraft to be treated, and it shall only be carried out by properly qualified and trained personnel.
- This Local Frost Prevention procedure shall be applied on clean wings immediately following arrival of the Aircraft. Application is acceptable at the latest when frost just starts to build up, but in this case the fluid shall be applied at a minimum temperature of 50 °C (122 °F).
- If precipitation occurred between application of the fluid and dispatch of the Aircraft and/or if precipitation is expected before takeoff, a standard de-icing/anti-icing treatment shall be performed in accordance with Aircraft de-icing/anti-icing methods with fluids.
- Both wings shall receive the same and symmetrical treatment, i.e. the same area in the same location shall be sprayed, also when conditions would not require the treatment of both wings.

CAUTION: Aerodynamic problems could result if this requirement is not met.

- A holdover time shall not be assigned to a Local Frost Prevention procedure since the treatment does not cover the entire Aircraft or wing surface respectively.

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5.4.15.5 Final check

A tactile check (by touch) of the treated areas and a visual check of the untreated areas of both wings shall be performed immediately before the Aircraft leaves the parking position.

These checks are conducted to ensure that both wings are clean and free of frost.

The applied de-icing/anti-icing fluid shall still be liquid and shall show no indication of failure, such as color turning to white, loss of gloss, getting viscous, showing ice crystals etc.

5.4.15.6 Flight Crew Information

Following information shall be provided to the flight crew: “Local frost prevention was accomplished”.

5.4.16 Off-Gate De-Icing/Anti-Icing Procedures

5.4.16.1 Communications

During off-gate de-icing/anti-icing a two-way communication between flight crew and de-icing/anti-icing operator/supervisor must be established prior to the de-icing/anti-icing treatment.

This may be done either by intercom or by VHF radio. In case VHF is used, the register or “tail number” of the Aircraft instead of flight number must be used during all communications.

An alternate means of communication may be the use of Electronic Message Boards. In the event of conflict, verbal communication shall take precedence.

During treatment all necessary information to cockpit must be given by this means (Beginning of treatment, treatment of sections requiring de-activation of Aircraft systems, anti-icing code, etc.). Contact with flight crew may be closed after anti-icing code and readiness for taxi-out has been announced.

5.4.16.2 Taxi Guidance

When off-gate de-icing/anti-icing area is entered by taxiing, a sufficient taxi and stopping guidance must be arranged, or Marshaller assistance must be given. In case radio contact must be established before entering the de-icing/anti-icing area, the signs with clearly marked operation frequency must be visible from the cockpit before entering this area.

5.4.16.3 General Instructions

The de-icing/anti-icing operator together with the airport authorities must publish all necessary information about how to operate on the off-gate site by NOTAM or in local AIP. This information has to include at least the location of, and standard taxi routing to the de-icing/anti-icing area, means to coordinate the deicing/anti-icing operation, means to communicate before and during the de-icing/anti-icing operation, and information about taxi and stopping guidance.

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5.4.17 Responsibility

5.4.17.1 Commander

The commander has the ultimate responsibility to determine that the aircraft is in a safe condition for flight.

This requirement is considered to be fulfilled if the commander obtains verification from properly trained and qualified de-icing personnel that:

- The airplane is free from frost, ice, and snow
- The anti-icing has been performed according to approved procedures and the commander's specification.
- The report from the responsible de-icing / anti-icing personnel to the commander has been given and the airplane is ready for flight

After receiving the anti-icing code, the commander is responsible for ensuring that the relevant surfaces remain free from contamination until take-off.

The authority to decide whether de/anti-icing of the airplane is necessary lies with the Commander. He determines the necessity for removal of frost, slush, snow or ice and orders the deicing equipment via Flight Dispatcher, Ground Engineer or through the responsible ground staff.

The Commander decides which airplane parts have to be de-/anti-iced, e.g. wings only, wings and tail or the complete airplane. He is responsible for calculating the Hold-Over-Time (HOT) base on:

- HOT tables;
- Actual weather conditions;
- Applied type and mixture ratio of de/anti-icing fluid.

The decision regarding airplane acceptance after de/anti-icing treatment rests with the Commander. He takes responsibility for the air-worthiness of the airplane after confirmed completion of airplane de/anti-icing.

When the de-/anti-icing procedures are clearly required Stations & Ground Handling Manager and/or station engineer may decide to start the de/anti-icing treatment.

5.4.17.2 Maintenance

The maintenance person responsible for dispatching the aircraft is responsible for ensuring that Operator de-icing/anti-icing procedures have been properly and fully applied prior to dispatch of the aircraft.

The Commander, by-the-way, has the ultimate responsibility for determining that his aircraft is in a condition for safe flight and releasing the aircraft for service shall be satisfied that correct and complete de-icing/anti-icing has taken place and that the aircraft is fit for flight.

When the Certifying Staff is available, he is responsible for all the formality that must be done.

Whenever Certifying Staff is not available or cannot be present at the de-icing procedure, the Commander upon confirmation from Handling Company or through his own verification that the deicing has been performed will make sure that all the formality has been done. If the aircraft is not free from ice and snow, the Commander shall determine the requirements for de-icing and anti-icing, based on the holdover times and outside temperature.

5.4.17.3 Stations & Ground Handling Manager

The Stations & Ground Handling Manager is responsible for the availability of personnel equipment and fluids. All action in connection with de/anti-icing shall be coordinated with the station engineer and the Flight Deck Crew.

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5.4.17.4 Ground Staff

The ground staff is responsible for the correct de/anti-icing of the airplane. This must be performed according to Commander's instruction and the regulations published in the Maintenance Manual and in this Manual S.O.M as well.

The provider of the de-icing service is responsible for the final release of the aircraft. The person responsible for the release of the aircraft must ensure that the aircraft has been de-iced in accordance with the requirements detailed above, and / or that relevant surfaces are free from frost, ice, slush, and snow at the time of dispatch.

The person responsible for the final check after de-icing is the Station Engineer, the Stations & Ground Handling Manager or a person designated by the handling agent.

It is the responsibility of the spray operator or the authorized person releasing the airplane that the Commander be correctly informed regarding the performed de/anti-icing treatment.

The communication of the anti-icing code to the Flight Deck Crew confirms that the check after deicing / anti-icing was completed and the aircraft critical parts are free of ice, frost snow and slush.

The de/anti-icing procedure form shall be filled and presented to the Commander. One entry on airplane Technical Log is required and one page left on the ground.

5.4.17.5 Terminology

Following standard communication terminology is recommended during off-gate de-icing/anti-icing procedures:

(DIS = De-icing/anti-icing supervisor) (COMMANDER = Pilot in command)

DIS: "Set parking-brakes, confirm Aircraft is ready for treatment, inform on any special requests."

After Aircraft is configured for treatment:

COMMANDER: "Brakes are set, you may begin treatment and observe ...
(Any special requests like: ice under wing/flaps, clear-ice on top of wing, snow on fuselage, ice on landing-gear, anti-ice with Type IV fluid, etc.)".

DIS: "We begin treatment now and observe ...
(Special request given, like "ice under wing", etc.). I will call you back when ready".

Only after all equipment is cleared from Aircraft and all checks are completed:

DIS: "De-icing/anti-icing completed, Anti-icing Code is:
(Plus any additional info needed).
I am disconnecting.

Standby for clear signal at right/left and/or contact ground/tower for taxi clearance."

COMMANDER: "De-icing/anti-icing completed, Anti-icing code is "

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5.4.18 Monitoring De-Icing / Anti-Icing Functions

"De-icing/Anti-icing - Quality Assurance audit" is carried out for airports with conditions conducive to ground aircraft icing, Ensuring:

- 1) Compliance with this program
- 2) Availability and use of adequate facilities and equipment for aircraft de-/anti-icing operations at applicable locations.
- 3) That any outstanding deficiencies (negative responses) identified, are resolved as a matter of urgency
- 4) That an effective audit program is maintained.

Please Refer to (Corporate Manual)

Note: Stations shall be Audited once every two years as a minimum.

This audit shall cover the following areas:

A/C de-icing/anti-icing procedures and responsibilities including inspection and check.

1. The implementation of holdover times and tables.
2. Communication procedures.
3. A/C surface contamination and critical area identification
4. Type and characteristics of de-icing/anti-icing fluids.
5. Fluids are manufactured in accordance with ISO Specifications
6. Fluid is stored and handled and applied in accordance with SOM 05.4.17, fluid manufacturer and aircraft manufacturer.
7. The availability and use of adequate facilities and equipment for aircraft de-icing/anti-icing operations at applicable areas.
8. Cold weather preflight inspection procedures.
9. Techniques for recognizing contamination of the A/C.
10. Initial and recurrent training of personnel performing or monitoring the process of A/C anti-icing /de-icing, according to SAE recommendations, and SOM 2.3.11
11. Check against icing from outside the A/C.

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5.5 Moving an Aircraft:

5.5.1 Introduction

Aircraft movement operations must be performed with extreme caution to prevent injuries to personnel as well as to avoid damage to aircraft, equipment and facilities. Independently of the minimum safety requirements incorporated into the design of ground support equipment, (see [AHM 913](#)), safety factors should be incorporated into the Standard Operating Procedures (see [AHM 997](#)).

5.5.2 Definitions

For the purposes of this AHM the following definitions will apply:

“PUSHBACK”	Moving of aircraft from parking position to taxi position by use of specialized ground support equipment.
“POWERBACK”	Moving of aircraft from parking position to taxi position by use of the aircraft's engines.
“TOWING”	Moving of aircraft, other than pushback operations, with/without load on board by use of specialized ground support equipment.

5.5.3 Recommendation

It is recommended that members instruct their staff and their handling agents involved in aircraft movement operations that the following safety factors be taken into consideration;

5.5.4 General

- Prior to performing any aspect of aircraft movement operations an assessment, will be made. Considering infrastructure, number of persons involved, aircraft and equipment used to ensure a safe operation.
- Only those personnel trained and qualified should perform aircraft movement operations functions. Assign a person to be “in charge” of the operation. The person “in charge” of the operation should brief all other personnel involved in the operation of their responsibilities.
- Personnel should be instructed on the hazards associated with aircraft movement operations, e.g. engine ingestion, nose wheel movement, aircraft track, visibility.
- Prior to aircraft movement the following activities should take place:
 - An inspection is to be made of the surface conditions to determine if it is safe to conduct the operation, (e.g. ice, snow etc.)
 - A visual inspection is to be made of the aircraft to ensure all service doors/panels are closed and locked.
 - Ensure that all ground support equipment is removed from the aircraft and there are adequate clearances between the aircraft and facilities/equipment.
 - A visual inspection be made of the area of the operation to ensure it is clear of FOD.
 - Verification is to be made that power cables, loading bridges etc. are detached from the aircraft.
 - A visual inspection be made to ensure chocks are removed from all wheels.
 - A general check of landing gear shock strut extension.
- Personnel performing the functions required by the operation should be positioned away from hazard zones.
- Only those persons required to perform operating functions should be in the operating area.
- During aircraft movement the maximum nose-gear turn limits shall not be exceeded in accordance with airframe manufacturers' instructions.

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- Communication with the flight deck should if possible be achieved in a manner that eliminates the need for personnel to walk in close proximity to the aircraft nose gear or the tow tractor during the operation; e.g. use of flexible cord to the tractor driver, or cordless system.
- Agreed phraseology should be used for all verbal communication between the flight deck and ground personnel.
- When communication between the flight deck and tractor driver is relayed by a third person it is important that this person either uses a flexible cord between their headset and the connection to the aircraft or a cordless system to be able to maintain a safe distance from both the aircraft and tractor in motion.
- Provision should be made for a back-up communication system in the event of a failure of the primary system.
- Standard hand signals should be used for manual communications.
- Prior to moving an aircraft all personnel involved in the operation must have agreed on how communication should be performed and towing maneuvered.
- Standard operating procedures should be developed, in accordance with airframe manufacturers' recommendations, for each type of aircraft movement operation.
- Personnel performing marshaling or wing-walking functions should utilize: during daytime operations both wands or mitts of a high visibility color and during low visibility/night operations lighted wands.
- Operations conducted in poor surface/weather conditions should be performed at low speed.
- The general area of the operation should be kept clear of ground support equipment.

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5.5.5 Pushback Operations

5.5.5.1 Nose-Gear Controlled (Tractor and Tow bar)

- The tractor and towbar/shear-pin combination should be suitable for the operation, considering: the aircraft type and weight, the weather conditions, the apron surface conditions. (ref. AHM 955)
- The tractor should be in the appropriate drive mode prior to the commencement of the operation.
- Chocks should not be removed from the main-gear until the tractor and tow bar are fully secured to the nose-gear and the parking brake set on the tractor.
- When connecting the towbar to the aircraft's nose-gear assembly the tow bar should be detached from the tractor.
- When connecting the towbar to the tractor personnel should be facing the tractor and have both legs on only one side of the towbar. I.e. they should not straddle the bar.
- The tractor and towbar should be in-line with the center line of the aircraft before the pushback commences.
- The tractor should not be left unattended with its engine running.
- The wheels on the towbar should be fully retracted/off the ground before the pushback commences.
- For aircraft fitted with a Steering By-pass system, ensure that the by-pass pin is correctly installed prior to connecting the towbar to the aircraft and before pushback commences and is removed after the towbar has been disconnected.
- For aircraft not fitted with a Steering By-pass system, ensure that either the steering hydraulic system is depressurized or the nose leg steering torque links are disconnected (as applicable).
- Personnel should not step across the towbar whilst the pushback operation is in progress.
- If the connection between the aircraft and tractor should be lost while in motion it is important to inform the flight deck to apply brakes gently.
- When stopping the pushback the throttle on the tractor will be closed and brakes applied gently.
- At the end of the pushback sequence and before the towbar is disconnected, the flight deck should be instructed to set the aircraft brakes and hold position until receipt of visual signals for final clearance to taxi.

Note:

Brakes set must be confirmed to ground staff.

- At the end of the pushback sequence and before the towbar is disconnected, tension must be released from the towbar.
- A chock may be positioned in front of the nose wheel while the disconnect of the towbar takes place.
- Before the aircraft commences taxiing under its own power, ground staff shall give the final clearance signal, display the by-pass pin (if appropriate) to the flight deck and receive acknowledgement.

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5.5.5.2 Nose-Gear Controlled (Tow bar less)

- The tractor should be suitable for the operation, considering: the aircraft type and weight, the weather conditions, the apron surface conditions.
- The aircraft shall not be lifted while equipment and/or boarding bridge are still connected to the aircraft. Inform cockpit crew prior to lifting the aircraft nose landing gear.
- Chocks should not be removed from the main-gear until the tractor is fully secured to the nose-gear and brakes on tractor set.
- Ensure that the aircraft nose wheels are safely locked in the tractors locking mechanism when connected to aircraft.
- Ensure that the nose wheels are lifted well above ground during the entire pushback.
- The tractor should be in-line with the center line of the aircraft before the pushback commences.
- For aircraft fitted with a Steering By-pass system, ensure that the by-pass pin is correctly installed prior to connecting the tractor to the aircraft and before pushback commences and is removed after the tractor has been disconnected.
- For aircraft not fitted with a Steering By-pass system, ensure that either the steering hydraulic system is depressurized or the nose landing gear steering torque links are disconnected (as applicable).
- If the connection between the aircraft and tractor should be lost while in motion it is important to inform the flight deck to apply brakes gently.
- At the end of the pushback sequence and before the tractor is disconnected the flight deck shall be instructed to set the aircraft brakes and hold position until receipt of visual signals for final clearance to taxi.

Note:

Brakes set must be confirmed to ground staff.

- After disconnecting the tractor from the nose gear and before removal of the by-pass pin, position the tractor in such a way that it is visible from the cockpit (e.g. at a 90 degrees angle from the aircraft).
- Before the aircraft commences taxiing under its own power, ground staff shall give the final clearance signal, display the by-pass pin (if appropriate) to the flight deck and receive acknowledgement.

Main-gear controlled

- Prior to connection of the unit to the aircraft a check should be made, at normal operating distance, to ensure that the unit's remote control system is functional.
- When positioning the unit on an aircraft verification should be made that the unit is appropriately configured for the aircraft type.
- Standard terminology should be used by the headset operator to enable the aircraft steering function to be performed from the flight deck, as follows:
 - “left, left” — flight deck apply left steering
 - “right, right” — flight deck apply right steering
 - “steady” — flight deck hold steering in current position
 - “reduce turn” — flight deck reduce steering angle
 - “neutral” — flight deck place steering in neutral position
 - “rollers are open — standby for hand signals”

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- In the event of any equipment malfunction during push-back the headset operator should instruct the flight deck to gently apply the aircraft brakes.
- At the end of the pushback the operator should verify that the rollers are fully open by observing the unit's indicator lights, before giving the all-clear signal to the flight deck.
- In the event that an emergency passenger evacuation is required during pushback, the main-gear controlled unit may have to be removed from the aircraft so that it will not interfere with the evacuation process.

5.5.6 Power back Operations

- Power back operations should only be carried out within limitations/approval of the respective authorities.
- Ground crew should consist of a minimum of 3 persons, i.e. a marshaller and 2 wing walkers. The marshaller is in charge of the operation.
- Only wireless communication should be used for power back operations.
- The Marshaller engaged in power back operations should wear, in addition to their normal personal protective equipment, protective goggles.
- In conjunction with the content of 6.1 to 6.4 power back operations should not be conducted if any one of the following conditions exist:
 - if any member of the ground crew is not properly protected, the departure gate is not approved for such operations,
 - the entire area of the operation is not adequately illuminated,
 - visibility is restricted due to weather conditions,
 - an accumulation of ice, snow or slush is on the apron,
 - Verbal agreement is not reached between the marshaller and the flight deck.
- To terminate a power back only the “come straight ahead” signal is to be given to the flight deck, the “stop” signal only being given when the aircraft has achieved forward movement.

5.5.7 Towing Operations

5.5.7.1 Tractor and towbar

- The tractor and towbar/shear-pin combination should be suitable for the operation, considering: the aircraft type and weight, the weather conditions, the apron surface conditions.
- The tractor should be in the appropriate drive mode prior to the commencement of the operation
- Chocks should not be removed from the main-gear until the tractor and towbar are fully secured to the nose-gear and the parking brakes on the tractor are set.
- For aircraft fitted with a Steering By-pass system, ensure that the by-pass pin is correctly installed prior to connecting the towbar to the aircraft and before pushback commences and is removed after pushback is complete.
- For aircraft not fitted with a Steering By-pass system, ensure that either the steering hydraulic system is depressurized or the nose leg steering torque links are disconnected (as applicable).
- Prior to the commencement of any towing operation a check should be made to ensure the aircraft is “configured” correctly for the operation.
- Prior to the commencement of any towing operation a check should be made that the communications link between the tractor and the aircraft is functional.

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- In the event that the communications link between the tractor and the aircraft is broken during the tow the operation should be immediately stopped.
 - When towing on ice or snow the towing speed must be considerably reduced and in particular before entering any turns. Under slippery conditions stopping the towing operation while in a turn should be avoided.
 - If the aircraft is about to overtake the tractor the flight deck operator should immediately be warned by horn signal or radio/interphone to immediately apply the aircraft brakes gently.
 - The “brake rider” in the cockpit should wear a seat belt.
 - Any personnel on board a moving aircraft should be seated.
 - The aircraft should have full hydraulic brake system pressure prior to and for the duration of the towing operation.
 - When towing on a “down slope” the operation should be at a very low speed to prevent the aircraft overtaking the tractor.
 - When towing during low visibility/night conditions the aircraft should be adequately illuminated.
- If maintenance towing is done, a chock shall be placed behind the main gear before the tug is disconnecte

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5.5.7.2 Towbarless

- The tractor should be suitable for the operation, considering: the aircraft type and weight, the weather conditions, the apron surface conditions.
- Chocks should not be removed from the main-gear until the tractor is fully secured to the nose-gear and brakes confirmed as set on the tractor.
- For aircraft fitted with a Steering By-pass system, ensure that the by-pass pin is correctly installed prior to connecting the tractor to the aircraft and before towing commences and is removed after towing is complete.
- For aircraft not fitted with a Steering By-pass system, ensure that either the steering hydraulic system is depressurized or the nose leg steering torque links are disconnected (as applicable).
- When towing on ice or snow the towing speed must be considerably reduced and in particular before entering any turns. Under slippery conditions stopping the towing operation while in a turn should be avoided.
- If the aircraft is about to overtake the tractor the flight deck operator should immediately be warned by horn signal or radio/interphone to immediately apply the aircraft brakes gently.
- When towing on a “down slope” the operation should be at a very low speed to prevent the aircraft overtaking the tractor.
- When towing during low visibility/night conditions the aircraft should be adequately illuminated.
- When approaching any facilities or congested areas the tractor operator should request the guidance of wing walkers.

5.5.8 Movement In/Out of Hangars

- Only those personnel trained and qualified in the movement of aircraft in/out of hangars should perform this operation and a crew chief assigned to the operation.
- Adequate personnel (wing/tail walkers) should be assigned to the operation to ensure clearances between the aircraft and objects in the hangar.
- Method of communication between the personnel involved in the aircraft movement in/out of the hangar should be agreed upon before any movement is started.
- The tractor and/or towbar/shear-pin combination should be suitable for the operation, considering: the aircraft type and weight, the weather condition, the apron surface conditions.
- Hangar doors should be opened and secured to ensure sufficient wingtip and horizontal/vertical stabilizer clearances under all operational conditions.
- Aircraft docking systems and all other equipment must be removed and stowed out of the path of travel of the aircraft.
- Consideration should be given to the ability of the tow tractor to maneuver in/out of the tow position inside the hangar.
- Floor markings and stop signs should be in accordance with aircraft type operating in/out of the hangars.

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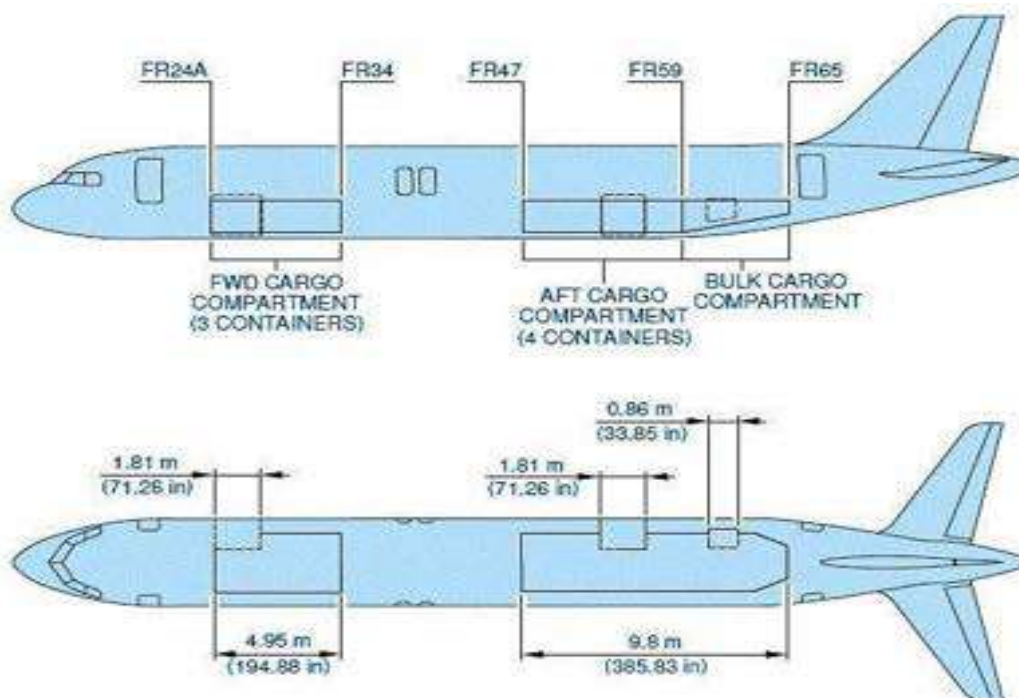
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6.1 General

6.1.1 Cargo Holds Capacity



The cargo compartments are located in the lower fuselage, below the passenger cabin. They are divided into one forward hold (compartment 1) and three aft holds (compartment 3, 4 and 5 = bulk). The access doors to the cargo compartments are electrically operated from control panels adjacent to each door. The door may be operated manually in case of power failure with a door hand crank. A semi-automatic cargo loading system is installed in the FWD (CMPT 1) and AFT compartment (CMPT 3/4). Each system is similar and can be operated by one person. A control panel, installed on the compartment door controls the electrical POWER DRIVE UNITS (PDU) and the door sill latches

- Bulk items in the rear bulk cargo hold.

FWD and AFT CARGO HOLD

REAR BULK CARGO HOLD

Net Section	Average H-ARM		MAX Gross Weight	
	(m)	(in)	(kg)	(lb)
51	48.487	1 908.94	339	748
52	49.017	1 929.80	1 413	3 113
53	51.062	2 010.32	1 716	3 784

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6.1.2 Restraint Limits

When the certified net restraint system is used, additional tie down is normally not required except as shown in the following.

All individual items of load which by their nature, shape or density may constitute a hazard shall be restrained. Restraint can be achieved by filling the cargo hold volumetrically, or by tie down.

Compartments or net sections which are 80 % volumetrically filled are considered to be volumetrically full.

Packages weighing more than 150 kg (320 lb) **shall** be restrained or individually tied down. Single packages could be tied down.

All single items exceeding the size of a net section are considered as non-unitized load. In case of non-unitized load the divider net at frame station 28 can be removed if:

- All items in net sections forward and behind a removed divider net are individually restrained.
- No loose cargo left in net sections forward and behind a removed divider net.

6.1.3 Tie Down Requirements:

Tie down of loads to aircraft structure is achieved via tie down straps and nets connected to the tie down points located on the cargo hold floor.

Each tie down point is designed to an ultimate load of 906 kg (2 000 lb), in any direction.

Tie down arrangement via tie down straps and nets or equivalent restraint hardware shall provide evenly distributed loads to the cargo hold floor.

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6.1.4 Cargo Hold Doors

To open :

- Turn the door locking handle downward (105°) to the UNLOCKED position. (make sure vent door will open) ·
 - open the door service panel ·
 - move the selector switch to the open position and hold it until green indicator light comes on
- In case of an electrical failure or if the pump fails, the door can be opened or closed manually with the hand pump. The crank is inserted into socket fittings located in the lower fuselage, aft of right-hand main landing gear (yellow system - ground service panel).

To close:

- move the selector switch to the CLOSE position and hold it until the compartment door is closed (Note: the green indicator light goes off when the door starts to close)
- turn the door locking handle up to the LOCKED position and push it into the recess of the handle flap - make sure that the green mark is visible through each cargo door indication window

Note:

the following external indications show that the cargo door is not correctly closed:

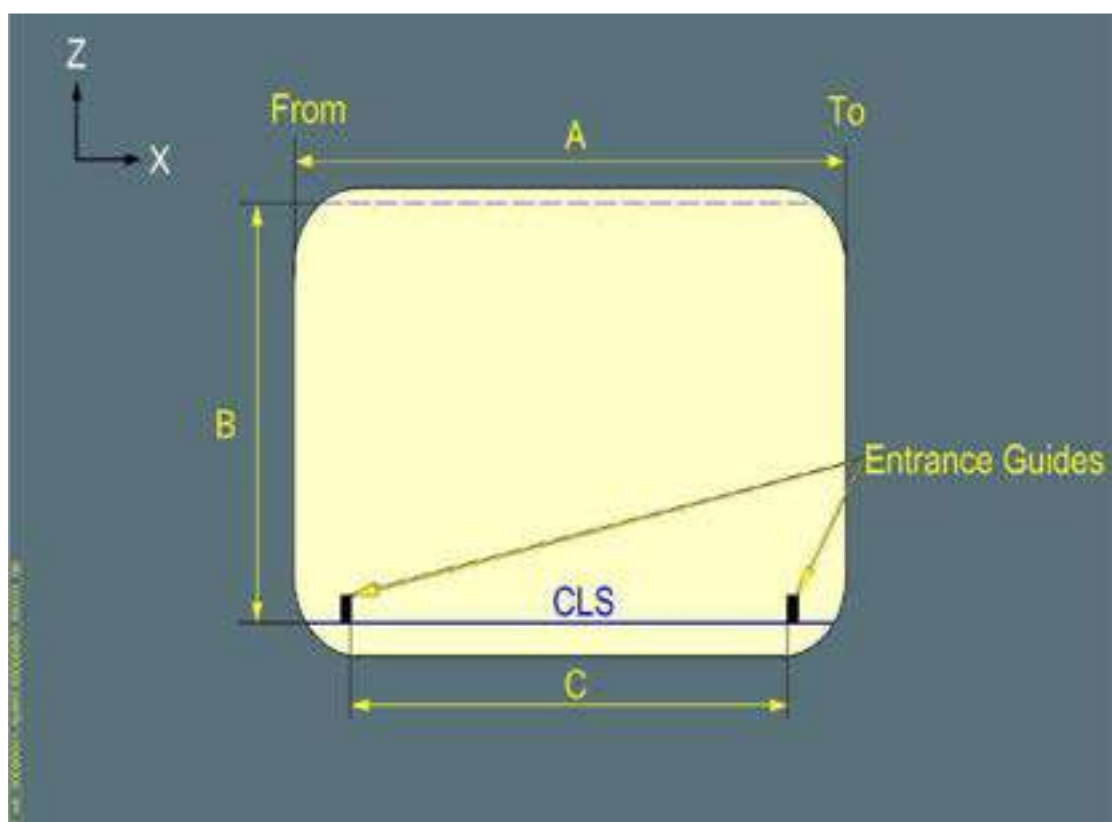
- vent door stays in open position
 - door locking handle stays away from the outer contour of the door
 - **red mark** is visible through cargo door indication window
- If one of these signs is visible call the ground engineer. Do not attempt to open the door immediately after it has been closed, as the pressure of the hydraulic system prevents the door from moving to the vertical position

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6.1.4.1 Forward Cargo door

The forward cargo hold is equipped with a door on the right side of the fuselage.
The door opens outward.
The operator must use the forward door to load and unload the forward cargo hold.

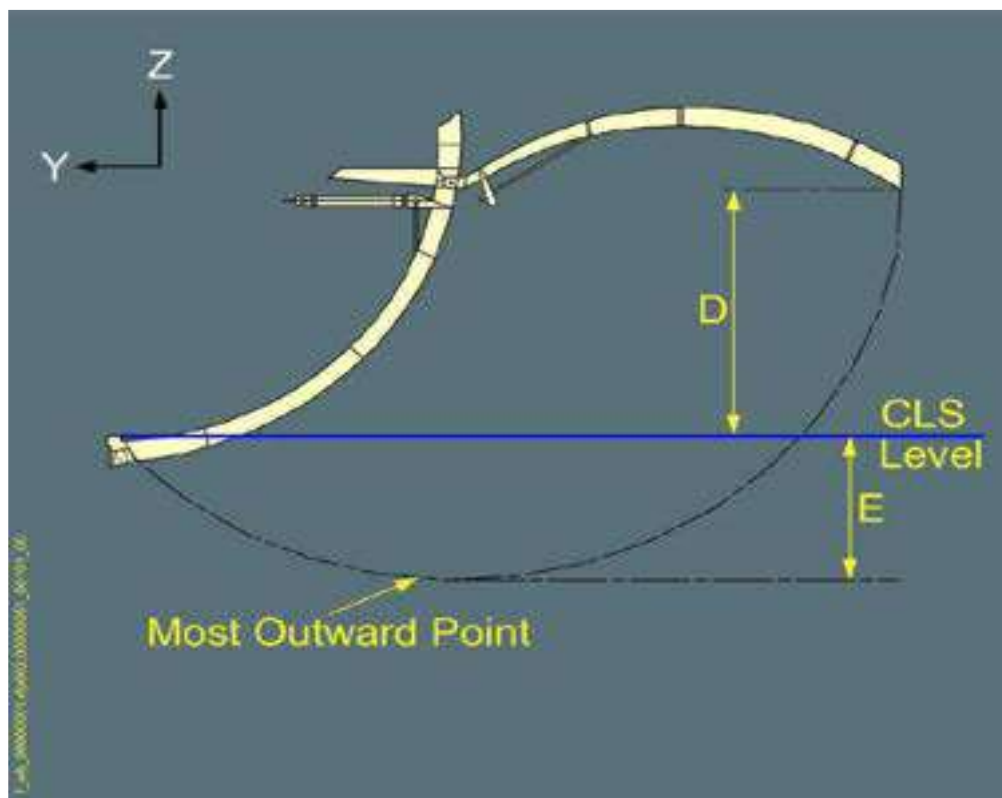
FRONT VIEW OF THE DOOR



Legend		Dimensions	
		(m)	(in)
A	Clear opening width	2.701	106.34
B	Clear opening height	1.699	66.89
C	Door width at CLS level	2.446	96.30

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SIDE VIEW OF THE DOOR



Legend		Dimensions	
		(m)	(in)
D	Clearance between CLS level and hooks (when the door is in fully opened position)	2.042	80.39
E	Clearance between CLS level and the most outward point (when the door is operated)	0.567	22.32

6.1.4.2 Aft Cargo Hold Door

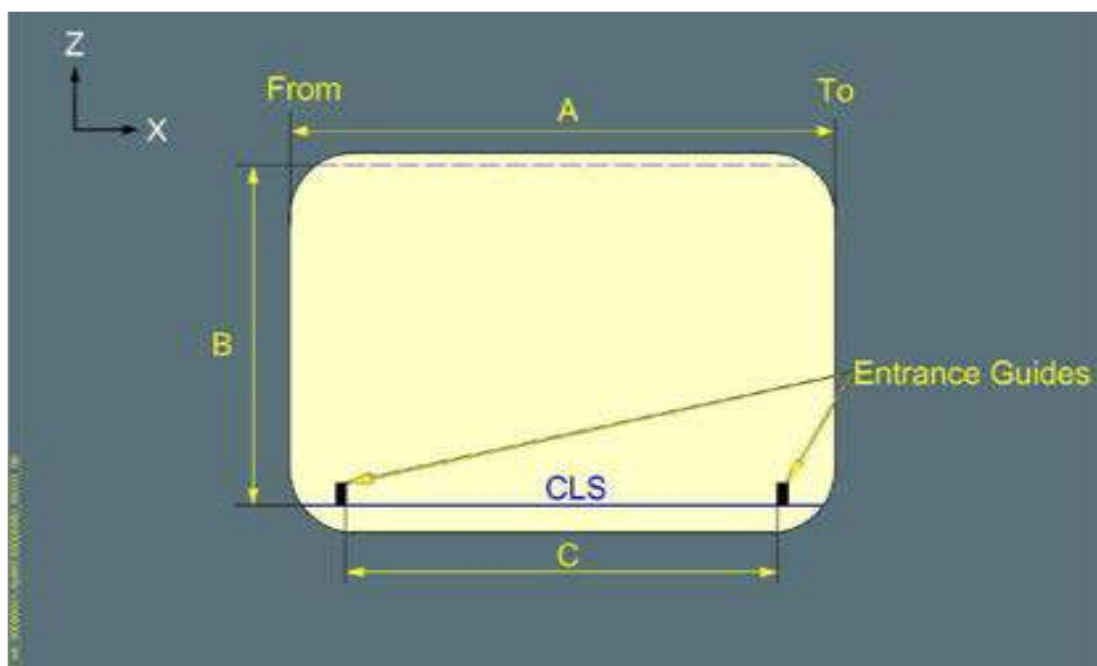
A320

The aft cargo hold is equipped with a door on the right side of the fuselage.

The door opens outward.

The operator must use the aft door to load and unload the aft cargo hold.

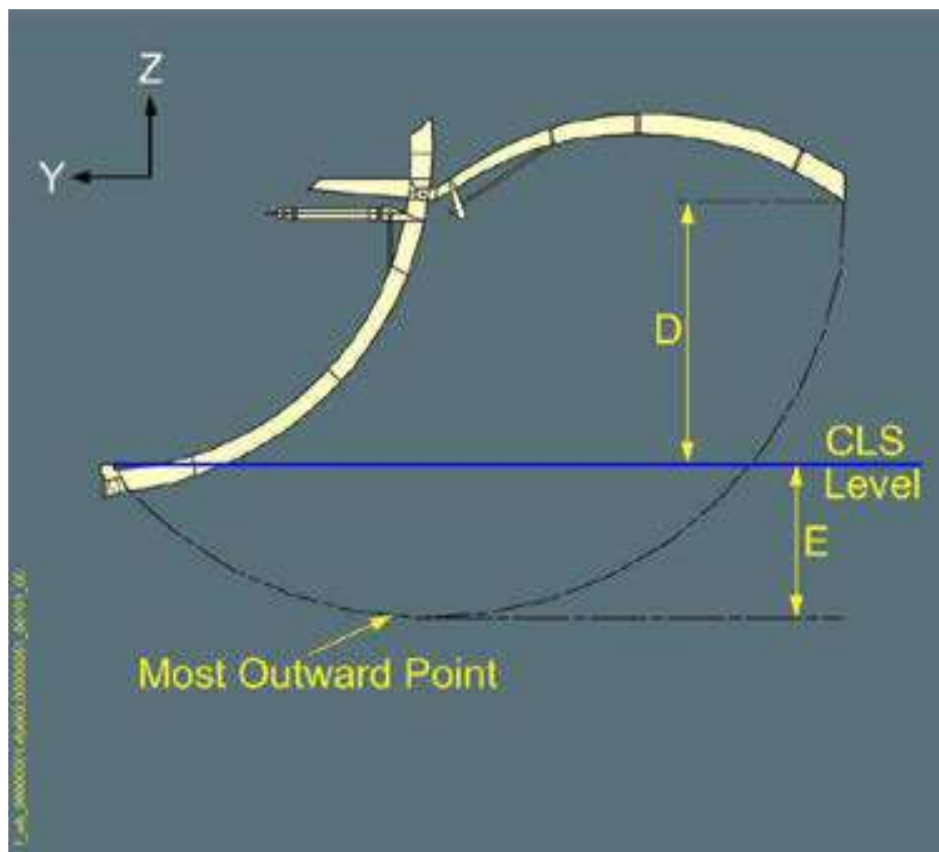
FRONT VIEW OF THE DOOR



Legend		Dimensions	
		(m)	(in)
A	Clear opening width	2.721	107.13
B	Clear opening height	1.682	66.22
C	Door width at CLS level	2.446	96.30

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SIDE VIEW OF THE DOOR



Legend		Dimensions	
		(m)	(in)
D	Clearance between CLS level and hooks (when the door is in fully opened position)	1.962	77.24
E	Clearance between CLS level and the most outward point (when the door is operated)	0.635	25.00

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6.1.4.3 Rear Bulk door

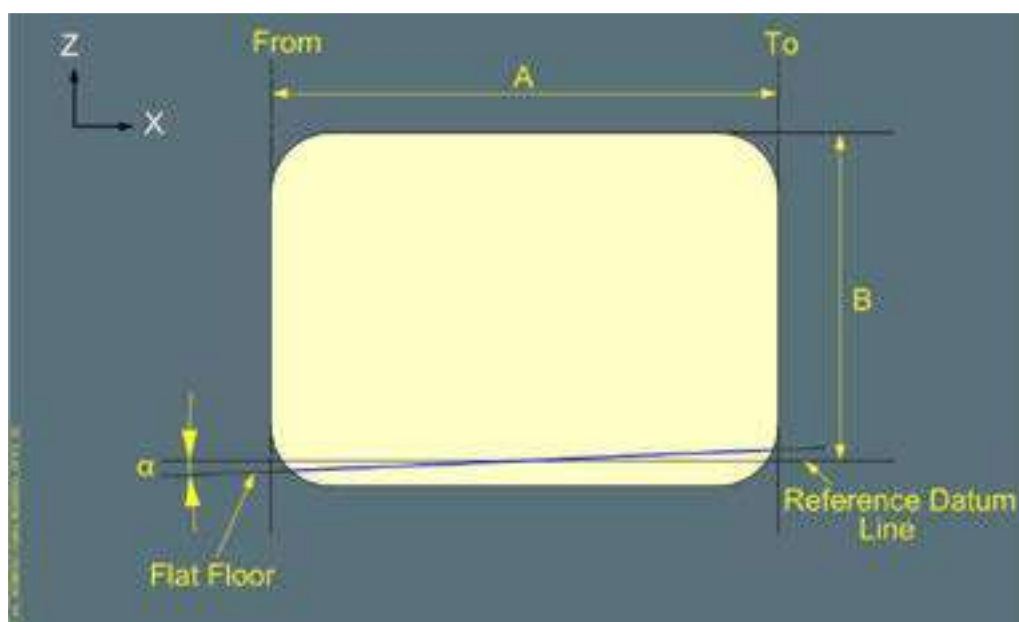
The rear bulk cargo hold is equipped with a door on the right side of the fuselage.

The door opens inward.

To load and unload the rear bulk cargo hold, the operator must use:

- The door of the rear bulk cargo hold, or
- The door of the aft cargo hold, after removal of the divider net between the aft and rear bulk cargo holds.

FRONT VIEW OF THE DOOR

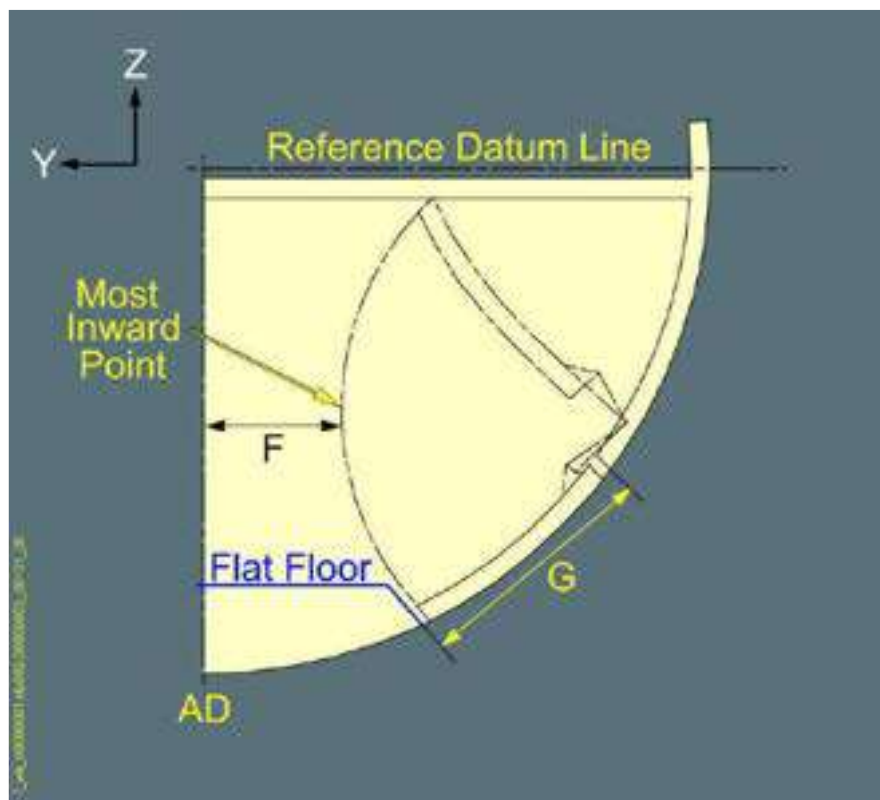


A320:

Legend		Dimensions		
		(m)	(in)	(Degree)
A	Clear opening width	1.071	42.17	-
B	Clear opening height	0.780	30.71	-
α	Angle between the flat floor and the reference datum line	-	-	1.20

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SIDE VIEW OF THE DOOR



A320:

Legend		Dimensions	
		(m)	(in)
F	Clearance between Aircraft Datum (AD) and the most inward point (when the door is operated)	0.618	24.33
G	Clear opening height in side view	2.042	80.39

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6.1.5 Cargo Holds Volume

- Before putting volume details we have to repeat the following precautions:
 - The maximum usable volume of the cargo hold is based on:
 - The maximum theoretical volume
 - The volume reduction due to the minimum clearance of 2 in (0.051 m) between the top of the load and the cargo hold ceiling
 - The volume reduction due to the installation of protection panels on the cargo hold walls.

Volume Definition

- The maximum usable volume that will appear in the following table is defined by subtracting:
 - Door area protection volume.
 - Volume occupied by protection devices.
 - Minimum clearance to the ceiling.

Cargo Holds Data Table

- As for the rear cargo hold, From the Theoretical Volume, the table below reflects holds and net sections designations and respective data:

Section	H-ARMS						MAX Usable Volume	
	From		To		Average			
	(m)	(in)	(m)	(in)	(m)	(in)	(m ³)	(ft ³)
51	48.047	1 891.81	48.927	1 926.28	48.487	1 908.94	1.870	66.03
52	48.047	1 891.81	49.987	1 987.99	49.017	1 929.80	7.870	277.92
53	50.037	1 969.98	52.088	2 050.83	51.062	2 010.32	9.940	351.02

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6.1.6 Baggage Loading

It is essential that the Loading Supervisor Responsible for overseeing aircraft loading, specifies the loading requirement correctly and has a reliable method by which he/she can be satisfied that his/her instructions have been carried out as requested. Whilst modern methods are likely to use automated systems to determine the seating options for passengers and the disposition of dead load between available loads, effective procedures and compliance remain the only way of ensuring that what has been specified and passed to the aircraft commander has actually been achieved. For Hold Loading, this is usually achieved by the completion of a [Loading Instruction Report](#) (LIR). The LIR is given to the loading supervisor who certifies that it has been complied with and returns it to the issuer as evidence that the work has been completed. The completed load and trim sheet are then given to the aircraft commander. The human supervisor must also have a reliable means of confirming that the dangerous goods regulations and any special requirements for securing unusual items in the holds or in the passenger cabin have been complied with.

Passenger Baggage:

For all flights baggage must be loaded into separate net sections. In the load distribution message (LDM), the net sections occupied by transfer baggage must be shown under SI with the load category code (BT).

Crew Baggage:

- Baggage of operating crew is always labeled with the crew baggage label.
- Baggage of operating crew shall always be loaded in: hold 5
- Baggage of operating crew will be collected by the crew on the ramp.
- Baggage of deadheading crew is always checked-in and loaded as passenger baggage.

6.1.7 Loading of Dangerous Goods and Other Special Loads

Sky Vision Airlines is not authorized and doesn't carry any item that it's classified as dangerous goods,

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6.2 Load and Trim Sheet

6.2.1 Weight Definitions

The weight terms used throughout this section are given below together with their respective definitions.

Empty Weight

The actual weight of the aircraft's structures (fuselage, landing gears, wings, and engines), control surfaces (ailerons, rudder, and elevators), power plants, fixed equipment's (communications, navigational, and emergency equipment's), instruments and furnishing carpets, seats, curtains, etc...

Basic Weight

The sum of the empty weight of the aircraft and includes all fixed equipment's (passenger seat depending on the seat configuration), standard safety equipment's (life rafts, life vests), and all unusable fluids.

Pantry Weight

Weight of catering, cutlery plus weight of catering service units.

Crew Complement

Weight of standard crew, i.e. Flight Deck Crew plus their baggage and Cabin Crew plus their baggage.

Dry Operating Weight (DOW)

The sum of the basic weight, crew complement, and pantry weight.

NOTE: Operation Items will add to Dry Empty Weight to be Dry Operational Weight.

Passenger Loads

The sum of passengers weight, e.g. Adult as 76 kgs (Charter) 84 (Schedule), Child as 35 kgs, and infant as Zero kgs.

Dead Loads

The sum of the weight of the baggage, cargo, mail, and the weight of empty ULDs on ULD aircraft.

Actual Traffic Load (Payload)

The actual weight of passengers, baggage, cargo, and mail (i.e. revenue or non-revenue).

Actual Zero Fuel Weight (AZFW)

The sum of actual traffic load and dry operating weight.

Take-Off Fuel

The total amount of fuel on board minus the taxi fuel consumed before the take-off run.

Actual Take-Off Weight

The weight of the aircraft at the start of take-off run (i.e. Zero Fuel Weight plus Take-Off Fuel).

Trip Fuel

The amount of fuel planned to be consumed from take-off to the airport of arrival, this amount includes fuel required for take-off, climb, cruise, descent, approach, and landing.

Actual Landing Weight

The weight of the aircraft over the landing threshold (i.e. Actual Take-Off Weight minus Trip Fuel).

Maximum Design Taxi Weight (MTW)

The maximum permitted weight of the aircraft at which it may be moved, either using its engines or being pushed or towed by a tractor.

Maximum Design Zero Fuel Weight (MZFW)

The maximum weight of the aircraft without any fuel in the tanks (Restricted by strength of wing roots).

Maximum Design Take-Off Weight (MTOW)

The maximum weight of the aircraft at which it can safely lift from the ground (Restricted by engines).

Maximum Design Landing Weight (MLW)

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The maximum weight of the aircraft at which it can safely land (Restricted by strength of landing gears).

Regulated Take-Off Weight

Maximum take-off weight for a particular flight, which can be restricted by length and slope of runway, air pressure, wind direction, temperature, and runway contamination. The Commander has to show the RTOW in the payload and fuel docket.

Minimum Weight

The minimum weight at which the aircraft may be operated.

6.2.2 Description

It is crucial to the safety of an aircraft in flight that it is loaded in such a way that the specified maximum allowable weights are not exceeded and that the center of gravity as loaded will be and remain within the permitted flight envelope for all stages of the intended flight. Once these conditions have been satisfied, it is equally crucial that the flight crew are aware of the prevailing weight and center of gravity so that they can make appropriate settings to aircraft equipment; these include take off reference speeds, trailing edge flap, and pitch trim position. This is important to ensure that rotation can be made at the right indicated airspeed and will result in a successful transition from ground to flight meeting any restrictions imposed by the TORA (Takeoff Run Available) and with full control of the aircraft retained. It is also very important that aircraft baggage load complies with the restrictions on carriage of [dangerous goods](#). The load and trim sheet is:

- a) **Mandatory Document:** All Sky Vision Airlines flights must carry on board a load and trim sheet correctly prepared and signed by an authorized person concerned.
- b) **Legal Document:** A person preparing load and trim sheet shall not willfully or negligently make a load and trim sheet or any entry which is incorrect in any material particular or omit any loads that are traveling on the said aircraft.
- c) **Safety Document:** A person preparing this document must ensure that weight and balance conditions are correct and within limits, and that the weight and balance calculations are based on current aircraft weight and balance data. Also does not exceed limitations of the manufacturer and Sky Vision Airlines.

The load and trim sheet must be completed accurately in accordance with the Airline's authorized manual so that the aircraft is loaded and balanced within the structural and operational limits.

All load sheets and trim sheets must confirm to IATA standard practices.

6.2.3 Purpose of Preparing Load and Trim Sheet:

- To ensure the structural weight limitations of MRW, MZFW, MTOW, and MLW of the manufacture and Sky Vision Airlines are protected.
- To calculate the allowed traffic load.
- To know the composition of total traffic carried and how the same is distributed.
- To ensure that the center of a gravity (CG) is within the specified limits at all stages of the flight.
- To indicate the maximum loading in each compartment and how much is actually loaded.
- To arrive at the center of gravity of a loaded aircraft.

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6.2.4 EDP/DCS Load and Trim Sheet

All Systems producing Load and Trim Sheets used by Sky Vision Airlines are following procedures by Inputting last revision of AHM560 and sending test of load and trim sheet for verification and final approval of the (System) to generate the Load and Trim Sheet for the specific aircraft. Where systems are used, the data input and electronic generation of the load and trim sheet may be carried out at a regional center and merely printed off - together with corresponding Loading Instructions by the aircraft operator or the contracted handling agent employees.

TABLE OF FORMAT

Ref. No.	Printed Heading	Definition/Description	Format/Example	M/C/O	Remarks
Part 1. Heading					
1	From	Three-letter IATA airport code of airport of movement	e.g. JFK LHR	M	
2	To	Three-letter IATA airport code of station of first intended landing		M	
3	Flight	Flight number/identifier	Format: two- or three-character airline code followed by up to eight characters. Maximum 11 characters for flight identifier. A two-character date may be included in these 11 characters preceded by an oblique	M	
			e.g. LH402/06 SR504		
4	A/C reg.	Aircraft registration	Format: 2–10 characters. No hyphen to be shown and/or transmitted	M	
			e.g. 4XAXA GAWNA N12345	M	

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Ref. No.	Printed Heading	Definition/Description	Format/Example	M/C/O	Remarks
5	Version	Version/Configuration code of aircraft used by carrier	Format: 1–12 characters		
			e.g. 10A/Q 20/124 8065	M	
6	Crew	Number of crew, excluding crew travelling as passengers For passengers occupying crew seats see AHM 533	Format: 3–7 characters	M	Crew figures must be separated by an oblique
		Option 1: Cockpit crew followed by cabin crew	e.g. 2/5 or 3/15	C	
		Option 2: Cockpit crew/cabin crew male/cabin crew female	e.g. 2/2/5 or 3/5/10	C	
7	Date	Self-explanatory	e.g. 05 JUN 89	M	Local date
8	Time	Four-digit value of local time this edition was produced	e.g. 0920 1215	O	
9	Ed. No.	Edition number	Maximum two figures	O	
			e.g. 01 12		
Part 2. Load and Distribution					
10	Total weight	Total of weight of dead load in compartments		M	
11	Load in compartments	Total weight of dead load per compartment and/or position of unitized load		C	
12	Total weight	Total passenger weight calculated according to company procedures based on the figures of items 13, 14, 15, 16 and 18		M	
13	M	Total number of males		M	
14	F/Adults	Total number of female or adult passengers		C	
15	Chd	Total number of children		M	

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Ref. No.	Printed Heading	Definition/Description	Format/Example	M/C/O	Remarks
16	Inf	Total number of infants		M	
17	Total No.	Total number of passengers on board. Sum of items 13, 14, 15 and 16		O	
18	Cabin Bag	Weight of cabin baggage not included in passenger weight		O	
19	PAX	Passenger Identifier		O	
20		Actual class of service designator(s)		O	
21		Total number of seats, per class, occupied by outgoing passengers including PAD. Maximum of three classes.		M	
22	SOC	Seats occupied by cargo, baggage and/or mail per class		C	
23	Blocked	Fitted seats not available for passengers or dead load		O	
23a	BLKD				
24	Total Traffic Load	The total weight of passengers, baggage, cargo and mail. Operational items not included in DOW, e.g. pallets, nets, must be added to the cargo weight figures		M	
Part 3. Gross Weight Calculation					
25	Dry Operating Weight	The “Basic Weight” plus “Operational Items”, e.g. crew, crew baggage, flight equipment and pantry, company specification and is equal to “Operation Empty Weight”		M	
26	Actual Zero Fuel Weight	Sum of Ref. Nos. 24 and 25		M	
27	Maximum Zero Fuel Weight	Equal to “Maximum Design Zero Fuel Weight”		M	

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Ref. No.	Printed Heading	Definition/Description	Format/Example	M/C/O	Remarks
28	Take-off Fuel	The amount of fuel on board less the fuel consumed before take-off		M	
29	Actual Take-off Weight	Sum of Ref. Nos. 26 and 28		M	
30	Maximum Take-off Weight	The “Maximum Design Take-off Weight”, or “Operational Take-off Weight”, whichever is lower		M	
31	Trip Fuel	The amount of fuel planned to be consumed from take-off to the station of first intended landing		M	
32	Actual Landing Weight	Ref. No. 29 minus Ref. No.31		M	
33	Maximum Landing Weight	The “Maximum Design Landing Weight” or the “Operational Landing Weight”, whichever is the lower		M	
34		Indicator showing which of the maximum weights is limiting the allowed traffic load	L	M	
35	Under load before LMC	Difference between maximum and actual gross weight indicated by L		M	
Note: For aircraft operating with injection water or water methanol, the weight of this is to be included in the take-off and trip fuel entries. For captain's information a specification, e.g. “Injection Water 1,500 kg” to be shown under “Captain's Information Part” (Ref. No. 45).					
Part 4. Balance and Seating Conditions					
36	Balance and Seating Conditions	According to carriers requirements. Use standard abbreviations for balance according to AHM 516 and AHM 560		C	
37	Dest.	Destination of LMC		C	
38	Specification	Kind of LMC		C	

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Ref. No.	Printed Heading	Definition/Description	Format/Example	M/C/O	Remarks
39	CL/CPT	Class/Compartment and/or position of unitized load		C	
40	+/-	Identification of on or off-load		C	
41	Weight	Weight of LMC stated in Ref. No. 38		C	
42	LMC total +/-	Identification of LMC sum total		C	
43	(LMC total weight)	Total weight of all LMC		C	
44	AdJ	Ref. No. 43 affects Ref. No. 44. Entry to be made according to company regulations		C	
Note: Completion to be in accordance with AHM 551 .					
Part 5. Captain's Information/Notes					
45	Captain's Information/Notes	Any entries or remarks the company requires to be printed in this area		O	
Part 6. Load message Before LMC					
46	Load message	If Load message is shown it must be in standardized format		O	Refer to AHM 583 for conditions of dispatch
Part 7. Signatures					
47	Checked	Load sheet agent's signature or electronic identification		M	
48	Approved	Signature of authorized person, if required		C	

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6.2.5 Manual Load Sheets

You can find on the blank load sheet printed the aircraft MTOW, MZFW, MLW and index correction table for crew, and index correction for fuel, obtained from aircraft manufacture, and CG limits must be within the trim envelop.

The load sheet shall be prepared according to the following instructions:

The reference No. refer to those as stated in the specimen Load sheets;

M/C/O refers to this item as mandatory/conditional/optional;

The description is divided in eight parts.

Table of Format

Ref. No.	Printed Heading	Definition/Description	Format/Example	M/C/O	Remarks
Part 1. Addresses and Heading					
1	Priority	Priority indicator	e.g. QU or QX	C	As required by carrier
2	Address(es)	Teletype address(es) for load message as required	e.g. FRAKLLH	C	
3	Originator	Teletype address of originator	e.g. LISKLTTP	M	Always to be shown
4	Recharge	Recharge facility	e.g. AF/	C	
5	Date/time	Date and time group	e.g. 120111	M	
6	Operators initials	Self-explanatory		O	
7	LDM	Standard message indicator	Format: LDM	M	Pre-printed
8	Flight	Flight number/identifier	Format: Two- or three-character airline code followed by up to eight characters. Maximum 11 characters for flight identifier. A two-character date may be included in the 11 characters preceded by an oblique (/). e.g. LH402/06 SR504	M	
9	A/C rec.	Aircraft registration	Format: 2–10 characters. No	M	

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Ref. No.	Printed Heading	Definition/Description	Format/Example	M/C/O	Remarks
			hyphen to be shown and/or transmitted. e.g. 4XAXA GAWNA N12345		
10	Version	Version/configuration code of aircraft used by carrier	Format: 1–12 characters e.g. 10A/Q 20/124 8065	M	
11	Crew	Number of crew excluding crew travelling as passengers	Format: 3–7 characters	M	Crew figures must be separated by an oblique
		For passengers occupying crew seats see AHM 533			
		Option 1: Cockpit crew followed by cabin crew	e.g. 2/5 or 3/15	C	
		Option 2: Cockpit crew/cabin crew male/cabin crew female	e.g. 2/2/5 or 3/5/10	C	
12	Date	Self-explanatory	e.g. 05 JUN 89	M	Local date
Note: Address and communication references (Ref. Nos. 1–7) must be in accordance with ATA/IATA Interline Communications Manual or AFTN if required.					
Part 2. Operating Weight Calculation					
13	Basic Weight	The “Basic Empty Weight” or “Fleet Empty Weight” and includes all fixed equipment, system fluids, unusable fuel and configuration equipment including galley structure		C	No entries to be made if carrier is publishing dry operating weights
14	Crew	Weight of crew members shown under Ref. No. 11		C	
15	Pantry	Weight of pantry and additional un manifested catering material transported in the galley		C	No entries to be made if carrier is publishing dry operating weights
16		Spare line for adjustments to the basic weight		C	

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Ref. No.	Printed Heading	Definition/Description	Format/Example	M/C/O	Remarks
17	Dry Operating	The “Basic Weight” plus “Operational Items”, e.g. crew, crew baggage, flight equipment and pantry, as per company specification and is equal to “Operational Pantry Weight”		M	Sum of items 13, 14, 15 and 16 (see also AHM 540)
18	Take-off Fuel	The amount of fuel on board less the fuel consumed before take-off		M	
19	Operating Weight	Sum of Ref. Nos. 17 and 18		M	
Part 3. Allowed Traffic Load Calculation — Optional — (if used complete as below)					
20	Maximum weight for Zero Fuel	Equal to “Maximum Design Zero Fuel Weight”		M	
21	Maximum weight for Take-off	The “Maximum Design Take-off Weight” or “Operational Take-off Weight”, whichever is lower		M	
22	Maximum weight for Landing	The “Maximum Design Landing Weight” or the “Operational Landing Weight”, whichever is the lower		M	
23	Trip Fuel	The amount of fuel planned to be consumed from take-off to the station of first intended landing		M	
24	Allowed Weight for Take-off	Self-explanatory, use lowest of items 24a, b or c		M	
25	Allowed Traffic Load	Difference between 19 and the lowest of 24a, b or c		M	
Note: For aircraft operating with injection water or water methanol, the weight of this is to be included in the take-off and trip fuel entries. For Captain's information the note box shall include specification, e.g. “Injection Water 1,500 kg”. On EDP-Load sheet same information to be shown under “Captain's Information Part”.					
Part 4. Load Information per Destination and Totals					
26	Dest.	Airport of destination	e.g. JFK	M	Ref. Nos. 26–44 referring to

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Ref. No.	Printed Heading	Definition/Description	Format/Example	M/C/O	Remarks
					an individual destination
27	No. of Passengers	Total number of transit passenger(s), including PAD(s)	Format according Ref. No. 29	C	
28	No. of Passengers	Total number of joining passenger(s), including PAD(s)	Format according Ref. No. 29	C	
29	No. of Passengers	Total number of outgoing passenger(s). Sum of Ref. Nos. 27 and 28 and LMC		C	Load message
		Option 1: Adult/Children/Infant (Boxes b, c and d must be used)	e.g. 123/22/3		
		Option 2: Male/Female/Children/Infant (Boxes a, b, c and d must be used)	e.g. 76/94/22/3		
		Note: If there is a dead load to this destination but no passengers, zeros must be filled in.	e.g. 0/0/0 0/0/0/0		
		If there is no traffic load to this destination, enter NIL	e.g. NIL		
		Note: On cargo aircraft load sheets include the weight of any passenger, e.g. cargo attendants carried in specially fitted seats in a cargo bay, in the appropriate bay position. Use SI-box to notify onward station (format according to AHM 510)			
30	Cab Bag	Cabin baggage not included in standard passenger weight. Split-up in: Transit, Joining and Total, including LMC		O	
31	Total Tr.	Weight of transit dead load (to be obtained from incoming LDM or load sheet)		C	
32	Total B	Weight of joining baggage excluding Ref. No. 30		C	

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Ref. No.	Printed Heading	Definition/Description	Format/Example	M/C/O	Remarks
33	Total C	Weight of joining cargo		C	To be in accordance with AHM 540
34	Total M	Weight of joining mail		C	
35	Total T	Total weight of dead load. Sum of Ref. Nos. 31–34 and LMC		C	Load message
35a	TW	Total weight of dead load per destination, Ref. No. 37		C	Cargo aircraft only
36	Distribution	Weight distribution of the different load categories per compartment and/or position(s) of unitized load.		C	
37		Total weight of dead load (transit dead load plus joining baggage, cargo, mail and LMC) per compartment and/or position(s) of unitized load. Entries to be made only for compartment(s) holding load		C	Load message
	REMARKS				
38	PAX	Seat(s) occupied by transit passenger(s) per class, including PAD(s) (Ref. Nos. 27a, b and c)			
39		Seat(s) occupied by joining passenger(s) per class, including PAD(s) (Ref. Nos. 28a, b and c)		C	
40	.PAX/	Total seat(s) occupied by outgoing passenger(s) per class, including PAD(s) and LMC. Sum of Ref. Nos. 38 and 39	e.g. .PAX/2/111 .PAX/19/93	C	Load message on a one class aircraft PAX information may be omitted. If transmitted it must be in the standard format
41	PAD	Seat(s) occupied by transit PAD(s) per class		C	

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Ref. No.	Printed Heading	Definition/Description	Format/Example	M/C/O	Remarks
42		Seat(s) occupied by joining PAD(s) per class		C	
43	.PAD/	Total seats occupied by outgoing PAD(s) by class, including LMC. Figure group of each class to be separated by an oblique. All PAD(s) are included in the FY distribution	e.g. .PAD/3/2 .PAD/5/16	C	Load message. If no PAD(s) are on board, PAD information may be omitted. If transmitted it must be in the standard format, e.g. PAD/0/0
44		Additional remarks as per AHM 510	e.g. .RRY/1/6 .HUM/4/258	C	
45		Total number of passenger(s)		C	
46		Total weight of cabin baggage		C	Ref. Nos. 45–50 referring to the totals of all destinations
47		Total weight of dead load. Sum of Ref. Nos. 31, 32, 33 and 34		C	
48		Total weight of dead load per compartment and/or position of unitized load		C	
49		Total number of seats occupied by passengers per class. Sum of Ref. Nos. 38 and 39		C	
50	Total Passenger Weight	Total passenger weight is calculated according to company procedures based on the figures of items 45a, b, c and d		C	
51	Total Traffic Load	The total weight of passengers, baggage, cargo and mail. Operational items not included in DOW, e.g. pallets, nets, must be added to the cargo weight figures		M	

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Ref. No.	Printed Heading	Definition/Description	Format/Example	M/C/O	Remarks
52	Under load	Under load before LMC. Ref. Nos. 25 minus 51		M	
Part 5. Actual Gross Weight Calculation					
53	Zero Fuel Weight	Actual zero fuel weight. Sum of Ref. Nos. 17 and 51		M	
54	Take-off Weight	Actual take-off weight. Sum of Ref. Nos. 18 and 53		M	
55	Landing Weight	Actual landing weight. Ref. No. 54 minus Ref. No. 23		M	
Part 6. Last Minute Changes					
56	Dest.	Destination of LMC		C	
57	Specification	Kind of LMC		C	
58	CL/CPT	Compartment and/or position of unitized load		C	
59	+/-	Identification of on or off-load		C	
60	Weight	Weight of LMC stated in Ref.No. 57		C	
61	LMC total +/-	Identification of LMC, sum total		C	
62	(LMC total weight)	Resultant weight of all LMC		C	
63	LMC	Ref. No. 63 equals Ref. No. 62. Entry to be made according to company regulation		O	
Note: Completion to be in accordance with AHM 551 .					
Part 7. Supplementary Information and Notes					
64	SI	Supplementary Information to be included in LDM. Free format		O	
65	Notes	Information not transmitted with LDM		O	
Part 8. Balance and Seating Conditions					
66	Balance	Balance conditions according to carriers requirements. Use the following abbreviations:		O	

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Ref. No.	Printed Heading	Definition/Description		Format/Example	M/C/O	Remarks
		Basic Index	BI			
		Dry Operating Index	DOI			
		Dead load Index	DLI			
		Loaded Index at zero fuel weight	LIZFW			
		Loaded Index at take-off weight	LITOW			
		Loaded Index at landing weight	LILAW			
		% MAC — at dead load weight	MACDLW			
		% MAC — at zero fuel weight	MACZFW			
		% MAC — at take-off weight	MACTOW			
		% MAC — at landing weight	MACLAW			
		Stabilizer trim setting at take-off	STAB TO or TOANU TOAND			
		Stabilizer trim setting at landing	STAB LA or LAANU LAAND			
67	Seating Conditions	Seating conditions according to carriers requirements			O	
68	Total Passengers	Total number of passengers on board. Sum of Ref. No. 45a, b, c, d and LMC		O		
69	Prepared by	Load sheet agent's signature			M	
70	Approved by	Signature of authorized person, if required			C	Refer to AHM 550

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6.2.6 Aircraft Commanders' Acceptance of Load and Trim Sheets

It is a requirement that an aircraft commander has a copy of the completed load and trim sheet for their flight and is given the opportunity to check and accept it by signature before ensuring that a copy is left at the point of departure. The aircraft commander is obliged to accept that the aircraft is loaded as stated in respect of the Hold Loading but in respect of Passenger Cabin Loading it is usual for there to be a report from the senior cabin crew of the number of passengers actually on board derived from a headcount after boarding has been completed.

Note:

For aircraft returning to ramp and subsequently making second departure (With or without change of A/C), a copy of load sheet for each departure must be retained in file. According to circumstances, the load sheet for the first departure whether or not the aircraft actually took-off may be called for by accident's investigation personnel.

Transit Stations may carry forward load sheet details from previous stations load sheet, but must check information with the incoming load message to avoid repetition of errors. If an error in traffic load is apparent, the appropriate cross checks must be made to locate the error.

6.2.7 Information for Load Sheet

Means of communication between pilot and load control office with data necessary for load sheet that are for current flight, shows the flight data and gives the load control the necessary data for fuel and aircraft DOW/DOI, Restricted Takeoff weight if applicable.

Purpose,

Supporting document for load sheet issuance, signed by commander, shows his request for fuel and current crew configuration and the reflected DOW/DOI, to ensure that the aircraft weight and balance, are according to aircraft data and also to the specific flight data.

Procedures,

- Commander will fill in the form
- Commander will deliver it to redcap
- Redcap will hand it over to load control office
- Load control office will check data, and apply it on the load sheet
- In case confusion, double check is to be made with commander via radio or any means of communication to confirm data.
- In case changes, new form is requested from pilot
- After load sheet issuance, the form is filed at the station file

6.2.8 Payload Information to Captain

Means of communication between Station and Pilot in command used only in cases where pilot in command is making the load sheet and the station is informing him with the payload data, shows passengers and baggage figures.

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6.2.9 Load and Trim Sheet Completion

We divide the load and trim sheet completion in 2 categories depending on the contractual nature at each location, additionally in some locations where training requirements are not fulfilled Sky Vision Airlines Crew are responsible to issue the LTS, normally crew are briefed if the station is ready to issue Sky Vision Airlines Load and Trim sheet or not before the flight.

6.2.9.1 Procedures for LTS by Handling Agent

- Load Control Office will issue (LIR) according to planned Loading.
- Up on arrival Pilot will complete and sign the flight information data on (information for Load Sheet Form), and send it for Load Control Office.
- Load Control will process the data acquired from the pilot and the data resulted from check-in after check-in closure to issue Load and Trim Sheet.
- Loading supervisor will return signed LIR to Load Control Office:
 - Loading was done according to Planned = No Action
 - Loading changed within 500 Kgs = Do last minute change
 - Loading changed above 500 Kgs = Do New Load Sheet.
- The completed document is presented to the Pilot who carry out some cross checks of input and calculated data for gross errors and, if the cross checks are satisfactory, the commander formally accepts the load and trim sheet by means of a signature
- Load and Trim Sheet copies are distributed
 - Original : Pilot
 - Copy: Purser.(Destination Copy)
 - Copy: Station Trip File
 - Information for Load Sheet: Station Trip File.

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6.2.9.2 Procedures for LTS by Crew:

- Station will prepare (Payload Information to Captain)
- Pilot will issue (LIR) according to planned Loading.
- Pilot may send Load Sheet by email to the station to be printed
- Pilot will process the data acquired from the Station and the data of the flight from flight plan and fuel calculations, taking into consideration crew configuration and if there are any DHC on board the station will not include in the Payload Information, to issue Load and Trim Sheet.
- Loading supervisor will return signed LIR to the pilot:
 - Loading was done according to Planned = No Action
 - Loading changed within 500 Kgs = Do last minute change
 - Loading changed above 500 Kgs = Do New Load Sheet.
- The completed document is reviewed again carrying some cross checks of input and calculated data for gross errors and, if the cross checks are satisfactory, the commander formally accepts the load and trim sheet by means of a signature.
- Load and Trim Sheet copies are distributed
 - Original : Pilot
 - Copy: Purser.(Destination Copy)
 - Copy: Station Trip File
 - Payload information for Captain: Pilot.

