GROUND OPERATIONS MANUAL

NVD GOM

UAB “Avion Express”
Dariaus ir Gireno st. 21A, LT-02189, Vilnius, Lithuania
Phone: +370 5 2001040 / Fax: +370 5 200 1050
Email: **info@avionexpress.aero** /
website: **www.avionexpress.aero**

PP PRELIMINARY PAGES
0 ADMINISTRATION AND CONTROL
1 PASSENGER HANDLING PROCEDURES
2 BAGGAGE HANDLING PROCEDURES
3 CARGO/MAIL HANDLING PROCEDURES
4 AIRCRAFT HANDLING PROCEDURES
5 LOAD CONTROL
6 AIRSIDE SUPERVISION AND SAFETY
7 AIRCRAFT DE/ANTI- ICING ON THE GROUND
8 HANDLING, NOTIFYING AND REPORTING OCCURENCES
9 DANGEROUS GOODS AND WEAPONS
10 SECURITY
11 CLEANING REQUIREMENTS
12 AIRCRAFT CHARACTERISTICS
13 OPERATING PROCEDURES DURING PANDEMIC

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REVISION APPROVAL PAGE

Revision date 22 Oct 2023

GROUND OPERATIONS MANUAL, **NVD GOM**
Issue No. 9, Revision 19

APPROVED BY:

NP Ground Operations
Povilas Bakūnas

Signature: _____

Date: 31 OCT 2023

Compliance Monitoring Manager
Lauryna Jončaitė-Liutkienė

Signature: _____

Date: 31 OCT 2023

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CHANGE LOG

Page	Comment
0-3	Organogram removed. Reference to OMM added instead.
0-17	Security Manager's contacts added. NP Camo contacts changed.
0-19	Table of forms updated.
0-23	Fuel suppliers monitoring including IFQP process described.
0-28	Updated to meet the latest IATA iGOM and IOSA ISM16 Ed16 regulation changes.
1-18	Form added.
1-40	Form added.
4-91	Form added.
6-4	Reference to the form added.
6-5	Form added.
9-9	Changes made to meet the latest IATA iGOM revision.
9-15	New paragraph has been created to meet the latest IATA iGOM and IOSA ISM16 Ed16 regulation changes.
9-38	Updated to meet the latest IOSA ISM16 Ed16 regulation changes.
10-11	Text amended *(Minor)*
10-12	Text amended *(Minor)*
10-15	Text amended *(Minor)*
10-15	Web based IQSMS reporting system replaced by Centrik.net
10-26	10.2.9.1 The firearm inspection is added.
10-38	10.5.8.1 was deleted
10-39	Security manager was replaced by Head of Security
10-51	Text amended *(Minor)*
13-5	Form added.
13-14	Minor corrections to the form.

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Page	Comment
There are no change log comments for this revision.	

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TABLE OF CONTENTS

0		GROUND OPERATIONS MANUAL	
PP		PRELIMINARY PAGES	PP-1
		REVISION APPROVAL PAGE	PP-1
		CHANGE LOG	PP-2
		TABLE OF CONTENTS	PP-4
		DISTRIBUTION LIST	PP-8
		LIST OF EFFECTIVE PAGES	PP-9
		REVISION SUMMARY	PP-14
0		ADMINISTRATION AND CONTROL	0-1
	0.1	INTRODUCTION	0-1
	0.2	ORGANIZATION AND RESPONSIBILITIES	0-3
	0.3	COMMUNICATION	0-18
	0.4	DOCUMENTATION CONTROL	0-19
	0.5	CONTRACTING OF EXTERNAL SERVICE PROVIDERS	0-21
	0.6	MONITORING OF EXTERNAL SERVICES PROVIDERS PERFORMANCE	0-23
	0.7	EMERGENCY MANAGEMENT PLAN	0-25
	0.8	GENERAL POLICIES	0-26
	0.9	TRAINING AND QUALIFICATION FOR AIRCRAFT HANDLING PERSONNEL	0-28
	0.10	TRAINING AND QUALIFICATION FOR GROUND OPERATIONS CONTRACTORS	0-33
1		PASSENGER HANDLING PROCEDURES	1-1
	1.1	PASSENGER DEPARTURE	1-1
	1.2	PASSENGER SECURITY	1-12
	1.3	PASSENGER ARRIVAL, TRANSFER AND TRANSIT	1-14
	1.4	SPECIAL CATEGORIES OF PASSENGERS	1-16
	1.5	PASSENGER IRREGULARITIES	1-38
2		BAGGAGE HANDLING PROCEDURES	2-1
	2.1	CABIN BAGGAGE	2-1
	2.2	CHECKED BAGGAGE	2-3
	2.3	SPECIAL BAGGAGE	2-5
	2.4	BAGGAGE HANDLING	2-14

UNCONTROLLED IF PRINTED

	2.5	BAGGAGE SECURITY	2-17
	2.6	MISHANDLED BAGGAGE	2-20
3		**CARGO/MAIL HANDLING PROCEDURES**	**3-1**
	3.1	CARGO ACCEPTANCE	3-1
	3.2	CARGO ACCEPTANCE–SPECIAL CARGO	3-6
	3.3	CARGO TRANSPORTATION IN THE MAIN DECK (GRH 3.4.12)	3-10
	3.4	MAIL	3-11
	3.5	CARGO FORWARDING STORAGE AND PREPARATION FOR FLIGHT	3-12
	3.6	INFORMATION AND DATA TRANSMISSION TO LOAD-CONTROL	3-18
	3.7	IRREGULARITIES	3-19
	3.8	CARGO SURFACE TRANSPORTATION AND TRANSFER	3-20
	3.9	CARGO BREAKDOWN, DELIVERY, IN TRANSIT AND TRANSFER	3-22
4		**AIRCRAFT HANDLING PROCEDURES**	**4-1**
	4.1	RAMP SAFETY IN AIRCRAFT HANDLING	4-1
	4.2	POTABLE WATER SERVICING	4-11
	4.3	TOILET SERVICING	4-13
	4.4	SAFETY DURING FUELING/DEFUELING	4-16
	4.5	ADVERSE WEATHER CONDITIONS	4-22
	4.6	SAFETY CONES	4-26
	4.7	AIRCRAFT CHOCKING	4-28
	4.8	HAND SIGNALS	4-29
	4.9	AIRCRAFT ARRIVAL	4-48
	4.10	AIRCRAFT DOORS	4-52
	4.11	AIRCRAFT LOADING	4-58
	4.12	AIRCRAFT DEPARTURE	4-69
	4.13	AIRCRAFT TOWING	4-86
5		**LOAD CONTROL**	**5-1**
	5.1	INTRODUCTION	5-1
	5.2	LOAD CONTROL PRINCIPLES	5-1
	5.3	REGULATORY REQUIREMENTS	5-1

UNCONTROLLED IF PRINTED

5.4	LOAD CONTROLL PROCESS FLOW	5-3
5.5	INFORMATION EXCHANGE	5-5
5.6	LOAD PLANNING	5-6
5.7	LOADSHEET	5-11
5.8	POST DEPARTURE MESSAGING	5-20
6	**AIRSIDE SUPERVISION AND SAFETY**	**6-1**
6.1	INTRODUCTION	6-1
6.2	SUPERVISION SCOPE	6-2
6.3	TURNAROUND COORDINATION SUPERVISION REQUIREMENTS	6-3
6.4	REPORTING - INCIDENTS, ACCIDENTS AND NEAR-MISSES	6-4
6.5	AIRSIDE SAFETY INVESTIGATION PROCEDURE	6-7
6.6	MONITORING PROCEDURES	6-10
6.7	EMERGENCY RESPONSE PROCEDURES	6-11
7	**AIRCRAFT DE/ANTI- ICING ON THE GROUND**	**7-1**
7.1	AIRCRAFT DE/ANTI-ICING ON THE GROUND	7-1
8	**HANDLING, NOTIFYING AND REPORTING OCCURENCES**	**8-1**
8.1	GENERAL	8-1
8.2	MANDATORY OCCURRENCE REPORTING	8-2
8.3	INVESTIGATION OF INCIDENTS	8-5
8.4	ACCIDENT PREVENTION PROGRAM	8-6
8.5	GROUND DAMAGES REPORTING	8-7
9	**DANGEROUS GOODS AND WEAPONS**	**9-1**
9.1	POLICY ON THE TRANSPORT OF DANGEROUS GOODS	9-1
9.2	DUTIES OF ALL PERSONNEL INVOLVED	9-29
9.3	GUIDANCE ON THE REQUIREMENTS FOR ACCEPTANCE, HANDLING AND STOWAGE	9-31
9.4	RECOGNITION OF UNDECLARED / HIDDEN DANGEROUS GOODS	9-40
9.5	EMERGENCY SITUATIONS	9-44
9.6	REMOVAL OF CONTAMINATION	9-46
9.7	CONDITIONS UNDER WHICH WEAPONS, MUNITIONS OF WAR AND SPORTING WEAPONS MAY BE CARRIED	9-47
9.8	TRAINING SYLLABUS FOR TRANSPORT OF DANGEROUS GOODS (OPERATIONS PERSONNEL INCLUDING CREW MEMBERS)	9-48

UNCONTROLLED IF PRINTED

10	**SECURITY**	**10-1**
10.0	GENERAL	10-1
10.1	SECURITY OF PASSENGERS AND HAND LUGGAGE	10-2
10.2	HOLD BAGGAGE SECURITY IN THE CARGO COMPARTMENT.	10-17
10.3	SCREENING OF PERSONS OTHER THAN PASSENGERS AND THEIR BAGGAGE	10-27
10.4	BAGGAGE IDENTIFICATION	10-29
10.5	SECURITY OF THE AIRCRAFT	10-34
10.6	SECURITY OF IN-FLIGHT SUPPLIES	10-41
10.7	AIR CARRIER'S MAIL AND MATERIALS	10-47
10.8	CARGO AND MAIL SECURITY	10-49
11	**CLEANING REQUIREMENTS**	**11-1**
11.1	AIRCRAFT CLEANING	11-1
12	**AIRCRAFT CHARACTERISTICS**	**12-1**
12.0	AIRCRAFT CHARACTERISTICS	12-1
APPENDIX 12.1	AIRBUS A319	12-2
APPENDIX 12.2	AIRBUS A320	12-3
APPENDIX 12.3	AIRBUS A321	12-27
13	**OPERATING PROCEDURES DURING PANDEMIC**	**13-1**
13.1	OBJECTIVE	13-1
13.2	SCOPE	13-1
13.3	REFERENCES	13-1
13.4	GENERAL PROVISIONS	13-1
13.5	GROUND HANDLING DUTIES	13-2
13.6	AIRCRAFT CABIN CLEANING AND DISINFECTION	13-6

UNCONTROLLED IF PRINTED

DISTRIBUTION LIST

Copy	Format	Recipient
TKA	*.pdf	TKA
Master Copy	*.pdf	Head of Ground Operations
E-copy	*.pdf	Avion Express Intranet – Centrik

UNCONTROLLED IF PRINTED

LIST OF EFFECTIVE PAGES

UNCONTROLLED IF PRINTED

Chapter	Page	Revision	Date
		19	22 Oct 2023
PP	1	19	22 Oct 2023
PP	2	19	22 Oct 2023
PP	3	19	22 Oct 2023
PP	4	19	22 Oct 2023
PP	5	19	22 Oct 2023
PP	6	19	22 Oct 2023
PP	7	19	22 Oct 2023
PP	8	19	22 Oct 2023
PP	9	19	22 Oct 2023
PP	10	19	22 Oct 2023
PP	11	19	22 Oct 2023
PP	12	19	22 Oct 2023
PP	13	19	22 Oct 2023
PP	14	19	22 Oct 2023
0	1	18	01 Feb 2023
0	2	19	22 Oct 2023
0	3	19	22 Oct 2023
0	4	18	01 Feb 2023
0	5	18	01 Feb 2023
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0	12	18	01 Feb 2023
0	13	18	01 Feb 2023
0	14	18	01 Feb 2023
0	15	18	01 Feb 2023
0	16	18	01 Feb 2023
0	17	19	22 Oct 2023
0	18	17	01 Dec 2021
0	19	19	22 Oct 2023
0	20	18	01 Feb 2023
0	21	17	01 Dec 2021
0	22	17	01 Dec 2021
0	23	19	22 Oct 2023
0	24	17	01 Dec 2021
0	25	18	01 Feb 2023
0	26	18	01 Feb 2023
0	27	18	01 Feb 2023
0	28	19	22 Oct 2023
0	29	18	01 Feb 2023
0	30	18	01 Feb 2023
0	31	18	01 Feb 2023
0	32	18	01 Feb 2023
0	33	18	01 Feb 2023
0	34	18	01 Feb 2023
1	1	17	01 Dec 2021
1	2	17	01 Dec 2021
1	3	17	01 Dec 2021
1	4	17	01 Dec 2021
1	5	18	01 Feb 2023
1	6	18	01 Feb 2023
1	7	18	01 Feb 2023
1	8	17	01 Dec 2021
1	9	18	01 Feb 2023
1	10	17	01 Dec 2021
1	11	17	01 Dec 2021
1	12	17	01 Dec 2021
1	13	17	01 Dec 2021
1	14	17	01 Dec 2021
1	15	17	01 Dec 2021
1	16	17	01 Dec 2021
1	17	19	22 Oct 2023
1	18	19	22 Oct 2023
1	19	19	22 Oct 2023
1	20	18	01 Feb 2023
1	21	18	01 Feb 2023
1	22	17	01 Dec 2021
1	23	18	01 Feb 2023
1	24	18	01 Feb 2023
1	25	18	01 Feb 2023
1	26	17	01 Dec 2021
1	27	17	01 Dec 2021
1	28	17	01 Dec 2021
1	29	17	01 Dec 2021
1	30	17	01 Dec 2021
1	31	17	01 Dec 2021

(continued)

UNCONTROLLED IF PRINTED

Chapter	Page	Revision	Date
1	32	18	01 Feb 2023
1	33	17	01 Dec 2021
1	34	17	01 Dec 2021
1	35	17	01 Dec 2021
1	36	17	01 Dec 2021
1	37	17	01 Dec 2021
1	38	17	01 Dec 2021
1	39	17	01 Dec 2021
1	40	19	22 Oct 2023
2	1	17	01 Dec 2021
2	2	17	01 Dec 2021
2	3	17	01 Dec 2021
2	4	17	01 Dec 2021
2	5	17	01 Dec 2021
2	6	17	01 Dec 2021
2	7	17	01 Dec 2021
2	8	17	01 Dec 2021
2	9	17	01 Dec 2021
2	10	17	01 Dec 2021
2	11	17	01 Dec 2021
2	12	17	01 Dec 2021
2	13	17	01 Dec 2021
2	14	17	01 Dec 2021
2	15	17	01 Dec 2021
2	16	17	01 Dec 2021
2	17	17	01 Dec 2021
2	18	17	01 Dec 2021
2	19	17	01 Dec 2021
2	20	17	01 Dec 2021
3	1	17	01 Dec 2021
3	2	17	01 Dec 2021
3	3	17	01 Dec 2021
3	4	17	01 Dec 2021
3	5	17	01 Dec 2021
3	6	17	01 Dec 2021
3	7	17	01 Dec 2021
3	8	17	01 Dec 2021
3	9	17	01 Dec 2021
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3	11	17	01 Dec 2021
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3	13	17	01 Dec 2021
3	14	17	01 Dec 2021
3	15	17	01 Dec 2021
3	16	17	01 Dec 2021
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3	18	17	01 Dec 2021
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3	21	17	01 Dec 2021
3	22	17	01 Dec 2021
3	23	17	01 Dec 2021
3	24	17	01 Dec 2021
3	25	17	01 Dec 2021
3	26	17	01 Dec 2021
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4	2	17	01 Dec 2021
4	3	17	01 Dec 2021
4	4	17	01 Dec 2021
4	5	17	01 Dec 2021
4	6	17	01 Dec 2021
4	7	17	01 Dec 2021
4	8	17	01 Dec 2021
4	9	17	01 Dec 2021
4	10	17	01 Dec 2021
4	11	17	01 Dec 2021
4	12	17	01 Dec 2021
4	13	17	01 Dec 2021
4	14	17	01 Dec 2021
4	15	17	01 Dec 2021
4	16	17	01 Dec 2021
4	17	17	01 Dec 2021
4	18	17	01 Dec 2021
4	19	17	01 Dec 2021
4	20	17	01 Dec 2021
4	21	17	01 Dec 2021
4	22	17	01 Dec 2021
4	23	17	01 Dec 2021
4	24	17	01 Dec 2021
4	25	17	01 Dec 2021
4	26	17	01 Dec 2021
4	27	17	01 Dec 2021
4	28	17	01 Dec 2021
4	29	17	01 Dec 2021
4	30	17	01 Dec 2021
4	31	17	01 Dec 2021
4	32	17	01 Dec 2021
4	33	17	01 Dec 2021

(continued)

Chapter	Page	Revision	Date
4	34	17	01 Dec 2021
4	35	17	01 Dec 2021
4	36	17	01 Dec 2021
4	37	17	01 Dec 2021
4	38	17	01 Dec 2021
4	39	17	01 Dec 2021
4	40	17	01 Dec 2021
4	41	17	01 Dec 2021
4	42	17	01 Dec 2021
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4	50	17	01 Dec 2021
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4	54	17	01 Dec 2021
4	55	17	01 Dec 2021
4	56	17	01 Dec 2021
4	57	17	01 Dec 2021
4	58	17	01 Dec 2021
4	59	17	01 Dec 2021
4	60	17	01 Dec 2021
4	61	17	01 Dec 2021
4	62	17	01 Dec 2021
4	63	17	01 Dec 2021
4	64	17	01 Dec 2021
4	65	17	01 Dec 2021
4	66	17	01 Dec 2021
4	67	17	01 Dec 2021
4	68	17	01 Dec 2021
4	69	17	01 Dec 2021
4	70	17	01 Dec 2021
4	71	17	01 Dec 2021
4	72	17	01 Dec 2021
4	73	17	01 Dec 2021
4	74	17	01 Dec 2021
4	75	17	01 Dec 2021
4	76	17	01 Dec 2021
4	77	17	01 Dec 2021
4	78	17	01 Dec 2021
4	79	17	01 Dec 2021
4	80	17	01 Dec 2021
4	81	17	01 Dec 2021
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4	88	17	01 Dec 2021
4	89	17	01 Dec 2021
4	90	17	01 Dec 2021
4	91	19	22 Oct 2023
4	92	19	22 Oct 2023
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5	2	18	01 Feb 2023
5	3	17	01 Dec 2021
5	4	17	01 Dec 2021
5	5	17	01 Dec 2021
5	6	17	01 Dec 2021
5	7	17	01 Dec 2021
5	8	19	22 Oct 2023
5	9	19	22 Oct 2023
5	10	17	01 Dec 2021
5	11	17	01 Dec 2021
5	12	17	01 Dec 2021
5	13	19	22 Oct 2023
5	14	19	22 Oct 2023
5	15	19	22 Oct 2023
5	16	17	01 Dec 2021
5	17	17	01 Dec 2021
5	18	17	01 Dec 2021
5	19	17	01 Dec 2021
5	20	17	01 Dec 2021
6	1	17	01 Dec 2021
6	2	17	01 Dec 2021
6	3	17	01 Dec 2021
6	4	19	22 Oct 2023
6	5	19	22 Oct 2023
6	6	19	22 Oct 2023
6	7	17	01 Dec 2021
6	8	17	01 Dec 2021
6	9	17	01 Dec 2021

