



Quick Reference Guide (QRG) CRJ1000 Rev.8

02nd May 23

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 SECURITY MANUAL	 CARGO OPERATIONS MANUAL (COM) COM	 QUICK REFERENCE GUIDANCE (QRG) QRG	 GROUND NOTICES / REMINDERS / BULLETINS

FULL GROUND HANDLING SERVICES REQUESTED

CHECK-IN PROCESS, DESKS & STATIONARY	✓
BOARDING PROCESS	✓
PASSENGER TRANSPORT	✓
CREW TRANSPORT APT-TERMINAL-APT	✓
ASSISTANCE TO DISABLED PASSENGERS (WCH)	✓
COOLING UNIT (ACU)	ON REQUEST
PUSH BACK (if self maneuvering stand it is not possible)	✓
TOW BAR PROVIDED BY HANDLER	✓
AIR START UNIT (ASU)	ON REQUEST
START-UP	✓
GROUND POWER UNIT (GPU)* (or FEP)	✓
DE-ICING/ANTI-ICING SERVICES	ON REQUEST
PREPARE LIR / LOADSHEET	✓
DAA/ DELIVERY AT AIRCRAFT	✓
BALLAST	ON REQUEST
FIREMAN service	ON REQUEST
SEALING OF AIRCRAFT – performed by crew	N/A
TRAFFIC CONES	✓
DAILY PROGRAM - delivery to crew	✓
LIDO DOCUMENTATION (FPLN, meteo, notams)- delivery to crew	✓
SLOT	✓
CLEANING	ON REQUEST
VISUAL EXTERNAL SAFETY/GROUND DAMAGE INSPECTION UPON ARRIVAL/PRIOR DEPARTURE	✓
CHECK DOORS AND PANELS CLOSED/LOCKED	✓

Cleaning Services:

Light cleaning (transit flights) will be done in 4 minutes.

- Dispose of litter
- Clean and tidy seats, seat belts, seat back pockets and passenger service units
- Clean floors (carpets and surrounds using vacuum cleaner) (ONLY in Business compartment)
- Empty and clean refuse bins
- Clean surfaces in pantries, toilets (wash basins, bowls, seats, mirror and surrounds)
- Remove, as necessary, any contamination caused by airsickness, spilled food or drink and offensive stains
- Toilet & Water Service is only included in night stop flights.

Full cleaning (night stop flights) will be done in 20 minutes:

- Dispose of litter
- Clean waste from overhead stowage
- Wipe table
- Clean and tidy seats, seat belts, seat back pockets and passenger service units
- Clean floors (carpets and surrounds using vacuum cleaner)
- Empty and clean refuse bins
- Clean surfaces in pantries, toilets (wash basins, bowls, seats, mirror and surrounds)
- Remove, as necessary, any contamination caused by airsickness, spilled food or drink and offensive stains
- Toilet & Water service

Aircraft cleaning and disinfection guidance:

- Aircraft preventive disinfection cleaning within 24 hours after arriving through a high-risk area.
- Cleaning disinfection after an event, that is, after transporting a Passenger with symptoms.

Key areas should be preventive disinfected as follow:

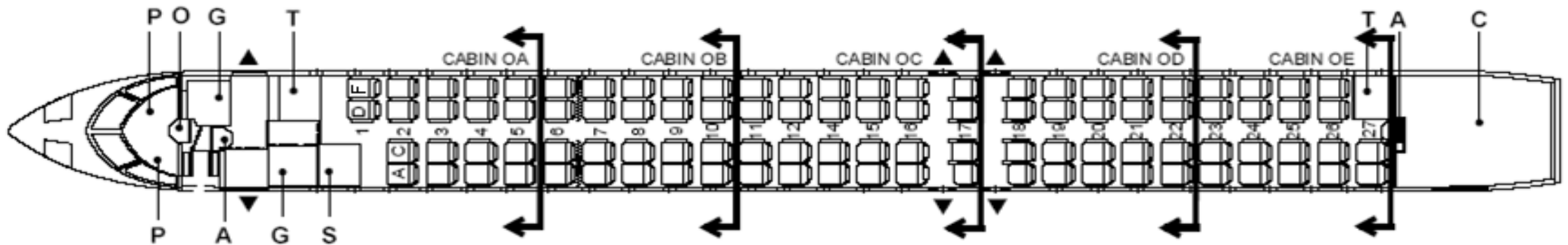
- Aisle.
- Lavatory.
- Galley.
- Cockpit.

Key areas should be disinfected after an event as follow:

- Thorough cleaning aof the seat area of the suspected case and the seat in the close proximity (2 seats in every direction)

Cabin configuration– 100 passengers 2 crew seats

A	=	FLIGHT ATTENDED SEAT
C	=	CARGO COMPARTMENT
▲	=	EMERGENCY EXIT
G	=	GALLEY
O	=	OBSERVER SEAT
P	=	PILOT SEAT
S	=	STOWAGE
T	=	TOILET



UMNR

Seat UMNRs as per operating airline policy and do not assign seats in emergency exit rows.

-All flights: **max 4***

INFANTS

Transport Limitations

Whenever necessary oxygen masks, Kangaroo seat belts and infant live vests are available on board, the maximum number of babies on board is:

-10% capacity of the aircraft.

PWD's

When the number of PWD is considered, a significant proportion respect the total number of passengers aboard, the maximum quantity of PWD shall not exceed the number of people able to attend them during an emergency evacuation. Nevertheless, the company may reserve its right to impose stronger restrictions to the ones described previously.

FLEET SEATS PROHIBITED (Emergency Exits) : CRJ 1000 17A/C/D/F; 18 A/C/D/F

With the purpose of allowing an easier access to floor level exits wheelchair users (WCHC and WCHS) will preferably be assigned the following seats: CRJ1000 8A/F; 9A/F; 10A/F

Ambulift Procedure

. Service door

The Ambulift procedure by the service door it will be only used for CRJ fleet (CRJ200, CRJ1000).

. Passenger Door

Ambulift by passenger door can be used for all Hibernian fleet (CRJ200, CRJ1000).

AVIH

Animals in Hold are transported as checked baggage in the aircraft hold and travel in accordance with IATA Live Animal Regulations, and operator acceptance policies.

- a) Domestic animals such as dogs, cats, birds, etc.
- b) Other small warm-blooded animals, such as guinea pigs, hamsters, rabbits, etc.
- c) Apply operator acceptance procedures with local customs requirements, animal age and health requirements.

Note: Domestic animals of unusual size or wild animals, reptiles must be transported as cargo.

As a general rule, live animals should be transported in cargo compartments. The commander will be advised whenever live animals are being boarded in these compartments.

Note: On the CRJ1000 is forbidden to place AVIH in hold 4/5.

PETC

- Pets, such as dogs, cats, birds, etc., that comply with the legal and documentation constraints may be accepted as Animals Vivant in Hold (AVIH) or as Pets in Cabin (PETC, up to 8 kg). In IATA's regulations for the transport of live animals, Hibernian Airlines has identified several "Company Variations", the first of which is the ban on transporting foul-smelling animals such as the hyenas, jackals and mustelids (e.g. weasels, polecats, pine martens, mink, skunks, etc.) in passenger aircraft and reptiles, which passengers sometimes try to carry on as pets.
- Under no circumstances may passengers travelling with animals in the cabin book or occupy an emergency seat.