Note:

A fresh Load / Trim Sheet must be prepared for each leg of the flight. It should be signed by the Load / Trim planner and the commander of the flight before Take – Off. The maximum Zero Fuel, Take-Off, and Landing weights must not exceed the structural limits.

All LMC MUST be made sure they were included in LMC box, a final confirmation from check-in, and loading responsible is required before L.S Signature.

6.2.10 Standard Crew, Passenger, and Baggage Weights

Standard Weights	in KGS
Crew (Cockpit/Cabin) including Baggage	85/75
Adult Passengers Charter/Schedule Including Cabin Baggage and Infants	76/84
Children	35
Checked Baggage	Actual Weights

Note:

In case of impossibility of getting actual weight, alternative weight can be used (15Kg per bag), and in this case special loads must be noted, as well, gate delivery items if they exceed the normal allowance 5 Kg per PAP and reported to load control office.

Unusual groups, excessive weights, or anything outside the standard must be communicated to load control (i.e. sports teams with higher passenger weights).

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6.2.11 Last Minute Changes

General

The load sheet must reflect the actual loaded state of the aircraft prior to take-off. In order to comply with this requirement, it is often necessary to adjust the load sheet after completion. Such adjustments are called last minute changes (LMC). They are usually done at the aircraft's side and mostly under pressure of time. Because of the risk of making errors under such circumstances, great care and attention are demanded from those carrying out the corrections. This duty may therefore only be performed by personnel trained and experienced in load control. Maximum tolerance allowed for LMC is +/- 500 Kg, more than this new Load sheet must be re-issued.

Definitions

TRAFFIC LOAD LMC” means the difference between:

The actual loading according to the Loading Instruction/Report and the relevant figures on the load sheet;

The actual number of passengers according to the gate check and the relevant figures on the load sheet.

“FUEL LMC” means the difference between the final amounts stated on the Fueling Order and the respective amounts used for the calculations on the load sheet.

ENTRY OF LAST MINUTE CHANGES

Traffic Load

In general, only changes in the weight of the traffic load (passengers, baggage) or in its distribution are to be recorded in the LMC box of the load sheet. However, in addition to the load categories mentioned above, changes to items absorbed in the DOW such as crew, crew baggage, pantry, potable water, ballast fuel, etc. may also be entered in the LMC box. The total weight change represented by the LMC entries must be shown in the LMC total box. A weight increase must not exceed the under load before LMC. It is not required to correct the previously calculated zero fuel, take-off and landing weights.

Fuel

Fuel LMCs (take-off fuel or trip fuel) must not be entered in the LMC box.

Correction of Balance Conditions

No need for balance correction if the LMC is within the tolerance +/- 500 Kg.

Responsibility of the Load Control Agent

After completion of the LMC entries on the load sheet, the Load Control Agent must check that:

The maximum gross weights (ZFW, TOW, and LDW) applicable for the flight are not exceeded;

The maximum weight limitation of each compartment or ULD position and, if applicable, the limitations for combined load, cumulative load and asymmetrical load are not exceeded;

The calculated center of gravity at TOW and, if applicable, at ZFW and LDW is within the allowed limits.

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INFORMATION OF FLIGHT CREW

Standard Procedure

Normally the load sheet presented to the Pilot-in-Command should include all last minute changes. These should be shown as entries in the LMC box and, if required, as corrections to gross weights, fuel figures and balance conditions.

Note:

If EDP load sheets are issued, it is advisable to adjust the passenger and load figures before the final version is printed.

To inform the flight crew about last minute changes in writing, a special LMC box should be used. The information to be recorded on this form may be limited to the following:

Total weight of all last minute changes;

Total number of LMC passengers;

Corrected balance conditions.

Crew needs to sign next to the LMC with acknowledgment of the changes.

Station staff must ensure that:

Cargo Load LMC is recorded into LDM and in LIR

Passengers LMC is recorded into passenger Manifest and figures given to captain

Crew LMC is recorded into General Declaration and LDM

6.2.12 Risks Arising From Aircraft Loading

The primary risks arise from the aircraft being 'set up' for take-off with pitch, trim and/or take off reference speeds which are not correct. This can arise in one of three ways:

The aircraft is not loaded in the way stated on the accepted load and trim sheet (any load sheet type)

The aircraft load and trim sheet uses correct input data but the output data is wrong (manual load sheets)

The flight crew apply the (correct) load and trim data incorrectly when using it to calculate pitch trim, or reference speed data.

The hold load is not properly secured or contains prohibited or incorrectly packed items.

6.2.13 Consequences of Actual Mis-Loading or Incorrect Input of Load-Related Data

Either actual Mis-loading of an aircraft or incorrect use of correct load related data for aircraft systems set up can severely affect aircraft control. Loss of Control may occur during an attempted take off or during subsequent flight because either:

An attempt (usually inadvertent) is being made to operate the aircraft outside of the Aeroplane Flight Manual limits, or

The actions of the flight crew to control the aircraft are ineffective because the aircraft is not in the condition of load and or trim which is believed to prevail and/or has been used to set up key aircraft control parameters, whether manually interpreted e.g. Vr on the ASI or automatically taken from erroneous FMS inputs.

Runway Excursion has been a regular result of errors of both these types in the past, whether or not an RTO has been attempted.

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6.3 Loading Instruction Report (LIR)

* General:

- For every flight, a written LIR shall be issued.
- This document is divided into:
 - General information, i.e. issuing station, flight, date, etc...
 - Cargo Holds designation and maximum capacity (To be used to enter arriving load).
 - Cargo Holds arrangement, with net sections designation (To be used to enter departure load).
 - Special instruction box for transmitting special loading instruction to ramp agent, e.g. DGR, AVI, etc...
- Certification box where the ramp agent certifies that the A/C has been loaded in accordance with these instructions and / or transmits deviations to weight and balance.

* Principles of load planning:

- Following principles shall be observed for load planning:
 - Maximum weights must never be exceeded.
 - Center of gravity must be within limits.
 - Observe segregation requirements for special loads.
 - Observe offloading priorities.
 - Observe offloading sequence for multi sector flights.
 - Plan the heavier load to the center of the aircraft.
 - Always do a trial trim if you prepare a manual load sheet.

Note:

On long haul flights, an AFT center of gravity improves the performance of the aircraft and saves fuel. Therefore, the center of gravity, whenever possible and if loading priorities allow, should be planned in the AFT third of the balance envelope.

There are different ways to identify load categories in the load sheet / load message, in the loading instruction report (LIR), and in the container and pallet distribution message (CPM).

• BT = Transfer Baggage	• X = Empty ULD
• B = All Other Baggage	• O = Courier Baggage
• E = Equipment in Compartment	• U = Unserviceable ULD
• C = All Other Cargo	• M = Mail
• N = Empty Loading Position	

Load planning shall be conducted in such a way that offloading is possible according to the following order (i.e. First to offloaded, Last to be loaded):

- Transfer Baggage (BT)
- Local Baggage (B)

Shipments labelled (Cargo Aircraft Only) shall not be loaded under any condition onboard our flights. Standard Loading which matches all cases, to distribute one third of the total load on the FWD Hold, and the rest (two thirds) to be distributed on the AFT holds. This shall guarantee a perfect load planning. Taking in consideration passengers seating which should be always centered. To fill zone B, and then to start filling zone A, and C with equal quantities of passengers, as well this will be the best way to save fuel consumption.

* Utilization:

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- This document is used to:

- Calculate center of gravity position.
- Perform A/C loading and report deviation.
- Transmit LDM / CPM to line stations.
- Fill load sheet.

*** Data Required:**

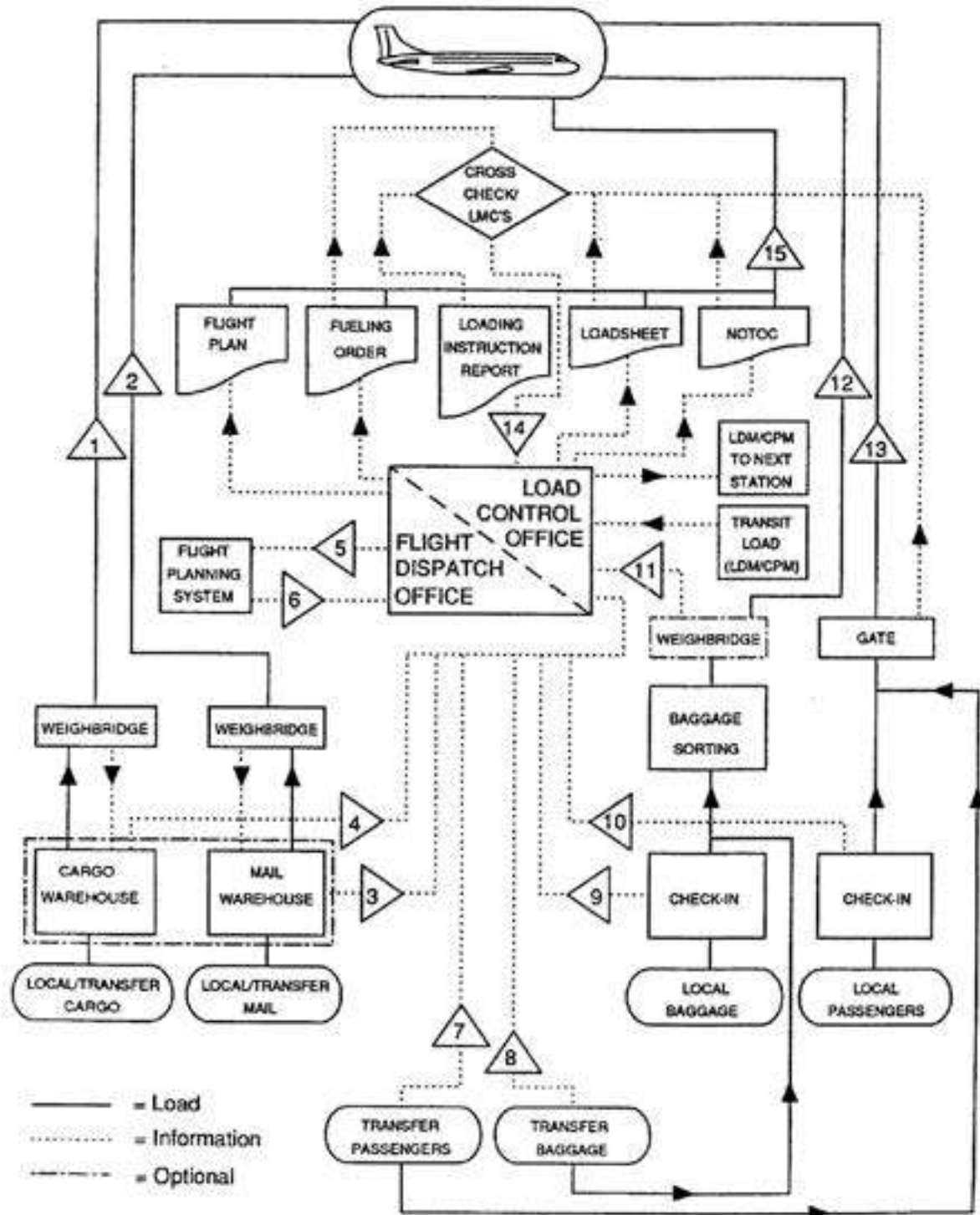
- Maximum weight of each cargo position.
- Maximum certified weight for each net section.
- Missing restraints criteria.
- Acceptable loads table.

*** Units of Measurement and Conversion Factors:**

6.4 Load Control Process Flow Diagram

1. Cargo to aircraft.
2. Mail to aircraft.
3. Mail weight/destination/category/special cargo information to Load Control Office.
4. Cargo weight/destination/category/special cargo information to Load Control Office.
5. ZFW/Aircraft registration/Route to Flight Planning System.
6. Flight plan including Take-off-/Trip-Fuel/Maximum Gross Weights to Flight Dispatch/Load Control Office.
7. Transfer passenger's number/category/destination/class/status to Load Control Office.
8. Transfer baggage weight/number/category/destination/class to Load Control Office.
9. Local baggage weight/number/category/destination/class to Load Control Office.
10. Local Passengers number/category/destination/class/status to Load Control Office.
11. Baggage weight (1)/number/category/destination/class to Load Control Office.
12. Baggage to aircraft.
13. Passengers to aircraft.
14. Cross-check/LMC information to Load Control Office for final load sheet.
15. Final Load sheet/NOTOC/Fueling Order/Flight Plan to Flight Deck (Cockpit).

LOADCONTROL PROCESS FLOW DIAGRAM



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6.5 Units of Measurement:

Weight	: Kilograms (kg)
Length	: Meters (m)
Moment	: product of weight and length in Kilogram-m (kgm)
Velocity	: Kilometers per hour
(Km/h) Capacity and quantity	: Liters (l)
Volume	: Cubic meters (m ³)
Density	: Kilograms per liter (kg/l)
Area	: Square meters (m ²)
Pressure	: bars

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6.6 Conversion Table

To Convert	Into	Multiply by (unless indicated)
Celsius	Fahrenheit	$9/5 + 32$
Centimeter's	Inches	0.3937
Centimeter's	Meters	0.01
Centimeter's	millimeter's	10
Cubic feet	Cubic centimeter's	28320
Cubic feet	Cubic inches	1728
Cubic feet	Liters	28.32
Cubic inches	Cubic centimeter's	16.39
Cubic inches	Fluid ounces (imperial)	0.4614
Cubic inches	Fluid ounces (U.S.)	0.5541
Cubic meters	Cubic feet	35.31
Cubic meters	Cubic inches	61.023
Fahrenheit	Celsius	$-32 \times 5/9$
Feet	Centimeter's	30.48
Feet	Meters	0.3048
Feet	Inches	12
Fluid ounces (imperial)	Milliliter's	28.4123
Fluid ounces (imperial)	Pints (imperial)	0.05
Fluid ounces (U.S.)	Milliliter's	29.5729
Fluid ounces (U.S.)	Pints (U.S.)	0.0625
Grams	Ounces (avoirdupois)	0.0353
Imperial gallons	Liters	4.546
Imperial gallons	U.S. gallons	1.2009
Imperial pints	Fluid ounces (imperial)	20
Imperial pints	Liters	0.5682
Imperial quarts	Liters	1.1365
Inches	Centimeter's	2.54
in/lb	Beach units	$\div 0.2650$
in/oz per in of tear	in/lb	0.28
Kilograms	Pounds (16 ounces)	2.2046
Kilograms per cubic foot	Pounds per cubic foot	2.2046
Kilograms per cubic foot	Kilograms per cubic meter	35.31
Kilograms per cubic meter	Pounds per cubic foot	0.0624
Kilograms per square centimeter	Pounds per square inch	14.2234
Kilograms per square foot	Pounds per square foot	2.2046
Kilograms per square foot	Kilograms per square meter	10.76
Kilograms per square meter	Kilograms per square foot	0.093
Kilograms per square meter	Pounds per square foot	0.205

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To Convert	Into	Multiply by (unless indicated)
Liters	Fluid ounces (imperial)	35.196
Liters	Fluid ounces (U.S.)	33.8147
Liters	Imperial gallons	0.22
Liters	Imperial pints	1.7598
Liters	Imperial quarts	0.8799
Liters	U.S. gallons	0.2642
Liters	U.S. pints	2.1136
Liters	U.S. quarts	1.0567
Meters	Centimeter's	100
Meters	Feet	3.2808
Meters	Inches	39.37
millimeter's	Centimeter's	0.1
millimeter's	Inches	0.0394
Ounces (avoirdupois)	Pounds	0.0625
Ounces (avoirdupois)	Grams	28.3495
Pounds	Ounces	16
Pounds	Grams	453.5924
Pounds (16 ounces)	Kilograms	0.4536
Pounds per cubic foot	Kilograms per cubic foot	0.4536
Pounds per cubic foot	Kilograms per cubic meter	16.0166
Pounds per cubic meter	Kilograms per cubic foot	0.0128
Pounds per inch (linear)	Kilograms per centimeter	0.17858
Pounds per square foot	Kilograms per square foot	0.4536
Pounds per square foot	Kilograms per square meter	4.883
Pounds per square foot	Kilograms per square centimeter	0.0004883
Pounds per square inch	Kilograms per square centimeter	0.0703
Square inch	Square centimeter	6.451589
Square centimeter	Square inch	0.155001
Tons (long)	Kilograms	1016
Tons (long)	Pounds	2240
Tons (long)	Tons (short)	1.12
Tons (metric)	Kilograms	1000
Tons (metric)	Pounds	2205
Tons (short)	Pounds	2000
Tons (short)	Kilograms	907.1849
Tons (short)	Tons (long)	0.8929
Tons (short)	Tons (metric)	0.9072

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To Convert	Into	Multiply by (unless indicated)
U.S. gallons	Imperial gallons	0.8327
U.S. gallons	Liters	3.7853
U.S. pints	Fluid ounces (U.S.)	16
U.S. pints	Liters	0.4732
U.S. quarts	Liters	0.9463
To Convert	Into	Multiply by (unless indicated)
Celsius	Fahrenheit	$9/5 + 32$
Centimeter's	Inches	0.3937
Centimeter's	Meters	0.01
Centimeter's	millimeter's	10
Cubic feet	Cubic centimeter's	28320
Cubic feet	Cubic inches	1728
Cubic feet	Liters	28.32
Cubic inches	Cubic centimeter's	16.39
Cubic inches	Fluid ounces (imperial)	0.4614
Cubic inches	Fluid ounces (U.S.)	0.5541
Cubic meters	Cubic feet	35.31
Cubic meters	Cubic inches	61.023
Fahrenheit	Celsius	$-32 \times 5/9$
Feet	Centimeter's	30.48
Feet	Meters	0.3048
Feet	Inches	12
Fluid ounces (imperial)	Milliliter's	28.4123
Fluid ounces (imperial)	Pints (imperial)	0.05
Fluid ounces (U.S.)	Milliliter's	29.5729
Fluid ounces (U.S.)	Pints (U.S.)	0.0625
Grams	Ounces (avoirdupois)	0.0353
Imperial gallons	Liters	4.546
Imperial gallons	U.S. gallons	1.2009
Imperial pints	Fluid ounces (imperial)	20
Imperial pints	Liters	0.5682
Imperial quarts	Liters	1.1365
Inches	Centimeter's	2.54
in/lb	Beach units	$\div 0.2650$
in/oz per in of tear	in/lb	0.28
Kilograms	Pounds (16 ounces)	2.2046
Kilograms per cubic foot	Pounds per cubic foot	2.2046
Kilograms per cubic foot	Kilograms per cubic meter	35.31
Kilograms per cubic meter	Pounds per cubic foot	0.0624

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To Convert	Into	Multiply by (unless indicated)
Kilograms per square centimeter	Pounds per square inch	14.2234
Kilograms per square foot	Pounds per square foot	2.2046
Kilograms per square foot	Kilograms per square meter	10.76
Kilograms per square meter	Kilograms per square foot	0.093
Kilograms per square meter	Pounds per square foot	0.205
Liters	Fluid ounces (imperial)	35.196
Liters	Fluid ounces (U.S.)	33.8147
Liters	Imperial gallons	0.22
Liters	Imperial pints	1.7598
Liters	Imperial quarts	0.8799
Liters	U.S. gallons	0.2642
Liters	U.S. pints	2.1136
Liters	U.S. quarts	1.0567
Meters	Centimeter's	100
Meters	Feet	3.2808
Meters	Inches	39.37
millimeter's	Centimeter's	0.1
millimeter's	Inches	0.0394
Ounces (avoirdupois)	Pounds	0.0625
Ounces (avoirdupois)	Grams	28.3495
Pounds	Ounces	16
Pounds	Grams	453.5924
Pounds (16 ounces)	Kilograms	0.4536
Pounds per cubic foot	Kilograms per cubic foot	0.4536
Pounds per cubic foot	Kilograms per cubic meter	16.0166
Pounds per cubic meter	Kilograms per cubic foot	0.0128
Pounds per inch (linear)	Kilograms per centimeter	0.17858
Pounds per square foot	Kilograms per square foot	0.4536
Pounds per square foot	Kilograms per square meter	4.883
Pounds per square foot	Kilograms per square centimeter	0.0004883
Pounds per square inch	Kilograms per square centimeter	0.0703
Square inch	Square centimeter	6.451589
Square centimeter	Square inch	0.155001
Tons (long)	Kilograms	1016
Tons (long)	Pounds	2240
Tons (long)	Tons (short)	1.12
Tons (metric)	Kilograms	1000

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To Convert	Into	Multiply by (unless indicated)
Tons (metric)	Pounds	2205
Tons (short)	Pounds	2000
Tons (short)	Kilograms	907.1849
Tons (short)	Tons (long)	0.8929
Tons (short)	Tons (metric)	0.9072
U.S. gallons	Imperial gallons	0.8327
U.S. gallons	Liters	3.7853
U.S. pints	Fluid ounces (U.S.)	16
U.S. pints	Liters	0.4732
U.S. quarts	Liters	0.9463

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7.1 List of Ground Handling Activities

Marshalling:

- Providing or making the required preparations for marshalling the aircraft on its arrival or departure.

Parking:

- Providing / placing and removing wheels chocks.
- Providing /operating the unit of ground electricity control for providing the necessary electric power.
- Making contacts between the apron and the piloting cabin for pulling the aircraft forward, pushing it backward, during engines operation or for other reasons.

Loading and Unloading:

- Providing / placing and removing appropriate passengers stairs.
- Providing / placing and removing appropriate loading belts.
- Providing / placing and removing of piloting cabin stairs.
- Providing passengers / cabin crew with means of transportation between the aircraft and the airport facilities.
- Providing / operating the equipment that is required for loading and unloading.
- Providing / operating equipment suitable for transporting cargos among points agreed on in the airport.
- Unloading the cargo from the aircraft and removing tying equipment.
- Loading, storing, and tying cargo on the aircraft.
- Administrating the loading system on the aircraft.
- Loading, storing, and tying special cargos such as fragile materials, live animals, valuable goods, news films, dangerous goods, and other special loads.
- Re-distributing the load on the aircraft.
- Opening and stabilizing / closing the doors of the aircraft stores.
- Providing / operating an air starter unit for engines operation.
- Providing / operating appropriate firefighting equipment and other fire prevention equipment.
- Providing / placing and removing appropriate equipment for pulling the aircraft forward and pushing it backward.
- Qualified personnel are only allowed to monitor loading process, as loads has to be accurately distributed according to LIR.

Aircraft Servicing:

- Cleaning the aircraft.
- Emptying / cleaning / washing the toilets and providing them with liquids.
- Refilling tanks with drinking water.
- Proving / operating air conditioning apparatus.

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Catering:

- Unloading / loading and storing the catering load from/on the aircraft.
- Transporting the catering load to the aircraft.
- Transporting the catering load between the aircraft and the points that are agreed on.
- Emptying / washing / cleaning portable catering equipment.
- Cleaning / washing the covers of the passenger cabin.
- Unloading / getting rid of the food and residuals remaining on the arriving aircraft in accordance with the local calendars.
- Filling the portable containers again with hot and cold drinking water.

7.2 Responsibility Distribution

All procedures and responsibilities are subject to local conditions, practices and contract arrangements.

Note: The Station Officer or (flight dispatcher) has overall control of the turnaround

Table 1 PRE-ARRIVAL

TASK	DIRECT RESPONSIBILITY
FOD check of stand area before arrival of aircraft	Marshaller
assume control of turn round	Ramp Supervisor
stand entry guidance system switched on, (Marshaller)	Ramp Supervisor
equipment and personnel in position ready for aircraft arrival all behind marked lines or in safe areas	Ramp Supervisor

Table 2 ARRIVAL

TASK	DIRECT RESPONSIBILITY
A/C taxis on to stand	Marshaller
A/C is chocked, (engines switched off and anti-collision lights switched off)	Marshaller
Mobile steps or air bridge maneuvers into position – banks men used to control positioning of steps	Marshaller
height and stability and lighting of steps are checked	Ramp Supervisor
Safe positioning of air bridge is checked	Ramp Supervisor
Wing cones or passenger guidance chains deployed	Marshaller
Crew given clearance to open a/c doors	Ramp Supervisor
Dispatcher boards a/c	Ramp Supervisor
Walkways clear or coaches in position	Ramp Supervisor
PAX allowed to disembark	Ramp Supervisor
Disabled PAX disembark by use of suitable equipment e.g. ambulift	Cabin crew/ ambulift crew

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Table 3 OFFLOAD

TASK	DIRECT RESPONSIBILITY
After anti-collision lights are off unloading equipment approaches a/c	Marshaller
All equipment is guided by banks men	All
Offload is under direction of supervisor, guided by offload policy e.g. risk of tipping aircraft due to imbalance	Loading crew
Vehicles must be positioned so as to allow clear exit for fuel bowser	Ramp/loading crew
Vehicles must not be left unattended with their engines running	All

Table 4 SERVICING

TASK	DIRECT RESPONSIBILITY
After anti-collision lights are off servicing equipment approaches a/c	All
All equipment is guided by banks men	All
Catering staff enter the cabin only after approval from the crew	Cabin crew/caterers
Cleaning staff enter the cabin only after approval from the crew	Cabin crew/cleaners
Toilet and water services begin immediately	Cleaners
Fueling is under control of Engineer (Sky Vision Airlines)	Fueller/Engineer
Vehicles must be positioned so as to allow clear exit for fuel bowser	All
De-icing carried out (depending on conditions) when all personnel and baggage/cargo are clear	De-icing crew
Vehicles must not be left unattended with their engines running	All

Table 5 ONLOAD

TASK	DIRECT RESPONSIBILITY
Cargo and baggage is loaded after the inbound load has been offloaded	Loading supervisor
Loading is in accordance with loading instructions	Loading supervisor
Loading supervisor completes and signs loading report and hands to dispatcher	Loading supervisor
All equipment is guided by banks men	All
Vehicles must not be left unattended with their engines running	All

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Table 6 BOARDING

TASK	DIRECT RESPONSIBILITY
Walkways are clear and clean, steps/air bridge are safely positioned	Ramp Supervisor
PAX board after cabin crew have given approval	Cabin crew / red cap
Disabled PAX board by use of suitable equipment e.g. ambulift	Cabin crew / ambulift crew
Handling agent confirms all PAX are on board	Ramp Supervisor
Paperwork is completed	Ramp Supervisor
Steps removed, banks man employed if required	Ramp Supervisor
Doors closed	Cabin crew / Ramp Supervisor
Air bridge removed – operator ensures route and area beneath are clear	Operator / Ramp Supervisor
De-icing carried out (depending on conditions) when all personnel and baggage/cargo are clear	Ramp Supervisor / de-icing crew

Table 7 DEPARTURE

TASK	DIRECT RESPONSIBILITY
All equipment (except tug) is removed from a/c	Marshaller
Tow bar is connected	Pushback crew
Chocks removed	Pushback crew
Walk around ensures all doors and hatches are closed	Pushback crew
Ground/flight deck communications established	Headset operator
Wingmen in position if required	Pushback crew
Clearance given to push	Flight crew / Headset operator
Pushback commences, ensuring aircraft follows a marked and safe route	Pushback crew
Engines start –ensure no personnel or equipment in the danger area	Headset operator
Tow bar is disconnected from aircraft	Pushback crew
All clear to flight crew on left/right of aircraft depending on circumstances	Headset operator

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7.3 Arrival and Departure Procedures

7.3.1 Arrival Procedures

- The handling of aircraft and load requires careful planning and starts well ahead of the arrival of the aircraft.
- The estimated time of arrival (ETA) will be received by means of the departure message from the preceding station. This time must be promulgated immediately to all station departments concerned with the handling of the flight.
- The station personnel,(defined as tech, ground services or traffic)shall utilize IATA recommended hand signals to communicate ramp operations movement of the aircraft, and ensure that the following principles are observed:
- Upon arrival of the aircraft, the marshaller shall perform a walk around of the aircraft to inspect for any damage, which may have occurred during the flight or from the departure station. Inspection of the aircraft shall include door panels, fuselage and wing areas. Report any damage immediately to the maintenance department and the flight crew.
 - Surface condition of the apron is adequate to conduct aircraft movement operations;
 - The apron is clear of items that might cause aircraft FOD;
 - Equipment and vehicles are positioned clear of the aircraft movement path;
 - Adequate clearance exists between the aircraft and facilities or fixed obstacles along the aircraft movement path;
- Personnel and equipment must not enter the safety areas until the engines have completely stopped.
- All necessary loading/servicing equipment shall be serviceable and shall meet the safety requirements.
- Loading and servicing equipment's shall not approach the aircraft until the engines have come to a complete stop and each chock is in position in front and aft the nose wheel landing gear.
- Loading / servicing equipment shall be positioned at the aircraft according to a locally planned pattern, considering the position of buildings and operational stands as well as the movement of other types of equipment around the aircraft.
- A reasonable distance between the aircraft and Loading servicing equipment shall be maintained to avoid damage caused by vertical changes of the fuselage during loading/unloading.
- Passenger and service doors shall be opened by the cabin crew from inside only,
- Before disembarkation of passengers a cabin attendant shall hand the aircraft briefcase to station personnel
- Upon the arrival of the aircraft, lavatory servicing shall be completed. After servicing the lavatory, personnel shall wipe the service area with a cloth to ensure there is no leak in the system and to prevent any possibility of “blue ice formation.”
- Upon the arrival of the aircraft, potable water servicing shall be completed. Cleaning and disinfecting records of the potable water servicing equipment must be maintained in the station.
- For aircraft scheduled to remain on the ground overnight, the cabin must be searched by security or Sky Vision Airlines staff, after cleaning and / or off-loading to ensure no dangerous devices are left onboard. The cabin doors must be closed and the aircraft must remain in a well-lighted secured area. Access to the aircraft must be restricted to only those personnel authorized with proper credentials
- The disembarkation of passengers must be controlled:-
 - Care should be taken to keep passengers away from the fueling area.

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- The shortest possible route to the arrival hall or transit waiting room must be selected in such a way that the risk of accidents kept to a minimum.
- Transportation must be provided in case of adverse weather conditions.
- A qualified Sky Vision Airlines employee must supervise the aircraft handling.
- Transit passengers may stay on board during short stops provided the necessary safety measures are complied with and local airport regulations are not contradictory.
- Whenever an aircraft door is opened without the steps being in position, the guard strap must be in position across the doorway.
- Steps must be positioned so that persons cannot slip between them and the aircraft side.
- The steps brakes must be on and wheels jacked off the ground before every use to ensure that they cannot open accidentally.

7.3.2 Departure Procedures

It is the responsibility of the Stations & Ground Handling Manager to ensure on-time operation of Sky Vision Airlines aircraft. All necessary-handling activities must be performed within the time available before departure.

- At the station of origin, aircraft must be position on time before a scheduled departure.
 - In case of late arrivals or delayed positioning of aircraft, arrangements must be made to reduce the transit time to minimum so that the departure will be as close to the schedule as possible.
 - A qualified Sky Vision Airlines employee must supervise the aircraft handling.
 - For aircraft loading refer to the instructions laid down.
 - All loading / servicing equipment must meet the safety requirements.
- Prior to boarding the passengers, the ramp agent will obtain clearance from the pilot-in-command or his deputy at least 45 minutes before departure for scheduled international flights and 30 minutes for scheduled domestic flights.
- The aircraft handling and load clearance documents must be presented to the crew in due time prior departure for further check.
- Care should be taken to keep passengers away from engine and the fueling area.
- The number of persons on board must be limited to those having essential duties to perform.
- Last minute changes (LMC) must be included in the load sheet and balance chart. It must be ensured that the maximum permissible weights for zero fuel, take-off and landings as well as the maximum weight per compartment are not exceeded and the center of gravity remains within limits.
- For every multi sector flight a copy of load distribution sheet must be on board.
- Door safety nets must be installed properly before closing the cargo compartment doors even if there is no load in the compartments.

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7.3.2.1 Start-Up Procedures

- Start-up aircraft engines must not be given unless clearance from station is obtained.
- A fire extinguisher must be available.
- Passenger, cockpit and servicing steps as well as left trucks must not be removed from the aircraft before security belts or bars are in position or aircraft doors are closed.
- Steps must be kept in a suitable distance outside the safety zones until the aircraft has departed.
- An attendant from station has to remain in stand-by position away from the direct noise area until the aircraft has departed.
- Technical personnel must ensure that the engine blast and in take area are free from personnel or equipment before start-up clearance is given.
- For all Sky Vision Airlines aircraft “ground to cockpit communication” signals for starting the engine. Removal of ground power / air starter unit and chocks as well as clearance for taxiing will be given by the technical personnel only.
- Unless there is a delay station clearance for start-up should be given 5 minutes ahead to STD.
- The ground time is the time from chocks-on to chocks-off.
- In case of crew delays, the delay must be specified and the pilot-in command must be informed accordingly prior to departure.
- A qualified marshaller must perform a pre departure walk around of the aircraft to ensure there is no damage to the aircraft from ground handling activities, and to report the damage to qualified maintenance personnel for evaluation and action.
 - Surface condition of the apron is adequate to conduct aircraft movement operations;
 - The apron is clear of items that might cause aircraft FOD;
 - Aircraft servicing doors and panels are closed and secure;
 - Power cables and loading bridge are detached;
 - Equipment and vehicles are positioned clear of the aircraft movement path;
 - Adequate clearance exists between the aircraft and facilities or fixed obstacles along the aircraft movement path;
 - Chocks are removed from all wheels.
 - Taxiing airplanes always have right of way.
 - Speed limits on apron are strictly to be observed.
- The marshaller duties require using IATA recommended hand signals, and pushing and towing procedures.
 - For other carriers, which are technically handled by Sky Vision Airlines, same start-up procedure will apply as mentioned above.
- Airplane movement operations must be performed with extreme caution to prevent injuries to personnel as well as to avoid damage to airplane, equipment and facilities.
- Only trained and qualified personnel are allowed to perform airplane movement operations functions. As, due to blast and suction, a running engine of an airplane can produce a hazard to ground personnel and since the visibility from the cockpit is limited all ground handling personnel has to observe the minimum safety distances.

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- An engine start on the apron normally must be conducted with the aid of ground personnel. In order to facilitate safe handling on the ramp, ground staff and pilots should use interphone contact and/or hand signals as indicated in IATA Airport Handling Manual, AHM 631 or in Sky Vision Airlines S.O.M, Before starting airplane movement operations the general area of the operation has to be clear of ground support equipment and with the below phraseology:

G=Ground

C=Cockpit

C: Cockpit to ground

G: Go Ahead

C: We are clear for pushback.

G: All doors are closed, aircraft cleared, chokes removed, steering pin in position, you can release parking brakes

C: Parking brakes removed.

G: Pushing back, I will call you back when cleared to start engines.

G: You are now cleared to start engines.

C: Starting number 2

G: ok for number 2

G: Ground to cockpit

C: Go ahead

G: Pushback completed set parking brakes

C: Parking brakes set (Starting number one)

G: Ok for number one.

C: both engines started you can disconnect.

G: Steering pin removed, aircraft is clear we see on the left/right hand side (it depends where the gate is) for the signal.

Ground to walk away of the aircraft and to give the ok signal to the crew, showing the steering pin (has red band "REMOVE BEFORE FLIGHT")

7.3.3 Night Stop Procedures:

On night-stop of an aircraft the ground Handling Agent and the Ground Engineer share the responsibility to:

- Make sure no one is still hiding on board,
- Doors are all closed and sealed,
- Steps are removed,
- Parked within airports operating and secured area, and in an area that has lighting, not so close from airport borders,
- Aircraft is guarded against strangers.

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7.3.4 Opening/Closing Aircraft Cabin Access Doors

GSE or a passenger boarding bridge shall be:

1. Positioned at a cabin access door prior to door opening;
2. Remains positioned at a cabin access door at all times when such door is open unless an appropriate fall prevention device is placed across the open door;
3. Removed from a cabin access door immediately after such door is closed.

GSE or a passenger boarding bridge should not to be removed from a position at an aircraft cabin access door until either:

- The door has been closed and secured by an authorized person, or
- An appropriate fall prevention device has been placed across an open door.

7.4 Main Factors of Operating the Equipment on the Aircraft

Equipment's:

- Daily check the equipment for its cleanness and fitness before bringing it to the site to make sure it's serviceable.
- Equipment should be placed in the north of the site within 15 minutes before the aircraft arrival.
- Equipment shouldn't be placed between aircrafts.
- Equipment shouldn't be placed under aircrafts.
- Equipment shouldn't be placed beside the aircraft and the front or the back of the equipment shouldn't be towards the aircraft.
- Equipment that enters the aircraft shouldn't make any contact with the aircraft frame and shouldn't be very close to it.
- It is not allowed to use any equipment with a broken exhaust pipe or any equipment diffusing sparks or flames.
- It should be noted that the aircraft should be lowered by about 12 inches during being provided with catering, loading and during passengers boarding.
- Equipment tiers should be checked as the contact between the tires and the ground will diffuse sparks or flames.
- Equipment's must be maintained according to manufacturer instructions

Driving:

- Driving an equipment will be allowed only to authorized persons.
- Sky Vision Airlines use audits as a tool to ensure only qualified and authorized personnel are permitted to operate ground support equipment
- Driving on the ramp with a speed exceeding 20 km/h is forbidden.
- Driving on the ways is forbidden.
- Driving on flammables or oils is forbidden.
- Drivers are not allowed to drive with their shoes having any oils or similar materials.
- Driving in front of the aircraft is forbidden during the aircraft taking off.
- Cargos shouldn't be piled up on cargo trolleys that should be pulled slowly.
- Navigation lights should be checked in order to ensure their soundness.
- Equipment should approach the aircraft slowly MAX 5 Km/h.

Aircraft:

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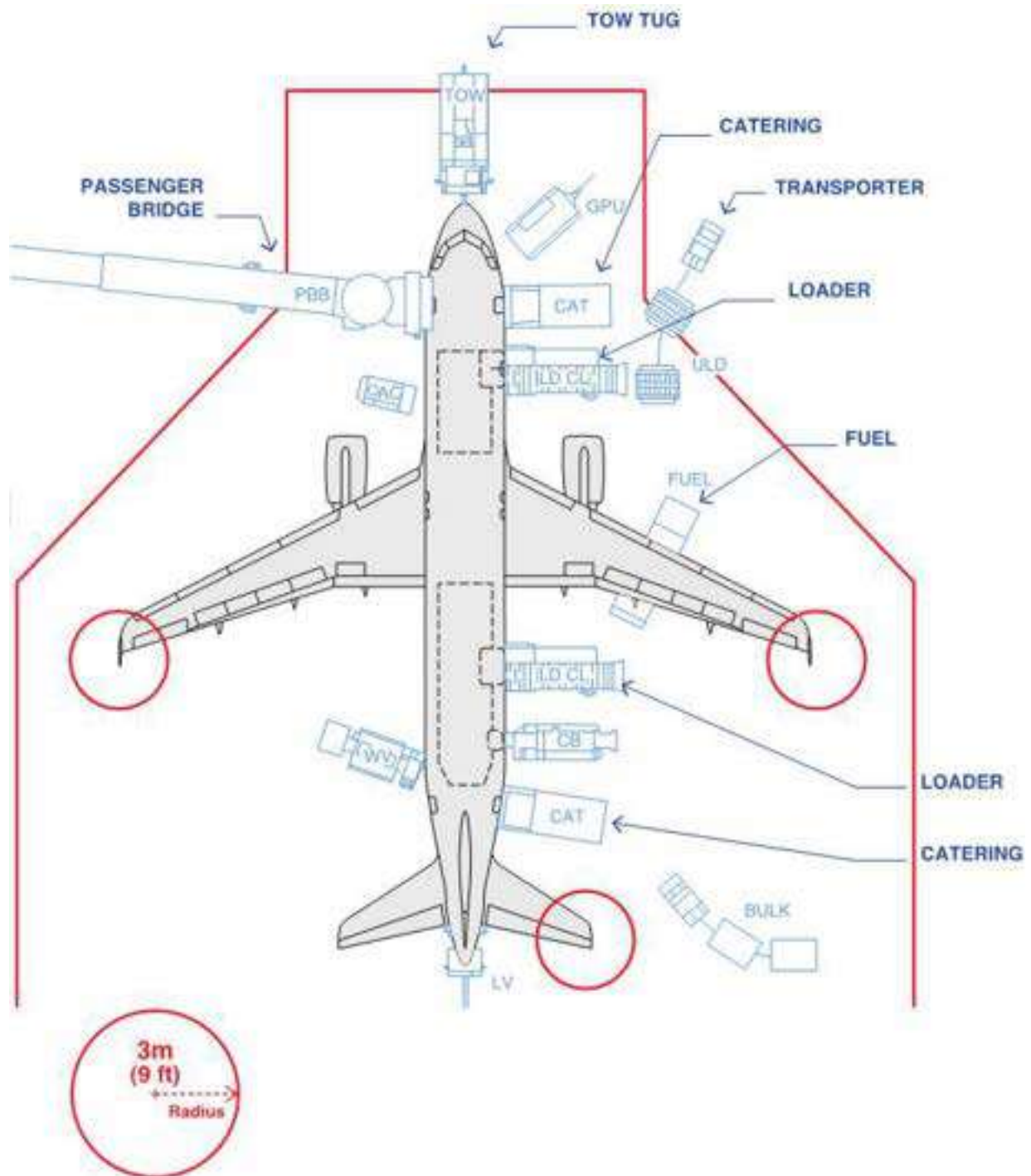
- After the aircraft stops completely, chocks should be placed in front of and behind the aircraft wheels.
- It should be noted that the aircraft should be lowered by about 12 inches during being provided with catering, loading and during passengers boarding.
- During providing the aircraft with fuel, no stairs can be pulled till finishing providing the aircraft with fuel so long as there are passengers or worker on the board of the aircraft.
- Lights of stairs steps should be turned on by night during passengers boarding and descending.
- During starting the engines, stairs should be placed away from the aircraft till its departure from the site.
- A belt should be placed on the aircraft door before pulling any stairs while the door is open.

Stand:

- Consider the size of the site and its cleanness and remove everything hindering the entrance of the aircraft or anything that may move because of its exhaust which will lead to an accident.

7.5 Equipment's required for the Aircraft Servicing (Taking off – Arrival)

- The Equipment required for marshalling the aircraft to the site are marshalling sticks during the daylight and lightened lanterns during night.
- Chocks should be placed for securing the aircraft wheels after its stoppage.
- Passenger stairs.
- Buses for passengers coach.
- Conveyer belts for loading / offloading baggage and cargo.
- Tow tractors for moving baggage and cargo trolleys to the halls.
- Cargo and luggage trolleys.
- Water vehicle for providing aircraft with water.
- Toilets vehicle for toilets servicing.
- Catering vehicle for catering loading / offloading.
- Ground power unit (GPU) to provide electricity to operate engines in case APU in-operation.
- Air start unit (ASU) to provide bleed to operate engines in case APU in-operation.
- Air conditioning for providing cold air in case air condition is not serviceable.
- The following illustration shows the positioning of ground handling equipment's required for the aircraft servicing:

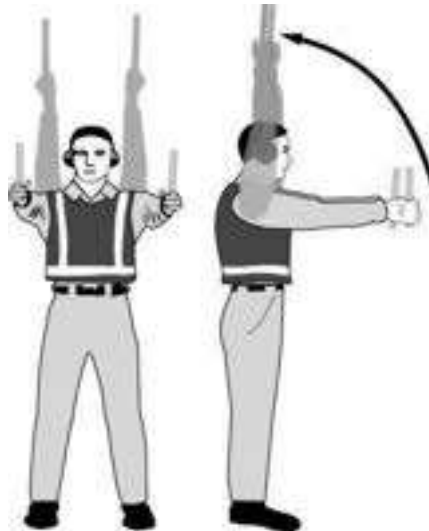


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7.6 Signals for Marshalling Aircrafts on Ground

In the following, reference to wands may also be read to refer to ‘Day-Glo’ table tennis bats or gloves (daytime only).

Identify gate



Raise fully extended arms straight above head with wands pointing up, move hands fore and aft to keep from blending into background.

Continue to taxi straight ahead



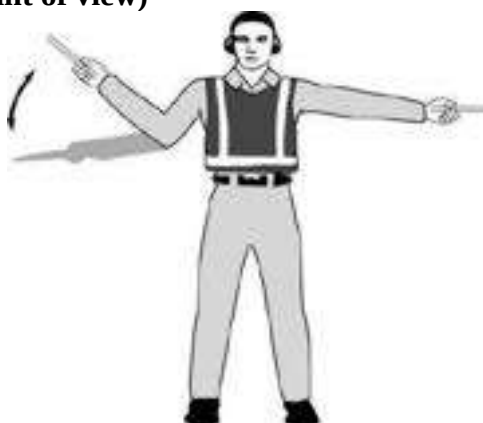
Bend extended arms at elbows and move wands up and down from waist to head.

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Slow down



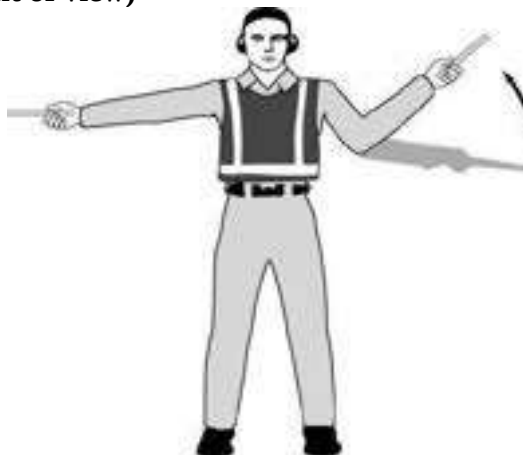
Move extended arms downwards in a “patting gesture”, moving wands up and down from waist to knees.
Turn right (from the pilot's point of view)



With left arm and wand extended at a 90° angle to the body, right hand makes the come ahead signal. The rate of signal motion indicates to the pilot the rate of aircraft movement desired.

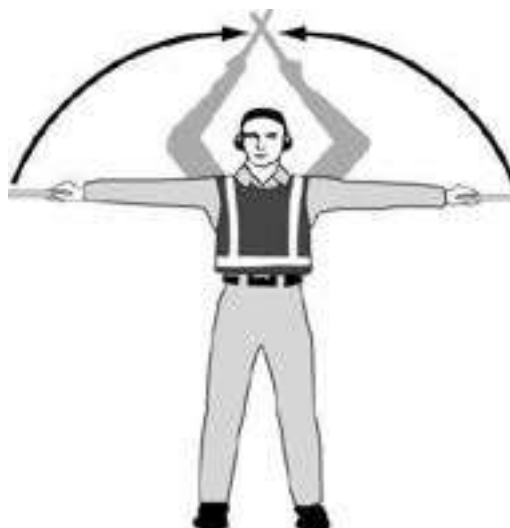
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Turn left (from the pilots point of view)



With right arm and wand extended at a 90° angle to the body, left hand makes the come ahead signal. The rate of signal motion indicates to the pilot the rate of aircraft movement desired.

Normal stop



Fully extend arms and wands at a 90° angle to the sides and slowly move above the head until wands cross.

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Emergency stop



Abruptly extend arms and wands to top of head, crossing wands.
Hold position/Stand-by



Fully extend arms and wands downwards at a 45° angle to the sides. Hold the position until the aircraft is clear for the next maneuver.

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Proceed to next marshaller or as directed by tower/ground control



Point both arms upward, move and extend arms outward to side of body and point with wands to direction of next marshaller or taxi area.

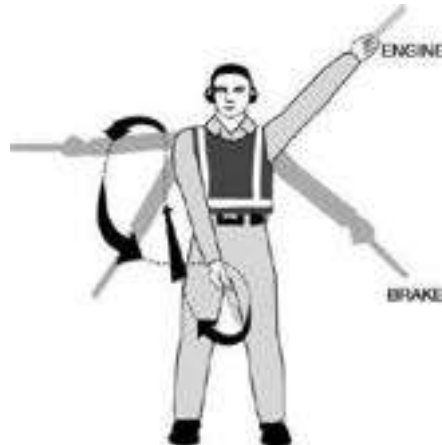
End Marshalling



Perform a standard military salute with right hand and/or wand to dispatch the aircraft. Maintain eye contact with the flight crew until the aircraft has begun to taxi.

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Fire



Move right hand wand in a “fanning” motion from the shoulder to the knee, while at the same time pointing with the left-hand wand to the area of the fire.

Set brakes



Raise hand just above shoulder height with open palm. Ensuring eye contact with the flight crew, close hand into a fist. **DO NOT** move until receipt of thumbs up acknowledgment from the flight crew.

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Release brakes



Raise hand just above shoulder height with hand closed in a fist. Ensuring eye contact with the flight crew, open palm. **DO NOT** move until receipt of thumbs up acknowledgment from the flight crew.

Chocks Inserted



With arms and wands fully extended above head, move wands inward in a “jabbing” motion until the wands touch.

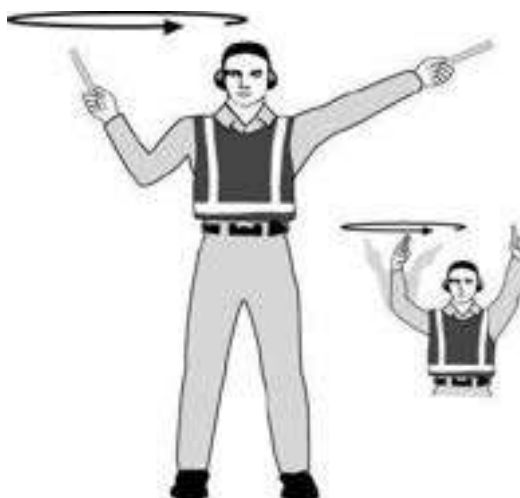
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Chocks removed



With arms and wands fully extended above head, move wands outward in a “jabbing” motion. **DO NOT** remove chocks until authorized by the flight crew.

Start engines



Raise right arm to head level with wand pointing up and start a circular motion with hand, at the same time with the left arm raised above head level point to engine to be started.

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Cut engines



Extend arm with wand forward of body at shoulder level, move hand and wand to top of left shoulder and draw wand to top of right shoulder in a slicing motion across throat.

Technical/Servicing communication

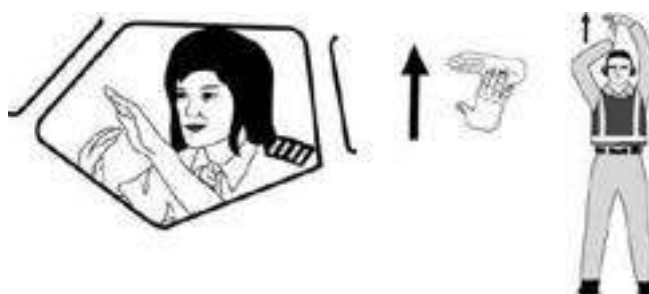
A number of hand signals are used to communicate to flight crews during the aircraft movement process that relate to servicing or handling functions.

Manual signals should only be used when verbal communication is not possible. Ensure an acknowledgment is received from the flight crew on all occasions.

Technical/Servicing Signals

In the following, reference to wands may also be read to refer to 'Day-Glo' table tennis bats or gloves (daytime only).

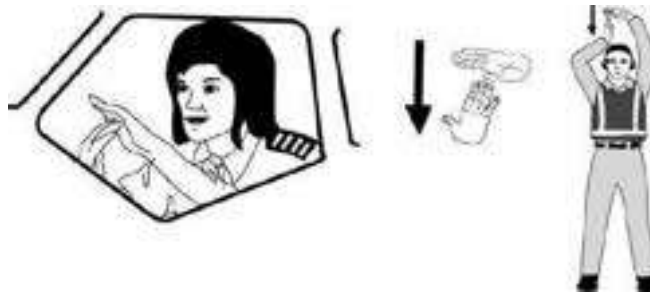
Connect/disconnect ground power



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1. To connect ground power:

Hold arms fully extended above head, open left hand horizontally and move finger tips of right hand into and touch the open palm of left hand (forming a “T”). At night, illuminated wands can also be used to form the “T” above the head.



2. To disconnect power:

Hold arms fully extended above head with finger tips of right hand touching the open horizontal palm of the left hand (forming a “T”), then move right hand away from the left. **DO NOT** disconnect power until authorized by the flight crew. At night, illuminated wands can also be used to open the “T” above the head.

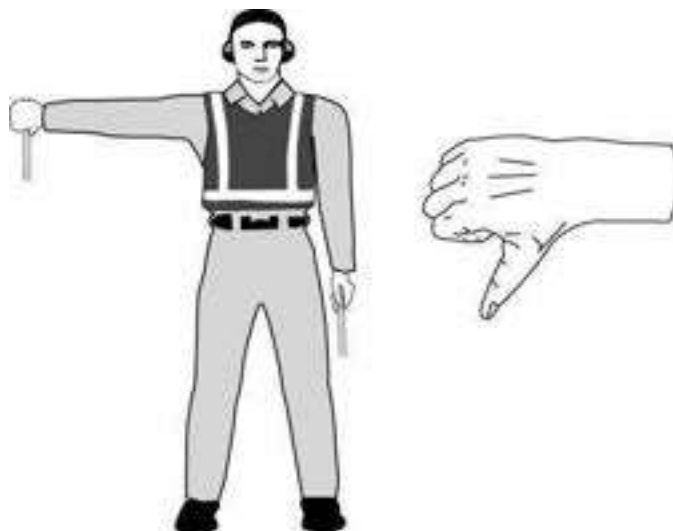
Affirmative/all clear



Raise right arm to head level with wand pointing up or display hand with thumbs up, left arm remains at side by knee.

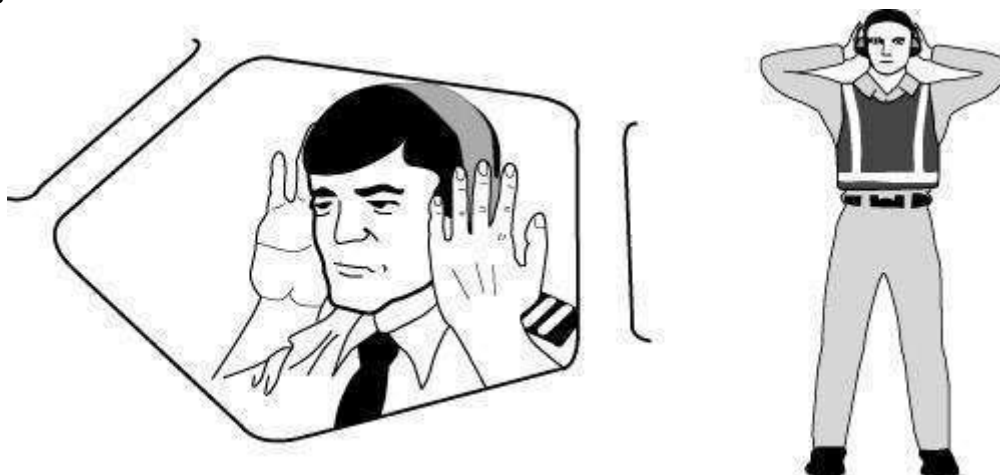
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Negative



Hold right arm straight out at 90° from shoulder and point wand down to ground or display hand with thumbs down, left hand remains at side by knee.

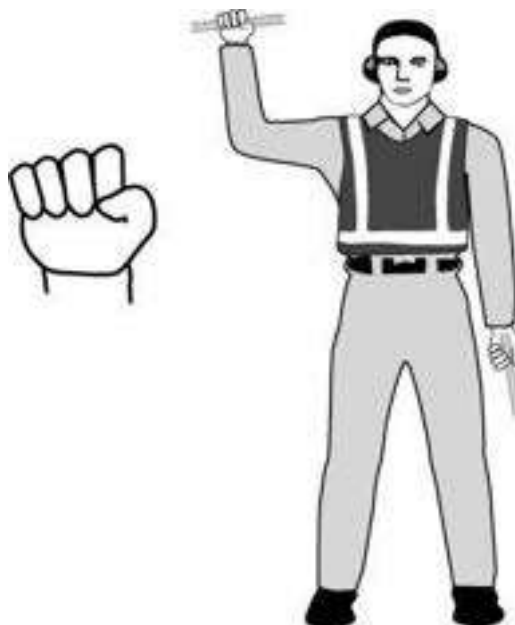
Interphones



Extend both arms at 90° from body and move hands to cup both ears.

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Do not touch controls



Raise right hand above head level and close fist or hold wand in horizontal position, left arm remains at side by knee.

Open/close stairs forward/aft



With right arm at side and left arm raised above head at a 45° angle, move right arm in sweeping motion towards top of left shoulder.

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GROUND CREW PUSHBACK COMMUNICATION (HAND SIGNALS)

The following signals should be used to provide a standard means of non-verbal communication between the ground personnel involved in pushback operations.

The signals are to be used during both the tug/towbar connection/disconnection process and at the start and end of the pushback operation as indicated.

Headset operator to Tug driver

Vehicle brakes off



Raise hand just above shoulder height with closed fist and **ensuring eye contact with tug driver** open palm.

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Clear to push



Hold arm straight out at a 90° angle from the shoulder and display hand with thumb up. This indicates to the tug driver that all equipment is clear of the aircraft, the chocks have been removed, the aircraft brakes are off and the flight crew has given clearance to commence pushback.

Negative/hold



Hold arm straight out at 90° angle from the shoulder and display hand with thumb down. This indicates to the tug driver that the aircraft is not ready for pushback and to hold position.

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Vehicle brakes on/stop



Raise hand just above shoulder height with open palm and **ensuring eye contact with tug driver** close into a fist. At the end of the pushback also indicates to tug driver that aircraft brakes have been set. Tug driver should return the signal to the Headset operator to confirm vehicle brakes set.

Slow down



With hand at a 45° angle downward to the side make a “patting” motion.

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Change of pushback direction



Touch nose with finger and with arm at a 90° angle to the shoulder, point in the direction that the aircraft needs to be turned to.

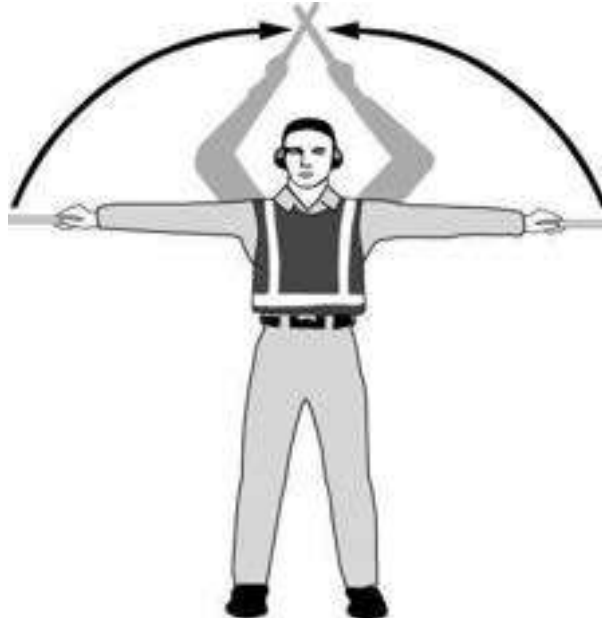
Wing walker to headset Operator/Tug driver
Clear to move aircraft



Raise one fully extended arm with wand straight above head and with the other arm and wand at a 45° angle downward to the side make a “sweeping” motion.

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Stop movement of aircraft



Fully extend arms and wands to cross above the head.

Hold movement of aircraft



Fully extend arms and wands downwards at a 45° angle to the sides. Hold this position until it is clear for the aircraft to move.

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Aircraft Arrival

It is the responsibility of all ground staff to be aware of the dangers that may be present when an aircraft is taxiing onto stand. There must be procedures in place that in the event of imminent danger the aircraft commander is made aware and the aircraft brought to an emergency stop. This may be achieved by:

- The internationally recognized hand signals
- Pressing the “EMERGENCY STOP” button on the stand guidance system.

When an aircraft is taxiing onto stand a member of the ground staff must be clearly visible to the flight crew or, stationed at the “EMERGENCY STOP” button where this is fitted to the stand guidance system. Where “EMERGENCY STOP” buttons are fitted both at ramp level and in the air bridge either button may be attended. Where the EMERGENCY BUTTON on the jet bridge is attended and other ground handling staff are present, a person must be allocated to attend the ground level “EMERGENCY STOP” button.

7.7 Main Instructions for Operating the Equipment on the Ramp

The following must be observed during operating the equipment on the ramp:

- Make an external inspection of the equipment.
- Check the engine oil and the level of cooling water.
- Make sure that the equipment indicators are working soundly.
- Warm the machine up before using it in order to prepare it for operation.
- Check the equipment brakes and the hand brake before driving.
- Check the equipment fire extinguisher and make sure of positioning it in its place to facilitate using it when needed.
- Equipment with technical defects must not be used.
- Equipment shouldn't be provided with fuel so long as there is fuel in their tank which will prevent fuel leaking which is dangerous for the safety of the equipment.
- The driver is completely responsible for the equipment while driving it during the shift.
- Ground equipment's must pass through scheduled maintenance program and all checks are being recorded, controlled and signed by the authorized engineer.
- Supervisors – Pilots – Engineer – are responsible to report when Sky Vision Airlines aircraft is handled with equipment clearly visible that they have not been subjected to any kind of maintenance.
- Quality department is auditing equipment of external providers, to ensure the implementation of scheduled controlled maintenance on Ground support equipment.

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7.8 Main Principles of Sound Driving on the Ramp

- Speed shouldn't exceed (20 km/h).
- Priority of road is to the moving aircraft then to passengers.
- Aircraft is approached from its side.
- Driving under the aircraft wings should be avoided.
- Equipment shouldn't be driven behind aircraft with working engines.
- Driving between aircraft wings should be very careful.
- No one can ride equipment unless there is a seat for him on the equipment.
- Equipment with working engines shouldn't be left without being watched over.
- Aircraft catering vehicles shouldn't be driven while their doors are open. Besides loaded cargo trolleys shouldn't be pulled without having an attendant at the last trolley.
- Smoking is forbidden in the tarmac.
- It is not allowed to pull more than 2 double, 4 single or 4 cargo trolleys.
- It is forbidden to throw any wastes on ground such as aircraft cleaning wastes. It is not allowed also to leave any of the aircraft maintenance tools such as towels, greasing boxes, rasps, screwdrivers, bolts, or even plastic bags as all these tools can cause serious damages to the aircraft. Such things should be avoided and the ground of the airport should be kept clean for the safety of aircraft and passengers.
- Number of the site in which the aircraft would stand must be checked with the tower.
- An Inspection must be made for ensuring the inexistence of any impediment which may affect the safety of the aircraft, and should be made within five minutes at least before the arrival of the aircraft to the site.
- Ensuring that the aircraft is standing in a right manner and that its wheels are in their decided places.

7.8.1 Instructions for Sound Driving on the Ramp

- Carelessness during driving and moving around aircraft may lead to injury of personnel or damage of equipment or aircraft. Even if these loses are slight, they may lead to serious damages to the aircraft. Besides, any injury in any part of the aircraft or the equipment may result in delaying the service, in addition to repairing costs that should be incurred. Technicians should always take the following into account:
 - As being responsible for the equipment, you should test brakes efficiency, wheels, and protection means & units. You should also check the general soundness of the equipment and inform the responsible officer immediately about any break down.
 - Any injury, even the injuries that you consider slight, may affect the aircraft badly, and the maintenance engineer or the responsible officer should be informed of them immediately.
 - Remember that you mustn't move the equipment backwards without the help of one of your colleagues. You should comply with the known instructions.
 - In case of the equipment waiting in the waiting places, its front wheels should be upright, the transmission in passing position, waiting brakes in operation position, and contacts are close. If the equipment will be used for performing other assignment, engine can be left working.
 - Remember that equipment shouldn't park beside additional emergency equipment's that are used in passenger evacuation. Equipment shouldn't also park beside aircraft emergency doors.

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- It is forbidden to drive the equipment in front of or at the back of the aircraft while its engines are working or during seeing the flashing lights which indicate that the aircraft engines are working.
- Remember to lower the high equipment after finishing its work on the aircraft. Make sure that an appropriate space is left between the equipment and the aircraft before lowering the equipment to avoid scratching the aircraft frame or contacting with it.

7.8.2 Careful driving on the Airport Apron

- Movements around the aircraft should be made very carefully in order to avoid hurting personnel or damaging the aircraft or the used equipment. Even slight break downs may have certain effects on the aircraft due to the difference in pressure during flying. On the other hand, any break down in the aircraft or the equipment may delay the flights in addition to the costs required for repairing damages.
- Remember: You are responsible for the vehicle that you are driving. Hence, you should inspect brakes, wheels, and the hubcap (if there is any) before operating the equipment. You should inform the responsible immediately of any disorder.
- Remember: Any break down, even slight breakdowns, may affect the aircraft badly due to the difference in pressure during flying. The responsible engineer or the aircraft captain should be informed immediately of any breakdown.
- Remember: You shouldn't drive backwards during approaching the aircraft or moving away from it without being guided by somebody.
- Remember: On stopping your vehicle, make sure that the wheels are in a straight position, the hand brakes are pulled and the engine is stopped. The engine can be left working if the equipment is required for performing another assignment.
- Remember: Vehicles and equipment should not be stopped in a manner hindering when approaching the aircraft or descending its passengers in incidental flights.
- Remember: You shouldn't drive on the dangerous areas around the aircraft during seeing the light signal indicating that the aircraft engines are still working or are about to work.
- Remember: Levers should be lowered immediately after finishing their usage and after making sure that there is enough space between the vehicle and the aircraft.
- Remember: Vehicles shouldn't be driven while their frames are raised.
- Remember: Severe turnings around the aircraft should be avoided during driving a unit trailing equipment.
- Remember: Driving should be always careful within the speed limits after taking into account prevalent conditions on the apron, such as weather conditions (e.g. rains, snow, ice, fog, etc...). Stable calm driving is the basis of safety on the apron.
- Remember: It is not allowed to drive under aircraft wings (without having permission) and vehicles shouldn't be stopped very close to these wings.
- Remember: Don't leave your equipment near the aircraft in a manner hindering the performance of other services.
- Remember: The sliding stairs should be driven by using hand gear. Before driving, make sure that this gear can move appropriately.
- Remember: Be always careful and alert that the driver in front of you may stop suddenly at any moment without a previous warning or signal.
- Remember: Start stopping gradually before arriving to the place in which you will stop. Don't wait till the last moment as it is dangerous to delay stopping.

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- Remember: You can cross only after making sure that it is not wrong to cross. Don't depend on the other driver in complying with laws.
- Remember: Make sure that the lights and light signals are working appropriately before driving.
- Remember: While turning around the aircraft, the aircraft should be at the driver's side.
- Remember: The aircraft has always the priority of the road.

7.9 Safety of Aircraft, Passengers, and Equipment Movement

- According to the document number 4444 that was issued by the International Civil Aviation Organization (ICAO) to describe the duties of air control officers in the civil airports. Aviation movement service is:
 - Preventing aircraft crash with each other in air and on ramp as well as preventing crashes between aircraft and other objects.
 - Facilitating air and ground movements for achieving the required speed and smoothness.
 - Airport Marshalling is responsible for securing the movement safety in the airport or the movement reasons. The Aforementioned department has the right to:
- Monitor the ground movements of aircraft, vehicles, equipment, personnel, and supervises the implementation of the local and international rules related to securing the safety of these movements. Make sure that all the equipment's meet the navigational specifications. Can issue official licenses for equipment's and driving licenses for all aviation companies' personnel. Can also impose fines on the companies that don't comply with the technical instructions related to securing the safety of aviation or facilitating passengers' movement. Can also impose fines in case of violating passengers' rights.

Breaches are recorded in the following cases:

- Testing aircraft engines on sites without getting permission from the tower or in case of operating high power engines.
- Aircraft standing in sites other than their own sites or aircraft deviating from navigational signs in a way affecting other entrance to or departure from these sites.
- Infiltrating human wastes on sites or throwing aircraft cleaning wastes on sites
- Pouring petrol out on site during providing aircraft with fuel.
- Delayed arrival of equipment or passenger buses to the site.
- Leaving the equipment in places other than the places decided for them.
- Driving without a license or having invalid driving license for the equipment or its driver.
- Exceeding the permitted speed.
- Driving in other roads or on the runway and taxiways.
- Pilling up cargo and / or baggage on trolleys or trailers and not having an attendant at the last trailer.
- Leaving empty or cargo loaded vehicles, equipment, or trailers on the aircraft sites or under or besides loading bridges.
- Having more than one rider beside tractors drivers.
- Driving unsound equipment or an equipment not complying with the international specifications.
- Driving aircraft catering vehicles while their back doors are open.
- Smoking on the tarmac especially in sits and under loading bridges.
- Any other breaches affecting the work.

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7.10 Safety on the Aircraft Stand

- As jet engines have a great suction power, you shouldn't move within 6 meters in front of the jet engine and within 2 meters from its sides.
- The least speed of the jet engines is 160km/h and its temperature is about 38 degrees centigrade. These ranges increase during increasing the jet engine. Hence, you should for your safety, stay 65 m away from the engine of the stopped aircraft and 156 m from the moving aircraft. Take care also that some equipment such as stairs and cargo trolleys can be overthrown by this exhaust.
- Flaps and slats existing in front of and at the back of the wings can open suddenly. Hence, you should stay away from the front and the back of the wings.
- Works shouldn't be performed near the aircraft wheels without informing the technicians on the aircraft as doors of landing wheels can be opened or closed suddenly which is very dangerous.

7.11 Safety of Aircraft Loading Equipment

- All loading personnel should know the equipment that they use in performing their assignments and work.
- Cargo transportation trailers that are used by loading personnel who are responsible for the safety of these trailers and for their correct usage to avoid accidents. Loading personnel should not use defective trailers as these trailers should be sent to the specialized workshops to be repaired.
- Self-motivated loading belts capable of carrying certain weights suitable for their capacities. These belts are driven and operated by technicians and are used by loading personnel under the aircraft.
- Winches with forks are used for parcels with certain sizes or weights. Loading personnel should use these winches carefully in order to avoid damaging the floor of the aircraft stores or the parcel itself.
- Types of levers and cranes for moving heavy parcels and cargos within the stores or to the stores. These levers and cranes should be used carefully to avoid damaging the floor of the aircraft stores or the parcel itself.
- Ropes that loading personnel use for fastening heavy parcels in the stores or on bales.
- Fastening rings for fastening parcels with each other on the floor of the store to prevent their movement.
- Nets for the loading processes:
 - Special nets for bales contents.
 - Nets in the stores for keeping cargos in their places on the aircraft stores.
- Boards for heavy and very big parcels to distribute the load on a bigger area of the aircraft floor in compliance with the recommended floor loading specifications.

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7.12 Safety of Loading Personnel and Accidents Prevention

- Cargos and loads should be arranged in compliance with the distribution agreed on taking into account to load the heavy cargos first, then the lighter cargos and then the fragile cargos in order to ensure cargos safety and performance efficiency.
- Personnel should wear industrial safety shoes in order to avoid injury and sliding.
- You should lift loads suitable for your physical abilities.
- Personnel should wear safety belt to avoid injury.
- Loading personal should use suitable means for boarding to and descending from stores to avoid falling or injury.
- Animal cages should be handled from the part dedicated for hands in order to avoid being hurt by the animals kept in these cages.
- Loads that are not fastened well should be handled carefully in order to avoid injury or loads damage.
- Make sure before moving that trailers are connected well to the tractors in order to avoid accidents.
- Loads of cargo transportation trailers should be secured before moving to avoid their sliding or falling which will in its turn lead to avoid personnel, equipment or aircrafts accidents.
- Parcels or baggage without cards showing their destination and data shouldn't be loaded because loading such parcels or baggage will make subject to being:
 - Lost
 - Loaded to another destination
- Tractors, during moving in the handling area around the aircraft, should move only on the movement paths of the ramp with a speed not exceeding 20km/h.
- Doors of wide aircrafts stores should be opened very carefully especially in the windy weather to preserve the safety of these doors.
- Anything noticed in the aircraft body should be reported about immediately in order to fix it promptly to preserve the safety of the aircraft.
- Fork cranes should be used carefully to avoid accidents and aircraft body damage.
- Drivers should be directed in order to ensure the good performance of work.
- Care should be taken during loading and unloading bales on and from aircraft stores in order to avoid hurting your body or feet.
- Make sure that the window is fixed well behind the doors of the aircraft stores to ensure that cargos or loads are not behind the door which will make it easy to open and close these door.
- Don't approach aircrafts with working engines in any case.
- Don't load any cargo on the aircraft till making sure from the loading officer of its destination and its data.
- Seriousness, punctuality, and compliance with orders will result in a distinguished performance without any accidents and will preserve personnel, equipment, and aircrafts safety.