(continued)

UNCONTROLLED IF PRINTED

Chapter	Page	Revision	Date
6	10	17	01 Dec 2021
6	11	17	01 Dec 2021
6	12	18	01 Feb 2023
7	1	18	01 Feb 2023
8	1	18	01 Feb 2023
8	2	17	01 Dec 2021
8	3	18	01 Feb 2023
8	4	18	01 Feb 2023
8	5	17	01 Dec 2021
8	6	17	01 Dec 2021
8	7	17	01 Dec 2021
9	1	17	01 Dec 2021
9	2	17	01 Dec 2021
9	3	17	01 Dec 2021
9	4	17	01 Dec 2021
9	5	17	01 Dec 2021
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9	7	17	01 Dec 2021
9	8	17	01 Dec 2021
9	9	19	22 Oct 2023
9	10	17	01 Dec 2021
9	11	17	01 Dec 2021
9	12	17	01 Dec 2021
9	13	17	01 Dec 2021
9	14	17	01 Dec 2021
9	15	19	22 Oct 2023
9	16	19	22 Oct 2023
9	17	17	01 Dec 2021
9	18	17	01 Dec 2021
9	19	17	01 Dec 2021
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9	21	17	01 Dec 2021
9	22	17	01 Dec 2021
9	23	17	01 Dec 2021
9	24	17	01 Dec 2021
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9	26	17	01 Dec 2021
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9	29	17	01 Dec 2021
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9	34	17	01 Dec 2021
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10	5	18	01 Feb 2023
10	6	18	01 Feb 2023
10	7	18	01 Feb 2023
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10	9	18	01 Feb 2023
10	10	19	22 Oct 2023
10	11	19	22 Oct 2023
10	12	19	22 Oct 2023
10	13	19	22 Oct 2023
10	14	19	22 Oct 2023
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10	18	18	01 Feb 2023
10	19	18	01 Feb 2023
10	20	18	01 Feb 2023
10	21	18	01 Feb 2023
10	22	18	01 Feb 2023
10	23	18	01 Feb 2023
10	24	18	01 Feb 2023
10	25	18	01 Feb 2023
10	26	19	22 Oct 2023
10	27	19	22 Oct 2023
10	28	19	22 Oct 2023

(continued)

UNCONTROLLED IF PRINTED

PP PRELIMINARY PAGES
LIST OF EFFECTIVE PAGES

Chapter	Page	Revision	Date
10	29	18	01 Feb 2023
10	30	18	01 Feb 2023
10	31	18	01 Feb 2023
10	32	18	01 Feb 2023
10	33	18	01 Feb 2023
10	34	18	01 Feb 2023
10	35	18	01 Feb 2023
10	36	18	01 Feb 2023
10	37	18	01 Feb 2023
10	38	19	22 Oct 2023
10	39	19	22 Oct 2023
10	40	19	22 Oct 2023
10	41	18	01 Feb 2023
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10	43	18	01 Feb 2023
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10	47	18	01 Feb 2023
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10	51	19	22 Oct 2023
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10	58	18	01 Feb 2023
10	59	18	01 Feb 2023
10	60	18	01 Feb 2023
10	61	18	01 Feb 2023
10	62	18	01 Feb 2023
10	63	18	01 Feb 2023
11	1	17	01 Dec 2021
11	2	17	01 Dec 2021
11	3	17	01 Dec 2021
11	4	17	01 Dec 2021
12	1	18	01 Feb 2023

Chapter	Page	Revision	Date
12	2	18	01 Feb 2023
12	3	18	01 Feb 2023
12	4	18	01 Feb 2023
12	5	17	01 Dec 2021
12	6	17	01 Dec 2021
12	7	17	01 Dec 2021
12	8	17	01 Dec 2021
12	9	17	01 Dec 2021
12	10	17	01 Dec 2021
12	11	17	01 Dec 2021
12	12	17	01 Dec 2021
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12	14	17	01 Dec 2021
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12	19	17	01 Dec 2021
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12	21	17	01 Dec 2021
12	22	17	01 Dec 2021
12	23	17	01 Dec 2021
12	24	17	01 Dec 2021
12	25	17	01 Dec 2021
12	26	18	01 Feb 2023
12	27	18	01 Feb 2023
13	1	19	22 Oct 2023
13	2	17	01 Dec 2021
13	3	17	01 Dec 2021
13	4	17	01 Dec 2021
13	5	19	22 Oct 2023
13	6	18	01 Feb 2023
13	7	18	01 Feb 2023
13	8	18	01 Feb 2023
13	9	18	01 Feb 2023
13	10	18	01 Feb 2023
13	11	18	01 Feb 2023
13	12	17	01 Dec 2021
13	13	17	01 Dec 2021
13	14	19	22 Oct 2023

UNCONTROLLED IF PRINTED

REVISION SUMMARY

Issue	Revision number	Revision date	Inserted by
9	0	11 FEB 2016	Liudvikas Raisuotis
9	1	18 AUG 2016	Liudvikas Raisuotis
9	2	11 NOV 2016	Liudvikas Raisuotis
9	3	16 JAN 2017	Liudvikas Raisuotis
9	4	10 APR 2017	Liudvikas Raisuotis
9	5	12 JUL 2017	Liudvikas Raisuotis
9	6	15 FEB 2018	Liudvikas Raisuotis
9	7	18 MAY 2018	Liudvikas Raisuotis
9	8	18 SEP 2018	Liudvikas Raisuotis
9	9	31 OCT 2018	Liudvikas Raisuotis
9	10	22 JAN 2019	Liudvikas Raisuotis
9	11	19 DEC 2019	Povilas Bakūnas
9	12	27 MAR 2020	Povilas Bakūnas
9	13	20 JUL 2020	Povilas Bakūnas
9	14	13 NOV 2020	Povilas Bakūnas
9	15	15 JAN 2021	Povilas Bakūnas
9	16	17 MAR 2021	Povilas Bakūnas

Issue	Revision Number	Revision Date	Name
9	17	01 Dec 2021	Povilas Bakūnas
9	18	01 Feb 2023	Povilas Bakūnas
9	19	22 Oct 2023	Povilas Bakūnas

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0.1 INTRODUCTION

The following pages contain information and guidance for handling agents involved in Avion Express operations. Acceptance of a handling request from Avion Express shall be treated as an agent's acceptance of the procedures and standards contained within this manual.

This manual is also designed to provide guidance for those handling agents working with Avion Express aircraft whilst operating under short or long term wet lease to other carriers. Where a policy or procedure contained within this manual is more restrictive than the policy of the customer airline then this document shall have precedence.

This manual refers to the following publications, which shall, in absence of instructions in the Avion Express GOM used for direct reference. Only current editions of manual may be used.

- IATA Airport Handling Manual
- IATA Dangerous Goods Regulations
- IATA Ground Operations Manual
- IATA Live Animals Regulations
- ICAO Technical Instructions for Safe Transport of Dangerous Goods by Air, Doc 9284
- Doc 9481: Emergency Response Guidance for Aircraft Incidents Involving Dangerous Goods, doc 9481
- A319 aircraft characteristics airport and maintenance planning
- A321 aircraft characteristics airport and maintenance planning
- A320 aircraft characteristics airport and maintenance planning

This Ground Operations Manual (GOM), herein after named "the Manual" is the property of Avion Express UAB, herein after named "the Operator". The Operator will ensure that sufficient copies will be provided to ensure that all operating staff has access to them when required, and to enable agreed number of copies to be lodged. This Manual complies with Avion Express AOC and the requirements of AIR-OPS.

Avion Express operates Airbus 320 family airplanes. The Manual may contain some information not specifically aimed for A320 aircraft family and is intended used as example information. The Manual shall always be available and be distributed / accessible in the following formats:

- Company Intranet system: **https://avionexpress.centrik.net/**

The rules and regulations contained in the Manual shall be adhered to by the Avion Express personnel at all times and by contracted personnel and / or organizations according to agreement(s).

Avion Express has contracted external organizations to conduct all ground handling operations functions and has monitoring and control process to ensure each external organization either uses GOM of Avion Express or has its own published GOM that fulfills operational safety, security and quality requirements of the operator.

> ***Note:*** *It is imperative that for specific tasks, where that is applicable, only personnel who have received training for the airplane type in question perform the services. For this purpose, the Manual does not contain any detailed instruction on how to perform certain operations.*

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0.1.1 AVION EXPRESS CONTACT INFORMATION

The following are contactable via the numbers/emails shown in the table below and where stated, on a 24-hour basis:

Title	Contact	24/7
Operations Control Center dispatcher on duty	Ph.1. +370 5 2001051 operations@avionexpress.aero	Yes
Head of Ground Operations	Ph: +370 66230485 povilas.bakunas@avionexpress.aero	No
Ground Operations	groundops@avionexpress.aero	No

0.1.2 RESPONSIBILITY

The Head of Ground Operations is responsible for the contents of this Manual. It is the duty of each holder of this Manual to keep him/her and concerned parties informed about its contents and report any discrepancies and/or errors to the Head of Ground Operations. A constant endeavour will be made to approve the established contents and all constructive criticism and suggestions will be given careful consideration.

0.1.3 HOLDERS OF MANUAL COPY

This Manual is issued complete and distributed in PDF format by electronic means to relevant ground handling agents through Avion Express server, **https://avionexpress.centrik.net/**. Each Ground Service Provider logs on through a unique user login.

A full list of users that have downloaded the manual is available from administrator panel of the server. This list is considered as distribution list.

Head of Ground Operations is responsible for manual distribution to ensure that revisions and amendments reach the correct recipient.

0.1.4 REVISIONS

Head of Ground Operations will review the manual contents annually and revise as necessary to maintain the currency of information. From time to time revisions may be issued and a new revision sent to all holders of the Manual. To ensure that the Manual is kept up-to-date, a record of revisions will be numbered consecutively and should be accurately filled in. For each revision the manual is published complete.

0.2 ORGANIZATION AND RESPONSIBILITIES

0.2.1 AVION EXPRESS ORGANIZATIONAL STRUCTURE

Refer to OMM 3.1.

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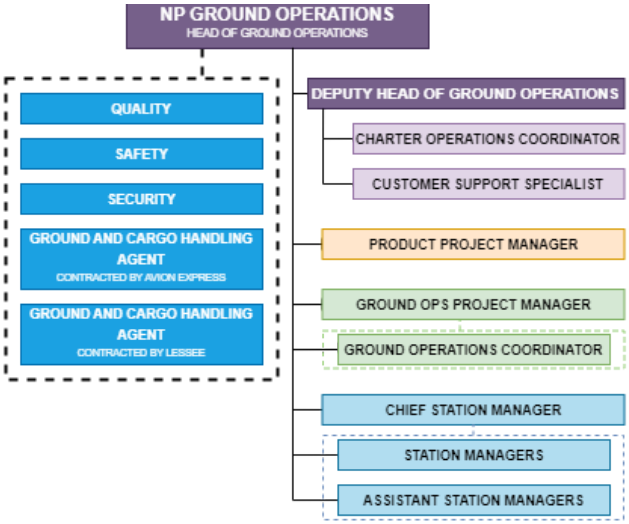
0.2.2 GROUND OPERATIONS DEPARTMENT ORGANOGRAM



Note: *On some long-term projects Stations Managers may be appointed. Ground and Cargo handling issues will be reported to Head of Ground Operations.*

Avion Express does not conduct ground handling operations and all ground handling functions are contracted, such as:

- Passenger handling;
- Baggage handling;
- Cargo handling;
- Aircraft handling and loading;
- Load control;
- Aircraft fueling;
- Aircraft de-/anti-icing.

Despite that Avion Express outsources the performance of functions within the scope of ground handling operations to external service providers, the Avion Express retains overall responsibility for such functions, and have in place processes for monitoring the applicable external service providers.

For Avion Express flights operated under its own flight designation numbers, will have directly contracted ground handling providers. During long-term wet-lease of Avion Express aircraft, it will be used Lessor's ground handling contracted providers.

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0.2.3 NOMINATED PERSON GROUND OPERATIONS

Title: Head of Ground Operations

Head of Ground Operations is nominated person (NP) Ground Operations in accordance with ORO.GEN.210. He is delegated authority and assigned responsibility for the management and supervision of ground operations, including cargo operations.

Head of Ground Operations is nominated by and accountable to the Accountable Manager.

Head of Ground Operations is responsible and accountable for:

- Ensuring that Avion Express ground operations are carried out in accordance with conditions and restrictions of Avion Express AOC and Avion Express standards and procedures;
- Maintaining Ground Operations Manual which contains the operational policies, processes, procedures and other guidance or information necessary for ground handling personnel to perform their duties and be in compliance with applicable regulations, laws, rules and Avion Express standards;
- Ensuring documentation used in conduct or support of ground handling operations contain legible and accurate information and is presented in a format that is appropriate for use by ground handling personnel; is accepted or approved by Authority – Civil Aviation Department Transport Competence Agency or other Authorities, if applicable;
- Ensuring the existence of the necessary facilities, workspace, equipment and supporting services, as well as work environment, to satisfy ground and cargo handling operational safety and security requirements;
- Authority to make decisions regarding risk tolerability with respect to safety and security of operations in the field of ground handling and cargo operations;
- Accountability for safety and security in the field of ground handling and cargo operations;
- Responsibility for safety performance in the field of ground handling and cargo operations;
- Responsibility for implementing, maintaining and adhering to SMS processes in the field of ground handling and cargo operations, and ensuring that all reasonable steps are taken to improve safety;
- Administering ground handling contracts for Avion Express aeroplanes, including contracts for fuelling and de-/anti-icing;
- Ensuring fuel suppliers are maintaining standards of fuel safety and quality acceptable to Avion Express;
- Development of corrective action(s), as appropriate, to address the finding(s) assigned to him;
- Implementation of corrective action(s) assigned for him in a timely manner in appropriate operational areas.
- Authority to make decisions regarding risk tolerability with respect to safety and security of operations in the field of Ground and Cargo Operations Department's activities.
- Responsibility for ensuring operations are conducted in accordance with applicable regulations and Avion Express standards.
- Responsibility for safety performance in the field of Ground and Cargo Operations Department's activities.
- Responsibility for implementing, maintaining and adhering to SMS processes in the field of activities of Ground and Cargo Operations Department, and ensuring that all reasonable steps are taken to improve safety.

Qualification requirements:

Head of Ground Operations must be acceptable to the Authority and have managerial competency together with appropriate technical/operational qualifications in aviation. Head of Ground Operations should have:

- Practical experience and expertise in the application of aviation safety standards and safe operating practices;
- Comprehensive knowledge of relevant EASA regulations and any associated requirements and procedures;
- Comprehensive knowledge of Avion Express Operations Specifications
- Comprehensive knowledge of the need for, and content of, the relevant parts of the Avion Express Operations Manual;
- Familiarity with Quality Systems;
- Appropriate management experience in a comparable organization;
- Five years relevant work experience of which at least two years should be from the aeronautical industry in an appropriate position;
- Thorough knowledge of the Avion Express ground operations concept;
- Dangerous Goods Regulations Category 6 qualification.

In case of absence Head of Ground Operations will be deputised by Deputy Head of Ground Operations in order to ensure continuity of supervision. Head of Ground Operations will inform all relevant parties of his absence and delegation of duties to by circulating email. Head of Ground Operations briefs his deputy of operational situation, before handing over of his duties.

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0.2.4 DEPUTY HEAD OF GROUND OPERATIONS

Deputy Head of Ground Operations is nominated by and accountable to the Head of Ground Operations.

Deputy Head of Ground Operations is responsible for:

- Ground Operations Manual and In-Flight Service Manual procedures' development process;
- Ensuring that catering meets Avion Express operational requirements;
- Ensuring that aircraft interior and exterior cleaning are performed on a timely manner and in line to Avion Express operational requirements;
- Ensuring that aircraft disinfection / disinsection are performed on a timely manner and meets Avion Express operational requirements;
- Ensuring that catering and in-flight sales menus meet high standards and Avion Express operational procedures;
- Supervise the in-flight menu's development process;
- Liaising with Galley Equipment Providers on all issues regarding equipment purchasing, quality assurance of equipment and delivery to the station;
- Liaising with Catering Companies for charter projects long term activities on all issues regarding aircraft catering;
- Monitoring and supervising Charter Operations daily tasks;
- Liaising with service providers and assisting Head of Ground Operations for setting agreements;
- Proper identification of potential service issues and action plans' development for lapses' avoidance;
- Strengthening office staff and cabin crew engagement in regards to in-flight service quality and sales;
- Supervising online Check-in and Passenger "Claims" systems functionality in cooperation with IT and Marketing and Communications departments;
- Oversight of all stations activities related to Ground Operations;
- Remaining current on Avion Express' and competitor's product offerings, aircraft, regional charter pricing, and travel trends;
- Ensuring all flights are organized and handled in a safe, efficient and professional manner in accordance with the Ground Operations procedures;
- Ensuring compliance and customer service opportunities are successfully orchestrated;
- Follow up safety reports for on-time closure and corrective actions implementation;
- Follow up quality findings for on-time closure and corrective actions implementation.
- Cooperate with Product Project Manager and Sales team for all ancillary products pricing settings and supervise product utilisation based on historical performance and future ancillaries booking information;
- Ensuring efficient document and records control in the area of his/her responsibility;
- Dissemination of safety and/or operationally relevant information to the Head of Ground Operations and managers of other departments as applicable;
- Safety performance of the function(s) within the area of his/her responsibility;
- Promotion of safety awareness, reporting and feedback in the area of his/her responsibility;
- Such other tasks as may be required and duly notified by the Head of Ground Operations.

Qualification requirements:

Deputy Head of Ground Operations shall have at least 1 year experience in airline charter management and at least 1 year experience in Tour Operator's charter operations.

Additionally, Deputy Head of Ground Operations shall get the following trainings:

- Comprehensive knowledge of the requirements, and content of, the relevant parts of the Avion Express Operations Manuals;
- Familiarity with Quality and Safety Systems;
- Dangerous Goods Regulations Category 6 qualification.

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0.2.5 CHIEF STATION MANAGER

Chief Station Manager is nominated by and accountable to the Head of Ground Operations.