On the passenger's request and prior authorisation from the lessee, certain pets may be accepted for carriage in the cabin, provided the following conditions are met:

- Only one pet per passenger, up to a maximum of 4 per flight. In exceptional cases, it will be allowed to board two animals from the same litter in a same box or cage.
- Passengers travelling with PETC should be assigned any seat relevant to the class of their booking other than an emergency exit row.
- The maximum permitted weight of the animal to be carried will be 8kg and this is not included in the free cabin baggage allowance.
- The animal must be enclosed in a suitable container, with holes for ventilation, waterproof base, a lock that offers security and maximum dimensions of 45 x 35 x 25 cm.
- Under no circumstances will the animal be able to get out of the receptacle in the interior of the cabin.
- In cases of animals of very small weight (such as birds), two pairs of each species may be allowed, in different containers, in each cabin.
- Under no circumstances will animals be admitted that due to their special characteristics e.g., foul-smelling animals such as the hyenas, jackals, and mustelids (e.g., weasels, polecats, pine martens, mink, skunks, etc.) and reptiles in passenger aircraft, which passengers sometimes try to carry on as pets.
- The animal, inside its receptacle, must be carried by the passenger, at his feet, under his seat, on his lap, without inconveniencing the passengers travelling next to him.
- Passengers carrying an animal in the cabin may not occupy seats situated in rows corresponding to emergency exits.
- Limitations per flight as long as the amount of PETC on board allows it there will be at least 6 rows of separation between animals within the same cabin.



Updated

CONDITIONS THAT REQUIRE MEDICAL CLEARANCE BEFORE TRAVEL INCLUDE:

Please refer to the Ground Operations Manual on CENTRIK to verify medical clearance requirements for passengers or medical equipment.

Passengers requiring stretchers are not carried

MEDICAL OXYGEN

Hibernian Airlines require pre-advisement for the use of medical oxygen on board during a flight.

The provision of the oxygen bottle for the shall be from an approved supplier.

This shall be established at the set up stage for an ACMI carrier or during the pre-booking stage for a charter flight.

Passengers are not authorized to bring their own oxygen on board.



Portable oxygen concentrators (POC) and Continuous positive airway pressure (CPAP)

Portable oxygen concentrators are small appliances that separate the oxygen from the ambient air. For its use on board it is not necessary to seek authorization or to notify in advance. Carriage of POC is approved under the Provisions for Dangerous Goods Carried by Passengers or Crew IATA DGR table 2.3.A. (assuming non-spillable battery) In accordance with the European regulations (AMC1 CAT.GEN.MPA.140 (b)(2)(i)), medical equipment necessary to support physiological functions (i.e. POCs) does not need to be switched-off during any phases of the flight.

Hibernian Airlines does not provide the portable oxygen concentrators, they are passenger's property. Its location in the aircraft should not occupy more space than that allocated to the actual passenger.

The size of the portable concentrators varies around 30 x 30 cm depending on the model.

These devices must work with batteries, the aircrafts do not have sockets for this type of device. POC cannot be connected to the aircraft oxygen supply. Additional batteries must be carried in hand luggage, and they must be correctly and individually packed as well as protected to avoid any accidental short-circuit or damage during transport. Each person is limited to a maximum of 20 spare batteries. (Ref IATA DGR 2.3.5.8) All devices can be requested to be turned off for security reasons and won't be accepted if the disconnection of these may be a risk to the passenger's welfare.

NOTE: No more than 2 lithium ion batteries are permitted with a watt-hour rating exceeding 100Wh but not exceeding 160Wh or 2 lithium metal with a lithium content exceeding 2g but not exceeding 8g. (Ref IATA DGR 2.3.3.2)

The passenger is responsible to ensure that the device satisfies the above requirements and can operate the device without Hibernian Airlines staff assistance. The POC user must have a supply of batteries to cover at least 150% the total time the trip lasts. The duration of the flight together with the rest of the time on the ground must be taken into account (waiting times at departure, transit and destination airports, together with a provision for unexpected delays).

The passengers shouldn't be assigned to emergency rows and must be informed that the device must be stowed under the front seat while been used, for this reason the device should not exceed the size of a carry-on luggage.

These devices shall be properly marked with a tag indicating that the device has been approved for use on aircraft or carried with the correspondent supporting documentation.

Continuous Positive Airway Pressure (CPAP)

The CPAP is another type of device used by those people who suffer from sleep apnea and its function is simply to inject air into the airways during the sleep. It can be used on board and does not require any special authorization, providing that it works with batteries. These CPAP generators must not be confused with the portable oxygen concentrators (POC). If in doubt, the actual passenger must clarify matters and must inform about the equipment in question and the reason for its use.

EXPECTANT MOTHERS

For travel after 28 weeks, or within 7 days of given birth, either a medical clearance (issued in the 7 days before the flight) or a signed waiver is required as per lessee procedures.

It is necessary to present a medical certificate, issued during the 7 days before the flight when there are complications during her pregnancy or if the date of birth is unknown or if complications in the childbirth are expected or there is existence of a family history of multiple births

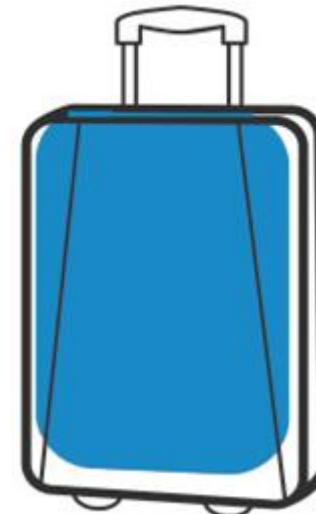
Air transport is not recommended for:

- Women 7 days prior or post the childbirth
- Healthy and non-premature newborn babies 7 days after their birth



Passengers are authorised to bring one piece of cabin baggage as per the table below

Free Cabin Baggage Allowance	
Height	45 cm
Width	35 cm
Depth	20 cm
Weight	8 kg
Pieces/Pax	1/Pax
Free carry-on items	1/Pax (small handbag/laptop case)

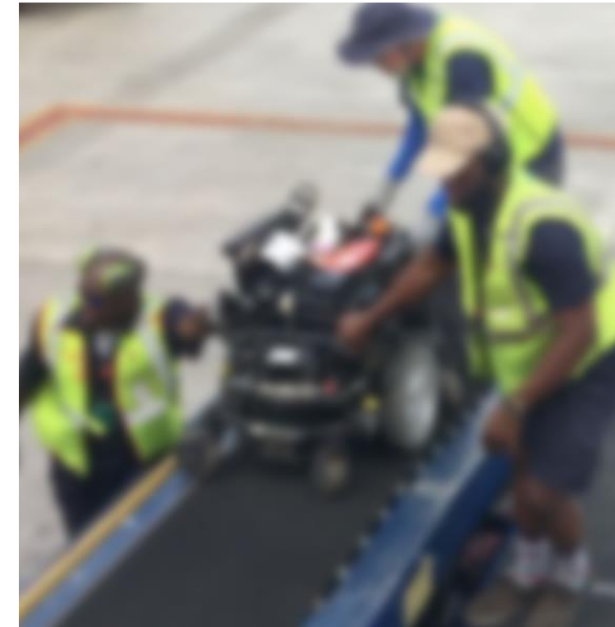


Acceptance is required, subject to the following requirements:

The check in agent shall verify, prior to acceptance:

- It is possible to protect the battery terminals from short circuits, e.g. by being enclosed within a battery container
- The battery is securely attached to the wheelchair or mobility aid
- The electrical circuits have been inhibited for travel.
- Weight of wheelchair or mobility aid (with or without battery if applicable)
- If the device is collapsible
- Dimensions of device in the position it would be carried (open or collapsed)
- Battery type (WCBD and WCLB are the only battery types accepted)
- Refer to the following site for guidance on safe preparation for air transport by make/model:
<http://bhta.com/air-transport-advice/>

Confirmation can be sought if necessary by referring to the current copy of the IATA Dangerous Goods Regulations on station to verify the battery type and its suitability for travel.



- Passenger's rights notification in case of delay, overbooking and/or cancellation.
- TIMATIC shall be verify regarding passenger's final destination
- Dangerous Goods information shall be displayed at the check-in and boarding gate.
 - Hidden Dangerous goods: before tagging the hand Baggage as DAA, the ground service provider must ask the following questions to check that forbidden items are not carried :
 - Lithium batteries o spares?
 - Matches ?
 - Lighter ?
 - Electronic cigarettes?