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7.13 Safe Operating Practices in Aircraft Handling

INTRODUCTION

Safety in aviation is a permanent requirement and its first commandment. In the air and on the ground, safety first is the rule. Airside safety rules and procedures ensure safe handling, therefore, safety regulations should be understood and always applied on the apron, on and around aircraft, in hangars and workshops.

Should even the slightest scratch or dent in the aircraft occur or is noticed, it must immediately be reported to permit technical evaluation. As aircraft have to withstand very great forces at high altitudes personnel should be made aware that even minor deformations, apart from detracting from performance, could be the direct cause of serious accidents.

Every organization should co-ordinate safety performance measures, promote safety and assist with continuous improvement practices in order to maintain the highest standards of safety.

SCOPE

The scope of this AHM is to provide organizations with industry "best practices" guidance material that, when implemented, will provide an acceptable standard of safety in aircraft handling operations.

The material contained in this AHM must be complemented with detailed procedures and practices.

RECOMMENDATIONS

It is recommended that:

Training of personnel in correct operating procedures and safe work practices, with the reasons for these procedures and practices, form an integral part of any organization's structure.

The training should stress to the personnel the benefits/value to themselves of using all appropriate personnel protective equipment and of following established practices and procedures.

Companies enforce the application of all safety rules, procedures and requirements in all activities connected with aircraft handling.

Ground support equipment, when driven or operated on the apron, particularly in the vicinity of an aircraft, must be operated with extreme care to avoid any hazard to personnel and/or any damage to aircraft or load.

Authorities utilize standard markings on all aprons, gates and roadways per AHM 632.

Aircraft be fitted, whenever practical, with powered/ mechanized in-plane loading systems.

The following practices, as a minimum, should be taken in order to ensure that safety is a prime consideration in all activities associated with aircraft handling operations.

7.13.1 Personnel Safety in Aircraft and Load Handling Operations

Introduction

People are both a vital asset and a valuable resource, therefore specific practices must be in place to ensure their safety.

As manual handling of baggage/material is the primary cause of personnel injuries, suitable and sufficient risk assessment of the manual handling tasks should be conducted and appropriate controls put into place. This would include both long term and short term solutions.

To protect the health and safety of personnel, identified hazards within the workplace should be managed in the following order:

- (a) by the elimination of the hazard;
- (b) by the reduction or control of the hazard; and
- (c) Finally through administrative controls e.g., procedures, training, devices, materials, personal protective equipment.

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Safe operating procedures, training, and supervision of personnel should clearly monitor "at-risk" behavior and conditions related to baggage/material handling operations.

7.13.2 Personal Protection

Safety shoes or boots should be worn to prevent foot injuries.

Approved hearing protection should be worn when working in noise-intensity areas, i.e. on the apron, maintenance lines, etc.

Outer garments that contain reflective material and are of high visibility colours should be worn by any person whose duties require airside access should wear. The design, material and layout of the high visibility garment should take into consideration both local regulations and specific operating conditions, e.g. weather.

Clothing appropriate to the weather conditions should be made available to personnel.

Gloves should be worn by material handling personnel and equipment operators.

Protective gloves should be worn as appropriate to the job function, e.g. lavatory servicing.

Face protection should be worn where there is the possibility of fluid "splash back" in the job function.

Safety glasses should be worn as appropriate to the type of work being performed.

Jewellery such as rings and identification bracelets should not be worn.

Neckties should not be worn, unless they are quick release (clip) type.

7.13.3 Operating Practices

Personnel shall not walk or stand on a moving conveyor belt.

Personnel must not ride up or down on the rear platform of a loader.

Personnel should never attempt to jump off or on a moving vehicle.

Personnel should not be transported on equipment unless there is a seat for them.

Personnel on moving equipment must be seated properly and should keep their bodies within the confines of the vehicle structure.

Personnel must not ride on elevating platforms when the vehicle is in the drive mode.

Personnel should not walk on rollers or castors

On arriving aircraft all personnel must remain clear of the propellers, engine inlets and exhausts until the engines have spooled down and, in the case of propellers stopped turning. Personnel, unless required to perform a specific function such as connection of ground power due to an unserviceable APU, must not approach an aircraft until the anti-collision beacons have been switched off. There should be a clearly defined procedure detailing how personnel may safely approach an aircraft when the anti-collision beacons are on.

On departing aircraft, as soon as the anti-collision beacons are on, personnel must remain clear of propellers, engine inlets and exhausts. Personnel, unless required to perform a specific function must immediately vacate the area. There should be a clearly defined procedure detailing how personnel involved in the departure process are to remain clear of the aircraft when the anti-collision beacons are on.

Personnel should stand clear of exits/entrances of facilities when a train of carts/dollies passes.

Operators of equipment shall ensure that other personnel are not entrapped by movement of load/pallets/containers either in the aircraft or on the loading equipment.

Gates of loaded carts should be lowered carefully. Serious injuries have resulted from cargo tumbling out of carts.

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Extreme care should be exercised when entering and leaving aircraft cabins, holds and compartments. Aircraft cabins shall only be entered or exited by using stands, steps, or loading bridges and which have been properly positioned and secured. Holds and compartments shall only be entered or exited by using the appropriate elevating device and which has been positioned and secured, e.g. belt conveyor and cargo loader.

Loose objects (FOD) dropped onto or observed on the apron must be picked up and put into FOD bins. The surface of the apron must be kept free of any objects that might cause damage to aircraft or equipment. Examples of such objects are; catering items, baggage tags/straps, garbage.

Personnel should not walk between unit load devices (ULDs) which are being transported by vehicle or trailer. Nor should they walk between ULDs which are being held on the ramp awaiting dispatch.

7.13.4 Portable Electronic Devices (PED)

Portable Electronic Devices (PEDs) covers, but is not limited to, Mobile (Cell) Telephones, Portable Radios and Pagers. Where National, State or Local road traffic legislation exists governing the use of portable electronic devices, this should be applied airside. Only company approved and/or issued devices should be allowed airside, should not impair the use of PPE especially hearing protection and, in order to prevent accidental battery detachment, be suitably encased in a protective cover. Personal PEDs, unless specifically authorized, should not be allowed airside.

Use of portable electronic devices, especially mobile (cell) telephones, can cause loss of concentration and situational awareness, even to pedestrian users. Communication should be relevant and as brief as possible.

7.13.5 Load Handling

Personnel should assess the weight and never attempt to lift or move more than their personal physical capabilities.

Recognized lifting techniques should be utilized at all times to reduce the risk of personnel injury.

To prevent fingers and hands becoming jammed between objects all load should be slid into place rather than lifted.

Handling load by the metal strapping, which is frequently used to bind heavy or awkward shipments, should be avoided.

All load should be set down easily (rather than dropping it) to avoid injuries to the feet and toes as well as to prevent damage to aircraft flooring and load.

When moving pallets/containers, hands and feet should be kept clear of stops/locks/guides so they do not get caught between the pallet/container and floor hardware.

When handling live animals, fingers and hands should be kept clear of the interior of the containers to avoid being bitten.

With the aim of reducing muscular/skeletal injuries to passenger handling and baggage loading employees, it is recommended that:

The maximum weight of any single piece of checked baggage should not exceed 23 kgs (50 lbs), without prior arrangement. "Heavy" tags/labels must be placed on all pieces of baggage which exceed 23 kgs, with the actual weight of the piece to be shown on the "heavy" tag/label. While must not exceed 32 Kg.

7.13.6 Fire Protection and Prevention

Fire prevention is more important than firefighting.

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Good housekeeping is essential. Garbage should not be allowed to accumulate, but should be disposed of into approved containers.

Any suspected or known fire must be reported immediately.

Faults in electrical wiring must be reported immediately.

Smoking shall NOT be permitted on any apron areas or in any vehicles on the apron.

The wearing of boots with steel tips showing, steel heels or nails in soles should be prohibited.

The location of fire-fighting equipment, fire alarms, emergency shut-offs, etc. must be known to personnel.

Access to fire-fighting equipment, fire alarms, emergency shut-offs, etc. should not be obstructed.

If fire is discovered in a parked aircraft any persons on board should be immediately advised and evacuated.

If possible, doors and hatches etc. on aircraft should be closed.

If fire occurs on a piece of ground support equipment, it should be controlled utilizing either the apron extinguishers or extinguishers on the equipment. As soon as is practical, the equipment should be removed from the vicinity of the aircraft.

Equipment should not be operated in the vicinity of a fuel spill.

Personnel should know the types of firefighting equipment available and should be trained in their use.

7.13.7 Chocking Of Aircraft

Chocks should be of a high visibility color or be identified by high visibility markings.

Chocks should be triangular in shape, with an approximate 45° angle at the point at which the tyre makes contact.

Chocks should be made of a material that has a suitable coefficient of friction and that has adequate rigidity.

The length of the chock should be such that it covers the full width of the wheel(s) required to be chocked.

The height of the chock should be in relation to the size of the wheel and the type of tyre.

Chocks should be stored in a dedicated area so that they are not the cause of FOD.

Personnel should be made aware of danger areas in the vicinity of the aircraft wheels, such as hot brakes and protrusions, gear doors and antennae, which could cause injury.

Chocks should be positioned on an aircraft according to airframe manufacturer recommendations.

Chocking of the aircraft main gear should be achieved by positioning the chocks in the front and rear of the outboard tires using an approach path directly from the front and rear.

Placing of chocks on an arriving aircraft must only be performed after engine spool down, anti-collision lights switched off and clearance to approach the aircraft is given by the responsible person.

Chocks, when positioned, should be parallel to the wheel axle and only lightly touching the tyres.

In the event of high wind conditions, additional chocking/other measures may have to be taken to secure the aircraft.

Chocks should not be removed from an aircraft until clearance is given by the responsible person.

After use, chocks should be removed to a designated storage area.

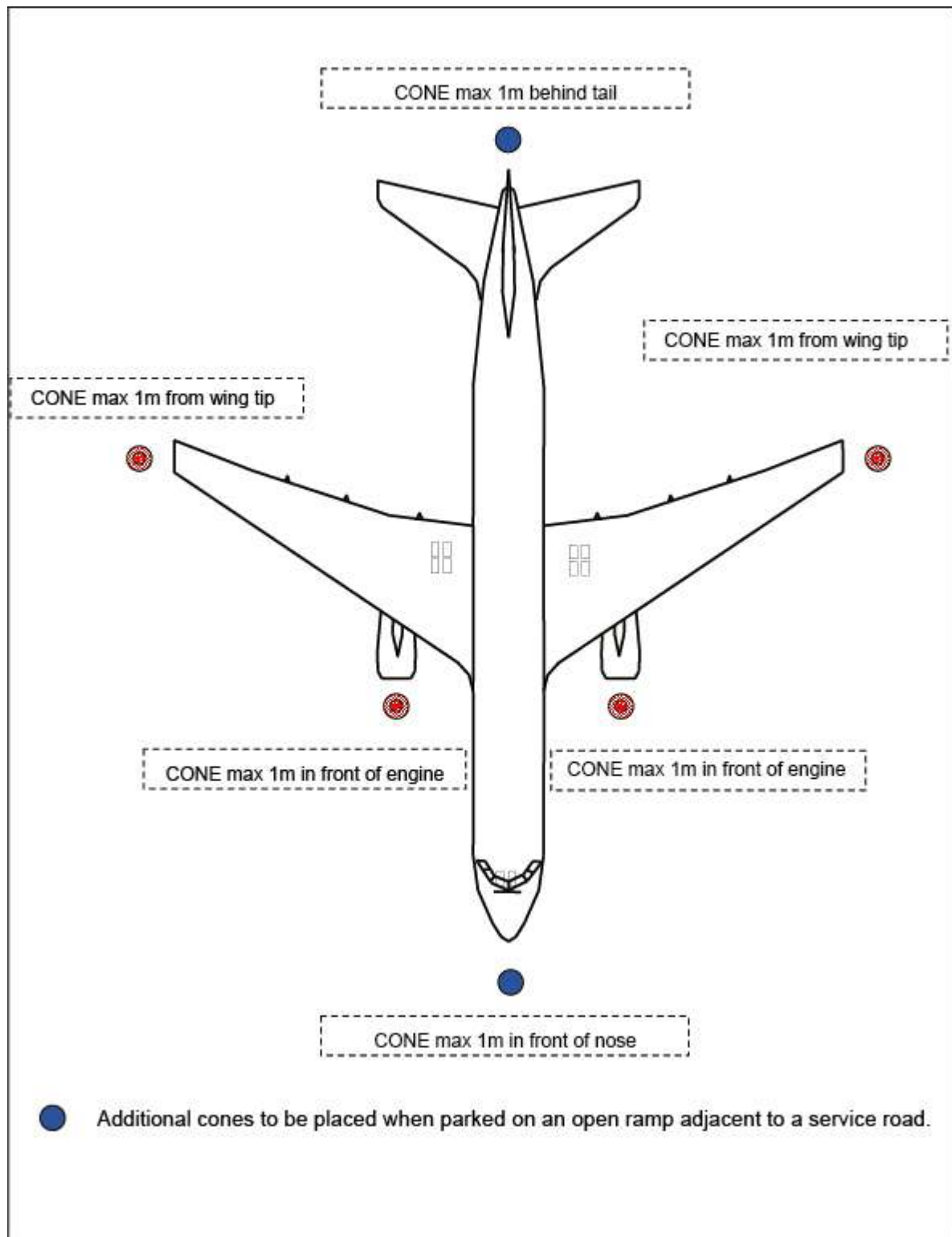
7.13.8 Use Of Marker Cones

The purpose of "coning" aircraft is to create a safety buffer around specific areas on aircraft that are susceptible to ground damage.

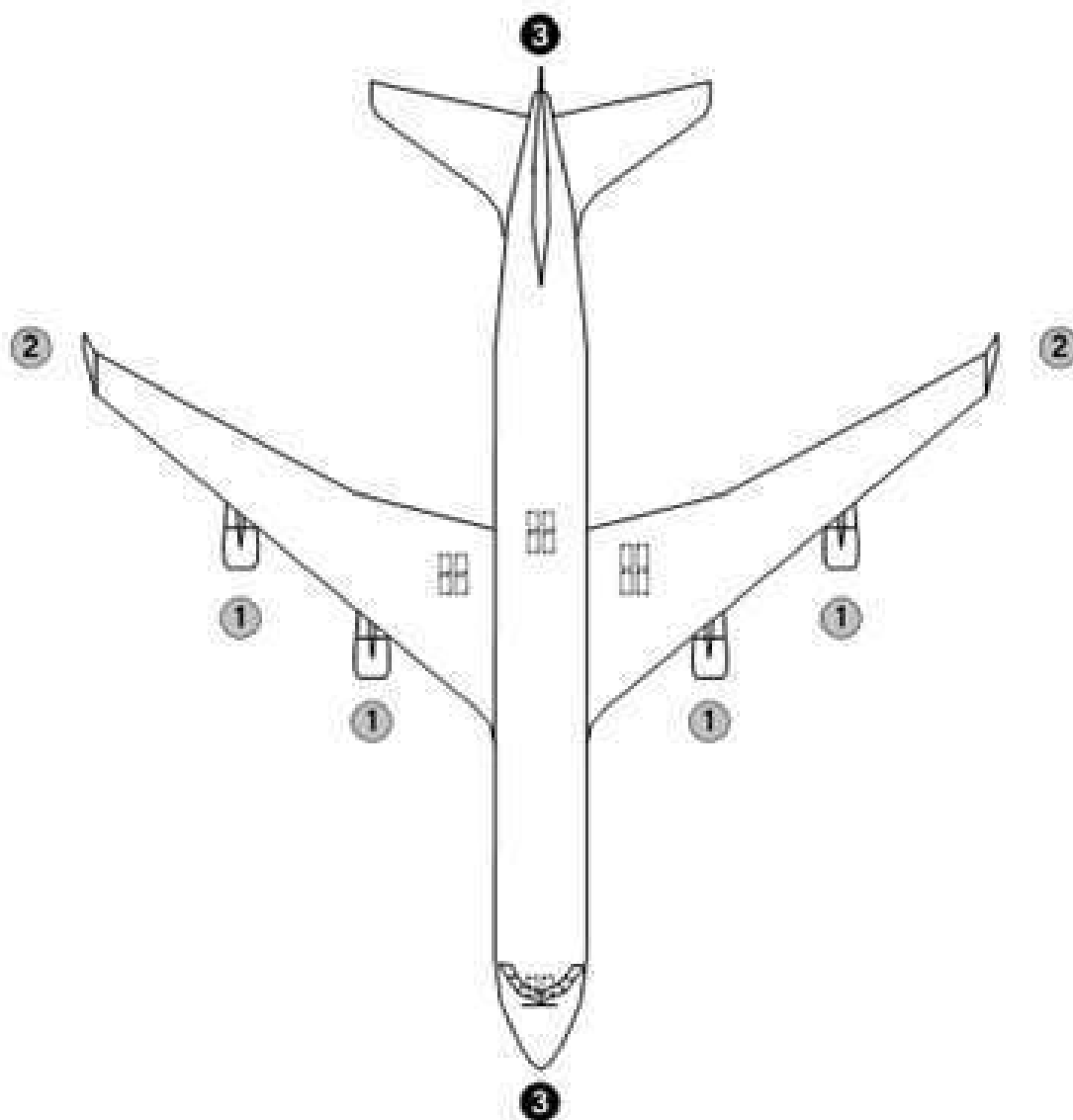
- Prior to arrival of the aircraft, make sure there are sufficient serviceable safety cones to protect the aircraft type to be handled.
- Do not approach the aircraft to position cones unless all of the following criteria are met:
 - Aircraft has come to a complete stop.

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- Engines have been shut down and are spooling down.
- Anti-collision lights are switched off.
- Aircraft has been chocked.
- Place safety cones on the ground in accordance with the following diagrams—within a maximum of 1 meter outward from the point of the aircraft being protected. Cones must not be placed in high wind conditions:
 - Additional safety cones may be needed as per operational requirements or local regulations.
- GSE must not approach the aircraft until all safety cones have been placed.
- All required safety cones shall remain in place until GSE and vehicle activities around the aircraft have ceased prior to departure of the aircraft.
- Ensure all GSE has been removed from the safety zone.
- Remove the safety cones from around the aircraft.
- When not in use, place the safety cones in the designated storage area.



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CONE NUMBER	DESCRIPTION
1	Cones max. 1 m in front of engine
2	Cones max. 1 m from wingtip
3	Additional cones to be placed at the applicable end(s) of the aircraft where immediately adjacent to a service road, and always on aircraft with low ground clearance (e.g. BAe-146, Avro RJ-85/100).

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7.13.9 Ground Support Equipment Operations

Only adequately trained, qualified and authorized personnel should be permitted to operate equipment. Personnel must not operate motor vehicles or equipment whilst using hand held portable electronic devices. Such devices should not be used unless a suitable 'Hands Free' device, either personal or installed, is available.

Equipment should only be used for its intended purpose.

Equipment should never move across the path of taxiing aircraft or embarking and disembarking passengers. Aircraft and pedestrians should always have the right-of-way.

Apron equipment is to be positioned behind the equipment restraint line with the parking brakes applied prior to the arrival of the aircraft at the parking position.

The passenger loading bridge is to be in the fully retracted position prior to aircraft arrival.

During positioning of the passenger loading bridge, only the bridge operator should be in the bridgehead. For safety reasons, all other staff must keep sufficient distance from the bridgehead.

Equipment, including passenger loading bridges must not move towards the aircraft until it has; come to a complete stop, chocks are positioned, engines shut down (see note), anti-collision beacons switched-off, and if applicable, ground to flight deck contact established. Note: It may be necessary to connect external power prior to engine shut down.

The interface of equipment with the aircraft must take into consideration the hazard areas as identified in AHM 904.

Equipment shall have parking brakes applied, with gear selector in park or neutral when parked away from, or positioned at, the aircraft. If equipped, wheel chocks will be applied.

Ground support equipment should be in good mechanical condition.

Equipment when approaching or leaving an aircraft should not be driven faster than walking speed.

Attachment fittings/transfer bridges and platforms must be correctly deployed.

Handrails on conveyor belts, loaders and other elevated devices must be in the raised position when the unit is in use.

Ground equipment which interfaces with the aircraft passenger doors (e.g. passenger steps, catering vehicles etc), should have platforms of sufficient width that will allow the aircraft doors to be opened/closed with the equipment in place and the safety rails deployed.

Guides and safety rails on loaders must be properly deployed.

Stabilizers, when fitted on equipment, must be deployed.

Prior to the movement of any ground support equipment a walk around check must be made.

Hoses or cables on equipment must be securely stowed before the unit is moved.

Elevating devices must not be driven in the elevated position except for final positioning.

Baggage/cargo must not be transported on equipment not specifically designed for that purpose.

Cargo should be stowed evenly, in cargo carts, with heavy pieces on the bottom and the centre to ensure stability. All doors, gates and curtains should be secured to prevent cargo from falling out.

The movement of carts/dollies by hand-operated equipment is very simple, however, it has resulted in many injuries, and additional care must be taken.

Loaded transporters and dollies must have the load secured from movement by the use of locks, stops, rails or straps at ALL times, except when the load is being transferred onto or off the equipment. All locks, stops, rails and straps should be checked every time before use.

Trains of carts/dollies tend to "drift in" or shorten the turning radius on corners. Therefore, drivers should avoid turning prior to, or immediately after, passing an obstacle.

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Unserviceable equipment should be clearly tagged "Out of Service" and immediately be sent to the repair/maintenance department.

When positioning equipment, special care must be exercised to ensure adequate clearance of vehicles, aircraft, other equipment and facilities.

When operator vision is restricted (such as positioning certain pieces of equipment to or backing away from an aircraft) a guide person should be used.

Standard hand signals (see AHM917) must be used to guide ground support equipment.

The guide person must be positioned so that clearances can be accurately judged and be visible/able to communicate the signals to the vehicle operator at all times. If visual contact with the guide person is lost, the driver will stop immediately

When electrical/motorized equipment are in operating mode, an operator must be within easy reach of the emergency controls. Vehicles without external emergency controls that have their engines running may not be left unattended in the stand area. The operator must remain in the driving position, in control at all times.

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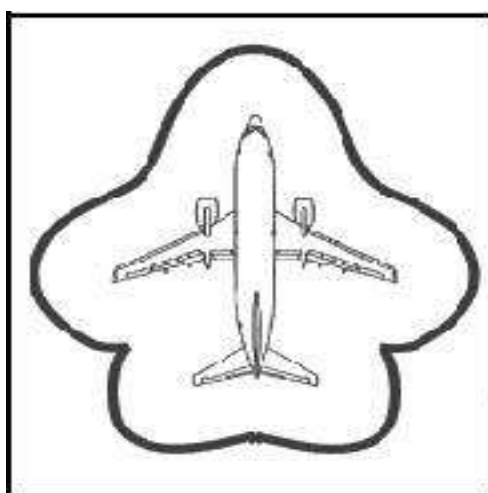
7.13.10 Circle of Safety

Personnel shall observe a virtual operational safety buffer zone when positioning motorized vehicles/equipment to an aircraft.

The following processes shall be adhered to at all times:

- Conduct a vehicle/equipment pre-operational check including a brake test prior to operating motorized vehicles/equipment;
- All motorized vehicles/equipment must make a minimum of one complete stop prior to entering the operational safety zone or at a distance of no less than five meters (15 feet) from the aircraft;

All equipment must be driven at a "Walking pace" when operating within the operational safety buffer zone.



Protective rubber bumpers on equipment, e.g. passenger steps, loading bridges, conveyor belts, catering trucks, must not be compressed against the aircraft fuselage, in order to prevent damage and to allow for aircraft settling during servicing.

When loading has been completed remove all loading equipment well clear of the aircraft.

Before removing ground support equipment from any aircraft cabin access door, the equipment operator must ensure that the door has been closed and secured by an authorized person, or that a restraint device designed and secured to prevent a person falling from the doorway (e.g. full width door net attached to anchor points etc) has been placed across the opening. A single strap does not meet these criteria. Prior to moving the equipment the operator should advise any personnel on board the aircraft and/or the person responsible for the operation around the aircraft that the equipment is to be removed. Where Cabin Crew are on-board the aircraft and are responsible for closing the air-craft cabin doors, they must request a member of the ground staff to assist them. The ground staff should not leave the immediate area outside of the cabin door until it is closed, seated and fully latched. The access equipment may then be removed. Before removing a passenger loading bridge from the aircraft, a safety device must be put across the forward opening area of the loading bridge platform.

All equipment, except that necessary for the departure, should be removed from the aircraft, ensuring that there are adequate clearances between the aircraft and facilities/ equipment.

The passenger loading bridge is to be in the fully retracted designated parking position before aircraft departure.

On an open gate area, equipment must be positioned so as to allow the clear movement of the aircraft.

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7.13.11 Guide man Hand Signals for GSE operation

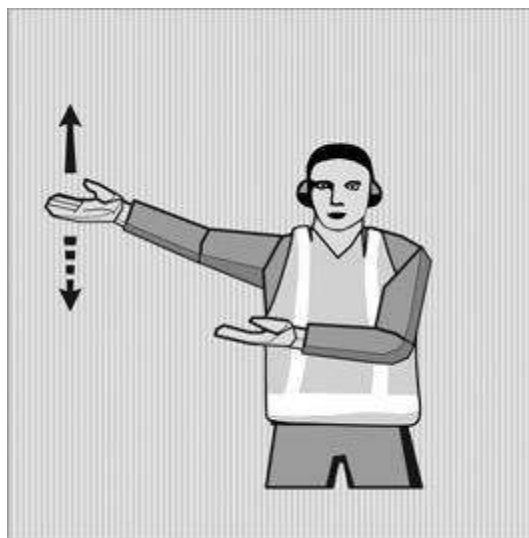
So as to avoid any possible conflict, standard aircraft marshalling signals, as shown in AHM 631, shall also be used for guidance of GSE. There are some signals not shown in AHM 631 as they are only relevant to GSE movement and these are detailed below

The guide man for a specific maneuver shall be clearly identified so as to avoid any possible confusion and shall remain the only responsible person throughout the procedure.

The guide man shall be positioned to keep permanent visual contact with the equipment operator throughout the maneuver. If visual contact between operator and guide man is lost, the operation must immediately stop until visual contact has been reestablished.

In order to avoid any possible confusion with flight crew, no hand signals for GSE operation shall be used until all aircraft marshalling has been completed.

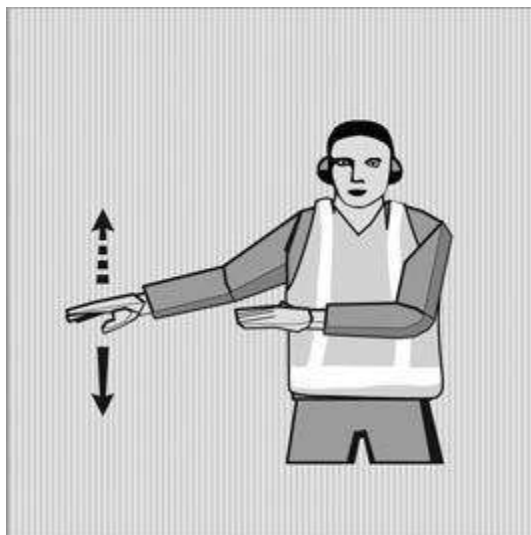
Lift



Stretch both arms toward equipment, palms upward, and hand movement in up direction.

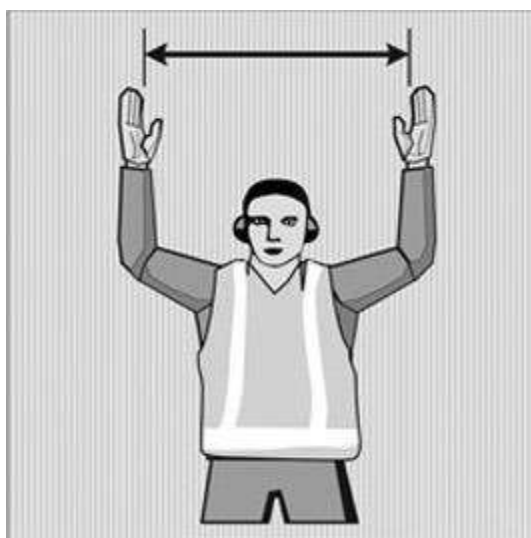
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Lower



Stretch both arms toward equipment, palms downward, and hand movement in down direction.

Indicate distance



Distance shown between hands corresponds to amount of distance available. Move hands together to indicate closure of distance.

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7.13.12 Aircraft Loading/Unloading Operations

Special precautions must be taken to prevent damage that may result from;

- exceeding aircraft floor load limitations;
- inadequate tie-down and failure to fasten separation nets and door nets;
- loading cargo on seats in the passenger cabin;
- incorrect opening or closing of door and operation of cargo doors during strong or gusty wind conditions;
- failure to use the tail strut or nose wheel weight, if provided;
- Mishandling of catering equipment.

During loading or unloading operations there may be vertical movement of an aircraft up or down and full allowance must be made for this movement when ground support equipment is positioned/operated at the aircraft.

Care must be exercised during loading and unloading operations to avoid damage to the doors or their openings.

Doorsill protection must be installed, when provided.

The loading of any items, bulk or ULDs, onto an aircraft must be undertaken according to written load instructions to ensure correct weight and balance requirements.

The condition of the load, including ULDs shall be checked prior to loading in order to detect leaking or otherwise damaged items. Items or ULDs with any evidence of leaking contents **MUST NOT BE LOADED**. Dangerous goods which are damaged **MUST NOT BE LOADED**.

The handling of Dangerous Goods must be undertaken with particular care to ensure that the integrity of the packaging is not adversely affected. Loading and stowage of Dangerous Goods must conform to all prescribed national and international regulations/standards, e.g. IATA DGR.

When a poorly packaged shipment is observed, proceed with caution. All contents should be prevented from spilling out and causing injuries.

Spills of any sort in the holds must be reported immediately as the spilt material it might result in damage to the aircraft floor or wiring.

Should a package containing dangerous goods be damaged or found to be leaking, immediate action must be taken in accordance with the carriers' regulations.

Spillage from wet cargo shipments or live animal wastes in the aircraft must be reported immediately.

Any spillage on the apron, e.g. fuel, oil, hydraulic liquids, etc. must be reported immediately and the area cleaned.

When maneuvering large or heavy items within the holds, and within the cabin in case of cargo aircraft, that are not equipped with a mechanized in-plane loading system a moveable roller track system should be utilized. Crowbars and similar implements should never be used directly upon the aircraft floor.

When loading pallets or containers make sure that the edges are either guided by the side rails or fit under the stops/locks/guides and that the height of the pallet allows for sufficient clearance in the door opening. Also check that the passage of the ULDs into their position is not obstructed by stops/locks/guides.

When containers and pallets are handled manually, full control of them should be maintained as their impact against locks and stops at high speed can cause damage

7.13.13 Aircraft Equipment

Aircraft equipment such as ULDs etc. should be inspected before use to ensure it is in a serviceable condition.

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Equipment in unserviceable condition, such as having protruding bolts, torn metal, damaged doors etc. should be tagged, isolated and reported to a supervisor for maintenance attention.

When fastening pallet nets, do not exert so much force that the pallet bends thus making it impossible to secure with the aircraft stop/locks/guides.

Consider pallets and containers to be "load" and apply the same rules as for baggage, cargo and mail (reporting of torn tags, reporting of damage, provide protection from bad weather, etc.).

Maximum floor loads and maximum weights for pallets and containers should not be exceeded.

Aircraft floor locks for pallets and containers should be secured to prevent the load shifting in flight.

In-plane loading systems for both narrow and wide-body aircraft may consist of either containers or mechanized bulk-loading. Serviceability deficiencies in the systems must be reported immediately.

All unit load devices should be marked with the warning "DANGER, DO NOT WALK BETWEEN ULD'S OR TRAILERS". A warning sign may be used. A suggested warning sign is shown below.



7.13.14 Off Bridge Passenger Operations

Passenger movement on the apron between the aircraft and terminal building or bus must be closely supervised.

Passenger movement should follow a clearly designated and visible route.

The designated route must be kept free of any equipment and the surface conditions kept clean.

Where passengers are embarked/disembarked by walking across the ramp, the use of mobile telephones should be discouraged until the passengers are inside the terminal building or transporter.

Passengers must be kept clear of protrusions on the aircraft. Propellers, ground support equipment, fueling zones as well as jet blast/prop wash from other aircraft.

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7.13.15 Mobile Ground Level Covered Walkway Operations

The operating path of the unit should be marked as a pedestrian walkway.

The unit should be marked on either side with reflective material.

The drive unit of the walkway should have a flashing beacon to indicate the unit is in motion.

The unit when extended should be secured to the ground at suitable intervals to prevent movement by jet-blast or wind.

Consideration must be given to the manufacturers' operating recommendations when the unit is used in high-wind conditions.

The unit should not make a final approach to the aircraft until either the aircraft stairs have been extended or mobile stairs are in place.

The unit should be positioned as close as is practical to the aircraft steps to prevent vehicular traffic from operating between the unit and the aircraft.

7.13.16 Aircraft Fuelling Interface

Introduction

As aircraft ground handling activities take place at the same time as aircraft fueling, these activities must be compatible to ensure the safety and integrity of the operation.

This section provides specific operating criteria for ground handling personnel that when implemented will enable the interface of activities to be accomplished safely,

When an aircraft is being fueled:

Aircraft

The connection or disconnection of any aircraft electrical equipment, including GPUs, batteries and battery chargers, is not permitted.

The APU may be started during refueling if the start is an initial start or a restart after normal shutdown.

Do not attempt to start the APU during fueling if the APU had an automatic shutdown or a failed start attempt. Make sure the fueling operation is complete and the hose disconnected before another APU start is attempted.

The APU may be shutdown (manual or automatic) during the refueling operation.

In the event of a fire occurring either on or in the vicinity of the aircraft STOP the refueling operation.

Fuel safety zones

Due to the fire hazard associated with fuel vapors all personnel must be cautioned to ensure that items and processes such as; matches, open flames, welding, use of photographic flashbulbs etc. are kept out of the fueling safety zone.

Portable electronic devices, such as Mobile (Cell) Telephones, Portable Radios and Pagers, may be used within the fuel safety zone providing a separation distance of not less than 3m (10ft) is maintained from aircraft fuel vents and/or fueling equipment.

The refueling safety zone shall be regarded as an area extending 3m (10 ft) radially from fueling receptacles, tank vents and fueling equipment.

Equipment performing aircraft servicing functions shall not be positioned within a 3m (10ft) radius of aircraft fuel system vent openings.

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Fuel Hose Safety

Refueling vehicles and equipment should have hoses of sufficient length to allow the fueling platform to be fully lowered whilst the hoses/couplings are connected to the aircraft fueling manifold.

Extreme care must be taken to position refueling vehicles and equipment correctly, ensuring that strain is not applied to the fueling hoses, coupling and manifolds on the aircraft when the platform is lowered.

Care must be taken to ensure that the fueling hoses do not become entangled on equipment during movement of the fueling vehicle's platform.

Fuel spillage

In the event of a fuel spillage the following actions should take place.

STOP the refueling operation, advise the Captain or appropriate Authority and the Emergency Services.

As directed by the Captain or appropriate Authority evacuate all persons from the immediate area.

Mobilize all available firefighting equipment as standby protection until the arrival of the airport emergency services.

Control the movement of unauthorized personnel and equipment into the area.

As far as possible, restrict all activities inside and outside the spill area to reduce the risk of ignition.

All electrical equipment in use during the fueling operation must be switched off immediately.

Unload the APU and shut it down. DO NOT start the APU until the spilled fuel is removed and there is no further risk of spilled fuel or vapours.

Normal operations must not be resumed on the aircraft or any engines started before the person in charge of the emergency determines that it is safe to continue.

If fuel is spilled on any load, then such items are NOT TO BE LOADED into the aircraft.

7.13.17 Ground Support Equipment

The engines of unattended vehicles should be switched off.

Vehicles MUST NOT be parked under the aircraft wingtip fuel vents.

Equipment must be positioned so that the fueling vehicle has a clear exit route and can be moved away from the aircraft in a forward direction.

A distance of 3m (10ft) should be maintained, wherever possible, between ground support equipment and any fueling equipment, i.e. vehicles, hoses, hydrant pits.

Ground Power Units (GPUs) must not be operated unless they are positioned 6m (20ft) from the aircraft fueling vents and venting points.

The use of metal-wheeled equipment in close proximity to the aircraft is prohibited.

If the bonding cable connecting the fueling vehicle to the aircraft becomes disconnected during ground operations the fuel operator must be immediately advised.

Fueling with crew or other persons onboard

The person responsible for fueling shall inform crew/staff on board and around the aircraft that fueling is about to commence and when fueling is completed.

The person responsible for fueling shall inform the crew/staff on board should a hazardous situation arise.

Ground activities outside the aircraft and work within the aircraft, such as catering and cleaning, should be conducted in such a manner that they do not create a hazard or obstruct emergency exits.

All exit areas, exit accesses areas, cabin aisles and cross aisles inside the aircraft should be kept clear of obstructions.

The ground area beneath exit doors should be kept clear of any obstructions.

When passenger loading bridges are in use, access to the terminal must be available.

When a passenger loading bridge is not used, as a minimum a set of aircraft passenger steps should be positioned at the door normally used for boarding.

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Aircraft fitted with integral stairs must have these deployed.

DE / ANTI ICING OF AIRCRAFT

No aircraft shall be allowed to depart with contamination on the airframe and this can be prevented by a process of anti-icing and removed by de-icing. Procedures are well defined in other documents and this section will provide guidelines for safe Anti/De-icing operations.

De / Anti Icing operations must be performed with extreme caution to prevent injury to personnel and damage to aircraft and equipment.

The term de-icing will be used throughout this section of the AHM but should also be considered to cover the anti-icing process.

All staff involved in any stage of de-icing operations must be properly trained, qualified and have access to information regarding specific procedures for the aircraft they are servicing.

Prior to winter season all involved staff must undergo refresher training to maintain their qualification. This qualification must be verified by a written examination.

Prior to de-icing, accumulations of snow may be removed by a process approved by the operator. This can include the use of brooms, brushes, scrapers or ropes but extreme caution must be taken to avoid damage to Pitot tubes, antennas etc. and all measures to prevent injury by falls from height taken.

De-icing Fluids must be stored in accordance with the manufactures instructions and tested regularly to ensure no degradation has occurred.

The operators published holdover charts must be observed.

Communications must be in a standard format. Ensure two way communication between Flight Deck and Ground Crew is maintained prior, during and when finalizing de-icing.

To ensure flight safety, on completion of the de-ice process the Pilot in Command must be informed, using carrier defined de-icing code, of the measures taken. At a minimum this must include -

- Fluid type
- Fluid Mix
- Date and Local start time of final step
- Fluid brand name
- Confirmation of final check

If there is any doubt, this must be agreed with the pilot in command prior to commencing the de-icing process.

Post de-icing inspection, where this is delegated to ground staff, can only be performed by a suitably qualified person and this person should be able to identify themselves by issuing a personalized release.

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7.14 Severe Weather Operations

Introduction

Severe weather is a constant danger to all industries that have activities outdoors. Airside operations are particularly affected because of the open areas of airports that are part of the work area. A Severe Weather Operations Plan should be established.

Scope

This section provides industry recommended practices that when included in a Severe Weather Operations Plan can minimize the dangers associated with severe weather in the airside workplace.

Weather definitions

High/sustained winds - Winds whether steady or gusting in excess of 75kph (40 knots).

Lightning - shall include cloud-to-cloud as well as cloud-to-ground activity.

Low visibility - shall include rain, snow, sandstorms or fog conditions when visibility is typically below 800m (% mile).

Ground icing conditions - shall include the presence of snow and ice on surfaces and movement areas as well as when surface temperatures/wind chills can cause freezing.

Working in Extreme Temperatures (hot and cold)

Notification to staff is to be coordinated with the specifics of the weather patterns as wind conditions will add to effects of the extreme temperature conditions. (E.g. wind chill, sand storms)

Extreme Temperatures

Extreme temperatures might affect personal safety performance depending on time of exposure, personal protection, activity and work rotation. All staff should be made aware of the hazards, and processes should be adapted to such extreme conditions where applicable. Medical advice should be sought in the event of extremes in temperatures.

Heat stress will result in poor performance, lack of concentration, dehydration, and in the most severe cases hospitalization. Awareness should be given to the exposure to working in the environment.

Heat stress injuries can be reduced by some of the following:

- Adequate breaks, ventilation and shelter between activities to reduce exposure to sunrays.
- Ample supply of drinking water located near to work area.
- Loose and appropriate clothing.
- Work rotation and monitoring.

Cold affects the human performance such as loss of feeling in extremities, fatigue, muscle seizures, loss of awareness, poor concentration and in severe cases may result in hospitalization.

Prolonged exposure to wind is a significant factor in increasing cold weather effects on the human body (wind chill factor).

Things to mitigate the cold effects:

- Correct clothing.
- Rotation of activity.(essential to sedentary staff)
- Staff monitoring.
- Adequate breaks, provision of hot fluids and warmed shelter between activities.

A wind chill chart or forecast shall be made available to staff.

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Severe Weather Forecasting

Knowing when severe weather will impact your work site is a key element in prevention of injuries or damage. Below are some methods to obtain timely information on approaching weather:

- Internal weather forecasting
- National Weather Service Alerts
- Local TV and Radio broadcasts
- Pilot reports
- Airport tower observations
- Ramp tower observations
- Local detection devices

In the case of lightning, automatic detection systems are available that track storms, count and locate each lightning strike and determine the potential for lightning strikes, based on atmospheric conditions.

These systems require human monitoring and human interpretation. Systems that combine several methods of detection along with visual observation are the most effective.

Severe Weather Notification

Notification Phases

High Winds

As the measures to be taken in the event of high winds requires a lot of preparation the earlier the "Warning" is given the better.

Lightning

For lightning activity the notification process may be broken down into 3 phases:

Alert - Lightning activity is detected at a distance in excess of 8km (5 miles) from your operation.

Stop/Suspend activities - Lightning activity is detected within 5km (3 miles) of your operation.

All Clear - Lightning activity has moved beyond 5km (3 miles) and is heading away from your operation. The distances referred to above may vary dependent upon local climatic parameters

Low Visibility and Ground Icing

As low visibility and/or ground icing conditions can be associated with various types of weather events the notification phase will need to be coordinated with the specifics of the weather patterns.

Notification Methods

Getting the word out to all personnel that severe weather is on the way or imminent is a challenge, therefore all organizations must be integrated into the notification process. One or more systems may be used:

- **Radio** - Good for small areas where workers perform their duties together and team leaders with radios can get the word to everyone.
- **Visual** - Lights on structures that indicate that you are to take shelter in doors is another method. These lights must be distinctive so as not to blend into the back-ground or be confused with other lights. Some airports use several different color lights, Green for all clear, yellow for warning, red for take shelter. For single light systems a blue flashing light may be used as it is less likely to be confused with other lights. How these lights are activated and by whom must also be considered.
- **Audible** - Horns or sirens can also be used but they must be able to be heard over engine and equipment noise.

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What to do when Severe Weather is Imminent

General

Activate the "The Severe Weather Plan" and communicate to all personnel that it is in effect.

Meet with ground operations, ground support equipment and maintenance managers to outline the forecast and review resources.

Notify dispatch, passenger service and planning groups that operations may be interrupted.

Continue to monitor and communicate the weather situation.

High winds

Before the high winds arrive determine how long it will take to do all the items below.

Ensure all personnel know of the impending weather event

Secure aircraft

Aircraft should be appropriately secured, per airframe manufacturer's procedures by using additional chocks, and/or setting aircraft park brakes, and/or tie-down, and/or the ballasting of the aircraft.

Secure all cargo nets and close all cargo doors on aircraft.

Secure all aircraft cabin doors (Note: Securing the passenger cabin doors with the APU/packs operating or an external conditioned air source connected can pressurize the aircraft).

Close cockpit windows. Close all service panels.

Lock control surfaces in accordance with aircraft maintenance manuals.

Secure aircraft nose gear torsion links to prevent weather vanning with free moving nose wheels.

Hook up towbar and attach tugs when possible and install by-pass pins.

If time permits and parking areas are available move aircraft into hangars.

If hangars are not available consider remote parking aircraft to get them away from structures that they could be blown into. Use all above securing techniques and face aircraft into the wind if possible.

Loading bridges

Retract ground power cords.

Close all doors, retract loading bridges, lower them and secure wheels.

Position loading bridges so that they face into the wind or up close to the terminal or where available in a location for tie down and tie them down.

Remove any loose equipment, e.g. ladders, FOD containers.

Ground support equipment

Remove non-essential ground support equipment from air-craft.

Position equipment away from the aircraft and outside the path of possible aircraft movement.

If possible, stow equipment indoors. All equipment left outside must be secured with brakes set, disconnect strings of carts or dollies so each conveyance is held by its own brake or attach a vehicle to them to help hold them in place.

Ensure all containers are locked on dollies or transporters with doors or curtains secured. Remove all empty loose containers from areas around aircraft. If possible tie them together and/or to a firm structure or store them indoors.

Secure work stands by chain to hitching rails where available or to fences or other secure equipment. Put jack screws down if so equipped.

Lower all high-reach equipment, e.g. loaders, steps, catering trucks etc. and deploy stabilizers.

Remove any loose equipment, e.g. chocks, cones, ladders etc.

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Baggage and Cargo

Ensure all baggage room and cargo personnel are aware of conditions and do not continue to bring load to aircraft or outside to be stored.

Use baggage rooms to stow luggage if possible. Secure all cargo equipment the same as above.

Contact mail and freight facilities and return unloaded freight and mail.

Aircraft Cleaning

Stow all supplies and equipment, do not leave equipment or garbage on loading bridge steps.

Move vehicles away from aircraft parking areas.

Keep doors of cleaning vehicles closed to avoid loose material being blown around.

Stow hoses on lavatory and water trucks.

Facilities

Ensure facilities personnel are aware of impending weather.

Put facilities personnel on standby for possible shut down of power or possible need to do facility repairs.

Close all doors that lead to the outside. Secure all dumpsters and trash bins.

Passenger Safety

Ensure all passenger service personnel have up to date information on weather event.

Be prepared to move passengers to safe areas in terminal.

Passenger enplaning/deplaning may need to be suspended during the weather alert phases.

Flight crews

Ensure that pilots are advised that because of anticipated high winds, brakes shall be set on all parked aircraft.

Shift change: Ensure all personnel coming on duty know that your severe weather plan is in effect.

Lightning

On receipt of an ALERT

Make preparations for the **STOP** phase. Suspend non-essential activities in open areas.

Reduce fueling pressures to prevent accumulation of static charges.

Avoid using highly conductive equipment. **On receipt of STOP**

Stop fueling.

Discontinue aircraft communication by head set. **Stop** all ramp activity and clear ramp.

Personnel should seek shelter inside buildings or inside metal bodied vehicles. No one should seek shelter under any part of the aircraft, loading bridge, near light poles, fences, under trees.

Ensure all passenger service personnel have up to date information on weather event.

If passengers have not started boarding hold the passengers in gate lounges. If boarding has started, stop process and leave passengers already boarded on the aircraft. If an aircraft has just arrived it should be held off the gate until the lightning alert is terminated.

Low visibility

All non-essential equipment should leave the Maneuvering Area.

Only the minimum required equipment should be permitted airside during low visibility operations.

Equipment operating speeds must be considerably reduced.

Motorized equipment should have all running lights on during low visibility operations.

Equipment operators must take extra caution at all intersections and vehicle/apron taxi-lane crossings.

Crossing of taxiways, where permitted, should only be undertaken with ATC clearance.

When visibility is low, operators must take additional care to ensure that vehicle windshields are clean.

Operations in Snow & Ice Conditions

Both ground and work surfaces on equipment will become particularly hazardous during periods of ground icing conditions. The use of De/Anti-Icing fluid can add to the slippery conditions on the ground.

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When ground icing conditions are predicted, special preparations of the equipment will be necessary to ensure their functionality and safety of operation.

Wherever possible, snow and ice formations on equipment and work surfaces should be removed prior to the start of operations.

Personnel should allow extra time for activities, drive more slowly and allow a greater distance to stop equipment.

Personnel should be provided with suitable clothing to be able to maintain efficiency.

Lightning Safety

General

Generally if an individual can see lightning and/or hear thunder they are already at risk.

High winds, rainfall, and cloud cover often act as precursors to actual cloud-to-ground strikes notifying individuals to take action.

Many lightning casualties occur in the beginning, as the storm approaches, because people ignore these precursors. Also, many lightning casualties occur after the perceived threat has passed.

The lightning threat generally diminishes with time after the last sound of thunder, but may persist for more than 30 minutes.

When thunderstorms are in the area but not overhead, the lightning threat can exist even when it is sunny, not raining, or when clear sky is visible.

Remember that lightning is always generated and connected to a thundercloud but may strike many miles from the edge of the thunderstorm cell. Acceptable downtime has to be balanced with the risk posed by lightning.

Lightning Protection

The purpose of lightning protection is to protect persons, buildings and their contents, or structures in general, from the effects of lightning, to a certain acceptable level. There is no 100% protection level seen within technical and economic constraints. Lightning protection is not aimed to prevent the formation of the lightning discharge, instead it is intended to prevent the object from being directly hit or affected by a remote lightning discharge.

No place is absolutely safe from lightning threat, however, some places are safer than others, e.g. Inside terminal buildings, fully enclosed metallic vehicles or safety shelters.

Personnel Safety

During lightning activity personnel should not:

- Get out of enclosed vehicles
- Use a head set connected to aircraft
- Use portable electronic devices, e.g. mobile phones, pagers, two-way radios in open areas or in front of windows.
- Stay in open areas or under aircraft
- Seek shelter under a tall tree
- Load or unload explosive or flammable material

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7.15 Foreign Object Damage (FOD) Prevention Program

7.15.1 Introduction

Damage to aircraft/equipment/property/injury to personnel caused by foreign object debris is not only a serious threat to safety but continues to cost aircraft operators annually in direct losses resulting from aircraft/equipment out of service and disruption of schedules. Creating a FOD prevention culture requires constant vigilance.

7.15.2 Definition

FOD is defined as damage to aircraft, aircraft engines, tires or aircraft components caused by foreign object debris. This does not include damage from natural causes such as lightning and hail. FOD (foreign object debris) can result in FOD (foreign object damage).

7.15.3 General

This information provides guidance for establishing and conducting an effective foreign object damage (FOD) prevention program. Responsibilities are specifically outlined in this program but ultimately the responsibility for FOD prevention and the implementation of this program rests with senior management. Key elements in the FOD program but not limited to are; tool accountability, enforcing proper maintenance practices and housekeeping.

7.15.4 Objective

The objective of this program is to eliminate FOD by identifying and eliminating conditions that if not corrected could cause damage.

7.15.5 Application

The program applies to all aircraft operators, airlines, ground handling companies, refuellers, airport companies and all airport stakeholders.

7.15.6 Causes of FOD

FOD may result from:

- Failure to properly clean areas and account for removed objects, nuts, bolts, paper, plastic, drink containers/cups/cans, rags, pavement fragments, baggage components/tags, aircraft waste, catering equipment etc. used during the performance of any task.
- Inadequate housekeeping.
- Clean-up operations after severe weather. (Reference [AHM 630.6](#))
- Failure to account for tools and parts.
- Failure to maintain ground support equipment, i.e. parts break off or fall off.
- Apron works in progress/construction sites.

7.15.7 Training

All personnel involved in aircraft operations/handling, maintenance and associated businesses should receive initial and recurrent training in FOD detection/prevention/removal. This training should form part of the induction and recurrent training programs.

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7.15.8 Housekeeping

Effective housekeeping to maintain a FOD free and tidy work-place is the key element to FOD prevention. Conducting inspections to ensure areas where aircraft operate are clean of rubbish and other debris that can cause FOD.

A FOD check should be completed at each gate area prior to any aircraft arrival and departure or aircraft movement

7.15.9 Responsibilities

7.15.9.1 Management

Have the overall responsibility for developing and implementation of an effective FOD program in their work area (s). Management must lead by example and encourage all employees to participate in the program by:

- Establishing and assigning specific areas of responsibility for FOD prevention (example FOD inspections, FOD sign-age, FOD promotion etc.).
- Review FOD reports (originating at station) assure corrective action as necessary.
- Ensure that each FOD incident is investigated and positive corrective action is taken to prevent recurrence.)
- All stakeholders work with the airport companies to ensure that required FOD inspections of runway/taxiway surfaces are inspected per guidelines IATA/ICAO, including sweeping.
- Participate personally in the program (walk the talk) through regular area inspections (safety observations).
-

7.15.9.2 Supervisors

Must constantly be aware of the potential for FOD and be knowledgeable of their area of responsibility and assure subordinate personnel are aware of and are participating in the FOD prevention program effort. They will inspect their area of responsibility regularly.

7.15.9.3 All Employees

All employees involved in aircraft operations and associated businesses — must receive training to recognize and be responsible for the elimination of conditions that could result in FOD. Personnel must take ownership for identifying FOD hazards and advise their manager/supervisor of any condition that may result in FOD.

“If you see it (FOD) remove it”.

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7.15.10 FOD Prevention Strategies

Maintaining control of FOD includes using several methods such as:

7.15.10.1 General

- Continual improvement practices should be considered and implemented with an aim to minimize and ultimately remove FOD on the apron. For example, the use of plastic wrapping to cover or contain bulk freight items onto rolling stock/pallets/containers etc. is strongly discouraged and alternative solutions should be used. If plastic wrapping must be utilized, effective disposal or work practices must be implemented to ensure proper removal and disposal.
- Magnetic bars can be suspended beneath ground service equipment (generally tow motors) to pick-up metallic material. However, the bars should be cleaned regularly as part of your vehicle maintenance program to prevent them from dropping the collected debris.
-

7.15.10.2 FOD Reporting and Investigation

7.15.10.2.1 FOD Investigations

Each occurrence of FOD resulting in damage to aircraft engines, tyres or components should be investigated to determine the cause of damage source of the FOD and ways to prevent recurrence. FOD investigations will be conducted as soon as possible following awareness of the incident.

7.15.10.2.2 FOD Incident Reporting

To measure program effectiveness, each FOD incident will be reported using the appropriate reporting form.

7.15.11 FOD Containers

7.15.11.1 FOD Receptacles/Containers/Bins

Probably the biggest deterrent to the effectiveness of any program is the lack of sufficient disposal containers, conveniently located, and conspicuously marked. Should an individual take the time and effort to pick up foreign material and then find no place to dispose of it, invariably the individual may redeposit it from where it was found — only to again create an FOD hazard.

7.15.11.2 Apron Areas

A waste container should be placed at each gate position. This container should be equipped with a lid to protect against the wind blowing debris from the container. The size of the container and disposal opening of the container should be relatively small so that the container is not used for bulk waste. The container should be a fluorescent or bright color (yellow) with large red decals or lettering “F.O.D.”. Consideration should also be given to the fitment of FOD bins in or on some ground support equipment, including a process for the emptying of these receptacles.

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7.15.11.3 Sweeping

Sweeping may be done manually or with the airfield sweeper, which is the most effective equipment for removing FOD from airside. The sweeper removes debris from cracks and pavement joints, and should be used in all areas except for those that can be reached only with a hand broom. Other methods are also available. All airside areas including aircraft maneuvering areas, aprons and gates and the areas adjacent to them should be swept routinely. The areas in which ground support equipment is staged should be swept periodically.

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7.15.12 Hangar/Line Maintenance Areas, Aprons and Run-Up areas

Hangar/Line Maintenance areas

Practicing good housekeeping is the single most important issue. “Clean as you go” should be the motto for all work areas.

FOD receptacles should be available in work areas

Regular cleaning and/ or vacuuming of all work areas should be done.

Tool Control — Tools used in and around aircraft and aircraft engines must be accounted for.

There are a number of methods to assist with tool control including the use of shadow boards, shadow boxing, bar coding, special canvass layouts with tool pockets, tool counters, chit system tool bags or consolidated tool kits.

When using lock wire and other loose articles (nuts/bolts), care must be taken not to leave these items (lock wire off cuts) in the work area or allow pieces to fall onto the ground.

FOD checks for debris on floor and/ or equipment must be done prior to bringing the aircraft into a hangar.

FOD checks for debris on floor, in engine inlets, on wings and fuselage, and a check for any tools left on or around aircraft will be performed prior to removing the aircraft from the hangar for run-up, repositioning, or completion of service.

Hangar aprons

Hangar aprons like other areas must be maintained FOD free.

Areas must be inspected daily, prior to aircraft arrival, and prior to aircraft pushback.

Pavement must be inspected for deterioration and any deterioration identified should be reported and repaired promptly.

Run-Up Bays

Run-up bays or areas are particularly susceptible to engine damage from loose pavement or other items.

Before each run-up, the area must be inspected for FOD, particularly pavement deterioration.

All loose equipment should be kept well away from operating engines.

7.15.13 FOD Promotion and Coordination

There are several methods available to promote FOD. Promotional efforts should be an integral part of the operation. Some of the methods below include the use of FOD committees or alternate discussion forums, FOD walks and general FOD promotional material (posters, videos etc.).

- Safety meetings could include an agenda item to ensure FOD is regularly discussed. Specific FOD committee's within organizations or involving other airport tenants could be another alternative.
- A pro-active strategy is to conduct regular “FOD walks” as groups or crews. This FOD walk concept could also form part of your toolbox type meetings or FOD discussion forums.
- FOD promotion — There are several ways to promote FOD awareness. Whether it is through the use of a FOD campaign, safety week, FOD displays, discussion forums or posters, stickers, banners, videos and brochures.

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7.15.14 FOD Prevention Checklist for Management/Supervisors

A FOD Prevention checklist used for FOD prevention and its control could include the following:

- A physical FOD inspection is conducted by the ground crew prior to each aircraft arrival and prior to departures
- In coordination with the Airport Company, ensure the program for the inspection of runways, taxiways and aprons for foreign objects and surface deterioration.
- Observing whether personnel are conscientiously picking up foreign objects and disposing of them appropriately.
- Undertaking a spot check of general housekeeping in work areas.
- Observing personnel at work for proper FOD prevention practices.
- Reviewing induction and currency training of staff
- Monitoring staff about their awareness about FOD and evaluate their participation.
- Following up on corrective actions recommended from FOD investigations and observations.
- Ensuring equipment operators clean out their vehicles prior to and during their shift.
- Ensuring there is adequate provision of FOD receptacles/ containers in these areas.
- Ensuring adequate FOD promotional material is displayed.
- Accountability for tools and parts.
- Routine maintenance of ground support equipment is conducted.

SUMMARY

An effective FOD program can greatly reduce the high cost of FOD damage and the potential for injury to personnel. FOD control is most effective when all affected parties coordinate their efforts.

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7.16 Ramp Safety

General Safety Rules during Aircraft Handling on the Airport Apron:

- In addition to any local airport safety regulations, the following rules must be strictly adhered to for handling of Sky Vision Airlines aircraft:
 - No unauthorized person shall be in the vicinity of or enter an Sky Vision Airlines aircraft.
 - Smoking and the use of open fire on the ramp are strictly forbidden.
 - While on duty on the ramp, personnel must wear ear protections permanently.
 - Ground Servicing Equipment (GSE) used to service Sky Vision Airlines aircraft shall only be operated by well-trained licensed personnel.
 - GSE must be of a construction and condition that is suitable and safe for the use at Sky Vision Airlines aircraft.
 - Prior to arrival of the aircraft, the ramp position has to checked and cleared of any foreign objects in order to avoid damage to the aircraft.
 - GSE must not approach Sky Vision Airlines aircraft until the engines have come to a complete stop, anti-collision light switched off, and the parking brake of the aircraft is set or the chocks are positioned respectively.
 - Operators must maintain a reasonable distance between the aircraft and GSE, in order to avoid damage caused by vertical movements of the fuselage during loading, unloading, and fueling.
 - The maneuvering of equipment in the vicinity of aircraft must take place with utmost care and accuracy.
 - Hose lines and connecting cables must neither be crossed by GSE nor by any other kind of vehicle.
 - GSE, excluding fuel bowzers or fuel hydrants, must not be positioned or maneuvered under the aircraft wings.
 - GSE, excluding fuel bowzers or fuel hydrants, must not be positioned within the venting areas during fueling and de-fueling.
 - When passengers are required to walk on the ramp, they must be escorted by ground staff to and from aircraft. Passenger routes as well as passenger stairs shall be clear of oil, ice, snow, and other hazards and shall be selected in such a way that the risk of accidents is kept to a minimum (e.g. no passing below wings or engines).
 - Inside the cockpit, walky-talkies shall not be used when the cockpit crew is present.
 - The responsible engineer in charge or ramp agent must make sure that the engine blast and intake areas are clear of personnel and equipment's before start-up clearance is given.
 - During start-up and after removing stairs or jet ways, no GSE shall be positioned in the area below the emergency exit doors so that the emergency exit chutes can be deployed immediately.
 - Exception: When starting the engines by means of air start units (ASU), a momentary blocking of a maximum of one emergency exit by the ASU is permitted. In this case, a reduction of the maximum permissible number of passengers is not required. The captain must be informed about the blocked exit.
 - Whenever any damage to the aircraft occurs or noticed, it must be reported immediately to the engineer in charge and the commander and an incident report according to "Incident Reporting" must be sent to the managing director.

7.17 Handling Of Emergencies Requiring The Evacuation Of Aircraft During Ground Handling

(Reference AHM 633)

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INTRODUCTION

In the event of an emergency situation occurring during ground handling operations, evacuation of an aircraft may be necessary. The safety of passengers and staff in such circumstances is of utmost importance. The decision and method of evacuation will be dependent on the circumstances and at the discretion of the aircraft commander or designated authority.

SCOPE

The scope of this AHM is to outline the circumstances that may require an evacuation of the aircraft and/or the general work area.

The action guidelines specified should be read in conjunction with the relevant emergency plans i.e. company/airport emergency plan.

RESPONSIBILITIES

It is the responsibility of each agency involved in handling operations to ensure that personnel are made aware of their specific responsibilities in the event of an emergency situation.

All organizations shall instruct and train their staff in the procedures that must be enacted in emergency situations.

The procedures must clearly define responsibility for directing passengers and staff to a safe assembly area as appropriate to the type of emergency and the conditions at the time.

TYPES OF EMERGENCIES

The following guidelines are provided:

Fuel Spill

Activate Emergency fuel shut-off.

Notify the Aircraft Commander or designated authority, Emergency services and Airport Authority.

Evacuate all persons, if required.

Contain spill by use of initial spill response kit.

Secure the area.

Aircraft Fire

Notify the Aircraft Commander or designated authority, Emergency services and Airport Authority.

If directed, evacuate passengers and staff.

Attempt to extinguish the fire.

Secure the area.

Dangerous Goods Incident

Notify the Aircraft Commander or designated authority, Emergency services and Airport Authority.

Evacuate all persons if required.

Secure the area, isolate the consignment and identify source.

Security Incident

Assess threat and follow the appropriate procedures.

Evacuate all persons if required.

Aircraft/equipment to be positioned as directed.

General items to consider

Electrical devices, portable electronic devices (PEDs), camera's including flashes must not be used.

Restrict all vehicle movement.

Secure the area and comply with the emergency services directions.

Control potential ignition sources.

EMERGENCY EVACUATION OF GROUND PERSONNEL DURING HANDLING OPERATIONS (NO AIRCREW PRESENT)

Emergency evacuation of aircraft by ground personnel may be required when there is no aircrew on board.

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The following guidelines are provided:

Procedures should be established and implemented for aircraft emergency evacuation situations. The procedures should be written in conjunction with and complement existing building evacuation procedures as appropriate.

These procedures would apply only when aircrew are not on board the aircraft and apply to ground personnel such as engineering, cleaning, catering, ramp etc.

Refinement and integration of these procedures will require close and continued co-operation between stakeholders (airport authorities, airlines and contractors).

A designated person “in charge” (supervisor etc.) on board the aircraft would take charge of the emergency, co-ordinate the evacuation and direct personnel to the assembly point.

Different methods of evacuation from the aircraft should be included in the procedures, e.g. mobile stairs, loading bridge etc.

Means of communicating the evacuation should also be considered (radios, audible warnings).

Effective communication is vital to a safe evacuation.

Staff should be trained in the evacuation procedures including periodic evacuation drills/practices.

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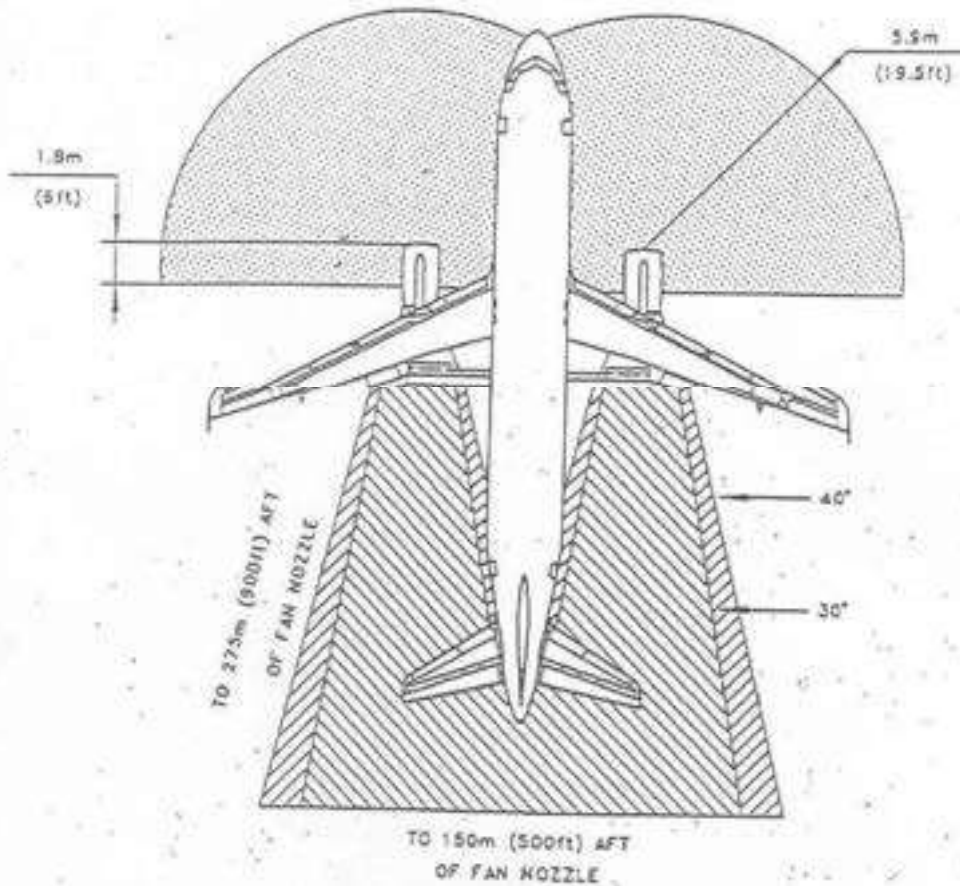
7.18 Methods of Achieving Members Safety

1. Method of weight lifting:

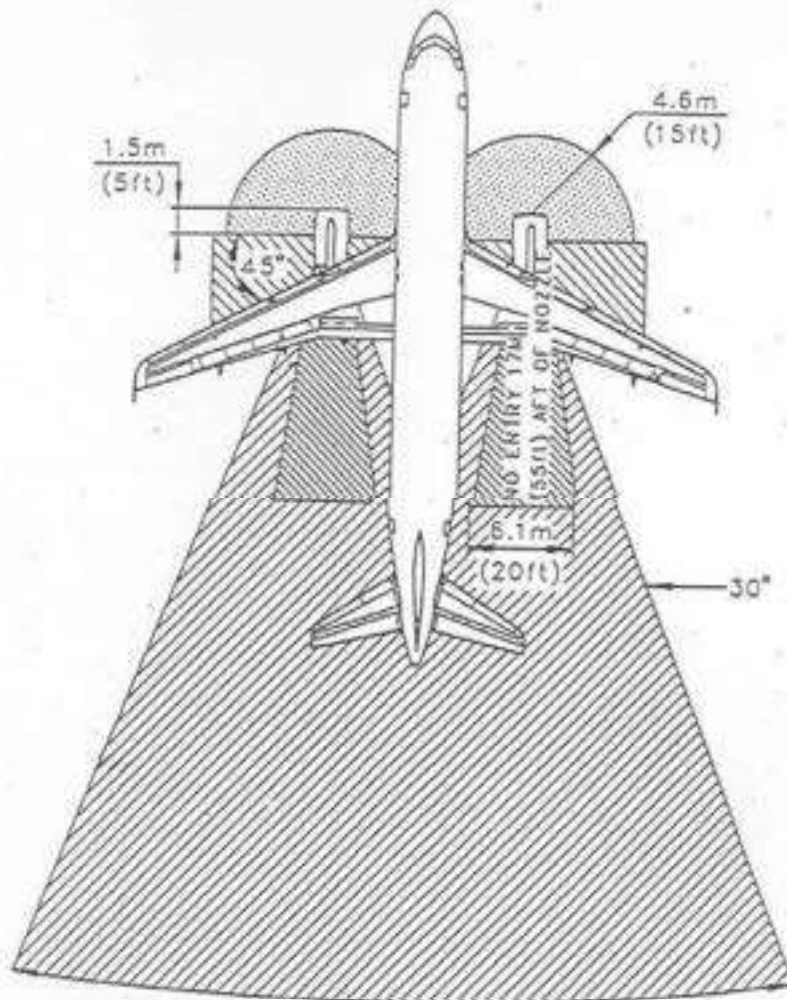
- Most of individuals accidents happen during heavy weights lifting as individuals may lose balance while lifting these weights. The rules that should be complied with to prevent muscles cramping during heaving weights lifting are:
 - a. Use the strong muscles of the legs instead of the weak muscles of the back.
 - b. Use the body weight during moving in the required direction.
 - c. Maintain the natural shape of the fan movement.
 - d. If the object that should be lifted is very heavy, ask for help.

2. Dangers of jet aircraft:

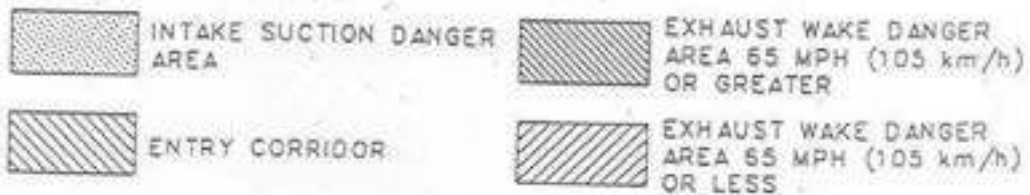
- Suction resulting from operating jet aircraft engines can suck a human body and tear it into pieces.
- Suction resulting from jet machines can suck even the away rags, papers, tiny stones, plastic bottles, and catering tins which results in damaging the aircraft machines which in its turn costs the company much money. Accordingly, all these objects should be collected from the ramp and put in waste baskets.