Chief Station Manager is responsible for:

- Support Head of Ground Operations on the project preparation process and help planning required resources for Station supervision;
- Have an overall supervision of each project's major Station(s) activities, take necessary actions to improve processes whenever required;
- Visit stations to meet client representatives and/or solve any outstanding issues whenever required;
- Support Head of Ground Operations with the assessment process of new Station Managers and Assistants Station Manager;
- Provide theoretical as well as on-job training for new Station Managers as well as Assistants Station Manager;
- Supervise individual performance of each Station Manager and Assistant Station Manager and assign to the Station which best suits his/her level of experience and language skills;
- Plan roster for Station Managers and Assistant Station Managers;
- Ensure sufficient and on-time communication with the Company Headquarters and the Client's Operational Management;
- Liaise with the client's operational management, local airport agencies and authorities for any outstanding operational question;
- Stand for the Company interests whenever any contradiction between the Client and Company arises;
- Perform regular Station Manager's duties whenever required and assigned by the Head of Ground Operations;
- Perform any other reasonable duties as required by the Head of Ground Operations.

- Ensuring efficient document and records control in the area of his/her responsibility;
- Dissemination of safety and/or operationally relevant information to the Head of Ground Operations and managers of other departments as applicable;
- Safety performance of the function(s) within the area of his/her responsibility;
- Promotion of safety awareness, reporting and feedback in the area of his/her responsibility;
- Such other tasks as may be required and duly notified by the Head of Ground Operations.

Qualification requirements:

Shall have at least 5 years of managerial experience in airline operations, airline ground operations or in Ground Handling Company;

- Flexibility and readiness for action;
- Excellent communication/negotiation skills;
- Ability to work in a team;
- Good knowledge of English language.

Additionally, Chief Station Manager shall get the following trainings:

- As described in **0.10 - TRAINING AND QUALIFICATION FOR GROUND OPERATIONS OFFICE PERSONNEL AND CONTRACTORS**
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0.2.6 STATION MANAGERS

Station Manager is nominated by and accountable to the Head of Ground Operations. Station Manager is subordinated by Chief Station Manager.

Station Manager is responsible for:

- Manage and supervise the assigned station;
- Liaise with the client's operational management, local airport agencies and authorities for any outstanding operational question;
- Stand for the Company interests whenever any contradiction between the Client and Company arises;
- Liaise with Company Operational Personnel for HOTAC, Travel, Crew Pick-ups, schedule changes and any other operational matters;
- Ensure the on-time performance of all ground activities;
- Ensure quality and Safety of ground activities;
- Ensure sufficient and on-time communication with the Company Head Quarters and the Client's Operational Management;
- Promptly solve the problems and any outstanding questions or issues;
- Perform any other reasonable duties as required by the Head of Ground Operations;
- Ensuring efficient document and records control in the area of his/her responsibility;
- Dissemination of safety and/or operationally relevant information to the Head of Ground Operations and managers of other departments as applicable;
- Safety performance of the function(s) within the area of his/her responsibility;
- Promotion of safety awareness, reporting and feedback in the area of his/her responsibility;
- Such other tasks as may be required and duly notified by the Head of Ground Operations.

Qualification requirements:

- Flexibility and readiness for action;
- Excellent communication/negotiation skills;
- Ability to work in a team;
- Good knowledge of English language.

Additionally, Station Manager shall get the following trainings:

- As described in **0.10 - TRAINING AND QUALIFICATION FOR GROUND OPERATIONS OFFICE PERSONNEL AND CONTRACTORS**

0.2.7 ASSISTANT STATION MANAGER

Assistant Station Manager is nominated by and accountable to the Head of Ground Operations. Assistant Station Manager is subordinated by Chief Station Manager, however reports directly to the assigned Station Manager during mutual rotation.

Assistant Station Manager is responsible for:

- Assisting Station Manager on any operational or administrative activities;
- Deputizing Station Manager in his/her absence;
- Recording and analyzing delay data and operational statistics;
- Liaising with flight crew – Crew briefing, advising pax loads, special pax requirements;
- Oversight of aircraft turnrounds (completing ramp progress forms, ramp inspections);
- Daily aircraft paperwork checks, updating aircraft spare IT equipment;
- Liaise with Company Operational Personnel for HOTAC, Travel, Crew Pick-ups, schedule changes and any other operational matters;
- Ensuring efficient document and records control in the area of his/her responsibility;
- Dissemination of safety and/or operationally relevant information to the Head of Ground Operations, Station Manager assigned and managers of other departments as applicable;
- Safety performance of the function(s) within the area of his/her responsibility;
- Promotion of safety awareness, reporting and feedback in the area of his/her responsibility;
- Such other tasks as may be required and duly notified by the Head of Ground Operations and/or Station Manager assigned.

Qualification requirements:

- Flexibility and readiness for action;
- Excellent communication/negotiation skills;
- Ability to work in a team;
- Good knowledge of English language.

Additionally, Assistant Station Manager shall get the following trainings:

- As described in **0.10 - TRAINING AND QUALIFICATION FOR GROUND OPERATIONS OFFICE PERSONNEL AND CONTRACTORS**

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0.2.8 GROUND OPS PROJECT MANAGER

Ground OPS Project Manager is nominated by and accountable to the Head of Ground Operations. Ground OPS Project Manager is responsible for:

- Ground Operations contracts administration and follow-up;
- IATA SGHA and SLA standardization and follow-up as per Avion Express principals and commercial interests;
- Network development for ground handling and fuel by increasing list of contracted service providers;
- Service provider's contact database development and supervision;
- Company intranet administration and supervision for Ground Operations matters;
- Cost control for all ground handling, airport charges and fuel services;
- Financial monitoring of all post flight monthly invoices related to ground handling, airport charges and fuel services;
- Assisting Commercial Department with setting financial margins for ground handling, airport charges and extra services, required for charter rates' prediction;
- Base booklet administration and follow-up;
- Assisting in procedures' development for Ground Operations Manual;
- Distributing Ground Operations relevant documentation to the Ground Service Providers via company document distribution platform;
- Liaising with Ground Service Providers for long term operations on all issues regarding aircraft handling and fueling;
- Communication and cooperation with Station Managers / Base Captains / Cabin Base Supervisors (as applicable) for all Ground Operations matters related to his/her field of responsibilities;
- Deputizing Ground Operations Coordinator during his/her absence;
- Ensuring efficient document and records control in the area of his/her responsibility;
- Dissemination of safety and/or operationally relevant information to the Head of Ground Operations, Deputy Head of Ground Operations and managers of other departments as applicable;
- Safety performance of the function(s) within the area of his/her responsibility;
- Promotion of safety awareness, reporting and feedback in the area of his/her responsibility;
- Such other tasks as may be required and duly notified by the Head of Ground Operations.

Qualification Requirements:

Ground OPS Project Manager shall have at least 3 years experience in airline operations.

Additionally, Ground OPS Project Manager shall get:

- Comprehensive knowledge of the requirements, and content of, the relevant parts of the Avion Express Operations Manuals;
- Familiarity with Quality and Safety Systems;
- Strong analytical skills.

0.2.9 GROUND OPERATIONS COORDINATOR

Ground Operations Coordinator is nominated by and accountable to the Head of Ground Operations.

Ground Operations Coordinator is supervisory subordinated by the Ground OPS Project Manager. Ground Operations Coordinator is responsible for:

- Updating Company Intranet with the latest revisions of Ground Operations documentation;
- Distributing Ground Operations relevant documentation to the Ground Service Providers via company document distribution platform;
- Arranging aircraft handling, fuelling and airport assistance for all short term (ADHOC) activities, ferry or technical flight operations as well as for scheduled charter program;
- Organizing all the prepayments related to the aircraft handling, fuelling and airport charges to be made on time for all short term (ADHOC) activities, ferry or technical flight operations as well as for scheduled charter program;
- Sending weekly fuel price indications to Commercial and OCC team;
- Sharing schedule changes with all ground handling and fuel service providers;
- Communication and cooperation with Station Managers / Base Captains / Cabin Base Supervisors (as applicable) for all Ground Operations matters related to his/her field of responsibilities;
- Ensuring efficient document and records control in the area of his responsibility;
- Dissemination of safety and/or operationally relevant information to the Head of Ground Operations and managers of other departments as applicable;
- Safety performance of the function(s) within the area of his/her responsibility;
- Promotion of safety awareness, reporting and feedback in the area of his/her responsibility;
- Such other tasks as may be required and duly notified by the Head of Ground Operations and/or Ground Project Manager.

Qualification Requirements:

Ground Operations Coordinator shall have at least 1 year experience in airline operations or at least 1 year experience in ground handling operations.

Additionally, Ground Operations Coordinator shall get the following trainings:

- Comprehensive knowledge of the requirements, and content of, the relevant parts of Avion Express Operations Manuals;
- Familiarity with Quality and Safety Systems.

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0.2.10 CHARTER OPERATIONS COORDINATOR

Charter Operations Coordinator is nominated by the Head of Ground Operations and accountable to the Deputy Head of Ground Operations.

Charter Operations Coordinator is responsible for:

- Organize crew and passenger catering for Avion Express flights;
- Liaising and coordinating with the flight crews to ensure that safety, compliance, and customer service opportunities are successfully orchestrated;
- Performing pre/post-flight briefings to crews in regards to in-flight service and other service-related matters;
- Liaising with Catering Companies on all adhoc charter projects and ferry flight operations on all issues regarding aircraft catering;
- Following the standard operating procedures when coordinating charter and scheduled flights;
- Provide a prompt and accurate price quoting to industry customers by phone, email, or via an online system;
- Acting as a liaison between charter clients, vendors, and crews;
- Passengers and crew in-flight menu development in cooperation with other charter ops team;
- Ensuring the presence of aircraft galley equipment required for aircraft daily operations;
- Monitoring the actual status and ensuring the operational functionality of aircraft galley equipment within the fleet;
- Proper identification of potential service issues and action plans' development for lapses' avoidance.
- Ensuring efficient document and records control in the area of his/her responsibility;
- Dissemination of safety and/or operationally relevant information to the Head of Ground Operations, Deputy Head of Ground Operations and managers of other departments as applicable;
- Safety performance of the function(s) within the area of his/her responsibility;
- Promotion of safety awareness, reporting and feedback in the area of his/her responsibility;
- Such other tasks as may be required and duly notified by the Head of Ground Operations or Deputy Head of Ground Operations.

Qualification requirements:

Charter Operations Coordinator shall have at least 1 year experience in Airline Charter Operations or at least 1 year experience in Tour Operator's charter operations.

Additionally, Charter Operations Coordinator shall get the following trainings:

- Comprehensive knowledge of the requirements, and content of, the relevant parts of the Avion Express Operations Manuals;
- Familiarity with Quality and Safety Systems.

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0.2.11 CUSTOMER SUPPORT SPECIALIST

Customer Support Specialist is nominated by the Head of Ground Operations and accountable to the Deputy Head of Ground Operations.

Customer Support Specialist is responsible for:

- Responding and solving the reported issues by the passengers/customers and in a clear and concise manner;
- Monitoring and responding to passengers/customers email inquiries;
- Answering phone calls received from the passengers/customers and providing support when necessary;
- Ensuring timely and effective claim management;
- Ensuring a smooth customer service, identifying and escalating issues to the managers of relevant department;
- Communication and cooperation with Marketing, Commercial and Ground Operations departments to develop and implement new customer satisfaction solutions;
- Providing exceptional customer service for passengers via Avion Express “Claims” platform;
- Organizing client and passenger feedback surveys;
- Liaising with the 3rd party Companies for outsourcing claims management services;
- Following and administrating financial results related to claims management and giving regular updates to the Head of Ground Operations;
- Proper identification of potential service issues and action plans’ development for lapses’ avoidance;
- Ensuring efficient document and records control in the area of his/her responsibility;
- Dissemination of safety and/or operationally relevant information to the Head of Ground Operations, Deputy Head of Ground Operations and managers of other departments as applicable;
- Safety performance of the function(s) within the area of his/her responsibility;
- Promotion of safety awareness, reporting and feedback in the area of his/her responsibility;
- Such other tasks as may be required and duly notified by the Head of Ground Operations or Deputy Head of Ground Operations.

Qualification requirements:

Customer Support Specialist shall have at least 1 year experience in field of Customer Service or at least 1 year experience in Airline or Tour Operator’s charter operations.

Shall have fluency in verbal and written English and Lithuanian languages.

Additionally, Customer Support Specialist shall get the following trainings:

- Comprehensive knowledge of the requirements, and content of, the relevant parts of the Avion Express Operations Manuals;
- Familiarity with Quality and Safety Systems.

0.2.12 PRODUCT PROJECT MANAGER

Product Project Manager is nominated by and accountable to the Head of Ground Operations. Product Project Manager is responsible for:

- Designing effective processes, procedures, and practices that eliminate complexity and streamline execution over ACMI and Charter operations;
- Commitment for continuous improvement and process redesign from scratch if necessary;
- Supporting sales process with providing product related data of the fleet and services;
- Liaise with key company stakeholders to understand the areas for standardization and bring ideas how to implement solutions for product improvement;
- Ensuring long term cooperation with existing partners with product quality matters;
- Negotiating with suppliers regarding customer experience material;
- Analyze market dynamics, trends, and market opportunities;
- Create standardized Avion Express' "product white label" for ACMI and Charter clients;
- In cooperation with Marketing Department, prepare marketing material and organize presentations to Sales team / Customers regarding charter product;
- Act as business analytic in IT projects related to product or charter activities;
- Expanding charter product portfolio and customer experience analysis;
- Integrating partners' product delivery to Avion Express IT Data Center;
- Perform in-flight inspections to maintain the high standards of in-flight services quality and safety;
- Updating Company Intranet with the latest revision of In-Flight Service Manual;
- Acting as contact point for countries PiU that require APIS and PNRGOV for charter projects;
- Cooperate with Deputy Head of Ground Operations and Sales team for all ancillary products pricing settings;
- Provide regular and ad hoc pricing analyses of ancillary products;
- Promote new sophisticated methods for managing ancillary revenues;
- Analyzing and forecasting financial results in regards to Charter Operations ancillary sales;
- Evaluate revenue benefit of new methodologies implementation versus costs;
- Develop reports and alerts to perform in-depth market analysis, monitor performance, and identify revenue opportunities;
- Ensuring efficient document and records control in the area of his/her responsibility;
- Dissemination of safety and/or operationally relevant information to the Head of Ground Operations, Deputy Head of Ground Operations and managers of other departments as applicable;
- Safety performance of the function(s) within the area of his/her responsibility;
- Promotion of safety awareness, reporting and feedback in the area of his/her responsibility;
- Such other tasks as may be required and duly notified by the Head of Ground Operations.

Qualification Requirements

Product Project Manager shall have at least 3 years' experience in airline operations and at least 1 year experience in airline charter operations.

Additionally, Product Project Manager shall have:

- Comprehensive knowledge of the requirements, and content of, the relevant parts of the Avion Express Operations Manuals;
- Familiarity with Quality and Safety Systems;
- Strong analytical skills.

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0.2.13 MANAGEMENT PERSONNEL

CEO – Mr. Darius KAJOKAS

Office: +370 5 200 1047, Mobile: +370 620 74064, E-mail: **darius.kajokas@avionexpress.aero**

Accountable Manager / Chief Operating Officer – Mr. Stasys VILTRAKIS

Mobile: +370 618 81363, E-mail: **stasys.viltrakis@avionexpress.aero**

Nominated Person Flight Operations / Head of Flight Operations – Mr. Jose Maria FERNANDEZ

Mobile: +370 694 35377, E-mail: **jose.maria@avionexpress.aero**

Nominated Person Crew Training / Head of Training – Mr. Martijn Klein ESSINK

Mobile: +31 64131 0704, E-mail: **martijn.kleinessink@avionexpress.aero**

Nominated Person Ground Operations / Head of Ground Operations – Mr. Povilas BAKŪNAS

Mobile: +370 662 30485, E-mail: **povilas.bakunas@avionexpress.aero**

Deputy Nominated Person Ground Operations / Deputy Head of Ground Operations – Mrs. Lina GRICIUVIENĖ

Mobile: +370 610 94464, E-mail: lina.griciuviene@avionexpress.aero

Nominated Person CAMO / VP Technical – Mr. Aistis Urbonas

Mobile: + 370 614 28540, E-mail: **aistis.urbonas@avionexpress.aero**

Compliance Monitoring Manager – Ms. Lauryna JONČAITĖ-LIUTKIENĖ

Mobile: +370 69765020, E-mail: **lauryna.joncaite@avionexpress.aero**

Safety Manager – Ms. Jurgita BALEVIČIENĖ

Mobile: +370 612 79050, E-mail: **jurgita.baleviciene@avionexpress.aero**

Security Manager – Mr. Gytenis MACKEVIČIUS

Mobile: +370 687 813310, E-mail: **gytenis.mackevicius@avionexpress.aero**

0.3 COMMUNICATION

Head of Ground Operations exchange information relevant to the conduct of ground handling and cargo operations throughout the management system, with contracted external providers and operational personnel, by:

- Management meetings
- Regular communications with contracted service providers
- Communications related to ground handling and cargo incidents.
- Daily communication in regards operational aspects, by emails, phones, fax.

0.3.1 VHF

Where possible, agents should be able to communicate with the aircraft by VHF air-to-ground radio systems. In the event that such systems are not available or unserviceable the agent shall ensure close communication with the airport and air traffic control authorities is maintained in order to respond effectively to the aircrafts movements.

0.3.2 MESSAGING

SITA messaging or email notification should be used to notify Avion Express Operations Control Centre of all movements. IATA format messages with applicable delay codes should be used.

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0.4 DOCUMENTATION CONTROL

Basic principles of Avion Express documentation control is defined in Organization Management manual. Management and control of internal manuals and regulatory documentation is defined in the Organization Management manual.

Head of Ground Operations is responsible for ordering, receiving, retention and dissemination of documentation received from external sources, such a: IATA, ICAO.

Thru the oversight of contracted service providers, Avion Express ensures availability of the current version of applicable ground handling and cargo documentation and data in all areas where ground handling and cargo activities are conducted.

- Obsolete documents (previous revisions) have to be destroyed.
- Reproduced (printed) documentation can be used when printed and has to be destroyed after utilization.
- Forms used in the Avion Express Ground Operations Department are controlled by Head of Ground Operations. Only controlled forms (contained in the Index of forms) can be used.
- Regular QA audits assure that only controlled, current forms are in use.
- Regular back-up of electronic documents and data is performed in accordance with IT procedure.