To learn more, please check your airline's information on dangerous goods



TABLE 2.3.A
Provisions for Dangerous Goods Carried by Passengers or Crew
(Subsection 2.3)

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The pilot-in-command must be informed of the following			
	Permitted in or as carry-on baggage		
	Permitted in or as checked baggage		
	The approval of the operator is required		
	NO	YES	YES
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
Note: Alcoholic beverages containing 24% or less alcohol by volume are not subject to any restrictions.			
Ammunition, securely packaged [in Div. 1.4.5, 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
Aviation 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. 1.4.5. 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
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
– 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.	NO*	NO	YES
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).			
Carrying 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
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
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
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
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, generating portable electronic devices (e.g. cameras, cellular phones, laptop computers and camcorders), see 2.3.5.9 for details.	NO	NO	YES
Fuel cell cartridges, spare for portable electronic devices, see 2.3.5.9 for details.	NO	YES	YES
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 emergency 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
Gas cylinders, non-flammable, non-toxic used 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
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	



If further clarification is required please check latest Ed of IATA DGR Manual Table 2.3A or contact directly with Hibernia Airlines.



Limitations

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				
	NO	YES	YES	NO
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.	NO*	YES	YES	NO
*The operator may approve the carriage of more than 15 PED.				
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 PMGD or with a lithium metal content exceeding 2 g but not exceeding 8 g for PMGD 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
Δ 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 2.3) 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 2.3) 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 4.3-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.

a) Guns, firearms and other devices that discharge projectiles

devices capable, or appearing capable, of being used to cause serious injury by discharging a projectile), including:

- firearms of all types, such as pistols, revolvers, rifles, shotguns,
- toy guns, replicas and imitation firearms capable of being mistaken for real weapons,
- component parts of firearms, excluding telescopic sights,
- compressed air and CO2 guns, such as pistols, pellet guns, rifles and ball bearing guns,
- signal flare pistols and starter pistols,
- bows, cross bows and arrows,
- harpoon guns and spear guns,
- slingshots and catapults

b) Stunning devices.

devices designed specifically to stun or immobilise, including:

- devices for shocking, such as stun guns, tasers and stun batons,
- animal stunners and animal killers,
- disabling and incapacitating chemicals, gases and sprays, such as mace, pepper sprays, capsicum
- sprays, tear gas, acid sprays and animal repellent sprays

c) Objects with a sharp point or sharp edge.

objects with a sharp point or sharp edge capable of being used to cause serious injury, including:

- items designed for chopping, such as axes, hatchets and cleavers
- ice axes and ice picks,
- razor blades,
- box cutters,
- knives with blades of more than 6 cm,
- scissors with blades of more than 6 cm as measured from the fulcrum,
- martial arts equipment with a sharp point or sharp edge,
- swords and sabres.

d) Workmen's tools.

tools capable of being used either to cause serious injury or to threaten the safety of aircraft, including:

- crowbars,
- drills and drill bits, including cordless portable power drills,
- tools with a blade or a shaft of more than 6 cm capable of use as a weapon, such as
- screwdrivers and chisels,
- saws, including cordless portable power saws,
- blowtorches,
- bolt guns and nail guns.

e) Blunt instruments

objects capable of being used to cause serious injury when used to hit, including:

- baseball and softball bats,
- clubs and batons, such as billy clubs, blackjacks and night sticks,
- martial arts equipment.

f) Explosives and incendiary substances and devices.

explosives and incendiary substances and devices capable, or appearing capable, of being used to cause serious injury or to pose a threat to the safety of aircraft, including:

- ammunition,
- blasting caps,
- detonators and fuses,
- replica or imitation explosive devices,
- mines, grenades and other explosive military stores,
- fireworks and other pyrotechnics,
- smoke-generating canisters and smoke-generating cartridges,
- dynamite, gunpowder and plastic explosives.

☐Green light policy

Unless this is explicitly indicated by the Lessee the crews will apply
the green light policy, based on the following criteria:

Boarding	STD-30 minutes in remote stand STD-25 minutes in contact (W/WO)	Crew applies green light policy
Pax ready to board on apron Gate check-in closure	STD-20 STD-10	
Hold & Passengers door closed	STD-05	

❑ DAA procedure in use

- knock on pax door before starting to unload DAA baggage
- Bags labelled at gate and passenger informed to read the tag.
- On tarmac ramp staff is in charge of removing/labelling the bags before passengers get on the aircraft
- During COVID situation, when depositing DAA baggage during boarding, make sure the passengers do not gather together in groups. During disembarking, make sure that passengers do not gather together, likewise, separate the DAA baggage when downloaded from the hold, to avoid groups of passengers when collecting their bags.
- DAA will be loaded in holds 4 and 5. Loading should always begin in hold 4, priority DAAs will be loaded last, always in hold 5. Unloading of DAA luggage must always start with holds 5.
- It is IMPORTANT that **ALWAYS** the baggage is removed and/or labeled with “DAA” tags, the boarding and/or check-in agent that proceed to label, indicates the passenger the pickup location of these in his/her next destination. The handling agent must ask the following questions in order to check that none of the forbidden items in checked Baggage are carried.
 - ✓ Lithium batteries as spare
 - ✓ Matches
 - ✓ Lighter
 - ✓ Electronic cigarette
 - ✓ Electronic devices on



- Accident or Incident Ground Assistance Vehicle
- Damage caused by ground equipment
- Fuel Spilling
- Pushback Procedure
- Engine cowl damage during loading
- DAA Procedure
- Headset Communication
- Ground Handling Equipment location
- Ground Equipment Malfunction
- Incorrect Stowed Cargo
- Chocks
- GPU Connection
- Load Sheet
- Hold Door

☐ **Crew documentation**: The Handling Agent shall deliver /provide the following documentation/ information to the Crew:

○ **Technical Crew:**

- ✓ Lido briefing (When applicable or requested by the crew)
- ✓ Slot information
- ✓ Expected pax / bags
- ✓ Any other additional information relevant to the operation /turnaround

○ **Cabin Crew:**

- ✓ Daily Programme (only in case of Cabin Crew change).
- ✓ PIL
- ✓ Cabin configuration.
- ✓ Special Passenger (UM, PWD, etc).
- ✓ Service Report
- ✓ Cleaning form

All flights involving the carriage of cargo must be documented correctly with a Cargo Manifest form informing the captain precisely of the type, weight and quantity of cargo that is being carried.

The Cargo Manifest form should be distributed in the following way:

1. One copy for the captain (who will check this document and will state location for this material)
2. One copy for the destination consignor
3. One copy for the coordinator who will attach it to the trip file and will assure the material has been placed according to captain's instructions.

Cargo Manifest (or FFM message) and Notoc must be sent to the below email address as soon as is practicably possible:

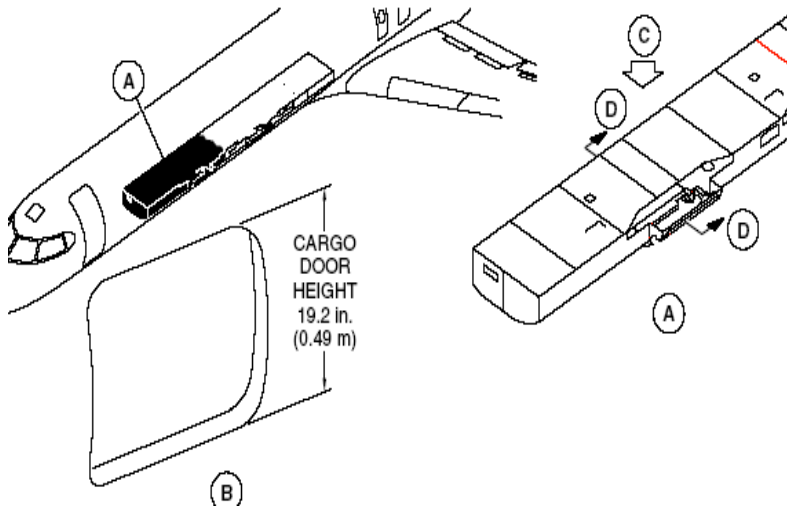
occ@hibernianairlines.com / occ@aragtv.aero



When loading in the Forward Cargo compartments, compartment 5 should be filled before loading compartment 4.