Danger Areas of the Engines
 Take-off CFM56-5-5A Engines



TO 55m (180ft) INCLUDES CROSS WIND EFFECT



Danger Areas of the Engines
 Ground Idle CFM56-3A Engines

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The exhaust inrush power of jet machines is not less dangerous than their suction power as the high temperature of that exhaust can burn the skin of anybody near the aircraft machine. Besides, its force can push any person regardless of his / her weight. Accordingly, remember the following:

- a) On the aircraft arrival to the site, all personnel and equipment's should stay outside the aircraft safety area till all its engines stop.
- b) On the aircraft departure, all personnel and equipment's should be evacuated from the area lying in front of and at the back of the engines before operating them.
- c) **Noise:** Noise resulting from jet aircraft has harmful effects on hearing on the long term. Hence, it is necessary to wear ears plugs during working on the ramp.
- d) **Cloths:** You should wear protective cloths such as: hats, boots, and gloves during working on the ramp. Make sure that you cloths are tightened well.

7.19 Warning:

- It is forbidden to drive carelessly or speedily on the apron.
- Motor equipment's shouldn't be driven speedily as the speed of these equipment's while being around or near the aircraft should be equal to the speed of an ordinary walking person.
- Hand brakes should be pulled during stopping any part of the ordinary or motor equipment's.
- Smoking is forbidden during working on the aircraft, in the stores or in cargos handling or loading.
- Neglecting to clean the aircrafts stores is considered a default of the loading person and his foreman.
- Neglecting to keep loading equipment's such as containers and bales in the places dedicated for keeping them in, and leaving these equipment's in aircrafts stands will result in the destruction and damage of these equipment's as well as making them subject to accidents.
- There shouldn't be any equipment behind the aircraft during operating its engine.
- Loading a damaged torn or broken parcel without reporting about this and taking the suitable procedure will make the loading person and his foreman responsible for this parcel.
- Loading person and his foreman are responsible for loading luggage or parcel to a wrong destination.
- Loading person and his foreman are responsible for not reviewing the cargo manifest and not making sure of the destination of the cargo or the parcel.

7.20 Post-Flight Messages

The following messages must be sent immediately after flight departure to next down line station:

- Passengers Messages :
 - TPM (Tele-Type Passenger Manifest).
 - PSM (Passenger Service Message).
 - SOM* (Seat Occupied Message).
 - LDM (Load Distribution Message).
 - ETD* (Estimated Time Departure).
 - MVT (Movement Message).

(*) means only if applicable.

- In DCS stations, all reports / messages are system produced.
- In Non-DCS stations, all reports to be sent manually except PFS and TPM.

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7.21 Standard Delay Codes

Airline Internal Codes

Numeric	Alphabetic	
00-05		These codes are left blank so that each airline may develop codes specifically to meet their own individual requirements, e.g. 03 “Three-class system” moving curtain.

Others

Numeric	Alphabetic	
06	OA	NO GATE/STAND AVAILABILITY DUE TO OWN AIRLINE ACTIVITY

Schedules

Numeric	Alphabetic	
09	SG	SCHEDULED GROUND TIME LESS THAN DECLARED MINIMUM GROUND TIME

Passenger and Baggage

Numeric	Alphabetic	
11	PD	LATE CHECK-IN, acceptance after deadline
12	PL	LATE CHECK-IN, congestion in check-in area
13	PE	CHECK-IN ERROR, passenger and baggage
14	PO	OVERSALES, booking errors
15	PH	BOARDING, discrepancies and paging, missing checked-in passenger
16	PS	COMMERCIAL PUBLICITY/PASSENGER CONVENIENCE, VIP, press, ground meals and missing personal items
17	PC	CATERING ORDER, late or incorrect order given to supplier
18	PB	BAGGAGE PROCESSING, sorting, etc.

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Cargo and Mail (If delays caused by mail handling can be identified, use codes 27–29, otherwise use codes 21–26.)

Numeric	Alphabetic	
21	CD	DOCUMENTATION, errors, etc.
22	CP	LATE POSITIONING
23	CC	LATE ACCEPTANCE
24	CI	INADEQUATE PACKING
25	CO	OVERSALES, booking errors
26	CU	LATE PREPARATION IN WAREHOUSE

Mail Only

Numeric	Alphabetic	
27	CE	DOCUMENTATION, PACKING, etc.
28	CL	LATE POSITIONING
29	CA	LATE ACCEPTANCE

Aircraft and Ramp Handling

Numeric	Alphabetic	
31	GD	AIRCRAFT DOCUMENTATION LATE/INACCURATE, weight and balance, general declaration, pax manifest, etc.
32	GL	LOADING/UNLOADING, bulky, special load, cabin load, lack of loading staff
33	GE	LOADING EQUIPMENT, lack of or breakdown, e.g. container pallet loader, lack of staff
34	GS	SERVICING EQUIPMENT, lack of or breakdown, lack of staff, e.g. steps
35	GC	AIRCRAFT CLEANING
36	GF	FUELING/DEFUELING, fuel supplier
37	GB	CATERING, late delivery or loading
38	GU	ULD, lack of or serviceability
39	GT	TECHNICAL EQUIPMENT, lack of or breakdown, lack of staff, e.g. push-back

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Technical and Aircraft Equipment

Numeric	Alphabetic	
41	TD	AIRCRAFT DEFECTS
42	TM	SCHEDULED MAINTENANCE, late release
43	TN	NON-SCHEDULED MAINTENANCE, special checks and/or additional works beyond normal maintenance schedule
44	TS	SPARES AND MAINTENANCE EQUIPMENT, lack of or breakdown
45	TA	AOG SPARES, to be carried to another STN
46	TC	AIRCRAFT CHANGE, for technical reasons
47	TL	STANDBY AIRCRAFT, lack of planned standby aircraft for technical reasons
48	TV	SCHEDULED CABIN CONFIGURATION/VERSION ADJUSTMENTS

Damage to Aircraft

Numeric	Alphabetic	
51	DF	DAMAGE DURING FLIGHT OPERATIONS, bird or lightning strike, turbulence, heavy or overweight landing, collision during taxiing
52	DG	DAMAGE DURING GROUND OPERATIONS, collisions (other than during taxiing), loading/off-loading damage, contamination, towing, extreme weather conditions

EDP/Automated Equipment Failure

Numeric	Alphabetic	
55	ED	DEPARTURE CONTROL
56	EC	CARGO PREPARATION/ DOCUMENTATION
57	EF	FLIGHT PLANS
58	EO	OTHER AUTOMATED SYSTEM format

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Flight Operations and Crewing

Numeric	Alphabetic	
61	FP	FLIGHT PLAN, late completion or change of, flight documentation
62	FF	OPERATIONAL REQUIREMENTS, fuel, load alteration
63	FT	LATE CREW BOARDING OR DEPARTURE PROCEDURES, other than connection and standby (flight deck or entire crew)
64	FS	FLIGHT DECK CREW SHORTAGE, sickness, awaiting standby, flight time limitations, crew meals, valid visa, health documents, etc.
65	FR	FLIGHT DECK CREW SPECIAL REQUEST, not within operational requirements
66	FL	LATE CABIN CREW BOARDING OR DEPARTURE PROCEDURES, other than connection and standby
67	FC	CABIN CREW SHORTAGE, sickness, awaiting standby, flight time limitations, crew meals, valid visa, health documents, etc.
68	FA	CABIN CREW ERROR OR SPECIAL REQUEST, not within operational requirements
69	FB	CAPTAIN REQUEST FOR SECURITY CHECK, extraordinary

Weather

Numeric	Alphabetic	
71	WO	DEPARTURE STATION
72	WT	DESTINATION STATION
73	WR	EN ROUTE OR ALTERNATE
75	WI	DE-ICING OF AIRCRAFT, removal of ice and/or snow, frost prevention excluding unserviceability of equipment
76	WS	REMOVAL OF SNOW, ICE, WATER AND SAND FROM AIRPORT
77	WG	GROUND HANDLING IMPAIRED BY ADVERSE WEATHER CONDITIONS

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Air Traffic Flow Management Restrictions

Numeric	Alphabetic	
81	AT	ATFM DUE TO ATC EN-ROUTE DEMAND/CAPACITY, standard demand/capacity problems
82	AX	ATFM DUE TO ATC STAFF/EQUIPMENT EN-ROUTE, reduced capacity caused by industrial action or staff shortage or equipment failure, extraordinary demand due to capacity reduction in neighboring area
83	AE	ATFM DUE TO RESTRICTION AT DESTINATION AIRPORT, airport and/or runway closed due to obstruction, industrial action, staff shortage, political unrest, noise abatement, night curfew, special flights
84	AW	ATFM DUE TO WEATHER AT DESTINATION

Airport and Governmental Authorities

Numeric	Alphabetic	
85	AS	MANDATORY SECURITY
86	AG	IMMIGRATION, CUSTOMS, HEALTH
87	AF	AIRPORT FACILITIES, parking stands, ramp congestion, lighting, buildings, gate limitations, etc.
88	AD	RESTRICTIONS AT AIRPORT OF DESTINATION, airport and/or runway closed due to obstruction, industrial action, staff shortage, political unrest, noise abatement, night curfew, special flights
89	AM	RESTRICTIONS AT AIRPORT OF DEPARTURE WITH OR WITHOUT ATFM RESTRICTIONS, including Air Traffic Services, start-up and pushback, airport and/or runway closed due to obstruction or weather (restriction due to weather in case of AFTM regulation only, else refer to code 71 (WO)), industrial action, staff shortage, political unrest, noise abatement, night curfew, special flights

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Reactionary

Numeric	Alphabetic	
91	RL	LOAD CONNECTION, awaiting load from another flight
92	RT	THROUGH CHECK-IN ERROR, passenger and baggage
93	RA	AIRCRAFT ROTATION, late arrival of aircraft from another flight or previous sector
94	RS	CABIN CREW ROTATION, awaiting cabin crew from another flight
95	RC	CREW ROTATION, awaiting crew from another flight (flight deck or entire crew)
96	RO	OPERATIONS CONTROL, rerouting, diversion, consolidation, aircraft change for reasons other than technical

Miscellaneous

Numeric	Alphabetic	
97	MI	INDUSTRIAL ACTION WITH OWN AIRLINE
98	MO	INDUSTRIAL ACTION OUTSIDE OWN AIRLINE, excluding A.T.S.
99	MX	This code shall be used only when it is clear that a reason cannot be matched to a code above (explain in SI section)

Commentary:

The IATA Airport Services Committee has responsibility for the development of this procedure. Any proposals for amendment to this procedure should be forwarded to the Manager, Airport Services, IATA, and Geneva, who will circulate the proposals.

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8.1 Information and General Guidance on the Transport of Dangerous Goods.

• INTRODUCTION

Dangerous goods are defined as articles or substances, which are capable of posing a significant risk during transportation for the health or safety of the passengers and crew, property or the environment and the aircraft.

Dangerous goods include all types of explosives, gases, combustible liquids, combustible solids, oxidizing substances and organic peroxide, toxic and infectious substances, radioactive material, corrosive material, miscellaneous dangerous goods like magnetized material ... etc.

Sky vision Airline is approved by ECAA to carry and transport cargo and Dangerous Goods between spaces as commercial cargo, refer to approved cargo manual for all procedures and processes.

This chapter has been prepared in accordance with the requirement of ECAR Part 175 for aircrew to give basic knowledge in recognizing dangerous goods and interpretation of the particular labels.

• RECOGNIZING OF DANGEROUS GOODS ITEMS

Crew members shall remain aware of what constitutes a dangerous item. If dangerous goods other than those allowed by the regulations, or anything bearing a hazard-warning label, or not complying with the conditions specified, are found on the aircraft, or in the possession of a passenger or crew member, the captain must be informed.

If there is any doubt about any particular substance or article in respect of its classification as dangerous goods, the problem should be referred to the appropriate official, the aircraft Captain, who will ensure IATA Dangerous Goods Regulations are consulted for further information? Should the IATA Dangerous Goods Regulations not be available for consultation (by a qualified, certified person), or there still is doubt following consultation, the item(s) should not be accepted for carriage.

Note: Gas cylinders, drugs, medicines, other medical material (such as sterilizing wipes) and wet cell or lithium batteries may be carried for use in-flight as medical aid for a patient, but will depend on their needs. This medical aid is not intended to be that which is part of the normal equipment of the aircraft. It may also be carried on a flight made by the same aircraft to collect a patient or after that patient has been delivered when it is impracticable to load or unload at the time of the flight on which the patient is carried.

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8.1.1 Terminology

Terms used in this chapter or the IATA regulations have the following meaning:

1) Acceptance Checklist:

A document used to assist in carrying out a check on the external appearance of packages of dangerous goods and their associated documents to determine that all appropriate requirements have been met.

2) Cargo Aircraft:

Any aircraft, which is carrying dangerous goods or property but not passengers. In this context the following are not considered to be passengers:

- A crew member;
- The Company employee permitted by, and carried in accordance with the instructions contained in the Operations Manual;
- An authorized representative of an Authority; or
- A person with duties in respect of a particular shipment on-board.

3) Dangerous Goods Accident:

An occurrence associated with and related to the transport of dangerous goods which results in fatal or serious injury to a person or major property damage.

4) Dangerous Goods Incident:

An occurrence, other than a dangerous goods accident, associated with and related to the transport of dangerous goods, not necessarily occurring on-board of an aircraft, which results in injury to a person, property damage, fire, breakage, spillage, leakage of fluid or radiation or other evidence that the integrity of the packaging has not been maintained. Any occurrence relating to the transport of dangerous goods, which seriously jeopardizes the aircraft or its occupants, is also deemed to constitute a dangerous goods incident.

Serious Injury. An injury which is sustained by a person in an accident and which:

- Requires hospitalization for more than 48 hours, commencing within seven days from the date the injury was received; or
- Results in a fracture of any bone (except simple fractures of fingers, toes or nose); or
- Involves lacerations which cause severe hemorrhage, nerve, muscle or tendon damage; or
- Involves injury to any internal organ; or
- Involves second- or third-degree burns, or any burns affecting more than 5% of the body surface; or
- Involves verified exposure to infectious substances or injurious radiation.

5) Dangerous Goods Transport Document (Shippers Declaration for Dangerous Goods):

A document, which is specified by the Technical Instructions. It is completed by the person who offers dangerous goods for air transport and contains information about those dangerous goods. The document bears a signed declaration indicating that the dangerous goods are fully and accurately described by their proper shipping names and UN numbers (if assigned) and that they are correctly classified, packed, marked, labeled, Shipper's and Consignee's full name and address and in a proper condition for transport.

6) Freight Container:

A freight container is an article of transport equipment for radioactive materials, designed to facilitate the transport of such materials, either packaged or unpackaged, by one or more modes of transport.

Note: See the definition below for Unit Load Device where the dangerous goods are not radioactive materials.

7) Handling agent:

An agency which performs on behalf of Sky Vision Airline, some or all of the latter's functions

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including receiving, loading, unloading, transferring or other processing of passengers or cargo.

8) ID Number:

A temporary identification number of an item of dangerous goods which has not been assigned by UN number.

9) Over pack:

An enclosure used by a single shipper to contain one or more packages and to form one handling unit for convenience of handling and stowage.

Note: A Unit Load Device is not included in this definition.

10) Package:

The complete product of the packing operation consisting of the packaging and its contents prepared for transport.

11) Packaging:

Receptacles and any other components or materials necessary for the receptacle to perform its containment function and to ensure compliance with the minimum packing requirements of Dangerous Goods Regulations.

12) Proper Shipping Name:

The name to be used to describe a particular article or substance in all shipping documents and notifications and, where appropriate, on packaging.

13) State of Origin:

The Authority in whose territory the dangerous goods were first loaded on an aircraft.

14) Technical Instructions:

The latest effective edition of the Technical Instructions for the Safe Transport of Dangerous Goods by Air (Doc 9284-AN/905), including the Supplement and any Addendum, approved and published by decision of the Council of the International Civil Aviation Organization (ICAO).

15) UN Number:

The four-digit number assigned by the United Nations Committee of Experts on the Transport of Dangerous Goods to identify a substance or a particular group of substances.

16) Unit Load Device (ULD):

Any type of aircraft container, aircraft pallet with a net, or aircraft pallet with a net over an igloo.

Note: An over pack is not included in this definition. For a container containing radioactive materials see the definition above for “freight container”

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8.1.2 Policy for the Transport of Dangerous Goods by Passengers and/or Crew

Certain articles or materials are defined as dangerous goods that are articles or substances capable of posing a significant risk to health, safety or property when transported by air. The carriage of such articles is regulated.

Rules concerning the safe transport of dangerous goods are defined by the ICAO in annex 18 of the Chicago convention and in the “Technical Instructions for the safe transport of dangerous goods by air” DOC9284 AN/905, (Here after referred to as Technical Instructions).

In addition, has IATA established the manual “Dangerous Goods Regulations” (Latest edition) in respect with the ICAO rules and defines also procedures and instructions for the transport of dangerous goods? It shall be noted that furthermore national regulations may apply of the country of departure, destination and of the carrier.

The IATA “Dangerous Goods Regulations” (latest edition) specifies:

What may be carried?

Responsibility of the shipper and the carrier.

Under which conditions shipment shall be conducted.

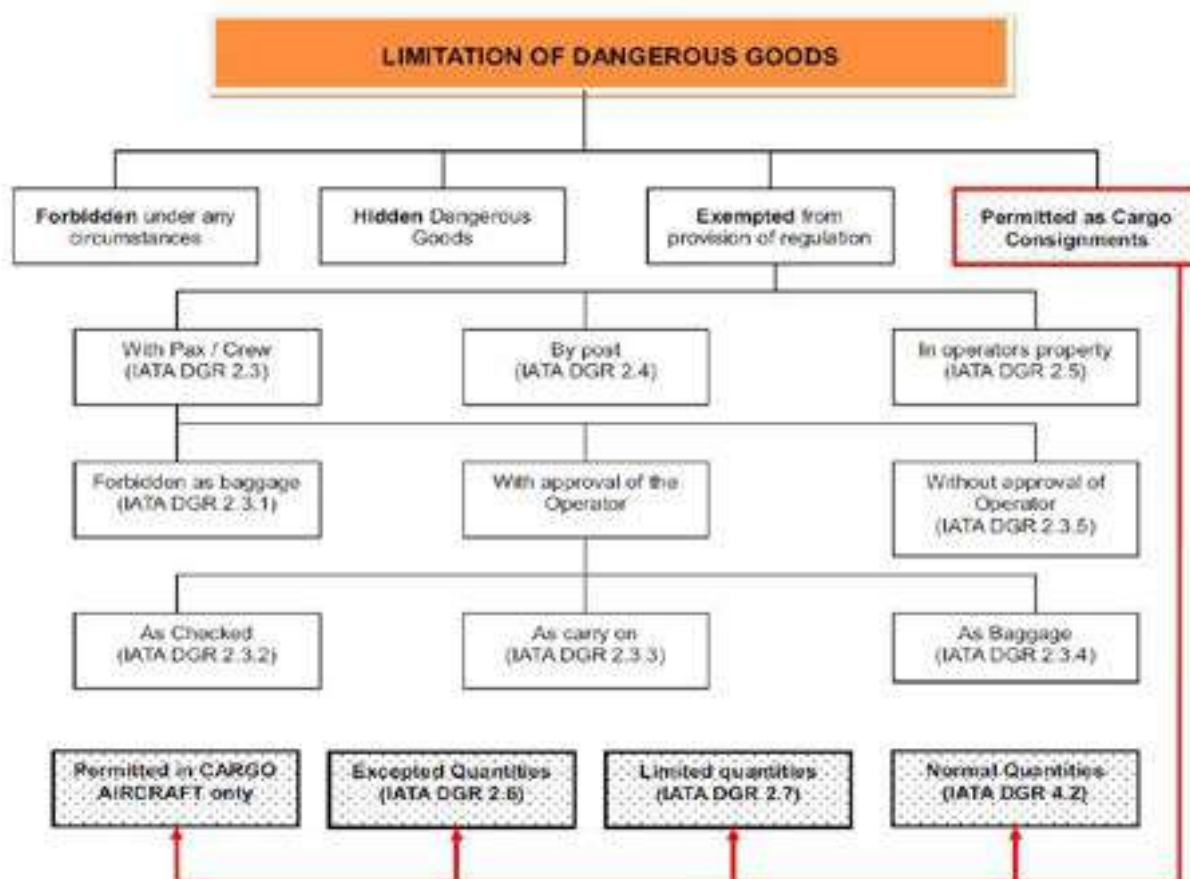
This chapter is established in good faith with the ICAO “Technical Instructions for the safe transport by air of dangerous goods by air” (latest edition) and the IATA “dangerous goods regulations” (latest edition) as background.

In principle dangerous goods shall not be transported by passengers or crewmembers (as in checked baggage in the cargo compartment; or as in carry-on baggage; or as on their person)

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8.1.2.1 Dangerous Goods Categories

Some dangerous goods are too dangerous to be carried by aircraft, others may be carried on Cargo Aircraft only and some are acceptable on both Cargo and Passenger Aircraft. A number of limitations are placed on dangerous goods which are permitted to be transported by air, these limitations are established by these regulations. Both states and operators may impose further restrictions called variations, and those variation are published in IATA-DGR Manual. Dangerous Goods limitations can be categorized as follows:



1) Hidden Dangerous Goods

Shipment declared under a general description may contain hidden hazards. Typical examples of items that may contain or indicate the presence of dangerous goods are:

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Aircraft Spare Parts/Aircraft Equipment/Aircraft on Ground (AOG) Spares	May contain items meeting any of the criteria for dangerous goods. For example, explosives (flares or fire bottle cartridges), chemical oxygen generators, cylinders of compressed gas (such as oxygen, carbon dioxide, nitrogen or fire extinguishers), paint, adhesives, aerosols, life-saving appliances (life jackets, escape slides), fuel in equipment, first aid kits, wet or lithium batteries, matches, fire extinguishers, etc.
Automobile Parts (car, car parts, motors, motorcycle)	May contain wet batteries, shocks/struts with nitrogen, air bag inflators/air bag modules, engines, carburetors or fuel tanks that contain or have contained fuel, compressed gases in tire inflation devices, etc.
Breathing Apparatus	May indicate cylinders of compressed air or oxygen, chemical oxygen generators or refrigerated liquefied oxygen.
Camping Equipment	May contain flammable gases (butane, propane, etc.), flammable liquids (kerosene, gasoline, etc.), flammable solids (hexamine, matches, etc.) or other dangerous goods.
Chemicals	Most chemicals are dangerous and only qualified dangerous goods acceptance staff can advise if it is acceptable as cargo. Dangerous chemicals must never be accepted as baggage.
COMAT (Company Materials)	Such as aircraft parts, may contain dangerous goods as an integral part, e.g. chemical oxygen generators in a passenger service unit (PSU), various compressed gases such as oxygen, carbon dioxide and nitrogen, gas lighters, aerosols, fire extinguishers, flammable liquid such as fuels, paints and adhesives, corrosive material such as batteries. Other items such as flares, first aid kits, life-saving appliances, matches, magnetized material, etc.
Consolidated Consignments	May contain any of the defined classes of dangerous goods.
Cryogenic (Liquid)	Indicates refrigerated liquefied gases such as nitrogen, neon, helium, argon, etc. Cryogenic liquids are dangerous because they might destroy human skin tissue on contact, and when spilled, they could cause suffocation in confined spaces.
Cylinders	Indicates compressed or liquefied gases.
Dental Apparatus	May contain flammable resins or solvents, compressed or liquefied gas, mercury and radioactive material.
Diagnostic Specimens	May contain infectious substances.
Diving Equipment	May include air cylinders (such as scuba tanks, vest bottles, etc.) which usually contain compressed air or a special gas mixture. Emptied cylinders (pressure gauge reads zero) are acceptable. Diving lamps may contain rechargeable lead acid batteries and high intensity diving lamps can generate extremely high heat when operated in air. In order to be carried safely, the bulb or battery must be disconnected.
Drilling or Mining Equipment	May contain explosives and/or other dangerous goods.
Dry Shipper (Vapor Shipper)	May contain free liquid nitrogen. Dry shippers are subject to the Regulations when they permit the release of any free liquid nitrogen irrespective of the orientation of the package.
Electrical Equipment	May contain magnetized material or mercury in switch gear and electron tubes or wet batteries in uninterruptable power supplies (UPS).
Electrically Powered Apparatus (wheelchairs, mobility aids, lawn mowers, golf carts, etc.)	May contain wet cell batteries.
Expeditionary Equipment	May contain explosives (flares), flammable liquids (gasoline), flammable gas (propane, camping gas) or other dangerous goods.
Film Crew or Media Equipment	May include explosive pyrotechnic devices, generators incorporating internal combustion engines, wet cell batteries, fuel and heat producing items.
Frozen Fruits, Vegetables, Etc.	May be packed in Carbon dioxide, solid (dry ice).
Frozen Embryos	May contain refrigerated liquefied gas or Carbon Dioxide, Solid (Dry Ice).
Fuel Control Unit	May contain flammable liquids.

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Hot Air Balloon	May contain cylinders with flammable gas, fire extinguishers, batteries, etc.
Household Goods	May contain items meeting any of the criteria for dangerous goods including flammable liquids such as solvent based paint, adhesives, polishes, aerosols (for passengers, those not permitted under DGR 2.3), bleach, corrosive oven or drain cleaners, ammunition, matches, etc.
Instruments	May conceal barometers, manometers, mercury switches, rectifier tubes, thermometers, etc. containing mercury.
Laboratory Testing Equipment	May contain items meeting any of the criteria for dangerous goods, particularly flammable liquids, flammable solids, oxidizers, organic peroxides, toxic or corrosive substances.
Machinery Parts	May contain adhesives, paints, sealants, solvents, wet and lithium batteries, mercury, cylinders of compressed or liquefied gas, etc.
Magnets and other items of similar material	May individually or cumulatively meet the definition of magnetized material.
Medical Supplies	May include items meeting any of the criteria for dangerous goods, particularly flammable liquids, flammable solids, oxidizers, organic peroxides, toxic or corrosive substances.
Metal Construction Material/ Metal Piping/Metal Fencing	May contain Ferro-magnetic material, which may be subject to special stowage requirements due to the possibility of affecting aircraft instruments.
Passenger Baggage	May contain items meeting any of the criteria for dangerous goods. Examples include fireworks, flammable household liquids, corrosive oven or drain cleaners, flammable gas or liquid lighter refills or camping stove cylinders, matches, ammunition, bleach, aerosols (those not permitted under DGR 2.3), etc.
Pharmaceuticals	May contain items meeting any of the criteria for dangerous goods, particularly radioactive material, flammable liquids, flammable solids, oxidizers, organic peroxides, toxic or corrosive substances.
Photographic Supplies	May contain items meeting any of the criteria for dangerous goods, particularly heat producing devices, flammable liquids, flammable solids, oxidizers, organic peroxides, toxic or corrosive substances.
Promotional Material	May contain items meeting any of the criteria for dangerous goods.
Racing Car or Motorcycle Team Equipment	May contain engines, carburetors or fuel tanks which contain fuel or residual fuel, flammable aerosols, cylinders of compressed gases, nitromethane, other fuel additives or wet batteries, etc.
Refrigerators	May contain liquefied gases or an ammonia solution.
Repair Kits	May contain flammable adhesives, solvent-based paints, organic peroxides, resins, etc. May contain flammable adhesives, solvent-based paints, organic peroxides, resins, etc.
Samples for Testing	May contain items meeting any of the criteria for dangerous goods, particularly infectious substances, flammable liquids, flammable solids, oxidizers, organic peroxides, toxic or corrosive substances.

Semen	May be packed with Carbon dioxide, solid (dry ice) or refrigerated liquefied gas. See also "Dry Shipper".
Ships' Spares	May contain explosives (flares), cylinders of compressed gas (life rafts), paint, lithium batteries (emergency locator transmitters) etc.
Show, Motion Picture, Stage Special Effects Equipment	May contain flammable substances, explosives or other dangerous goods.
Swimming Pool Chemicals	May contain oxidizing or corrosive substances.
Switches in Electrical Equipment	May contain Mercury.
Tool boxes	May contain explosives (power rivets), compressed gases, aerosols, flammable gases (butane cylinders or torches), flammable adhesives or paints, corrosive liquids (acids or caustic cleaning compounds), etc.
Torches	Micro torches and utility lighters may contain flammable gas and be equipped with an electronic starter. Larger torches may consist of a torch head (often with a self-igniting switch) attached to a cylinder of flammable gas.
Unaccompanied Passenger Baggage/Personal Effects	May contain items meeting any of the criteria for dangerous goods, such as fireworks, flammable household liquids, corrosive oven or drain cleaners, flammable gas or liquid lighter refills or camping stove cylinders, matches, bleach, aerosols, etc.
Vaccines	May be packed in dry ice.

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2) Limited Quantity Dangerous Goods

Items where the risk in carriage can be reduced to an acceptable level by limiting the quantity per package, and by packaging in accordance with specifications listed in the Regulations. Some items are acceptable in both passenger and/or cargo aircraft, some only in cargo aircraft.

3) Dangerous Goods in Operator's property

Items which are excepted from the provisions of the regulations and do not require the authority permission for carriage. Those applicable to the Company's aircraft are:

- Aircraft parts, equipment, and supplies (other than fuel) carried by Sky Vision Airline if authorized by the Authority Airworthiness division or required on-board the aircraft for its operation, except those batteries, aerosol dispensers, and signaling devices.

Cargo are to be packed in strong packaging and not more than one aircraft survival kit or inflatable life raft or escape slide is to be loaded in any inaccessible cargo compartment.

Note: Items of replacement are not excepted from the provisions of the regulations and must therefore, be marked, labelled and documented in compliance with the regulations. They must also be entered on the Special Load Notification to the Commander. The only designed for their transport, provided that such containers are capable of meeting at least the requirements of the packaging. Replacement parts do therefore require the Authority permission for carriage.

- Alcoholic beverages, perfumes and colognes carried on-board for use or sale on the aircraft during flights or series of flights; and
- Personal items for use by passengers and crew members carried on the person, in carry-on baggage, or checked baggage.

8.1.3 Responsibilities of the Individual Involved in Dangerous Goods Transportation

Responsibility for the safe carriage of dangerous goods rests with Sky Vision Airline, which is exercised through its employees and handling agents. Responsibility is outlined as follows:

8.1.3.1 Acceptance Staff Responsibilities

Before accepting dangerous goods for transport by air, the person accepting the goods is to ensure the Shipper has:

- Properly identified the goods by using the 9 hazard Classes;
- Limited the quantity contained in each package to the maximum allowed as per IATA DGR;
- Used the correct type of packaging;
- The English language is used for Package marking, labeling and the dangerous goods transport document in addition to any other language requirements;
- Placed the required markings and labels on the package (including any special handling instructions), and that these are clearly visible on the outside of the package or container;
- Completed and signed a 'Shippers Declaration of Dangerous Goods' form, to certify the goods have been properly prepared for transport; and is personally responsible for checking that:

- Packages are free from leakage and damage, and correctly marked and labelled; and
- Each package and accompanying documents are in order.

Note: The person accepting the Dangerous Goods shall ensure to use 'Acceptance Checklist', which shall ensure that all relevant details are checked and the results of the acceptance are recorded in the checklist and must be qualified.

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8.1.3.2 Loading Staff Responsibilities

When loading dangerous goods on the aircraft, the loading staff is responsible for:

- Inspecting each package for leakage and damage prior to loading (refer to Section 9.1.3.5);
- Correctly positioning, segregating, and securing each package on-board the aircraft; and
- Ensuring the NOTOC is presented to the Commander prior to departure.

8.1.3.3 Commander's Responsibilities

The Commander's accountabilities with respect to the carriage of dangerous goods are to ensure:

- Hazard classes are properly segregated;
- Radioactive materials are properly separated from passengers;
- Packages bearing orientation arrow labels (e.g., "This Way Up") are stowed and restrained as indicated by the labels;
- Packages bearing 'Cargo Aircraft Only' labels are not loaded on the passenger aircraft; and
- The correct documentation accompanies the goods.

All information for transportation of dangerous goods is given to the Commander via a NOTOC.

8.1.3.4 PROVISION OF INFORMATION TO THE PILOT IN COMMAND

The Sky Vision Airline aircraft in which dangerous goods are to be carried shall provide information in writing to the pilot in command as early as practicable before departure of the aircraft, with accurate and legible written information on a dedicated form concerning dangerous goods that are to be carried as cargo.

For this purpose, "Special Load Notification to Captain" (NOTOC) has been developed which fulfills the operation requirements that furnish the minimum information mandated by the regulation.

NOTOC Can either be Manual or System Generated.

For multi-sector flights involving a crew change each station issuing a NOTOC shall prepare a separate NOTOC for each station en-route. On arrival at each station the ramp agent shall collect all copies from the flight deck. The transit/or joining NOTOC form shall be presented by the ramp agent to the outgoing Captain as soon as he reports to the aircraft. The NOTOC shall also contain the information of any additional special load like live animal, perishable cargo ...etc., that may have been loaded in the aircraft. A NOTOC must be issued whenever DG requiring shipper's declaration is being carried as cargo. A copy of NOTOC signed by the loading agent and by the captain must be files in station trip file for easy retrieval and check for any operational reason.

Note: When a NOTOC specifies a temperature setting for any perishable cargo, then cargo compartment temperature should be adjusted accordingly to maintain cool storage, even if in some instances, the temperature mentioned is below the cooling capability of the aircraft.

8.1.3.5 Inspection for Damage Leakage or Contamination of Dangerous Goods

Prior to loading, the packing of dangerous goods must be inspected to determine that it has no holes, leakage or other indication that the packing has been damaged. The package seals if any, on radioactive materials must be intact. Under no circumstances shall dangerous goods be loaded on the aircraft when any damage or leakage is noticed or suspected.

Packages or over pack containing dangerous goods must be inspected for signs of damage or leakage upon loading from the aircraft. If evidence of damage or leakage is found, the position where the dangerous goods was stowed on the aircraft must be inspected for damage or

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contamination.

Any contamination resulting from the leakage or damage to articles or packages containing dangerous goods, is removed without delay and proper steps are taken to nullify any hazards associated with this. In case of radioactive material, the aircraft should be immediately kept out of service until evaluated by a qualified personal. In case of radioactive material, the aircraft should be kept out of service until evaluated by a qualified personal.

8.1.3.5.1 Damaged Dangerous Goods

Damaged dangerous goods shipments shall never be loaded on the aircraft.

If damage is noticed during loading or unloading the aircraft, the Commander, the Cargo department and the Station engineer have to be informed immediately. As locally regulated, the organizations responsible for the salvage (e.g., fire brigade, technical / medical institutions) shall be informed immediately.

The Ramp Agent must ensure that nobody touches the damaged packages until the nature of the hazard is determined. Other cargo / load has to be checked for similar damage or contamination and offloaded if necessary. Contaminated compartments shall be cleaned by station engineer or technical handling agent.

In case of damaged shipments of infectious substances (RIS) a message has to be sent to the Airport Managers of all previous and subsequent line stations. All persons who have been involved in loading or unloading activities have to be informed immediately.

In case of damaged shipments of radioactive material (RRY / RRW), the Ramp Agent must ensure that all personnel stay at least 25 m away from damaged packages. In case of damaged radioactive shipment found inside the aircraft; arrangement should be made to take aircraft out of service for a thorough evaluation.

8.1.3.6 Reporting of Dangerous Goods Accidents and Incidents

8.1.3.6.1 On-ground

If the dangerous goods accidents or incidents occur on-ground, the Airport Manager or the Cargo Manager is responsible to report all Dangerous Goods accidents or incidents involving cargo, mail or passengers' baggage immediately. This also includes any occasion where undeclared or mis declared dangerous goods are discovered in cargo or when dangerous goods not permitted- Provision for Dangerous Goods Carried by Passengers or Crew are discovered in passengers' baggage.

Reports have to be sent immediately to the appropriate authority of the state in which the incidents or accidents occurred, as required by that authority, and to the Ground Operations Manager. The Ground Operations Manager will inform the Safety Office accordingly, who then reports the incident to the ECAA.

8.1.3.6.2 In-flight

If the crew members identify a damaged or undeclared dangerous goods piece they must immediately notify the Commander.

If an in-flight emergency occurs and the situation permits, the Commander must inform the appropriate ATC unit of any dangerous goods on-board. Wherever possible, this information should include the proper shipping name and/or UN/ID number, the class/division and for Class 1 the compatibility group, any identified subsidiary risk(s), the quantity and the location on board the aircraft. When it is not considered possible to include all the information, those parts thought most relevant in the circumstances should be given.

Note: Most of the details are included in the NOTOC.

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8.1.3.6.3 Reporting of Irregularities

Sky Vision Airline has to report dangerous goods accidents and incidents to the appropriate authority of the state in which the accidents and incidents occurred, as required by that authority. The aircraft Commander has to report without delay all accidents and incidents, which occur in connection with dangerous goods in respect of cargo, mail, baggage or passengers. For dangerous goods incidents and accident, an ASR has to be filled.

The following information must be documented on the ASR form:

- a) The date, location, flight number and flight date (when these are applicable);
- b) The reference number of the air waybill, pouch, baggage tag, ticket ... etc.;
- c) A description of the goods, including the proper shipping name and UN number (when applicable), class/division and any subsidiary risk;
- d) The type of packaging and the packaging specification marking (when these are applicable) and quantity involved;
- e) The name and address of the shipper, passenger ... etc.;
- f) The suspected cause of the accident or incident;
- g) The action taken, if any;
- h) Any other reporting action taken;
- i) Any other relevant details; and
- j) The name, title, address and contact number of the person making the report.
- k) Copy of the NOTOC.

8.1.4 Passenger/Crew Dangerous Goods That Are Allowed with Operator Approval, As Checked Baggage Only (In the Cargo Compartment).

The following dangerous goods are **permitted** on aircraft **as checked baggage only**, are exempt from the DGRs. And, on the condition that it is approved by the aircraft operator(s).

ICAO and IATA manuals must be reviewed to assure currency of exceptions.

Solid Carbon Dioxide (Dry ICE)

Solid carbon dioxide (dry ice) in quantities not exceeding 2 kg (4.4 lb.) per person when used to pack perishables that are not subject to the Dangerous Good Regulation, provided the checked baggage (package) permits the release of carbon dioxide gas.

Note: *For carbon dioxide, solid (dry ice) in carry-on baggage, see also 9.1.7.*

Passengers/crew using this exemption is limited to a maximum of 2 kg for the **combined** carry-on and checked baggage.

Wheelchairs/Mobility aids with Spill able/non-spill able batteries

The air carrier will accept battery-powered wheelchairs/ mobility aids as baggage.

Wheel chairs/mobility aids will be transported with the battery attached, except when otherwise noted.

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In no case, may a battery be transported if exhibits evidence of previous leakage or damage.

Wheel chair batteries are either “spill able” or “non-spill able”. A non-spill able battery will normally be labeled as such. In the absence of a label, a battery whose caps or cover cannot be removed is considered to be non-spillage; if the caps or cover can be removed, it is considered to be spillage.

A) Wheelchairs/mobility aids with non-spill able batteries.

a battery Wheelchairs or other battery-powered mobility aids with non-spill able batteries may be accepted for carriage with battery attached when properly prepared (the battery is disconnected and terminals and ends of cables are insulated to prevent accidental short circuits), Batteries must be marked on the outside of the battery case, " NON-SPILLABLE" or "NON-SPILLABLE BATTERY".

B) Wheelchairs/Mobility aids with spill able batteries

Wheelchairs or other battery-powered mobility aids with spill able batteries provided that;

- 1) The wheelchair or mobility aid can be loaded, stowed, secured and unloaded always in an upright position.
- 2) The battery is disconnected, the battery terminals are insulated to prevent accidental short circuits and the battery is securely attached to the wheelchair or mobility aid.

If the wheelchair or mobility aid cannot be loaded, stowed, secured and unloaded always in an upright position, the battery must be removed and the wheelchair or mobility aid may then be carried as checked baggage without restriction If this requirement cannot be met, the battery must be removed from the housing by qualified airline personal only, and transported in strong, rigid packaging under the following conditions:

- a) Packaging must be leak-tight, impervious to battery fluid and be protected against upset by securing to pallets or by securing them in cargo compartments using appropriate means of securing (other than by bracing with freight or baggage) such as by use of restraining straps, brackets or holders;
- b) Batteries must be protected against short circuits, secured upright in their packaging and surrounded by compatible absorbent material sufficient to absorb their total liquid contents;
- c) These packaging must be marked “BATTERY, WET, WITH WHEELCHAIR” or “BATTERY, WET, WITH MOBILITY AID” and be labeled with the “Corrosive” label and with the “Package Orientation” label; and
- d) The Commander must be informed either orally or in writing prior to departure of the location of a wheelchair or mobility aid with an installed battery or the location of a packed battery.

Note: *It is recommended that passengers make advance arrangements with each operator and that batteries that are spill able should be fitted with spill-resistant vent caps when feasible*

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8.1.5 Passenger/Crew Dangerous Goods Those Are Acceptable with Operator Approval as Carry-On Baggage Only

The following dangerous goods are **permitted** on aircraft as **carry-on baggage only**, though with the approval of the operator(s):

Mercury barometer or thermometer

A mercurial barometer or mercurial thermometer carried by a representative of a government weather bureau of similar official agency. The barometer or thermometer must be packed in a strong outer packaging, having a sealed inner liner or a bag of strong leak-proof and puncture-resistant material impervious to mercury, which will prevent the escape of mercury from the package irrespective of its position. The Commander must be informed of the barometer or thermometer.

Heat producing articles

Heat producing articles, i.e., battery-operated equipment such as underwater torches and soldering equipment, which, if accidentally activated, will generate extreme heat and can cause fire, may be carried in carry-on baggage only. The heat producing component, or the energy source, must be removed so as to

Prevent unintentional functioning during transport.

Goods Acceptable with “Operator Approval” as baggage

The following dangerous goods are **permitted** on aircraft as **checked or carryon baggage** with the approval of the operator(s):

1. Medical Oxygen (ECAR 121.574)

- a) SKY VISION AIRLINES may allow a passenger to carry and operate gaseous oxygen cylinder for the storage, generation, or dispensing of oxygen when the following conditions are met.

The equipment is:

- Furnished by SKY VISION AIRLINES;
 - Of an approved type;
 - Maintained by SKY VISION AIRLINES in accordance with an approved maintenance program
 - Free of flammable contaminants on all exterior surfaces;
 - Capable of providing a minimum mass flow of oxygen to the user of four liters per minute;
 - Constructed so that all valves, fitting, and gauges are protected from damage; and
 - Appropriately secured, and
 - The pressure in any oxygen cylinder does not exceed the rated cylinder pressure.
- b) Written statement to show evidence for medical need.
 - c) The equipment is stowed, and each person using the equipment is seated, so as not to restrict access to or use of any required emergency or regular exit or of the aisle in the passenger compartment.
 - d) No smoking within 10 feet of oxygen storage and dispensing equipment carried in accordance with paragraph (a) of this section.
 - e) It is not allowed to connect or disconnect oxygen dispensing equipment, to or from a gaseous oxygen cylinder while any passenger is aboard the aircraft.

The Medical oxygen shall be properly stowed and secured when not in use or when the seat belt sign is illuminated.

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2. Carbon Dioxide Cylinder fitted into a Life Jacket

Not more than two small carbon dioxide cylinders per person fitted into a self-inflating life jacket plus not more than two spare cartridges.

3. Insulated Packages Containing Refrigerated Liquid Nitrogen

Insulated packaging containing refrigerated liquid nitrogen fully absorbed in a porous material and intended for transport, at low temperature, of non-dangerous products are not subject to these regulations provided the design of the insulated packaging would not allow the build-up of pressure within the container and would not permit the release of any refrigerated liquid nitrogen irrespective of the orientation of the insulated packaging

8.1.6 Passenger/Crew Dangerous Goods Acceptable Without the Operator's Approval.

The following dangerous goods are **permitted** on aircraft **as baggage without the approval of the Operator:**

Medicinal or toilet articles

Non-radioactive medicinal or toilet articles (including aerosols). The total net quantity of all such articles carried by each passenger or crewmember shall not exceed 2 kg (4.4 lb.) or 2 liters, and the net quantity of each single article shall not exceed 0.5 kg (1 lb.) or 0.5 liter. The term “medicinal or toilet articles” is intended to include such items as hair sprays, perfumes, colognes and medicines containing alcohol.

Carbon dioxide cylinders for mechanical limbs

Small carbon dioxide gas cylinders worn for the operation of mechanical limbs.

Also, spare cylinders of a similar size if required to ensure an adequate supply for the duration of the journey.

Cardiac pacemakers/Radio-pharmaceuticals

Radio-isotopic cardiac pacemakers or other devices, including those powered by lithium batteries, implanted into a person, or radio-pharmaceuticals contained within the body of a person as the result of medical treatment.

Medical/Clinical thermometer

One small medical or clinical thermometer that contains mercury, for personal use, that shall be in its protective case.

Carbon Dioxide, Solid (Dry ice)

Per passenger, and in carry-on baggage only, solid carbon dioxide (dry ice) shall not exceed 2.5 kg (4.4 lb.) when used to pack perishables that are not subject to these regulations in their carry-on baggage. Or with the approval of the operator in checked baggage, provided the package permits the release of carbon dioxide gas and with the recommendation that the checked luggage is positioned in a vented cargo compartment.

Note: *Passengers or crew shall be limited to a maximum of 2.5 kg for the carry-on and checked baggage combined.*

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Safety matches or lighter

Safety matches or a lighter with fuel/fluid fully absorbed in a solid and intended for use by an individual when carried on one's person.

However, lighters with a flammable liquid reservoir containing unabsorbed liquid fuel (other than liquefied gas), lighter fuel and lighter refills are not permitted on one's person or in checked or carry-on baggage.

Note: *The “Strike anywhere” matches are forbidden for air transport.*

Alcoholic beverages

Alcoholic beverages, when in retail packaging, containing more than 24% but not more than 70% alcohol by volume, in receptacles not exceeding 5 liters, with a total net quantity per person of 5 liters for such beverages.

Note: *Alcoholic beverages containing 24% or less alcohol by volume is not subject to restrictions.*

Hair curlers

Hair curlers containing hydrocarbon gas provided that the safety cover is securely fitted over the heating element. These hair curlers must not be used on board the aircraft at any time. Gas refills for such curlers are not permitted in checked or carry-on baggage.

Per passenger or crewmember, only one unit shall be allowed.

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8.1.6.1 IATA Dangerous Goods Table:

Dangerous goods must not be carried in or as passengers or crew, checked or carry-on baggage, except or otherwise provided below:

Extract from 66th Edition of IATA DGR Effective 01 January—31 December 2025

TABLE 2.3.A
Provisions for Dangerous Goods Carried by Passengers or Crew
(Subsection 2.3)

Dangerous goods must not be carried in or as passengers or crew, checked or carry-on baggage, except as otherwise provided below. Dangerous goods permitted in carry-on baggage are also permitted "on one's person", except where otherwise specified.

The pilot-in-command must be informed of the location					
Permitted in or as carry-on baggage					
Permitted in or as checked baggage					
The approval of the operator is required					
Alcoholic beverages, when in retail packagings, containing more than 24% but not more than 70% alcohol by volume, in receptacles not exceeding 5 L, with a total net quantity per person of 5 L.	NO	YES	YES	NO	
Note: Alcoholic beverages containing 24% or less alcohol by volume are not subject to any restrictions.					
Ammunition, securely packaged (in Div. 1.4S, UN 0012 or UN 0014 only), in quantities not exceeding 5 kg gross weight per person for that person's own use. Allowances for more than one person must not be combined into one or more packages.	YES	YES	NO	NO	
Avalanche rescue backpack, one (1) per person, containing a cartridge of compressed gas in Div. 2.2. May also be equipped with a pyrotechnic trigger mechanism containing no more than 200 mg net of Div. 1.4S. The backpack must be packed in such a manner that it cannot be accidentally activated. The airbags within the backpacks must be fitted with pressure relief valves.	YES	YES	YES	NO	
Baggage with installed lithium batteries non-removable batteries exceeding—0.3 g lithium metal or 2.7 Wh.	FORBIDDEN				
Baggage with installed lithium batteries:	NO	YES	YES	NO	
- non-removable batteries. Batteries must contain no more than 0.3 g lithium metal or for lithium ion must not exceed 2.7 Wh.					
- removable batteries. Batteries must be removed if baggage is to be checked in. Removed batteries must be carried in the cabin.					
Batteries, spare/loose, including lithium batteries, non-spillable batteries nickel-metal hydride batteries and dry batteries (see 2.3.5.8) for portable electronic devices must be carried in carry-on baggage only. Articles which have the primary purpose as a power source, e.g. power banks are considered as spare batteries. These batteries must be individually protected to prevent short circuits. Lithium metal batteries: the lithium metal content must not exceed 2 g (see 2.3.5.8.4) Lithium ion batteries: the Watt-hour rating must not exceed 100 Wh (see 2.3.5.8.4) Each person is limited to a maximum of 20 spare batteries. *The operator may approve the carriage of more than 20 batteries. Non-spillable batteries: must be 12 V or less and 100 Wh or less. Each person is limited to a maximum of 2 spare batteries (see 2.3.5.8.5)	NO*	NO	YES	NO	
Camping stoves and fuel containers that have contained a flammable liquid fuel, with empty fuel tank and/or fuel container (see 2.3.2.5 for details).	YES	YES	NO	NO	
Chemical Agent Monitoring Equipment, when carried by staff members of the Organization for the Prohibition of Chemical Weapons on official travel (see 2.3.4.4).	YES	YES	YES	NO	
Disabling devices such as mace, pepper spray, etc. containing an irritant or incapacitating substance are forbidden on the person, in checked and carry-on baggage.	FORBIDDEN				
Dry ice (carbon dioxide, solid), in quantities not exceeding 2.5 kg per person when used to pack perishables not subject to these Regulations in checked or carry-on baggage, provided the baggage (package) permits the release of carbon dioxide gas. Checked baggage must be marked "dry ice" or "carbon dioxide, solid" and with the net weight of dry ice or an indication that there is 2.5 kg or less dry ice.	YES	YES	YES	NO	
e-cigarettes (including e-cigars, e-pipes, other personal vaporizers) containing batteries must be individually protected to prevent accidental activation (see 2.3.5.8.2).	NO	NO	YES	NO	
Electro shock weapons (e.g. Tasers) containing dangerous goods such as explosives, compressed gases, lithium batteries, etc. are forbidden in carry-on baggage or checked baggage or on the person.	FORBIDDEN				
Fuel cells containing fuel, powering portable electronic devices (e.g. cameras, cellular phones, laptop computers and camcorders), see 2.3.5.9 for details	NO	NO	YES	NO	
Fuel cells cartridges, spare for portable electronic devices, see 2.3.5.9 for details.	NO	YES	YES	NO	
Gas cartridges, small, non-flammable containing carbon dioxide or other suitable gas in Division 2.2. Up to two (2) small cartridges fitted into a self-inflating personal safety device, intended to be worn by a person, such as a life jacket or vest. Not more than two (2) devices per passenger and up to two (2) spare small cartridges per device, not more than four (4) cartridges up to 50 mL water capacity for other devices (see 2.3.4.2).	YES	YES	YES	NO	
Gas cylinders, non-flammable, non-toxic worn for the operation of mechanical limbs. Also, spare cylinders of a similar size if required to ensure an adequate supply for the duration of the journey.	NO	YES	YES	NO	
Hair styling equipment containing a hydrocarbon gas cartridge, up to one (1) per passenger or crew member, provided that the safety cover is securely fitted over the heating element. This hair styling equipment must not be used on board the aircraft. Spare gas cartridges for such hair styling equipment are not permitted in checked or carry-on baggage.	NO	YES	YES	NO	

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8.1.6.1 IATA Dangerous Goods Table:

Dangerous goods must not be carried in or as passengers or crew, checked or carry-on baggage, except or otherwise provided below:

ANNEX II
Provisions for Dangerous Goods Carried by Passengers or Crew.
(Subsection 2.3 – Table 2.3.A. IATA Dangerous Goods Regulations)

Dangerous goods must not be carried in or as passengers or crew, checked or carry-on baggage, except as otherwise provided below. Dangerous goods permitted in carry-on baggage are also permitted "on one's person", except where otherwise specified.

The pilot-in-command must be informed of the location				
Permitted in or as carry-on baggage				
Permitted in or as checked baggage				
The approval of the operator is required				
Alcoholic beverages, when in retail packaging, containing more than 24% but not more than 70% alcohol by volume, in receptacles not exceeding 5 L, with a total net quantity per person of 5 L.	NO	YES	YES	NO
Note: Alcoholic beverages containing 24% or less alcohol by volume are not subject to any restrictions.				
Ammunition, securely packaged (in Div. 1.4S, UN 0012 or UN 0014 only), in quantities not exceeding 5 kg gross weight per person for that person's own use. Allowances for more than one person must not be contained into one or more packages.	YES	YES	NO	NO
Avalanche rescue backpack, one (1) per person, containing cartridges of compressed gas in Div. 2.2. May also be equipped with a pyrotechnic trigger mechanism containing no more than 200 mg net of Div. 1.4D. The backpack must be packed in such a manner that it cannot be accidentally activated. The airbags within the backpacks must be fitted with pressure relief valves.	YES	YES	YES	NO
Baggage with installed lithium batteries non-removable batteries exceeding 0.3 g lithium metal or 2.7 Wh.	FORBIDDEN			
Baggage with installed lithium batteries:	NO	YES	YES	NO
— non-removable batteries. Batteries must contain no more than 0.3 g lithium metal or for lithium ion must not exceed 2.7 Wh.				
— removable batteries. Batteries must be removed if baggage is to be checked in. Removed batteries must be carried in the cabin.				
Batteries, spare/loose, including lithium batteries, non-spillable batteries, nickel-metal hydride batteries and dry batteries (see 2.3.5.6) for portable electronic devices must be carried in carry-on baggage only. Articles which have the primary purpose as a power source, e.g. power banks are considered as spare batteries. These batteries must be individually protected to prevent short circuits.	NO*	NO	YES	NO
Lithium metal batteries: the lithium metal content must not exceed 2 g (see 2.3.5.6.4).				
Lithium ion batteries: the Watt-hour rating must not exceed 100 Wh (see 2.3.5.6.4).				
Each person is limited to a maximum of 20 spare batteries.				
*The operator may approve the carriage of more than 20 batteries.				
Non-spillable batteries: must be 1.2 V or less and 100 Wh or less. Each person is limited to a maximum of 2 spare batteries (see 2.3.5.6.5).				
Camping stoves and fuel containers that have contained a flammable liquid fuel, with empty fuel tank and/or fuel container (see 2.3.2.5 for details).	YES	YES	NO	NO
Chemical Agent Monitoring Equipment, when carried by staff members of the Organization for the Prohibition of Chemical Weapons on official travel (see 2.3.4.4).	YES	YES	YES	NO
Disabling devices such as mace, pepper spray, etc. containing an irritant or incapacitating substance are forbidden on the person, in checked and carry-on baggage.	FORBIDDEN			
Dry ice (carbon dioxide, solid), in quantities not exceeding 2.5 kg per person when used to pack perishables not subject to these Regulations in checked or carry-on baggage, provided the baggage (package) permits the release of carbon dioxide gas. Checked baggage must be marked "dry ice" or "carbon dioxide, solid" and with the net weight of dry ice or an indication that there is 2.5 kg or less dry ice.	YES	YES	YES	NO
e-cigarettes (including e-cigs, e-pipes, other personal vaporizers) containing batteries must be individually protected to prevent accidental activation (see 2.3.5.6.2).	NO	NO	YES	NO
Electro shock weapons (e.g. Tasers) containing dangerous goods such as explosives, compressed gases, lithium batteries, etc. are forbidden in carry-on baggage or checked baggage or on the person.	FORBIDDEN			
Fuel cells containing fuel, powering portable electronic devices (e.g. cameras, cellular phones, laptop computers and camcorders); see 2.3.5.9 for details.	NO	NO	YES	NO
Fuel cell cartridges, spare for portable electronic devices; see 2.3.5.9 for details.	NO	YES	YES	NO
Gas cartridges, small, non-flammable containing carbon dioxide or other suitable gas in Division 2.2. Up to two (2) small cartridges fitted into a self-inflating personal safety device, intended to be worn by a person, such as a life jacket or vest. Not more than two (2) devices per passenger and up to two (2) spare small cartridges per device, not more than four (4) cartridges up to 50 mL water capacity for other devices (see 2.3.4.2).	YES	YES	YES	NO
Gas cylinders, non-flammable, non-toxic worn for the operation of mechanical limbs. Also, spare cylinders of a similar size required to ensure an adequate supply for the duration of the journey.	NO	YES	YES	NO
Hair styling equipment containing a hydrocarbon gas cartridge, up to one (1) per passenger or crew-member, provided that the safety cover is securely fitted over the heating element. This hair styling equipment must not be used on board the aircraft. Spare gas cartridges for such hair styling equipment are not permitted in checked or carry-on baggage.	NO	YES	YES	NO

65th EDITION, 1 JANUARY 2024

General Terms of Air Carriage by ESTER AIR Sp. z o.o.
Version effective as of January 1st 2024

Extract from 66th Edition of IATA DGR Effective 01 January—31 December 2025

**TABLE 2.3.A
Provisions for Dangerous Goods Carried by Passengers or Crew
(Subsection 2.3) (continued)**

The pilot-in-command must be informed of the location				
Permitted in or as carry-on baggage				
Permitted in or as checked baggage				
The approval of the operator is required				
Insulated packagings containing refrigerated liquid nitrogen (dry shipper), fully absorbed in a porous material containing only non-dangerous goods.	NO	YES	YES	NO
Internal combustion or fuel cell engines, must meet A70 (see 2.3.5.12 for details).	NO	YES	NO	NO
Lithium Batteries: Portable electronic devices (PED) containing lithium metal or lithium ion cells or batteries, including medical devices such as portable oxygen concentrators (POC) and consumer electronics such as cameras, mobile phones, laptops and tablets (see 2.3.5.8). For lithium metal batteries the lithium metal content must not exceed 2 g and for lithium ion batteries the Watt-hour rating must not exceed 100 Wh. Devices in checked baggage must be completely switched off and must be protected from damage. Each person is limited to a maximum of 15 PED. *The operator may approve the carriage of more than 15 PED.	NO*	YES	YES	NO
Lithium batteries, spare/loose, including power banks, see Batteries, spare/loose				
Lithium battery-powered electronic devices. Lithium ion batteries for portable (including medical) electronic devices, a Wh rating exceeding 100 Wh but not exceeding 160 Wh. For portable medical electronic devices only, lithium metal batteries with a lithium metal content exceeding 2 g but not exceeding 8 g. Devices in checked baggage must be completely switched off and must be protected from damage.	YES	YES	YES	NO
Lithium batteries, spare/loose with a Watt-hour rating exceeding 100 Wh but not exceeding 160 Wh for consumer electronic devices and PMED or with a lithium metal content exceeding 2 g but not exceeding 8 g for PMED only. Maximum of two spare batteries in carry-on baggage only. These batteries must be individually protected to prevent short circuits.	YES	NO	YES	NO
Matches, safety (one small packet) or a small cigarette lighter that does not contain unabsorbed liquid fuel, other than liquefied gas, intended for use by an individual when carried on the person. Lighter fuel and lighter refills are not permitted on one's person or in checked or carry-on baggage. <i>Note: "Strike anywhere" matches, "Blue flame" or "Cigar" lighters or lighters powered by a lithium battery without a safety cap or means of protection against unintentional activation are forbidden (see 2.3.5.8.4(e)).</i>	NO	ON ONE'S PERSON <i>See Note 2.</i>		NO
Mobility Aids: Battery-powered wheelchairs or other similar mobility devices with non-spillable wet batteries, nickel-metal hydride batteries or dry batteries. (see 2.3.2.2).	YES	YES	NO	YES
Mobility Aids: Battery-powered wheelchairs or other similar mobility devices with spillable batteries or with lithium ion batteries (see 2.3.2.3 and 2.3.2.4 for details).	YES	YES	NO	YES
Mobility Aids: Battery-powered wheelchairs or other similar mobility devices with lithium ion batteries, where the design of the mobility aid does not provide adequate protection for the battery(ies) (see 2.3.2.4.3 for details).	YES	NO	YES	YES
Non-radioactive medicinal or toiletry articles (including aerosols) such as hair sprays, perfumes, colognes and medicines containing alcohol; and Non-flammable, non-toxic (Division 2.2) aerosols, with no subsidiary risk, for sporting or home use (see 2.3.5.1).	NO	YES	YES	NO
The total net quantity of non-radioactive medicinal or toiletry articles and non-flammable, non-toxic (Division 2.2) aerosols must not exceed 2 kg or 2 L and the net quantity of each single article must not exceed 0.5 kg or 0.5 L. Release valves on aerosols must be protected by a cap or other suitable means to prevent inadvertent release of the contents.				
Oxygen or air, gaseous, cylinders required for medical use. The cylinder must not exceed 5 kg gross weight. <i>Note: Liquid oxygen systems are forbidden for transport.</i>	YES	YES	YES	YES
Permeation devices, must meet A41 (see 2.3.5.13 for details).	NO	YES	NO	NO
Radioisotopic cardiac pacemakers or other devices, including those powered by lithium batteries, implanted into a person or fitted externally.	NO	ON ONE'S PERSON		NO
Security-type equipment (see 2.3.2.6 for details)	NO	YES	NO	NO
Security-type attaché cases, cash boxes, cash bags, etc. incorporating dangerous goods, such as lithium batteries and/or pyrotechnic material, except as provided in 2.3.2.6 are totally forbidden. See entry in 4.2—List of Dangerous Goods.		FORBIDDEN		
Specimens, non-infectious packed with small quantities of flammable liquid, must meet A180 (see 2.3.5.11 for details).	NO	YES	YES	NO
Thermometer, medical or clinical, which contains mercury, one (1) per person for personal use, when in its protective case.	NO	YES	NO	NO
Thermometer or barometer, mercury filled carried by a representative of a government weather bureau or similar official agency (see 2.3.3.1 for details).	YES	NO	YES	YES

Note:

- The provisions of 2.3 and Table 2.3.A may be limited by State or operator variations. Passengers should check with their airline for the current provisions.
- "ON ONE'S PERSON" means on the body of a person or in a pocket. Not in baggage of any kind.

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TABLE 2.3.A
Provisions for Dangerous Goods Carried by Passengers or Crew
(Subsection 2.3) (continued)

The pilot-in-command must be informed of the location				
Permitted in or as carry-on baggage				
Permitted in or as checked baggage				
The approval of the operator is required				
Insulated packaging containing refrigerated liquid nitrogen (dry shipper), fully absorbed in a porous material containing only non-dangerous goods.	NO	YES	YES	NO
Internal combustion or fuel cell engines, must meet A70 (see 2.3.5.12 for details).	NO	YES	NO	NO
Lithium Batteries: Portable electronic devices (PED) containing lithium metal or lithium ion cells or batteries, including medical devices such as portable oxygen concentrators (POC) and consumer electronics such as cameras, mobile phones, laptops and tablets (see 2.3.5.8). For lithium metal batteries the lithium metal content must not exceed 2 g and for lithium ion batteries the Watt-hour rating must not exceed 100 Wh. Devices in checked baggage must be completely switched off and must be protected from damage. Each person is limited to a maximum of 15 PED. *The operator may approve the carriage of more than 15 PED.	NO*	YES	YES	NO
Lithium batteries, spare/loose, including power banks, see Batteries, spare/loose				
Lithium battery-powered electronic devices. Lithium ion batteries for portable (including medical) electronic devices, a Wh rating exceeding 100 Wh but not exceeding 160 Wh. For portable medical electronic devices only, lithium metal batteries with a lithium metal content exceeding 2 g but not exceeding 8 g. Devices in checked baggage must be completely switched off and must be protected from damage.	YES	YES	YES	NO
Lithium batteries, spare/loose with a Watt-hour rating exceeding 100 Wh but not exceeding 160 Wh for consumer electronic devices and PMED or with a lithium metal content exceeding 2 g but not exceeding 8 g for PMED only. Maximum of two spare batteries in carry-on baggage only. These batteries must be individually protected to prevent short circuits.	YES	NO	YES	NO
Matches, safety (one small packet) or a small cigarette lighter that does not contain unabsorbed liquid fuel, other than liquefied gas, intended for use by an individual when carried on the person. Lighter fuel and lighter refills are not permitted on one's person or in checked or carry-on baggage.	NO	ON ONE'S PERSON		NO
Note: "Strike anywhere" matches, "Blue flame" or "Cigar" lighters or lighters powered by a lithium battery without a safety cap or means of protection against unintentional activation are forbidden (see 2.3.5.8.4(e)).				
Mobility Aids: Battery-powered wheelchairs or other similar mobility devices with non-spillable wet batteries, nickel-metal hydride batteries or dry batteries. (see 2.3.2.2).	YES	YES	NO	YES
Mobility Aids: Battery-powered wheelchairs or other similar mobility devices with spillable batteries or with lithium ion batteries (see 2.3.2.3 and 2.3.2.4 for details).	YES	YES	NO	YES
Mobility Aids: Battery-powered wheelchairs or other similar mobility devices with lithium ion batteries where the design of the mobility aid does not provide adequate protection for the battery(ies) (see 2.3.2.4.3 for details).	YES	NO	YES	YES
Non-radioactive medicinal or toiletry articles (including aerosols) such as hair sprays, perfumes, colognes and medicines containing alcohol, and Non-flammable, non-toxic (Division 2.2) aerosols, with no subsidiary hazard, for sporting or home use (see 2.3.5.1).	NO	YES	YES	NO
The total net quantity of non-radioactive medicinal or toiletry articles and non-flammable, non-toxic (Division 2.2) aerosols must not exceed 2 kg or 2 L, and the net quantity of each single article must not exceed 0.5 kg or 0.5 L. Release valves on aerosols must be protected by a cap or other suitable means to prevent inadvertent release of the contents.				
Oxygen or air, gaseous, cylinders required for medical use. The cylinder must not exceed 5 kg gross weight.	YES	YES	YES	YES
Note: Liquid oxygen systems are forbidden for transport.				
Permeation devices, must meet A41 (see 2.3.5.13 for details).	NO	YES	NO	NO
Radioisotopic cardiac pacemakers or other devices, including those powered by lithium batteries, implanted into a person or fitted externally.	NO	ON ONE'S PERSON		NO
Security-type equipment (see 2.3.2.6 for details).	YES	YES	NO	NO
Security-type attaché cases, cash boxes, cash bags, etc. incorporating dangerous goods, such as lithium batteries and/or pyrotechnic material, except as provided in 2.3.2.6 are totally forbidden. See entry in 4.2-List of Dangerous Goods.		FORBIDDEN		
Specimens, non-infectious packed with small quantities of flammable liquid, must meet A180 (see 2.3.5.11 for details).	NO	YES	YES	NO
Thermometer, medical or clinical, which contains mercury, one (1) per person for personal use, when in its protective case.	NO	YES	NO	NO
Thermometer or barometer, mercury filled carried by a representative of a government weather bureau or similar official agency (see 2.3.3.1 for details).	YES	NO	YES	YES

Note:

The provisions of Subsection 2.3 and Table 2.3.A may be limited by State or operator variations. Passengers should check with their airline for the current provisions.

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General Terms of Air Carriage by ENTER AIR Sp. z o.o.
Version effective as of January 1st 2024

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8.1.7 Classification of Dangerous Goods

Labeling and Marking

The purpose of this sub-section is to make SKY VISION AIRLINES employees capable of recognizing dangerous goods packages and hence refuse their acceptance on board of our aircrafts.

“Always Ref. to Updated DGR Manual”

Dangerous Goods are classified by type of Hazard Into nine Classes These are:

Class 1: Explosives

These Explosive are normally Forbidden for carriage by air e.g. TNT, Dynamite or Torpedoes
Explosive 1.4S are the only type allowed in passenger aircraft.

Class 1—Explosive (Division 1.4) including Compatibility Group S



Name: Explosive
Cargo IMP Code: REXE, REX, REXD, REXE, REXD, REXS, as applicable
Minimum dimensions: 100 × 100 mm
Figures: Black
Background: Orange (Pantone Colour No. 155U)
** Place for Compatibility Group. The numerals "1.4" printed on the label must be about 30 mm in height and about 5 mm wide.*

Class 1—Explosive (Divisions 1.1, 1.2, 1.3)



Name: Explosive
Cargo IMP Code: REXE, REX, REXD, as applicable
Minimum dimensions: 100 × 100 mm
Symbol (exploding bomb): Black
Background: Orange (Pantone Colour No. 155U)
** Place for Division and Compatibility Group, for example "1.1C".*
Note:
 Packages with label marked Division 1.1 or 1.2 are normally forbidden for air transport.

Class 1—Explosive (Division 1.5)



Name: Explosive
Cargo IMP Code: REX
Minimum dimensions: 100 × 100 mm
Figures: Black
Background: Orange (Pantone Colour No. 155U)
** Place for Compatibility Group. The numerals "1.5" printed on the label must be about 30 mm in height and about 5 mm wide.*
Note:
 Packages with this label are normally forbidden for air transport.

Class 1—Explosive (Division 1.6)



Name: Explosive
Cargo IMP Code: REX
Minimum dimensions: 100 × 100 mm
Figures: Black
Background: Orange (Pantone Colour No. 155U)
** Place for Compatibility Group. The numerals "1.6" printed on the label must be about 30 mm in height and about 5 mm wide.*
Note:
 Packages with this label are normally forbidden for air transport.

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Class 2: Gases

Any gas which, when mixed with air in certain proportions forms a flammable mixture.,

e.g. Butane, Hydrogen, Propane, Acetylene, Lighters.

Class 2—Gases: Flammable (Division 2.1)



Name: Flammable Gas
Cargo IMP Code: RFG
Minimum dimensions: 100 × 100 mm
Symbol (flame): Black or White
Background: Red (Pantone Colour No. 186U)
Note:
This label may also be printed with symbol (flame), text, numbers and borderline shown in black on red background.

Any non-flammable non-toxic gas or low- temperature , liquefied gas.,

e.g. Carbon dioxide, Neon, Fire extinguisher liquefied Nitrogen or Helium.

Class 2—Gases: Non-flammable, non-toxic (Division 2.2)



Name: Non-flammable, non-toxic Gas
Cargo IMP Code: RNG or RCI, for Cryogenic liquids subject to [Packing Instruction 202](#) as applicable
Minimum dimensions: 100 × 100 mm
Symbol (gas cylinder): Black or White
Background: Green (Pantone Colour No. 335U)
Note:
This label may also be printed with symbol (gas cylinder), text, numbers and borderline shown in black on green background.

Gases known to be toxic or corrosive to humans and known to pose a health risk.

Most toxic gases are forbidden for carriage by air; some are permitted,

e.g. Aerosols of low toxicity, Tear devices. gas

Class 2—Gases: Toxic (Division 2.3)



Name: Toxic Gas
Cargo IMP Code: RPG
Minimum dimensions: 100 × 100 mm
Symbol (skull and crossbones): Black
Background: White

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Class 3: Flammable Liquids

Any Liquid having a closed cup flash point of 60°C or below

e.g., Paint, Alcohols, some adhesives, Acetone, Petrol. etc.

Class 3—Flammable Liquids



Name: Flammable Liquids
Cargo IMP Code: RFL
Minimum dimensions: 100 x 100 mm
Symbol (Flame): Black or White
Background: Red (Pantone Colour No. 186U)
Note:
This label may also be printed with symbol (flame), (RFL), numbers and borderline shown in black on red background

Class 4: Flammable Solids

Any solid material, which is readily combustible, or may cause or contribute to fire through friction; self- reactive substances and polymerizing substance which are liable to undergo strong exothermic

e.g. Matches, Sulphur, Celluloid, Nitronaphthalene.