Form Nb.	Name	Revision Nb.	Revision Date	Reference
GOM F1	Arrival-Departure_Report	1	28 JAN 2020	Ch. 4.13.5
GOM F2	Ground_Incident_Damage_Report	1	28 JAN 2020	Ch. 6.4.1
GOM F3	Reserved.	-	-	-
GOM F4	Unaccompanied Minor Form	1	01 FEB 2021	Ch. 1.4.1.6
GOM F5	Aircraft Cleaning and Disinfection Form	2	03 SEP 2021	Ch. 13.6.6
GOM F6	Lost & Found Form	-	22 APR 2021	Ch. 1.5.6
AVEX-COVID-Acknowledgment-Form-1	Acknowledgment of COVID-19 Policy	0	08 OCT 2020	Ch. 13.5.3
AVEX-COVID-Data-Form-1	COVID-19 Health Safety Data Collection Form	0	08 OCT 2020	Ch. 13.5.4
F07	Loadsheet Report Form A320	0	28 AUG 2020	Ch. 5.7.2.2
F08	Loading Instruction Report A320	0	28 AUG 2020	Ch. 5.6.2.3
F09	Loadsheet Report Form A321	0	28 AUG 2020	Ch. 5.7.2.3
F10	Loading Instruction Report A320	0	28 AUG 2020	Ch. 5.6.2.4

Contracted ground and cargo handling providers are supplied with access to Avion Express server, for document revision check. When documents are changed in the Avion Express server notifications are sent via emails, stating all latest revisions of documents contained in Avion Express server.

0.4.1 PROVISION OF AVION EXPRESS DOCUMENTATION

Avion Express documentation used in the conduct or support of ground handling and cargo operations, have to satisfy following:

- Contains legible and accurate information;

0.4.2 RECORDS CONTROL

General requirements of Avion Express for records control is defined in Organization Management manual. Head of Ground Operations is responsible for management and control of ground handling and cargo records. The following records are retained:

- Post flight documentation envelopes (3 months, to be stored by Avion Express. Storage location can be Avion Express office and/or outstation, supervised by a Station Manager);
- Trip files (to be stored at ground handling premises for duration of flight);
- Training records (until person is employed, to be stored in Avion Express office)
- Standard Ground Handling Agreements and Service Level Agreements (until the end of validity, to be stored in Avion Express office).

Regular back-up of electronic documents and data will be performed in accordance with IT procedure. Cargo manifests, airway bills should be included into trip file.

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0.5 CONTRACTING OF EXTERNAL SERVICE PROVIDERS

0.5.1 GENERAL

General requirements are defined in Organisation Management Manual. Head of Ground Operations is responsible to ensure that Standard Ground Handling Agreements (SGHA) and Service Level Agreements (SLA) are in place for contracted ground handling and cargo activities.

Avion Express subcontracts ground handling of aircraft to the most suitable ground handling agent at each aerodrome, either by simple ground handling request (adhoc flights) or a ground handling agreement based on IATA Standard Ground Handling Agreement where more than ten flights are planned. Acceptance of a handling request constitutes an agreement/contract for the particular operation and that the agent concerned will carry out that operation in accordance with the Avion Express procedures outlined in Avion Express GOM and the IATA AHM standards.

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0.5.2 WET LEASE OPERATIONS

Head of Ground Operations is responsible to ensure that Standard Ground Handling Agreements (SGHA) and Service Level Agreements (SLA) where applicable are in place for contracted ground handling and cargo activities. In the case when in accordance with wet-lease agreement Lessor is responsible for SGHA and SLA with external service providers, Head of Ground Operations will ensure that Lessor has all agreements in place.

Quality department will have oversight of Lessee's quality procedures to confirm Lessee oversight of external service providers.

The Lessee shall provide his Ground Operations Manual to Avion Express for review. The Lessee should communicate Avion Express requirements to ground handling service provider and present ground handling agreement with all related stations (without disclosing confidential information) for review to Avion Express.

0.5.3 GROUND HANDLING AGREEMENT

The ground handling agreement shall be based on the IATA Standard Ground Handling Agreement (SGHA), found in the IATA Airport Handling Manual (referred to as AHM 810). Any deviations from the IATA SGHA must be documented and accepted by Head of Ground Operations.

Signed SGHA shall be kept on file in Avion Express Ground Operations Department and copies available to Station Managers. The ground handling agreement must allow Avion Express, at its own cost, to audit the contracted services. The ground handling agent shall cooperate with Avion Express and undertake any corrective action(s) required.

0.5.4 SERVICE LEVEL AGREEMENT

Service Level Agreement (SLA) should be made in conjunction with SGHA only for scheduled flights. Head of Ground Operations may exempt or extend the requirements and the standard SLA, in part or whole, if infrastructural, manpower or other credible reasons make it impractical or impossible to reach targets or goals. The aim of the SLA is to ensure that quality standards are set and can be measured accordingly. Signed SLA shall be kept together with SGHA.

0.5.5 CARGO OPERATIONS

Each cargo unit delivering cargo for transportation by air on Avion Express aircraft shall have a recognized management unit, led and monitored by a manager responsible for safety and security of cargo operations. Cargo operations shall be performed in accordance to applicable regulations such IATA DGR, LAR and standards described in this manual. Cargo agent management system should include but not limited to:

- Acceptance and storage of cargo to include dangerous goods.
- Physical handling of cargo including dangerous goods and special load.
- Accuracy of scales and weighing equipment.
- Procedures of providing load weights and NOTOC info to load control office.
- Security.
- Quality assurance.
- Handling of occurrences.
- Local Emergency Response procedures.
- Local instructions.
- Training.

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0.6 MONITORING OF EXTERNAL SERVICES PROVIDERS PERFORMANCE

The basis of the monitoring are SGHA and SLA. Monitoring is conducted by the following activities:

- Surveys sent to external service providers and evaluated by Head of Ground Operations and Quality Department.
- Evaluation of the occurrence reported by ground service providers or by Avion Express employees.
- Audits conducted by Quality Department.
- One time inspections performed by Head of Ground Operations or Quality Auditors, when discrepancies are discovered related to conducting to ground operations and cargo.
- Operational reports from station managers.
- By day to day communication on operational issues.

In the case when in accordance with wet-lease agreement Lessor is responsible for SGHA and SLA with external service providers, Quality department will have oversight of Lessor's quality procedures to confirm Lessors oversight of external service providers. Avion Express accepts external providers, without further assessment, provided that service provider has ISAGO certification. Surveys, audit checklists will contain all IOSA requirements, related to the external service providers.

0.6.1 MONITORING OF FUELLING SUPPLIERS

Avion Express is a member of the IATA Fuel Quality Pool IFQP. The IFQP is a group of airlines that actively share fuel inspection reports and workload at locations worldwide. All IFQP activities fully comply with regulatory requirements concerning airlines' provision of quality control and management oversight of airport fueling services (EU 965/2012, EASA AMC M.A.301 -1 and FAR 121.373). In collaboration with IFQP, IATA supports the organization, training and accreditation of inspectors and the annual allocation of stations based on the airports served by airline IFQP members.

Aircraft ground handling activities take place at the same time as aircraft fuelling operations, which covers refuelling and de-fuelling. These activities must be compatible to ensure the safety and integrity of the operation. Fuel may be delivered to Avion Express aircraft either under contractual arrangements with major fuel companies or under a one-off release for non-contracted locations. All fuel shall be supplied free from contamination in accordance with the standards of the IFQP. Where a formal contract is not in place the supplier giving an 'open release' for the supply of fuel will offer this on the basis of the supply being in accordance with the IATA standard contract for fuel delivery.

Only persons who have received initial and recurrent training and testing in the delivery of fuel and associated emergency procedures (including fire fighting) shall operate refuelling processes on Avion Express aircraft. In order to ensure that all requirements are fulfilled, Avion Express has access to the IFQP report system. Within this system, inspection reports for every station where Avion Express operates flights are accessible and assessed by the Head of Ground Operations and the Compliance Monitoring personnel.

Additionally, basic procedures and fuel water check is conducted by a quality auditor during the audit/inspection of the ground handling services provider. When the fuelling contracts are arranged by Lessor, Compliance Monitoring Manager will confirm that Lessor has an oversight processes of the suppliers in place.

In case of suspected water contamination, the onsite fuel water check might be conducted by the engineer, or crew before the actual uplift.

0.6.2 MONITORING OF DE/ANTI-ICING SERVICE PROVIDERS

If Avion Express has contract for the de/anti-icing services made with de/anti-icing suppliers, contract contracts have to specify basic details:

- De/anti-ice fluids specifications;
- De/anti-ice fluids suppliers' internal procedure/process for product quality assurance;
- Services in accordance with SGHA.

To ensure that these requirements are satisfied, Avion Express will send questionnaires to de/anti-icing suppliers and the returned questionnaires are assessed by Head of Ground Operations and Quality and Safety Manager. Discrepancies identified by crew or maintenance personnel during de/anti-icing operations will be reviewed by Head of Ground Operations.

When discrepancies are serious Head of Ground Operations and/or Quality manager will conduct physical inspection of the de/anti-icing supplier.

When the de/anti-icing contracts are arranged by Lessor, Quality Manager will confirm that Lessor has an oversight processes of the suppliers in place.

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0.7 EMERGENCY MANAGEMENT PLAN

This section of the manual provides a brief description of the basic procedures that need to be addressed immediately in case of an emergency. Reference shall always be made to the Avion Express Emergency Response Plan (AVION EXPRESS ERP), to enable the staff and representatives of Avion Express to meet the professional and personal challenge that any emergency situation creates.

Avion Express ERP is available to all contracted suppliers via Avion Express intranet **https://avionexpress.centrik.net/**, for immediate use.

All personnel involved in ground operations MUST be familiar with the contents of the AVION EXPRESS ERP (and of similar emergency procedures if it concerns agents/representatives providing services to the company).

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0.7.1 EMERGENCY EVACUATION

Avion Express requires contracted ground handling to have procedures in place for responding to emergencies that require the evacuation of an aircraft during the conduct of ground handling operations, in accordance with AHM633.

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.

Emergency evacuation of aircraft by ground personnel may be required when there is no aircrew on board. 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.

0.8 GENERAL POLICIES

0.8.1 SAFETY

Avion Express, with all employees in collective efforts, shall provide safe and reliable air transport with satisfied customers. This shall be achieved by safe operational practices in conformance with safe standards and procedures.

0.8.2 QUALITY

Quality is the ability to predict an outcome of a process that efficiently satisfies the needs of the customers in an international and environmental context. Only a fully controlled environment allows us to predict the future. By following established routines and rules we get that control, to the degree it is possible. And if not enough control, we shall have alternate solutions ready.

0.8.3 SECURITY

Security aims to protect people, airplanes, airports and constructions against unlawful acts. Avion Express objectives are to protect, its passengers, crew, ground staff, luggage, cargo and airplane against unlawful actions. A set of continuous activities shall be performed to prevent admission for unauthorised persons, objects and acts into areas and airplane controlled by Avion Express or contracted service providers. These activities include administrative measures and operative measures, which shall be inherent in the daily duties.

0.8.4 MEDIA

The correctness and reliability of information being distributed is of utmost importance. Based on this, only the CEO and the Media Responsible are entitled to make any statements to media during incidents, emergencies and accidents. And only they are entitled to speak in the name of Avion Express.

If a journalist contacts you, note the name of the journalist and his phone number and forward this to the Deputy, which has the obligation to direct the call to the CEO or the Media Responsible.

Pressure applied by Medias may become quite intense sometimes. It is important to remain calm and to handle the media representatives in a professional way and thereby let the staff work with their duties.

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0.8.5 DRUGS, ALCOHOL AND NARCOTICS

Even a slight mistake may have disastrous consequences. Alcohol, drugs and narcotics all deteriorate our performance.

Staff is expected not to take any drugs before or during duty.

Staff is further expected not to take any medications unless he is completely familiar with any side effects of the medication and that these do not interfere with the duty. If in doubt the medical advisor shall be contacted for advice prior to duty period.

Alcohol shall not be consumed during duty, or so that car driving is not allowed within 8 hours before duty according to Lithuanian law independent of geographical location.

Use of narcotics is not consistent with duty within the Avion Express at all, employees can be tested randomly.

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0.9 TRAINING AND QUALIFICATION FOR AIRCRAFT HANDLING PERSONNEL

0.9.1 GENERAL

Avion Express has defined requirements for operational personnel and it is contained in their job descriptions. Thru the monitoring of external service providers Avion Express ensure operational positions within the scope of ground handling and cargo operations are filled by personnel on the basis of knowledge, skills, training and experience appropriate for the position.

Personnel who perform operational duties in functions within the scope of ground handling operations for the Avion Express, to include personnel of external service providers, must complete:

i. Initial training prior to being assigned to perform such operational duties;
ii. Recurrent training or recurrent assessment not less than once during every 36-month period, except for recurrent dangerous goods as specified below in this paragraph.
iii. *Re-qualification training* applicable to personnel that become unqualified for any reason, prior to being reassigned to perform operational duties.

Agents should also meet basic standards described below in this chapter before accepting handling of Avion Express aircraft. These standards and requirements are also applicable to the limited handling functions carried out by engineering staff. All personnel involved in the ground handling of Avion Express aircraft (ramp handling supervision, load control, cargo operations) has to be trained according to these minimum requirements.

The content of training completed by ground and cargo handling operations personnel in accordance with above paragraph has to be reviewed and updated by external ground service providers, to remain current, and provides the knowledge necessary to perform duties, execute procedures and operate equipment associated with specific ground handling functions and responsibilities, to 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.

Initial and recurrent assessment completed by applicable ground handling personnel in accordance to this paragraph, addresses the following areas of operations, as applicable to ground handling duties or function(s) performed:

- Passenger services;
- Ramp Services;
- Load control;
- Aircraft fueling;
- Aircraft ground de/anti-icing.

Training for the ground handling personnel assigned to perform passenger services, ramp services and load control shall include the following training elements:

Passenger Services:

a. Aviation Basics;
b. Arrivals/Departures;
c. Baggage Services;
d. Check-in;
e. Passenger Assistance and PRM (passengers with reduced mobility);
f. Post-Flight Requirements;
g. Special Category Passengers;
h. Transfer of Load Information;
i. Transfer, Transit and Connection;
j. Boarding Bridge Operations;
k. Aircraft Cabin Access Doors.

Ramp Services:

a. Basic Ramp;
b. Airside Driving;
c. Basic Hand Signals;
d. Aircraft Marshalling;
e. Boarding Bridge Operations;
f. Aircraft Cargo Access Doors;
g. Aircraft Cabin Access Doors;
h. Aircraft Loading;
i. Aircraft Arrival;
j. Aircraft Departure;
k. Aircraft Pushback;
l. Aircraft Towing;
m. GSE Operations;
n. Ground-to-Flight Deck Headset Communication and Engine Start;
o. Ramp Baggage Handling;
p. Aircraft Loading Supervision;
q. Airside Safety Supervision.

Load Control:

a. Aviation Basics;
b. Aircraft Weight & Balance Principles;
c. Load Planning and Load Sheet;
d. Documentation and Messaging.

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Training program for the topics above (excluding staff involved into aircraft fuelling and de/anti-icing) shall be as minimum in accordance to ground operations training program laid down in current edition of IATA AHM 1110.

Training for personnel who perform operational duties in functions within the scope of ground handling operations for the Avion Express includes testing or evaluation by written, oral or practical means, as applicable, to satisfy the requirement for operational personnel to demonstrate adequate knowledge, competency or proficiency to perform duties, execute procedures or operate equipment.

External service providers has to retain records for completion of required training by personnel who perform operational duties in functions within the scope of ground handling operations for the Avion Express until end of their employment.

Ground and cargo handling personnel have to receive dangerous goods training, to include initial training and recurrent training, on a frequency in accordance with requirements of the regulatory authority, but not less than once within 24 months of previous training in dangerous goods. 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.

Note: Recurrent training in dangerous goods is completed within a validity period that expires 24 months from the previous training to ensure knowledge is current, unless a shorter period is defined by a competent authority. However, when such recurrent training is completed within the final 3 months of the 24-month validity period, the new validity period may extend from the month on which the recurrent training was completed until 24 months from the expiry month of the current validity period. If such recurrent training is completed prior to the final three months of the validity period, the new validity period would extend 24 months from the month the recurrent training was completed.

Ground handling personnel assigned to perform ground handling duties in airside operations for the Avion Express, to include the operation of ground support equipment, complete initial and recurrent airside safety training.

Ground handling personnel assigned to perform aircraft fueling operations for the Avion Express complete initial and recurrent training. Training shall include the following training elements:

i. Safe operation of equipment;
ii. Emergency procedures;
iii. Fuel spillage avoidance response;
iv. Aircraft fueling and defueling procedures;
v. Aircraft-specific training.

Personnel assigned to perform aircraft ground de-/anti-icing operations complete initial and recurrent training. Training shall include the following training elements:

i. Common standard, regulation and recommendation including local rule and restriction;
ii. Hazard of snow, ice and frost;
iii. Safe operation of equipment and de/anti-icing operation including aircraft critical area;
iv. Fluid characteristics and application, and limitation of holdover time;
v. Deicing/anti-icing codes, communication and coordination.

Thru the monitoring process Avion Express ensures that training requirements are fulfilled.

Qualification requirements for Head of Ground Operations are defined in GOM 0.2.2. and job description file.

The training requirements for handling agents are based on the IATA recommendations regarding standards of competence for staff engaged in load control or ramp handling supervision (IATA AHM591 and AHM 611). The required qualification can be obtained by training courses conducted by the handling agent or training courses conducted by other airlines.

It is responsibility of subcontracted ground handling agent to prepare, approve with local authorities (when applicable) and perform training for staff that is involved in handling of Avion Express aircraft. Training records must be retained and made available on Avion Express request.

0.9.2 TRAINING PROGRAMS AND QUALIFICATION REQUIREMENTS

Avion Express has defined requirements for operational personnel and it is contained in their job descriptions. Thru the monitoring of external service providers Avion Express ensure operational positions within the scope of ground handling and cargo operations are filled by personnel on the basis of knowledge, skills, training and experience appropriate for the position. Agents should meet basic standards described below in this chapter before accepting handling of Avion Express aircraft. These standards and requirements are also applicable to the limited handling functions carried out by engineering staff. All personnel involved in the ground handling of Avion Express aircraft (ramp handling supervision, load control, cargo operations) has to be trained according to these minimum requirements.

0.9.2.1 AIRSIDE PERSONNEL

All personnel whose duties require airside access must have received training and authorisation as per latest edition IATA AHM 611. Personnel must comply with the training requirements laid down in the current edition of the IATA Dangerous Goods Regulations.

0.9.2.2 LOAD CONTROL PERSONNEL

Any personnel in the Load Control process must have received training and authorisation in accordance with IATA AHM 591. As a minimum this process consists of:

- Load planning
- Weight and balance calculation
- Supervision of the loading of the aircraft
- Checking and finalisation of the loadsheet and other documents

Personnel must also have proven knowledge of EDP / DCS Systems, if in use. Personnel must comply with the training requirements laid down in the current edition of the IATA Dangerous Goods Regulations.

0.9.2.3 PASSENGER HANDLING PERSONNEL

Personnel engaged in passenger handling must have received training according to the current edition of the IATA Dangerous Goods Regulations prior to operate in their respective area of operations.

Personnel must also have received general training in passenger handling

0.9.2.4 AIRCRAFT HANDLING PERSONNEL

Personnel must have received training and authorisation according to IATA AHM 611 (current edition) and in accordance with the current edition of the IATA Dangerous Goods Regulations prior to operate in their respective area of operations.