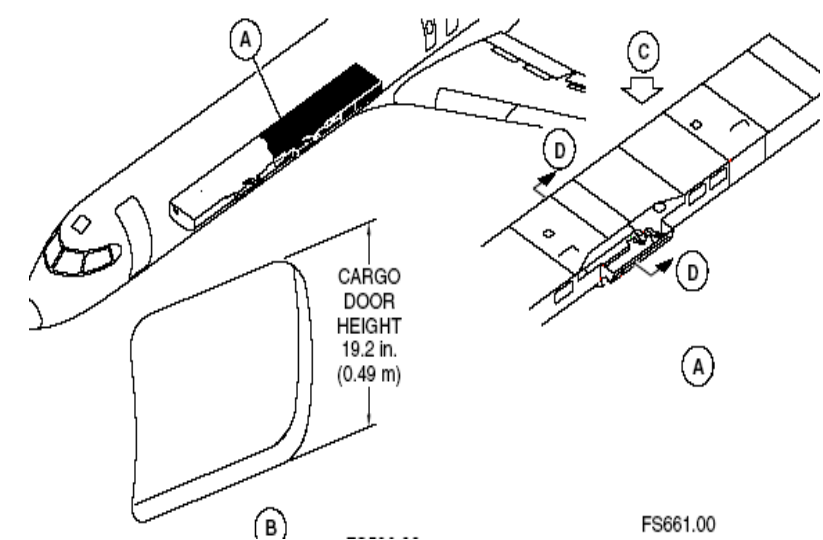
For normal baggage and mail (weight density 160 kg/m³) no extra tie-down provisions are required up to the maximum capacity.

CPT 4

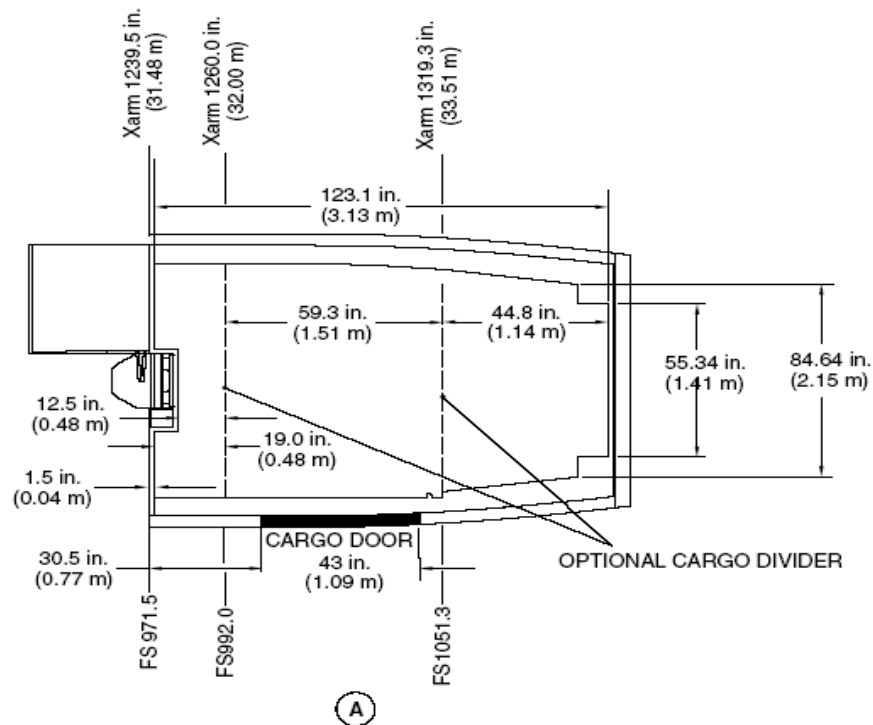
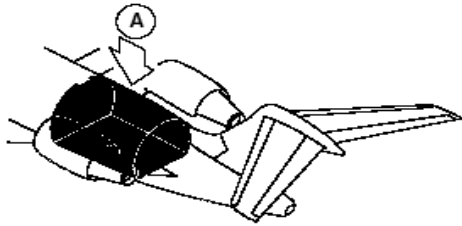


- Crew bags in cpt 4.
- DAA procedure in place

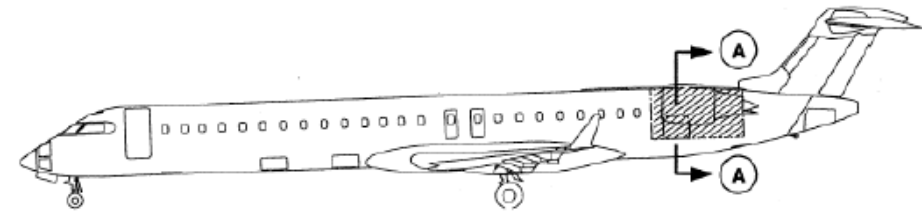
CPT 5



FS661.00



**Compartment 6 has "NO"
Net Sections (NS).**



CPT 6:

- Heating installed
- AVIH allowed.
- Dangerous goods accepted
- Max weight 80kgs/piece (no forklift!)
- Max height of items: 65 cm



Bulk Holds

Description	Max Weight (kg)	Volume (m ³)	Balance Arm Centroid (m)	Index per wt unit
Fwd Cargo 4	408.23	1.78	13.46	-0.0215
Fwd Cargo 5	544.31	2.36	18.13	-0.0113
Aft Cargo 6	1806.66	11.28	33.08	0.0211

Remarks:

When loading in the Forward Cargo compartments, compartment 5 should be filled before loading compartment 4.

For normal baggage and mail (weight density 160 kg/m³) no extra tie-down provisions are required up to the maximum capacity.

Running (Linear Load Limits)

Hold Zone	Balance Arm (m)		Balance Arm Centroid (m)	Index per wt unit	Limit wt per distance (kg/m)
	From	To			
Fwd Hold 4	11.51	15.49	13.46	-0.0215	102.2
Fwd Hold 5	15.49	20.60	18.13	-0.0113	102.2
Aft Hold Zone A	31.48	31.70	31.59	0.0179	744.1
Aft Hold Zone B	31.48	31.70	31.59	0.0179	744.1
Aft Hold Zone C	31.70	32.00	31.85	0.0184	744.1
Aft Hold Zone D	32.00	33.51	32.75	0.0204	744.1
Aft Hold Zone E	33.51	34.65	34.08	0.0233	744.1

Combined Load Limits

Table Name: Maximum Load Ability Per Zone Area
Condition: All flights

Aft Hold Max Load Ability Per Zone (kg)			
Zone A	Zone B	Zone C	Total
15.1	138.6	1542.8	1696.4

Floor Loading Limits

Table Name: Cargo Floor Maximum Loading
Condition: All flights

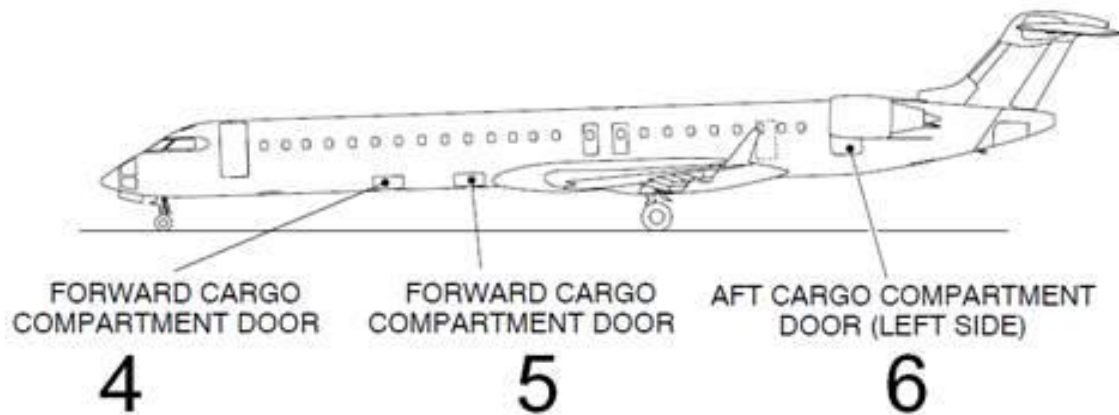
Hold	Limit wt per area (kg/m ²)
Fwd Hold 5	146.5
Aft Main Deck Hold 6	366.2

Due to the very low Running Load Limit in FWD cpt great care must be taken, whenever ballast is loaded there. Do NOT stack sacks on top of each other.