Note: Some are self-reactive.

Class 4—Flammable Solid (Division 4.1)



Name: Flammable Solid
Cargo IMP Code: RFS
Minimum dimensions: 100 x 100 mm
Class 4—Substances Liable to Spontaneous Combustion (Division 4.2)

Such substances are liable to spontaneous heating or to heating up in contact with air and then liable to catch fire.

e.g. White or Yellow Phosphorus, Magnesium diamide.



Name: Spontaneously Combustible
Cargo IMP Code: RSC
Minimum dimensions: 100 x 100 mm
Symbol (Flame): Black
Background: Upper half White, lower half Red (Pantone Colour No. 186U)
Class 4—Substances which in Contact with Water Emit Flammable Gases (Division 4.3)

Substances, which, by interaction with water, are liable to become spontaneously flammable or to give off flammable gases.

e.g. Calcium carbide, Sodium



Name: Dangerous When Wet
Cargo IMP Code: RFW
Minimum dimensions: 100 x 100 mm
Symbol (Flame): Black or White
Background: Blue (Pantone Colour No. 285U)
Note:
This label may also be printed with symbol (flame), (RSC), numbers and borderline shown in black or blue background

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Class 5: Oxidizing Substances, Organic Peroxides

A substance that yields oxygen readily to stimulate the combustion of other material.

e.g., Ammonium nitrate fertilizer, Calcium chlorate, Bleaches

An organic material (liquid or solid) that can be ignited readily by external flame and then burns with an accelerating rate; some substances react dangerously with others.

e.g., tert-Butyl hydroperoxide.

Class 5—Oxidizing Substances (Division 5.1)



Name: Oxidizer
Cargo IMP Code: RDX
Minimum dimensions: 100 × 100 mm
Symbol (flame over circle): Black
Background: Yellow (Pantone Colour No. 109U)
Figure 7.2.4
Class 5—Organic Peroxides (Division 5.2)



Name: Organic Peroxides
Cargo IMP Code: ROP
Minimum dimensions: 100 × 100 mm
Symbol (flame): Black or White
Background: Upper half Red (Pantone Colour No. 186C), lower half Yellow (Pantone Colour No. 109U)
Note:
This label may also be printed with symbol (flame), and numbers and borderline shown in black on red background

Class 6: Toxic Substances, Infectious Substances

Liquids or solids, which are dangerous, if inhaled, swallowed or absorbed through the skin.

e.g. Arsenic, Nicotine, Cyanide, Pesticides, Strychnine. Some are totally forbidden,

e.g. Bromoacetone



Name: Toxic
Cargo IMP Code: RPB
Minimum dimensions: 100 × 100 mm
Figure 7.3.P
Class 6—Infectious Substances (Division 6.2)



The lower part of the label should bear the inscription:
INFECTIOUS SUBSTANCE
In case of Damage or Leakage
Immediately Notify
Public Health
Authority
Name: Infectious Substance
Cargo IMP Code: IS
Minimum dimensions: 100 × 100 mm
For small packages the dimensions may be 50 × 50 mm
Symbol (three crescents superimposed on a circle) and
inscription: Black
Background: White

Substances which are known reasonably expected to contain pathogens and cause disease in humans or in animals

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Class 7: Radioactive Material

Radioactive materials with low radiation level on the package surface.
No transport index indicated

Category I-White



Radiation level higher than category I and transport index not exceeding 1.

Category II-Yellow



Name: Radioactive
Cargo Imp Code: RRY
Minimum dimensions: 100 x 100 mm
Category III-Yellow

Radiation level higher than category II and transport index not exceeding 1 but not more than 10.

e.g. Radio nuclides or isotopes for medical or industrial purposes



Name: Radioactive
Cargo Imp Code: RRY
Minimum dimensions: 100 x 100 mm
Symbol (trefoil): Black
Background: Top half Yellow (Pantone Colour No. 1090U) with White border, bottom half White

Criticality Safety Index labels must be used in addition to the appropriate radioactive labels to provide control over accumulation of packages or overpacks containing fissile material.

e.g. Fissile material: Uranium 233 and 235; Plutonium 239 and 241.

Criticality Safety Index Label



Minimum dimensions: 100 x 100 mm
Text (mandatory): "FISSILE" in black on white in upper half of label

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Class 8: Corrosives

A Liquid or solid that will cause severe damage when in contact with living tissue or, in the case of leakage will materially damage or even destroy other goods or the means of transport

e.g., battery acids, mercury, Sulphuric acid

Class 8—Corrosives



Name: Corrosive
Cargo IMP Code: RCM
Minimum dimensions: 100 x 100 mm
Symbol: liquids spilling from two glass vessels and attacking a hand and a metal; Black
Background: Upper half White, lower half Black with White border

Class 9: Miscellaneous Dangerous Goods

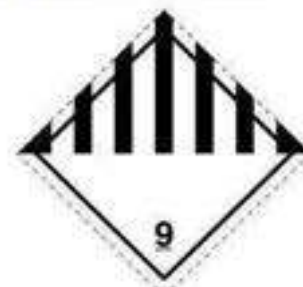
Any substance, which presents a danger during air transportation that, is not covered by other classes. These include Aviation regulated solid or liquid substances with anaesthetic, noxious or similar properties, which could cause extreme annoyance or discomfort to crew members so as to prevent the correct performance of assigned duties.

Semi-processed polymeric articles impregnated with a flammable gas or liquid as a blowing agent; they may evolve small quantities of flammable gas.

Carbon dioxide, solid (dry ice) has a temperature of - 79°C. On sublimation it produces a gas heavier than air which in an enclosed area and in larger quantities can lead to suffocation.

e.g. Asbestos, Life Rafts, Chain Saws, Internal Combustion Engines.

Class 9—Miscellaneous Dangerous Goods



Name: Miscellaneous
Cargo IMP Code: RMD or ICE, RSD (polymeric beads and plastics moulding compound subject to [Packaging Instruction 362](#)), as applicable
Minimum dimensions: 100 x 100 mm
Symbol (seven vertical stripes in upper half); Black
Background: White

Class 9: Lithium Batteries

lithium and lithium-ion batteries, such as those found in portable electronic devices

Class 9—Lithium Batteries



Name: Lithium battery
Cargo IMP Code: RBL, RBM, RLI and RLM
Minimum dimensions: 100 x 100 mm
Symbol (seven vertical black stripes in upper half; battery group, one broken and emitting flame in lower half); black
Background: White

Class 9: Magnetized Materials

Magnetized Material has IATA cargo IMP code MAG. It does not need a hazard label but the handling label as shown

Class 9—Magnetized Material



Name: Magnetized Material
Cargo IMP Code: MAG
Minimum dimensions: 110 x 50 mm
Colour: Blue (Pantone Colour No. 285U) on White

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Cargo Aircraft Only

The Cargo Aircraft only (CAO) label is used on Packages containing Dangerous Goods that are permitted on cargo aircraft. These packages must not be loaded on passenger aircraft

Cargo Aircraft Only



Name: Cargo Aircraft Only
Cargo IMP Code: CAO
Minimum dimensions: 120 x 110 mm
For small packages of infectious substances (Class 6, Div. 6.2) dimensions may be halved
Colour: Black on Orange (Pantone Colour No. 151U)

Cryogenic Liquids

Handling label used on Cryogenic Liquids (deeply refrigerated gases). This label must be used in addition to the non-flammable gas (Division 2.2) hazard label on packages and overpack containing cryogenic liquids. These gases have the label for non-flammable gases but have IATA Cargo IMP Code RCL. They must have the additional handling label as shown.

Cryogenic Liquids



Name: Cryogenic Liquid
Cargo IMP Code: RCL
Minimum dimensions: 74 x 105 mm
Colour: White on Green (Pantone Colour No. 335U)
Note:
The words "Caution—may cause cold burn injuries if applied or leaked" are optional and may be included

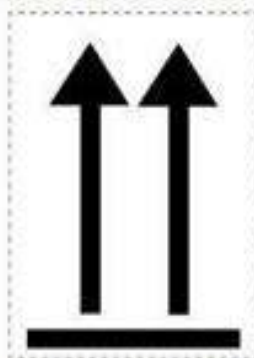
Package Orientation

Package Orientation (THIS WAY UP) label indicates which way up the package must be placed. It must be used on combination packaging and overpacks containing liquid dangerous goods. Excluded from this rule are:

- Flammable liquids in inner packaging up to 120 ml;
- Infectious substances in primary receptacles up to 50 ml; or
- Radioactive material.

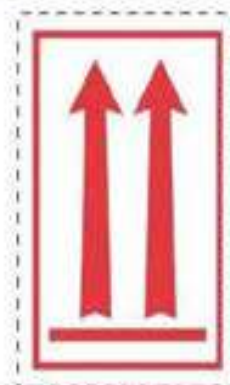
The package must remain in upright position for the entire flight.

Package Orientation Alternate Design



Name: Package Orientation (This Way Up)
Minimum dimensions: 74 x 105 mm
Colour: Red or Black on a contrasting background

Package Orientation



Name: Package Orientation (This Way Up)
Minimum dimensions: 74 x 105 mm
Colour: Red (Pantone Colour No. 186U) or Black on a contrasting background

Keep Away from Heat

The "Keep Away from Heat" handling label is used in addition to the applicable hazard label on packages and overpacks containing self-reactive substances in Division 4.1 and 5.2.



Radioactive Materials, Excepted Package

The "Radioactive Material, Excepted package" handling label is affixed to all excepted packages of radioactive material



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:

- 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.
- 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.

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8.1.7.1 Packing

Dangerous goods are packed in packages designed to withstand, without leakage, the conditions encountered during air transport. Packaging can be either single packaging (e.g., steel drum) or combination packaging (e.g., metal can in a plywood box). Packages may be further over packed for convenient handling.

The regulations specify the packaging requirements for each hazard class and are to be adhered to without exception.

Some hazard classes have 3 packing groups indicating the degree of danger the item or substance presents. These are:

- Packing Group I: High danger.
- Packing Group II: Medium danger.
- Packing Group III: Low danger.

The packing group is shown on the NOTOC.

Radioactive materials (Category II and III) packages have a Transport Index (TI) quoted on the label, which are also displayed on the NOTOC.

8.1.7.2 Marking on Packages

Packages are always marked to indicate what they contain; there may be other markings giving further information about the contents.

The standard markings found on all packages of dangerous goods are:

- Proper shipping name;
- UN / ID number; and
- Name and address of the shipper and the consignee.

Other markings that may be found in specialized circumstances include:

- The net quantity of explosives and gross weight of the package;
- The Type of package and identification mark; and
- The net weight for Classes 2 to 6, 8 and dry ice as applicable.

8.1.7.3 Labelling of Packages

Packages are labelled to indicate the hazard(s) contents present in transport. In addition, other labels may specify handling conditions. There are two types of labels:

a) Hazard Labels:

Diamond shape. Bearing the hazard symbol and the class or division number.

b) Handling Labels:

Provide information for the proper handling and stowage of packages (e.g., Cargo Aircraft only, Package orientation ... etc.).

The types of labels relevant for each class of Dangerous Goods are as shown above. If the labels shown below are at variance with IATA DGR Manual, the IATA DGR manual shall be regarded as the authoritative source.

These labels will help the staff to identify the dangerous good shipment and should not be accepted as check in or carry-on baggage

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8.1.8 Emergency Procedures

Emergencies and incidents on-board the aircraft carrying dangerous goods can create additional dangers. The following checklist procedures shall be considered if dangerous goods incident occurs on-board the aircraft.

8.1.8.1 Flight Crew Checklist for Dangerous Goods Incidents

If the dangerous goods incident occurs on-board the aircraft, the flight crew shall consider the following checklist procedures:

- Follow the appropriate aircraft emergency procedures for fire or smoke removal, and additionally try to determine the source of smoke / fumes / fire;
- No smoking signs ON;
- Consider landing as soon as possible;
- Consider turning off non-essential electrical power;
- If the incident involves in the passenger cabin, use additional cabin crew checklist below and co-ordinate Flight crew / cabin crew actions.
- Determine emergency response drill code and use emergency drills chart to help deal with the incident. (Refer to ICAO Emergency Response Guidance onboard), Refer 9.1.8.1.1.
- If the situation permits, notify ATC of at least the UN/ID number of any dangerous goods onboard.

- **Actions after Landing:**

The Commander is to ensure the below actions are taken on landing following a dangerous goods incident in-flight:

- Passengers and crew shall be disembarked before any cargo compartment doors are opened. The emergency services should be in attendance before any cargo door is opened.
- Ground handling personnel shall be informed of the nature of the offending item(s) and precise stowage.
- An appropriate entry shall be made in the Aircraft Technical Log.
- An Air Safety Report shall be filed.

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8.1.8.1.1 ICAO ERG Chart of Drills and List of Dangerous Goods with Drill Reference Nurnbers

Table 4-1. Aircraft Emergency Response Drills						
1. COMPLETE APPROPRIATE AIRCRAFT EMERGENCY PROCEDURES. 2. CONSIDER LANDING AS SOON AS PRACTICABLE. 3. USE DRILL FROM THE CHART BELOW.						
DRILL NO.	INHERENT RISK	RISK TO AIRCRAFT	RISK TO OCCUPANTS	SPILL OR LEAK PROCEDURE	FIREFIGHTING PROCEDURE	ADDITIONAL CONSIDERATIONS
1	Explosion may cause structural failure	Fire and/or explosion	As indicated by the drill letter(s)	Use 100% oxygen; no smoking	All agents according to availability; use standard fire procedure	Possible abrupt loss of pressurization
2	Gas, non-flammable, pressure may create hazard in fire	Minimal	As indicated by the drill letter(s)	Use 100% oxygen; establish and maintain maximum ventilation for "A", "I" or "P" drill letter	All agents according to availability; use standard fire procedure	Possible abrupt loss of pressurization
3	Flammable liquid or solid	Fire and/or explosion	Smoke, fumes and heat, and as indicated by the drill letter(s)	Use 100% oxygen; establish and maintain maximum ventilation; no smoking; minimum electrics	All agents according to availability; no water on "W" drill letter	Possible abrupt loss of pressurization
4	Spontaneously combustible or pyrophoric when exposed to air	Fire and/or explosion	Smoke, fumes and heat, and as indicated by the drill letter(s)	Use 100% oxygen; establish and maintain maximum ventilation	All agents according to availability; no water on "W" drill letter	Possible abrupt loss of pressurization; minimum electrics if "F" or "H" drill letter
5	Oxidizer, may ignite other materials, may explode in heat of a fire	Fire and/or explosion, possible corrosion damage	Eye, nose and throat irritation; skin damage on contact	Use 100% oxygen; establish and maintain maximum ventilation	All agents according to availability; no water on "W" drill letter	Possible abrupt loss of pressurization
6	Toxic*, may be fatal if inhaled, ingested, or absorbed by skin	Contamination with toxic* liquid or solid	Acute toxicity, effects may be delayed	Use 100% oxygen; establish and maintain maximum ventilation; do not touch without gloves	All agents according to availability; no water on "W" drill letter	Possible abrupt loss of pressurization; minimum electrics if "F" or "H" drill letter
7	Radiation from broken/unshielded packages	Contamination with spilled radioactive material	Exposure to radiation, and personnel contamination	Do not move packages; avoid contact	All agents according to availability	Call for a qualified person to meet the aircraft
8	Corrosive, fumes disabling if inhaled or in contact with skin	Possible corrosion damage	Eye, nose and throat irritation; skin damage on contact	Use 100% oxygen; establish and maintain maximum ventilation; do not touch without gloves	All agents according to availability; no water on "W" drill letter	Possible abrupt loss of pressurization; minimum electrics if "F" or "H" drill letter

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DRILL NO.	INHERENT RISK	RISK TO AIRCRAFT	RISK TO OCCUPANTS	SPILL OR LEAK PROCEDURE	FIREFIGHTING PROCEDURE	ADDITIONAL CONSIDERATIONS
9	No general inherent risk	As indicated by the drill letter	As indicated by the drill letter	Use 100% oxygen; establish and maintain maximum ventilation if "A" drill letter	All agents according to availability — use water if available on "Z" drill letter; no water on "W" drill letter	If "Z" drill letter, consider landing immediately; otherwise, none
10	Gas, flammable, high fire risk if any ignition source present	Fire and/or explosion	Smoke, fumes and heat, and as indicated by the drill letter	Use 100% oxygen; establish and maintain maximum ventilation; no smoking; minimum electrics	All agents according to availability	Possible abrupt loss of pressurization
11	Infectious substances may affect humans or animals if inhaled, ingested or absorbed through the mucous membrane or an open wound	Contamination with Infectious substances	Delayed infection to humans or animals	Do not touch. Minimum re-circulation and ventilation in affected area	All agents according to availability. No water on "Y" drill letter	Call for a qualified person to meet the aircraft

DRILL LETTER	ADDITIONAL RISK	DRILL LETTER	ADDITIONAL RISK
A	ANAESTHETIC	S	SPONTANEOUSLY COMBUSTIBLE OR PYROPHORIC
C	CORROSIVE	W	IF WET GIVES OFF TOXIC* OR FLAMMABLE GAS
E	EXPLOSIVE	X	OXIDIZER
F	FLAMMABLE	Y	DEPENDING ON THE TYPE OF INFECTIOUS SUBSTANCE, THE APPROPRIATE NATIONAL AUTHORITY MAY BE REQUIRED TO QUARANTINE INDIVIDUALS, ANIMALS, CARGO AND THE AIRCRAFT
H	HIGHLY IGNITABLE		
i	IRRITANT / TEAR PRODUCING		
L	OTHER RISK LOW OR NONE	Z	AIRCRAFT CARGO FIRE SUPPRESSION SYSTEM MAY NOT EXTINGUISH OR CONTAIN THE FIRE; CONSIDER LANDING IMMEDIATELY
M	MAGNETIC		
N	NOXIOUS		
P	TOXIC* (POISON)		

* Toxic has the same meaning as poison.

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8.1.8.1.2 Cabin Crew Checklist for Dangerous Goods Incidents

If the dangerous goods incident occurs on-board the aircraft in the passenger cabin, the cabin crew shall consider the following checklist procedures:

- Initial action:

- Notify the Captain;
- Identify the item.

- In case of Fire:

Use standard procedures but check use of water.

- In case of Spillage or Leakage:

- Put on rubber gloves and don smoke hood or smoke masks;
- Move passengers away from area and distribute wet towels/clothes;
- Place dangerous goods item in polythene bags;
- Stow polythene bags in the toilet or unused galley drawer;
- Treat affected seats cushions and covers in the same manner as dangerous goods;
- Cover spillage on carpet floor;
- Regularly inspect items stowed away / contaminated furnishings.

- Actions after Landing:

- Identify to ground personnel dangerous goods item and where stowed.
- Make appropriate entry in the Cabin Defect Log.

Note: Crew members and ground handling personnel should observe the following precautions when handling dangerous goods incidents:

- Fire: In general, water should not be used on a spillage, or when fumes are present, since this may spread the spillage or increase the rate of fuming.
- Spillage or Leakage: The hands should always be protected before touching suspicious items. Smoke hood, Smoke mask and portable oxygen equipment should be used where appropriate. Gas-tight breathing equipment should always be worn when attending an incident involving a fire, fumes, or smoke.
- Smoke filled passenger cabin: The use of therapeutic masks with portable oxygen bottles to assist passengers in a smoke or fume filled passenger cabin is not recommended since considerable quantity of fumes or smoke would be inhaled through the valves or holes in the mask. A more effective aid is the use of wet towels or clothes held over the mouth.

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8.1.9 Notification of Dg Incidents and Required Reports

A. Incident Notification.

- 1) SKY VISION AIRLINES SHALL IMMEDIATELY REPORT TO THE ECAA AND NEAREST AIRPORT AUTHORITY ANY DG INCIDENT THAT OCCURS DURING THE COURSE OF TRANSPORTATION

(Including loading, unloading, or temporary storage) in which:

- a) A person is killed; or
 - b) A person receives injuries requiring hospitalization; or There is an estimated xxx.xx EGP in property damage; or
 - c) An evacuation of the general public occurs lasting one or more hours or;
 - d) One or more major transportation highways, railroads etc., or facilities are closed or shut down for one hour or more; or
 - e) The operational flight pattern or routine of an aircraft is altered; or
 - f) Fire, breakage, spillage, or suspected radioactive contamination occurs involving shipment of RAM; or
 - g) Fire, breakage, spillage, or suspected contamination occurs involving shipment of infectious substances (etiologic agents); or I) A situation exists of such a nature (e.g., a continuing danger to life exists at the scene of the incident that, in the judgment of the carrier, it should be reported to the ECAA even though it does not meet the criteria of paragraph I) (a), (b), or (c) of this section.
- 2) Radioactive Materials (RAM) - in addition to the notification to the ECAA, the carrier will also notify the Atomic Energy Council and the shipper of the RAM involved in the incident.
 - 3) Infectious Substances (etiologic agents) - In addition to the notification to the ECAA, this air carrier will also notify the Center for Disease Control of any infectious substance involved in the incident.

B. Incident Reports

This airline will provide a written report to the ECAA within 30 days of each incident that occurs during the course of transportation (including loading unloading or storage, incidental thereto) in which any of the circumstances set forth above occurs or there has been unintentional release of DG from a package or quantity of DG waste has been discharged during transportation.

C. Report of Discrepancies.

Undeclared shipments are classified as discrepancies and must be reported to the ECAA. In the event of a discovered undeclared shipment, following its acceptance for transportation aboard and aircraft, this carrier **SHALL AS SOON AS PRACTICABLE NOTIFY THE ECAA AND AIRPORT AUTHORITY AND PROVIDE THE FOLLOWING INFORMATION:**

- 1) Name of employee, agent, or contact employee making the report;
- 2) Company name of the aircraft operator;
- 3) Specific location of the shipment concerned;
- 4) Name of the shipper; and
- 5) Nature of discrepancy.

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8.1.10 Part Two Dangerous Goods Training.

1. Requirements.

Each employee, agent, and contract employee of SKY VISION AIRLINES who performs any assigned duties and responsibilities for acceptance, handling, storage, and transportation of cargo, baggage, and COMA shall be familiar with the company policy regarding the non-acceptance of DGs, local procedures, and the requirements for official notification of any incident or accident involving dangerous goods.

SKY VISION AIRLINES shall not use an individual to perform the above stated duties unless the individual has satisfactorily completed an initial course of study and an oral or written test regarding dangerous goods. All incorrect answers shall be reviewed with the trainee until proficiency is achieved.

In addition, within 24 months, the individual must have received either initial training or annual recurrent training and satisfactorily completed an oral or written test. All incorrect answers shall be reviewed with the trainee until proficiency is achieved.

SKY VISION AIRLINES shall maintain a record of the satisfactory completion of the initial and recurrent training for each individual. These records will be made available at the location where the personal perform such duties, and will be maintained for as long as the employee is performing these duties.

2. Training Curriculum (ECAA approved)

The list below will be covered during the initial and recurrent training of each employee, agent, and contract employee of SKY VISION AIRLINES. **The material will be covered in such scope and depth as to provide sufficient knowledge of applicable regulations and procedures to safely accomplish the duties.** This training will be considered to comply with all requirements for the acceptance, handling and transportation of

DGs. This carrier will ensure that materials and regulations used in its training curriculum are current and valid at the time of the training.

DG General Recognition Training

- A. Company Policy and Training Requirements
- B. Applicable Regulatory Requirements
- C. DG Definitions and Examples
- D. Enforcement
- E. Hidden Shipment Indicators
- F. Suspicious Cargo and Baggage\
- G. Communication Components of Dangerous Goods
 - 1) Shipping Papers
 - 2) Marking
 - 3) Labeling
 - 4) Dangerous Goods COMAT
 - 5) Identification and Recognition
 - 6) DGs onboard aircraft
 - 7) Replacement components
 - 8) Consumable Materials.
- H. Dangerous Goods COMAT.
 - 1) Identification and Recognition.

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- 2) DGs onboard aircraft.
- 3) Replacement components.
- 4) Consumable Materials.
- 5) Specific DG COMAT Exceptions (if any)
- 6) Facility Storage, Safe Movement, and Handling Requirements:
 - a. Specific Hazards and
 - b. Precautionary Measures
- 7) Proper disposal Procedures for DG COMAT
 - a. Environmental precautions
 - b. Transportation precaution.

8.1.11 Retention of Dangerous Goods Records

Dangerous Goods records shall be retained for a period of 6 months from the date of their carriage.

8.1.12 Transport of Weapons and Ammunition

8.1.12.1 Legal Provisions and Regulations

It is prohibited to carry weapons and ammunitions on the Egyptian and foreign registered commercial air transport aircraft without lawful authority. The designated authority responsible for the review and approval of requests for the authorized carriage of weapons by individuals in the cabin of an aircraft is the ECAA.

Aircraft and airport operators must not allow passengers to carry firearms, explosives or any other articles, which may be used to commit an act of unlawful interference beyond the point of search.

Baggage and personal search must be of sufficient depth to provide a reasonable assurance that everything possible has been done to satisfy this essential precondition.

It is a firm policy of Sky Vision Airline that firearms and ammunition will not be carried on the flight deck or in the cabin of an aircraft in the custody of the captain or any other crew member.

In the circumstances where requests from protection officers escorting members of VVIPs to have custody of their firearms in the cabin of the aircraft, then such requests shall be referred to the Aviation Security Manager. Authorization will only be granted in the most exceptional circumstances.

In such case, the carriage of weapons as permitted is approved by the Aviation

Security Manager the PIC shall be informed through NOTOC. The NOTOC shall include the number of authorized armed persons on board the aircraft and location of such persons if permitted by the state.

8.1.12.2 Carriage of Weapons and Munitions of War

Weapons of war and munitions of war can only be carried provided an approval to do so has been granted by all the States concerned before flight. Written requests for such approval shall be submitted to the Aviation Security Manager at least 10 days prior to scheduled flight departure including a comprehensive list of the weapons, the proper shipping name, UN number, type, make, model, quantity, caliber, number of weapons being shipped, and packaging, total gross weight, class/division, compatibility group if applicable.

In this context, States which may be concerned with granting approvals for the carriage of weapons of war or munitions of war are those at the point of origin, transit, over flight and destination of the consignment and the State of the operator.

Weapons of war and munitions of war must be carried in the aircraft in a place which is inaccessible to passengers and crew during flight.

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In the case of firearms, unloaded, unless special permission from the Aviation Security Manager or designated deputy, has been granted for armed individuals such as law enforcement officers, security staff or protection officers escorting members of VIPs to have custody of their firearms in the aircraft cabin. Authorization for armed individuals in the cabin will only be granted in exceptional circumstances as there have been instances of persons forcibly removing firearms from armed police authority officers and other authorized persons while on-board the aircraft and subsequently using the weapons to commit acts of unlawful interference.

The Commander must be notified before a flight if weapons of war or munitions of war are intended to be carried on the aircraft.

Notification of weapons of war and personnel authorized to carry weapons in the cabin must be sent to the final destination and any transit point in between. In the event of a diversion, the diversion airport shall also be advised.

Any passenger wishing to carry a firearm or ammunition in their hold baggage on an Sky Vision Airline flight may do so only with the approval of the Aviation Security Manager at the Headquarters.

8.1.12.3 Carriage of Sporting Weapons and Ammunition

Weapons designed for sporting purposes such as target pistols, air guns, safari rifles, hunting rifles... etc. can be accepted as accompanied baggage.

Note: Handguns for personal protection or the protection of VIP's are considered to be Weapons of War.

In cases, it is difficult to determine whether a weapon is to be considered a weapon of war or not, clarification from the Security Department must be sought.

Arms and ammunition can be carried providing prior authorization has been granted by the Aviation Security Manager or designated deputy. To allow time for the necessary approvals to be gained, written requests for such approval shall be submitted to the Aviation Security Manager at least 48 hours (4 working days) prior to scheduled flight departure.

Passengers travelling with firearms and ammunition should be in possession of all the necessary documentation and/or conformance to country law these documents must be presented to Sky Vision Air Lines staff before the items are accepted for carriage. Firearms, ammunition and handguns can be carried in checked baggage under the following provisions:

- a) Prior to acceptance it has been confirmed that the weapon is not loaded;
- b) The firearms, handgun and/or ammunition are in checked baggage. A firearm/handgun and ammunition can be checked in the same piece of luggage, providing either both are within separate containers within the checked baggage or the ammunition is within a separate container in this circumstance the suitcase will be considered the container for the firearm;
- c) The firearm/handgun and/or ammunition is for the person's own use;
- d) The weapon and any ammunition should be transported in a separate approved container.
- e) The ammunition is in Division 1.4S (see Note below);
- f) The ammunition is in the manufacturer's original packaging or an approved container specifically designed to carry ammunition. Ammunition with explosive or incendiary projectiles such as tracer ammunition will not be accepted;
- g) The quantity of ammunition does not exceed 5 kg gross mass per person;
- h) All firearms/handguns must be locked in a suitable crush-proof/hard-sided container specifically designed for the carriage of firearms or a hard sided suitcase;

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- i)** The weapon shall be stowed in an area that is inaccessible to passengers and crew while the aircraft is in flight. Firearms are not to be transported on the flight deck or retained by any member of the crew
- j)** The items must be labelled to the final destination airport and stowed in the hold of the aircraft and a notification telex sent to the final destination and any intermediate stations.
- k)** The captain of the aircraft on to which the firearm and/or ammunition has been loaded must be informed.
- l)** At the destination airport, the Sky Vision Airline Station Manager or designee is responsible for ensuring that the Police and Customs are notified of the expected arrival of the items.
- m)** The items should only be returned to the passenger in the customs hall or non-sterile area of the destination airport.
- n)** Due to security regulations gun cases must be locked properly, however, due to screening systems further inspection is often required.

Note: Division 1.4S is a classification assigned to an explosive. It refers to cartridges which are packed or designed so that any dangerous effects from the accidental functioning of one or more cartridges in a package are confined within the package unless it has been degraded by fire, when the dangerous effects are limited to the extent that they do not hinder firefighting to other emergency response efforts in the immediate vicinity of the package.

Cartridges for sporting use are likely to be within Division 1.4S

8.1.12.4 Carriage of Khunjar - Ceremonial Dagger

Ceremonial Daggers (Khunjar) are worn by Gulf National VIPs. These items are packed and checked in with checked hold baggage. Those that prefer not to check them in with their hold baggage will have their Khunjar collected by customer service staff, placed in a security envelope and handed to the dispatcher, who will then ensure the item is stowed in the hold. A claim tag is given to the passenger. On arrival, daggers are to be returned to their owners upon presentation of the claim tags. Daggers are only to be returned to passengers once they are outside the sterile or restricted area of the terminal building.

When wearing national dress and on official business, Ministers, Under Secretaries and Ambassadors who also wear ceremonial Khunjar's must also either pack their dagger in their hold baggage or have it loaded as detailed above with their hold baggage. Under no circumstances are Khunjar Daggers to be carried in the passenger cabin.

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9.1 Compliance Monitoring Program

(Refer to Sky Vision Airlines Compliance Monitoring Manual)

9.2 Safety Procedures

GENERAL

Whenever the CEO / Head of Flight Operations, his delegate Stations Supervisor is formed about an incident, they must decide about the follow-up actions.

As a guideline there are three categories of incidents defined. They are as listed below.

- 1- Light incidents which do not require any further action, nor reporting to the authorities. The Stations Supervisor collects the information, requests Station Reports if necessary and informs the head of flight operations

- 2- Incidents, which require internal actions (for instance maintenance and crew coordination), but no reporting to the authorities.
The Stations Supervisor advises the Head of Flight Operations about incident. He collects the information, and organizes a hearing on the subject when deemed necessary. The sub-committee reports its findings to the Head of Flight Operations and formulates recommendations for challenges in procedures, training or systems when necessary.
A recommendation may be issued to report the occurrence for information.

- 3- Incidents which require reporting to the authorities and internal actions will be handled as per Emergency Response Plan.

9.3 Safety

Safety is the most important consideration in all Sky Vision Airlines Egypt operations. Every policy or procedure shall be developed around safety-oriented guidelines.

This chapter should be read in conjunction with Sky Vision Airlines Safety Management System Manual. The content of this chapter is extracted from the SMS Manual for information of Safety Management System All Operational personnel.

For More Details, Refer to Part A Vol. 4 “Safety Management System Manual”.

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9.4 Safety Reports

9.4.1 Unsafe Occurrence or Conditions

Whenever any unsafe occurrence or conditions occurred in Sky Vision Airlines operations, the Station Supervisor on duty shall submit Employee Safety Report through IQSMS Safety Module to the Safety Office for initial investigation, comment and action.

9.4.2 Station Safety Report

The Station Supervisor may submit an Employee Safety Report with identification or anonymously. A frank and open exchange of information is vital in identifying hazardous situations, determining causes of mishaps, and developing corrective actions.

9.4.3 Corrective Action

The Safety department will initiate corrective action immediately on the receipt of a Safety Report from the stations Supervisor. As a general procedure, the reply on report should be expected within 10 working days including the result of investigation and all necessary action taken on a report.

9.4.4 Reportable Hazards

- a. Unruly passengers at the gate.
- b. Incorrect or inadequate procedures, and a failure to adhere to standard procedures.
- c. Poor communication between operational areas
- d. Lack of adequate training and recurrent training.

9.4.5 Reporting System

Sky Vision airlines have a reporting system “IQSMS” For More Details, Refer to Part A Vol. 4 “Safety Management System Manual”.

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10.1 Sources of Regulations

Sky Vision Airlines as an Egyptian registered air operator shall adhere to the ECAA regulations and their consecutive directives and shall comply with them together with the National Regulations of the States into/over, which it operates.

- Regulations governing Sky Vision Airlines security program
- Egyptian civil aviation law no. 28/1981 And Amended by Law no.136 /2010
- E.C.A.R. part 121 Section (107,108 and 112)
- National security program for civil aviation
- ICAO Annexes 9, 17, 18 and Doc. 8973
- Chicago Convention 1944
- Tokyo Convention 1963
- Hague Convention 1970
- Montreal Convention 1971
- Protocol Supplementing the Montreal Convention 1988
- Montreal Convention on the Marking of Plastic Explosive for the Purpose of Identification 1991
- The Interpol Regulations
- Convention on the Suppression of Unlawful Acts Relating to International Civil Aviation Beijing on 10 September 2010
- Protocol Supplementary to the Convention for the Suppression of Unlawful Seizure of Aircraft Beijing on 10 September 2010
- States Regulations which Sky Vision Airlines operates into/out or over their territories
- Montreal Protocol to Amend the Tokyo Convention 2014
- EC Regulation No. 300/2008
- EU Regulation No. 185/2010

10.2 Protection of flight documents

An original copy of flight documents such as (pax manifest, load sheet, general declarations ... etc.) are kept with the station and head office to be available upon request from proper authority. Those mentioned copies shall be destroyed after six months unless otherwise instructed or requested.

10.3 Duties and responsibilities

Security supervisor/coordinators on ground

- a. Monitoring security related function.
- b. Ensure the continuing effectiveness of the security program and ECAR Part 108.
- c. Immediately initiates corrective action for each instance of noncompliance with this Part, the certificate holder's security program, and applicable security directives.

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Ground staff and crew member on ground:

As a general rule, pre-flight precautions shall include:

- a. The exterior and interior inspection of aircraft.
- b. Monitoring of aircraft maintenance and servicing operations.
- c. Prevention of unauthorized access to aircraft.
- d. The screening of passengers and cabin baggage when this function is assigned to Sky Vision Airlines.
- e. Supervision of the loading of baggage, company stores and catering uplift.
- f. Security of flight manuals and crew baggage.
- g. Confirmation of the presence and seat assignment of any authorized armed passengers, persons in custody and their escorts.
- h. Review of security communications and signal procedures for the purpose of analyzing any intelligence and threat information for its impact upon the flight. And
- i. Verification of procedures for the control of in flights security guards when utilized, by the pilot in command.

10.4 Security control of passengers and hand baggage

Purpose of screening and searching

The purpose of screening and searching is preventing the weapons, explosive and any dangerous goods on board the aircraft to use it for unlawful acts.

10.4.1 Procedures for screening and hand-searching of originating passengers

10.4.2 Standards of screening and searching

- The basic rule is that all passengers shall undergo screening before being allowed access to an aircraft or restricted area.
- All measures for the inspection and screening of passengers may be rendered useless when a passenger who has been inspected and screened is able to have contact with a passenger who has not undergone this process.
- If meeting with unscreened or inadequately screened passenger traffic cannot be avoided, departing passengers shall undergo a second screening process at a point beyond which departing passengers can not mix with unscreened passengers before boarding the aircraft.
- Sky Vision Airlines shall refuse carry in the passenger cabin any items as per the attached list.

10.4.3 Location of screening or searching

- Point of entry into terminal;
- Point of entry into check-in area;
- Post check-in.

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10.4.4 Details of screening equipment

- Hand-held metal detectors
- Walk-through metal detectors
- Security control carried out by airport authorities. Operation of screening equipment is airport authority's responsibility.
- Persons who cannot be cleared by the normal screening process shall be referred for manual hand-search
- Indications of metal by technical equipment on an individual's person in excess of the predetermined level shall be resolved. Only upon satisfactory completion of any additional procedures and similar processing of all hand carried items shall such an individual be permitted to proceed beyond the screening checkpoint.
- Privacy shall be assured when manual hand-search of the person is to be carried out. If special rooms are not available, portable screens may be used for this purpose. In all cases the manual hand-search of the person shall normally be done by an individual of the same sex.
- Details of operator or service provider
- In general, Sky Vision Airlines is authorized to refuse transportation to any passenger who is considered to be a potential threat to aircraft safety or refuse the screening.
- If particular flight is under an increased threat all passengers and their cabin baggage shall be offloaded during the transit stop and an inspection of the interior of the aircraft carried out to ensure that no items have been left aboard.

10.4.5 List of persons exempted from screening and searching

No exemption from screening and searching.

10.5 Screening and searching of cabin baggage

10.5.1 Standards of Screening and Searching

- The basic rule is that all cabin baggage shall undergo screening before being allowed access to an aircraft or restricted area.
- All measures for the inspection and screening of cabin baggage may be rendered useless when a passenger who has been inspected and screened is able to have contact with a passenger who has not undergone this process.
- If meeting with unscreened or inadequately screened passenger traffic cannot be avoided, departing passengers shall undergo a second screening process at a point beyond which departing passengers can not mix with unscreened passengers before boarding the aircraft.
- Sky Vision Airlines shall refuse carry in the passenger cabin any items as per the attached list.

10.5.2 Location of screening or searching

- Point of entry into passenger terminal;
- Point of entry into check-in area;
- Post check-in.

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10.5.3 Details of screening equipment

- X-ray detection equipment
- Explosive detection dogs
- Security control carried out by airport authorities. Operation of screening equipment is airport authority's responsibility.
- Baggage that cannot be cleared by the normal screening process shall be referred for manual hand-search.

10.5.4 Details of Operator or Service Provider

- In general, Sky Vision Airlines is authorized to refuse transportation to any baggage that is considered to be a potential threat to aircraft safety.
- Additional procedures and hand search processing for 20% of hand carried items this percentage shall increase for high-risk flights and any request from a country for its flight.

10.6 Security control guidelines for screening liquids, gels, aerosols..... etc. (LAGs)

The following security control for screening liquids, gels, aerosols, etc.:

- All passengers only allowed taking small quantities of liquids in the cabin baggage.
- These liquids shall be individual containers with a maximum capacity of 100 milliliters for each one.
- These containers shall pack in one transparent re-sealable plastic bag of not more than one liter capacity per passenger.
- Passenger will present all liquids carried to screeners at security checkpoint for examination.
- Jacket and/or coat are subject to screened separately.
- Passenger will remove laptop computers and other large electrical devices from hand baggage to screen it separately.
- Liquids include: - Water and other drinks, soups, syrups. - Creams, lotions and oils. - Perfumes. - Sprays - Gels including hair and shower gels. - Pastes including toothpaste. - Liquid-solid mixtures. - Mascara. - Contents of pressurized containers, including shaving foam, other foams and deodorants. - Any other item of similar consistency.

Passenger can still:

- Pack liquids in hold baggage that will check in.
- Carry in cabin baggage medicines and dietary requirements, including baby foods, for use during flight.
- Buy liquids form airport duty free is subject to same procedure mentioned above.



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10.6.1 Treatment of suspect passengers or cabin baggage

All personnel shall be made aware that baggage left unattended or abandoned at an airport terminal may contain an explosive device or other dangerous substance. All such baggage shall be considered suspect and reported to the police or airport security service so they can be investigated and, if necessary, removed to a safe location and destroyed.

10.6.2 Control of Passengers Movement

- Security measure at airport, if not properly managed, can have an adverse impact on the flow of departing passengers. Increased processing time is often required to handle each passenger in an enhanced security environment, which can include screening and physical searching of both cabin and hold baggage.
- Through screening of passengers and their baggage requires well trained security staff, sufficient security equipment and the allocation of enough time for the security process to be completed.

A fundamental factor in getting people through security checkpoint quickly is the provision of sufficient, trained security screening staff.

- Where physical checking of passengers is required, ensure that personnel of the same sex carry this out.
- Use a single queue rather than individual queues in front of each screening checkpoint and have staff at the head of queue directing passengers to the next available checkpoint.
- Passengers with problems shall be dealt with away from the main queue.
- The introduction of a separate security channel for elderly passengers, passengers with disabilities, and families with young children, as well as bona fide late passengers shall be considered.

10.6.3 Measures for Special Category Passengers

10.6.3.1 Diplomats and other privileged persons

- Even though a passenger may be granted diplomatic immunity under the Vienna Convention by the State, such persons shall be the subject of routine pre-board screening. However, sealed diplomatic pouches in their possession shall not be subjected to manual search. All other carry-on items shall be processed in the normal manner.
- Some States maintain that while the exemption of diplomatic pouches from manual search is in accordance with Article 27, paragraph 3, of the Vienna Convention on Diplomatic Relations (18 April 1961), The provisions of that Convention do not preclude the screening of such items by X-ray equipment or other methods. Other States hold the opposite view. As there is no general agreement on the subject and as the issue is very sensitive, it is recommended that the decision on whether or not diplomatic pouches are inspected / screened by X-ray devices or other methods be referred to the highest policy-making.

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10.6.4 Levels of the State concerned.

- Some States permit a visiting Head of State and entourage as well as the Head of a diplomatic mission exemption from the normal passenger and hold baggage screening process. Prior notification of the travel arrangements for such persons shall be provided to the operator and airport security services so that special arrangements may be made. Arrangements for such persons shall require their being escorted through the passenger terminal to the aircraft. Such exemptions shall be strictly limited. In many cases the level of security provided for the Head of State and baggage prior to his or her arrival at the airport may be sufficient to meet the requirements for passenger screening.
- However, it is essential that ministers and other senior government officials set an example to the traveling public and to the security officers responsible for the screening of passengers and their cabin baggage by voluntarily submitting their person and effects to screening in the public view. Such examples will have an inestimably positive effect upon the attitudes of all the parties concerned and will serve to reinforce the importance of the procedures.
- Official armed escorts may accompany a foreign dignitary on flights to some States provided that requirements established by the receiving State are satisfied.
- Prior arrangements for each such flight shall be made with appropriate State agencies, with the operators involved and with any other States and operators involved in the course of the journey. Some States specifically forbid, or have very strict legal limitations on, the carriage of armed escorts on commercial passenger flights.
- Private screening may be provided upon request. Upon satisfying the requirements, the individual may then be escorted through the checkpoint to the aircraft. This procedure may be carried out in a private area on the premises leased by the operator, such as a first-class lounge, or by arrangement with the airport administration in an area designated for the processing of VIPs.
- However, private screening shall not be routinely provided and shall only be necessary on those occasions when normal processing is considered inappropriate. Authorized armed personnel, disabled persons, passengers on crutches, in wheelchairs, on stretchers, or who use prosthetic aids such as artificial limbs, as well as persons carrying high-value or sensitive items would fall into this category. In such circumstances, it is essential to ensure that firearms, weapons or other dangerous devices are not concealed on or about the aids being used by the passenger as well as on the passenger's person. Hand-carried items and baggage shall be processed in the normal manner.

10.7 Details of Operator or Service Provider

- In general, Sky Vision Airlines is authorized to refuse transportation to any passenger who is considered to be a potential threat to aircraft safety, or refuse the screening.
- Screening and searching for all passengers shall do before boarding or enter to restricted area (the area that the passengers can enter it after screening and before boarding the aircraft).
- Additional procedures and hand search processing for 20% of hand carried items this percentage shall increase for high-risk flights and any request from a country for its flight.

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10.8 Accompanied Deportees (DEPA)

Sky Vision Airlines does not accept any criminal deportee, only INAD deportees.

10.8.1 Unaccompanied Deportees (DEPU)

Sky Vision Airlines ACCEPT this type of deportees, according to several cases. Some of these cases are:

- Lack of working permit;
- Illegal entry;
- Expired Visa;
- Cancelled or invalid permit of residence;
- Insufficient funds;
- Also, the ground handling shall inform the PIC the following information:
- The No. of deportees will be onboard of the flight.
- Reason of travel back.
- The seat no. of deportees.

Sky Vision Airlines is entitled to be informed of the reason for the deportation and if necessary, to insist on the passenger being escorted during the flight by a representative of the departing country, with a ticket at the applicable fare being provided for such representatives by the departing authority. The request for carriage shall be given to a captain and if the deportee is not escorted the following statement shall be written by the departing authorities: < The history and the actual behavior of this person is not likely to pose a threat to the safety, and therefore will not require an escort>

Their No. are limited to three (3) deportees (2) of them may be accompanied by their family).

Prior to boarding they shall be subjected to an accurate security search and their baggage carefully inspected.

They shall be boarded separately, prior to all other passengers, as well as disembarked separately; all other passengers have left the cabin.

They shall be seated near a toilet at the rear of the aircraft, away from emergency exits and of the aisle.

Unaccompanied minors (UM) shall not be seated near these passengers.

They shall not be served alcohol or given objects that may be used as a tool for threatening the safety.

10.8.2 Transport of Inadmissible Passengers, Deportees or Persons “Inadmissible Passengers” (INADs) in custody

The Pilot-In-Command shall be informed about presence of any inadmissible passengers, deportees or persons in custody.

(Inadmissible passengers INADs)

Are passengers who are refused admission to a country by authorities of such country, e.g. due to lack of a visa, expired passport, lack of funds or other reasons.

unless explicitly ordered otherwise by the authority refusing entry, an INAD shall be carried outbound again on a flight (flights) of the inbound carrier(s) to a country of his choice where there is no risk of his being refused entry again, but no further than his home country of permanent residence.

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Their number is not limited (except for safety reasons) these passengers and their hand baggage shall be subjected to a more accurate security check before boarding.

They shall be boarded separately, (normally prior to all other passengers as well as disembarked separately, (normally after all other passengers have left the cabin).

They shall be seated at the rear of the class corresponding to their ticket.

Inadmissible passengers shall not be seated next to or directly across from any door or exit in any lounge area or in any aisle seat.

They shall not be served alcohol. During transit stops they shall be kept on board.

In some cases their departure may be delayed to avoid disembarking passengers if the flight is full, if other flights are available later for this destination.

"Deportees" (DEPU – Unaccompanied or DEPA – Accompanied)

Are foreign persons who had legally been admitted to a country or who had entered a country illegally, and who at some later time are formally ordered by the authorities to be removed from that country for whatever reason. Sky Vision Airlines has the right to refuse the transportation of such passengers if their carriage poses risk to the safety of the aircraft or to the safety of the aircraft or its occupants.

10.9 Procedures for screening and hand-searching of transfer passengers

10.9.1 Standards of screening and searching

- In-transit and transfer passenger and their cabin baggage may not require screening prior to admission to an airport sterile area if, in the judgment of the appropriate authority for security, the standard of screening en route and at the airport of embarkation is equal to or exceeds that of the admitting state.
- Special precautions taken to control transfer and transit passengers and baggage shall include surveillance of transit areas (arrival/departure halls) and baggage storage and sorting area. In case of offloaded transit passengers to transit hall, all cabin baggage shall be offloaded.
- Where a transit or transfer passenger has had access to hold baggage collection areas, the passengers will need to be re-screened before re-boarding or having any contact with other screened passengers.
- Passengers shall be not allowed to disembark at an airport earlier than their ticketed destination unless their cabin and hold baggage is removed from the aircraft.

10.9.2 Firearms and Weapons

Sky Vision Airlines do not accept the carriage of firearms and weapons on board its aircraft for a passenger flights by law enforcement officers; other authorized persons acting in the performance of their duties and normal passengers; unless they get an approval by Sky Vision Airlines and according to Sky Vision Airlines security procedures for the carriage of such weapons.

Any request to carry weapons on board Sky Vision Airlines aircrafts by **law enforcement officers** shall be submitted in writing, signed by a senior official of the entity making the request, and provide to armed officer's itinerary, as the following:

- Declare the service weapon to Sky Vision Airlines representative.
- Unload the weapon of all ammunition in the presence of Sky Vision Airlines representative.

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- Place the ammunition in an appropriate container.
- Check-in weapon as hold baggage.
- Sky Vision Airlines representative shall requiring law enforcement officers to read and sign a document containing the pertinent instructions. (Form AVSEC-006, Declarations of surrender of firearms by state law enforcement officers on duty)
- For normal passengers who intended to travel with a personal firearms and ammunition shall be required:
- Identify themselves at check-in.
- Produce all pertinent documentation which may include a firearm license or permit, export and import permit, and any other authorization from relevant national authorities, and
- Sign written declaration that they are aware of and accept the conditions under which the firearm and ammunition are to be transported. (Form AVSEC-007, Declaration of surrender of firearms)

10.9.2.1 Procedures for carriage of weapons and ammunition

With the approval of Sky Vision Airlines, the following procedures are typically implemented for any weapons carried as hold baggage:

- Prior to acceptance, the passenger or other authorized duly qualified person (airport police authority) determines that the weapon is not loaded.
- The weapon is transported in a sturdy container to prevent any possible damage during the flight.
- Ammunition is securely boxed and carried separately from the weapon.
- Such ammunition may not be carried in quantities exceeding 5 kg per passenger and it shall consist of small arms ammunition, excluding those with explosive or incendiary projectiles, both of which are totally prohibited for carriage by air.
- The 5 kg allowance for more than one person shall not be combined into one or more packages.
- Weapons and ammunition are placed in the aircraft hold, and shall not be carried on the flight deck or retained by any crew member.
- The PIC is notified when weapons and ammunition are carried on the aircraft.
- Transit and transfer stations are advised and ensure the integrity of such items.
- At the final destination, security procedures shall be implemented to return the weapons and/or ammunition to the passenger through the airport police authority.
- In case of the carriage of firearms on board Sky Vision Airlines aircraft, Sky Vision Airlines security manager, station and ground handling manager, the concerned station manager/representative and security supervisors shall be notified by e-mail about the consignment in order to secure its arrival and delivering it to the passenger.

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10.9.3 Transit Passengers

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

Certain categories of passenger shall be escorted during the transit time.

Local government requirements shall be applied regarding security of transit passengers up to and including screening requirements.

10.9.4 Disembarkation of Transit Passengers

10.9.4.0 Disembarkation Procedure

- Provide each passenger with a transit boarding pass or instruct passengers to retain their original boarding pass.
- Inform passengers about boarding time and gate and available facilities.
- Transit passengers shall be re-secured when re-boarding the flight. (i.e., travel document checked, boarding status verified, transit card collected)

10.9.4.1 Some Transit Passengers Remain on Board

As per operating airline policy, there may be categories of passengers that stay on board if locally permitted.

10.9.5 Boarding Transit Passengers

10.9.5.1 Procedure

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

10.9.5.2 Missing Transit Passengers

The flight shall be re-secured before door closure. If passengers are missing, apply the procedure for missing passengers.

10.10 Security of Aircraft

Search of Aircraft

For originating flight, aircraft checks shall include a security inspection prior to the boarding of passengers, and baggage.

A relevant training and guidance on the subject are given by Sky Vision Airlines to its crew members. Also an aircraft security search checklist is available.

10.10.1 Location of screening or searching

- Point of entry into boarding area;
- Post check-in.

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10.10.2 Details of screening equipment

- Hand-held metal detectors
- Walk-through metal detectors
- X-ray
- Security control carried out by airport authorities. Operation of screening equipment is airport authority's responsibility.
- Persons who cannot be cleared by the normal screening process shall be referred for manual hand-search.
- Indications of metal by technical equipment on an individual's person in excess of the predetermined level shall be resolved. Only upon satisfactory completion of any additional procedures and similar processing of all hand carried items shall such an individual be permitted to proceed beyond the screening checkpoint.
- Privacy shall be assured when manual hand-search of the person is to be carried out. If special rooms are not available, portable screens may be used for this purpose.

In all cases the manual hand-search of the person shall normally be done by an individual of the same sex.

10.11 Identification of Passenger

No passenger may leave the departure lounge to aircraft without authorization from airport security personnel. And once the ground staff starts boarding, airport security personnel shall check each passenger against his/her passport together with the boarding passes.

10.11.1 Standards for security control

Since airport security authority is carrying out security control of all passengers and their baggage, they apply their own standards for security control. Sky Vision Airlines does not have any security equipment such as (hand-held metal detectors, x-ray screening equipment ... etc.

10.11.2 Passenger exclusion from aircraft

In general, Sky Vision Airlines is authorized to refuse transportation to any passenger who is considered to be a potential threat to aircraft safety.

- a. Such action is necessary in the interest of safety and security.
- b. Such action is necessary to prevent violation of any applicable law, regulations, or orders of any state or country to be flown from, into or over;
- c. The conduct, status, age or mental or physical condition of the passenger IS such as to cause discomfort or make himself objectionable to other passengers, or involve any hazard or risk to himself or to other persons or to property;
- a.d. No person who is obviously under the influence of interacting liquors and drugs shall be permitted on board the aircraft.

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- e. This does not apply to persons under the influence of intoxicating drugs who are subject to such condition following emergency medical treatment after commencement of flight, or to persons under medical care accompanied by personnel specifically trained for that purpose.

Great care shall be exercised in assessing the degree of intoxication.

Whenever possible a doctor's opinion shall be obtained to avoid punitive damages to the Company. The authority to exclude a passenger for any cause shall be the joint responsibility of the Pilot-In-Command and the Manager at the Station.

Pilot in command is to ensure that the baggage of any excluded person is off loaded. And Airport Security Authorities shall be informed if the exclusion reasons are of safety/security nature. And all such cases shall be voyage reported giving full details to the Managing Director who shall report to ECAA.

10.11.3 Special measures to security - clear electric, electronic and battery-operated items

Sky Vision Airlines shall assure that:

Passengers are not allowed to carry into the aircraft cabin any items of fire hazard, arms, ammunition or items toy-guns, toy-bombs etc that could be deceiving if used for hijacking or threats e.g.

And Passengers are not allowed to carry into the aircraft cabin any battery even into children toy or electric equipment.

- **Off-airport check-in:**
 - Not authorized in all Egyptian airports.
- **Security screening personnel:**
 - They belong to airport security authority.
- **Special measures for high-risk flights:**

Security measures for special flight maybe increased to meet the requests from other states as far as may be practical.

10.11.4 Security control of checked baggage

Authority for security control:

Sky Vision Airlines can take the requisite procedures for saving the batteries of electric and electronic equipment before loading to the aircraft.

Sky Vision Airlines is responsible to control the checked-in baggage from the checked-in counter until loading it to the aircraft. During this Airport security authority can inspect such baggage if needed.

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10.11.4.1 Passenger/baggage reconciliation procedure

Under normal conditions company staff or the apportioned agents shall ensure the following procedures are carried out under security authority control:

At check-in counter, Immigration will be annotated with the serial number of the passenger as per the listing in the passenger manifest.

Each checked-in baggage will then be tagged serially numbered with the slip portion to be stapled to the passenger ticket.

Checked-in baggage will then be processed from the collection point to the aircraft under supervision of the airport security personal.

Checked/hold baggage of a passenger denied boarding for security reason or for refusal to be processed shall be offloaded.

It is essential that the number of passengers on an aircraft coincide with the number of boarding passes issued. This check ensures:

That all passengers in transit on the same flight who leave the aircraft shall embark again on same flight.

That only properly documented passengers aboard the aircraft, and that passengers terminating their journey at that stop do not embark the aircraft.

A careful count shall be made of all passengers on board the aircraft. This count shall also be checked against a pre-boarding count.

In case the above-mentioned check failed, all checked-in baggage and (hold) baggage shall be off-loaded, identified, and then reloaded under the airport security authority control.

10.11.4.2 Aircraft hijack

- The changing nature of hijacking (act of unlawful seizure of an aircraft)
- Latter half of 20th century many hijackers driven by underlying disorders with time, the goal has changed: hijackers now aim to kill as many people as possible in each incident.
- Any hijack attempt today is to be viewed as an immediate deadly threat, and crew are to be prepared to use any means available, up and including the use of deadly force, to prevent the hijackers from gaining control of the aircraft.

Crew strategies

- Crew members shall work as an integrated team, faith in efforts and capabilities of the outside resources
- Defend flight crew compartment using whatever force is necessary to eliminate the threat or deter the hijacker.
- Understanding the hijackers, and knowing and respecting their capabilities and Intelligence
- Important to not becoming overwhelmed by the magnitude of the situation
- Maintaining a respectful attitude

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Threat groups

- The profile of a hijacker can be classified into five broad categories:
- Terrorists,
- Criminals,
- Mentally disturbed,
- Disaffected employees (revenge motive),
- Refugees
- A person in the third category
- May harbor a desire to die under spectacular circumstances
- He may seem to be confused.
- He may fail or refuse to name a destination or persist in ordering the flight to a destination that it is impossible to reach.
- He may create highly unstable situations.
- Changing orders as the flight progresses

Crew Actions

- Maintain aircraft command and control at all costs
- Communicate with flight crew and another cabin crew
- Solicit help via the public address system from cabin crew and passengers
- Defend flight crew compartment using whatever force is necessary to eliminate the threat
- The clear zone shall be immediately activated "Pull one of the galley carts across the aisle as an additional barrier; put another crew member there to looking down the aisle".
- Passengers shall be told to remain in their seats
- A galley cart shall be placed in front of the flight crew compartment door
- It is far better to be overly cautious than to wait and see what develops
- Use commands and all available resources and necessary force to subdue assailant(s) and eliminate the threat
- Use restraints and other on-board resources
- Pilot-In-Command will declare an emergency and activate landing plan for nearest suitable airport
- Squawk appropriate transponder code

Post-Landing Procedures

- Once the aircraft is on the ground, it shall remain there
- Attempt to taxi aircraft to isolated parking area
- Attempt to have communications landline connected to aircraft
- Advise status of emergency chutes to ground authorities
- Lock-down shall be maintained until clear confirmation that the incident is over
- Make aircraft non-flyable by pulling fire switches and disconnecting generators
- Decide if flight crew will evacuate aircraft
- Ration food and water in case of protracted incident
- Establish good housekeeping practices throughout aircraft cabin area
- Off-load all alcoholic bar contents at first opportunity

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Tactics of Ground Authority

- The landing country ground authority will become prime negotiator
- Attempts to build in delays means better survival chances
- Delay tactics shall not compromise aircraft airworthiness
- Portray the old, young and ill passengers as a burden and strive for early release
- Delays may be considerable but are part of the negotiation process
- Deadline passed is positive steps to successful conclusion
- Crew shall be patient and realize that authorities have the big picture

Ground Intervention

- When requested from crew or if situation is deemed desperate
- Crew shall anticipate if situation deteriorates to extreme
- Assault will be by doors, emergency exits

Actions on Ground Intervention

- Crew and passengers shall follow instructions given by armed intervention team
- Lie on floor to remove them from line of fire
- Wait for further instruction from (AIT) when rescue action subsides
- Expect to be treated as suspect until fully identified as non-hijacker

Post-Incident Actions

- Interviews by: airport authorities, police, state officials and company officials
- Follow company policy for media "do not talk about incident or threat with public or media"
- Written incident reports mandatory

10.12 Other security control of checked (hold) baggage.

Airport security authority is responsible to control the hold baggage that inducting with the passenger until completely boarding to the aircraft.

10.12.1 Control of Movement of Checked (hold) Baggage

No hold baggage is allowed to be unaccompanied at the departure hall. At times when Sky Vision Airlines passengers occupy departure hall, one of Sky Vision Airlines station staff shall check the hall for such unaccompanied bag with the cooperation of airport security authority.

- **Off-airport check-in:**
Not authorized in all Egyptian airports.
- **Protection of baggage tags:**

Strict control shall be over tags used to identify checked baggage the handling of checked-in baggage shall be done carefully in order not to damage baggage tags. This is assured by Sky Vision Airlines loading supervisor.

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Passengers shall also be encouraged to lock their checked baggage so as to make it difficult for unauthorized persons to use such baggage as a means of committing an offence.

10.12.2 Treatment of suspect baggage

Any suspect baggage shall be pointed out by the person suspects such baggage who shall not handle the baggage. Then he/she shall report the situation to airport security authority.

10.12.3 Special measures for high-risk flights

Upon request by a state, special security measures for a specific flight or specified flights could be taken as far as practical. States shall define procedures, after mutual consultations, identifying parameters of special security measures at an operator level, responsibility for additional cost when applicable and time frame to initiate action.

In other cases, VIP passengers whether traveling on duty or personal travel, may request no travel publicity. They will process through customs and immigration as normal.

10.12.4 Government couriers and diplomatic bags

Under the Vienna convention by the state, they normally have special agent to handle their travel formalities.

The pilot in command shall be informed.

10.12.5 Staff members (including crew)

Crew baggage security

All crew baggage shall carry an identification label giving full name and rank of the crewmember.

Crewmembers shall not leave their baggage unattended at all times.

Crewmembers shall not accept sealed parcels from third parties. Any sealed package belonging to a crewmember at all times shall be carried by the crewmember concerned onto the aircraft personally and shall not be entrusted to any other crewmember.

The individual crewmember is responsible for the handling and security of his personal baggage.

10.12.6 Special case passengers

Sky Vision Airlines or its handling agent shall liaise with airport security authority in case of private screening required when normal processing considered inappropriate.

Those special case passengers are; authorized armed personnel, disabled persons, passengers on crutches, in wheel chairs, on stretchers, or who use prosthetic aids such as artificial limbs as well as persons carrying high value or sensitive items.

A staff member of Sky Vision Airlines or its handling agent shall accompany such a passenger throughout the departure process until boarding the aircraft.

10.12.7 Persons traveling under legal status

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General guidance material for persons in custody:

- a. A prisoner shall not be transported on board Sky Vision Airlines aircraft.
- b. Sky Vision Airlines shall not accept a prisoner and escort(s) as passengers unless concurrence has been obtained in advance from the states (Risk Assessment) and other operators that may be involved enroute and at the intended final destination.
- c. In such cases sufficient advance notification shall be given Sky Vision Airlines so that prior agreements can be obtained.
- d. Escorting officers shall be apprised, by Sky Vision Airlines of the potential danger to the safe operation of the aircraft shall they take any action during an act of unlawful interference without direction from the pilot in command.
- e. Escorts shall not carry mace, tear-gas or similar incapacitation gas-generating devices on board an aircraft.
- f. Escorts shall adequately identify themselves to flight attendants, requesting that their presence on board and seat assignment be transmitted to the pilot in command, who shall acknowledge receipt of this information.
- g. Escorts not authorized to carry firearms on board the aircraft flight deck or passenger cabin, it's only authorized to carry in the aircraft holds according to the procedures.
- h. Escorted persons if accepted shall be boarded before all other passengers and disembarked after all other passengers have left the aircraft.
- i. They shall be seated as far to the rear of the passenger and cabin as is possible but not in a lounge area or next to/directly across from an exit.
- j. They shall only be seated in a row of two or more seats and at least one escort shall sit between the escorted person and any aisle.
- k. They shall be accompanied at all times and kept under surveillance, including visits to the lavatory.
- l. No intoxicating beverage shall be served escorts or prisoners while on board the aircraft.
- m. Prisoners may be served food at discretion of escorts but shall not be provided with metal utensils or knife. And Sky Vision Airlines may refuse to accept a prisoner if in the judgment of Sky Vision Airlines management such acceptance may jeopardize the safety of the other passengers.

10.13 Sky Vision Airlines Policy of Unruly Passengers

10.13.1 General

- a. Individual passengers or groups of passengers with the potential to behave in a disorderly manner generally fall into the following categories:
 1. Those who disregard repeatedly the instruction of the crew or Sky Vision Airlines ground staff.
 2. Those who behave abusively in general.
 3. Those who refuse to follow the company regulations (no smoking, use of electronic equipment, etc.).
 4. Those related to the use of excessive amounts of alcohol and the use of both prescription and non-prescription drugs.

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10.13.2 Policy

Unruly behavior at check-in, boarding gate, lounges or on board the aircraft, conflicts with Sky Vision Airlines goal to be a safe and secure airline and lowers the level of customer satisfaction felt by other passengers. It also places additional and often unacceptable burdens on crew members and ground staff. Sky Vision Airlines policy, outlined below, applies to all passengers regardless of status perceived or otherwise.

- Not to tolerate any physical or verbal assault by passengers on Sky Vision Airlines employees whilst they are on duty or away from their home base whilst on company business;
- Not to tolerate any disorderly or unruly behavior by passengers or any person on board Sky Vision Airlines aircraft;
- To empower crewmembers and ground staff to take reasonable steps to prevent disruptive and unruly behavior and, where necessary, to deal with it as effectively as practicable including refusal to carry passengers who have the potential for creating disturbances on board the aircraft and who therefore could endanger the flight safety or any person;
- To support crews and ground staff taking such action;
- To encourage the police to prosecute unruly passengers in appropriate cases particularly where there have been assaults on Sky Vision Airlines staff;
- To assist and support crew members and ground staff who are required, after an incident, to give witness statements to the police or to appear in court proceedings when passengers are prosecuted;
- To provide appropriate training to crew and ground staff in dealing with conflict and its aftermath;
- To deny future carriage to unruly passengers who remain a threat to employees or Sky Vision Airlines.

10.13.3 Unruly Passengers

Is defined as the passenger who is about to conduct unlawful act or any behavior that endangers the safety of the flight/ on ground, the persons on board or aircraft properties, which leads to a change of the laid down in-flight regulations such as interfering with the cabin crew duties and responsibilities.

10.13.4 Procedures on the Ground

- The undisciplined passenger is warned of inadmissibility hooligan actions. If hooligan actions continue the passengers will be discharged from the flight and transmitted to law enforcement authorities;
- The passengers evading from a presentation their cabin baggage for screening and individual searching will not be allowed to flight. Actions on identification will be taken and the reasons of evasion of passenger from screening will be investigated, when necessary such kinds of persons are transmitted to police forces.

10.13.5 Conditions of Carriage

- Sky Vision Airlines may refuse carriage or onward carriage of any passenger if, in the exercise of its reasonable discretion, the Company finds it necessary for any of the following reasons:
- To ensure the safety of the aircraft or its occupants.

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- c. To prevent violation of any applicable laws, regulations, or orders of a State or county to be flown from, into or over.
- d. The conduct, age, mental or physical state of the passenger is such as to require special assistance from the Company or cause any risk or hazard to himself or to other persons or property.
- e. Passenger causes discomfort or makes himself objectionable to other passengers or property.
- f. Passenger has failed to observe the instructions of the Sky Vision Airlines staff.

10.13.6 Pilot-In-Command Authority

- a. The Tokyo convention Act 1966 confers powers upon an aircraft Pilot-In-Command in respect of offences and certain other acts committed on-board an aircraft;
- b. The pilot in command has all authority to refuse transportation any unruly passenger. Pilot-In-Command is to ensure that the baggage of any excluded person is off loaded. Airport Security Authorities shall be informed. And all such cases shall be voyage reported giving full details to the Managing Director who shall report to ECAA;
- c. Failure to obey the lawful commands of the Pilot-In-Command (for example, observe the seat belt sign) is a criminal offence;
- d. If at any time between 'doors closed' and 'doors opened' the Pilot-In-Command has reasonable grounds for believing that any person on board the aircraft has done or is about to do anything that may jeopardize:
 - 1. The safety of the aircraft or persons or property on board, or
 - 2. The good order and discipline on board.
- e. The Pilot-In-Command may take all reasonable measures including restraint to:
 - 1. Protect the safety of the aircraft.
 - 2. Protect persons or property on board.
 - 3. Maintain good order and discipline on board.
 - 4. To enable him to deliver such person to competent authorities or to disembark him in accordance with provisions of the Tokyo convention.
- f. The aircraft Pilot-In-Command may authorize the assistance of other crew members and may request or authorize, but not order, the assistance of passengers to restrain, any person whom he is entitled to restrain;
- g. Additionally, any crew member or passenger may without the Pilot-In-Command authority, take similar measures if he believes these to be immediately necessary to protect the safety of the aircraft, its occupants or contents.

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10.13.7 Cabin Crew:

1. Inform flight leader (purser).
2. Investigate the reasons behind the incident.
3. Find out if this passenger is traveling alone or accompanied by others
4. Change passenger seat if necessary.
5. Not allowing this passenger to enter the cockpit trying to reassure and calm him.
6. If such behavior or act continues, inform the Pilot-In-Command.

10.13.7.1 Aircraft Security Search

For originating flight, aircraft checks shall include a security inspection prior to the boarding of passenger's baggage after the cleaning, catering, maintenance staff leave the aircraft and before the passenger boarding.

Sky Vision Airlines is given crews relevant training and guidance on the subject. An aircraft security search checklist is available

1. Protection of Aircraft on ground:

• General

It is recommended that the following guidance material be followed to protect aircraft while on the ground.

Particular attention shall be paid to unrecognized/unauthorized persons at all facilities, but particularly on ramps, in terminals, hangars and in the vicinity of parked aircraft.

Persons observed under conditions which may indicate that they are not authorized in the area shall be challenged and if their presence cannot be satisfactorily explained, shall be reported to the appropriate local authority.

Aircraft shall not be left unattended in areas accessible to the public.

When no one is on board, the doors of parked aircraft shall be closed and locked and any steps removed.

If an aircraft is left at boarding gates, jetways or ramps, the aircraft doors shall be locked when it is unattended.

Aircraft interiors shall be searched prior to the boarding of passengers and immediately after the deplaning of passengers at termination point. Suspicious articles shall be brought to the attention of the appropriate local authority.

Available outside lighting shall be utilized during hours of darkness to dissuade and detect unauthorized intrusions to properties, parked aircraft and vehicles.

Under extreme conditions consideration shall be given to guarding the aircraft.

• Security of Parking Area

It is recommended that the following points be followed to allow for maximum security of aircraft on the tarmac.

Parking shall be sought on a tarmac parking apron located within the air operating area.

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The apron shall be separated from public access areas by structures, walls or fences of sufficient height and construction to protect the aircraft and the air operating area from intrusion by trespassers; The apron shall be isolated enough from the public areas to preclude damage to aircraft that might result from thrown objects.

There shall be sufficient distance from roadways or apron areas on which there is appreciable vehicular traffic which might endanger the aircraft.

There shall be a clear line of vision between the parked aircraft and the ground control tower.

There shall be sufficient lighting to view the aircraft from the tower and a roving patrol covering the parking areas to ensure protection for unattended aircraft, both night and day.