Personnel engaged in the field of pushback, walk out assistance or releasing of aircraft must have received basic training as per IATA AHM 631 (current edition) and local working procedures prior to operate in their respective area of operations.

Personnel operating Ground Support Equipment (GSE) must have received appropriate training and authorisation as laid down in IATA AHM 611 (current edition), AHM 630 and other appropriate AHMs prior to operate in their respective area of operations.

0.9.2.5 CARGO HANDLING STAFF

Training program should include but not limited to:

- Familiarization training on applicable regulations;
- In-depth training on requirements, including policies, procedures and operating practices;
- Safety training on associated operational hazards;
- Training in human factors principles;
- DGR training;
- Training to operate equipment which is required to perform their duties in cargo operations.

0.9.2.6 PASSENGER LOADING BRIDGE OPERATOR

Personnel must have received appropriate training and authorisation as laid down in IATA AHM 634 (current edition) and other appropriate AHMs prior to operate in their respective area of operations.

0.9.2.7 OTHER GROUND HANDLING STAFF

Other ground handling agent personnel, for example passenger handling personnel, shall receive training appropriate to their job functions, including security training according to applicable regulations and dangerous goods training as described in IATA Dangerous Goods Regulation (DGR).

0.9.2.8 SMS TRAINING

Personnel performing functions within the scope of ground handling and cargo operations must be trained and competent to perform SMS duties. The scope of such training shall be appropriate to each individual's involvement in the SMS. SMS principles described in AHM 611.

0.10 TRAINING AND QUALIFICATION FOR GROUND OPERATIONS CONTRACTORS

0.10.1 CONTRACTORS

0.10.1.1 General

For strategic projects and especially when station have significant amount of aircraft based for operations, Station Managers as well as Assistant Station Managers might be contracted. The following trainings shall be provided to each contractor:

1. Station Manager's Training
2. SMS training in accordance to OMM chapter 9.1.
3. Security training in accordance to Avion Express security program 10.1.3.
4. Dangerous goods regulations. Cat 11 level in accordance to ICAO Technical Instructions. CBT training.

Each training has to be provided and successfully complete as per following pattern:

i. Initial training prior to being assigned to perform operational duties;
ii. Recurrent training, except recurrent training in dangerous goods on a frequency in accordance with requirements of the regulatory authority, but not less than once during every 36-month period;
iii. *Re-qualification training* applicable to personnel that become unqualified for any reason, prior to being reassigned to perform operational duties.
iv. Recurrent training duration for Station Manager's Training is 50% of initial training hours. Training hours might be adjusted based on trainee's knowledge level.

Training methods:

Classroom or CBT training method might be applied. Training hours are shown for indicative purpose only and it is subject to each individual's experience and instructor's personal abilities to manage the timing.

Training includes testing or evaluation by written, or oral means, as applicable, to satisfy the requirement demonstrate adequate knowledge, competency or proficiency to perform duties.

To pass the exam the applicant must have 75% correct answers in the written test. Exam is given in a form of number of questions with multiple choice answers.

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0.10.1.2 Training Requirements for Initial Station Manager's Training

Prior to performing duties, each individual has to undergo initial training on the subjects below:

1. Company introduction (1 hour):

- Avion Express areas of operations;
- Avion Express organizational structure;
- Company documents and manuals.

2. Company policies and applicable regulations (2 hours):

- Station manager duties and responsibilities;
- IATA AHM, IATA LAR, IGOM general presentation;
- A319/A320/A321 aircraft characteristics, airport and maintenance planning, manual general presentation

3. In depth familiarization with company ground and cargo operations policies (6 hours):

- Passenger handling procedures
- Passenger check-in procedures
- Seating
- Infants, children, UM
- Cabin and hold baggage
- Special baggage
- Live animals
- Cargo acceptance
- Air Waybill
- Special cargo (HUM, VAL, AVIH, etc.)
- Aircraft handling procedures
- Safety on the ramp
- GSE
- Aircraft servicing
- Load control principles
- Human factors principles (3 hours):
  (a) Introduction.
  (b) Understanding the Human Factor.
  (c) Human Perception - Situational Awareness.
  (d) Understanding human error.
  (e) Stress - its Causes and Strategies for Coping with it.
  (f) Fatigue and Rest Management.
  (g) Automation, the Pros & Cons.
  (h) Workload Management.
  (i) Culture - Cross Cultural Crew Environment
  (j) Pilot Skills - Personal and Leadership.
  (k) Safety Culture and Standard Operating Procedures.
  (l) Communication - is this CRM.

1.1 PASSENGER DEPARTURE

1.1.1 PRE-DEPARTURE ACTIVITIES

1.1.1.1 TICKET SALES COUNTER

Display operating airline required signage, both electronic and manual versions.

Ensure Dangerous Goods notifications are prominently displayed.

1.1.1.2 PASSENGER PRE-FLIGHT PREPARATION

Prepare check-in for flights in accordance with operating airline policy prior to the opening of web or airport check-in, and to verify all necessary data has been transferred into the check-in system correctly.

- Review the booking status.
- For code share flights with an active blocked space agreement, check the allotment to ensure the block of seats, as agreed, is guaranteed to the partner.
- Review the curtain version (if applicable).
- Confirm the Passenger Name List (PNL) and Additions and Deletions List (ADL) were properly transmitted and match the booking status.
- Block seats for security officers, crew, weight and balance, and if seats are unserviceable.
- Confirm the seating plan is set according to the actual aircraft type and version.
- Review the flight remarks, if applicable.
- Record passenger status on PNR, if applicable.
- Review the boarding time, departure time, and gate. Brief staff about the reason for any delays.
- Apply payload restrictions, if any.
- Check the passenger list for special passengers (e.g. WCH, UM, etc.) and pre-assign as per operating airline policy and according to the aircraft type.
- If not pre-reserved, prepare seating for families traveling with infants or children, as per operating airline policy.
- Where free/open seating is applied, inform the crew and passengers and ensure special category passengers have appropriate seats.
- Ensure flight status is open for web check-in if applicable.
- Check-in is opened once the pre-flight preparation is complete.

1.1.2 CHECK-IN COUNTER REQUIREMENTS

Prior to opening the check-in counters:

- Start and test equipment.
- Ensure scales are functioning.
- Stock boarding card and bag tag printers as per operating airline requirements.
- Ensure adequate stock of any other operating airline required tags.
- Display operating airline required signage, both electronic and manual versions.
- Ensure Dangerous Goods notifications are prominently displayed at the check-in area as well as ticket offices, baggage drop-off areas, self-serve check-in areas, and transfer counters.
- Prepare check-in queues, stanchions, carpets, baggage sizers, podiums etc., as per operating airline specifications.

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1.1.3 PASSENGER CHECK-IN

1.1.3.1 GENERAL

Check-in is the complete sequence of steps which involves the registration of the customer and their baggage in a DCS or manual system, the labeling of the baggage and the issuance of one or more boarding passes.

Boarding passes containing the passenger name must be issued for all passengers, either on paper or electronically.

1.1.3.2 CHECK-IN DEADLINES

Apply check-in deadlines as per operating airline policy, respecting applicable passenger rights and on-time departure requirements.

AVION EXPRESS 1.1.3.2 CHECK IN DEADLINES
Airport check in to open latest 2 h before STD in minimum two counters positions unless otherwise requested by tour operator.

1.1.3.3 OPERATING CARRIER, MARKETING CARRIER AND WET LEASE

Advice the passenger of the operating carrier no later than the time of check-in, if different than the one noted as the “carrier” on the ticket.

1.1.3.4 CHECK-IN TYPES

1.1.3.4.1 GENERAL

Check-in may be provided at check-in counters, via self service methods such as web check-in, kiosk or SMS, and may be performed using a departure control system (DCS) or manually.

1.1.3.4.2 MANUAL CHECK-IN

Where no DCS is available, apply established manual check-in procedures.

1.1.3.4.3 THROUGH CHECK-IN

Perform through check-in whenever possible and as per the interline agreement. Travel documents must be checked for all through-checked parts of the journey.

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1.1.3.4.4 RETURN CHECK-IN

For return check-in to be permitted:

(a) The return journey must be within 24 hours after departure.

(b) No checked baggage is permitted.

(c) No change of cities is involved.

(d) Operating airline approval is required.

Check-in may be provided at check-in counters, via self-service methods such as web check-in, kiosk or SMS, and may be performed using a departure control system (DCS) or manually.

1.1.3.4.5 SELF-SERVICE CHECK-IN

Online/web check-in may be offered if the following conditions are met:

- The passenger is holding an electronic ticket.
- The passenger is departing from an airport where the operating airline's or ground handler's DCS is in use.
- The passenger meets any other qualifying criteria set by the operating airline.

AVION EXPRESS 1.1.3.4.5. SELF-SERVICE CHECK-IN
It must not be possible for passenger or person acting on behalf of the passenger to check in unless they receive and acknowledge that they understand information describing the types of dangerous goods that are forbidden for transport aboard an aircraft.

1.1.3.4.6 OFF-SITE CHECK-IN

Off-site check-in may be permitted if:

(a) The passenger is holding a valid ticket.

(b) The location is an approved site.

(c) The passenger meets any other qualifying criteria set by the operating airline.

(d) Local off-site security process must be followed.

1.1.3.4.7 EMERGENCY BACK-UP CHECK-IN

In case of DCS and/or BHS failure, local back-up procedures must be established in every station and tested regularly.

1.1.3.5 CHECK-IN OPENING

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

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1.1.4 BAGGAGE DROP-OFF

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

- Review the boarding pass and pull up the passenger data in the check-in system.
- Verify identity and travel document, assess carry-on baggage, and accept checked baggage.
- Add baggage information and any SSR's to the DCS if required and apply any related fees as per operating airline policy.

1.1.5 TRAVEL DOCUMENTS AND VERIFICATION

1.1.5.1 GENERAL

- Check the validity of the ticket with regard to the itinerary, flight, date, carrier, reservation status, class, and restrictions.
- Check the ticket for the final destination and confirm this with the passenger.
- Verify the passenger's identity against the travel document presented, including review of date of birth, expiry status of document, a visual comparison of the photo to the passenger, and ensure the name on the travel document matches the booked name.
- Verify the travel document is valid and good for all persons traveling, as not all States allow family members to be registered in a single passport.
- Report any document that shows signs of tampering.
- Locate the passenger in the DCS and review any special remarks.
- Check travel documents for destination and/or transit requirements.
- Review Visa or entry conditions or limitations if required.
- Collect Advanced Passenger Information (API) if required.
- When you identify an issue with a document, notify your supervisor who will contact the appropriate authority for assistance.

1.1.5.2 ADVANCE PASSENGER INFORMATION

Many governments require airlines to submit advanced passenger electronic data (API) at specified times for disembarking passengers.

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

As per operating airline instructions, collect API data at the time of check-in, or review data already provided.

Transmit API data at pre-arranged times to recipients specified by the airline. Always protect passenger's personal information and securely dispose of any related paperwork not kept on file.

1.1.6 PASSENGER ACCEPTANCE

1.1.6.1 REQUIREMENTS FOR PASSENGER ACCEPTANCE

Certain categories of passengers may be refused travel at the operating airline's discretion. Apply the operating airline policies with respect to acceptance.

1.1.6.2 SEATING

Each passenger (except infants not occupying a separate seat) is assigned an individual seat number per flight.

- Allocate seating for special categories of passengers in accordance with operating airline policy.
- The acceptance of passengers on the waitlist is based on booking status and operating airline directives.

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AVION EXPRESS 1.1.6.2 SEATING

Persons requiring special conditions, assistance and/or devices when carried on a flight shall be considered as SCP including at least:

(1) **persons with reduced mobility (PRM) who, without prejudice to Regulation (EC) No 1107/2006, are understood to be any person whose mobility is reduced due to any physical disability, sensory or locomotory, permanent or temporary, intellectual disability or impairment, any other cause of disability, or age;**
(2) **infants and unaccompanied children; and**
(3) **deportees, inadmissible passengers or prisoners in custody.**

The commander shall be notified in advance when/if SCP are to be carried on board as well as seat allocation of such passengers. If deemed necessary, he/she may request a medical examination by a qualified physician.

SCP shall not be allocated, nor occupy, seats that permit direct access to emergency exits or where their presence could:

- **Impede the crew in their duties;**
- **Obstruct access to emergency equipment; or**
- **Impede the emergency evacuation of the aircraft.**

Assistance/escorts/parents will be allocated seats next to the SCP passenger.

If adults are not able to sit in a regular aircraft seat, they may use harness or restraint aid. Restraint system should not be used if there is a person seated behind, unless the seating configuration is approved for the use of such devices. This is to avoid the changed dynamic seat reactions with the disability or restraint aid, which may lead to head injury of the passenger seated behind.
The passenger with escort should be pre-boarded and the support harness fitted prior to the passengers boarding. It must be installed in accordance with the existing criteria SCP allocation.

A passenger whose physical size would possibly prevent him/her from passing through an emergency exit (e.g. Type III exit), should be seated in the vicinity of a suitable exit, taking into account the size of the exit. A group of passengers whose physical size would possibly prevent them from moving quickly or reaching and passing through an emergency exit, should not occupy the same seat row segment to avoid overloading the structure of the seat.

The passenger with escort should be pre-boarded and the support harness fitted prior to the passengers boarding. It must be installed in accordance with the existing criteria for SCP allocation.

In circumstances in which the number of PRM forms a significant proportion of the total number of passengers carried on board:

- **The number of PRM should not exceed the number of able-bodied persons capable of assisting with an emergency evacuation; and**

If flight is fully booked wait listed passengers can be accepted for carriage on vacant cabin crew seats only with PIC authorization.

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Following seating limitations shall be observed:

Category	Transportation limitation	Seating limitation
WCHR	*No limitation*	*Shall be seated as close as possible to the floor level exit, without blocking the row that has a direct access to the exit, without blocking evacuation route to able-bodied passenger nor in the row adjacent to emergency exit.*
WCHS	*No limitation*	*Shall be seated as close as possible to the floor level exit, without blocking the row that has a direct access to the exit, without blocking evacuation route to able-bodied passenger nor in the row adjacent to emergency exit.*
WCHC	*Maximum 5 per one cabin crew member but total number of PRMs should not exceed the number of able-bodied persons capable of assisting with an emergency evacuation*	*Shall be seated as close as possible to the floor level exit, without blocking the row that has a direct access to the exit, without blocking evacuation route to able-bodied passenger nor in the row adjacent to emergency exit.*
BLIND	*Maximum 5 per one cabin crew member but total number of PRMs should not exceed the number of able-bodied persons capable of assisting with an emergency evacuation*	*Shall be seated as close as possible to the floor level exit, without blocking the row that has a direct access to the exit, without blocking evacuation route to able-bodied passenger nor in the row adjacent to emergency exit.*
DEAF	*Maximum 5 per one cabin crew member but total number of PRMs should not exceed the number of able-bodied persons capable of assisting with an emergency evacuation*	*Shall be seated as close as possible to the floor level exit, without blocking the row that has a direct access to the exit, without blocking evacuation route to able-bodied passenger nor in the row adjacent to emergency exit.*
DEAF/BLIND	*Maximum 5 per one cabin crew member but total number of PRMs should not exceed the number of able-bodied persons capable of assisting with an emergency evacuation.*	*Shall be seated as close as possible to the floor level exit, without blocking the row that has a direct access to the exit, without blocking evacuation route to able-bodied passenger nor in the row adjacent to emergency exit.*

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Category	Transportation limitation	Seating limitation
Expectant Mothers	*Expectant mothers with complication-free pregnancies can fly until the end of the 36th week of pregnancy or up to four weeks before their expected due date without a medical certificate from a gynaecologist. However, Avion Express recommends that expectant mothers beyond the 28th week of their pregnancies carry a current letter from a physician which states the following:* • *confirmation that the pregnancy is progressing without complications* • *the expected due date* • *the doctor should expressly state that the patient's pregnancy does not prevent her from flying. If there are any doubts about passenger's length of pregnancy check-in agent has a right to request passenger to declare this in written.*	*Shall be seated as close as possible to the floor level exit, without blocking the row that has a direct access to the exit, without blocking evacuation route to able-bodied passenger nor in the row adjacent to emergency exit.*
PAX requiring additional oxygen	*Medical certificate from physician required stating that passenger is fit to travel alone either with medical escort.*	*Shall be seated as close as possible to the floor level exit, without blocking the row that has a direct access to the exit, without blocking evacuation route to able-bodied passenger nor in the row adjacent to emergency exit and shall occupy window seat only*
STCR	*Passenger who can only be transported on a stretcher.*	*Accepted only on aircrafts able to accommodate stretchers.*
Note	*Max number limit is not applicable for PRM who is escorted by dedicated able-bodied passenger.*	

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1.1.6.3 EXIT ROW SEATING

Passengers occupying emergency exit row seating must be able-bodied, and therefore excludes INF, UMNR, MEDA, etc. Occupancy of emergency exit rows is restricted in accordance with operating airline policy and host state requirements.

AVION EXPRESS (1.1.6.3 EXIT ROW SEATING)
Do not allocate seats in emergency exit rows to:

- **Persons with reduced mobility, with an intellectual deficiency, illness or any other cause of disability;**
- **Physically or mentally handicapped passengers unable to move quickly if asked to;**
- **Persons who are either substantially blind or substantially deaf to the extent that they might not readily become aware of instructions given to begin an emergency evacuation;**
- **Persons who because of age or sickness are so frail that they have difficulty in moving quickly;**
- **Pregnant women;**
- **Unaccompanied Minors (UMNR);**
- **Infants and children;**
- **Persons whose physical size would prevent them from being able to move quickly;**
- **Persons in custody, deportees and inadmissible passengers;**
- **Passengers who are unable to comprehend safety instructions due to language deficiencies;**
- **Persons with pets (PETC) or Service Animals (refer to Ch. 1.4.7).**

1.1.7 PASSENGER BOARDING

1.1.7.1 GENERAL

- Check that boarding facilities and gate monitors are displaying flight information.
- Ensure Dangerous Goods and Prohibited Articles notices are displayed at the boarding gate.
- If walking on apron, ensure the route to the aircraft is safe and clearly marked for both passengers and staff.
- For jet bridge boarding, secure and mark off the route to the aircraft.
- If passenger handling staff are trained and authorized to operate cabin access doors, refer to IGOM 4.10. If passenger handling staff operate the jetbridge, refer to IGOM 4.1.3.4.
- Obtain clearance for boarding from the flight crew and according to local procedures and operating airline policy.
- Follow safety requirements for fueling in progress as per operating airline GOM.
- Make boarding announcements as per operating airline standards.
- Follow policies for passengers requiring assistance or pre-boarding.
- Verify each passenger's identity as per the requirements.
- Check the name on the passenger identity document with the one on the ticket, and visually match passenger with photograph.
- Confirm each passenger's boarding acceptance in the DCS before allowing them to board.
- For manual or non automated boarding, check the flight number and date on the boarding card.
- Apply cabin baggage policies of the operating airline, and account for any gate tagged items.
- Secure the flight by matching the checked-in passengers to the boarded passengers.
- Provide final passenger numbers to cabin crew.
- Provide required flight documents to cabin crew.
- Advise ramp staff and/or load control of the gate baggage to be loaded.
- Send required post flight messages upon flight close out.