- ☐ Risk of tailtipping
- ☐ A/C Damage prevention LH engine
- ☐ Pushback/Towing equipment
- ☐ Closure of cargo door Cpt 6
- ☐ Cargo door Cpt 4 (light switch)
- ☐ Hatches

Please review "Good practices to prevent damage to the aircraft"

- Specific Boarding & loading instructions for CRK
 - It is very important to follow this procedure CAREFULLY due to heavy tailed aircraft.



RISK OF TAIL TIPPING



▶ **THE FOLLOWING PROCEDURE IS ONLY APPLICABLE WHEN THERE ARE NO CABIN CREW ON BOARD:**

➤ It is very important to follow these steps in the correct **order**:

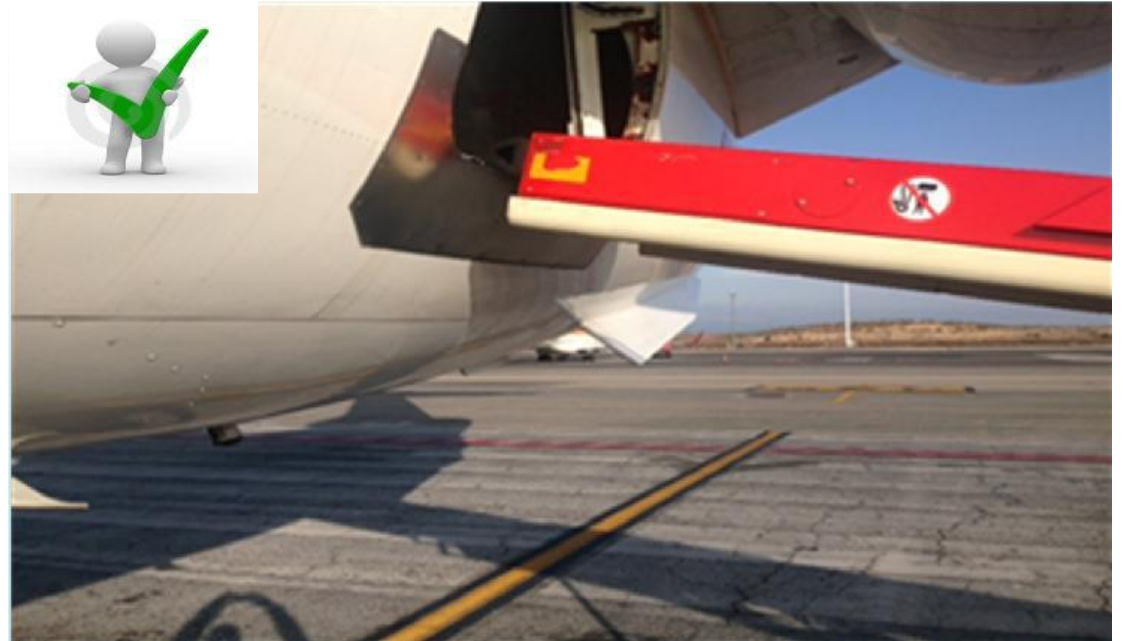
Without 50% of the passage on board, they can be loaded in cargo compartment number 6 maximum 900 kgs until more than 10 DAA packages are loaded in hold number 4. From there, as many suitcases can be loaded behind as DAAs are loaded in front, until 50% of passengers are on board the plane, at that time everything can be loaded.

NOTE:

(1) If there is contamination build-up (snow or similar) on the horizontal stabilizer, the number of bags indicated in (1) that can be loaded into the cargo hold before the arrival of the flight crew is to be reduced by 30 bags or 400 kg for each 10 cm of contamination depth that is present on the aircraft. i.e., Bags allowed before flight crew arrival vs contamination depth:
0 cm to 10 cm = 60 bags; 10 cm to 20 cm = 30 bags; greater than 20 cm = 0 bags

Baggage Belt

- A/C Damage prevention engine
 - o Conveyor belts must never be inserted into CPT.

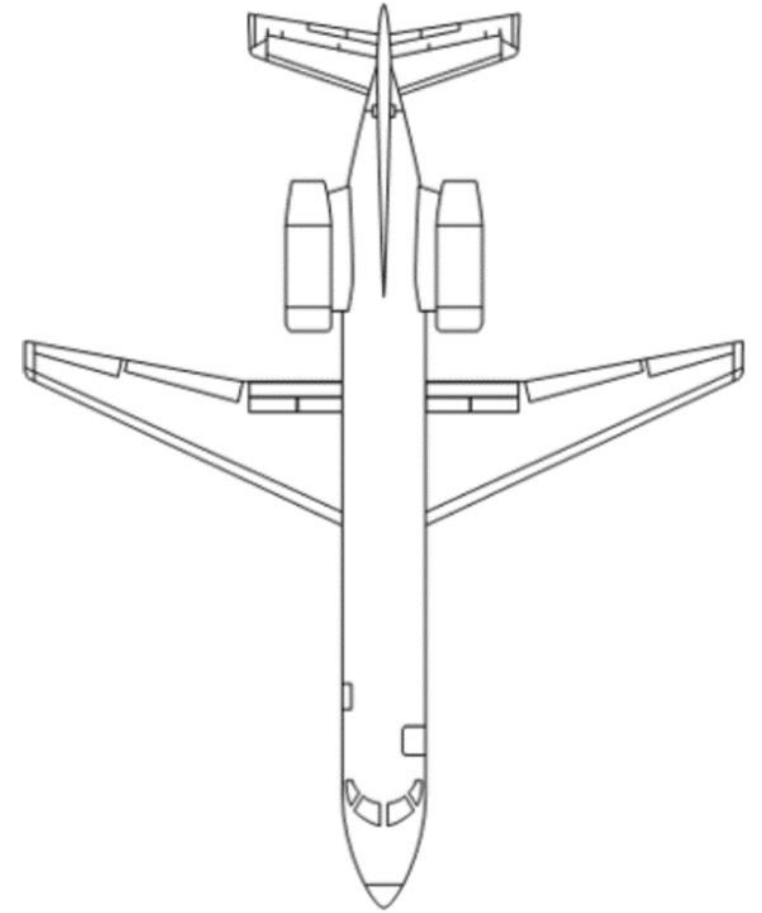


Conduct an arrival walkaround to inspect for damage on the following parts of the aircraft:

- All cargo doors
- All access panels and servicing access points
- Aircraft fuselage
- Aircraft engine cowlings
- Aircraft doors and hatches

Report any issues immediately to the Commander and complete a Ground Safety Report.

[Click here to submit a 'Ground Safety Report'](#)



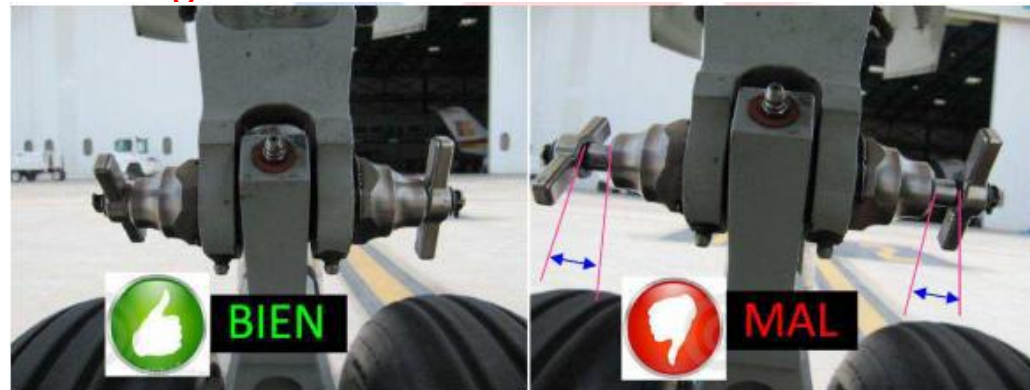
Belt Loader Protection & Handrails

- Use of conveyor belts without handrails. If not possible, secure that the handrails are in its inner position, or use handrail shaped and buffered with rubber protection.