In addition to any local airport safety regulations the following rules shall be strictly adhered to for aircraft handling:

- No unauthorized person shall enter the ramp.
- Smoking and the use of open fire on the ramp is strictly forbidden.
- While on duty on the ramp, personnel shall wear ear protections permanently.
- Mobile Equipment shall only be operated by well-trained / licensed personnel.
- Prior to the aircraft arrival the ramp position has to be checked and cleared of any foreign objects in order to avoid damage to the aircraft.
- Loading and servicing equipment shall not approach the aircraft until the engines have come to a complete stop, anti-collision light switched off and the parking brake of the aircraft is set or the chocks positioned respectively.
- Apron shall clearly be marked with safety border line for limiting Ground Support equipment activity beyond this line, for nose wheel stop bar, for fuel hydrant system and passenger steps (loading bridges)
- Maintain a reasonable distance between the aircraft and loading/servicing equipment in order to avoid damage caused by vertical movements of the fuselage during loading, unloading and fuelling.
- The maneuvering of the equipment in the vicinity of the aircraft shall take place with utmost care and accuracy, guide person shall be available when positioning
- Equipment in confined areas or when backing equipment to the aircraft and for high reach trucks.
- Loading and servicing equipment shall not be positioned or maneuvered under the aircraft wings, all GSE shall be subjected to a brake check.
- If a suspect item or substance is located on board an aircraft, it shall not be touched. The airport security authority shall be notified immediately, so that the bomb disposal personnel may deal. Subject to the advice of the bomb disposal official, consideration shall be given to towing the aircraft to a safe dispersal area.

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At the same time the aircraft shall immediately be evacuated by inspection and/or search teams and all persons kept at a minimum radius of 100 meters.

Firefighting services shall stand by at a safe distance to deal with an explosion and fire, prior to and including the time when bomb disposal personnel declare the suspicious item or substance safe.

After the suspicious item or substance is declared safe, inspection procedures shall be completed to ensure that no secondary sabotage device or substance is on the aircraft.

In the event of an explosion, first aid to injured personnel shall be rendered immediately, followed by established damage control procedures. After the effects of the explosion are under control, the search shall be continued to ensure that no secondary sabotage device or substance is on the aircraft.

10.15 Security procedure for transport of catering materials

Sky Vision Airlines is contracted with specialized manufactures of catering materials for flights as follow:

- Cairo Station (CAI)

The above manufactures are responsible for the aircraft catering since the preparation till their delivery to aircraft by the following procedure:

The nominated employee from Sky Vision Airlines shall define the number and type of catering meals.

The manufacture shall load the prepared meals to Sky Vision Airlines trolleys, then to special refrigerated well-sealed car.

The manufacture representative shall transfer the prepared meals from the contracted manufacture to the airport.

The airport police will inspect the car and the trolleys' contents for explosive materials before entry to the airport.

The manufacture representative shall hand over the catering trolleys to flight cabin crew according to numbers and type which have been sent by the nominated employee from Sky Vision Airlines.

10.15.1 Security Equipment

Sky Vision Airlines has none of the following security equipment:

1. X-ray.
2. Walk-through metal detectors.
3. Hand-held metal detectors.
4. Explosive detectors.
5. Simulation chambers
6. Dogs and biosensors.

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10.16 Bomb Threat

- Before landing, the pilot in command shall confirm the location of the isolated parking position and whether steps would be available to disembark passengers in order to avoid unnecessary delays. It may also be desirable to arrange, with the senior steward, procedures for emergency evacuation.
- Immediately upon landing, the aircraft shall be directed to the isolated parking position for search, using taxiway, which are cleared of other aircraft.
- If there is likely to be a delay due to distance or other conditions on the airport, the pilot in command may elect to direct emergency disembarkation by passengers. If possible, this action shall be taken at a location, which will not disrupt normal operations at the airport.
- Upon disembarkation, the crew and any available ground personnel well clear of aircraft (100 meters minimum) shall assemble passengers.

10.16.1 Crisis Division Units

- In case of any crisis, the station will notify the Security manager, Operation director and Technical Director immediately. All operation staff shall not reveal any information to the media.

A Crisis is an unstable or crucial time or state of affairs period

a. Types of crises

- Security threats;
- Unlawful seizure of an Aircraft;
- Explosive attacks;
- Kidnapping of Airline Staff;
- Extortion;
- Natural disasters;
- War;
- Consequences of major crime such as armed robbery and smuggling.

Such incidents might occur at off-airport locations. The involvement of the various agencies and the roles they play might differ considerably.

The implementation will depend upon company policy and the laws of the state where the incident occurs.

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Phases will be:

b. Early Warning

Initiating the ongoing monitoring process of events as they unfold. Recognizing the potential crisis.

c. Preparation

Opening lines of communication, for the marshalling of emergency services required to address the crisis.

d. Operational

Supporting those affected by the crisis and expedient return to normal operations.

e. Recovery

Supporting those affected by the crises and an expedient return to normal operations.

f. Investigation

Collecting evidence and other data for the inquiry that will follow.

g. Evaluation

Analyzing the plan and the performance of those involved in the incident.

Recommendations shall be made, as necessary, for additional training and to amend the plan.

10.17 ACTION BY RECIPIENT OF A BOMB THREAT

10.17.1 Specific Threat

A threat may be classed as specific if the following factors are present:

- The airline is identified;
- A specific flight is mentioned;
- The exact date and/or time are stated;
- The origin and/or destination of the flight are given;
- A telephone threat received at other than the airline's published information or reservations number may be an additional factor.

10.17.2 Non-Specific Threat

A threat may be classed as non-specific if the information given contains the following factors:

- The airline is not identified;
- The airline is not specified;
- Neither the date nor time is mentioned; the threat is general in nature.

10.17.3 Receipt of threats

Threats are received in the following manner by telephone or in person.

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10.17.4 Telephone Threat

The person receiving a telephoned threat shall:

- Write the exact wording of the threatening message;
- Repeat the message to the caller and ask for confirmation.
- Information received by telephone can be classified as:
- Initial information – the exact message volunteered by the caller before any discussion or interruption;
- Supplementary information – other information gathered from the caller as the result of questioning, and extended conversation.
- Evaluation as to the seriousness of a threat shall generally be based on the initial information only. Caution shall be exercised in using supplementary information for evaluation purposes, since this information often lacks objectivity.

10.17.5 Threats Received in Person

10.17.5.1 Direct

The individual making the threat shall be evaluated by the person receiving it, in order that the validity of the threat may be determined. Factors which shall be considered of the evaluation of an individual include disgruntled passenger, whether under the influence of alcohol or drugs and threat made in a facetious or joking manner;

10.17.5.2 Indirect

Information received from a person other than the person actually making the threat shall be evaluated in the same manner as a telephone threat, or a threat received in person, directly. The person supplying the information shall be identified and his credibility assessed.

10.17.5.3 Evaluating Bomb Threats

Responsibility for evaluating bomb threats, whether the aircraft concerned is on the ground or in flight, shall be clearly assigned by carrier's policy.

Adherence to carrier's requirements for notification and evaluation is essential.

10.17.6 Action required

- Notify airport and other authorities as required by local regulations.
- Notify aircraft Captain.

10.17.6.1 Handling of Passenger's Baggage

- Disembark passengers with their cabin baggage.
- Remove checked baggage.
- Return mail to postal authorities.

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Passengers shall identify their baggage and confirm that it contains nothing dangerous – thereafter, this baggage may be reloaded without search. Passengers shall be asked to surrender for inspection any item in their possession, such as gifts and parcels carried for others, the contents of which are unknown to them.

10.17.6.2 Aircraft Search Procedure

The search to find any article which does not belong in the aircraft or is not a part of its integral equipment. The search shall be confirmed to those areas of the aircraft to which passengers and their baggage could have had access. These areas are the cabin, baggage storage areas, and may also include the flight deck. Searches shall be conducted systematically by staff familiar with the aircraft. Where possible, searches shall be divided into teams, provided with checklists and assigned to specific areas of the aircraft. Report form shall be provided by the carrier.

10.17.7 Emergencies Requiring the Evacuation of an Aircraft during Ground Handling

In the event of an emergency situation occurring during ground handling operations, evacuation of an aircraft may be necessary. The safety of passengers and staff in such circumstances is of utmost importance. The decision and method of evacuation will be dependent on the circumstances and at the discretion of the aircraft Pilot-In-Command or designated authority.

It is the responsibility of each agency involved in handling operations to ensure that personnel are made aware of their specific responsibilities in the event of an emergency situation. The procedures shall clearly define responsibility for directing passengers and staff to a safe assembly area as appropriate to the type of emergency and the conditions at the time.

10.17.8 Types of Emergencies

10.17.8.1 Fuel Spill

Activate Emergency fuel shut-off.

Notify the Aircraft Pilot-In-Command or designated authority, emergency services and Airport Authority.

10.17.8.2 Aircraft Fire

- Notify the Aircraft Pilot-In-Command or designated authority, emergency services and Airport Authority.
- If directed, evacuate passenger and staff.
- Attempt to extinguish the fire.
- Secure the area.

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10.17.8.3 Dangerous Goods Incident

- Notify the Aircraft Pilot-In-Command or designated authority, emergency services and Airport Authority.
- Evacuate all persons if required.
- Secure the area, isolate the consignment and identify source.

10.17.8.4 Security Incident

- Assess threat and follow the appropriate procedures.
- Evacuate all persons if required.
- Aircraft/ equipment to be positioned as directed.

10.17.8.5 Aircraft Fire

Aircrafts are provided with devices for warning against fire or fire heavy smoke. These devices are (bell – serine – horn – red lights in wheels rolling up devices)

10.17.9 On having a fire on:

10.17.9.1 Cargo holds:

Doors shall not be approached or opened till the arrival of the groups trained on controlling this type of fires as opening the doors by persons other than these trained groups may increase burning or cause explosions.

10.17.9.2 Passengers cabin:

Aircraft crew and cabin crew are responsible for controlling this fire by the fire extinguishers available in the cabin. Groups trained on fire control can provide assistance if the fire breaks out while the aircraft is on ground.

10.17.9.3 Wheels set:

Heat and high temperature due to:

- Increased pressure on the wheels while the aircraft in a high speed.
- Inappropriate landing and harsh friction with the runway ground.
- Sudden disability of the automatic breaks.
- A sudden drop in the wheels air pressure.

10.17.10 Immediate Procedures

10.17.10.1 In-door passenger's cabin

1. Inform the pilot and the service and cabin crew immediately.
2. Arrange for immediate and emergency evacuation of passengers.
3. Pull the Equipment that hinder immediate and emergency evacuation and fire control.
4. Inform the aircrafts security police unit and fire control unit.

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10.17.10.2 Aircraft wheels

1. It is recommended not to use carbon dioxide gas or water in fire control or cooling.
2. Cooling liquid BCF shall be used.
3. Cooling liquid shall not be directed towards wheels center.
4. Cooling liquid shall be passed from the side of the first wheel to the last wheel.
5. Take care of wheels explosion or burning.

10.17.10.3 Passenger Suitability for Travel

Assess each passenger in terms of security risk by looking for anomalies and observing certain emotional characteristics and/or body language. Be on the lookout for overall fitness to fly, including potentially communicable diseases, medical conditions, intoxication, etc.

Further questioning may be required to assist with passenger assessment:

- a. When you identify a potential problem passenger, notify your supervisor.
- b. The supervisor will contact the appropriate local authority for assistance.

10.17.10.4 Security of Passengers and their Baggage

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

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

- a. A bomb threat condition.
- b. An increased security threat condition.

10.17.10.5 Restricted Areas

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

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

10.19 Emergency Telephone list

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10.20 Training

Stations staffs are subject to “Ground Staff Training Course”

The Training Course is reviewed and updated to ensure that the performance of training is continuous improved and the effectiveness is for the better of the training of the employees. Also incorporated are the latest updates in regulatory and operational changes.

- Procedures and controls of passengers/hand-hold baggage.
- Procedure for quality checks.
- Procedures to control catering supplies, duty free articles and any other material boarded (If applicable)
- Procedures on surveillance and identification of passenger baggage at aircraft side.
- Passengers profiling and checking of travel documents.
- Procedures for surveying parked aircraft and checking of supplies.
- Passenger identity / boarding cards control at gates.
- Escorting of baggage, catering and supplies to and from the aircraft.
- Escorting to/from the aircraft firearms transported by the passengers on arrival and departure.
- Survey and storage of baggage.
- Aircraft inspections.
- Auxiliary presence in police activities, connected to emergency and security procedures.
- Any other security required by Sky Vision Airlines.

10.20.1 Security Training

- Review chapter 19. Security training and recruitment at the security program.
- Stations staff in the front line shall complete the relevant initial security training and they shall complete the relevant recurrent training every 36 months.

10.21 Security of Layover Aircraft on Apron

- In general, Sky Vision Airlines aircraft on-short layovers at a parking area on aprons without personnel working on, around or nearby shall be secured with all access doors closed and stairs/jet way removed from aircraft.
- Layover aircraft parked at terminal gates, in maintenance areas or other airport parking areas, shall be parked away from fences or buildings which would provide easier access. The area shall be adequately lighted and, where possible, kept under permanent observation.
- Layover aircraft are searched prior to parking to ensure no persons are on board.

When the Aircraft is not Accessible by a Bridge:

- Close all exterior doors and exterior hatches of the aircraft.
- Remove all stairs.
- Ensure no portable stairs, lift devices or passenger transfer vehicles are in the immediate vicinity of the aircraft

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When the Aircraft is Accessible by a Bridge:

- Close all exterior hatches of the aircraft.
- Close all exterior doors of the aircraft not served by a bridge.
- Lock the door between the terminal and the bridge and ensure that no portable stairs, lift devices or passenger transfer vehicles are in the immediate vicinity of the aircraft
- Lock or keep under constant surveillance, doors which provide access to the bridge from the apron or retract the bridgehead from the aircraft and deactivate the bridgehead positioning controls.

10.21.1 When a Higher Level of Threat is known, the Following Additional Precautions are recommended and shall be Applied Where Practicable:

- Dedicated guards posted in close proximity to each aircraft
- Additional security lighting stands
- Frequent irregularly timed security patrols on foot or by vehicles
- Monitoring via closed circuit television (CCTV)
- Tamper-evident seals applied to doors, operable windows, inspection and service panels
- Covers on access points such as engine intakes
- An Anti-intrusion protection in the form of infrared detectors or ground sensing devices. (These devices are capable of providing warnings to off-site locations)
- Canine reinforcement of guard capability
- Electronic night vision capability for guards
- In Egypt, all aircraft on layover, irrespective of time, shall be guarded by airport security personnel.
- At outstations where the security guarding of aircraft is required, the contracted security firm shall assign at least one security officer for each Sky Vision Airlines Aircraft on Layover
- For every aircraft parked overnight, a tamper-evident seal may be applied to all the doors of the aircraft.
- When the sealing procedure mentioned is applied, measures mentioned above are not required.
- The identity of all persons who access the aircraft verified to ensure that they have a legitimate reason for accessing the aircraft.
- Unauthorized persons will not be permitted on or around layover aircraft. They shall be challenged and reported to superiors and law enforcement officers
- Interiors and exteriors of layover aircraft shall be inspected by cabin crews, maintenance or station personnel (as applicable) for questionable or unaccounted for packages or objects prior to loading and boarding.

For the purpose above:

- The cockpit area shall be inspected by the flight crew,
- The cabin shall be inspected by cabin attendants,
- The exterior of aircraft shall be inspected by the ground engineer/ loading supervisor and the PNF,
- All other areas shall be inspected by ground personnel.

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10.21.2 Through or Short Turnaround Aircraft

Aircraft making scheduled ground time transit or turnarounds are not required to be locked since Sky Vision Airlines or Handling Agents' personnel are meeting the aircraft immediately upon arrival and working on or around the aircraft till departure. However,

- Access to aircraft shall be controlled to prevent unauthorized entry;
- Sky Vision Airlines or authorized agents' personnel shall be stationed outside and inside such aircraft.
- As ramp areas are restricted to authorized personnel, Sky Vision Airlines or its agents' employees shall challenge and report to superiors and law enforcement officers any persons without identification badges.

10.22 GROUND INCIDENT/ACCIDENT REPORT

The recording of ground Incident/Accident occurrences in a standard format will enable an organization to develop preventive action as well as provide the basis for an accident database.

The report shall be used for all types of damage events, (aircraft, equipment, facility) occurring during ground operations.

10.22.1 Report

Timely completion of the report will ensure that the facts and circumstances of the occurrence are accurately recorded, and the report shall be submitted to all relevant parties as soon possible after the occurrence. Further detail on any of the report items not available at the time of the occurrence shall be submitted as soon as available.

ALL GROUND INCIDENT AND ACCIDENT REPORTS SHALL BE MAINTAINED FOR MINIMUM OF 2 (TWO) YEARS.

10.23 CREW ACTION

Discovery of a suspicious spilled substance—on the aircraft in flight

- **DO NOT TRY TO CLEAN UP THE SUBSTANCE.**
- Pilot-In-Command shall be advised. Ventilation shall be turned down to minimum.
- Flight crew to consider going on oxygen.
- Consider directing passengers and cabin crew to go on oxygen.
- If contact has been made with the substance, immediately wash hands and forearms repeatedly.
- Don protective equipment — gloves and mask. (Special procedures for the donning of mask and removal of mask and gloves.)
- Cover the substance immediately with anything suitable at hand, and then create as many barrier layers as possible between the agent and the cabin atmosphere by covering the item with multiple layers of plastic trash bags, dry blankets, more plastic, wet blankets, then more dry blankets to minimize leakage and spreading.

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- Isolate the area. Do not allow anyone to approach the substance in a radius of 3 meters. (Move passengers.)
- Have any individuals exposed to the substance wash their hands and forearms repeatedly.
- Stop all activities as much as possible around the substance to avoid disturbing the substance.
- Change clothing that may have been contaminated and place it in a sealed bag.
- Try to assess the extent of the contamination.
- Keep a list of all persons who may have had contact with the substance.
- Detailed description of the substance shall be given to the Pilot-In-Command and the authorities.

Discovery of a suspicious package/envelope — on the aircraft in flight

DO NOT SHAKE OR EMPTY CONTENTS OF ENVELOPE OR PACKAGE.

- Advise the Pilot-In-Command.
- Flight crew to consider going on oxygen.
- Don protective equipment — gloves and mask. (Special procedures for the donning and removal of mask and gloves.) Cover all exposed skin.
- Isolate the area — move passengers and extra crew members away from the suspicious item.
- Do not move the item.
- Create as many barrier layers as possible between the agent and the cabin atmosphere by covering the item with multiple layers of plastic trash bags, dry blankets, more plastic, wet blankets, then more dry blankets to minimize leakage and spreading.
- Moistened paper towels provided to passengers as breathing filters MAY help in some circumstances.
- Consider directing passengers and cabin crew to go on oxygen.
- If contact has been made with the substance, immediately wash hands and forearms repeatedly.
- Ensure no one touches, moves or otherwise disturbs the item.
- List all people in the area when the suspicious item was recognized.
- Detailed description of item shall be given to the pilot in- command and the authorities.

The Pilot-In-Command in conjunction with the responsible cabin crew will assess the situation in order to take further appropriate action.

10.24 Risk Management

10.24.1 Concept of Risk Management

10.24.1.1 Overall, the methodologies of threat assessment and risk management use three cores

Security principles: Identify, implement and sustain.

When making a threat assessment, the first principle is primarily employed, while the second and third principles play a significant role in the risk management process.

10.24.1.2 The main purpose of any security countermeasure is prevention.

Therefore, after the first step to identify the threat or threats to civil aviation is completed, the next task is to devise an appropriate security response commensurate with that threat. This task employs the implement principle.

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10.24.1.3 If the assumption is made that potential perpetrators with the intention

to interfere with civil aviation can defeat a security system if given enough information, time and opportunity, then the logical objective is how best to deter the perpetrators from carrying out a successful act of unlawful interference. It is therefore essential that the implementation of suitable preventive security measures be considered.

This operational intervention leads to the third principle, sustain which can be described as a State having the political will and accompanying capability to maintain appropriate reliable security practices. Without the commitment to sustain effective aviation security measures, the efficacy of the other principles is diminished. When taking steps to prevent acts of unlawful interference and other criminal activity directed against airports and aircraft operators, it is necessary to evaluate the sustainability of security measures through inspections, audits and surveys, such as provided by a National Civil Aviation Security Quality Control Programme (NCASQCP).

10.24.2 RISK MANAGEMENT MATRIX

10.24.2.1 This section provides criteria for three levels of threat conditions which correlate

to the three sets of suggested countermeasures laid out in the risk management matrix described in (Table A3)

- a. **Level One — Baseline:** Indicates low threat conditions where, in the absence of verifiable intelligence information to indicate that any aircraft operator or airport has been targeted for attack, there may be the possibility of unlawful interference by individuals or groups due to causes such as civil unrest, labour disputes and the active presence of anti-government factions)
- b. **Level Two — Intermediate:** Intelligence information indicates there is a probability that one or more aircraft operators and/or airports are targeted for attack; and
- c. **Level Three — High:** Intelligence information indicates that one or more aircraft operators and/or airports are specifically targeted attack.

1. Before assigning countermeasures, the following actions shall be considered:

- a. Evaluate the nature and level of threat to an operator or airport in accordance with a valid threat assessment;
- b. Determine the duration for heightened threat conditions;
- c. Become familiar with the layout and operations of affected facilities;
- d. Conduct inventory of available security staff and equipment;
- e. Review the current security measures in place; and
- f. Appraise the number of flights and passengers and the volume of baggage and cargo that would be subject to enhanced security procedures.

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10.24.3 Table A3: Suggested security measures for Baseline, Intermediate and High conditions

No.	FOCUS AREA	BASELINE	INTERMEDIATE	HIGH
1	Landside and airside boundaries	Establish boundaries between landside airsides areas. Protect and inspect all passages through such boundaries at irregular intervals.	Apply baseline measures plus increased vigilance and patrols.	Apply intermediate measures.
2	Security restricted areas	Control access into security restricted areas at all times. Employ a pass system or other means for vehicles, staff and crew. “Check all IDs and passes at access points. Inspect vehicles and supplies on a random basis.	Apply baseline measures plus search at least 20% of staff, items carried and vehicles before access is allowed.	Apply baselines measures plus search 10% of staff, items carried and vehicles before access is allowed.
3a	Passenger screening (where centralized)	Search all departing passengers by hand or screen them with metal detection equipment before access is allowed into the security restricted area.	Apply baseline measures plus search 10% of passengers by hand at the departure gate.	Search all departing passengers again at the departure gate by hand or screen them with metal detection equipment before boarding the aircraft. Search 20% of passengers by hand who have been screened by metal detection equipment.
3b	Passenger screening (at departure gate)	Same as for 3a.	Same as for 3a.	Same as 3a.

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4a	Cabin baggage screening (when centralized)	Search all cabin baggage of departing passengers either by hand or by X-ray equipment. 10% of cabin baggage screened by X-ray equipment to be searched by hand.	Apply baseline measures plus search 10% of cabin baggage by hand (or by approved advanced technology) at the departure gate.	Search the cabin baggage of all departing passengers again at the departing gate either by hand or by X-ray equipment before being taken on board an aircraft. Search 20% of cabin baggage by hand (or by approved advanced technology) which has been screened by X-ray equipment.
4b	Cabin baggage screening (at departure gate)	Same as 4b.	Same as 4b.	Same as 4b.
5	Separation of screened and unscreened passengers	Separate screened departing passengers from inbound passengers. Where physical separation cannot be achieved, application of compensatory measures in accordance with threat assessment by national authority.	Apply baseline measures.	Apply baseline measures and enhance monitoring of compensatory measures.
6	Aircraft security checks and searches	Check/search (in case of aircraft entering in service) originating aircraft prior to departure and aircraft in transit to ensure no weapons, explosives or other dangerous devices have been placed or left on board.	Apply baseline measures.	Conduct thorough search of aircraft supported by appropriate detection techniques at the discretion of the appropriate authority.

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7	Access control to aircraft	Access to aircraft restricted to authorized staff having duties on board, and passengers. Aircraft doors shall be closed and steps removed when unattended or air bridges withdrawn.	Apply baseline measures	Access to aircraft to be strictly controlled with guards at each door in use. All staff seeking access to be searched by hand together with items carried.
8	Passenger risk assessment	No requirement.	No requirement.	All passengers subjected to a system of passenger risk assessment with selected passengers subject to enhanced screening.
9	Reconciliation of hold baggage	Conduct positive hold baggage match with crew and passengers before loading by either manual or automated means. All unaccompanied baggage to be identified.	Apply baseline measures.	Apply baseline measures or positive passenger/bag identification.
10	Hold baggage screening	Screen 10% of originating and transfer hold baggage either by hand, conventional X-ray equipment or explosive detection system (EDS). With respect to transfer hold baggage, an exception can be made where a validation process and continuous implementation of procedures have been established for screening at the point of origin, and baggage is subsequently protected from unauthorized interference from the originating airport	Apply baseline measures, plus where conventional X-ray is used, 10% of bags also to be searched by hand or subjected to advanced X-ray technology.	Apply intermediate measures but use best available technology and procedures.

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		to the departing aircraft at the transfer airport.		
11	Unaccompanied hold baggage	Screen all unaccompanied hold baggage except when its origin and ownership can be verified.	Screen all unaccompanied hold baggage either by hand or EDS equipment, or subject to flight simulation using compression chamber, or do not carry.	Apply intermediate measures.
12	Protection of hold baggage	Protect hold baggage from unauthorized interference from the point of its screening or acceptance, whichever is earlier, until departure of the aircraft. If the integrity of hold baggage is jeopardized, it shall be re-screened before being placed on board an aircraft.	Apply baseline measures.	Apply baseline measures plus keep hold baggage under constant supervision by designated security guards or transported in sealed, tamper-evident containers and verified.
13	Aircraft catering supplies and stores	All items to be subjected to appropriate security controls, i.e. to prevent introduction of dangerous items into catering supplies or stores taken on board an aircraft, and thereafter protected until loaded into the aircraft.	Search a reasonable proportion of catering supplies and stores and either escort to the aircraft or transport in sealed, tamper-evident containers.	All catering supplies and stores to be prepared under direct aircraft operator security supervision or searched before loading and either escorted to the aircraft or sent under seal.
14	Designated security coordinator	No requirement	No requirement	Designate a dedicated security coordinator to ensure all measures are properly implemented.

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Full account shall be taken of the possibility that a person committing an unlawful act on board an aircraft in flight may be in an unstable state of mind or extremely volatile or nervous.

Crew members shall therefore:

- a. Refrain from unnecessary conversation or actions which may irritate the individual;
- b. Exercise due care to ensure that the passengers do not become excited or, in an attempt to overcome the individual, resort to action which may jeopardize safety.

One practicable measure to restrain passengers would be to instruct them to fasten their seat belts; and

- c. Terminate the serving of alcoholic beverages.

Of prime importance to the safe conduct of the flight is the security of the flight crew compartment. Once the unlawful seizure has commenced, an attempt shall be made to dissuade the offenders from entering the flight crew compartment.

In many cases, the destination of an aircraft subject to an act of unlawful interference will be in a region for which the flight crew does not possess the necessary flight documentation and manuals. It is therefore desirable that the flight crew be supplied with a condensed set of valid emergency navigation material for possible diversionary landing locations that are not on the scheduled route. This technical/navigational emergency kit will assist the crew to land an aircraft safely at an airport with which they are not familiar but which lies within the range of the aircraft. Additional guidelines on crew actions in the case of an act of unlawful interference can be found in the

10.25 Bomb threats on ground

When a bomb threat is associated with an aircraft that is still on the ground, and once the warning has been assessed, aircraft operators in consultation with airport authorities and other responsible law enforcement entities shall:

- a. Disembark all passengers and crew with all cabin baggage by steps or jetties. Escape slides shall only be used in extreme emergencies;
- b. Move the aircraft to a remote location such as the isolated parking position;
- c. Isolate and re-screen all passengers and their cabin baggage and hold them in a separate area until the crew members, hold baggage, cargo and catering supplies have been inspected/screened, searched and declared safe;
- d. Unload all hold baggage and require passengers to identify their baggage, which shall then be screened or searched before it is reloaded;
- e. Unload all cargo which shall then be screened or searched only by designated and reloaded;
- f. unload and check the integrity of catering supplies; and
- g. Search the aircraft.

In case of bomb threat, the aircraft shall be searched only by designated and appropriately trained staff from law enforcement authorities.

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10.26 Forms

S/N	Form Name	Control No.
1	Pre-Flight Security Check List	AVSEC_003
2	Aircraft Not In Service Check List	AVSEC_004
3	Declaration Of Surrender Of firearms by State law Enforcement officer	AVSEC_006
4	Declaration of surrender If firearms	AVSEC_007
5	Deportee risk assessment report	AVSEC_008
6	In-flight passenger disturbance form	AVSEC_009
7	On-ground passenger disturbance report	AVSEC_009.1
8	In-flight passenger disturbance report	AVSEC_009.2
9	Items Carried by Hands Of Crew	AVSEC_013
10	Reports & debrief unlawful interference	AVSEC_018
11	Threat Report Form	AVSEC_022
12	Aircraft Bomb Threat Check list	AVSEC_024
13	Positive Target Identification	AVSEC_024.1
14	Dangerous Good& Security Questions	AVSEC_029
15	Security Contact Card	Attachment 3
16	Prohibited Items	
17	In-flight crew Station brief	Attachment 4

Refer to Part – A Vol 7 Aviation Security Program

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11.1 Station Filing:

11.1.1 Trip File

- For every flight, a Trip File must be prepared. The Trip File must contain a written document for all data of the load sheet, except for aircraft basic data. The Trip File must be filed at the station for Six Months.
- Following documents must always be filed in the Trip File:
 - Load and Trim Sheet Copy, signed by Commander. Manual or Computerized.
 - Loading Instruction, signed by Ramp Agent.
 - Passengers Name List (Embarked and Disembarked).
 - General Declaration signed by commander or station responsible for dispatch.
- Depending on local situation, additional documents may be added to the Trip File, such as medical clearances that can be given to sick passenger on board.

Records keeping of ground handling operations records (Trip File)

Trip file must be retained in a secured locked area at the station where was the departure from, for period of 6 months as previously explained, easy to retrieve classified by operations month.

And then they are being disposed according disposal procedures described in chapter one of this Manual.

11.2 Forms

It is Mandatory for all forms related to conduct a flight to:

1. contains legible and accurate information;
2. is presented in a format that is appropriate for use by ground handling personnel;
3. Is accepted or approved by the Authority, if applicable.
4. The version and the distribution list.

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11.2.1 Cabin Security&Crew



GRH/5-001

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11.2.2 Label Manual&Hand Bag

In Case Of System Down



GRH/5-002

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11.2.3 Information Otmatd Bag Tag

MAIN DAMAGED AREA ON DIAGRAMS AND INDICATE APPROPRIATE BOX BELOW:

in consideration of suitable transporting my property unless said items damaged previously or which is deemed by processing agents to be suitable for transport - such as indicated baggage, I hereby declare exempt from liability resulting solely from such pre-existing damage or unsuitability (as described by "T")

LIMITED RELEASE

Fragile or Inadequate Packing ☐

Perishable ☐

Late Check-in ☐

Received Damaged - Indicate → ☐

Not Admissible in Cabin - Size ☐

Not Admissible in Cabin - Weight ☐

MAIN DAMAGED AREA ON DIAGRAMS AND INDICATE APPROPRIATE BOX BELOW:

Baggage Identification Tag Only:
This is not the baggage claim (baggage check) described by article 4 of the Warsaw Convention.
Carrier will not be liable for baggage not claimed immediately upon arrival.

LIMITED RELEASE

Fragile or Inadequate Packing ☐

Perishable ☐

Late Check-in ☐

Received Damaged - Indicate → ☐

Not Admissible in Cabin - Size ☐

Not Admissible in Cabin - Weight ☐

Stick only here

GRH/5-003

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11.2.4 Boarding Manual & Transit Boarding Manual

In Case System Down



Sky Vision Airlines
TRANSIT CARD

FLIGHT NO. _____

BOARDING TIME _____

GATE NO. _____

SEAT NO. _____

SECURITY NO. _____

Transit Card

FLIGHT NO. _____

SECURITY NO. _____

FORM NO. : GRH-5 / 0022

Scanned with CamScanner



FLIGHT NO. _____

BOARDING TIME _____

GATE NO. _____

SEAT NO. _____

SECURITY NO. _____

FLIGHT NO. _____

SECURITY NO. _____

GRH/5-004

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11.2.5 Automated Boarding

BOARDING PASS

NAME (IF APPLICABLE)

FROM TO

FLIGHT CLASS DATE TIME

GATE BOARDING TIME GATE AIRCRAFT

PKT. WT. BAGGAGE CLAIM TAG

ONE HAND BAG ONLY

PLEASE BE AT THE GATE 45 MINUTES BEFORE DEPARTURE TIME IF YOU FAIL TO SHOW YOURSELF AT THE GATE 15 MINUTES BEFORE DEPARTURE TIME WE ARE SORRY TO POSTPONE YOUR TRAVEL TO THE NEXT FLIGHT.

رجلنا في الرحلة.
 نرجو أن نكون أمام بوابة الخروج قبل موعد الانطلاق بـ 45 دقيقة.
 إذا تأخر حضورك حتى 15 دقيقة قبل الانطلاق سيؤجل سفرك حتى الرحلة التالية.

GRH/5-005

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11.2.6 Fragile



GRH/5-006

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11.2.7 Flight Report Handling (HFR)

 SKY VISION Ground Handling Department Flight Handling Report FHR								
Airline	Flight	Route	A/C TYPE	DATE	Duty Officers	Load Controller		
Delay Brief								
			GPU	Catering High Lift	Medical High Lift	ASU		
			Cleaning	Potable Water	Toilet Service	Pushback		
			WCHR/S/C	Check-in Counter opened at:	Check-in Counter Closed at:	NBR of Check-in Desks		
Airport Cashier (XBAG)								
Aircraft REG	STA	ATA	STD	ATD	ARR BAG (PCS)	ARR BAG (WT)		
Configuration					DEP BAG (PCS)	DEP BAG (WT)		
Pax In Arrvall				TTL PAX ARR:				
Pax Out Departure				TTL PAX OUT:	Boarding Starts at:	Boarding End at:		
FINAL FIGURES								
(1)DLY Code:	(2)DLY Code:	(3)DLY Code:	(4)DLY Code:	Total Delay	DLY MATCH			
Delay Brief								
FIRST DELAY								
SECOND DELAY :								
THIRD DELAY :								
Remarks :								
	Attachment							
	L S & GD	MVT&LDM	PIL & LIR	CARGO MANAFIST	INTERIOR CLEANING	BINGO SHEET		
	PASSENGER ACKNOWLEDGMENT	A/C DISINFICTION	TECHNICAL LOG	SECURITY CHECK	QUARNTTEE FORM	OTHER		
Remarks:								

GRH /5-007

General Declaration (outward/inward)
شركة سكاى فيجن للخطوط الجوية

ICAO Annex 9
Appendix 1

Operator:	Marks of nationality and registration:	Flight No.:
Departure from (place):	Arrival at (place):	Date:

FLIGHT ROUTING
("Place" Column always to list origin, every en-route stop and destination)

PLACE	TOTAL NUMBER OF CREW	NUMBER OF PASSENGERS ON THIS STAGE
		DEPARTUE PLACE: Embarking
		Arrival Place: Disembarkation
		Through on same flight

Declaration of Health				For official use only
Name and seat number or function of persons on board with illnesses other than airsickness or the effects of accidents, who may be suffering from a communicable disease (a fever – temperature 38°C/100°F or greater- associated with one or more of the following signs or symptoms, e.g. appearing obviously unwell; persistent coughing; impaired breathing; persistent diarrhea, persistent vomiting; skin rash; bruising or bleeding without previous injury; or confusion of recent onset, increases the likelihood that the person is suffering a communicable disease) as well as such cases of illness disembarked during a Previous stop				
.....NIL.....				
Details of each disinfecting or sanitary treatment (place, date, time, method) During the flight. If no disinfecting has been carried out during the flight give details of most recent				
Disinfecting.....				
.....NIL.....				
Signed, if required.....				
Crew Member Concerned				

I declare that all statements and particulars in this General Declaration, and in any supplementary form required to be presented with this General Declaration are complete, exact and true to the best of my knowledge and that all through passengers will continue/have continued on the flight.

Signature _____

GRH /5-008

11.2.9 Passenger Manifest



Operator / Owner

PAX MANIFEST

ICAO Annex 9
Appendix 2

Flight No.	Aircraft : SU-			Embarkation :			Disembarkation :			Date:						
	Name	M	F	C	No	Name	M	F	C	No	Name	M	F	C	No	
1					36					71					106	
2					37					72					107	
3					38					73					108	
4					39					74					109	
5					40					75					110	
6					41					76					111	
7					42					77					112	
8					43					78					113	
9					44					79					114	
10					45					80					115	
11					46					81					116	
12					47					82					117	
13					48					83					118	
14					49					84					119	
15					50					85					120	
16					51					86					121	
17					52					87					122	
18					53					88					123	
19					54					89					124	
20					55					90					125	
21					56					91					126	
22					57					92					127	
23					58					93					128	
24					59					94					129	
25					60					95					130	
26					61					96					131	
27					62					97					132	
28					63					98					133	
29					64					99					134	
30					65					100					135	
31					66					101					136	
32					67					102					137	
33					68					103					138	
34					69					104					139	
35					70					105					140	

Prepared by:

GRH /5-009

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11.2.10 Cargo Manifest



Cargo Manifest

ICAO Annex 9
Appendix 3

Operator	
Marks of Nationality and Registration	
Flight No.	
Date	
Point of Loading (place)	
Point of Unloading (place)	

Airway Bill	Number of Packages	Nature of Goods	For use by operator only			For official use only
			Special Cargo	Gross Weight	Final Dest.	

Prepared by:

GRH /5-010

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11.2.11 Sky Vision Airlines Fleet Weight & Balance Sheet



Sky Vision Airline Fleet Weight & Balance Sheet

SU-SKB			
MTOGW	77000 KG		
MZFW	52500 KG		
MLW	56000 KG		
Config.	180 Y/C		

SU-SKE			
MTOGW	77000 KG		
MZFW	52500 KG		
MLW	56500 KG		
Config.	180 Y/C		

SU-SKE			
MTOGW	73500 KG		
MZFW	50000 KG		
MLW	54500 KG		
Config.	180 Y/C		

A 320-323-P1F [CARGO]	
SU-SKD	
MTOGW	77000 KG
MZFW	52500 KG
MLW	56000 KG

SU-SKB			
CKPT	CABIN	DOW	DOI
2	0	42978.43	47.54
2	1	43053.43	46.67
2	2	43128.43	47.63
2	3	43203.43	48.61
2	4	43278.43	47.74
2	5	43353.43	48.72
2	6	43428.43	49.7
3	0	43503.43	46.43
3	1	43136.43	45.56
3	2	43211.43	46.52
3	3	43286.43	47.49
3	4	43361.43	46.63
3	5	43436.43	47.5
3	6	43511.43	48.58
4	0	43148.43	45.32
4	1	43223.43	44.45
4	2	43298.43	45.41
4	3	43373.43	46.39
4	4	43448.43	45.52
4	5	43523.43	46.5
4	6	43598.43	47.48

SU-SKE			
CKPT	CABIN	DOW	DOI
2	0	43038	53.79
2	1	43113	52.88
2	2	43188	53.89
2	3	43263	54.57
2	4	43338	54
2	5	43413	54.98
2	6	43488	55.96
3	0	43573	52.98
3	1	43199	51.91
3	2	43273	52.77
3	3	43348	53.75
3	4	43423	52.89
3	5	43498	53.96
3	6	43573	54.84

SU-SKE			
CKPT	CABIN	DOW	DOI
2	0	43162	49.76
2	1	43137	48.89
2	2	43112	49.86
2	3	43087	48.99
2	4	43062	49.97
2	5	43137	50.94
2	6	43212	51.92
3	0	43187	48.64
3	1	43162	47.78
3	2	43137	48.74
3	3	43112	47.88
3	4	43087	48.85
3	5	43222	49.83
3	6	43297	50.81
4	0	43152	47.54
4	1	43007	46.67
4	2	43082	47.64
4	3	43157	46.77
4	4	43232	47.75
4	5	43307	48.72
4	6	43382	49.7

SU-SKD	
D.O.W	43016
D.O.I	38.54

SU-SKD	
ITEM	WEIGHT KG
62 FIGHT CREW + BAGGAGE	170
CATERING	38
TOTAL	208

SU-SKD		
CKPT	CABIN	DOW
2	0	43016
2	1	43101
2	2	43186
2	3	43271

Crew STD Weight	
CKPT	85 KG
CABIN	75 KG

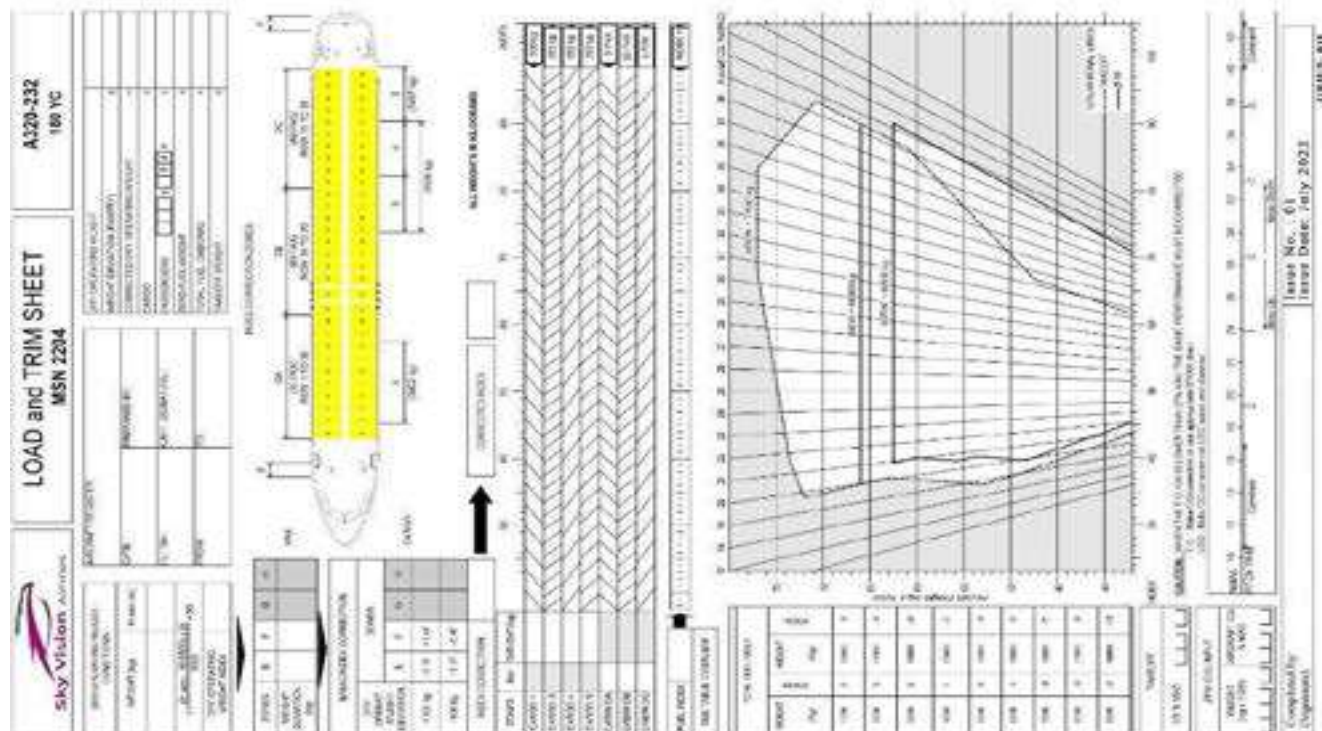
Passenger STD weight	
1. Holiday Charter:	
Adult	76 KG
Child	35 KG
2. Except Holiday Charter:	
Adult	84 KG
Child	35 KG

ISSUED 21 MAY 2024

Issued By: Khaleel Essam
Stations and Ground Handling Manager

GRH /5-011

11.2.11.1 Load Sheet & Trim Sheet AirBus A320 SU-SKB



LOAD and TRIM SHEET
MSN 2294

A320-332
180 YC

Passenger Details:

Passenger Name	Passenger No.	Passenger Weight (kg)	Passenger Height (cm)
1	1	75	175
2	2	75	175
3	3	75	175
4	4	75	175
5	5	75	175
6	6	75	175
7	7	75	175
8	8	75	175
9	9	75	175
10	10	75	175
11	11	75	175
12	12	75	175
13	13	75	175
14	14	75	175
15	15	75	175
16	16	75	175
17	17	75	175
18	18	75	175
19	19	75	175
20	20	75	175
21	21	75	175
22	22	75	175
23	23	75	175
24	24	75	175
25	25	75	175
26	26	75	175
27	27	75	175
28	28	75	175
29	29	75	175
30	30	75	175
31	31	75	175
32	32	75	175
33	33	75	175
34	34	75	175
35	35	75	175
36	36	75	175
37	37	75	175
38	38	75	175
39	39	75	175
40	40	75	175
41	41	75	175
42	42	75	175
43	43	75	175
44	44	75	175
45	45	75	175
46	46	75	175
47	47	75	175
48	48	75	175
49	49	75	175
50	50	75	175
51	51	75	175
52	52	75	175
53	53	75	175
54	54	75	175
55	55	75	175
56	56	75	175
57	57	75	175
58	58	75	175
59	59	75	175
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62	62	75	175
63	63	75	175
64	64	75	175
65	65	75	175
66	66	75	175
67	67	75	175
68	68	75	175
69	69	75	175
70	70	75	175
71	71	75	175
72	72	75	175
73	73	75	175
74	74	75	175
75	75	75	175
76	76	75	175
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78	78	75	175
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81	81	75	175
82	82	75	175
83	83	75	175
84	84	75	175
85	85	75	175
86	86	75	175
87	87	75	175
88	88	75	175
89	89	75	175
90	90	75	175
91	91	75	175
92	92	75	175
93	93	75	175
94	94	75	175
95	95	75	175
96	96	75	175
97	97	75	175
98	98	75	175
99	99	75	175
100	100	75	175

Weight and Balance Summary:

Item	Weight (kg)	Arm (cm)	Moment (kg-cm)
Passenger 1	75	175	13125
Passenger 2	75	175	13125
Passenger 3	75	175	13125
Passenger 4	75	175	13125
Passenger 5	75	175	13125
Passenger 6	75	175	13125
Passenger 7	75	175	13125
Passenger 8	75	175	13125
Passenger 9	75	175	13125
Passenger 10	75	175	13125
Passenger 11	75	175	13125
Passenger 12	75	175	13125
Passenger 13	75	175	13125
Passenger 14	75	175	13125
Passenger 15	75	175	13125
Passenger 16	75	175	13125
Passenger 17	75	175	13125
Passenger 18	75	175	13125
Passenger 19	75	175	13125
Passenger 20	75	175	13125
Passenger 21	75	175	13125
Passenger 22	75	175	13125
Passenger 23	75	175	13125
Passenger 24	75	175	13125
Passenger 25	75	175	13125
Passenger 26	75	175	13125
Passenger 27	75	175	13125
Passenger 28	75	175	13125
Passenger 29	75	175	13125
Passenger 30	75	175	13125
Passenger 31	75	175	13125
Passenger 32	75	175	13125
Passenger 33	75	175	13125
Passenger 34	75	175	13125
Passenger 35	75	175	13125
Passenger 36	75	175	13125
Passenger 37	75	175	13125
Passenger 38	75	175	13125
Passenger 39	75	175	13125
Passenger 40	75	175	13125
Passenger 41	75	175	13125
Passenger 42	75	175	13125
Passenger 43	75	175	13125
Passenger 44	75	175	13125
Passenger 45	75	175	13125
Passenger 46	75	175	13125
Passenger 47	75	175	13125
Passenger 48	75	175	13125
Passenger 49	75	175	13125
Passenger 50	75	175	13125
Passenger 51	75	175	13125
Passenger 52	75	175	13125
Passenger 53	75	175	13125
Passenger 54	75	175	13125
Passenger 55	75	175	13125
Passenger 56	75	175	13125
Passenger 57	75	175	13125
Passenger 58	75	175	13125
Passenger 59	75	175	13125
Passenger 60	75	175	13125
Passenger 61	75	175	13125
Passenger 62	75	175	13125
Passenger 63	75	175	13125
Passenger 64	75	175	13125
Passenger 65	75	175	13125
Passenger 66	75	175	13125
Passenger 67	75	175	13125
Passenger 68	75	175	13125
Passenger 69	75	175	13125
Passenger 70	75	175	13125
Passenger 71	75	175	13125
Passenger 72	75	175	13125
Passenger 73	75	175	13125
Passenger 74	75	175	13125
Passenger 75	75	175	13125
Passenger 76	75	175	13125
Passenger 77	75	175	13125
Passenger 78	75	175	13125
Passenger 79	75	175	13125
Passenger 80	75	175	13125
Passenger 81	75	175	13125
Passenger 82	75	175	13125
Passenger 83	75	175	13125
Passenger 84	75	175	13125
Passenger 85	75	175	13125
Passenger 86	75	175	13125
Passenger 87	75	175	13125
Passenger 88	75	175	13125
Passenger 89	75	175	13125
Passenger 90	75	175	13125
Passenger 91	75	175	13125
Passenger 92	75	175	13125
Passenger 93	75	175	13125
Passenger 94	75	175	13125
Passenger 95	75	175	13125
Passenger 96	75	175	13125
Passenger 97	75	175	13125
Passenger 98	75	175	13125
Passenger 99	75	175	13125
Passenger 100	75	175	13125

Trim Sheet:

Item	Weight (kg)	Arm (cm)	Moment (kg-cm)
Passenger 1	75	175	13125
Passenger 2	75	175	13125
Passenger 3	75	175	13125
Passenger 4	75	175	13125
Passenger 5	75	175	13125
Passenger 6	75	175	13125
Passenger 7	75	175	13125
Passenger 8	75	175	13125
Passenger 9	75	175	13125
Passenger 10	75	175	13125
Passenger 11	75	175	13125
Passenger 12	75	175	13125
Passenger 13	75	175	13125
Passenger 14	75	175	13125
Passenger 15	75	175	13125
Passenger 16	75	175	13125
Passenger 17	75	175	13125
Passenger 18	75	175	13125
Passenger 19	75	175	13125
Passenger 20	75	175	13125
Passenger 21	75	175	13125
Passenger 22	75	175	13125
Passenger 23	75	175	13125
Passenger 24	75	175	13125
Passenger 25	75	175	13125
Passenger 26	75	175	13125
Passenger 27	75	175	13125
Passenger 28	75	175	13125
Passenger 29	75	175	13125
Passenger 30	75	175	13125
Passenger 31	75	175	13125
Passenger 32	75	175	13125
Passenger 33	75	175	13125
Passenger 34	75	175	13125
Passenger 35	75	175	13125
Passenger 36	75	175	13125
Passenger 37	75	175	13125
Passenger 38	75	175	13125
Passenger 39	75	175	13125
Passenger 40	75	175	13125
Passenger 41	75	175	13125
Passenger 42	75	175	13125
Passenger 43	75	175	13125
Passenger 44	75	175	13125
Passenger 45	75	175	13125
Passenger 46	75	175	13125
Passenger 47	75	175	13125
Passenger 48	75	175	13125
Passenger 49	75	175	13125
Passenger 50	75	175	13125
Passenger 51	75	175	13125
Passenger 52	75	175	13125
Passenger 53	75	175	13125
Passenger 54	75	175	13125
Passenger 55	75	175	13125
Passenger 56	75	175	13125
Passenger 57	75	175	13125
Passenger 58	75	175	13125
Passenger 59	75	175	13125
Passenger 60	75	175	13125
Passenger 61	75	175	13125
Passenger 62	75	175	13125
Passenger 63	75	175	13125
Passenger 64	75	175	13125
Passenger 65	75	175	13125
Passenger 66	75	175	13125
Passenger 67	75	175	13125
Passenger 68	75	175	13125
Passenger 69	75	175	13125
Passenger 70	75	175	13125
Passenger 71	75		

11.2.11.2 Load Sheet & Trim Sheet AirBus A320 SU-SKC

LOADSET & LOADMESSAGE

Pratt & Whitney

ALL WEIGHTS IN LBS

WEIGHT		POSITION		DIMENSIONS		MATERIAL	
NO.	WEIGHT	NO.	POSITION	NO.	DIMENSIONS	NO.	MATERIAL
1	100	1	100	1	100	1	100
2	200	2	200	2	200	2	200
3	300	3	300	3	300	3	300
4	400	4	400	4	400	4	400
5	500	5	500	5	500	5	500
6	600	6	600	6	600	6	600
7	700	7	700	7	700	7	700
8	800	8	800	8	800	8	800
9	900	9	900	9	900	9	900
10	1000	10	1000	10	1000	10	1000

WEIGHT

POSITION

DIMENSIONS

MATERIAL

WEIGHT

POSITION

DIMENSIONS

MATERIAL

GRH /5-011 / B

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11.2.11.4 Load Sheet & Trim Sheet AirBus A320 SU-SKD

Refer To (Part A Vol 8 Cargo Operations Manual) Item 12.3.10

11.2.11.5 Load Sheet & Trim Sheet AirBus A321 SU-SKF

Refer To (Part A Vol 8 Cargo Operations Manual) Item 12.3.10

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11.2.12 load sheet information



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ROUT	/ /			
CREW CONFIG.				
D.O.W				
D.O.I				
FUEL INFORMATION				
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TAXI FUEL				
TAKE OFF FUEL				
TRIP FUEL				
MRTOW				
MZFW				
MTOW				
MLW				
PAYLOAD INFORMATION				
TTL PAX NBR	/	/	=	
TTL PAX ZONE	OA	OB	OC	OD
TTL BAGS NBR				
TTL PAX WT	KG			
TTL BAGS WT	KG			
TTL WT	KG			
PREPARED BY				
CAPT SIGNATURE				

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11.2.14 Medical Information

MEDIF

RESOLUTION 700 ATTACHMENT A

Information Sheet for Passengers Requiring Special Assistance

1. Last name / First name / Title

2. Passenger name record (PNR)

3. Proposed itinerary

Airline(s), flight number(s)

Class(es), date(s), segment(s)

4. Nature of disability

5. Stretcher needed onboard? ☐ Yes ☐ No

6. Intended escorts ☐ Yes ☐ No

Name Title Age

PNR if different

Medical qualification ☐ Yes ☐ No Language spoken

7. Wheelchair needed ☐ Yes ☐ No

Wheelchair categories ☐ WCHR ☐ WCHS ☐ WCHC Own wheelchair ☐ Yes ☐ No

Collapsible WCOB ☐ Yes ☐ No Wheelchair type ☐ WCBD ☐ WCBW ☐ WCMP

8. Ambulance needed (to be arranged by the Airline) ☐ Yes ☐ No

If yes, specify destination address

If no, specify ambulance company contact

9. Meet and assist ☐ Yes ☐ No

If designated person, specify contact

10. Other ground arrangements needed ☐ Yes ☐ No

If yes, specify

Departure airport

Transit airport

Arrival airport

11. Special inflight arrangements needed ☐ Yes ☐ No

If yes, specify type of arrangements (special meal, extra seat, leg rest, special seating)

Specify equipment (respirator, incubator, oxygen, etc)

Specify arranging company and at whose expense

12. Frequent traveller medical card (FREMEC) ☐ Yes ☐ No

If yes, specify FREMEC number, issued by, expiry date

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MEDIF (Medical Information) (Cont'd)

Information Sheet for Passengers Requiring Medical Clearance (to be completed or obtained from the attending physician)

- Patient's name
 Date of Birth Sex Height Weight
- Attending physician
 E-mail
 Telephone (mobile preferred), indicate country and area code Fax
- Diagnosis (including date of onset of current illness, episode or accident and treatment; specify if contagious)

Nature and date of any recent and/or relevant surgery

- Current symptoms and severity

- Will a 25% to 30% reduction in the ambient partial pressure of oxygen (relative hypoxia) affect the passenger's medical condition? (Cabin pressure to be the equivalent of a fast trip to a mountain elevation of 2400 metres (8000 feet) above sea level) ____ Yes ____ No ____ Not sure
- Additional clinical information
 - Anemia ____ Yes ____ No If yes, give recent result in grams of hemoglobin
 - Psychiatric and seizure disorder ____ Yes ____ No If yes, see Part 2
 - Cardiac condition ____ Yes ____ No If yes, see Part 2
 - Normal bladder control ____ Yes ____ No If no, give mode of control
 - Normal bowel control ____ Yes ____ No
 - Respiratory condition ____ Yes ____ No If yes, see Part 2
 - Does the patient use oxygen at home? ____ Yes ____ No If yes, specify how much
 - Oxygen needed in flight? ____ Yes ____ No If yes, specify ____ 2 LPM ____ 4 LPM ____ Other
- Escort
 - Is the patient fit to travel unaccompanied? ____ Yes ____ No
 - If no, would a meet-and-assist (provided by the airline to embark and disembark) be sufficient? ____ Yes ____ No
 - If no, will the patient have a private escort to take care of his/her needs onboard? ____ Yes ____ No
 - If yes, who should escort the passenger? ____ Doctor ____ Nurse ____ Other
 - If other, is the escort fully capable to attend to all the above needs? ____ Yes ____ No
- Mobility
 - Able to walk without assistance ____ Yes ____ No
 - Wheelchair required for boarding ____ to aircraft ____ to seat
- Medication list
- Other medical information

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MEDIF(Medical Information)
(Cont'd)

Information Sheet for Passengers Requiring Medical Clearance (to be completed or obtained from the attending physician)

1. Cardiac condition

- a. Angina ☐ Yes ☐ No When was last episode? _____
 • Is the condition stable? ☐ Yes ☐ No
 • Functional class of the patient?
☐ No symptoms ☐ Angina with important efforts ☐ Angina with light efforts ☐ Angina at rest
 • Can the patient walk 100 metres at a normal pace or climb 10-12 stairs without symptoms? ☐ Yes ☐ No
- b. Myocardial infarction ☐ Yes ☐ No Date _____
 • Complications? ☐ Yes ☐ No If yes, give details _____
 • Stress EKG done? ☐ Yes ☐ No If yes, what was the result? _____ Metz
 • If angioplasty or coronary bypass, can the patient walk 100 metres at normal pace or climb 10-12 stairs without symptoms? ☐ Yes ☐ No
- c. Cardiac failure ☐ Yes ☐ No When was last episode? _____
 • Is the patient controlled with medication? ☐ Yes ☐ No
 • Functional class of the patient?
☐ No symptoms ☐ Shortness of breath with important efforts ☐ Shortness of breath with light efforts ☐ Shortness of breath at rest
- d. Syncope ☐ Yes ☐ No Last episode _____
 Investigations? ☐ Yes ☐ No If yes, state results _____

2. Chronic pulmonary condition ☐ Yes ☐ No

- a. Has the patient had recent arterial gases? ☐ Yes ☐ No
- b. Blood gases were taken on: _____ Room air _____ Oxygen _____ LPM
 If yes, what were the results _____ pCO₂ _____ pO₂ _____
 Saturation _____ Date of exam _____
- c. Does the patient retain CO₂? ☐ Yes ☐ No
- d. Has his/her condition deteriorated recently? ☐ Yes ☐ No
- e. Can the patient walk 100 metres at a normal pace or climb 10-12 stairs without symptoms? ☐ Yes ☐ No
- f. Has the patient ever taken a commercial aircraft in these same conditions? ☐ Yes ☐ No
 • If yes when? _____
 • Did the patient have any problems? _____

3. Psychiatric Conditions ☐ Yes ☐ No

- a. Is there a possibility that the patient will become agitated during flight? ☐ Yes ☐ No
- b. Has he/she taken a commercial aircraft before ☐ Yes ☐ No
 • If yes, date of travel? _____ Did the patient travel ☐ alone ☐ escorted?

4. Seizure ☐ Yes ☐ No

- a. What type of seizures? _____
- b. Frequency of the seizures _____
- c. When was the last seizure? _____
- d. Are the seizures controlled by medication? ☐ Yes ☐ No

5. Prognosis for the trip ☐ Yes ☐ No

Physician Signature _____ Date _____

Note: Cabin attendants are not authorised to give special assistance (e.g. lifting) to particular passengers, to the detriment of their service to other passengers. Additionally, they are trained only in **first aid** and are not permitted to administer any injection, or to give medication.

Important: Fees, if any, relevant to the provision of the above information and for carrier-provided special equipment are to be paid by the passenger concerned.

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11.2.15 Unaccompanied Minor

	
UNACCOMPANIED MINOR FORM Request For Carriage-Handling Advice	
Full Name of Minor : Age : Sex : Male ☐ Female ☐ Full Name of Minor : Age : Sex : Male ☐ Female ☐ Full Name of Minor : Age : Sex : Male ☐ Female ☐ LANGUAGES SPOKEN : Permanent Address & Telephone No. of Minor :	
Flight Details : Flight No. / : Date : From : To : Flight No. / : Date : From : To : Flight No. / : Date : From : To :	
Person Seeing off on Departure : Name : Address : Telephone :	Person Meeting & Seeing off at Stopover Point : Name : Address : Telephone :
Person Meeting on Arrival : Name : Address : Telephone :	
DECLARATION OF PARENT GUARDIAN	
1. I confirm that I have arranged for the above mentioned minor to be accompanied to the airport on departure and to be met on arrival by the persons named above. These persons will remain at the airport until the flight has departed and/or be available at the airport at the schedule time of arrival of the flight. 2. Should the minor not be met as stated on the face hereof, I authorize SKY VISION to take whatever action they consider necessary to ensure the minor's safe custody including return of the minor to the airport of departure, and I agree to indemnify and reimburse SKY VISION and /or other carriers including their agents and servants for the necessary and reasonable cost and expenses incurred by them in taking such action. 3. I certify that the minor is in possession of all travel documents (passport, visa, health certificate, etc.) required by applicable laws. 4. I, the undersigned parent of guardian of the above mentioned minor agree to and request the unaccompanied carriage of the minor named above and certify that the information provided is accurate.	
Name, Address and Telephone No. of the Parent/Guardian : Signature : Date :	
AIRLINE STAFF IN CHARGE OF MINOR WHILSTILL IN THEIR CUSTODY	
ESCORT AT THE DEPARTUR AIRPORT Name : Department/Airline Code :	ESCORT AT THE TRANSFER POINT No. 1 Name : Department/Airline Code :
ESCORT IN FLIGHT Name : From/To : Department/Airline Code :	ESCORT IN FLIGHT Name : From/To : Department/Airline Code :
ESCORT AT ARRIVAL AIRPORT Name : Department/Airline Code :	ESCORT AT THE TRANSFER POINT No. 2 Name : Department/Airline Code :
SPECIAL INSTRUCTIONS, IF ANY (to be completed by issuing office)	ESCORT IN FLIGHT Name : From/To : Department/Airline Code :
	ESCORT AT STOPOVER POINT TO PERSON MEETING Name : Department/Airline Code :
	ESCORT AT STOPOVER ON DEPARTURE Name : Department/Airline Code :

* DO NOT COMPLETE IF NOT APPLICABLE
 DISTRIBUTION : WHITE - TO ISSUING OFFICE

PINK : TO BE ATTACHED TO THE TICKET OF MINOR

BLUE : TO STATION OF EMBARKATION YELLOW : TO CHIEF CARR

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11.2.16 Expectant Mother Form



استمارة خاصة بالحوامل
EXPECTANT MOTHER FORM

To be filled by expectant mother يرجى التهيئة من قبل السيدة الحامل

يرجى الإجابة على كافة الأسئلة باستعمال الحروف الكبيرة، ضع علامة في الخرج المناسب
Please answer all questions using block letters, put check mark in the appropriate boxes.

NAME OF PASSENGER: _____

FLIGHT ITINERARY: _____

FLIGHT NO: _____

DATE: _____

FROM: _____ TO: _____

AGE OF GESTATION

Less Than 28 Weeks & _____ days	أقل من ٢٨ أسبوع و _____ يوم
28 weeks & _____ days	٢٨ أسبوع و _____ يوم
32 weeks & _____ days	٣٢ أسبوع و _____ يوم
36 weeks & _____ days	٣٦ أسبوع و _____ يوم
Medical Certificate Attached	مرفق شهادات طبية

متطلبات أو معلومات أخرى ذات صلة ☐ لا يوجد ☐ يرجى ذكرها إن وجدت

Other requirements or relevant information ☐ None ☐ Specify, if any _____

مدة مريض الاستمارة اعتباراً من تاريخ الانسحاب

حالية - ٢٠ أيام

(بموجب أن يتم السفر خلال مدة السفر)

Validity of form date of issue

DATE OF ISSUE: _____

(To use must be within validity period)

Passenger Declaration

The undersigned hereby expressly state and represent that as of the date here of, the age of gestation of my pregnancy is..... Month(s) and week(s) and that I do not suffer from any abnormality connected with my current pregnancy I here by take full and exclusive responsibility for any error or misrepresentation in the above statements, intentional or otherwise, and I hereby hold SKY VISION, its officers, employees, and against harmless from any claim and / or liability in law and equity and I waive all remedies therefore for any injury, aggravation, deterioration in health or any damage to myself or of my unborn child due to there to expect where such injury, aggravation, deterioration in health or damage is due to gross negligence or willful misconduct of SKY VISION, its officers, employees or agents.

I understand and acknowledge that expectant mothers beyond six (6) months age of gestations and those who suffer any complication or difficulty due to pregnancy regardless of age of question are required to submit personal physician's clearance before they are allowed to travel by air

I warrant that I have read and understood the foregoing and that I voluntarily agreed to be inbound thereby

For expectant mother below age of 18 to 21 (whichever is the applicable legal age at the country of commencement or travel) this form shall be co- signed by her husband or parent or guardian

Signature of passenger: _____

Address: _____

تعهد المسافرة

أنا التوقيع أدناه أعلن صراحة وأقر أنه من تاريخه أن فترة الحمل هي (..... شهر) و..... (أسبوع) وأني لا أعاني من أي حالة غير طبيعية لها صلة بحملتي الحالي. وبموجب هذا التعهد. أتحمل المسؤولية الكاملة والمحصرة عن أي خطأ أو تحريف في البيانات المذكورة أعلاه، عن قصد أو بخلافه. وبموجب هذا التعهد، أنا مسؤول عن المسؤولية القانونية والالتزام بذلك من كافة التعويضات عن أي إصابة أو شعور في حالتي أو شعور حائلي الصحية أو أي ضرر يلحق بي أو بالجنين نتيجة لذلك. وبإسئذان الحالات التي تكون فيها الإصابة أو شعور الحالة أو شعور صحي أو الضرر الناتج عن الأفعال الجسيم أو سوء التصرف المتعمد من طرف الشركة أو موظفيها أو وكلائها.

وأفهم وأدرك أن على الأمهات الحوامل الثلاثي تجاوزن فترة حمل (٦) أشهر والثلاثي يعانون من أي مضاعفات أو صعوبة ناجمة عن الحمل بغض النظر عن مدة الحمل أن يقدمن تقريراً بذلك عن الطبيب الخاص قبل السماح لهن بالسفر جواً.

وأتعهد بالتوقيع وفهم وتعهدت بما ورد. وأنتز أو أقل من ثلاثة أشهر من تاريخه. وبإسئذان القانونية للأمهات الحوامل فوق سن ١٨ إلى ٢١ سنة. (أيهما هو السن القانوني المنطبق في الدولة التي تنطلق منها الرحلة). يجب توقيع هذه الاستمارة أيضاً من قبل زوج المرأة المسافرة أو والدها أو ولي الأثرها.

توقيع المسافرة: _____

العنوان: _____

اسم الزوج / ولي الأمر: _____

التوقيع: _____ التاريخ: _____

ملاحظة: حتى لو التزم المسافر بمطالعات شركة الطيران والمطلبة في تقديم شهادة صحية سارية المفعول والمطلوب (السيدة الحامل). بمقتضى قائد الطائرة بمقتضى عدم السماح للمسافرة بالسفر على متن الطائرة

Note: even if the passenger has complied with the standard requirement of the Airline which is to present a Valid Medical Certificate and the required from the (Expectant Mother), the Captain reserves the right to not to accept the passenger on board, a valid medical certificate board.

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11.2.17 Arrival & Departure Declaration

 Sky Vision Airlines سكاى فيجن للخطوط الجوية		Arrival & Departure Declaration أخطار وصول ومغادرة / تقرير النقل الجوي - ميناء القاهرة الجوي AIRPORT TAX / AIR TRANSPORT - CAIRO AIRREPORT		حروف التسجيل	
AIRLINE :		التاريخ		رقم الرحلة	
DATE :		FLIGHT NO. :		REGISTRATION :	
ARRIVAL :		وصول			
PASSENGERS		عدد ركاب الوصول			
FROM		TOTAL	TRANSIT	FROM	
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		CARGO TONS			
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11.2.18 Holds Safety Verification Check List



نموذج قائمة التحقق من سلامة مخازن الطائرة

قائمة اسئلة التحقق من الطائرة
A/C HOLDS SAFETY VERIFYING CHECK LIST

DATE : / /
STA :
Origin :

FLT NBR:
STD:

DESTINATION:
A/C TYPE:

STAND:

N/A	NO	YES	البنود
			هل تم التأكد من ترويض الاطارات الاختياطية بمخزن الطائرة ؟
			هل تم التأكد من تواجد و صلاحية المفردات الاتية بمخزن الطائرة ؟ 1- لمبات إنارة بالمخزن 2- شبك الفصل داخل المخازن 3- شبكة تأمين باب المخازن
			هل تم التأكد من تواجد و سلامة جميع اغطية جدران المخازن ؟
			هل تم التأكد من سلامة ارضية مخازن الطائرة (شروخ - كسور - التواء) والتأكد من ان المخازن نظيفة و خالية من مخلفات حقائب ركاب - بضائع الرحلة السابقة لها ؟
			هل تم التأكد من رص طرود البضائع و حقائب الركاب و اكياس البريد المدنى ومراعاة المسافة الراسية الفاصلة بين الحمولة و سقف الطائرة ؟
			هل تم قفل شبك المخازن الداخلية و شدها باحكام ؟
			هل تم شد و احكام شبكة باب المخزن ؟
			هل تم عمل فحص لبالئات البضائع و التأكد من صلاحيتها من حيث عدم وجود اى نقص في ال STUD وشد الشبك باحكام قبل بدء التحميل ؟
			هل ستائر ابواب حاويات الحقائب - البضائع مغلقة جيدا قبل التحميل ؟
			هل تم عمل فحص ظاهرى لحاويات الحقائب - البضائع للتأكد من صلاحيتها قبل بدء التحميل ؟

GVI : General Visual Inspection
STUD : حلقات تثبيت الشباك مفردة

Loadmaster Name :

Ramp Supervisor Name:

Signature :

Signature :

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11.2.19 Check FOD



سكاي فيجن للخطوط الجوية

الإدارة العامة للخدمات الأرضية

Attachment No. (2)

Date : / /

ETA : ETD :

Flight No.

A/C Type :

Destination :

A/C Reg.:

Stand

FOD قائمة لتحقق وتوعية لطاقم المهيمة من الأشياء الغريبة

من أكثر المشاكل المؤثرة على سلامة الطيران داخل المهيمة وتسبب خلل الطائرات هي الأشياء القابلة للسقوط والتحرك ويمكن خطورتها في الضرر البالغ الذي يؤثر على جسم الطائرة ومحركات الطائرة وسجل الطائرة ذلك نتيجة العوامل الطبيعية والبشرية .