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1.1.7.2 PASSENGER BOARDING DISCREPANCIES

If there are passenger discrepancies (minus or plus), they must be resolved prior to closing the aircraft door:

- Make every attempt to locate missing passengers and obtain visual proof of boarding and documents if they are located on the aircraft.
- Apply operating airline procedures and government regulations with respect to the removal of checked baggage of passengers who check-in but fail to board.
- Notify crew and load controller of any last-minute changes to passenger and/or baggage load.

1.1.7.3 BOARDING IN CASE OF DCS BREAKDOWN

Where no DCS is available or in case of DCS failure, apply manual boarding procedures.

Ensure the final checked-in count matches the boarded passenger count prior to door closure and prepare and board a final manifest.

1.1.8 FLIGHT DOCUMENTS

1.1.8.1 GENERAL

Provide the flight crew with the required documents according to the operating airline specifications.

1.1.8.2 PASSENGER INFORMATION LIST (PIL)

The Passenger Information List (PIL) provides information to the cabin crew about passengers on board, (name, seat number, and special service requirements):

- Provide a PIL to the senior cabin crew member before departure.

1.1.8.3 OTHER FLIGHT DOCUMENTS

Other required documents may include:

- final manifest;
- bag tag list for double destination flights;
- general declarations if required;
- other special information (i.e. INAD documents, etc.).

1.1.9 POST FLIGHT DEPARTURE ACTIVITIES

1.1.9.1 MESSAGES

Ensure all relevant messages are dispatched to the appropriate addresses, as per the operating airline

specifications. Messages may include:

- Teletype Passenger Manifest (TPM)
- Passenger Transfer Message (PTM)
- Passenger Service Message (PSM)
- Passenger Protection Message (PPM)
- Seat Occupied Message (SOM)
- Industry Discount Message (IDM)
- Advance Passenger Information (API)
- Electronic Ticket List (ETL)

1.1.9.2 FLIGHT DOCUMENT RETENTION

Retain (electronically or paper files) flight documents as per operating airline procedures and for a period of no less than three months unless otherwise specified.

AVION EXPRESS1.1.9.2 FLIGHT DOCUMENT RETENTION
Avion Express requires document to be retained for 3 months

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1.2 PASSENGER SECURITY

1.2.1 SECURITY OF DOCUMENTS

1.2.1.1 BOARDING PASSES, TRANSIT CARDS AND BAGGAGE TAGS

All materials used for passenger and hold baggage processing (e.g. boarding cards, baggage tags, FIMs, vouchers, stamps) must be protected or be under surveillance at all times in order to prevent unauthorized access and use.

1.2.1.2 DISPOSAL OF PRINTED DOCUMENTS

Printed material such as boarding passes, passenger lists, and handling forms may have to be reprinted and are therefore left behind as waste. Dispose of these documents according to data protection rules, as they contain passenger data.

1.2.1.3 INFORMATION SECURITY

Departure control systems (check-in systems) must be controlled to prevent unauthorized access.

- Follow airport procedures intended to prevent unauthorized use and access to un-issued (blank) boarding passes.
- Before leaving the counter, remove boarding cards and baggage tags from the respective printers or lock them.
- Before leaving the counter, sign-out, log-off and lock the system.
- Observe regulations concerning the usage of sign-ins and passwords.

1.2.1.4 RESTRICTED AREAS

Secure all gate and departure areas by keeping doors closed, use appropriate barricades when directing passengers.

- Ensure all access doors are closed when not in use.
- Position staff as required to direct passengers.
- If passengers have to walk on the apron to aircraft, ensure passengers proceed directly to the aircraft.
- If transportation has to 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.

1.2.2 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 contagious diseases, medical conditions, intoxication, etc.

Further questioning may be required to assist with passenger assessment.

- When you identify a potential problem passenger, notify your supervisor.
- The supervisor will contact the appropriate local authority for assistance.

AVION EXPRESS 1.2.2 PASSENGER SUITABILITY FOR TRAVEL
If there are suspicions that passenger is not suitable for travel PIC should be advised immediately

1.2.3 SECURITY OF PASSENGERS AND THEIR BAGGAGE

It is the responsibility of supervision staff to ensure all security threats are immediately reported to the customer airline, the flight crew and applicable authorities as per local requirements and customer airline's policy.

Apply customer 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.

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1.3 PASSENGER ARRIVAL, TRANSFER AND TRANSIT

1.3.1 PRE-ARRIVAL

Review the pre-arrival information from DCS and/or messages:

- Prepare for short connections if applicable.
- Arrange facilitation for passengers requiring assistance, e.g. UMNR, PRMs.
- Check requirements for any gate delivery mobility aids.
- In case of delay of arrival, check onward connections and make new reservations if required and as per operating airline policy.

1.3.2 ARRIVAL

- Prepare jetbridge, ensuring it is free of debris and position as per the standard height for the aircraft type.
- Secure the disembarkation route for passengers.
- Disembark passengers in accordance with operating airline policy.
- Provide assistance to passengers requiring it. Communicate any delays in providing assistance services.

1.3.3 TRANSFER (PASSENGER HANDLING AT CONNECTING AIRPORT)

If applicable, and as per operating airline policy:

- Check the inbound/outbound connections and the number of passengers affected.
- Check time-critical connections, and inform gate staff of onward transfer.
- Prepare for handling of passengers requiring assistance.
- Meet the transferring passengers upon arrival of the incoming aircraft.
- Direct passengers:
  - through-checked passengers to the appropriate departure gate(s);
  - Non-through checked passengers to the transfer desk or gate for check-in, whichever is applicable.

1.3.4 TRANSIT

1.3.4.1 GENERAL

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 should be escorted during the transit time.

Local government requirements must be applied regarding security of transit passengers up to and including screening requirements.

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1.3.4.2 DISEMBARKATION OF TRANSIT PASSENGERS

1.3.4.2.1 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 must be re-secured when re-boarding the flight. (i.e. travel document checked, boarding status verified, transit card collected).

1.3.4.2.2 TRANSIT PASSENGERS REMAIN ON BOARD

As per operating airline policy, there may be categories of passengers that stay on board if locally permitted.

1.3.4.3 BOARDING TRANSIT PASSENGERS

1.3.4.3.1 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.

1.3.4.3.2 MISSING TRANSIT PASSENGERS

The flight must be re-secured before door closure. If passengers are missing, apply the procedure for missing passengers.

1.3.4.4 PROGRAMMED AIRCRAFT CHANGE EN ROUTE

- Advice cabin crew that all transit passengers must disembark with their carry-on baggage.
- Distribute transit boarding passes (or instruct passengers to retain their original boarding pass) and inform passengers about boarding time and gate and available facilities.
- Provide passenger assistance as required.
- In case of a change of configuration, assign passengers new seat numbers if applicable, or apply free/open seating.

1.4 SPECIAL CATEGORIES OF PASSENGERS

1.4.1 UNACCOMPANIED MINORS (UMNR)

AVION EXPRESS 1.4.1. UNACCOMPANIED MINORS (UMNR)
Children between the age of 5 and 12 years will be accepted to travel unaccompanied provided that the child is escorted by the parent or guardian both at the airport of departure and the airport of arrival. An UMNR (Unaccompanied Minor) form shall be properly issued and the parent/guardian shall remain with the child as long as possible before boarding.

1.4.1.1 SEATING

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

AVION EXPRESS (1.4.1.1. SEATING)
In order to ensure proper care during the flight, UMNR's should be assigned with window seats A or F, in front and rear 5 rows (except first and last row) in economy class section. AHM560 will specify designated seats for UMNR´s based on aircraft configuration.
UMNR´s must never be assigned emergency exit seats.

1.4.1.2 ACCEPTANCE RESTRICTIONS

Observe operating airline policy for:

(a) Connecting flights.

(b) Any restrictions on the maximum number of UMNR.

AVION EXPRESS 1.4.1.2 ACCEPTANCE RESTRICTIONS
Unaccompanied minors are only accepted on direct, point to point flights. Under no circumstances can UM(s) be accepted for travel on routes which involve a stop-over with change of aircraft.
Children between 12 and 16 years, so called Young Persons (YP), may be accepted as UMNR if requested.
Children under the age of 5 must not be accepted as UMNRs. They must always travel with their parents, siblings aged 16 or over, or other persons aged 18 or over, capable of guarding and guiding the child throughout the journey, including check-in formalities, customs, immigration etc.
UMNRs must always have a confirmed reservation, stand-by travel is not allowed.
Maximum number of UMNR accepted - 4 per cabin crew member.

1.4.1.3 PROCEDURES FOR HANDLING UNACCOMPANIED MINORS

- Complete the handling advice/declaration form ensuring the responsible adult has signed authorization and provided proof of identity.
- Distribute and keep copies as required.
- Ensure the correct remarks and SSR codes are in the check-in record.
- Apply handling fee where applicable.
- Inform the responsible adult to remain at the airport until the aircraft is airborne.
- UMNR must not be unsupervised until handed over to the cabin Crew.
- Advise/release responsible adult once flight is airborne.

AVION EXPRESS 1.4.1.3 PROCEDURES FOR HANDLING UNACCOMPANIED MINORS
Unaccompanied minors shall generally board prior the other passengers. If there is a high probability of diversion, the commander decides whether the UNMR shall be accepted for transportation. It is ground staff responsibility to hand UM over to the SCCM along with the UM documents.

1.4.1.4 TRANSFER STATION PROCEDURE

- Meet, assist UMNR and collect any travel documents from the cabin crew.
- Hand over the UMNR to the cabin crew of the connecting flight.
- In case of interline transfer, hand over UMNR to the onward connecting airline agent.

AVION EXPRESS 1.4.1.4.TRANSFER STATION PROCEDURE
Unaccompanied minors are only accepted on direct, point to point flights. Under no circumstances can UM(s) be accepted for travel on routes which involve a stop-over with change of aircraft.

1.4.1.5 ARRIVAL STATION PROCEDURE

- Meet, assist UMNR and collect any travel documents from the cabin crew.
- Complete the handling advice/declaration form for airline staff responsible.
- Where applicable, ensure baggage of UMNR is collected.
- Hand over the UMNR only to the designated adult noted on the handling advice after verifying the identity of this person and having received his signature for receipt of the UMNR.

1.4.1.6 Unaccompanied Minor Form

UNACCOMPANIED MINOR FORM NELYDIMŲ NEPILNAMEČIŲ ANKETA	GOM F4 EFF Date: 01-Feb-2021

Please fill in the following form in capital letters. *Prašome pildyti šią formą didžiosiomis raidėmis.*

Full Name of Minor *(Nepilnamečio vardas ir pavardė)*	Age *(Amžius)*	Sex *(Lytis)*

FLIGHT DETAILS
SKRYDŽIO DETALĖS

Flight Number *(Skrydžio numeris)*	Date *(Data)*	From *(Iš)*	To *(I)*

PERSON ACCOMPANYING ON DEPARTURE
LYDINTIS ASMUO IŠVYKIMO ORO UOSTE

Name, Surname *(Vardas Pavardė)*	Address *(Adresas)*	Phone no *(Tel. nr.)*

PERSON MEETING ON ARRIVAL
PASITINKANTIS ASMUO ATVYKIMO ORO UOSTE

Name, Surname *(Vardas Pavardė)*	Address *(Adresas)*	Phone no *(Tel. nr.)*

AIRLINE STAFF IN CHARGE (COMPANY USE ONLY)
ATSAKINGAS ORO LINIJŲ DARBUOTOJAS (PILDO ORO LINIJŲ ATSTOVAS)

	Name Surname *(Vardas Pavardė)*	Signature *(Parašas)*
Accepted by Airline Agent *(Priėmė oro linijų agentas)*		
Transferred to Flight Attendant *(Perduota skrydžio palydovui)*		
Released to Destination Station Airline Representative *(Perduota oro linijų atstovui atvykimo vietoje)*		

For additional info, please contact us by email. Dėl papildomos informacijos susisiekite el. paštu: groundops@avionexpress.aero

1.4.2 INFANTS AND CHILDREN

1.4.2.1 INFANTS

1.4.2.1.1 GENERAL

An infant is a minor that has not yet reached his/her 2nd birthday.

1.4.2.1.2 SEATING

The maximum number of infants allowed per aircraft is limited by the number of supplemental oxygen masks available on the aircraft.

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Infants are considered children and must be assigned a seat when, during the journey, they reach the age of 2.

Restrictions may exist regarding the number of infants permitted per adult passenger, or the minimum age required to be responsible for an infant. Apply operating airline policy.

AVION EXPRESS 1.4.2.1.2. SEATING
An infant shall be carried on the lap of adult passenger or secured in an approved CRD; therefore one infant should be accompanied by one adult on board the aircraft. AHM560 will specify designated seats for infants based on aircraft configuration. For child restraint devices refer to 1.4.2.2.3 - CHILD RESTRAINT DEVICE

1.4.2.1.3 AIRCRAFT BABY BASSINETS

If the aircraft is equipped with baby bassinets, apply operating airline policy for assignment, respecting any age and weight limitations.

AVION EXPRESS 1.4.2.1.3. AIRCRAFT BABY BASSINETS
Avion Express aircrafts not equipped with baby bassinets.

1.4.2.1.4 BABY STROLLERS

Apply operating airline policy regarding checked-in or delivery at aircraft (DAA) service for strollers and provide information to the passenger concerning the procedure, if applicable.

AVION EXPRESS 1.4.2.1.4. BABY STROLLERS
Accepted free of charge either at check in or delivery at aircraft

1.4.2.2 CHILDREN

1.4.2.2.1 GENERAL

A child is a minor between 2 and 12 years of age, having reached his/her 2nd birthday but not his/her 12th birthday. If the minor reaches his/her 2nd birthday during the journey, he/she will be considered a child as of the birthday.

1.4.2.2.2 SEATING

Children must occupy an individual passenger seat and may not be seated in emergency exit rows.

1.4.2.2.3 CHILD RESTRAINT DEVICE

Apply operating airline procedures for the acceptance and use of car seats and other restraint devices. Verify their conformity as per the airline specifications:

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- Make sure the child restraint device is placed on a seat which will not hinder the evacuation of any passenger.
- Do not assign a seat for the child restraint device in an emergency exit row, or the row forward or rear of an emergency exit row.
- Respect any operating airline specific limitations, as not all seats may be suitable.

AVION EXPRESS 1.4.2.2.3. CHILD RESTRAINT DEVICE

Type 1

Child Restraint Devices in the form of a Child Car Seat may be used onboard aircraft for an infant or a child (a separate seat shall be booked in advance for an infant).

- CRD can be used if the following conditions are met:
- CRD approved for use in aircraft by the competent authority on the basis of a technical standard and marked accordingly;
- CRD approved for use in motor vehicles according to the UN standard ECE R 44, -03 or later series of amendments;
- CRD approved for use in motor vehicles and aircraft according to Canadian CMVSS 213/213.1;
- CRD approved for use in motor vehicles and aircraft according to US FMVSS No 213 and manufactured to these standards on or after 26 February 1985. US approved CRDs manufactured after this date must bear the following labels in red letters:
  - *'THIS CHILD RESTRAINT SYSTEM CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY STANDARDS'; and*
  - *'THIS RESTRAINT IS CERTIFIED FOR USE IN MOTOR VEHICLES AND AIRCRAFT';*
- CRD qualified for use in aircraft according to the German 'Qualification Procedure for Child Restraint Systems for Use in Aircraft' (TÜV Doc.: TÜV/958-01/2001); and
- devices approved for use in cars, manufactured and tested to standards equivalent to those listed above. The device should be marked with an associated qualification sign, which shows the name of the qualification organization and a specific identification number, related to the associated qualification project.

Type 2

Child Restraint Harness (CARES)

The device is for those who are acapable of sitting upright alone in a forward-facing position and who occupy their own seat. Designed for use only by children who weight 10-20 kilograms, whose height is 101 centimeters or less. This supplemental restraint is used with the existing aircraft seatbelt for improved child safety.CARES is approved for use during all phases of flight – taxi, take-off, landing, and turbulence.

If CARES device is being used, it has to be clear that it has:

- FAA approved in accordance with 14 CFR 21,80(d), approved for aircraft use only;
- FAA approved in accordance with 14 CFR 21,305(d), AMD 21,50 6-9-1980, approved for aircraft use only.

The qualifying organization should be a competent and independent organization that is acceptable to the competent authority.

Check-in staff is allowed to decline CRD which do not meet the requirements. The non-approved CRD will be taken into the cargo hold as a checked baggage if no suitable free seat is available.

Sample of labeling of Certified CRD.

continued

Australian/New Zealand Approved Labelling

EU Approved Labelling:

- ✓ Approved for use in motor vehicles according to the UN standard "ECE R 44, -03" or later
- ✓ 'Qualification Procedure for Child Restraint Systems for Use in Aircraft' (TÜV Doc.: TÜV/958-01/2001)

FAA Approved Labelling

Approved for use in motor vehicles and aircraft according to US FMVSS No. 213

Canadian Approved Labelling

Standard CMVSS 213/213.1

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1.4.3 GROUPS

1.4.3.1 GENERAL

A group is defined as a party of at least nine passengers (not including infants), travelling together.

1.4.3.2 CHECK-IN

- Check-in and accept all passengers individually.
- Assign seats together, if requested, respecting any special seating requirements;
- Issue baggage tags individually;
- Each piece of baggage must bear the respective passenger's identification;
- Exception: Bag tags for family members travelling together may be issued on one family name.

1.4.3.3 NON STANDARD GROUPS

Unusual groups, excessive weights, or anything outside the standard need to be communicated to load control (i.e. sports teams with higher passenger weights).

1.4.4 EXPECTANT MOTHERS

Expectant mothers are accepted to travel on Avion Express aircraft according to the table below:

Until 27th week	**28th to 36th weeks**	**37th and more weeks**
No medical certificate required	**Medical certificate stating fitness for air travel from physician is recommended, issued within 14 days prior to commencement of air travel**	**Not accepted for travel**
Expectant mothers must never be assigned emergency exit row seats.		

NOTE: If there are any doubts about passengers length of pregnancy, check-in agent or Crew has a right to request passenger to declare this in written.

1.4.5 PASSENGERS REQUIRING ASSISTANCE

1.4.5.1 GENERAL

For passengers with disabilities and those requiring or requesting assistance:

- Ask the passenger what assistance they require and how you can help them.
- Discuss the most appropriate seating based on their individual needs and the aircraft specifications, even if seats have already been pre-assigned.
- Advise passengers what services and assistance are available based on their needs.
- Advise the passenger of operating airline equipment such as on board wheelchairs, Braille or tactile markings, accessible lavatories.
- Provide information to passengers in alternate formats upon request.