Pushback

- There is no bypass pin removal requirement for the pushback of the CRJ 1000.
- Pushback with Nose gear torque links connected allows a maximum turning angle of 70 degree.
- Training and Authorisation Required for Disconnection of Nose Gear Torque Links CRJ Ground Service personnel are not authorised to disconnect the torque links unless specific documented training has been carried out by the Ground Service provider trainer for all relevant staff. The NPGO reserves the right to audit these records upon request. .
- If the torque link has been disconnected for pushback, it is imperative that the torque link is reconnected correctly and that the pins are fully inserted as per below example. **Failure to do so could serious affect the crews ability to control the nose wheel steering.**



Towbarless model which are usually used for the fleet:

- TLD-TPX-100 E.
- MOTOTOK TWIN 6500.

Tow bar model which can be used for the fleet are:

- Tronair
- Hydro
- JMS

It is recommended to use tow vehicles whose mass is less than 14500lbs (6577kgs) in order to avoid incidents and aircraft damage.

Pushback / Oversteering angle

Torque links connected allows a maximum turning angle of 70 degrees

Torque links disconnected allows the pushback maneuver to exceed a turn angle of 70 degrees



CONNECTED



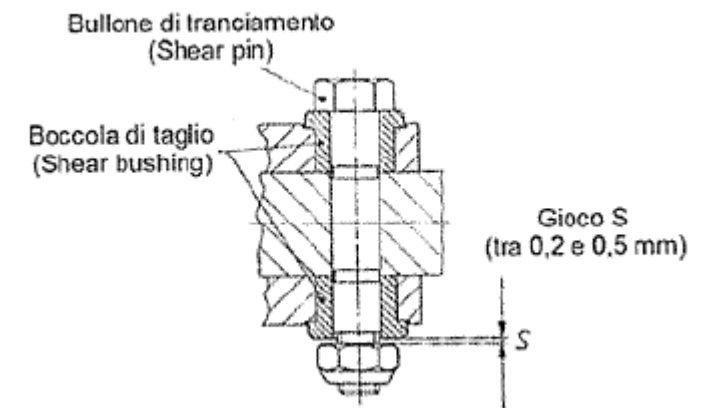
DISCONNECTED

To ensure the full efficiency of the shear pins, please note that the operator responsible for pushing the aircraft, in addition to checking its integrity, must ensure its mobility within the shear bushing.

The shear pin must be able to rotate and have a slight vertical movement (0.2-0.5mm).

Attention:

In the event that, the shear pins are not intact, or it don't turn itself, that could mean that there are some slight scratches, grooves or cracks, and consequently the tow bar must not be considered suitable and immediately a maintenance task will be requested.



The use of a Headset

A departure is normally conducted with a dialogue between flight crew and the person responsible for start up or pushback on the ground via the headset/interphone.

For info, it is not possible to open the flight deck windows.

For the CRJ 1000 fleet, the minimum safe distances that must be maintained are:

Position	Engine Idling	Engine at Max. Power
In front of the engines	4 m	8 m
Behind the engines	30.5 m	88.4 m



Standard phraseology mandatory



PARKING BRAKE **LIGHT**

WHEN LIGHT IS **ON**
PARKING BRAKE IS
ACTIVATED



IF PARKING BRAKE
LIGHT IS OFF:

A: PARKING BRAKE
IS **DE-ACTIVATED**
OR

B: PARKING BRAKE
LIGHT BULB IS
BURNED-OUT



WHEN IN **CASE B** ("PRK BRK ON" LIGHT IS OFF). IN ORDER **TO FIND OUT**
WHETHER PARKING BREAK IS **DE-ACTIVATED**
OR LIGHT BULB IS **BURNED-OUT**, "LAMP TEST" **BUTTON** MUST BE USED.

IF "PRK BRK ON" LIGHT IS **ON** DURING LAMP TEST THEN PARKING BRAKE CAN
BE ASSUMED AS **DE-ACTIVATED** WHEN OFF.

IF "PRK BRK ON" LIGHT IS **OFF** THEN LIGHT BULB IS **BURNED-OUT** AND
CONSEQUENTLY THE **INDICATION** SYSTEM IS **NOT RELIABLE**. IN THAT CASE,
CAPTAIN MUST BE NOTIFIED.

Check the parking brake light always before starting the pushback

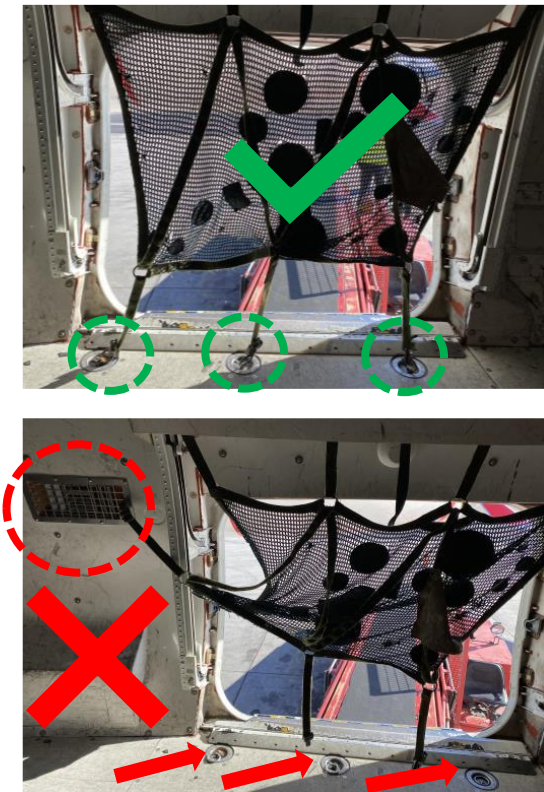
Securing Nets

During the loading / unloading of luggage, the nets should never be attached to the smoke detection system. Besides being able to damage the structure, it can lead to failures in the closure of the holds.



Closure of Holds

It is mandatory to close all the protection nets of the hold doors and verify that they are perfectly secured.

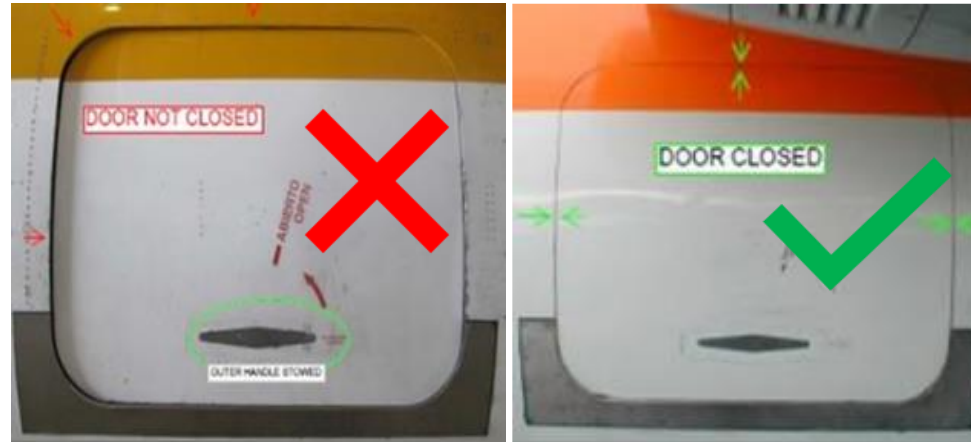


Hold Closure (Cargo 6)

Pull the lever out and turn anti-clockwise until it clicks/opens

Push the door in and up until it locks into place

Lower the flap on the ground level and disconnect the nets to enter the hold



IMPORTANT: Take care when closing the door that the door is correctly closed and flush with the fuselage.