م	نوع التفتيش	ن	ج	م
١	هل تم التأكد من عدم وجود الزائد - الحبوب - الحصى المبعثر			
٢	هل تم التأكد من عدم وجود الحيوانات والزجاجات			
٣	هل تم التأكد من عدم وجود الصواميل والمسامير			
٤	هل تم التأكد من عدم وجود الأخشاب المتكسرة الناتجة من تحميل البضائع وخلافه			
٥	هل تم التأكد من عدم وجود أسلحة حزام المستأضي المعدنية			
٦	هل تم التأكد من عدم وجود السوائل المتسكبة			
٧	هل تم التأكد من عدم وجود السدادات - التشنج البلاستيكية			
٨	هل تم التأكد من عدم وجود سجل الشحن وكذا أيدي الشحن المملوكة			
٩	هل تم التأكد من عدم وجود مخلفات تموين الطائرات من المواد الغذائية			
١٠	هل تم التأكد من عدم وجود القمامة والسوائل البلاستيكية المستعملة في الوجبات الغذائية			
١١	هل تم التأكد من عدم وجود المراتج الخاص بالعملة - لافتم والركاب مما يساعد على جذب الطيور إلى منطقة المطار مما قد يؤدي إلى استخدام المايور بالطائرات أثناء الهبوط أو الإقلاع			

ويجب أن نعلم أن مسؤولية سلامة المهيمة تقع على جميع العاملين المكون لهم العمل داخل المهيمة أثناء التشغيل الطلي لحركة الطائرات في الوصول والقيام من خلال المستويات المتوقعة بكل وظيفة

ولمنع تكون المهيمة بالمخلفات والقاذورات والمزيج الخاص بالعملة فيجب عدم ترك أي مخلفات أو قاذورات على المهيمة

والتأكد من تلك المخلفات في مناطق الطعمية لذلك على أن تكون محكمة الغلق حتى لا تجذب الحشرات والمقذورات أو الحيوانات والطيور .

ويجب التأكد من أن تكون جميع المعدات خالية من القطرات التي قد يتعارض وجودها مع التشغيل الآمن للمعدة وحتى لا يتم التخلص منها في أرض المهيمة أثناء خدمة الطائرة ... والتأكد من أن منطقة الموقع خالية من المعدات التي يمكن أن تعوق وصول أو إقلاع الطائرة ومدار الطائرة العمل بين جميع القطاعات التي تخدم الطائرة وأن الهدف المنشود هو الحفاظ على ممتلكات الشركة وسلامة الجميع

_____ الاسم :

_____ الوظيفة :

_____ التوقيع :

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11.2.21 Station Staff Evaluation Form



GRH Staff Evaluation Form

Personal Details

Name	
Section	
Job Title	
Date of Employment	

Note: 1- Employee can be accepted till 50 % in the 1st Evaluation .

2- Employee Cannot Accept less 75 % in the 2nd Evaluation.

Performance Factors

Indicate with a Mark on the scale the performance level that reflects the employee's performance over the time period for this review.

1- Job Knowledge :

- A- Understanding Department procedures
- B- Understanding Job responsibility.
- C- English Language (Oral & Written)
- D- Understanding and implementing the GRH manual.

Evaluation Date	Highly Effective 90:100 %	Effective 75:90 %	Adequate 50:75 %	Unacceptable Less 50%
	Y N	Y N	Y N	Y N
	Y N	Y N		

April Comments :

September Comments:

2- Productivity :

- A- Meeting job standards.
- B- Volume of acceptable work produced
- C- Complete the assigned work within The time required

Evaluation Period	Highly Effective 90:100 %	Effective 75:90 %	Adequate 50:75 %	Unacceptable Less 50%
	Y N	Y N	Y N	Y N
	Y N	Y N		

April Comments :

September Comments:

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3- Quality of work :

- A- Attention to work details.
- B- Accuracy of decisions.
- C- Quick correct action.

Evaluation Period	Highly Effective 90:100 %		Effective 75:90 %		Adequate 50:75 %		Unacceptable Less 50%	
	Y	N	Y	N	Y	N	Y	N
	Y	N	Y	N				

April Comments :

September Comments:

4- Adaptability:

- A- Ability to meet changing working conditions.
- B- Ability to meet new procedures.
- C- Ability to meet a new responsibility.
- D- Ability to learning.

Evaluation Period	Highly Effective 90:100 %		Effective 75:90 %		Adequate 50:75 %		Unacceptable Less 50%	
	Y	N	Y	N	Y	N	Y	N
	Y	N	Y	N				

April Comments :

September Comments:

5- Communication Skills:

- A- Oral & written communication with Manager.
- B- Report in dealing with the colleagues.
- C- Report and write in dealing with the passengers.

Evaluation Period	Highly Effective 90:100 %		Effective 75:90 %		Adequate 50:75 %		Unacceptable Less 50%	
	Y	N	Y	N	Y	N	Y	N
	Y	N	Y	N				

April Comments :

September Comments:

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6- Cooperation:

- A. Ability to cooperative working
B. Willingness cooperative working
C. respective to cooperative working

Evaluation Period	Highly Effective 90:100 %		Effective 75:90 %		Adequate 50:75 %		Unacceptable Less 50%	
	Y	N	Y	N	Y	N	Y	N
	Y	N	Y	N				

April Comments:

September Comments:

7- Attendance and appearance:

- A. No absence without pro approval
B. No Late during his operation roster
C. Good appearance.

Evaluation Period	Highly Effective 90:100 %		Effective 75:90 %		Adequate 50:75 %		Unacceptable Less 50%	
	Y	N	Y	N	Y	N	Y	N
	Y	N	Y	N				

April Comments:

September Comments:

Employee knowledge of his evaluation and he/she signed with the undertaking to develop himself during the next evaluation in September and he/she understanding well ,will not accepted in the company if get less than 75 % in the 2nd evaluation.

Name Signature

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The Committee's Decision			
Committee	Station Training Manager		GRH Manager
	CFM	☐	NON ☐
	CFM	☐	NON ☐

The Committee Decision must be reflected the Evaluation comments

Executive Manager (Comments / Decision)

April Comments

.....

.....

.....

Final Decision : Accepted ☐ Non Accepted ☐

Executive Manager

Signature :

Date :

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11.2.22 Cabin Cleaning Check Sheet



Interior Cleaning Performance Release form

Flight No.: Reg: Route: / Date:

Cleaning Start at: End at:

Cabin:

Gather up all Visible Rubbish in the Cabin and Seat Pockets Wipe clean all Tables ☐ Satisfied ☐ Unsatisfied

Brush away visible Rubbish from Seats ☐ Satisfied ☐ Unsatisfied

Change of Headrest Covers (Chargeable) ☐ Satisfied ☐ Unsatisfied

Vacuum Clean the Floor Lavatories: ☐ Satisfied ☐ Unsatisfied

Empty Waste Bins in Lavatories ☐ Satisfied ☐ Unsatisfied

Wipe Clean Hand Basin and Toilet Seat ☐ Satisfied ☐ Unsatisfied

Toilet Clean Floor ☐ Satisfied ☐ Unsatisfied

Toilet Bowl and Mirror Galleys: ☐ Satisfied ☐ Unsatisfied

Empty Waste Bins in Galleys ☐ Satisfied ☐ Unsatisfied

Clean Galleys Floor ☐ Satisfied ☐ Unsatisfied

P.S: If cleaning shall be done by the next station due to PIC request or Operational Reason;

Specify:

Responsible Cabin Crew on Board

Name:

Signature & ID No.:

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Revision Date: May 2024

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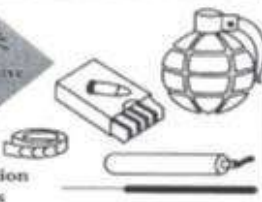
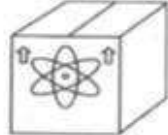
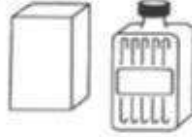
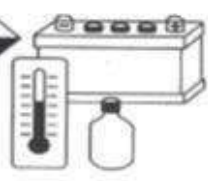
11.2.24 DGR Chick in Passenger Information



Sky Vision Airlines

DANGER !

DO NOT CARRY DANGEROUS GOODS IN YOUR BAGGAGE

 Explosive  Ammunition Fireworks	 Flammable  Matches Lighters -Permitted on your person but not in baggage	 Radioactive  Radioactive medicine
 Flammable  Butane Lighter fuel Butane gas	 Oxidizer  Bleach Peroxide	 Corrosive  Wet Battery Acid Mercury
 Flammable  Lighter fuel	 Poison  Poison	 Other Dangerous Goods Magnetized Material

**MUST NOT BE USED DURING
TAKE - OFF / LANDING
PERSONAL ELECTRONIC ITEMES**

**Laptop, Computers, CD Players, V-CDs
Video Cameras, Mobile phones,
Computer Games,.... ets.**



**MEDICAL & TOILET ARTICLES & CERTAIN OTHER SPECIFIED
ARTICLES, IN SMALL QUANTITIES, MAY BE CARRIED**

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11.2.25 Atc flight plane form

		International Flight Plan	
PRIORITY <=FF		ADDRESSEE(S) 	
FILING TIME 		ORIGINATOR 	
SPECIFIC IDENTIFICATION OF ADDRESSEE(S) AND / OR ORIGINATOR 			
3 MESSAGE TYPE <=(FPL		7 AIRCRAFT IDENTIFICATION 	
9 NUMBER 		8 FLIGHT RULES 	
TYPE OF AIRCRAFT 		TYPE OF FLIGHT 	
13 DEPARTURE AERODROME 		WAKE TURBULENCE CAT. 	
15 CRUISING SPEED 		10 EQUIPMENT 	
LEVEL 		TIME 	
ROUTE 			
16 DESTINATION AERODROME 		TOTAL EET 	
18 OTHER INFORMATION 		ALTN AERODROME 	
		2ND ALTN AERODROME 	
SUPPLEMENTARY INFORMATION (NOT TO BE TRANSMITTED IN FPL MESSAGES)			
19 ENDURANCE HR MIN 		PERSONS ON BOARD P/	
SURVIVAL EQUIPMENT POLAR DESERT MARITIME JUNGLE 		JACKETS LIGHT FLUORES 	
DINGHIES NUMBER CAPACITY COVER 		EMERGENCY RADIO UHF VHF ELBA 	
D/		R/	
A/		VHF 	
N/		REMARKS 	
C/		PILOT-IN-COMMAND 	
FILED BY 		ACCEPTED BY 	
ADDITIONAL INFORMATION 			

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11.2.26 Audits forms

11.2.26.1 Station Security Audit

Quality Assurance program Station Security Audit

Audit Date:

Audit location:

Person in charge:

Duties:

Complete the right part of each Box as follow:

- SAT. This means in compliance.
- UNSAT. Means this point is not satisfactory.
- N/A which means the requirements is not relevant to the activity at the address surveyed.
- A box left blank means that the point has not been evaluated.

Details of Check	SAT.	UN SAT.	N/A
1. BADGES			
A. station employee were Subject to Background screening before starting the job			
B. employees are wearing badges or ID passes			
C. ALL badges or passes are displayed at all times			
D. The picture on the badge matches the face of the holder agent			
E. Passes for vehicles in the ramp are displayed all the time			
2. SECURITY OF PASSENGERS			
A. Passengers and their cabin baggage have been searched and screened before boarding the air craft			
B. employees are aware of reporting to their supervisors then to AVSEC department if weapon or dangerous article has been found			
C. employees ensuring that screened passengers are prevented from contacting with unscreened persons			
D. employees ensuring that passengers don't leave items on board the aircraft after they disembark the A/C			
E. The pilot in-command is notified when there are deportee on board and if escorted by security personnel			
F. Security measures are in place during the transfer and transit passengers			
G. if any passenger went out of the sterilize area and want to enter it again must go (and his cabin baggage) through re-screening again			
3. SECURITY OF BAGGAGE			
A. employees are aware of in access to security of baggage and transfer procedures.			

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Quality Assurance program
Station Security Audit

Details of Check	SAT.	UN SAT.	N/A
3. SECURITY OF BAGGAGE (continued)			
B. employees at the check –in counter are following risk assessment procedures and asking the passengers security questions about their luggage 1-IS this your bag? 2-Did you pack it yourself? 3-Has it been in your sight all the time ? 4-Are you carrying anything for anybody else?			
C. ALL checked baggage are tagged and sealed when Checked - in			
D. The storage areas for screened baggage are secured.			
E. employees are aware of preventing Trans port passenger's baggage who fails to board on aircraft			
F. Rush baggage (marked by rush tags) is X- rayed			
g. Security Measures for Checked Baggage separated from passengers and forwarded as expedite baggage			
h. Screening of Checked Baggage: 1. 100% Screening of Checked Baggage 2. Percentage of Random Screening of Checked Baggage			
4. Security Measures for Cabin Baggage of Passengers and Crew			
A. Are procedures in place for?			
a. Screening and/or Searching of Originating Passengers and their Cabin Baggage			
b. Screening and/or Searching of Transfer Passengers and their Cabin Baggage			
c. Screening and/or Searching of Crew Members and their Cabin Baggage			
d. Segregation of Security Controlled Passengers and Screened Persons			
e. Persons and Cabin Baggage exempted from Screening and/or Searching			
5. SECURTIY AIRCRAFT			
A. aircraft are checked before departure and after arrivals			
B. employees are aware of securing the aircraft all the time when it's on the ground in a normal			
C. employees are aware of securing the aircraft procedure during night stop and layover			
D. aircraft are protected from being reached by unauthorized person			

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Quality Assurance program
Station Security Audit

Details of Check	SAT.	UN SAT.	N/A
6. SECURITY OF WORKPLACE			
A. Supplies and equipment in the aircraft work area are checked and secured .			
B. A /P offices and buildings are not to be left vacant without being locked up and guarded .			
7. CONTRACTED SERVICES			
A. has a process to monitor and ensure the contractors and their services .			
B. has background screening procedure for the contractors before reaching the aircraft .			
C. The contractors with their vehicles and equipment are following the screening procedures before reaching aircraft .			
D. ALL contractors have ID passes when entering the airport and A / C			
E. Requirements and qualifications of Recruitment of Security Personnel (pre-employment checks)			
F. All employees have clean security background			
G. All security measures meet security program			
H. All employees have skills, training and qualifications required.			
8. ACCESS CONTROL			
A. has a coordinating process with airport authorized persons to ensure the access control			
B. has process to supervise the movement of passengers and personal			
C. has measures to prevent the introduction of unauthorized devices			
9. Security of Catering and Stores			
A. Screening and/or Physical Examination of Catering Supplies			
B. Access Control to Catering Premises			
C. Supervision of Catering Premises and Personnel			

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11.2.26.2 Ramp Handling Audit

Quality Assurance program Ramp Handling Audit

Audit Date: Audit location:

A/C Reg.: Flight No. :

Person in charge: Duties:

Complete the right part of each Box as follow:

- SAT. This means Satisfactory (in compliance).
- UNSAT. This means not satisfactory (Not in compliance).
- N/A this means not applicable, which means the requirements is not relevant to the activity at the address surveyed.
- A box left blank means that the point has not been evaluated.

Details of Check	SAT.	UN SAT.	N/A
1. Services			
A. Services provided			
a. FOD inspection			
b. Aircraft marshalling			
c. Placing of wheel chocks			
d. Checking for aircraft damage			
e. Opening/closing aircraft compartment doors			
f. Aircraft loading/off-loading			
g. Stowing/securing of load in the aircraft cargo compartments			
h. Checking aircraft in-plane systems and reporting of missing locks and serviceability			
i. Reporting of loading irregularities			
j. Physical checking of dangerous goods			
k. Checking of NOTOC against actual load			
l. Cross check and reporting of LAST Minute Changes			
m. Providing fire fighting equipment			

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Quality Assurance program
Ramp Handling Audit

Details of Check	SAT.	UN SAT.	N/A
2. Preparation for Handling on the Ramp			
A. FOD-Inspections are performed by:			
a. Airport Authority			
b. Handling Company			
c. Carrier			
3. Inspection Of the On Load			
A. Comparison between the on load positioned on the ramp and LIR is preformed			
B. Visible damage to load is checked and reported			
C. Attachment of tags and proper completion is checked			
D. On Load services			
a. Providing passenger stairs/jet ways			
b. Providing pallet/container dollies/bulk carts			
c. Toilet servicing			
d. Potable water servicing			
e. GPU/Air start services			
f. Catering services			
g. Catering services			
h. Anti/De-icing Services			
i. Aircraft push back			
j. Walk out assistance			
k. Aircraft towing			

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11.2.26.3 Passengers and Baggage Handling Audit

Quality Assurance program Passengers and Baggage Handling Audit

Audit Date:..... **Audit location:**

A/C Reg.:..... **Flight No.:**.....

Person in charge:..... **Duties:**

Complete the right part of each Box as follow:

- SAT. This means Satisfactory (in compliance).
- UNSAT. This means not satisfactory (Not in compliance).
- N/A this means not applicable, which means the requirements is not relevant to the activity at the address surveyed.
- A box left blank means that the point has not been evaluated.

Details of Check	SAT.	UN SAT.	N/A
1- Passenger Handling			
A. Check-in			
B. Boarding			
C. Baggage Sorting			
D. Personnel duties and responsibilities			
2. Dangerous Goods in Passenger Baggage			
A. Check-in staff know the consequences of forbidden dangerous goods on flight and personnel safety			
B. Check-in staff know which dangerous goods are allowed/not allowed in baggage			
C. Check-in staff can identify those passenger groups most likely to carry dangerous goods (hunters, campers, etc.)			
D. Check-in staff can identify potentially dangerous baggage (leaks, smoke, smell, etc.)			
E. E-Check-in staff can identify DANGER tags (color, shape, design symbols)			

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Quality Assurance program
Passengers and Baggage
Handling Audit

Details of Check	SAT.	UN SAT.	N/A
3. Report to Load Control			
A. A procedure is in place whereby check-in staff report particularities Concerning passenger weights and baggage nature to Load Control			
4. Boarding			
A. Boarding staff is able to identify local or transfer passengers whose weight is proportionately above or below average (athletes, seamen, children, ethnic groups)			
B. Boarding staff is aware that passengers with reduced mobility are not to be seated in areas critical to the safety of the flight (e.g. exits)			
C. Boarding staff is able to identify potentially dangerous passengers who might jeopardize flight safety (e.g. passengers under the influence of alcohol or drugs, etc.)			
D. Boarding staff is aware of the effects excessive and over dimensional Hand baggage has on safety quality of service			
E. A security check is made by matching the number of checked-in passengers against the number of boarder passengers			
F. Boarding staff know the consequences of forbidden dangerous goods on flight and personnel safety			
G. Boarding staff know which dangerous goods are allowed/not allowed in baggage			
H. Boarding staff can identify those passenger groups most likely to carry dangerous goods (hunters, campers, etc.)			
I. Boarding staff can identify DANGER tags (color, shape, design symbols)			
J. Boarding staff can identify potentially dangerous hand baggage (leaks, smoke, smell, etc.)			

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Quality Assurance program
Passengers and Baggage
Handling Audit

Details of Check	SAT.	UN SAT.	N/A
K. A procedure is in place whereby boarding staff report particularities concerning passenger weights and baggage nature to load Control			
5. Baggage handling			
A. Baggage handling staff knows the consequences of forbidden dangerous goods on flight and personnel safety.			
B. Baggage handling staff knows which dangerous goods are allowed/not allowed in baggage			
C. Baggage handling staff can identify DANGER tags (color, shape, design symbols)			
D. Baggage handling staff can identify potentially dangerous baggage (leaks ,smoke ,smell, etc)			
E. Baggage handling staff knows the consequence of loading or dangerous baggage on flight and personnel safety			
F. Baggage handling staff knows the codes utilized on tag baggage			
G. Baggage handling staff knows the IATA designation codes			
H. Baggage handling staff knows the importance of sorting baggage according to LB, TB, Priority etc. in Bulk carts			
I. Weighing at check-in (actual)			
6. Communication of Check-in Data			
A. The number of passengers is checked			
B. For comparison with the load sheet figures the number of embarking passengers is supplied			
C. The number of baggage pieces is checked			
D. For comparison with the load sheet figures the number of baggage figures is supplied			

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11.2.26.4 Load Control Audit

Quality Assurance program Load control Audit

Audit Date: Audit location:

A/C Reg.: Flight No. :

Handling company:

Person in charge: Duties:

Complete the right part of each Box as follow:

- SAT. This means Satisfactory (in compliance).
- UNSAT. This means not satisfactory (Not in compliance).
- N/A this means not applicable, which means the requirements is not relevant to the activity at the address surveyed.
- A box left blank means that the point has not been evaluated.

Details of Check	SAT.	UN SAT.	N/A
1. Services			
A. Aircraft departure Co-ordination			
B. Pre calculation and planning of load distribution , including special loads and dangerous Goods including checking of weight and balance limits Aircraft marshalling			
C. Issuance of loading instruction			
D. Completion of NOTOC.			
E. Issuance of load sheet			
F. Checking of load sheet and entry of last-minute changes			
G. Handling over of flight documents to flight crew			
H. Dispatch of operational messages (LDM, MVT, Reason of delay if any			
2. Establishing load Data			
A. Baggage			
a. Weighing at check-in			
b. Using standard weight/actual			
B. Mail and Cargo			
3. EDP System (DCS)			
A. EDP system used for load control			
If applicable :			
☐ Carrier's Name: Provider:			
☐ Handling company's Name: Provider:			

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Quality Assurance program
Load control Audit

Details of Check	SAT.	UN SAT.	N/A
4. Collecting Data for load Planning			
A. Passenger			
a. Direct entry in DCS			
b. Teletype message			
c. Passenger check sheet			
d. Verbally			
e. Others:			
B. Baggage			
a. Direct entry in DCS			
b. EXP. Message			
c. Baggage check sheet			
d. Verbally			
e. Others:			
C. Mail & Cargo			
D. Fuel			
a. Direct entry in DCS			
b. Fuelling order			
c. Verbally			
d. Others:			
E. Aircraft data (DOW/DOI...)			
a. locally filed paper prints			
b. Carrier's EDP System			
c. Handling company's EDP system			
d. Others:			
5. Loading Planning			
A. Load distribution (including special loads and dangerous goods) is carried out by means of			
a. Manual form			
b. EDP system			
c. Others: (specify)			

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11.2.26.5 Houskeeping Audit

Quality Assurance program House Keeping Audit

Audit Date:

Audit location:

A/C Reg:

Flight No:

Person in charge:

Duties:

Complete the right part of each Box as follow:

- SAT. This means Satisfactory (in compliance).
- UNSAT. This means not satisfactory (Not in compliance).
- N/A this means not applicable, which means the requirements is not relevant to the activity at the address surveyed.
- A box left blank means that the point has not been evaluated.

Details of Check	SAT.	UN SAT.	N/A
1. Is ramp free of items which could cause FOD?			
2. Is the ramp swept regularly?			
3. Is the ramp area free of any fluid spillage?			
4. Is the ramp area free of unnecessary congestion?			
5. Are the gates clear of equipment which may block the arrival or departure of an aircraft?			
6. Are ramp markings (taxi lines, etc.) clearly identified?			
7. Is ground equipment parked in proper areas?			
8. Are all motorised vehicles backed into parking spaces?			
9. When not in use, are all vehicles shut off with parking brake on and transmission in park or neutral?			
10. Are aircraft chocks properly stored when not in use?			
11. Are there sufficient numbers of trash cans, and are they emptied regularly?			

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11.2.26.6 Ground Handling Support Equipment Audit

Quality Assurance program
Ground handling Support
Equipment Audit

Audit Date:..... Audit location:

Person in charge:..... Duties:

Complete the right part of each Box as follow:

- SAT. This means Satisfactory (in compliance).
- UNSAT. This means not satisfactory (Not in compliance).
- N/A this means not applicable, which means the requirements is not relevant to the activity at the address surveyed.
- A box left blank means that the point has not been evaluated.

Details of Check	SAT.	UN SAT.	N/A
1.Ground Support equipment			
A. Ground Power Unit (GPU)			
B. Toilet Service Truck			
C. Aircraft Cooling Unit			
D. Portable Water Truck			
E. Air start Unit (ASU)			
F. Container/Pallet Loader			
G. Main Deck Loader			
H. Conveyor Belt			
I. Fork Lift			
J. Pallet Transporter			
K. Container Transporter			
L. Catering Lift Truck			
M. Container Dollies			

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Quality Assurance program
Ground handling Support
Equipment Audit

Details of Check	SAT.	UN SAT.	N/A
1. Ground Support equipment cont.			
N. Pallet Dollies			
O. ULD-Storage racks			
P. Baggage/cargo carts			
Q. Tugs			
R. Passenger steps			
S. Maintenance steps			
T. Jet bridges			
U. Aircraft Tow tractors			
V. Tow bars			
W. De-icing unit			
X. De-icing fluid			
Y. Snow Plow			
2. Equipment			
A- Are vehicles properly maintained?			
a. Parking brake? Foot brake?			
b. Windshield mirrors windows? Cracked / dirty?			
c. Windshield wipers?			
d. Wheels / tires?			
e. lights/reflectors ?			
f. horn/back-up alarms ?			
g. No evidence of fluid leakage?			
h. cleanliness – interior and exterior ?			
i. Functional operating controls (levers, switches, etc.)			
j. Function Operating features (Belts ,casters ,hoses ,etc.)			

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Quality Assurance program
Ground handling Support
Equipment Audit

Details of Check	SAT.	UN SAT.	N/A
B. Do all vehicles requiring them have chocks?			
C. Do the brake systems on carts/dollies operate properly?			
D. Is there a complete complement of locks on all dollies ?			
E. Are Brakes set on all carts/dollies?			
F. Are seats provided for any passengers riding on equipment?			
G. Are all safety devices functional?			
H. Are fire extinguishers installed on specified vehicles? Are inspection tags current?			
I. Are Baggage containers checked for serviceability prior to being loaded?			
J. Are sides on carts in the up position, curtains closed during transport? Are containers doors securely closed?			
K. Is the belt loader in the full down position when parked or moving on the ramp?			
L. Are rear doors of tracks closed at all times when elevated and during movement on the ramp?			
M. Are trucks driven with body lowered?			
N. Are vehicle doors closed after the driver leaves?			

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11.2.26.7 Ground Handling Operation Audit

Quality Assurance program Ground handling Operation Audit

Audit Date:

Audit location:

Person in charge:

Duties:

Complete the right part of each Box as follow:

- SAT. This means Satisfactory (in compliance).
- UNSAT. This means not satisfactory (Not in compliance).
- N/A This means Not applicable, which means the requirements is not relevant to the activity at the address surveyed.
- A box left blank means that the point has not been evaluated.

Details of Check	SAT.	UN SAT.	N/A
1. Management			
A. Certification and approvals			
B. Operation manual / maintenance program (if applicable)			
C. Organization chart			
D. Personnel duties and responsibilities			
E. Process for delegation of duties			
2. Communication			
A. Communication system enables an effective exchange of information throughout the management			
B. Among operational personnel			
C. Communications means			
3. Facilities			
A. Work space, equipment and supporting services			
B. Work environmental (Lightness, air-condition, noise, dust, spillages, cleanliness and)			
4. Training and qualifications			
A. Personnel qualifications			
B. Personnel basic knowledge , skills and experiences			
C. Personnel basic training status			
D. Personnel recurrent training status			
E. Personnel training certificate , approval and licenses			

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Details of Check	SAT.	UN SAT.	N/A
5. Documentations and records			
A. Manuals are approved or accepted by authorities.			
B. Manuals are controlled			
C. Distribution process			
D. Review and revision maintain the currency of information			
E. Documents retention			
F. Reception, dissemination and retention of documentation and data from external sources			
G. Back-up files if electronic system is utilized			
H. Retention of records (protection and security)			
I. Records disposal or deletion			
6. Quality system			
A. Quality assurance programme (QAP) provide auditing and evaluation			
B. QAP identify undesirable conditions and areas requiring improvement			
C. QAP identify hazards to operations			
D. Process for addressing findings:			
a. Root cause			
b. Corrective action			
c. Evaluations			
E. QAP include a process to review, monitor and evaluate the service provider (contract or agreements)			
7. Safety and security			
A. Safety and health policy available and known by staff			
B. Reporting system for safety hazards (safety OR security concerns)			
C. Management action (analyses and improvement)			
D. Confidential safety reporting system			
E. Hazards identification and risk analyses system			
8. Emergency procedures			
F. Company emergency procedures (ERP) manual			
G. Company list of contacts			
H. Handling agent emergency			
I. Handling agent list of contacts			
J. Airport authority list of contacts			

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11.2.26.8 Checking of load Data at the Aircraft Audit

Quality Assurance program
**Checking of load Data at the
Aircraft Audit**

Audit Date: Audit location:

Handling company: A/C Reg:

Person in charge: Duties:

Complete the right part of each Box as follow:

- SAT. This means Satisfactory (in compliance).
- UNSAT. This means not satisfactory (Not in compliance).
- N/A this means not applicable, which means the requirements is not relevant to the activity at the address surveyed.
- A box left blank means that the point has not been evaluated.

Details of Check	SAT.	UN SAT.	N/A
1. Checking of load Data at the Aircraft			
A. Baggage			
a. Checking weight on Cart labels			
b. Checking number of pieces of baggage			
c. Checking number of Cart			
d. Others:			
B. Mail & Cargo			
2. Confirmation of the load Data to Load Control to Issue the Load sheet			
A. Passengers			
a. Direct entry in DCS			
b. Passenger check sheet			
c. Verbally			
d. Others:			
B. Baggage			
a. Direct entry in DCS			
b. Passenger check sheet			
c. Verbally			
d. Others:			
C. Cargo & Mail			

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Quality Assurance program
**Checking of load Data at the
Aircraft Audit**

Details of Check	SAT.	UN SAT.	N/A
D. Fuel			
a. Direct entry in DCS			
b. Fuel Order			
c. Verbally			
d. Others			
3. Load Sheet			
A. Load sheet is issued			
a. Manually			
b. By EDP system			
B. Load sheet is handed over to flight crew by			
a. Agent whose identify appears on the load sheet			
b. Any other agent, specify			
4. Amendment of Load sheet Figures (LMC,s) and Checking of Limitations			
A. Amendment of loadsheets figures			
a. Direct entry on load sheet			
b. Other			
B. Checking of structural weight limits			
a. Entry/update in DCS			
b. Other			
C. Checking of operational weight limits			
a. Entry/update in DCS			
b. Checking the under load			
c. Other			
D. Checking of balance limits			
a. Entry/update in DCS			
b. Trim sheet/balance chart			
c. Other			
E. Reporting of LMC,s to flight crew			
a. Direct entry on load sheet			
b. LMC-Slip			
c. Verbally			
d. Other :			

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Quality Assurance program
**Checking of load Data at the
Aircraft Audit**

Details of Check	SAT.	UN SAT.	N/A
5. NOTOC			
A. NOTOC Is issued			
a. Manually			
b. By EDP system Attached with load sheet			
c. Attached with load sheet			
6. Operational Messages			
A. Type of message			
a. LDM Sent by EDP / Manually			
b. MVT Sent by EDP / Manually			
c. Reason of delay Sent by EDP / Manually			

7. Trip Files

A. Trip files available at load control office

Document	Filed (months)	Filled with Handling Company	Filed with Carrier	Not Filed
Load sheet				
Balance Charts				
Fuelling order				
Fuelling invoice				
Load instruction report (LIR)				
NOTOC				
Relevant telexes or msg.				
Passenger manifest				
Cargo manifest				
General Declaration				
Tech.log				
Flight Report				
Others				

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11.2.26.9 Airside Safety Audit

Quality Assurance program
Airside safety Audit

Audit Date:.....

Audit location:.....

A/C Reg:.....

Flight No:.....

Person in charge:.....

Duties:

Complete the right part of each Box as follow:

- SAT. This means Satisfactory (in compliance).
- UNSAT. This means not satisfactory (Not in compliance).
- N/A this means not applicable, which means the requirements is not relevant to the activity at the address surveyed.
- A box left blank means that the point has not been evaluated.

Details of Check	SAT.	UN SAT.	N/A
1. Are airside safety performance audits conducted?			
2. Is there a set frequency for airside safety performance audits?			
3. Are findings of airside safety performance audits recorded?			
4. Are findings of airside safety performance audits reviewed and actioned?			
5. Are airside safety performance targets/goals established and communicated?			
6. Are airside safety performance targets/goals measured?			
7. Are shortfalls of airside safety performance targets/goals analyzed?			
8. Do records indicate that all personnel are trained for the tasks being performed?			

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11.2.26.10 Aircraft On Load - Departure Audit

Quality Assurance program
Aircraft On load/departure Audit

Audit Date: Audit location:

A/C Reg. : Flight No. :

Person in charge: Duties:

Complete the right part of each Box as follow:

- SAT. This means Satisfactory (in compliance).
- UNSAT. This means not satisfactory (Not in compliance).
- N/A this means not applicable, which means the requirements is not relevant to the activity at the address surveyed.
- A box left blank means that the point has not been evaluated.

Details of Check	SAT.	UN SAT.	N/A
1. Is the bridge properly aligned to the aircraft?			
2. Is the bridge auto-levelling system deployed and operating?			
3. Is the bridge weather curtain deployed to the aircraft?			
4. Is the bridge properly lighted?			
5. Is hearing protection used by all employees?			
6. Is proper footwear worn?			
7. Do employees walk rather than run on the ramp?			
8. Are local speed limits observed by all drivers?			
9. Are roadways used by equipment operators?			
10. Are the operator's arms and legs within the profile of vehicle at all times when moving?			
11. Do all vehicles make a stop for a brake check?			

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Quality Assurance program
Aircraft On load/departure Audit

Details of Check	SAT.	UN SAT.	N/A
12. Are all container/cart doors or curtains closed and fastened during transport?			
13. When mobile passenger steps are used, are they properly positioned to the aircraft door? Are stabilisers deployed?			
14. Do personnel refrain from "Horseplay"?			
15. Do all employees avoid driving ground equipment under the aircraft wings and fuselage?			
16. Are baggage tractor hood/fender/seat or top of containers free of baggage/cargo/mail?			
17. Is the belt loader front bumper positioned below and away from the cargo door sill?			
18. Is the belt loader handrail raised when up to a wide body aircraft?			
19. Do employees refrain from walking, standing or sitting on a moving conveyor belt?			
20. Is the container loader properly positioned to the aircraft with stabilizers deployed?			
21. Are loader guard-rails installed for off/on load and stowed when cargo door is closed?			
22. Do employees use the ladder rather than riding up or down the loader platform?			
23. Are locks on dollies properly set prior to approach to container loader?			
24. Are brakes set on vehicles?			
25. Is a guide person used when backing equipment to the aircraft?			
26. Is a guide person used when positioning equipment in confined areas?			

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Quality Assurance program
Aircraft On load/departure Audit

Details of Check	SAT.	UN SAT.	N/A
27. When carts/dollies are dropped off, does the tractor come to a complete stop, is the hand brake engaged and does the driver dismount to engage the brakes?			
28. Is baggage properly handled?			
29. Do employees use correct body mechanics when loading/unloading or lifting?			
30. Are all required locks set/cargo nets/barriers installed and secured before cargo doors are closed?			
31. Do personnel check clearances when closing cargo/passenger doors?			
32. Is correct size of tractor used for pushback?			
33. Is a complete walk-around inspection done to check that cargo/access doors are closed and secured, that there is no visible damage to the aircraft and that the gate area is clear of equipment?			
34. Is ground equipment parked to avoid jet blast/prop wash/engine ingestion?			
35. Is the loading bridge retracted before start of pushback?			
36. Does the agent check for clearances before retracting the bridge?			
37. Is the bridge operator alert to devices on the fuselage?			
38. Do bridge warning devices operate?			
39. Is the weather door closed when the bridge is stowed?			
40. Does the agent remain on the bridge until the aircraft has pushed back?			
41. Are wingtip clearance cones removed and correctly stowed (if applicable)?			

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Quality Assurance program
Aircraft On load/departure Audit

Details of Check	SAT.	UN SAT.	N/A
42. If the headset operator is not in the tractor are they clear of the nose gear when the aircraft is moving?			
43. Are wing walkers in position and using proper hand signals?			
44. Are wing walkers aware of engine hazard zones?			
45. Do employees understand the meaning of aircraft rotating beacons?			
46. Are wands used for marshalling and all signalling (illuminated in low visibility)?			
47. Do employees avoid walking under the fuselage or stepping across the tow bar?			
48. Is the marshaller at the correct position to hold the aircraft brakes?			
49. Is the tow bar disconnected properly?			

Remarks:

Auditor Name:

Signature:

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11.2.26.11 Aircraft offload Arrival Audit

Quality Assurance program
Aircraft Arrival/offload Audit

Audit Date: Audit location:

A/C Reg.: Flight No.:

Person in charge: Duties:

Complete the right part of each Box as follow:

- SAT. This means Satisfactory (in compliance).
- UNSAT. This means not satisfactory (Not in compliance).
- N/A this means not applicable, which means the requirements is not relevant to the activity at the address surveyed.
- A box left blank means that the point has not been evaluated.

Details of Check	SAT.	UN SAT.	N/A
1. Is hearing protection used by all employees?			
2. Is proper footwear worn?			
3. Has an FOD inspection been made? Is the gate area clear? Is all equipment positioned outside aircraft clearance lines?			
4. Is bridge fully retracted? If driveable type - is it parked within its "Ramp Box"?			
5. Is the area beneath the boarding bridge clear?			
6. Does the operator check for clearance?			
7. Are the gate and bridge areas ready for arrival?			
8. Does the operator use hearing protection?			
9. Are the proper hand signals used by marshaller?			
10. Are wands used for marshalling and all signalling (illuminated in low visibility)?			
11. Are chocks properly installed?			
12. Is grounding cable connected to grounding point on Nose Leg (where available)?			
13. Do personnel wait until the aircraft has stopped is chocked and "all clear" given by marshaller before approaching?			
14. Are wingtip/engine cones properly positioned?			
15. Is the bridge operator alert to devices on the fuselage?			

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Quality Assurance program
Aircraft Arrival/offload Audit

Details of Check	SAT.	UN SAT.	N/A
16. Do bridge warning devices operate (beacon, bell, etc.)?			
17. Is the bridge auto levelling system deployed and operating?			
18. Is the boarding bridge properly lighted?			
19. Is the bridge properly aligned to the aircraft?			
20. Is the weather curtain deployed to the aircraft?			
21. Do employees walk rather than run on the ramp?			
22. Are local speed limits observed by all drivers?			
23. Are roadways used by equipment operators?			
24. Is a guideperson used when positioning equipment in confined areas?			
25. Is a guideperson used when backing equipment to the aircraft?			
26. Is a guideperson used when positioning highreach trucks?			
27. After positioning elevated units to the aircraft, are stabilisers immediately deployed?			
28. Do all vehicles make a stop for a brake check?			
29. Are the areas around cargo/passenger doors visually checked for existing damage before ground equipment approaches?			
30. Do personnel check clearances when opening cargo/passenger doors?			
31. Are cargo/passenger doors opened and secured properly?			
32. When mobile passenger steps are used, are they properly positioned to the aircraft door? Are stabilisers deployed?			
33. Do personnel refrain from "Horseplay"?			
34. Is the beltloader in the full down position with handrail stowed when approaching the aircraft?			
35. Is the beltloader front bumper positioned below and away from the cargo door sill?			
36. Is the beltloader handrail raised when up to a wide body aircraft?			
37. Do employees refrain from walking, standing or sitting on a moving conveyor belt?			
38. Are safety rails on wide body loaders down upon approach to aircraft?			
39. Is the container loader properly positioned to the aircraft with stabilisers deployed?			

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Quality Assurance program
Aircraft Arrival/offload Audit

Details of Check	SAT.	UN SAT.	N/A
40. Are loader guard-rails installed for off/on load and stowed when cargo door is closed?			
41. Do employees use the ladder rather than riding up or down the loader platform?			
42. Are brakes set on vehicles?			
43. Are chocks used on vehicles?			
44. When carts/dollies are dropped off, does the tractor come to a complete stop, is the hand brake engaged and does the driver dismount to engage the brakes?			
45. Are locks on dollies properly set prior to approach to container loader?			
46. Are the operator's arms and legs within the profile of vehicle at all times when moving?			
47. Do employees use correct body mechanics when loading/unloading or lifting?			
48. Is baggage properly handled?			
49. Are all container/cart doors or curtains closed and fastened after loading?			
50. Are baggage tractor hood/fender/seat or top of containers free of baggage/cargo/mail?			
51. Do all employees avoid driving equipment under the aircraft wing and fuselage?			
52. Do employees wear protective gloves when servicing lavatories?			
53. Is the plug (donut) properly installed and all access panels secured when lavatory servicing is finished?			
54. Is a guide person used when backing highreach trucks away?			

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11.2.27 Checkout Sequence Sheet

Checkout Sequence Sheet

Boarding / Check out Sequence sheet

Flight Number	Route	Date

Cross the sequence No. on the Boarding Pass accordingly

1	2	3	4	5	6	7	8	9	10
11	12	13	14	15	16	17	18	19	20
21	22	23	24	25	26	27	28	29	30
31	32	33	34	35	36	37	38	39	40
41	42	43	44	45	46	47	48	49	50
51	52	53	54	55	56	57	58	59	60
61	62	63	64	65	66	67	68	69	70
71	72	73	74	75	76	77	78	79	80
81	82	83	84	85	86	87	88	89	90
91	92	93	94	95	96	97	98	99	100
101	102	103	104	105	106	107	108	109	110
111	112	113	114	115	116	117	118	119	120
121	122	123	124	125	126	127	128	129	130
131	132	133	134	135	136	137	138	139	140
141	142	143	144	145	146	147	148	149	150
151	152	153	154	155	156	157	158	159	160
161	162	163	164	165	166	167	168	169	170
171	172	173	174	175	176	177	178	179	180
181	182	183	184	185	186	187	188	189	190
191	192	193	194	195	196	197	198	199	200
201	202	203	204	205	206	207	208	209	210
211	212	213	214	215	216	217	218	219	220

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11.2.28 Delegation Form

Delegation Form

Delegation Form		No: LMU-CM-00	
Department	☐ C.E.O ☐ Cabin Crew ☐ GRH ☐ Others	☐ Tech. ☐ OCC ☐ Rostering	☐ Operations ☐ Security ☐ Finance ☐ Quality ☐ Safety ☐ HR/IT
To: You are delegated to work on my behalf during my absence for the Period starting/...../..... and ending/...../..... Reference to your responsibilities is : ☐ CM ☐ CCOM ☐ SOM ☐ Others ☐ MCM ☐ FDM ☐ Rostring ☐ FOM ☐ Security M. ☐ Finance ☐ QAP ☐ SMS ☐ HR/ IT Name : Position : Signature : Accept Delegation Name: Date : Position:			

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11.2.29 Seat Map

Seat Map (A320) 180Y

Window	Center	Aisle		Aisle	Center	Window
1A	1B	1C		1D	1E	1F
2A	2B	2C		2D	2E	2F
3A	3B	3C		3D	3E	3F
4A	4B	4C		4D	4E	4F
5A	5B	5C		5D	5E	5F
6A	6B	6C		6D	6E	6F
7A	7B	7C		7D	7E	7F
8A	8B	8C		8D	8E	8F
9A	9B	9C		9D	9E	9F
10A	10B	10C	A320-232	10D	10E	10F
11A	11B	11C	180Y	11D	11E	11F
12A	12B	12C	Emergency Exit	12D	12E	12F
14A	14B	14C	Emergency Exit	14D	14E	14F
15A	15B	15C		15D	15E	15F
16A	16B	16C		16D	16E	16F
17A	17B	17C		17D	17E	17F
18A	18B	18C		18D	18E	18F
19A	19B	19C		19D	19E	19F
20A	20B	20C		20D	20E	20F
21A	21B	21C		21D	21E	21F
22A	22B	22C		22D	22E	22F
23A	23B	23C		23D	23E	23F
24A	24B	24C		24D	24E	24F
25A	25B	25C		25D	25E	25F
26A	26B	26C		26D	26E	26F
27A	27B	27C		27D	27E	27F
28A	28B	28C		28D	28E	28F
29A	29B	29C		29D	29E	29F
30A	30B	30C		30D	30E	30F
31A	31B	31C		31D	31E	31F

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11.2.30 BINGO SHEET



BINGO SHEET

Flight No. :

Route :

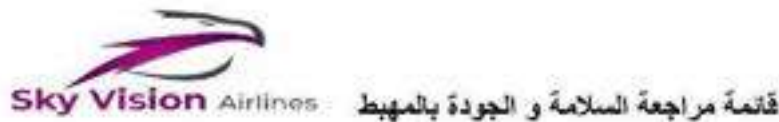
Car No. :

Date :

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11.2.31 Handling Flight Report (FHR) (Ramp Activities)



التاريخ	رقم الرحلة

اسم مشرف المهبط
عدد السائقين
عدد العمال

م	الاستئلة العامة للسلامة و الجودة	المطابقة	
		نعم	لا
١٠	وجود مشرف للمعدات أثناء تسيار الخدمة		
١١	الالتزام بتعليمات تواجد دخول المعدات على الطائرة		
١٢	اختبار الحثلة الفنية للمعدات من حيث (التوازن - تسريبات)		
١٣	الالتزام باستعمال معدات الأمان من حيث (القسور - طفايات الحريق - شوكتات - القناع)		
١٤	وجود اعداد مناسبة من (أفراد التشغيل - أفراد توجيه المعدات)		
١٥	الالتزام بتكليف سائقي المعدات وفقاً لمستوى رخص القيادة خاصتهم		
١٦	تداول الخطاب وفقاً للتعليمات		
١٧	الالتزام السابق بعدم مغادرة المعدة أثناء تواجدها على الطائرة		
١٨	هل تم عمل FOD حول الطائرة ؟		
١٩	هل أرضي المهبط خالية من السوائل المتسكبة ؟		
٢٠	هل منطقة التوقف خالية من المعدات التي يمكن أن تعوق وصول أو الإخلاء الطائرة ؟		
٢١	هل تم وضع معدات المهبط في أماكنها الصحيحة ؟		
٢٢	هل تم التأكد من خلو مخرن العنق و التاك من نظافة المخرن بعد تفريغ حطاب الوصول ؟		
٢٣	هل تم التأكد من وصول جميع الحطاب عند السلم إلى موقع الطائرة ؟		
٢٤	هل تم التأكد من أن رقم الرحلة مطبوع على الحطبة و التأكد من ربط شباك مخرن العنق بعد التحميل ؟		
٢٥	هل تم التأكد من عدم تحميل (CARGO) أو شحنات بملصق (CARGO AIRCRAFT ONLY)		
٢٦	هل تم التأكد من النظافة الخارجية و الداخلية للمعدات و خلوها من آثار التدخين ؟		

الملاحظات
١
٢
٣
٤
٥

توقيع مسئول استلام الخدمة الأرضية

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11.2.32 Departure And Arival Cards

جمهورية مصر العربية مطار مصر A.R.E رقم الرحلة القادم من	ختم الوصول 
رقم الجواز ولونه (عادي / دبلوماسي / مهمة / خاص)	رقم الجواز ولونه
جهة ولاتاريخ اصداره	جهة ولاتاريخ اصداره
الاسم	الاسم
جهة ولاتاريخ الميلاد الجنس	جهة ولاتاريخ الميلاد الجنسية
العنوان بالترتيب المطلوبين في الخارج يجب علامة "أ" أمام القارئ من الوصول ختم مؤتمت ☐ ختم التأشيرة ☐	العنوان بالترتيب المطلوبين في الخارج يجب علامة "أ" أمام القارئ من الوصول ختم مؤتمت ☐ ختم التأشيرة ☐
تاريخ الميلاد اسماء المرافقين	تاريخ الميلاد اسماء المرافقين
The Citadel	القلعة

جمهورية مصر العربية مطار مصر A.R.E رقم الرحلة القادم من	ختم الوصول 
رقم الجواز ولونه (عادي / دبلوماسي / مهمة / خاص)	رقم الجواز ولونه
جهة ولاتاريخ اصداره	جهة ولاتاريخ اصداره
الاسم	الاسم
جهة ولاتاريخ الميلاد الجنس	جهة ولاتاريخ الميلاد الجنسية
العنوان بالترتيب المطلوبين في الخارج يجب علامة "أ" أمام القارئ من الوصول ختم مؤتمت ☐ ختم التأشيرة ☐	العنوان بالترتيب المطلوبين في الخارج يجب علامة "أ" أمام القارئ من الوصول ختم مؤتمت ☐ ختم التأشيرة ☐
تاريخ الميلاد اسماء المرافقين	تاريخ الميلاد اسماء المرافقين
Temple of Abu Simbel	أبو سمبل

جمهورية مصر العربية مطار غير المصري A.R.E NON EGYPTIAN CLAYARDING رقم الرحلة القادم من	ختم الوصول 
رقم الجواز ولونه (عادي / دبلوماسي / مهمة / خاص)	رقم الجواز ولونه
جهة ولاتاريخ اصداره	جهة ولاتاريخ اصداره
الاسم	الاسم
تاريخ ولاتاريخ الميلاد الجنسية	تاريخ ولاتاريخ الميلاد الجنسية
العنوان بالترتيب المطلوبين في الخارج يجب علامة "أ" أمام القارئ من الوصول ختم مؤتمت ☐ ختم التأشيرة ☐	العنوان بالترتيب المطلوبين في الخارج يجب علامة "أ" أمام القارئ من الوصول ختم مؤتمت ☐ ختم التأشيرة ☐
تاريخ الميلاد اسماء المرافقين	تاريخ الميلاد اسماء المرافقين
Sphinx-Cairo Tower	أبو الهول - برج القاهرة

جمهورية مصر العربية مطار غير المصري A.R.E NON EGYPTIAN ARRIVAL رقم الرحلة القادم من	ختم الوصول 
رقم الجواز ولونه (عادي / دبلوماسي / مهمة / خاص)	رقم الجواز ولونه
جهة ولاتاريخ اصداره	جهة ولاتاريخ اصداره
الاسم	الاسم
تاريخ ولاتاريخ الميلاد الجنسية	تاريخ ولاتاريخ الميلاد الجنسية
العنوان بالترتيب المطلوبين في الخارج يجب علامة "أ" أمام القارئ من الوصول ختم مؤتمت ☐ ختم التأشيرة ☐	العنوان بالترتيب المطلوبين في الخارج يجب علامة "أ" أمام القارئ من الوصول ختم مؤتمت ☐ ختم التأشيرة ☐
تاريخ الميلاد اسماء المرافقين	تاريخ الميلاد اسماء المرافقين
Great of Nefertiti Queen	راقون نفرتيتي

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11.2.33 Numric Delay Codes

		NUMERIC DELAY CODES	
U/C	CODE	DESCRIPTION	OWNERSHIP
U	01A	VIP MOVEMENT AT THE AIRPORT	AIRPORT
	02A	INTENTIONALLY KEPT BLANK	
U	03A	REACTIONARY DUE WEATHER	OCC
C	04A	OVER SIZED HAND BAGGAGE COLLECTION	GROUND OPS
C	05A	REQUIREMENT OF GROUND EQUIPMENT SUPPORT i.e. GPU, ASU, ACU	GROUND OPS
SCHEDULES (COMMERCIAL)			
C	09A	SCHEDULED GROUND TIME LESS THAN DECLARED MINIMUM GROUND TIME	COMMERCIAL
C	09B	OFFLOADING LEFT BEHIND BAGS	COMMERCIAL
C	09C	OVER SALES, booking errors	COMMERCIAL
PASSENGER AND BAGGAGE			
C	11A	Acceptance of Pax after flight closure for on-schedule ops	GROUND OPS
U	11B	ACCEPTANCE OF PAX AFTER FLIGHT CLOSURE FOR ABNORMAL OPS	GROUND OPS
C	12A	LATE CHECK-IN, congestion in check-in area	GROUND OPS
C	13A	CHECK-IN ERROR, Passenger and baggage	GROUND OPS
BOARDING			
C	15A	Boarding errors/discrepancies/ Slow Boarding	GROUND OPS
C	15B	Paging/missing checked in Passenger/Baggage	GROUND OPS
C	15C	Documentation issues during boarding (passport, Visa, boarding pass etc)	GROUND OPS
PAX CONVENIENCE			
C	16A	Passenger searching for missing property/document; Voluntary offload at Gate / on board the Aircraft	GROUND OPS
C	16B	Special needs handling	GROUND OPS
U	16C	Medical assessment and/or offload	GROUND OPS
	17A	INTENTIONALLY KEPT BLANK	
C	18A	Late & incorrectly sorted local Baggage	GROUND OPS
C	18B	Late & incorrectly sorted Transfer baggage	GROUND OPS
CARGO AND MAIL			
C	21A	DOCUMENTATION, errors, Etc	CARGO
C	22A	LATE POSITIONING	CARGO
C	23A	LATE ACCEPTANCE	CARGO
U	24A	INADEQUATE PACKING	CARGO
U	25A	OVERSALES, booking errors	CARGO
C	26A	LATE PREPARATION IN WAREHOUSE	CARGO
MAIL ONLY			
C	27A	DOUMENTATION, PACKING, etc	CARGO
C	28A	LATE POSITIONING	CARGO
C	29A	LATE ACCEPTANCE	CARGO
AIRCRAFT & RAMP HANDLING			
C	31A	AIRCRAFT DOCUMENTATION (LATE/ INACCURATE, general declaration, guest manifest, Loadsheets etc.)	GROUND OPS
C	32A	LOADING / UNLOADING, bulky, special load, cabin load, lack of loading staff	GROUND OPS
C	32B	LOADING CABIN BAGGAGE	GROUND OPS
C	33A	LOADING EQUIPMENT, lack of or breakdown, eg. Container pallet loader, lack of staff	GROUND OPS
C	34A	SERVICING EQUIPMENT, lack of or breakdown, lack of staff, eg: steps	GROUND OPS
C	35A	AIRCRAFT CLEANING	GROUND OPS
C	36A	FUELLING / DEFUELING, Fuel Supplier	GROUND OPS
C	36B	LATE FUEL FIGURE FROM CAPT/DISPATCH	OCC
C	36C	LATE FUELLING DUE ENGINEERING	ENGINEERING
C	37A	CATERING, LATE DELIVERY OR LOADING	CATERING
C	38A	ULD, lack of or serviceability	GROUND OPS
C	39A	TECHNICAL EQUIPMENT, lack of or breakdown, lack of staff, eg: push-back	APT
C	39B	AIRCRAFT CHANGE due Ground ops (damage by catering/Ramp services)	GROUND OPS
TECHNICAL & AIRCRAFT EQUIPMENT			
U	41A	AIRCRAFT DEFECTS	ENGINEERING
C	42A	SCHEDULED MAINTENANCE, late release	ENGINEERING
C	43A	NON-SCHEDULED MAINTENANCE, special checks and/or additional works beyond normal maintenance schedule	ENGINEERING
C	44A	SPARES AND MAINTENANCE EQUIPMENT, lack of or breakdown	ENGINEERING
C	45A	AOG SPARES to be carried to another station	ENGINEERING
C	46A	AIRCRAFT CHANGE, for technical reasons	ENGINEERING
U	47A	Lack of planned standby aircraft for technical reasons	ENGINEERING
C	48A	SCHEDULED CABIN CONFIGURATION / VERSION ADJUSTMENTS	ENGINEERING
C	49A	LATE SIGN IN OF TECH LOG BY ENGINEER	ENGINEERING
DAMAGE TO THE AIRCRAFT			
U	51A	DAMAGE DURING FLIGHT OPERATION, bird or lightning strike, turbulence, heavy or overweight landing, collisions during taxiing	OCC
U	52A	DAMAGE DURING GROUND OPERATIONS, collisions (other than during taxiing), loading / off-loading damage,	OCC
EDP/AUTOMATED EQUIPMENT FAILURE			
C	55A	DEPARTURE CONTROL	GROUND OPS
C	56A	CARGO PREPARATION/DOCUMENTATION	CARGO
C	57A	FLIGHT PLANS	OTHERS
C	58A	OTHER AUTOMATED SYSTEM FORMAT	OTHERS
FLIGHT OPERATIONS			
C	61A	FLIGHT PLANS, late completion or change of, flight documentation	DISPATCH

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NUMERIC DELAY CODES

U/C	CODE	DESCRIPTION	OWNERSHIP
C	61B	FLIGHT PLAN DELAY DUE EFB ERROR	DISPATCH
C	62A	OPERATIONAL REQUIREMENTS (fuel, load alteration crew)	DISPATCH
C	64A	Late Reporting/Boarding Clearance by Flight Deck Crew (Resulting in Late Pax Boarding)	OCC
C	64B	FLIGHT DECK CREW SHORTAGE, sickness, awaiting standby, flight time limitations, crew meals, valid visa, health	OCC
C	65A	FLIGHT DECK CREW SPECIAL REQUEST, not within operational requirements	OCC
C	65B	LATE CREW DUE TRAFFIC JAM FOR DEADHEAD CREW	OCC
C	65C	COCKPIT CREW PROCEDURE ERROR	OCC
C	66A	CREW SCHEDULING ERROR FOR FLIGHT DECK CREW	OCC
C	66B	CREW SCHEDULING ERROR FOR CABIN CREW	OCC
C	66C	CABIN CREW SHORTAGE, sickness, awaiting standby, flight time limitations, crew meals, valid visa, health	OCC
C	68A	INTENTIONALLY KEPT BLANK	
C	69A	CAPTAIN REQUEST FOR SECURITY CHECK, extraordinary	OCC
C	69B	AIRCRAFT CHANGE, For OPS reasons	OCC
U	69C	AIRCRAFT CHANGE due Damage caused by FOD/BIRD STRIKE	OCC
C	69D	AIRCRAFT CHANGE due Damage caused by Flight/Cabin Crew	OCC
CABIN CREW			
C	63A	LATE CREW BOARDING OR DEPARTURE PROCEDURES, other than connection and standby (flight deck or	
C	63B	LATE BOARDING CLEARANCE BY CABIN CREW (RESULTING IN LATE PAX BOARDING)	CABIN CREW
C	63C	CABIN CREW ERROR OR SPECIAL REQUEST, not within operational requirements	CABIN CREW
U	63D	Slow De-embarkation from Previous Flight	CABIN CREW
C	63E	LATE CATERING ORDER BY CREW TO CATERING	CABIN CREW
C	63F	INTENTIONALLY KEPT BLANK	
C	63G	SLOW SETTLING OF PASSENGER AND HANDS BAGGAGE ADJUSTMENT	CABIN CREW
WEATHER			
U	71A	DEPARTURE STATION	WEATHER
U	72A	DESTINATION STATION	WEATHER
U	73A	EN-ROUTE OR ALTERNATE	WEATHER
U	75A	DE-ICING OF AIRCRAFT, removal of ice and/or snow, frost prevention excluding unserviceability of equipment	WEATHER
U	76A	REMOVAL OF SNOW, ICE, WATER AND SAND FROM AIRPORT	WEATHER
U	77A	GROUND HANDLING IMPAIRED BY ADVERSE WEATHER CONDITIONS	WEATHER
AIR TRAFFIC FLOW MANAGEMENT			
U	81A	ATFM DUE TO ATC EN-ROUTE DEMAND/CAPACITY, standard demand / capacity problems	OCC
U	81B	DUE SLOT RESTRICTION, (EX OMAN AIRSPACE)	OCC
U	82A	ATFM DUE TO ATC STAFF/EQUIPMENT (EN-ROUTE, reduced capacity caused by industrial action of staff shortage)	OCC
U	83A	ATFM DUE TO RESTRICTION AT DESTINATION AIRPORT, airport and/or runway closed due to obstruction	OCC
U	84A	ATFM DUE TO WEATHER AT DESTINATION	OCC
AIRPORT AND GOVERNMENT AUTHORITIES			
C	85A	MANDATORY SECURITY	GROUND OPS
U	85B	BOMB SCARE / INCREASED SECURITY CHECKS	APT
C	86A	IMMIGRATION, CUSTOMS, HEALTH	GROUND OPS
U	87A	Terminal building limitations/congestion; Insufficient gates	APT
U	87B	Baggage sorting system slowdown; Electricity failure, CUTE equipment failure	APT
U	87C	Airside infrastructure/congestion limitations	APT
U	88A	RESTRICTION AT AIRPORT OF DESTINATION, airport and/or runway closed due to obstruction, industrial action	OCC
U	89A	RESTRICTIONS AT AIRPORT OF DEPARTURE WITH OR WITHOUT ATFM RESTRICTION, including Air Traffic	OCC
C	91A	LOAD CONNECTION, awaiting load from another flight	LATE ARRIVAL
C	92A	THROUGH CHECK-IN ERROR, passenger and baggage	LATE ARRIVAL
U	93A	LATE ARRIVAL OF A/C FROM PREVIOUS SECTORS DUE ATC	LATE ARRIVAL
U	93B	LATE ARRIVAL OF AIRCRAFT DUE COMPACT SCHEDULE - BLOCK TIME	LATE ARRIVAL
U	93C	LATE ARRIVAL OF A/C FROM PREVIOUS SECTORS DUE GROUND OPS	LATE ARRIVAL
U	93L	AIRCRAFT ROTATION, late arrival of aircraft	LATE ARRIVAL
U	93T	LATE ARRIVAL OF A/C FROM PREVIOUS SECTOR DUE TECHNICAL	LATE ARRIVAL
U	93O	LATE ARRIVAL OF A/C FROM PREVIOUS SECTORS DUE OPS	LATE ARRIVAL
U	93W	LATE ARRIVAL OF A/C FROM PREVIOUS SECTORS DUE WEATHER	LATE ARRIVAL
C	94A	CABIN CREW ROTATION, awaiting cabin crew from another flight	CREW SCHED
C	95A	CREW ROTATION, awaiting crew from another flight (flight deck or entire crew)	CREW SCHED
U	96A	OPERATIONS CONTROL, rerouting, diversion, consolidation, aircraft change for reasons other than technical	OCC
C	96B	IT ISSUES RELATED TO FLT OPS	IT
MISCELLANEOUS			
U	97A	INDUSTRIAL ACTION WITH OWN AIRLINE	APT
U	98A	INDUSTRIAL ACTION OUTSIDE OWN AIRLINE, excluding A.T.S.	APT
U	99A	DELAY UNDER INVESTIGATION (To be closed within 48 hours)	OCC

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02	Label Manual (in case of system down)	GRH/5-002	4
03	Information Otmatd Bag Tag	GRH/5-003	5
04	Boarding Manual & Transit Boarding Manual	GRH/5-004	6
05	Automated Boarding	GRH/5-005	7
06	Fragile	GRH/5-006	8
07	Handling Flight Report (HFR)	GRH/5-007	9
08	General Declaration	GRH/5-008	10
09	Passenger Manifest	GRH/5-009	11
10	Cargo Manifest	GRH/5-010	12
11	-Sky Vision Airlines Fleet Weight & Balance Sheet -Load Sheet & Trim Sheet AirBus A320 SU-SKB -Load Sheet & Trim Sheet AirBus A320 SU-SKC -Load Sheet & Trim Sheet AirBus A320 SU-SKE	GRH/5-011 GRH/5-011 / A GRH/5-011 / B GRH/5-011 / C	13-17
13	Load Sheet Info	GRH/5-012	18
14	LIR A320-232	GRH/5-013	19
15	Medical Information	GRH/5-014 A GRH/5-014 B GRH/5-014 C	20 – 22
16	Unaccompanied Minor	GRH/5-015	23
17	Expectant Mother Form	GRH/5-016	24
18	Arrival & Departure Declaration	GRH/5-017	25
19	Holds Safety Verification Check List	GRH/5-018	26
21	Check F.O.D	GRH/5-019	27

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23	Station Staff Evaluation Form	GRH/5-021	29-32
24	Cabin Cleaning Check Sheet	GRH/5-022	33
25	Property Irregularity Report (PIR)	GRH/5-023 A GRH/5-023 B	34- 35
26	DGR	GRH/5-024	36
27	Atc Flight Plane Form	GRH/5-025	37
28	Audits Forms		38 – 74
29	Station Security Audit	GRH/5-026 A	38-41
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31	Passengers and Baggage Handling Audit	GRH/5-026 C	45-48
32	Load Control Audit	GRH/5-026 D	49-51
33	Houskeeping Audit	GRH/5-026 E	52-53
34	Ground Handling Support Equipment Audit	GRH/5-026 F	54-57
35	Ground Handling Operation Audit	GRH/5-026 G	58-60
36	Checking of load Data at the Aircraft Audit	GRH/5-026 H	61-64
37	Airside Safety Audit	GRH/5-026 I	65-66
38	Aircraft On Load - Departure Audit	GRH/5-026 J	67-70
39	Aircraft offload Arrival Audit	GRH/5-026 K	71-74
40	Checkout Sequence Sheet	GRH/5-027	75
41	Delegation Form	GRH/5-028	76
42	Seat Map	GRH/5-029	77
43	BINGO SHEET	GRH/5-030	78
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Chapter 12 Cargo and Mail Handling

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12.1 Cargo and Mail Handling

ECAA approves Sky vision Airline to carry and transport cargo, Mail, and Dangerous Goods between spaces as commercial cargo. Refer to the approved cargo manual for all procedures and processes. Skyvision Airlines utilizes the Total Cargo Management (TCM) concept carried out by a General Sales & Services Agent (GSSA) in its cargo operations. The GSSA carries out all the cargo operations tasks and delivers the cargo at Skyvision Airlines aircraft “READY TO FLY”. Skyvision Airlines task is to receive the cargo shipment from the GSSA representative at the aircraft, load the cargo into the aircraft, fly to the destination, unload the cargo at the destination, and deliver it to the GSSA representative at the aircraft. The OM - Part A Vol. 8 Cargo Operation Manual Details the Cargo, Mail, and Dangerous Goods Handling.

12.2 Procedures:

(i) Skyvision Airlines Cargo Manager relays to the station the cargo/mail load for load sheet creation.

(a) Estimate: 6 hours before STD

(b) Final: 3 hours before STD

(ii) The GSSA (who has a duty manager assigned 24 hours/day) delivers the cargo/mail to Skyvision Airlines ground handling and security staff at the aircraft accompanied with the following relevant documents:

(a) Air Waybill (AWB) including all required approvals relevant to the type of shipment (e.g., health certificate);

(b) Cargo Manifest; and

(c) Security Release or Certificate.

(iii) Skyvision Airlines security coordinator checks:

a) The identity of the GSSA representative delivering the cargo at the aircraft;

b) The Security Release or Certificate indicates that the shipment has been screened; and

c) The shipment is free from signs of tampering.

d) The security coordinator may perform additional measures as a result of security risk assessments performed by the Security Department.

e) In case it cannot be identified that a shipment has been subject to the required security controls, it shall not be accepted by the GSSA representative.

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- (iv) Skyvision Airlines ground handling or contracted ground service provider staff loads the aircraft.
- (v) Any left-behind cargo or mail will be handled by the GSSA representative.
- (vi) On arrival at the destination Skyvision Airlines ground handling or contracted service provider staff unloads the cargo/mail onto the ground transport equipment provided by the GSSA.
- (vii) Skyvision Airlines security checks the arriving cargo/mail against the Cargo Manifest.
- (viii) GSSA representative takes delivery of the cargo/mail.
- (ix) Damaged cargo/mail shipments shall be handled by the GSSA.

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Appendix 1 Conditions Of Carriage

CONDITIONS OF CARRIAGE

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Article 1 – What Particular Expressions Mean In These Conditions

As you read these Conditions, please note that: "**We**", "**our**", "**ourselves**" and "**us**" means Sky Vision Airlines. "**You**", "**your**" and "**yourself**" means any person, except members of the crew, carried or to be carried in an aircraft pursuant to a Ticket. (See also definition for "Passenger").

AGREED STOPPING PLACES means those places, except the place of departure and the place of destination, set out in the Ticket or shown in our timetables as scheduled stopping places on your route. AIRLINE

DESIGNATOR CODE means the three letters which identify particular air carriers, for Sky Vision Airlines its (ALD).

AUTHORIZED AGENT means a passenger sales agent who has been appointed by us to represent us in the sale of air transportation on our services.

BAGGAGE means your personal property accompanying you in connection with your trip. Unless otherwise specified, or unless the context otherwise requires, it includes both your Checked and Unchecked Baggage.

BAGGAGE CHECK means those portions of the Ticket which relate to the carriage of your Checked Baggage.

BAGGAGE IDENTIFICATION TAG means a document issued solely for identification of Checked Baggage.

CARRIER means an air carrier other than ourselves, whose airline designator code appears on your Ticket or on a Connection Ticket. **CHECKED BAGGAGE** means Baggage of which we take custody and for which we have issued a Baggage Check.

CONDITIONS OF CONTRACT means those statements contained in or delivered with your Ticket or Itinerary/Receipt, identified as such and which incorporate these Conditions of Carriage by reference, and notices.

CONJUNCTION TICKET means a Ticket issued to you with relation to another Ticket which together constitute a single contract of carriage. **CONVENTION** means whichever of the following instruments are applicable:

- the Convention for the Unification of Certain Rules Relating to International Carriage by Air, signed at Warsaw, 12 October 1929 (hereinafter referred to as the Warsaw Convention);
- the Warsaw Convention as amended at The Hague on 28 September 1955;
- the Warsaw Convention as amended by Additional Protocol No. 1 of Montreal (1975);
- the Warsaw Convention as amended at The Hague and by Additional Protocol No. 2 of Montreal (1975);
- the Warsaw Convention as amended at The Hague and by Additional Protocol No. 4 of Montreal (1975);
- the Guadalajara Supplementary Convention (1961) (Guadalajara);
- the Montreal Convention (1999);

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COUPON means both a paper Flight Coupon and an Electronic Coupon.

DAMAGE includes death, wounding, or bodily injury to a Passenger, loss, partial loss, theft or other damage, arising out of or in connection with carriage or other services incidental thereto performed by us.

DAYS mean calendar days, including all seven days of the week; provided that, for the purpose of notification, the day upon which notice is dispatched shall not be counted; and provided further that for purposes of determining duration of validity of a Ticket, the day upon which the Ticket is issued, or the flight commenced shall not be counted.

ELECTRONIC COUPON means an electronic flight coupon or other value document held in our database.

ELECTRONIC TICKET means the Itinerary/Receipt issued by us or on our behalf, the Electronic Coupons and, if applicable, a boarding document.

FLIGHT COUPON means that portion of the Ticket that bears the notation "good for passage," or in the case of an Electronic Ticket, the Electronic Coupon, and indicates the particular places between which you are entitled to be carried.

ITINERARY/RECEIPT means a document or documents we issue to Passengers travelling on Electronic Tickets that contain the passenger name, flight information and notices.

PASSENGER means any person, except members of the crew, carried or to be carried in an aircraft pursuant to a Ticket. (See also definition for "you", "your" and "yourself"). **PASSENGER COUPON** or **PASSENGER RECEIPT** means that portion of the Ticket issued by us or on our behalf, which is so marked and which ultimately is to be retained by you.

SDR means a Special Drawing Right as defined by the International Monetary Fund.

STOPOVER means a scheduled stop on your journey, at a point between the place of departure and the place of destination.

TARIFF means the published fares, charges and/or related Conditions of Carriage of an airline filed, where required, with the appropriate authorities.

TICKET means either the document entitled "Passenger Ticket and Baggage Check" or the Electronic Ticket, in each case issued by us or on our behalf, and includes the Conditions of Contract, notices and Coupons.

UNCHECKED BAGGAGE means any of your Baggage other than Checked Baggage.

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Article 2 – Applicability

2.1 GENERAL

Except as provided in 2.2, and 2.3, our Conditions of Carriage apply only on those flights, or flight segments, where our name or Airline Designator Code (which is "ALD") is indicated in the carrier box of the Ticket for that flight or flight segment or where we otherwise have a legal liability to you.

2.2 CHARTER OPERATIONS

If carriage is performed pursuant to a charter agreement, these Conditions of Carriage apply only to the extent they are incorporated by reference or otherwise, in the charter agreement or the Ticket.

2.3 OVERRIDING LAW

2.3.1 These Conditions of Carriage are applicable unless they are inconsistent with Tariffs or applicable law in which event such Tariffs or laws shall prevail.

2.3.2 If any provision of these Conditions of Carriage is invalid under any applicable law, the other provisions shall nevertheless remain valid.