Ensure accurate SSR codes and any other relevant information are recorded in the DCS .

1.4.5.2 PASSENGERS WITH REDUCED MOBILITY

Appropriately code specific wheelchair requirements based on the passengers specific needs—WCHC, WCHR, WCHS.

AVION EXPRESS 1.4.4.2. PASSENGERS WITH REDUCED MOBILITY
A person with reduced mobility (PRM) is understood to mean a person whose mobility is reduced to physical incapacity (sensory or locomotory), 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 the passenger.
Such person is subject to the prior clearance for air travel from medical advisors based on the information of the passenger or a licensed physician to the case.

NOTE: A medical clearance is never required for passengers whose only disablement is blindness or deafness.

NOTE: An ambulift may be used for the embarkation and disembarkation of passengers that are unable to walk up or down the aircraft stairs by themselves or with help.

If adults are not able to sit in a regular aircraft seat, they may use own harness or restraint aid. The harness or restraint aid requires to be secured around the back of the seat and should not be used if there is a person seated behind.This is to avoid the changed dynamic seat reactions with the disability or restraint aid, which may lead to head injury of the passenger seated behind.
The passenger with escort should be pre-boarded and the support harness fitted prior to the passengers boarding. The escort is responsible for:

- Securely fastening the harness or restraint aid on the passenger seat;
- Securely fastening the passenger with harness.

The cabin crew should always:

- Ensure that person is fastened with passenger seatbelt.

Note: Harness or restraint aid shall not be used for planned emergency landing/ditching.

1.4.5.3 PASSENGERS WITH VISUAL OR HEARING IMPAIRMENTS

Provide passengers who identify themselves as persons having a visual or hearing impairment with access to the same information provided to other passengers.

Ensure accurate SSR codes and any other relevant information are recorded in the DCS.

AVION EXPRESS 1.4.4.3. PASSENGERS WITH VISUAL OR HEARING IMPAIRMENTS
BLND- Passenger is blind
DEAF- Passenger who is deaf or a passenger who is deaf without speech.
DEAF/BLIND- Blind and deaf passenger who can only move about with the help of an accompanying person.
Such a passenger needs individual briefing by a CCM about the location of the emergency exits. Therefore the CCM need to be informed about the seat allocation of such a passenger.

1.4.6 PASSENGER REQUIRING MEDICAL CLEARANCE

1.4.6.1 GENERAL

As per the operating airline policy, medical clearance may be required by passengers who appear to have a communicable disease or condition that could pose a direct threat to the health and safety of others on the flight.

- Persons whose medical condition gives reasonable doubt that the individual can complete the flight safely without requiring extraordinary assistance during flight, e.g. persons with acute medical conditions as recent heart attack, stroke, embolism, persons with recent surgery.
- Persons requesting medical treatment during flight, e.g. needing extra oxygen or other medical treatment like infusions.

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AVION EXPRESS 1.4.5 PASSENGER REQUIRING MEDICAL CLEARANCE

Passengers requiring a written fitness report (fit-to-fly-letter) or a handling form containing medical information (e.g. the MEDA form) which has been completed by a physician/doctor. Following passengers may only be accepted with a medical clearance:

- **Persons requesting medical treatment during flight, e.g. needing extra oxygen or other medical treatment like infusions;**
- **Passengers who require a medical clearance for transportation are referred to as Medical Case passengers (MEDA);**
- **Passengers with a fresh cardiac infarction, stroke, embolism or similar;**
- **Passengers who depend on the use of any kind of apparatus or medical treatment, e.g. injections, infusions, oxygen;**
- **Passengers with internal injuries, quadriplegics, hemiplegics, injured brain or skull, large area external injuries (e.g. wounds, burns)**
- **Passengers with spasmodic paralysis with cerebral damage**
- **Intellectual disabled passengers travelling unaccompanied**
- **Psychotic patients (must be accompanied by a doctor, preferably a psychiatrist)**
- **Passengers with a contagious disease provided that danger of infection has passed (must be stated in medical certificate)**

Note: General Medical clearance may be required by passengers who appear to have a communicable disease or condition that could pose a direct threat to the health and safety of others on the flight. If no prior notification was on hand, the confirmation of fitness to fly may be given by the doctor appointed by carrier or by the airport medical services. All costs involved in the medical check-up, ambulance services and other outside handling services must be met by the passenger (or his/her insurance company).

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1.4.6.2 IATA MEDICAL INFORMATION FORM (MEDIF)

The MEDIF is a standard form used to assess passengers requiring assistance. Examples are:

- Attachment A (Information sheet for passengers requiring special assistance) and;
- Attachment B (Information sheet for passengers requiring medical clearance).

MEDIF–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 traveler medical card (FREMEC) ____ Yes ____ No

If yes, specify FREMEC number, issued by, expiry date.....

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MEDIF–Attachment B, Part 1:

Information Sheet for Passengers Requiring Medical Clearance (to be completed or obtained from the attending physician)

1. Patient's name.....
   Date of Birth..... Sex..... Height..... Weight.....
2. Attending physician.....
   E-mail .....
   Telephone (mobile preferred), indicate country and area code ..... Fax .....
3. 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.....

4. Current symptoms and severity.....
   .....
   .....
5. 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 meters (8000 feet) above sea level) ___Yes ___No ___Not sure
6. Additional clinical information

a. Anemia	____ Yes	____ No	If yes, give recent result in grams of hemoglobin .....
b. Psychiatric and seizure disorder	____ Yes	____ No	If yes, see Part 2
c. Cardiac condition	____ Yes	____ No	If yes, see Part 2
d. Normal bladder control	____ Yes	____ No	If no, give mode of control.....
e. Normal bowel control	____ Yes	____ No	
f. Respiratory condition	____ Yes	____ No	If yes, see Part 2
g. Does the patient use oxygen at home?	____ Yes	____ No	If yes, specify how much.....
h. Oxygen needed in flight?	____ Yes	____ No	If yes, specify ____ 2 LPM ____ 4 LPM ____ Other

7. Escort

a. Is the patient fit to travel unaccompanied?		____ Yes	____ No
b. If no, would a meet-and-assist (provided by the airline to embark and disembark) be sufficient?		____ Yes	____ No
c. If no, will the patient have a private escort to take care of his/her needs onboard?		____ Yes	____ No
d. If yes, who should escort the passenger?	____ Doctor	____ Nurse	____ Other
e. If other, is the escort fully capable to attend to all the above needs?		____ Yes	____ No

8. Mobility
   a. Able to walk without assistance ____ Yes ____ No b. Wheelchair required for boarding ____ to aircraft ____ to seat
9. Medication list.....
10. Other medical information.....

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MEDIF–Attachment B, Part 2:

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 meters 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 meters 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 meters 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 authorized 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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1.4.6.3 FREQUENT TRAVELERS MEDICAL CARD (FREMEC)

If a passenger is a frequent airline traveller and has a stable medical condition established by the initial medical clearance, then a frequent traveller's medical card (FREMEC) may be issued by the operating airline.

A FREMEC shall be acceptable as medical clearance provided that:

(a) The travel is completed within its validity;

(b) The medical condition corresponds with the description provided;

(c) The passenger is its rightful holder;

(d) Any limitations stated thereon are observed.

Attachment C (FREMEC):

IATA

Frequent Traveller's Medical Card (FREMEC)

Honouring Instructions. The data contained in the shaded fields MUST always be transmitted with any reservation request. Journeys requested but not authorized by this Card require completion of the Information Sheet for Passengers Requiring Special Assistance.

FREMEC Number: / Issued by: Valid until:
Airline's Code Number / Serial Number | Airline's Medical Dept's Telex Code | DD / MM / YYYY

The holder of this Card

Surname: Initial: Title: Sex: Age:

Permanent Address: Phone:
Indicate country and area code

has the following permanent/chronic incapacitation

Code, if any (example: WCHC, etc.):

The holder is authorized by the Medical Department issuing this Card, to travel by air within the validity of this Card, subject to: (a) the Conditions stated on the reverse, (b) no worsening of the Holder's present health conditions, and (c) full observance of all carrier rules, regulations and instructions, and with the following LIMITATIONS:

(Insert limitations, including any permanent dietary requirements)

CONDITIONS OF ISSUE

1. Cardholders are required to REPORT ALL CHANGES in their present handicap or incapacitation, and/or the deterioration in their physical or medical condition, to the airline representative or agent with whom they are in contact.
2. Subject to all terms and conditions stated on this Card, the authorisation for air travel is valid only up to the date stated on the front.
3. This Card is not transferable and must be produced, together with proof of the cardholder's identity, on every occasion whenever airline reservations are made for the cardholder, at time of ticket issuance, and when so requested by the airlines or their agents or representatives.
4. Cardholders are reminded that arrangements for travel should be made as much in advance as possible. They should also allow sufficient time for check-in formalities.

Date and Place of Issue

Passenger's Signature
Legal guardian or Passenger's witness may sign if passenger is physically unable to do so

Note: Use the operating airline's form if applicable.

1.4.6.4 ADVANCE NOTIFICATION

Passengers are asked to advise the airline of their needs at the time of reservation. Advance notification is required for the following, subject to airline acceptance and approval:

- Passengers traveling on a stretcher.
- The use of oxygen on board and the use of a personal portable oxygen concentrator, ventilator or respirator onboard.
- The carriage of an incubator.

AVION EXPRESS 1.4.5.4. ADVANCE NOTIFICATION
AVION EXPRESS accepts STCR only on aircrafts able to accommodate stretchers.
Passengers requiring constant oxygen supply during the flight:

- **Aircraft cabin portable oxygen bottles can be used for passengers requiring constant oxygen supply during flight if such request is coordinated in advance and prior approval from Avion Express is received. In such cases additional required capacity oxygen bottles should be placed and properly fitted in the cabin before flight.**
- **Portable oxygen concentrators (POC) are permitted and in many cases are sufficient replacement for oxygen bottles.**

Note: 150% of battery time is required in POC devices based on the flight time. If necessary additional batteries must be taken and properly packaged.

1.4.6.5 SEATING

MEDA passengers are entitled to the most appropriate seating according to their needs, including the stowage of on board medical devices or equipment.

Appropriate seating, as per operating airline policy and passenger needs, should be assigned to:

- passengers needing extra oxygen on board;
- a reader/interpreter in case of a vision or hearing impairment. PRM/MEDA and PRM/Non-MEDA may not be seated in emergency exits. passengers traveling on a stretcher;
- completely immobile passengers;
- a passenger travelling with a service animal;
- a passenger with a fused or immobilized leg.
- Provide adjacent seating as applicable for:
- a personal care attendant;
- a safety assistant;

1.4.6.6 REQUEST FOR ASSISTANCE WITHOUT ADVANCED NOTICE

If a passenger's special needs were not communicated at the time of booking, or a passenger is identified as a PRM or potential MEDA case upon departure, take all reasonable efforts to accommodate the passenger. Ask appropriate questions and record required codes in the DCS.

1.4.7 PASSENGERS NOT REQUIRING MEDICAL CLEARANCE

1.4.7.1 GENERAL

As per the operating airline's policy, some passengers may not be required to provide medical clearance. For example:

- expectant mothers up to a date specified before expected delivery;
- persons with simple fractures or injuries;
- persons who are reduced in mobility due to age;
- SSR codes WCHR, WCHS or WCHC provided the condition has remained unchanged for at least the past six months;
- persons who are visually or hearing impaired;
- Persons with mental health issues.

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1.4.7.2 HANDLNG

Check that additional needs have been communicated via the respective SSR codes and entered into the DCS, and verify if escort requirements are fulfilled, if applicable.

1.4.7.3 REFUSAL OF PRM'S AND/OR MEDA CASES

Do not refuse the passenger unless there is a legitimate reason for refusal, as per the operating airline's policy.

1.4.7.3.1 RIGHT OF REFUSAL

A PRM and/or MEDA cases may be refused on the basis of the operating airline's General Conditions of Carriage (*Right to Refuse Carriage*).

1.4.7.3.2 REASONS FOR REFUSAL

Do not refuse a passenger unless one of the following reasons is applicable, and in accordance with the operating airline policy:

- The person has such a degree of physical infirmity that the trip would likely result in complications (e.g. diversion) or death.
- The person requires individual nursing or care during the flight, if not accompanied by a suitable escort.
- The person who, because of his physical or medical condition, pose a direct threat to the health or safety of other passengers, their property, the aircraft or crew that cannot be eliminated by providing additional aid or services or by other means (e.g. face masks, separate seating).
- The person fails or refuses to submit themselves to the specific conditions of carriage required by the operating airline regulations.
- Information is required about the passenger's medical condition (diagnosis) where the passenger's own physician refuses to disclose such information to the Authorized Medical Service.
- The person has a contagious disease.

1.4.7.3.3 HANDLING

In case of refusal of a PRM and/or MEDA case, inform the passenger and explain the reason for refusal with reference to the General Conditions of Carriage.

Apply the operating airline policy with respect to rebooking to a later date, and/or making all efforts to accommodate the passenger on the next possible flight, if applicable, or refund of the ticket.

- Enter all relevant information about the reason for refusal into the PNR or in the operating airline report e.g. pax refused [flight/date] d/t lack of safety assistant [sita address/agent name]
- Forward the PNR or report to the appropriate airline department. Document all details of the incident and submit as specified by the operating airline.

1.4.8 SERVICE ANIMALS

As per the operating airlines acceptance policy, accept passengers with certified service animals into the cabin, and provide appropriate seating with room for both the passenger and the animal, including additional floor space where mandated and as per operating airline policy.

Service Animals might be:

- Guide dogs;
- Emotional Support Animals - ESA (only dogs)

AVION EXPRESS 1.4.7 SERVICE ANIMALS

GUIDE DOGS accompanying a BLIND and/or DEAF customer, and EMOTIONAL SUPPORT ANIMALS (ONLY DOGS) accompanying passenger with mental disability are permitted in the passenger cabin:

- **They are restricted to a maximum number per cabin of:**
  - **All flights, except to/from USA: Two (2) Guide Dogs. No ESA allowed.**
  - **All flights to/from USA and any connecting flight which is operated on behalf of customer/client company and provided all sectors are included in one itinerary: Two (2) Service Animals in total (Guide Dog and/or Emotional Support Animal).**
- **Service Animals are not considered as PETS when counting the maximum number allowed;**
- **In case of two (2) Service Animals on board, they must be seated at opposing ends of the cabin (always taking into account the allocation rules of PRM). Dogs must be located at the feet of the passengers;**
- **During the flight a leash and muzzle must be available and has to be attached to the dog when deemed necessary by the crew;**
- **Emergency exit row seats cannot be assigned for passengers traveling with Service Animals;**
- **Ground staff are resposible to verify documentation so passengers could travel with their Service Animal. If the reservation desk is unable to validate the documentation, or if the advance notification is not given, the dog can be transported as PETIC or AVIH.**
- **Service Animals and the accompanied passenger will be seated taking into consideration the regulations governing the allocation of seats to PRM. Whenever the flight is not full, an effort should be made to leave the adjacent seats free.**
- **The following requirements should be complied if travelling within any country of the European Union:**
  - **Identified by a tattoo or microchip.**
  - **Passport issued by a veterinarian, which certifies rabies vaccine (more than 30 days and less than 12 months).**
  - **Minimum 3 months of age (age required for vaccination).**

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1.4.9 STRETCHER TRANSPORT

If accepted by the operating airline, transport on a stretcher can be arranged provided advance notification is given for passenger(s) to be transported in a lying-down position. If stretcher transport has been confirmed at the time of booking, accept the passenger as per the operating airline policy. Status details are to be updated in the check-in record. The acceptance of stretcher cases is linked to:

- The acceptance conditions of PRM/MEDA cases.
- The provisions for stretcher installation onboard the aircraft.

AVION EXPRESS 1.4.8 STRETCHER TRANSPORT
Accepted only on aircrafts able to accommodate stretchers. Passengers on a stretcher must be accompanied by a certified medical escort. Medical certificate is required stating that passengers are fit on to travel on stretcher. Ambulift must be used to board and disembark the STRC. Maximum two passengers on a stretcher can be transported on A320 family aircraft.

1.4.10 OXYGEN FOR MEDICAL USE

1.4.10.1 ACCEPTANCE

Once the operating airline has accepted:

- arrange pre-boarding for the passenger;
- add appropriate SSR codes for assistance;
- seat the passenger as per operating airline policy allowing for stowage of equipment.

AVION EXPRESS 1.4.9 OXYGEN FOR MEDICAL USE
Medical certificate is required stating that passengers are fit to travel alone either with medical escort a. Aircraft cabin portable oxygen bottles can be used for passengers requiring constant oxygen supply during flight if such request is coordinated in advance and prior approval from Avion Express is received. In such cases additional required capacity oxygen bottles should be placed and properly fitted in the cabin before flight. Passengers are allowed to use oxygen concentrators.
Passengers requiring oxygen supply during the flight shall be seated as close as possible to the floor level exit, without blocking the row that has a direct access to the exit, without blocking evacuation route to able-bodied passenger nor in the row adjacent to emergency exit and shall occupy window seat only.

1.4.11 INADMISSIBLE PASSENGERS AND DEPORTEES

1.4.11.1 INADMISSIBLE PASSENGERS (INAD)

1.4.11.1.1 GENERAL

An INAD is an inadmissible passenger who is or will be refused admission to a State by its authorities.

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1.4.11.1.2 UNACCOMPANIED OR ACCOMPANIED TRAVEL

In general, INADs travel without being accompanied. INADs need to be accompanied if:

- the INAD physically resists carriage;
- he has already been denied transportation by another airline;
- there is any sign he might endanger the safety of the flight or passengers.

For the above reasons, unaccompanied INADs may also be refused at any stage.

1.4.11.1.3 REFUSAL

If an INAD resists transportation or gives rise to the assumption that he/she will be the source of annoyance to other passengers or crew members, then only accept him/her according to the procedure for DEPA. Refuse the carriage of deportees or inadmissible passengers if they are likely to:

- involve any risk to the safety of the flight;
- involve any hazard or risk to himself, other passengers or crew members;
- cause discomfort or make himself objectionable to other passengers;
- require special assistance from ground or in-flight staff.

1.4.11.2 DEPORTEES

1.4.11.2.1 GENERAL

DEPO is used to designate a deportee:

- That was formally ordered by the authorities to leave that State.
- Who is under arrest who has to be transported to another State for legal reasons.
- Who has applied for asylum and is transferred to the state responsible for the application.
- Described by the term “Dublin Convention” as reasons for transportation.

DEPA – deportee accompanied:

- A deportee who is escorted by security escorts during flight.

DEPU – deportee unaccompanied:

- A deportee who is not escorted by security escorts during flight.
- The responsibility for deportees lies fully with the state(s) concerned. Deportees will be accepted for carriage only on request of an Authority and upon operating airline approval.