Cargo Door 4

➤ In the left panel of the cargo door 4, there are TWO SWITCHES:

- The **“Baggage Bay Lights”** is for switching on/off the light of Hold 4, while the “Assistance for closing the passenger door” is used for.
- The **“Assistance for closing the passenger door”** is used for closing the pax door.
- **Do not** close the passenger door without having visual contact during closing process. The door area must remain clear during this operation.



During daily turnaround is necessary to ensure the protection of the aircraft (including belly holds), against unauthorized interference. Holds must be closed if no one is left around the aircraft during daily turnaround.

Hatches

It's very important placing again the lid in the initial position when finished the operation

During operation it's very important to place the lid on the corresponding hooks located on the hatches.



Headset (GOM 4.6.7)

The use of a headset is recommended as it is not possible to open the flight deck windows.

A departure is normally conducted with a dialogue between flight crew and the person responsible for start up or pushback on the ground via the headset/interphone.

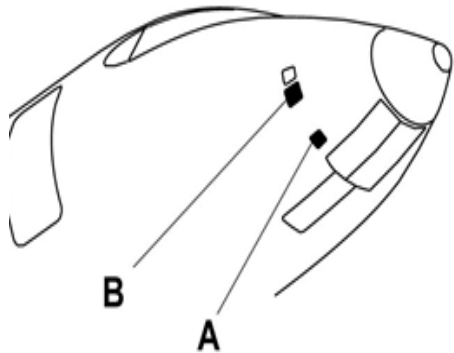


Headset connection is made through the **"MIC"** socket



Please remember to close the hatch after you remove the headset when pushback is complete

GPU 115 +/-5 Volt, 400 +/-20 Hz, 40 KVA minimum

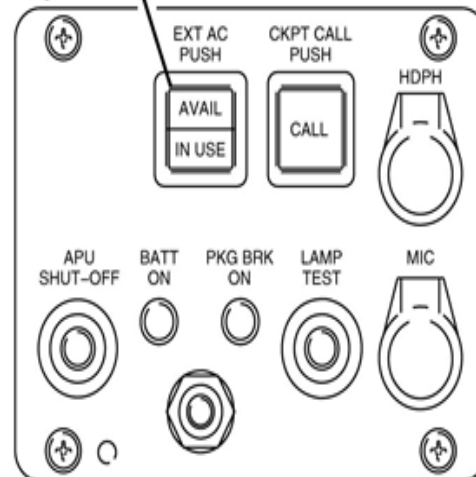


A. AC RECEPTACLE

EXT AC PUSH

Used to select external AC power.

- AVAIL (green) light indicates external power is connected and ready to use.
- IN USE (white) light indicates that the external AC power unit is supplying the electrical system.



B. EXTERNAL SERVICE PANEL



The A/C receptacle panel due to the orientation of the hinges, can easily go unnoticed when left open (see image)

It is critical the during the final 360° walk around, that all service panels and hatches are inspected and secured closed. If the GPU is not yet disconnected, particular attention must be paid to close the panel immediately after disconnection.

Chocks:

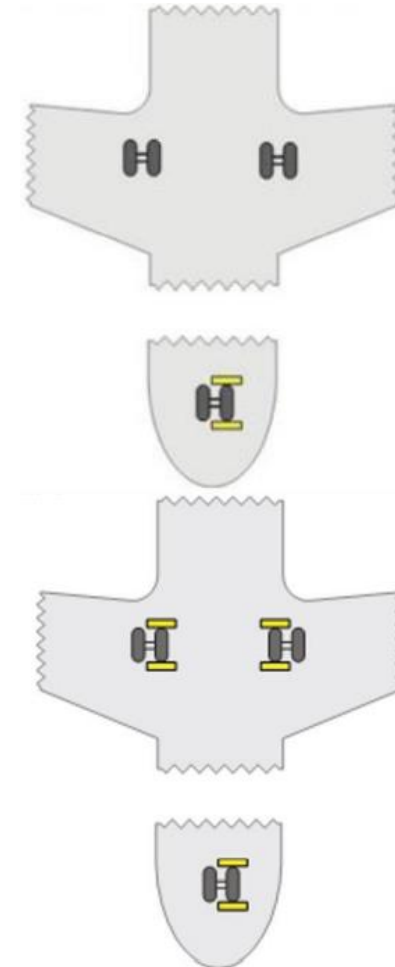
Normal Conditions

One, behind the wheel of the nose landing gear

One, in front the wheel of the nose landing gear

Adverse Weather

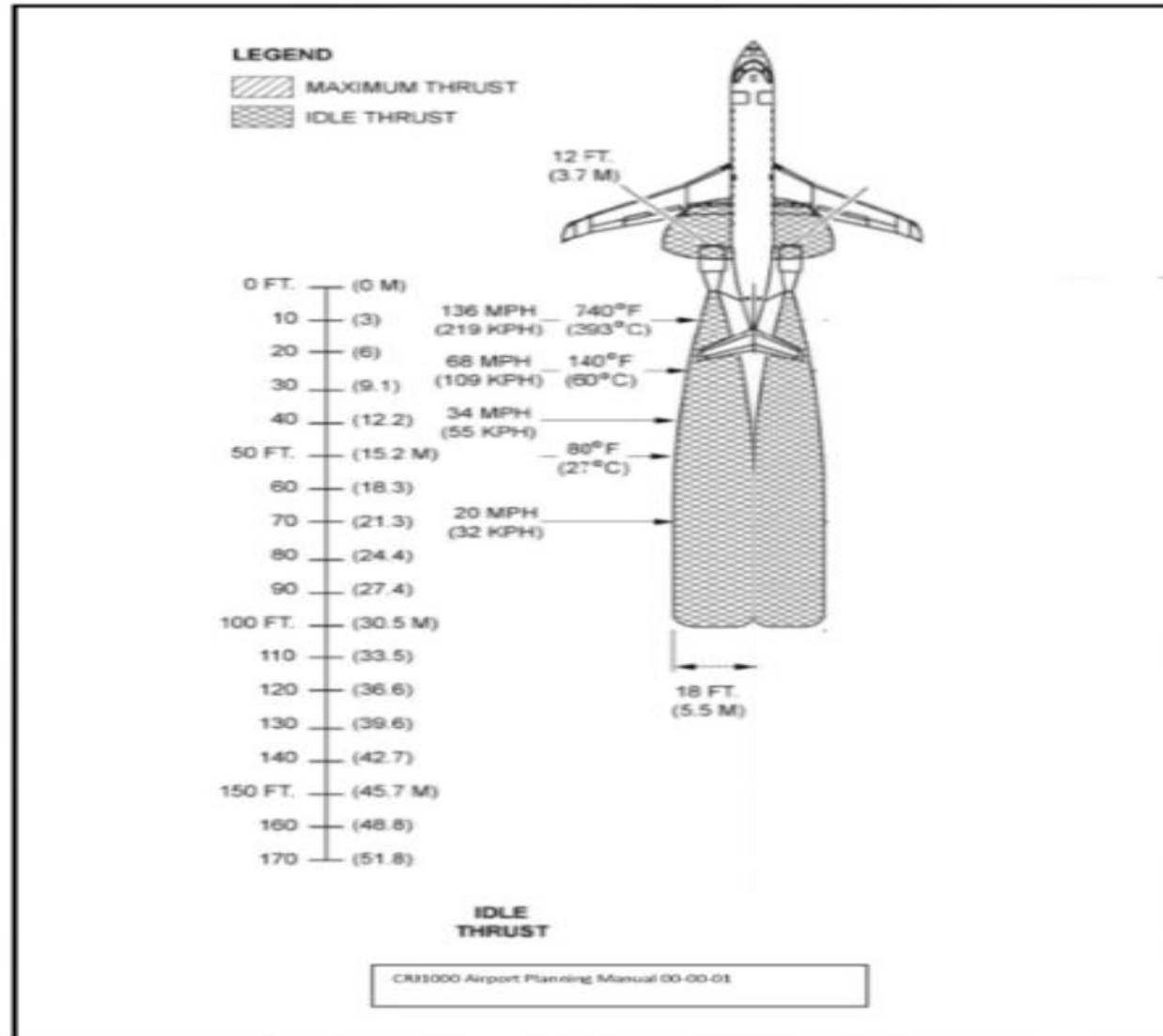
During **adverse weather** conditions such as strong winds, iced floor, strong gradients, it is necessary to use additional chocks on the main gear, two behind the inner or outer wheels and two in front the inner or outer wheels.