2.4 CONDITIONS PREVAIL OVER REGULATIONS

Except as provided in these Conditions of Carriage, in the event of inconsistency between these Conditions of Carriage and any other regulations we may have, dealing with particular subjects, these Conditions of Carriage shall prevail.

2.5 CODE SHARES

On some services we have arrangements with other carriers known as "Code Shares". This means that even if you have a reservation with us and hold a ticket where our name or Airline Designator Code is indicated as the carrier, another carrier may operate the aircraft. If such arrangements apply we will advise you of the carrier operating the aircraft before you take on your flight.

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Article 3 – Tickets

3.1 REQUIREMENT FOR VALID TICKET

3.1.1 We will provide carriage only to the Passenger named in the Ticket, and you may be required to produce appropriate identification.

3.1.2 A ticket is not transferable.

3.1.3 Except in the case of an Electronic Ticket, you shall not be entitled to be carried on a flight unless you present a valid Ticket containing the Flight Coupon for that flight and all other unused Flight Coupons and the Passenger Coupon. In addition, you shall not be entitled to be carried if the Ticket presented is mutilated or if it has been altered otherwise than by us or our AUTHORIZED Agent. In the case of an Electronic Ticket, you shall not be entitled to be carried on a flight unless you provide positive identification and a valid Electronic Ticket has been duly issued in your name.

3.1.4 In case of loss or mutilation of a Ticket, or part thereof, or non-presentation of a Ticket containing the Passenger Coupon and all unused Flight Coupons, upon request of the Passenger, the issuer may replace such Ticket or part thereof by issuing a new Ticket, provided there is evidence, readily ascertainable at the time, that a Ticket valid for the flight(s) in question was duly issued and the Passenger signs an agreement to reimburse us for any costs and losses which are necessarily and reasonably incurred by us or another Carrier for misuse of the Ticket and which do not result from our own negligence.

3.1.5 A Ticket is valuable and you should take appropriate measures to safeguard it and ensure it is not lost or stolen.

3.2 PERIOD OF VALIDITY

Except as otherwise provided in the Ticket, these Conditions, or in tariffs, the Ticket is valid only for travel from the airport of departure to the airport of destination on the date and flights shown on the Ticket.

3.3 COUPON SEQUENCE AND USE

The Ticket will not be honored and will lose its validity if all the Coupons are not used in the sequence provided in the Ticket.

3.4 NAME AND ADDRESS OF CARRIER

Our name may be abbreviated to our Airline Designator Code 'CVI' , or otherwise, in the Ticket.

Our address is: **Building No. (4) extension of Ebad Alrahman St. Off Mustafa Refaat St., block (1172) Sheraton Heliopolis, Alnozha department, Cairo – Egypt**

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Article 4 – Fares And Charges

4.1 GENERAL

Fares apply only for carriage from the airport at the point of origin to the airport at the point of destination, unless otherwise expressly stated. Fares do not include ground transport service between airports and between airports and town terminals.

4.2 TAXES, FEES AND CHARGES

Applicable taxes, fees and charges imposed by government or other authority, or by the operator of an airport, shall be payable by you. At the time you purchase your Ticket, you will be advised of all applicable taxes, fees and charges known to us. However, as the taxes, fees and charges imposed on air travel are constantly changing and can be imposed after the date of Ticket issuance you may be obliged to pay additional taxes, fees or charges, even after the Ticket has been issued.

ARTICLE 5 – RESERVATIONS

5.1 PERSONAL DATA

You recognize that personal data has been given to us for the purposes of making a reservation, purchasing a Ticket, obtaining ancillary services, developing and providing services, facilitating immigration and entry procedures, and making available such data to government agencies, in connection with your travel. For these purposes, you authorize us to retain and use such data and to transmit it to our own offices, authorized Agents, government agencies, other Carriers or the providers of the above-mentioned services.

5.2 SEATING

We will endeavor to honor advance seating requests, however, we cannot guarantee any particular seat, and we reserve the right to assign or reassign seats at any time, even after boarding of the aircraft. This may be necessary for operational, safety or security reasons.

ARTICLE 6 – CHECK-IN/BOARDING

6.1 Your journey will be smoother if you allow yourself ample time for check-in. Please note that we reserve the right to cancel reservation of Passengers who arrive at the check-in desk later than the times indicated 30 Minutes charter flights, and 45 minutes Scheduled flights, otherwise declared by the airport authority.

6.2 You must be present at the boarding gate not later than the time specified by us when you check-in.

6.3 We may cancel the space reserved for you if you fail to arrive at the boarding gate in time.

6.4 We will not be liable to you for any loss or expense incurred due to your failure to comply with the provisions of this Article.

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Article 7 – Refusal And Limitation On Carriage

7.1 RIGHT TO REFUSE CARRIAGE

In the reasonable exercise of our discretion, we may refuse to carry you or your Baggage if we have notified you in writing. We may also refuse to carry you or your Baggage if one or more of the following have occurred or we reasonably believe may occur:

7.1.1 Such action is necessary in order to comply with any applicable government laws, regulations, or orders;

7.1.2 The carriage of you or your Baggage may endanger or affect the safety, health, or materially affect the comfort of other passengers or crew;

7.1.3 your mental or physical state, including your impairment from alcohol or drugs, present a hazard or risk to yourself, to passengers, to crew, or to property;

7.1.4 You have committed misconduct on a previous flight, and we have reason to believe that such conduct may be repeated;

7.1.5 You have refused to submit to a security check;

7.1.6 You have not paid for your Ticket or the applicable fare, taxes or charges by the required time;

7.1.7 you do not appear to have valid travel documents, may seek to enter a country through which you may be in transit, or for which you do not have valid travel documents, destroy your documentation during flight or refuse to surrender your travel documents to the flight crew, against receipt, when so requested;

7.1.8 You present a Ticket that has been acquired unlawfully, has been purchased from an entity other than our authorized Agent, or has been reported as being lost or stolen, is a counterfeit or you cannot prove that you are the person names in the Ticket;

7.1.9 You have not used the coupons in sequence, or you present a Ticket which has been issued or altered in any way, other than by us or our authorized Agent, or the Ticket is mutilated;

7.1.10 you fail to observe our instructions with respect to safety or security;

7.1.11 you have previously committed one of the acts or omissions referred to above.

7.2 SPECIAL ASSISTANCE

Acceptance for carriage of unaccompanied children, incapacitated persons, pregnant women, and persons with illness or other people requiring special assistance is subject to prior arrangement with us. Passengers with disabilities who have advised us of any special requirements they may have at the time of ticketing, and been accepted by us, shall not subsequently be refused carriage on the basis of such disability or special requirements.

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Article 8 – Baggage

8.1 FREE BAGGAGE ALLOWANCE

You may carry some Baggage, free of charge, subject to our conditions and limitations, which are available upon request from us or our authorized Agents.

8.2 EXCESS BAGGAGE

You will be required to pay a charge for carriage of Baggage in excess of the free Baggage allowance. These rates are available from us or our authorized Agents upon request.

8.3 ITEMS UNACCEPTABLE AS BAGGAGE

8.3.1 You must not include in your Baggage:

8.3.1.1 items which are likely to endanger the aircraft or persons or property on board the aircraft, such as those specified in the of the International Civil Aviation Organization (ICAO) Technical Instructions for the Safe Transport of Dangerous Goods by Air and the International Air Transport Association (IATA) Dangerous Goods Regulations, and in our regulations (further information is available from us on request);

8.3.1.2 Items the carriage of which is prohibited by the applicable laws, regulations or orders of any state to be flown from or to;

8.3.1.3 Items which are reasonably considered by us to be unsuitable for carriage because they are dangerous, unsafe or by reason of their weight, size, shape or character, or which are fragile or perishable having regard to, among other things, the type of aircraft being used. Information about unacceptable items is available upon request.

8.3.2 Firearms and ammunition other than for hunting and sporting purposes are prohibited from carriage as Baggage. Firearms and ammunition for hunting and sporting purposes may be accepted as Checked Baggage. Firearms must be unloaded with the safety catch on, and suitably packed. Carriage of ammunition is subject to ICAO and IATA Dangerous Goods Regulations as specified in 8.3.1.1.

8.3.3 Weapons such as antique firearms, swords, knives, and similar items may be accepted as Checked Baggage, at our discretion, but will not be permitted in the cabin of the aircraft.

8.3.4 You must not include in Checked Baggage money, jewelry, precious metals, computers, personal electronic devices, fragile or perishable items, negotiable papers, securities or other valuables, business documents, passports and other identification documents or samples.

8.3.5 If, despite being prohibited, any items referred to in 8.3.1, 8.3.2 and 8.3.4 are included in your Baggage, we shall not be responsible for any loss or damage to such items.

8.4 RIGHT TO REFUSE CARRIAGE

8.4.1 Subject to paragraph 8.3.2, we will refuse to carry as Baggage the items described in 8.3, and we may refuse further carriage of any such items upon discovery.

8.4.2 We may refuse to carry as Baggage any item reasonably considered by us to be unsuitable for carriage because of its size, shape, weight, content, and character or for safety or operational reasons, or the comfort of other passengers. Information about unacceptable items is available upon request.

8.4.3 We may refuse to accept Baggage for carriage unless it is in our reasonable opinion properly and securely packed in suitable containers. Information about packing and containers unacceptable to us is available upon request.

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8.5 RIGHT OF SEARCH

For reasons of safety and security we may request that you permit a search, x-ray or other type of scan be made of your person and Baggage. If you are not available, your Baggage may be searched in your absence for the purpose of determining whether you are in possession of or whether your Baggage contains any item described in 8.3.1 or any firearms, ammunition or weapons, which have not been presented to us in accordance with 8.3.2 or 8.3.3. If you are unwilling to comply with such request we may refuse to carry you and your Baggage. In the event an x-ray or other scan causes damages to you or your Baggage, we shall not be liable for such damage unless due to our fault or negligence.

8.6 CHECKED BAGGAGE

8.6.1 Upon delivery to us of your Baggage which you wish to check we will take custody of, and issue a Baggage Identification Tag for each piece of your Checked Baggage. 8.6.2 Checked Baggage must have your name or other personal identification affixed to it.

8.6.3 Checked Baggage will, whenever possible, be carried on the same aircraft as you, unless we decide for safety, security or operational reasons to carry it on an alternative flight. If your Checked Baggage is carried on a subsequent flight we will deliver it to you, unless applicable law requires you to be present for customs clearance. 8.7 UNCHECKED BAGGAGE

8.7.1 We may specify maximum dimensions for Baggage which you carry on to the aircraft. If we have not done so, Baggage which you carry onto the aircraft must fit under the seat in front of you or in an enclosed storage compartment in the cabin of the aircraft. If your Baggage cannot be stored in this manner, or is of excessive weight, or is considered unsafe for any reason, it must be carried as Checked Baggage, subject to Articles 8.2 and 8.3.

8.7.2 Objects not suitable for carriage in the cargo compartment (such as delicate musical instruments) and which do not meet the requirements in 8.7.1 above, will only be accepted for carriage in the cabin compartment if you have given us notice in advance and permission has been granted by us. You may have to pay a separate charge for this service.

8.8 COLLECTION AND DELIVERY OF BAGGAGE

8.8.1 You are required to collect your Checked Baggage as soon as it is made available at your destination or Stopover. Should you not collect it within a reasonable time, we may charge you a storage fee. Should your Checked Baggage not be claimed within three (3) months of the time it is made available, we may dispose of it without any liability to you.

8.8.2 Only the bearer of the Baggage Check and Baggage Identification Tag, is entitled to delivery of the Checked Baggage.

8.8.3 If a person claiming Checked Baggage is unable to produce the Baggage Check and identify the Baggage by means of a Baggage Identification Tag, we will deliver the Baggage to such person only on condition that he or she establishes to our satisfaction his or her right to the Baggage.

8.9 ANIMALS

We reserve the right, at our absolute discretion, to refuse to carry any animals. If we agree to carry your animals they will be carried subject to the following conditions:

8.9.1 You must ensure that pets, are properly crated and accompanied by valid health and vaccination certificates, entry permits and other documents required by countries of entry or transit failing which, they will not be accepted for carriage. Such carriage may be subject to additional conditions specified by us, which are available on request.

8.9.2 We do not transport animals as checked baggage.

8.9.3 Guide dogs accompanying Passengers with disabilities are not permitted as the fact that we do not carry animals as checked Baggage, unless if the pet is suitable to (carry on animals conditions) will be carried free of charge.

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8.9.4 Where carriage is not subject to the liability rules of the Convention, except in the case of our own negligence, we are not responsible for injury to or loss, sickness or death of an animal, which we have agreed to carry.

8.9.5 We will have no liability in respect of any animal not having all the necessary exit, entry, health and other documents necessary or convenient with respect to the animal's entry into or passage through any country, state or territory and the person carrying the animal must reimburse us for any fines, costs, losses or liabilities reasonably imposed or incurred by us as a result.

8.10 DAMAGED BAGGAGE

It is the passenger's obligation to verify that he has the total insurance coverage as he wishes. Our responsibility for any loss, delay of or damage to baggage is strictly limited unless a higher value has Page 10 of 18 been declared in advance and an additional fee has been paid. Passengers are entitled to compensation when checked baggage is lost or damaged according to EU-regulations and the Montreal convention. Responsibility of fragile and/or valuable items lies with the Passenger. We will not be held responsible for:

- Inappropriately packed, perishable, damaged or fragile items
- Damage to the suitcase exterior (e.g. scratches, stains, soiling, dents)
- Damaged items outside the bags interior, such as but not limited to, wheels, zippers, handles and padlocks.
- Any damage done to items attached to the baggage outer side, like sleeping bags.
- Car seats and not restricted to items other than suitcases and bags.
- Damage as a result of unsuitable packing or not properly shut suitcase or excessive weight.
- Damaged pushchairs, prams, travel systems with removable wheels where the wheels have not been removed / stowed appropriately.
- Inappropriately packed liquids, gels etc.
- Valuable items like jewelry, money, etc.

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Article 9 – Schedules, Delays, Cancellations And Denied Boarding

9.1 SCHEDULES

9.1.1 The flight times shown in timetables may change between the date of publication and the date you actually travel. We do not guarantee them to you and they do not form part of your contract with us.

9.1.2 Before we accept your booking, we will notify you of the scheduled flight time in effect as of that time, and it will be shown on your Ticket. It is possible we may need to change the schedule flight time subsequent to issuance of your Ticket. If you provide us with contact information, we will endeavor to notify you of any such changes. If, after you purchase your Ticket, we make a significant change to the scheduled flight time, which is not acceptable to you, and we are unable to book you on an alternate flight which is acceptable to you, you will be entitled to refund in accordance with article 10.2.

9.2 CANCELLATION, REROUTING, DELAYS, ETC.

9.2.1 We will take all necessary measures to avoid delay in carrying you and your baggage. In the exercise of these measures and in order to prevent a flight cancellation, in exceptional circumstances we may arrange for a flight to be operated on our behalf by an alternative carrier and/or aircraft.

9.2.2 except as otherwise provided by the convention, if we cancel a flight, fail to operate a flight reasonable according to the schedule, fail to stop at your destination or Stopover destination, we shall, at your option, either:

9.2.2.1 Carry you at the earlier opportunity on another of our scheduled services on which space is available without additional charge and, where necessary, extend the validity of your Ticket; or

9.2.2.2 Within a reasonable period of time re-route you to the destination shown on your Ticket by us own services or those of another carrier, or by other mutually agreed means and class of transportation without additional charges. If the fare and charges for the revised routing are lower than what you have paid, we shall refund the difference; or

9.2.2.3 Make a refund in accordance with the provisions of Article 10.2.

9.2.3 upon the occurrence of any of the events set out in article 9.2.2 ,except as otherwise provided by the convention, the options outlined in article 9.2.2.1 through 9.2.2.3 are the sole and exclusive remedies available to you and we shall have no further liability to you.

9.2.4 If we are unable to provide previously confirmed space, we shall provide compensation to those passengers, in accordance with applicable law and Sky Vision Airlines policy.

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9.2.5 Where boarding of an aircraft is delayed, we shall provide the following care for passengers:

a) Delay up to 60 minutes

The handler must Inform passengers about delay reason and update flight information system of the airport (FIDS),

b) Delay more than 01:30 and Up to 02:00 Hours

Passengers are provided with Soft Drinks and Water, as they chose.

For Europe we give voucher amount.

c) From 02:00 to 03:00 Hours

Passengers are provided with Soft Drinks and Snack (One Sandwich + Cake)

For Europe we mention the voucher amount.

d) From 03:00 to 06:00 Hours

Passengers are provided with:

For breakfast times: 2 Sandwich + 1 Sweet + 1 Drink + 1 Garnish.

For Lunch – Dinner: Full Hot meal.

For Europe we mention the voucher amount.

e) From 06:00 Hours and Above

Passengers are provided with suitable Hotel Accommodation with Hot meal, including transfer to/from airport. It is important that a tour operator rep and personnel from Sky Vision Airlines station stay with passenger to keep them up to date about the operation situation.

9.3 Non-Carriage due to Overbooking:

9.3.1 In case of a denied boarding we offers compensation, assistance and ticket refund within the scope of Sky Vision Airlines policy and any other applicable regulations concerning this issue.

9.3.2 We will give priority to unaccompanied minor, ill and handicapped people. In all other cases, passengers will be allocated a seat on the aircraft in the order in which they check in, also taking into account any specific interests.

9.3.3 When we reasonably expect to deny boarding on a flight, we first call for volunteers to surrender their reservation in exchange for benefits.

9.3.4 Any denied passenger is entitled to compensation. This is calculated according to the Sky Vision Airlines policy and any applicable regulation for this issue.

9.3.5 The financial compensation will be taken into account when deciding about further claim for damage.

Article 10 – Conduct Aboard Aircraft

10.1 GENERAL

If in our opinion you conduct yourself aboard the aircraft so as to endanger the aircraft or any person or property on board, or obstruct the crew in the performance of their duties, or fail to comply with any instructions of the crew including but not limited to those with respect to smoking, alcohol or drug consumption, or behave in a manner which causes discomfort, inconvenience, damage or injury to other passengers or the crew, we may take such measures as we deem reasonably necessary to prevent continuation of such conduct, including restraint. You may be disembarked and refused onward carriage at any point, and may be prosecuted for offences committed on board the aircraft.

10.2 ELECTRONIC DEVICES

For safety reasons, we may forbid or limit operation aboard the aircraft of electronic equipment, including, but not limited to, cellular telephones, laptop computers, portable recorders, portable radios, CD players, electronic games or transmitting devices, including radio controlled toys and walkie-talkies. Operation of hearing aids and heart pacemakers is permitted.

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Article 11 – Administrative Formalities

11.1 GENERAL

11.1.1 You are responsible for obtaining all required travel documents and visas and for complying with all laws, regulations, orders, demands and travel requirements of countries to be flown from, into or through which you transit.

11.1.2 We shall not be liable for the consequences to any passenger resulting from his or her failure to obtain such documents or visas or to comply with such laws, regulations, orders, demands, requirements, rules or instructions.

11.2 TRAVEL DOCUMENTS

Prior to travel, you must present all exit, entry, health and other documents required by law, regulation, order, demand or requirement of the countries concerned, and permit us to take and retain copies thereof. We reserve the right to refuse carriage if you have not complied with these requirements, or your travel documents do not appear to be in order.

11.3 REFUSAL OF ENTRY

If you are denied entry into any country, you will be responsible to pay any fine or charge assessed against us by the Government concerned and for the cost of transporting you from that country. The fare collected for carriage to the point of refusal or denied entry will not be refunded by us.

11.4 PASSENGER RESPONSIBLE FOR FINES, DETENTION COSTS, ETC.

If we are required to pay any fine or penalty or to incur any expenditure by reason of your failure to comply with laws, regulations, orders, demands and other travel requirements of the countries concerned or to produce the required documents, you shall reimburse us on demand, any amount so paid or expenditure so incurred. We may apply towards such payment or expenditure the value of any unused carriage on your ticket, or any of your funds in our possession.

11.5 CUSTOMS INSPECTION

If required, you shall attend inspection of your Baggage, by customs or other Government officials. We are not liable to you for any loss or damage suffered by you in the course of such inspection or through your failure to comply with this requirement.

11.6 SECURITY INSPECTION
You shall submit to any security checks by Governments, airport officials, Carriers or by us.

11.7 ADDITIONAL SERVICES

If we make arrangements for you with any third party to provide any services other than carriage by air, or if we issue a ticket or voucher relating to transportation or services (other than carriage by air) provided by a third party such as hotel reservations or car rental, in doing so we act only as agent for such third party, whose terms and conditions will apply. If we are also providing surface transportation to you, other conditions may apply to such surface transportation. Such conditions are available from us upon request.

Article 12 – Successive Carriers

Carriage to be performed by us and other Carriers under one Ticket, or a Conjunction Ticket is regarded as a single operation for the purposes of the Convention. However your attention is drawn to Article 13.13.

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Article 13 – Liability For Damage

13.1 The liability of Sky Vision Airlines and each Carrier involved in your journey will be determined by its own Conditions of Carriage. Our liability provisions are set out in this Article 13.

13.2 Save as provided below, carriage hereunder is subject to the rules and limitations relating to liability established by the Convention unless such carriage is not international carriage to which the Convention applies. Nothing in these General Conditions of Carriage shall waive any exclusion or limitation of our liability under the Convention or applicable laws unless otherwise expressly stated.

13.3 Our liability for damages sustained in the event of death, wounding or any such bodily injury by you in the event of an accident shall not be subject to any financial limit, be it defined by law, convention or contract.

13.4 In accordance with the requirements of Article 7 of Regulation (EC) Number 2407/92 (as amended by Regulation (EC) 889/2002), we will be insured up to the limit of liability required under Article 13.5 below and thereafter up to a reasonable level. 13.5 For any damages up to the sum of the equivalent in Euros of 100,000 SDR, we shall not exclude or limit its liability by proving that we and our agents have taken all necessary measures to avoid the damage or that it was impossible for them to take such measures.

13.6 Notwithstanding the provisions of Article 13.5, if we prove that the damage was caused by, or contributed to by, your negligence, we may be exonerated wholly or partly from its liability in accordance with applicable law.

13.7 We shall without delay, and in any event not later than fifteen days after the identity of the natural person entitled to compensation has been established, make such advance payments as may be required to meet immediate economic needs on a basis proportional to the hardship suffered.

13.8 Without prejudice to Article 13.7, an advance payment shall not be less than the equivalent of 16,000 SDR per Passenger in the event of death.

13.9 An advance payment shall not constitute the recognition of liability and may be off set against any subsequent sums paid on the basis of our liability, but is not returnable, except in the cases prescribed in Article 13.6 or in circumstances where it is subsequently proved that the person who received the advance payment caused, or contributed to, the damage by negligence or was not the person entitled to compensation. Need to add the word entitled as its currently missing

13.10 SPECIAL AGREEMENT applicable to carriage to, from or with an agreed stopping place in the United States of America (see applicable tariffs).

We shall avail ourselves of the limitation of liability provided in the Convention. In accordance with Article 22(1) of the Convention, we agree that as to all international carriage by it to which the Convention applies and which according to the contract of carriage includes a point in the United States of America as a point of origin, a point of destination or agreed stopping place:-

1. Our liability for damages sustained in the event of death, wounding or any bodily injury by you in the event of an accident shall not be subject to any financial limit;
2. We shall not, with respect to any claim arising out of the death, wounding or other bodily injury sustained by you, avail ourselves of any defense under Article 20 of the Convention. Nothing herein shall be deemed to affect our rights and liabilities with regard to any claim brought by, on behalf of, or in respect of, any person who has willfully caused damage which resulted in death, wounding, or other bodily injury to you.

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13.11 For carriage which is not international carriage to which the Convention applies:

1. If the law of the United Kingdom is applicable, our liability is governed by the provisions of the Carriage by Air Acts (Application of Provisions) Order 1967 to the extent such Order applies; or
2. If the Carriage by Air (Application of Provisions) Order 1967 is not applicable and unless the applicable law otherwise requires we shall be liable for damage to a Passenger or his Checked baggage only if such damage has been caused by our negligence. If there has been contributory negligence on your part, our liability shall be subject to the applicable law relating to contributory negligence.

13.12 Where your carriage is not subject to the liability rules of the Convention, carriage shall be subject to the provisions of the Carriage by Air Acts (Application of Provisions) Order 1967.

13.13 We will be liable only for Damage occurring during carriage on flights or flight segments where our Airline Designator Code appears in the carrier box of the Ticket for that flight or flight segment. If we issue a Ticket or if we check Baggage for carriage on another carrier, we do so only as agent for the other carrier. Nevertheless, with respect to Checked Baggage, you may make a claim against the first or last carrier.

13.14 Unless such Damage resulted from the inherent defect, quality or vice of the Baggage, we shall be liable, up to a limit of 1000 SDRs, for destruction, loss or damage to Checked Baggage on condition that the event which caused the destruction, loss or damage took place on board the aircraft or during any period within which Checked Baggage was in our charge. If in the case of Checked Baggage a higher value is declared at the latest at check-in and, if required, you have paid the supplementary sum demanded, our liability shall be limited to such higher declared value unless we show that higher declared value is greater than your actual interest in delivery at destination. We will not be liable for Damage to Unchecked Baggage unless such Damage is caused by our fault or that of our servants and agents.

13.15 We shall be liable up to a limit of 1000 SDRs for Damage for delay of your Baggage, unless we show that we or our servants or agents took all reasonable measures to avoid the Damage or it was impossible for us or our servants or agents to take such measures. If in the case of Checked Baggage a higher value is declared at the latest at check-in and, if required, you have paid the supplementary sum demanded, our liability shall be limited to such higher declared value unless we show that higher declared value is greater than your actual interest in delivery at destination. We will not be liable for Damage to Unchecked Baggage unless such Damage is caused by our fault or that of our servants and agents.

13.16 Except where other specific provision is made in these Conditions, if we are liable to you we will compensate you for all losses and costs which you can prove you directly incurred as a result, in accordance with the applicable law, but we will not in any circumstance be liable for;

1. any losses or costs not reasonably foreseeable by us at the time the contract of carriage was concluded;
2. any losses or costs caused otherwise than by our breach of contract or breach of duty to you;
3. any loss of profits or business losses;
4. any losses which indirectly flowed from the breach of contract or breach of duty to you;
5. Any indirect or consequential loss when you are travelling in the course of or for the purpose of business.

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13.17 We are not liable for any Damage caused by your Baggage. You shall be responsible for any Damage caused by your Baggage to other persons or property, including our property.

13.18 We shall have no liability whatsoever for Damage to articles not permitted to be contained in Baggage under Article 8.3.

13.19 We are not responsible for any illness, injury or disability, including death, attributable to your physical condition or for the aggravation of such condition.

13.20 The contract of carriage, including these Conditions of Carriage and exclusions or limits of liability, applies to our authorized Agents, servants, employees and representatives to the same extent as they apply to us. The total amount recoverable from us and from such authorized Agents, employees, representatives and persons shall not exceed the amount of our own liability, if any.

13.21 Nothing in these Conditions of Carriage shall waive any exclusion or limitation of our liability under the Convention or applicable laws unless otherwise expressly stated.

Article 14 – Time Limitation On Claims And Actions

14.1 NOTICE OF CLAIMS

14.1.1 Acceptance of baggage by the bearer of the Baggage Check without complaint at the time of delivery is sufficient evidence that the Baggage has been delivered in good condition and in accordance with the contract of carriage, unless you prove otherwise.

14.1.2 If you wish to file a claim or an action regarding Damage to Checked baggage, you must notify us as soon as you discover the Damage, and at the latest, within seven (7) Days of receipt of the Baggage. If you wish to file a claim or an action regarding delay of Checked Baggage, you must notify us within twenty-one (21) Days from the date the Baggage has been placed at your disposal. Every such notification must be made in writing.

14.2 LIMITATION OF ACTIONS

Any right to Damages shall be extinguished if an action is not brought within two years of the date of arrival at destination or the date on which the aircraft was scheduled to arrive, or the date on which the carriage stopped. The method of calculating the period of limitation shall be determined by the law of the court where the case is heard.

Article 15 – Modification And Waiver

These conditions may only be modified by an express agreement with you in writing made by a person properly authorized by us.

Article 16 – Other Conditions

Carriage of you and your Baggage is also provided in accordance with certain other regulations and conditions applying to or adopted by us. These regulations and conditions as varied from time to time are important. They concern among other things:

1. the carriage of unaccompanied minors, pregnant women, and sick passengers;
2. restrictions on use of electronic devices and items;
3. The on board consumption of alcoholic beverages.

Regulations and conditions concerning these matters are available from us upon request.

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Article 17 – Applicable Law

These General Conditions of carriage shall be governed by and construed in accordance with Egyptian law.

Article 18 – Interpretation

The title of each Article of these Conditions of Carriage is for convenience only and is not to be used for interpretation of the text.

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Appendix 2 Audit Checklists

1.1 Ground Handling Service Provider Audit Checklist

نشاط الشركة:
تاريخ المراجعة:

اسم الشركة (المراجع عليها) :
أعضاء فريق المراجعة :

المرجع	المطلب	المطابقة	الدليل
ECAR PART 301 SUBPAR TD	<u>المواصفات الفنية للمعدات الأرضية:</u> 51-301 عام (أ) وجود المعدات اللازمة لأنشطة الخدمات الأرضية . (ب) أن تكون هذه المعدات مناسبة لطراز وأجهزة الطائرة ومطابقة للمواصفات القياسية الخاصة بالـ IATA والمعتمدة من سلطة الطيران المدني وذلك لكل خدمة (Ground handling standard) (handbook). (ت) أن تكون هذه المعدات المستخدمة سليمة وصالحة للاستعمال وذات كفاءة عالية . (ث) أن تكون برامج الصيانة اليومية و الدورية للمعدات مطابقة لمتطلبات الصانع و يتم اعتمادها مسبقا من سلطة الطيران المدني (ج) أن يتم تنفيذ الصيانة والتشغيل للمعدات بواسطة أفراد مؤهلين وحاصلين على التدريبات الكافية . (ح) ضرورة وجود برامج لرفع المستوى الفني و التدريب الدوري و اختبار الكفاءة لهؤلاء الأفراد بصفة منتظمة. 53-301 اعتبارات السلامة : (أ) توافر اشتراطات أمن الحريق لكل معدة / سيارة . (ب) توفير مكان مناسب بالمهبط لحماية المعدات من تأثير العوامل الجوية والحفاظ على سلامتها(مظلة معدات) (ت) توفير مكان مناسب للأفراد العاملين على المعدات بالمهبط. (ث) توفير مكان مناسب لعمل الصيانة والإصلاح للمعدات وتخزين قطع الغيار (ورشة ، مخزن) . (ج) مراعاة تدوين كود الشركة مع رقم المعدة / السيارة في مكان مناسب على المعدة. (ح) مراعاة وضع العلامات الدولية الخاصة بالعمل ليلاً أعلى المعدات بما في ذلك العواكس الفسفورية. (خ) أن تزود الشركة أفراد الخدمات الأرضية بزي خاص يحمل اسم الشركة يتحتم ارتداؤه أثناء وجودهم على المهبط.		

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		(د) تقوم كل شركة بكتابة تعليمات التشغيل الأساسية لكل معدة وتوضع على المعدة في متناول القائم بتشغيلها وتغلف بالبلاستيك وتعتمد من المسنول بالشركة. (ذ) تدريب الأفراد القائمين بالصيانة والتشغيل على إجراءات الأمان المعتمدة وإتمام تنفيذ برامج الصيانة اليومية والدورية للمعدات أثناء التشغيل لضمان صلاحيتها. (ر) أن يتم إعادة تموين المعدات المتحركة بالوقود من محطة تموين متوفر فيها المواصفات الفنية اللازمة وإجراءات التأمين ضد الحريق.	
		301-61 دليل العمل: (أ) يجب أن يكون متاحاً في موقع العمل لجميع العاملين يجب أن يكون معتمد. (ب) يجب أن يكتب تاريخ التعديل ورقمه على كل صفحة. (ت) يجب تحديد الشخص المسنول عن تعديل الدليل. 301-63 الموضوعات التي يجب أن يتضمنها دليل العمل: (أ) الهيكل التنظيمي للشركة. (ب) مسؤوليات وواجبات كل مسؤول بالشركة. (ت) قائمة بجميع الأنشطة التي ستقوم الشركة بمزاولة. (ث) قائمة بالمعدات وتشمل الآتي:- (1) مواصفات المعدة. (2) بيانات وتعليمات تشغيل المعدة. (3) عدد العاملين اللازمين لتشغيل المعدة وتأهيلهم . تعليمات التشغيل في حالة الطوارئ. (ج) دليل الصيانة لكل معدة وتشمل :- (1) برامج الصيانة اليومية والدورية لكل معدة. (2) الاختبارات الواجب إجراؤها قبل تشغيل المعدة. (ح) قائمة بالطرازات التي تقوم الشركة بخدمتها وتشمل الآتي :- (1) الطراز. (2) أبعاد الطائرة. (3) ارتفاعات وأبعاد أبواب الطائرة . (4) عدد الركاب. (5) حمولة البضائع ووسيلة تخزينها. (خ) بيانات بالمطارات التي تقوم الشركة بخدمتها وتشمل الآتي:- (1) رسومات توضيحية للممرات الرئيسية والفرعية. (2) رسومات توضيحية لمواقف الطائرات. (3) المصطلحات الفنية المتعلقة بساحة المطار. (4) طرق الخدمة والدخول إلى موقف الطائرات و الخروج. (5) رسومات توضيحية لأماكن صالات الركاب.	ECAR PART 301 SUBPAR TE

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		(6) تعليمات أمن التحركات وحدود السرعة و المسارات والاتصالات. (د) دليل التدريب يوضح سياسة التدريب و كيفية ضمان تأهيل العاملين للتشغيل و استخدام المعدات و به برامج التدريب المعتمدة من سلطة الطيران المدني. (ذ) قائمة بالشركات المتعاقد معها لأداء أنشطة الخدمات الأرضية و مع ضرورة إرفاق صورة من هذه التعاقدات بدليل العمل . (ر) النماذج المستخدمة في تأدية الخدمة و بيان كيفية استخدامها. (ز) وثيقة تأمين. (س) إجراءات العمل لكل نشاط. (ش) برامج التقييم الداخلي. (ص) برامج المحافظة على البيئة. (ض) البرنامج الأمني طبقاً للتشريع رقم 107 فيما يتعلق بنشاط الشركة أو المنشأة .	
		<u>متطلبات التدريب على أنشطة الخدمة الأرضية:</u> 301-81 تدريب الأفراد: (أ) يجب أن يتم وضع وتنسيق برامج التدريب وتعتمد بواسطة سلطة الطيران المدني. (ب) يجب أن تؤدي الخدمة بواسطة أطقم مدربة . 301-83 مجالات التدريب : (أ) خدمة الحقائب والركاب والأمتعة. (ب) خدمة الطائرات في منطقة الإقلاع (المهبط). (ت) خدمة البضائع والبريد بما فيها البضائع الخطرة. 301-85 أنواع التدريب: تدريب المناهج بواسطة مدربين متخصصين وطبقاً للمعايير الدولية ومتطلبات سلطة الطيران المدني. يجب أن يحتوى برنامج التدريب على الأنواع التالية تفصيلاً: (أ) المتطلبات الأساسية للأفراد حديثي الالتحاق بالشركة: (1) يجب على المرشحين الحصول على مؤهل متوسط مناسب. (2) الإلمام باللغة الإنجليزية. (3) الحصول على رخصة أو تصريح قانوني للعمل في مجال المعدات الأرضية لممارسة النشاط إذا كانت مطلوبة. (ب) يجب أن يحتوى التدريب الأساسي للأفراد الجدد ما يلي: (1) التدريب التأهيلي بالخدمات الأرضية. (2) التدريب على إجراءات تقديم الخدمة الأرضية . (3) التدريب على القواعد والإجراءات وموضوعات الأمان في المطارات التي تؤدي بها الخدمة. (4) التدريب على المعدات المستخدمة وحدود التشغيل واحتياطات الأمان والصيانة. (5) البيئة – الإصدارات البيئية.	ECAR PART 301 SUBPAR TG

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	(6) وصف وتشغيل ومتطلبات الأمان للطائرات التي يتم خدمتها. (7) العوامل البشرية (ت) الدورات التدريبية للتدريب على الاختلافات بين المعدات من نفس الفصيلة ويجب أن تغطي البنود من ب-2 ب-7 المذكورة بعاليه. (ث) التدريب من خلال الدورات التشغيلية يجب أن يعقد كل 3 سنوات على الأكثر متضمناً التدريب على التشريعات. 87-301 دليل التدريب بالشركة: يجب أن يحتوى الدليل على التفاصيل الآتية: (أ) وصف مبنى الشركة ومحتوياته مثل فصول التدريس، المعامل، الورش، المختبرات، أجهزة مساعدات التدريب وأقسامها، غرف قضاء أوقات الفراغ والمكتبات. (ب) خطة التدريب. (ت) القواعد العامة لأقسام التدريب وتوصيف متطلبات التقدم إليه كذلك قواعد الرسوب والنجاح وعمليات التقييم المختلفة. (ث) برامج التدريب والامتحانات. (ج) شهادات أو نتائج الدورات. 89-301 التصديق على برنامج ومناهج التدريب: يجب على قسم التدريب الحصول على التصديق لجميع برامج التدريب على الأقل بـ 15 يوم قبل البدء في تنفيذه أول مرة وذلك باستخدام نماذج التطبيق المناسبة والمعتمدة بواسطة سلطة الطيران المدني ويجب أن يحقق التدريب الشامل للمناهج الآتي:- (أ) يجب أن تتوافق مع قياسات التدريب الصادرة من الطيران المدني للتدريب (ECASH). (ب) يجب وضع برامج لكل منهج يحتوي على جدول لكل جزء من المنهج بما يتناسب مع مستوى المتدرب. (ت) المراجع التي أشتق منها أجزاء المنهج. (ث) يجب أن يوضح المنهج: (1) المشروعات العملية المطلوب إتمامها. (2) قائمة بالحد الأدنى من الاختبارات. 91-301 المتطلبات الواجب توافرها في المدرب: (أ) تقدم إدارة التدريب (أو المتعاقد معها) المدربين الحاصلين على الشهادات والمؤهلات التي تراها السلطة لتقديم الإشراف للطلبة والذي يشمل مدرب واحد على الأقل لكل 18 طالب. (ب) يجب أن يستوفى المدرب الشروط التالية: (1) أن يكون قد حصل على منهج تدريبي وقد اكتسب الخبرة المماثلة لهذا النوع من التدريب. (2) يجب أن يكون قد حصل على التدريب التخصصي الخاص بالموضوعات التي سيدرسها. (3) يجب أن تقدم إدارة التدريب طلب لاعتماد المدرب قبل البدء في أي نشاط تدريبي يتطلب تصديق.

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		93-301 متطلبات شركة الخدمات الأرضية من الأفراد والتصاريح والشهادات أو التصديقات: (أ) غير مسموح لأي فرد صيانة أو تشغيل (بشركة الخدمات) أن يؤدي واجبات الخدمة الأرضية دون أن يكون قد اجتاز امتحان من خلال لجنة امتحان معتمدة بالشركة بهذا الخصوص. (ب) غير مسموح للجنة الامتحان المعتمدة بالشركة أن تعطي أي اعتمادات للمرشح قبل: (1) التأكد من حصول المرشح للآتي: (i) رخصة قيادة مناسبة تكون سارية المدة إذا كانت مطلوبة. (ii) شهادة بحصول المرشح على المناهج المعتمدة ذات الصلة. (iii) دليل بإتمام التدريب العملي. (iv) التصديق اللازم من سلطات المطار. (2) أن يجتاز بنجاح الاختبارات التحريرية والشفوية والعملية. (ت) يجب على الشركة الاحتفاظ بكل سجلات التدريب والشهادات والاختبارات والتصاريح والرخص والتصديقات. (ث) يجب أن تقدم الشركة أو أي فرد من أفراد التشغيل الدليل على الحصول على الاعتماد المطلوب لأداء العمل .	
		نظام قياس ومراقبة الجودة: 101-301 متطلبات نظام الجودة بالشركة: (أ) يصمم بأسلوب يحقق أقل تأثير سلبي على برنامج العمل (ب) يلتزم بمعايير الـ IATA وسلطة الطيران المدني (ت) أن يؤدي إلي ثبات وانتظام العمل في أقصر وقت. (ث) يتناول كل الأنشطة الرئيسية. 103-301 أهداف نظام الجودة بالخدمة الأرضية: (أ) ثلاثة أهداف بسيطة: (1) تطبيق نظام دقيق لقياس الجودة ونظام التحكم. (2) الموافقة على معايير شركات الطيران. (3) تقديم نتائج دقيقة لشركات الطيران في التوقيعات المحددة. (ب) التفتيش على الشركة سنويا .	ECAR PART 301 SUBPAR TH
		إجراءات الفحص والتنفيذ: تعتبر الأفعال التالية مخالفة للأسس والقواعد المنصوص عليها في قانون الطيران المدني رقم 28 لسنة 1981 وتعديلاته. (أ) تشغيل معدة أرضية بدون مستندات رسمية . (ب) تشغيل معدة أرضية بعد انتهاء سريان أي مستند لها. (ت) تشغيل معدة أرضية أو النية في تشغيلها وبها إعطاب فنية تؤثر على سلامة الطيران . (ث) مخالفة برنامج الصيانة المعتمد للمعدة الأرضية.	ECAR PART 301 SUBPAR T I

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		127-301 نظام ادارة السلامة (SMS): 1 - يحدد أخطار السلامة 2- يضمن تنفيذ الإجراءات التصحيحية للحفاظ السلامة 3- يقوم بعمليات رصد وتقييم لمستوى السلامة 4- يهدف إلى التحسن المستمر في مستوى السلامة. 5- وجود النشرة الارشادية EAC00-11 لتفاصيل عن SMS .	ECAR PART 301 SUBPAR T J
		141-301 سجلات الصيانة: (أ) برنامج الصيانة المعتمد ينفذ من خلال السجلات الآتية: (1) سجلات أعمال الصيانة تفصيلا بالنسبة للمعدات الأرضية. (2) القراءة الكلية لعدد الكيلو مترات (أو ما يتناسب مع المعدة) (3) القراءة الكلية لعدد الكيلو مترات (أو ما يتناسب مع المعدة) منذ آخر عمرة للمعدات. (4) الحالة الحالية للفحص على المعدات ومدى ملائمتها لتنفيذ برامج الصيانة المصدق عليها. (5) تفاصيل التعديلات والإصلاحات الجارية للمعدات والمحركات. (ب) يجب الاحتفاظ بالسجلات المذكورة في الفقرة (أ) كما يلي: (1) البند (أ)(2) ، (أ)(5) لمدة 12 شهر بعد سحب المعدة من الخدمة (2) البند (أ)(3)، (أ)(4) حتى العمرة التالية أو التفتيش المقابل لها، يتم التحفظ لمدة 90 يوم لمجال العمل بعد العمرة أو الكشف. (3) البند (أ)(1) لمدة 24 شهرا بعد عودة المعدة للخدمة.	ECAR PART 301 SUBPAR TL

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FLIGHT NO.		DATE	
المطابقة	م	الاسئلة العامة للسلامة والجودة	
لا	نعم		
		وجود مشرف للمعدات أثناء تأدية الخدمة	1
		الالتزام بتوقيعات تواجد دخول المعدات على الطائرة	2
		اختبار الفرامل قبل الدخول على الطائرة	3
		الالتزام بأرتداء / استعمال مهمات الامان	4
		وجود تسريبات ببعض المعدات أثناء تأدية الخدمة على الطائرة	5
		وجود طفيات حريق على المعدات	6
		وضع شوكسات للمعدات	7
		وجود اعداد مناسبة من افراد التشغيل	8
		وجود افراد لتوجيه المعدات أثناء دخولها على الطائرة	9
		وجود اقناع الأمان / صلاحية عواكس الاقناع	10
		الالتزام بتكليف سائقي المعدات وفقا لمستوى رخص القيادة خاصتهم	11
		تم عمل FOD حول الطائرة	12
		تداول الحقائب (ووفقا للتعليمات - التزام بالتعليمات)	13
		هل تم وضع اقناع اطراف الاجنحة عن وصول الطائرة ؟	15
		هل ارض المهبط خالية من السوائل المنسكية ؟	16
		هل منطقة الموقع خالية من المعدات التي يمكن ان تعوق وصول او اقلاع الطائرة؟	17
		هل تم ركن معدات المهبط في اماكنها الصحيحة ؟	18
		في حالة عدم استخدام معدة هل يتم اطفاء المعدة وتشغيل فرامل اليد ؟	19
		هل تم التأكد من خلو مخازن العفش من حقائب الوصول ؟	20
		هل تم التأكد من الحقائب بانه مطبوع عليها رقم الرحلة ؟	21
		هل تم التأكد من ربط جميع الشبك الخاص بمخازن العفش ؟	22
		هل تم التأكد من نظافة المخازن بعد تفريغ الحقائب ؟	23
		هل تم التأكد بتحميل كل الحقائب في مخازن الطائرة عند الاقلاع ؟	25

التعليقات : -

Sig :
Auditor: :
Director

Sig.:
Safety & Quality

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1.2 Ground Handling Check-in / Load Control Audit Checklist

						Safety Quality Department				
Station Name:						Auditee name & position				
Audit Team Members:						Activity : Ground Handling				
. no.	Question/Requirement	Comply		NA	Ref					
		Sat.	Unsat.							
-	<u>Organization</u>	-	-	-	-	-	-	-	-	-
1	The Service provider shall have a management system that ensures control of ground handling operations and the management of safety and security outcomes									
2	The Service Provider shall have a manager for ground handling operations that: i. Has the authority and is responsible for the management and supervision of functions and activities within the scope of ground handling operations; ii. Is accountable to senior management for ensuring the safety of ground handling operations									

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3	The Service Provider shall ensure the management system defines the accountability, authorities and responsibilities of management and non-management personnel that perform functions relevant to the safety and/or security of ground handling operations. The management system shall also specify: i. The levels of management with the authority to make decisions regarding risk tolerability with respect to the safety and/or security of ground handling operations; ii. Responsibilities for ensuring ground handling operations are conducted in accordance with applicable regulations and standards of the Operator; iii. Lines of accountability throughout ground handling operations, including direct accountability for safety and/or security on the part of ground handling operations senior management									
4	The Service Provider shall have a process for the delegation of duties within the management system for ground handling operations that ensures managerial continuity is maintained when operational managers are absent from the workplace									
5	The Service Provider shall have a communication system that enables an effective exchange of information relevant to the conduct of ground handling operations throughout the management system for ground handling operations and in areas where ground handling operations are conducted									
6	The Service Provider shall ensure the existence of the necessary facilities, workspace, equipment and supporting services, as well as work environment, to satisfy ground handling operational safety requirements									
7	The Service Provider shall ensure operational positions within the scope of ground handling operations are filled by personnel on the basis of knowledge, skills, training and experience appropriate for the position.									

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8	The Service Provider shall have a system for the management and control of documentation and/or data used directly in the conduct or support of ground handling operations									
9	The Service Provider shall ensure documentation used in the conduct or support of ground handling operations: i. Contains legible and accurate information; ii. Is presented in a format that is appropriate for use by ground handling personnel; iii. If applicable, is accepted or approved by the Authority									
10	The Service Provider shall have an Operations Manual, which may be issued in separate parts, that contains the operational policies, processes, procedures and other information necessary for ground handling personnel to perform their duties and be in compliance with applicable regulations, laws, rules and standards of the service provider									
11	The Service Provider shall ensure the current edition of the Operations Manual is available in a usable format at each location where ground handling operations are conducted									
12	The Service Provider shall ensure the OM contains the policies and associated guidance necessary to prevent dangerous goods from being inadvertently carried or loaded onto the aircraft									
13	The Service Provider shall ensure a current edition of the IATA Dangerous Goods Regulations (DGR), the ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air (Technical Instructions) or equivalent documentation is accessible at locations where passenger check-in and/or boarding operations are conducted									

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14	The Service Provider shall ensure the OM or an equivalent operational manual contains information that will permit ground handling personnel to carry out duties and responsibilities with respect to dangerous goods. As a minimum, such information shall include procedures to alert passengers that certain items of dangerous goods: i. Are specifically prohibited in hold baggage; ii. Must be removed from cabin baggage when cabin baggage is transported as hold baggage									
15	The Service Provider should ensure the OM or an equivalent operational manual contains information with respect to dangerous goods permitted in passenger and crew baggage									
16	The Service Provider should ensure the processes and procedures contained in the OM for the conduct of ground handling operations are, as a minimum, equivalent to processes and procedures contained in the IGOM									
17	The Service Provider shall have a system for the management and control of ground handling records to ensure the content and retention of such records is in accordance with requirements of the Authority, as applicable, and to ensure operational records are subjected to standardized processes for: i. Identification; ii. Legibility; iii. Maintenance; iv. Retrieval; v. Protection and security; vi. Disposal or deletion (electronic records).									
18	If The Service Provider utilizes an electronic system for the management and control of operational ground handling records, The Service Provider shall ensure the system provides for a scheduled generation of back-up record files									

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19	The Service provider should have a process to ensure products purchased or otherwise acquired from an external vendor or supplier, which directly affect operational safety or security, meet the product technical requirements specified by the service provider prior to being used in the conduct of ground handling operations									
20	The service provider should have a process to ensure aircraft ground damages are reported to Sky Vision Airlines									
21	Contract or agreement between the service provider and Sky Vision Airlines for the provision of ground handling services in place, Identifies the application of measurable specifications that can be monitored by Sky Vision Airlines to ensure requirements that affect the safety and/or security of ground handling operations are being fulfilled by the service provider									
22	Agreement shall specify which ground handling services are to be provided									
23	The service provider shall have a communication system that enables an effective exchange of information relevant to the conduct of ground handling operations throughout the management system for ground handling operations and in areas where ground handling operations are conducted, Controls shall be in place to ensure all relevant information is communicated to relevant organization staff									
24	The Service Provider shall have a management system that ensures control of ground handling operations and the management of safety and security outcomes, and clear Organization chart with duties and responsibilities for each job, and system of delegation.									
	<u>Documents and Records</u>	-	-	-	-	-	-	-	-	-
25	Service Provider shall have his own ground operation manual, or a statement that they use IGOM									

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26	Trip File must be collected for every flight and retained for period at least 6 months and contains at least but not limited to: - Load and Trim Sheet Copy, signed by Commander. Manual or Computerized. - Loading Instruction, signed by Ramp Agent. - General Declaration signed by commander or station responsible for dispatch. - Passengers Name List (Embarked and Disembarked). - Depending on local situation, additional documents may be added to the Trip File, such as medical clearances that can be given to sick passenger on board.									
27	The following documents must be available at each service provider performing Ground handling operations for Sky Vision Airlines operated flights: - Sky Vision Airlines Stations Operations Manual - Sky Vision Airlines Emergency Response Plan - Sky Vision Airlines Security Program - Sky Vision Airlines Flight Operations Manual - IATA Airport Handling Manual Current edition - IATA IGOM Current edition - IATA Dangerous Goods Regulations Current edition/ICAO DGR Technical Instructions. - Sky Vision Airlines Reading File (Contains all operational instructions or information that is not related to S.O.M amendments. - Sky Vision Airlines Contacts – Addresses									
	<u>Airside Operation and GSE</u>	-	-	-	-	-	-	-	-	-
28	The service provider should ensure a process is in place that assures only qualified and authorized personnel are permitted to operate ground support equipment									

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29	The Service provider shall ensure a program is in place for the maintenance of ground support equipment, which assures: i. A preventive maintenance program plan for each type of equipment; ii. Maintenance completed on such equipment is recorded; iii. Such equipment remains serviceable and in good mechanical condition.									
30	The Service provider should have practices and procedures are in place for the operation of ground support equipment used in aircraft handling operations that assure such equipment is operated in a manner that prevents damage to the aircraft and injury to personnel									
31	The Service provider must ensure personnel wear all PPE									
32	An FOD inspection has been made, FOD removed and properly disposed.									
33	All equipment is positioned outside aircraft clearance lines.									
34	The gate area is clear.									
35	The proper hand signals are used by marshaller, if marshaller is used									
36	Wands are used for marshalling and all signalling (illuminated in low visibility)									
37	Aircraft chocks are properly installed according to airline procedures									
38	The grounding cable is connected to grounding point on Nose Leg (where available)									
39	Personnel wait until the aircraft has stopped, is chocked, anti-collision light off, engines shut down and “all clear” given by marshaller before approaching									
40	Wingtip/engine cones are properly positioned according to airline procedures									
41	Employees observe ramp safety rules (no horseplay, no smoking, etc.									
42	Employees adhere to the “no seat, no ride rule”									
43	Employees walk rather than run on the ramp									
44	Local speed limits are observed by all drivers									

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45	Roadways are used by equipment operators									
46	A guide-person is used when positioning equipment in confined areas									
47	A guide-person is used when backing equipment to the aircraft									
48	A guide-person is used when positioning high-reach trucks									
49	After positioning elevated units to the aircraft, stabilizers are immediately deployed									
50	All vehicles make a stop for a brake check at the distance from the aircraft required by the airline									
51	The areas around cargo/passenger doors are visually checked for existing damage (dents, scratches, etc.) before ground equipment approaches									
52	Personnel check clearances when opening cargo/passenger doors									
53	Cargo/passenger doors are opened and secured properly by authorized personnel using required signals									
54	When mobile passenger steps are used, they are properly positioned to the aircraft. Stabilizers are deployed									
55	Personnel refrain from "Horseplay"									
56	The beltloader is in the full down position with handrail stowed when approaching the aircraft, when possible									
57	The beltloader front bumper is positioned below and away from the cargo door sill									
58	The beltloader handrail is raised when up to a wide body aircraft									
59	Employees refrain from walking, standing or sitting on a moving conveyor belt									
60	Safety rails on wide body loaders are down upon approach to aircraft									
61	The container loader is properly positioned to the aircraft with stabilizers deployed									
62	Loader guardrails are installed for off/on load and stowed when cargo door is closed									
63	Employees use the ladder rather than riding up or down the loader platform									
64	Brakes are set on vehicles									

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65	Where equipped, chocks are used on vehicles									
66	When carts/dollies are dropped off, the tractor comes to a complete stop, the hand brake is engaged and the driver dismounts to engage the brakes									
67	Locks on dollies are properly set prior to approach to container loader									
68	The operator's arms and legs are within the profile of vehicle at all times when moving									
69	Employees use correct body mechanics when loading/unloading or lifting									
70	Baggage is properly handled									
71	All container/cart doors or curtains are closed and fastened after loading									
72	Baggage tractor hood/fender/seat or top of containers are free of baggage/cargo/mail									
73	All employees avoid driving equipment under the aircraft wing and fuselage									
74	Employees wear protective gloves when servicing lavatories									
75	The plug (donut) is properly installed and all access panels secured when lavatory servicing is finished									
76	The correct size of tractor is used for pushback									
77	A complete walk-around inspection is done to check that cargo/access doors are closed and secured, that there is no visible damage to the aircraft and that the gate area is clear of equipment									
78	Ground equipment is parked to avoid jet blast/prop wash/engine ingestion									
79	Wingtip clearance cones are removed and correctly stowed (if applicable)									
80	If the headset operator is not in the tractor they are clear of the nose gear when the aircraft is moving									
81	When utilized, Wing walkers are in position and using proper hand signals									
82	Wing walkers are aware of engine hazard zones									
83	Employees understand the meaning of aircraft rotating beacons									
84	Employees avoid walking under the fuselage or stepping across the tow bar									
85	The marshaller is at the correct position to hold the aircraft brakes									

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86	The tow bar is disconnected properly									
87	Chocks removed and correctly stowed.									
88	Vehicles are properly maintained									
89	a) Parking Brake - Foot Brake									
90	b) Windshield Mirrors, Windows Cracked/dirty									
91	c) Windshield wipers									
92	d) Wheels/tires									
93	e) Lights/reflectors									
94	f) Horn/back-up alarms									
95	g) No evidence of fluid leakage									
96	h) Cleanliness-interior and exterior									
97	i) Functional operating controls (levers, switches, etc.)									
98	j) Functional operating features (belts, casters, hoses, etc.)									
99	All vehicles requiring them have chocks									
100	The brake systems on carts/dollies operate properly									
101	There is a complete complement of locks on all dollies									
102	Brakes are set on all carts/dollies									
103	Seats are provided for any passengers riding on equipment									
104	All safety devices are functional									
105	Fire extinguishers are installed on specified vehicles. Inspection tags are current									
106	Baggage containers are checked for serviceability prior to being loaded									
107	Sides on carts are in the up position; curtains closed during transport. Container doors are securely closed									
108	The beltloader is in the full down position when parked or moving on the ramp									
109	Rear doors of trucks are closed at all times when elevated and during movement on the ramp									
110	Trucks are driven with body lowered									
111	Vehicle doors are closed after the driver leaves									
112	The ramp is free of items which could cause FOD									
113	The ramp is swept regularly									
114	The ramp area is free of any fluid spillage									

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115	The ramp area is free of unnecessary congestion									
116	Gates are clear of equipment which may block the arrival or departure of an aircraft									
117	Ramp markings (taxi lines, etc.) are clearly identified									
118	Ground equipment is parked within marked areas									
119	All motorized vehicles are backed into parking spaces									
120	When not in use, all vehicles are shut off with parking brake on and transmission in park or neutral									
121	Aircraft chocks are properly stored when not in use									
122	There are sufficient numbers of trash cans, and they are emptied regularly									
123	All vehicles are free of any debris which could interfere with the safe operation of the vehicle or cause FOD									
124	Vehicles are free of evidence of smoking									
125	Towbars are disconnected from tugs when not in use									
126	Pallets/containers are stored off the ground and secured									
127	Emergency exits and equipment access is kept clear									
128	Catering truck approach procedures followed									
129	Catering truck positioning procedures followed									
130	Catering truck operating procedures followed									
131	Engine inlet plugs used as required									
132	Catering truck removal procedures followed									
133	Catering truck is free of FOD; any FOD/garbage dropped on ramp removed									
134	Truck operated safely (e.g., speed, safety zones, reckless)									
135	Truck properly configured prior to removing from A/C									
136	Lavatory vehicle operating procedures followed									
137	Lavatory servicing procedures followed									
138	Water vehicle operating procedures followed									

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139	Cleaning vehicles approach procedures followed									
140	Cleaning vehicles positioning procedures followed									
141	Cleaning vehicles operating procedures followed									
142	All cabin cleaning safety procedures (e.g., biohazard, needle sticks) followed									
143	Cabin personnel support a FOD-free ramp/airside (e.g., pick up FOD)									
144	A/C door(s) operational procedures followed									
145	Vehicle brakes must be checked before entering on the aircraft									
146	Equipment must approach aircraft at walking speed									
147	vehicle movements under wings must be prohibited									
148	Elevating devices must be driven in lowered position except for final positioning									
149	Guides and stabiliser on loaders must be properly deployed									
150	Allowance must be made for vertical aircraft movement									
151	Areas engine intake /exhaust personnel must keep clear									
152	No smoking must be respected									
153	Aircraft Handling and Loading									
154	Functions on the airside and responsibilities must be clearly defined									
155	The marshaller shall perform a departure check prior to commencing engine start procedure and arrival check before equipment entry to aircraft (even if the ground engineer has checked the aircraft), to ensure all cargo loading/handling equipment have been removed, all doors, panels are closed, no damage to aircraft									
	<u>Load Control</u>	-	-	-	-	-	-	-	-	-

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156	load control Must be based on three functions Function 1: Load control planning, weight and balance pre-calculation, and completion of loading instructions. Function 2:Supervising the loading of the aircraft in accordance with the Loading Instruction Report (LIR). Function 3: Completion and checking of the load sheet against the Loading Instruction Report (LIR) and other documents.									
157	The three load control functions must be carried out by at least two members of staff									
158	Any last minute change occurring after completion of the weight and balance sheet, must be brought to the attention of the commander									
159	Last minute change must be recorded on the weight and balance sheet, and also any reflection on passenger manifest/General Declaration/Loading Instructions must be amended accordingly									
160	Maximum last minute change used must be as specified in the operations manual									
161	If applicable, copies of Sky Vision Airlines dry operating weights, dry operating indexes, and structural weights shall be available for load control staff and station use.									
162	Loading supervision must check loading is in compliance with loading instruction including accurate and timely reporting and recording of loading deviations									
163	The Handling Company shall ensure final verification of load sheet against loading instruction report prior to Captain's approval of load sheet									
164	Any exchange of information related to weight and balance of the aircraft must be communicated in writing									
	<u>Passenger Handling</u>	-	-	-	-	-	-	-	-	-
165	The Handling Company shall ensure that no unauthorised person have access to hold baggage once accepted at check-in									

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166	The Handling Company shall ensure passengers are asked security questions									
167	The Handling Company shall ensure that stationery used to handle the Carrier's flight is stored securely									
168	Passengers must be positively identified against travel documents before baggage acceptance									
169	Passenger-passport-boarding card verification shall be done at boarding gate									
170	Dangerous Goods notification sign must be prominently displayed at ticketing and check-in counters as well as boarding areas, passenger attention to be drawn to it.									
171	Check-in personnel must seek confirmation from passenger whenever it is suspected that his/her baggage may contain Hidden Dangerous goods, and report must be done according Sky Vision Airlines Procedures in case positive									
172	Check In personnel must ensure that no dangerous goods are carried as checked or carry-on baggage by passengers or crew except those permitted as per provisions in sub-section 2.3 of the IATA DGR Manual									
173	The Handling Company shall ensure flight details are being displayed on flight information boards, updated in case of delays, and with proper company logo display									
174	The Handling Company, as a minimum must open 01 Business (where applicable) and 02 Economy desks all the times									
175	UM, WCH and other passengers requiring special assistance must be promptly assisted to by trained personnel									
176	Travel documents shall be checked online with TIM									
177	Baggage (hold and cabin) allowances must be effectively monitored and excess charges consistently applied									
178	handling personnel must confirm seat number, gate and boarding time to passenger									

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179	In case of transfer passenger baggage tagged to the final destination and confirmed to passenger									
180	Passenger luggage which could not be accommodated onboard, and will be finally loaded in the cargo holds, requires to be re-checked against Dangerous goods, some items which could be permitted onboard, might not be permitted in the hold luggage.									
181	Service provider must ensure proper announcements are made for boarding first, mid, final calls, and also during delay to inform passengers about updates									
182	The Handling Company shall provide proper formalities in case of disruptive, inadmissible and deported passengers, controlled list of them must be available at the station as record									
183	Rush baggage must be subjected to additional security screening before loading or storing									
184	The Handling Company provide a secure location or inside sterile area for mishandled baggage until forwarded or disposed									
	<u>Passenger Boarding Bridge</u>	-	-	-	-	-	-	-	-	-
	<u>Arrival</u>									
185	The bridge is fully retracted. If driveable type it is parked within its "Ramp Box"									
186	The bridge operator makes a visual check for clearance and the area beneath and within the travel of the boarding bridge is clear									
187	The gate and bridge areas are ready for arrival									
188	The bridge operator uses hearing protection									
189	There are not any obstructions present in the bridge									
190	Fall protection devices (doors/barriers) are utilized on the bridge									
191	The bridge operator is alert to devices on the fuselage									
192	Bridge warning devices operate (beacon, bell, etc.)									
193	The bridge auto levelling system is deployed and operating									

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194	The boarding bridge is properly lighted									
195	The bridge is properly aligned to the aircraft									
196	The weather canopy is deployed to the aircraft									
	<u>Departure</u>									
197	The bridge is properly aligned to the aircraft									
198	The bridge auto-levelling system is deployed and operating									
199	The bridge weather canopy is deployed to the aircraft									
200	The bridge is properly lighted									
201	The loading bridge is retracted before start of pushback									
202	The agent checks for clearances before retracting the bridge									
203	The bridge operator is alert to devices on the fuselage									
204	Bridge warning devices operate (bell, beacon, etc.									
205	The weather door is closed when the bridge is stowed									
206	The agent remains on the bridge until the aircraft has pushed back									
	<u>Training</u>	-	-	-	-	-	-	-	-	-
207	The Service Provider shall have a process to ensure personnel that perform operational duties in functions within the scope of ground handling operations for the service provider Complete: i. Initial training prior to being assigned to perform such operational duties; ii. Recurrent training on a frequency in accordance with requirements of the regulatory authority but not less than once during every 36-month period, except for recurrent training in dangerous goods									

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208	The Service provider shall have a process to ensure the training programs completed by ground handling operations personnel in accordance with SOM Chapter 2 provide the knowledge necessary to perform duties, execute procedures and operate the equipment associated with specific ground handling functions and responsibilities. Such programs shall include: i. Familiarization training on applicable regulations; ii. In-depth training on requirements, including policies, procedures and operating practices; iii. Training in human factors principles; iv. Safety training on associated operational hazards									
209	The service provider shall have a process to ensure training for personnel that perform operational duties in functions within the scope of ground handling operations for Sky Vision Airlines: i. Includes testing or evaluation by written, oral or practical means, as applicable; ii. Requires a demonstration of adequate knowledge, competency and proficiency to perform duties, execute procedures and/or operate equipment									
210	The Service provider shall have a process to ensure completion of required training by personnel that perform operational duties in functions within the scope of ground handling operations for the Operator is recorded and such records are retained									
211	The Service provider shall have a process to ensure the training programs completed by ground handling operations personnel in accordance with SOM Chapter 2 are reviewed and updated to remain relevant and current.									

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212	The service provider shall have a process to ensure ground handling personnel receive dangerous goods training, to include initial training and recurrent training not more than 2 years. Such training shall be completed by personnel that perform operational duties in the following functions within the scope of ground handling operations: i. Passenger handling; ii. Baggage handling; iii. Aircraft loading; iv. Load control									
213	The Service provider shall have a process to ensure initial and recurrent training completed by applicable ground handling personnel in accordance with SOM Chapter 2 addresses the following areas of operations, as applicable to ground handling duties or function(s) performed: i. Airside Driving; ii. Load control; iii. Passenger Handling; iv. Baggage handling; v. Aircraft Handling and Loading; vi. Passenger Boarding Bridge; vii. Aircraft Loading Supervision; viii. Aircraft Ground Movement; ix. Fueling Operations; x. De/Anti-Icing Operations;									
214	The Service provider shall have a program that ensures ground handling operations personnel are trained and competent to perform SMS duties. The scope of such training shall be appropriate to each individual's involvement in the SMS									
215	Service provider must ensure staff are trained for each function according the requirements set in SOM Chapter 2 before performing any duties related to Sky Vision Airlines Flight									
216	if applicable, training syllabus must be approved by the Authority									
217	Dangerous goods training according table 1.5.1 DGR IATA Book									

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218	Written test must be done after the theoretical training, with passing rate 80%									
219	Service Provider must have follow up system to check training of staff on duty									
220	Dangerous goods training recurrent shall be given at intervals of no longer than 2 years									
221	Personnel assigned to perform ground handling duties in airside operations for Sky Vision Airlines including the operation of ground support equipment complete initial and recurrent Air Side Safety Training, and human factor training									
222	Frequency of recurrent training for each subject, must not be less than provided in SOM Chapter 2									
223	Training syllabus for all service provider staff shall be performed according to SOM Chapter 2									
224	Ground Handling staff responsible for Passenger/baggage/aircraft handling shall receive Security Training and Awareness sessions, conducted on an initial and recurrent basis (Ref. ECAA Regulation requirement)									
225	The service provider shall ensure a program is in place for the maintenance of ground support equipment, which assures: i. A preventive maintenance program plan for each type of equipment; ii. Maintenance completed on such equipment is recorded; iii. Such equipment remains serviceable and in good mechanical condition.									
	<u>Emergency Procedures</u>	-	-	-	-	-	-	-	-	-
227	The Service provider shall have an emergency management plan is in place for responding to accidents or other emergencies that may occur during aircraft ground handling operations									
228	The Service provider shall have a process is in place that requires dangerous goods accidents or incidents to be reported to Sky Vision Airlines to enable reporting to required states									
229	The Service provider shall have procedures are in place for responding to emergencies that require the evacuation of an aircraft during the conduct of ground handling operations									

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230	Procedures for Incident/Accident requiring passenger evacuation shall be made available to staff														
231	The Service provider shall have procedures are in place for response to ground handling incidents														
232	The Service provider should have a process is in place for the retention of records of accidents and incidents associated with aircraft ground handling operations														
	<u>Communication</u>	-	-	-	-	-	-	-	-	-	-				
232	Service provider shall have contacts of operational key persons and duty numbers of Sky Vision Airlines departments														
234	Contacts during emergency must be clear and available for staff use														
235	Following Telexes shall be sent for every flight as applicable: MVT (Arr/Dep/ETD) - LDM - PSM - TPM - PTM - SOM to (CAIOCCR – CAIAACR) and additionally to destination														
<table><tr><td>Auditor</td><td>Compliance Manager</td></tr><tr><td>Sign</td><td>Sign</td></tr></table>												Auditor	Compliance Manager	Sign	Sign
Auditor	Compliance Manager														
Sign	Sign														

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1.3 Sky Vision Airlines Station internal Audit Checklist

Station Name:		Auditee name & position			
Audit Team Members:		Activity : Internal Audit on Own Station			
. no.	Question/Requirement	Comply		NA	Ref
		Sat.	Unsat.		
1	Documents and Manuals				
2	Uniform				
3	Transportation Car				
4	Attitude with passengers, Crew				
5	Trip File Condition and storage				
6	Lost and Found files keeping				
7	Lost property keeping				
8	Baggage reconciliation				
9	Security sign				
10	DGR and Liquids Sign				
11	Checklists used				
12	DOW/DOI tables (Last Revision)				
13	Material Stock				
14	Exb Collection Receipts Stock and reconciliation				
15	Procedure of Hand baggage				
16	Special Service passengers procedures				
17	Supervision for Fuel Company				
18	Supervision for Ground Handling Company				
19	Supervision for Passenger Services Company				
20	Supervision for Catering Company				
21	Personal files training				
22	List of Staff in the station				
23	Security Department Files				
24	Technical Department Files				
25	Equipment condition (PC-Printer)				
26	On Time Performance for flights				
27	Readiness for Manual Check-in				
28	Aircraft Cleaning notes				
29	Flight Permissions				
30	Statistics of flights and passengers				
31	On Time Reporting				
32	Comments for Crew Hotac				
Auditor					Compliance Manager
Sign					Sign

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Fuel Service Provider Audit Checklist

Station Name:		Auditee name & position			
Audit Team Members:		Activity : Internal Audit on Own Station			
. no.	Question/Requirement	Comply		NA	Ref
		Sat.	Unsat.		
1	Documents and Manuals				
2	Uniform				
3	Transportation Car				
4	Attitude with passengers, Crew				
5	Trip File Condition and storage				
6	Lost and Found files keeping				
7	Lost property keeping				
8	Baggage reconciliation				
9	Security sign				
10	DGR and Liquids Sign				
11	Checklists used				
12	DOW/DOI tables (Last Revision)				
13	Material Stock				
14	Exb Collection Receipts Stock and reconciliation				
15	Procedure of Hand baggage				
16	Special Service passengers procedures				
17	Supervision for Fuel Company				
18	Supervision for Ground Handling Company				
19	Supervision for Passenger Services Company				
20	Supervision for Catering Company				
21	Personal files training				
22	List of Staff in the station				
23	Security Department Files				
24	Technical Department Files				
25	Equipment condition (PC-Printer)				
26	On Time Performance for flights				
27	Readiness for Manual Check-in				
28	Aircraft Cleaning notes				
29	Flight Permissions				
30	Statistics of flights and passengers				
31	On Time				
32	Comments for Crew HODAC				
Auditor		Compliance Manager			
Sign		Sign			

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