Cones



Hazards areas:



Night - stop Procedures:

Engine Covers for night stop will normally be kept o/b

Covers for Pitot-tubes and pins for towing are placed behind CDR seat (see picture)

The nose steering pin will be at the left small closet near the cockpit.



Arrival:

DAA bags to be placed next to the aircraft door

Departure:

- Loading staff are in charge of taking the tagged baggage/labelling the bags before passengers get on the aircraft.
- DAA bags shall preferably be loaded in hold 4 and 5
- The total number loaded shall be confirmed with the Turnaround Coordinator on completion and Captain must be informed for Mass & Balance purposes



Stow and secure (using appropriate tie-downs) the wheelchair/mobility aid device to prevent unintentional operation and ensure it is protected from being damaged by the movement of baggage, mail or cargo.

The Turnaround Coordinator shall ensure that the pilot in command and Load Control are advised of the device type, location and the confirmation that it has been prepared safely for travel.



ELECTRIC MOBILITY AID

RETURN TO PAX AT AIRCRAFT SIDE / AIRBRIDGE

Registration no: _____ PAX Name: _____
Flight Number: _____ Travel date: _____

I confirm that this mobility aid has been protected from short circuit by the following method:

☐ The battery is fully enclosed with no exposed terminals
☐ Other (describe): _____

I confirm that this mobility aid has been de-activated and protected from accidental activation by the following method:

☐ Switched off using key. Key removed and given to PAX
☐ Battery handle plug inserted
☐ Anderson connector disconnected. Location: _____

☐ Other (describe): _____

For wet acid batteries that cannot be loaded and stowed in an upright position only:

☐ Battery disconnected, its terminals isolated and grounded to load bay

Name (print): _____ Sign: _____

LOADING SUPERVISOR: I confirm that I have checked the mobility aid and it does not operate.

Name (print): _____ Sign: _____

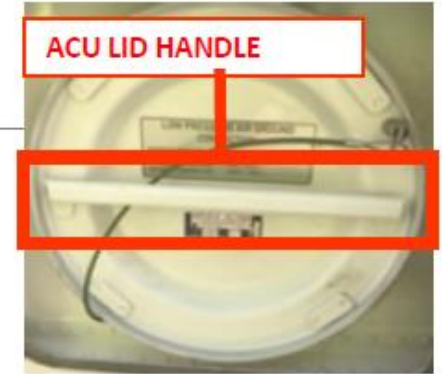
In the event of aircraft weight or cargo hold volume restrictions, Hibernian Airlines will assume the offload priority of the Lessee.
For HBN flights (HG) the offload priority is listed below

Off load principles

When the circumstances require an offload, the order offload that must be followed is shown in the following table:

Order	Item
1	Company mail (COMAIL)
2	Commercial Cargo (NON - PERISHABLE)
3	Commercial cargo (PERISHABLE)
4	Mail
5	AOG Spares
6	Sporting Equipment
7	Passenger baggage

To avoid **damage** to the aircraft during air conditioning, it is **mandatory** to position the ACU lid on the corresponding hooks located on the hatches.





+

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To ensure pressure balance inside and outside the aircraft, it is **imperative that the passenger door (or its vent) is open when the a/c is being air-conditioned.**

Failure to depressurise the cabin could result in **serious injury** on opening the passenger or service door.



If the gateway does not fit correctly over the aircraft steps, it is not allowed to embark/disembark the PRM with the ambulift and an alternative means must be sought to board the passenger (***for example Manual chair***)



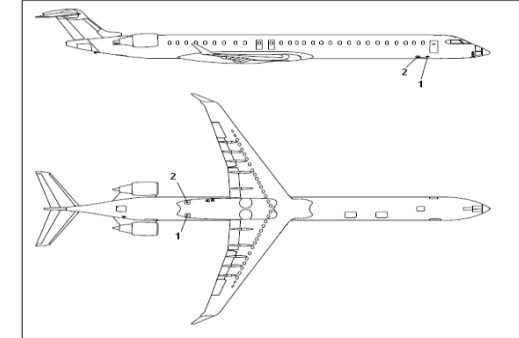
Servicing of aircraft

- Potable water Service
- Toilet services

1 → Forward/rear potable water connection

2→ Forward/rear water waste connections

CRJ1000



Please remember to close the hatch after service

IMPORTANT:

In case of temperatures of 32° F (0° C) or less, toilet and water tanks will be drained, to prevent water can freeze and cause damage to aircraft equipment's.

- (h) Precharge the toilet tank with 2.3 gal (U.S.) (8.7 L) until the waste level indicator light (10) comes on or to a maximum of 6 gal (U.S) (22.7L).

- Reference GOM 4.5.3.1.1 to minimise the risk of tail tipping (tipover).
- The recommended trim is 15%MAC.
- DAA bags required a trim alternation only. The weight of these bags is already accounted for in the passenger weight. This trim alternation is handled as per the LMC process.
- For LMC representing between 5% and 10% of total passenger capacity or total load capacity, it is the decision of the Commander if a new loadsheet is completed. If the changes represent a value greater than 10%, completion of a new manual load sheet is mandatory.
- Follow the '17 Point Check'

Mandatory 17 Point Check

1. Load controller's name
2. Load control/Turnaround Coordinator signature
3. Routing
4. Flight / date
5. A/C Registration
6. Version/Configuration
7. Crew total
8. Date of loadsheet
9. Load distribution
10. Total traffic load
11. DOW
12. TOF
13. TIF
14. DOI
15. MACTOW
16. Under load before LMC
17. Bag total/weight

SMS Safety Policy and Objectives.

We operate in a hazardous sector where safety risks, whether in the air or on the ground, shall be managed carefully. Even if the policy, procedures, and a clear definition of the safety accountability is documented throughout the Company and its partners, people are what make the difference with their attitude and active participation.

Without their honest involvement, no safety program can be effective. Safety is our main value, and it is the spirit of every process. As a partner and service provider, we are sure you share the same objective and excellence towards the highest safety standards. For this reason, we are pleased to share our contact information and we invite you to use it whenever it is necessary:

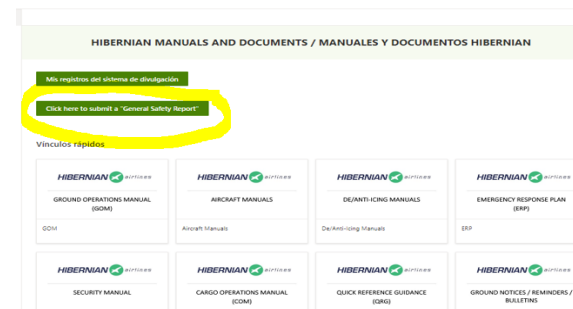
To report a safety occurrence please use the following link: [Click here to submit a 'Ground Safety Report'](#) , email grh@hibernianairlines.com or file a safety report through the Ground handling service providers portal.



Reporting of incidents

The early interception of any persons or vehicles wishing to access or approach the aircraft without authorization is crucial.

Reporting incidents, threats or any detected weaknesses, as well as improvements in security measures, can be done by emailing: grh@hibernianairlines.com or submitting a safety report.



Sealing Procedures ref HBN ACSP Ch.4 :

- Parked within an active CSRA:
 - Normally no sealing but all external doors shall be closed.
- Parked outside of a CSRA:
 - External doors shall be closed.
 - Each door shall also:
 - have access aids removed, or
 - be sealed (normally by flight crew or engineering), or
 - be locked.

Seals will be applied and provided by Hibernian or an approved maintenance provider