1.4.11.2.2 SEATING

Assign inadmissible passengers, deportees and their escorts seats in the rear of the cabin, but not directly adjacent to exits, in accordance with operating airline policy.

1.4.11.2.3 TRAVEL DOCUMENTS

Hand the travel documents to the crew if required by the local authorities, local regulations or operating airline procedure.

1.4.11.2.4 HANDLING

Advise the crew and Pilot-in-Command of INAD, DEPA and DEPU carriage.

1.4.12 UNRULY PASSENGERS

1.4.12.1 GENERAL CONDITIONS OF PASSENGER CARRIAGE

Carriers may refuse carriage or onward carriage of any passenger for reasons of safety in order to prevent violation of any applicable law, regulations or order of any state or country to be flown from, into or over.

AVION EXPRESS 1.4.11. UNRULY PASSENGERS
No person under the influence of alcohol or drugs is allowed to enter into airplane if the safety of the aeroplane or its occupants is likely to be endangered and all reasonable measures have to be taken to ensure that. Intoxicated and /or unruly passengers should not be accepted but final decision rests with the Commander.

1.4.12.2 HANDLING UNRULY PASSENGERS DURING CHECK-IN OR BOARDING

Report to the supervisor any unruly passenger behaviour you observe at check-in, in the lounge, or at the boarding gate, and put baggage of such passengers on standby.

AVION EXPRESS 1.4.11.2. HANDLING UNRULY PASSENGERS DURING CHECK-IN OR BOARDING
Any unruly and or intoxicated passenger behaviour should be reported to SCCM or captain before boarding.

1.4.12.3 IF PASSENGER IS DENIED CARRIAGE

- Offload the passenger in the DCS and offload his baggage.
- Document the case in the airport or airline report, with details of the passenger's condition (e.g. intoxicated, general abuse, etc.).

1.4.12.4 IF PASSENGER IS ACCEPTED FOR TRAVEL

- Inform Pilot-in-Command and the senior cabin crew member.
- Document the case in the airport or airline report with details of the passenger's condition.
- Report the incident to the applicable departments and the onward airport.

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1.5 PASSENGER IRREGULARITIES

1.5.1 GENERAL PASSENGER IRREGULARITY GUIDELINES

1.5.1.1 INFORMATION AND COMMUNICATION TO PASSENGERS

In general, provide immediate and accurate information at regular intervals.

- Ensure staff are briefed for consistent delivery of information.
- Provide passengers written information about their rights according to applicable regulations, upon requested or as required.
- Provide information in alternate formats to passengers with impairments.

1.5.2 DELAYS

1.5.2.1 HANDLING PROCEDURES

- Passengers must be advised and notified of delays, and kept informed at regular intervals.
- Where applicable, provide delay notice or passenger rights information and in alternate formats for passengers with impairments.
- Brief staff on the estimated time of departure, estimated time of arrival, and any provisions being offered.

1.5.2.2 DELAY KNOWN BEFORE CHECK-IN

- Update revised times in the DCS.
- If applicable and as per operating airline policy, rebook any connecting flights according to the airline's priority sequence.
- Check the passenger and baggage through on the rebooked flight.

1.5.2.3 DELAY KNOWN BEFORE BOARDING

- Reconfirm the departure gate and time, and update the revised times in the DCS.
- Advise passengers accordingly and at regular intervals.
- Apply airline specific procedures for certain categories of passengers.

1.5.3 MISCONNECTIONS/CANCELLATIONS/DIVERSIONS

Handle misconnections in accordance with the operating airline's General Conditions of Carriage.

1.5.4 INVOLUNTARY CHANGE OF CLASS

Involuntary changes of class must be handled as per the operating airline policy.

1.5.5 DENIED BOARDING DUE TO UNAVAILABILITY OF SEATS

1.5.5.1 GENERAL

Passengers holding a confirmed reservation may be denied boarding due to irregularity reasons, for example:

- overbooking of the flight;
- reduced aircraft seating capacity due to unserviceable equipment (cabin doors, slides, etc.);
- reduced weight/seat capacity due to a payload restriction;
- change of aircraft or version.
- Apply operating airline policy for denied boarding.
- If applicable, solicit volunteers and offer compensation and/or reprotection as per the operating airline policy.
- Provide written notice as per government regulations.
- Apply airline's involuntary denied boarding policy if no volunteers are solicited.

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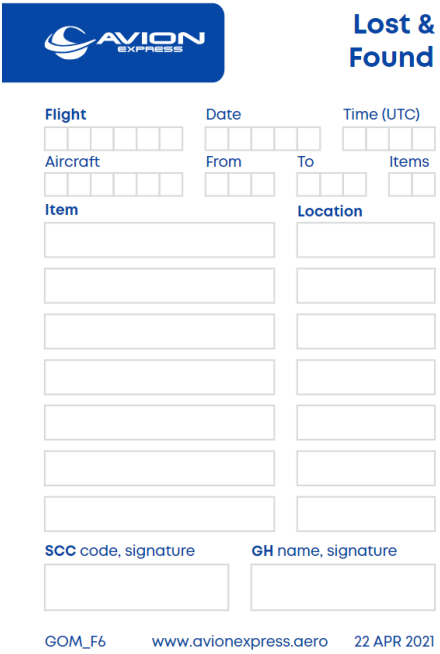
1.5.6 Lost & Found

In case of lost & found passenger items, the following form should be filled:



Lost & Found

Flight | Date | Time (UTC)

Aircraft | From | To | Items

Item	Location

SCC code, signature | GH name, signature

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2.1 CABIN BAGGAGE

2.1.1 GENERAL

2.1.1.1 DEFINITION

Cabin baggage is baggage that is carried and stowed in the cabin under the passengers control and custody. It is commonly referred to as carry-on baggage or unchecked baggage.

Each Avion Express sets their standards for size, weight and number of pieces permitted as baggage.

AVION EXPRESS 2.1.1.1 DEFINITION
Cabin baggage is baggage that is carried and stowed in the cabin under the passengers control and custody. It is commonly referred to as carry-on baggage or unchecked baggage.
It is restricted to only one piece of hand luggage (briefcase, attaché or board case or handbag). The outside dimensions of any piece of cabin baggage must not exceed 55 x 45 x 25 cm and weight must not exceed 8kg.
NOTE: The free baggage allowance may differ for charter and wet lease flights according to client´s requirements.
Animals other than Guide Dogs do not come under free baggage allowance.

2.1.1.2 TYPES OF CABIN BAGGAGE

Cabin baggage includes:

- cabin baggage carried within the Avion Express's free carry-on baggage allowance;
- free carry-on items permitted by the Avion Express in addition to the standard (e.g. purse, laptop, duty free item);
- special items permitted by the Avion Express that may require prior arrangement, notification and/or specialized screening requirements or additional charges (e.g. urns containing human remains, pets in cabin);
- Items of dangerous goods permitted in passenger baggage that require prior approval by the Avion Express, see IATA DGR.

2.1.2 ACCEPTANCE

2.1.2.1 ACCEPTANCE POLICIES

Cabin baggage cannot be accepted if it:

- is unsuitable for air carriage due to its weight, size or nature;
- cannot fit under the seat or be stowed in the overhead compartment;
- is unsuitably packed;

Restrictions:

- certain items, because of their weight, size or nature are only accepted with the consent of the Avion Express;
- for security reasons, many countries restrict the carriage of liquids, aerosols and gels in hand baggage;

- Items refused by security screening must be hold-checked as per the Avion Express's policy.

According to IATA DGR, certain items are prohibited in checked baggage, e.g. cigarette lighters, matches, spare lithium batteries.

2.1.2.2 PROCEDURE AT CHECK-IN

Assess the size, weight and intended number of pieces of carry-on baggage to meet the Avion Express's standard.

Weigh carry-on bags if they appear to exceed the specified weight/size limit (weighing of all carry-on baggage may not be systematically required unless mandated by the Avion Express).

Refer the passenger to the baggage gauge, if available.

Attached an “approved for carry-on” tag if applicable.

If the carry-on baggage exceeds the free allowance size and/or weight, it must be hold-checked, and charged if applicable.

Be aware of commonly carried dangerous goods items and ask the passenger when there is suspicion of these being carried.

2.1.2.3 PROCEDURE AT BOARDING

Check for items which are unacceptable, oversized, overweight or exceed the number of pieces as free carry-on baggage, using the cabin baggage gauge if applicable.

Check with the passenger that the baggage contents are in compliance with the IATA DGR. Have the passenger remove any items specifically prohibited in hold baggage.

Advise the passenger to remove any personal documents or medications.

Collect any other cabin baggage that cannot be accommodated on board due to limited storage space.

Tag bag to the final destination.

Account for the baggage tag number(s) and weight into the DCS check-in record or manually.

Inform the passenger of pick up at the baggage claim area or aircraft door (DAA) if applicable.

Advise ramp staff and/or Load Control of the gate baggage to be loaded.

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2.2 CHECKED BAGGAGE

2.2.1 GENERAL

2.2.1.1 DEFINITION AND GENERAL TERMS

Checked baggage is baggage for which the carrier takes custody and issues a baggage check.

Checked baggage is carried in the hold of the aircraft on which the passenger is travelling.

The Avion Express may refuse to carry checked baggage which is inadequately packed or unsuitable for air carriage due to its weight, size or nature.

Every piece of baggage must display the passenger's name.

In case of code share flights, the Avion Express's rules apply.

Note: *Certain items, because of their weight, size or nature, are only accepted with consent of the Avion Express.*

AVION EXPRESS 2.2.1.1 DEFINITION AND GENERAL TERMS
All below mentioned articles have to be refused for transportation except a previous permission is given by Avion Express:

- **Unaccompanied baggage (except lost & found);**
- **Articles unsuitable for carriage due to their size, weight and characteristics**
- **Any other type of article which is likely to endanger the aircraft or property which will probably be damaged by air transportation**

In all cases where transportation of articles is not allowed by applicable regulations or laws of any country, a transport has to be refused.

2.2.1.2 CHECKED BAGGAGE ALLOWANCE

Passengers are entitled to a pre-determined checked baggage allowance set by the Avion Express, which can vary based on the fare paid, passenger category, routing, group status or class.

There are two standard checked baggage allowance concepts:

- Weight Concept: measured by the total weight of checked baggage (shown as weight amount on ticket e.g. 20 kg (45lb).
- Piece Concept: measured by the number of pieces of checked baggage (shown as PC on ticket).

2.2.2 EXCESS BAGGAGE

Excess baggage fees per kilogram or piece or special item are generally applied at the time of checked baggage acceptance.

Apply excess baggage fees as per Avion Express's specifications.

2.2.3 STANDARD BAGGAGE CHECK-IN

Accept checked baggage that is appropriately packaged and labelled with passenger identification.

Ensure dangerous goods signage is on display.

Review weight and pieces information for recording in the DCS and for applying appropriate fees.

If applicable, ask the passenger any required security related questions.

Agent should be aware of items due to their nature that might contain dangerous goods. Refer to **section 2.5.7.**

2.2.4 BAGGAGE TAGS

- All old tags must be removed.
- Apply appropriate destination tag and handling tags.
- Place tags in an easily readable location, and where they will not easily be torn off.
- Follow tag instructions, and do not stick glue directly to passenger baggage.
- Use limited release tags as per Avion Express policy.
- Follow Avion Express procedure with respect to supplementary tags on baggage items, such as:
  - Priority tags–to identify Priority baggage to be offloaded first, and segregated as per carrier.
  - Limited Release Tags–used on fragile or unsuitably packaged items.
  - Fragile Sticker–requires extra care in handling.
  - Heavy Tag–placed on items over 23 kg (50 lb).
  - Connection tags–may require segregation on loading and offloading.

2.2.5 BAGGAGE DESTINATION

Through-label baggage to one of the following points, whichever occurs first:

- The first stopover point of the passenger.
- The point to which transportation has been confirmed (OK in ticket), requested (RQ in ticket) or listed (SA in ticket).
- The point where a change of airport is involved.
- The final destination specified in the ticket, including:
  - any tickets issued in conjunction with this ticket,
  - any separately issued tickets with an interline agreement.
- Make sure that the Minimum Connecting Time (MCT) is respected.

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2.3 SPECIAL BAGGAGE

2.3.1 BULKY AND OVERSIZED BAGGAGE

2.3.1.1 GENERAL

Baggage is bulky/oversized as defined by the Avion Express policy and/or its weight exceeds 32 kg (70 lbs).

2.3.1.2 MAXIMUM SINGLE ITEM WEIGHT

No single piece of checked baggage can be accepted over 32 kg (70 lbs). Airlines may also restrict the weight and/or total dimensions.

If presented, the passenger must:

- Repack it into more pieces, each weighing less than 32 kg (70 lbs), or
- Send it as cargo.

Exception: Special equipment like AVIH, WCH, musical instruments and large sports equipment may be excluded from this rule with prior consent of the Avion Express.

2.3.2 CABIN SEAT BAGGAGE (CBBG)

2.3.2.1 DEFINITION

Cabin Seat Baggage is baggage not usually suitable for loading in the aircraft hold. Such baggage may include:

- musical instruments;
- works of art;
- electronic equipment;
- diplomatic baggage;
- valuable baggage.

Avion Express policy will dictate the acceptance of CBBG. If not accepted, it can travel as hold checked baggage providing packaging is appropriate.

AVION EXPRESS 2.3.2 CABIN SEAT BAGGAGE (CBBG)
Passenger intending to carry CBBG should to buy a separate seat and pay the full fare in the same booking class where the passenger is traveling. The maximum allowed dimension of baggage in the seat is L135 x D35 x W45 cm and maximum weight 75 kg/seat.

2.3.2.2 LOADING AND LASHING CABIN SEAT BAGGAGE

If applicable, staff approved by the Avion Express are responsible for securing, loading and lashing of bulky, oversize, fragile or valuable baggage in the cabin.

AVION EXPRESS 2.3.2.2 LOADING AND LASHING CABIN SEAT BAGGAGE
Cabin crew will use safety belts to tie down baggage to the seat. CBBG cannot be in seats in emergency exit rows and should not be given seats in the first row of each class. Whenever possible, a window seat should be assigned for CBBG.

2.3.3 CREW BAGGAGE

Crew baggage may be presented at check-in, or airside and should be clearly identified with a crew label as well as all flight details.

AVION EXPRESS 2.3.3 CREW BAGGAGE **Avion Express crew baggage tag example:**	

2.3.4 DELIVERY AT AIRCRAFT (DAA)

2.3.4.1 APPLICABILITY

As per the Avion Express policy, apply the “delivery at aircraft” procedure for:

- fully collapsible baby strollers and pushchairs; (larger baby carriages/prams must be checked-in).
- wheel chairs and mobility aids which are not needed during the flight and cannot be stored in the cabin.
- regular carry-on baggage on small aircraft with limited stowage space in the cabin.

Do not use the “delivery at aircraft” procedure for expensive items (e.g. laptop computers, large video cameras, etc.), valuable or important documents, etc., as such items should remain with the passenger.

AVION EXPRESS 2.3.4 DELIVERY AT AIRCRAFT (DAA) **Avion Express DAA tag example:**	

2.3.4.2 PROCEDURE AT BOARDING GATE

Ensure DAA pieces and WCH and their loading position are noted on the Load Message under SI–Remark. If applicable, inform the flight deck crew of the number of DAA bags.

2.3.4.3 PROCEDURE AT ARRIVAL

Upon arrival: As per the LDM and/or crew request, unload the DAA items/baggage and delivery to the aircraft door.

2.3.4.4 SECURITY PROCEDURE FOR AD-HOC DISEMBARKING PASSENGERS

If a passenger disembarks, check if any DAA baggage has been loaded for the passenger.

When in doubt, perform a full DAA baggage identification.

2.3.5 SPORTING EQUIPMENT

Generally, sporting equipment will be presented as separate pieces of checked baggage. Accept sporting equipment as per Avion Express procedure.

- Apply procedures for fees and charges, and special handling if required.
- Use limited release tag if applicable.
- Load as per Avion Express instructions.

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AVION EXPRESS 2.3.5 SPORTING EQUIPMENT

BIKES

Only non-motorized bicycles accepted. Up to 190cm (75in) in length, provided they are packed in a recognized bicycle bag and following conditions are meet:

- **Pedals has been removed or fixed inwards**
- **Handlebars fixed sideways**
- **Tyres are deflated**

DIVING EQUIPMENT

Only diving equipment listed below is accepted on Avion Express aircrafts provided it is packed in a recognized kit bag and does not exceed the maximum dimensions and weight restrictions for checked baggage. Bags weighing more than 23kg (51lb) may incur a heavy bag charge.

Accepted diving equipment:

- **scuba regulator**
- **tank harness**
- **tank pressure gauge (pressure-sensitive devices may need special packaging; refer to the manufacturer for advice)**
- **face mask**
- **fins**
- **buoyancy control device**
- **snorkel**
- **weight belt**
- **cylinder tank (must be empty and presented at check-in for inspection)**
- **spear guns and harpoons (must be unloaded with the spear/harpoon packed separately)**

GOLF EQUIPMENT

Golf equipment accepted as checked baggage providing it does not exceed the maximum weight restrictions for checked baggage and is packed in a recognised bag or case to safeguard against damage.

- **The bag can be up to a maximum size of 190cm x 75cm x 65cm (75in x 29.5in x 25.5in).**
- **Bags weighing more than 23kg (51lb) may incur a heavy bag charge.**

A golfing umbrella or parasol carried separately counts as one item of baggage.

SKIING EQUIPMENT

Ski and snowboard equipment accepted as checked baggage up to 190cm (75in) in length provided it is packed correctly. Following conditions should be meet:

- **Skis and snowboards are packed in a recognised ski or snowboard bag**
- **Ski poles packed together with skis**
- **Ski boots packed separately from skis or snowboard - either within passenger free allowance or in another bag (any bags over your free allowance are subject to additional charges)**

SURFING EQUIPMENT

- **Surfboards can be accepted as checked baggage providing they do not exceed the maximum weight restrictions for checked baggage and are packed in a recognised bag or case to safeguard against damage.**
- **The bag containing the board can be up to a maximum size of 190cm x 75cm x 65cm (75in x 29.5in x 25.5in).**
- **Bags weighing more than 23kg (51lb) may incur a heavy bag charge.**

SPORTING RACKETS AND STICKS

Rackets and sticks are not permitted in hand baggage but can be packed within checked baggage. Any racket or stick carried separately counts as one item of baggage.

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2.3.6 WHEELCHAIRS AND MOBILITY AIDS

2.3.6.1 HANDLING WHEEL CHAIRS/MOBILITY AIDS

Apply the “delivery at aircraft” procedure when personal collapsible wheel chairs/mobility aid devices are taken to the gate. Verify with and advise the passenger accordingly. Ensure the wheel chair/mobility aid has a name label, DAA tag and destination tag on it.

If applicable, issue a NOTOC and advise the pilot in command of the location of the wheel chair or mobility aid device.

Stow and secure the wheel chair/mobility aid device to prevent unintentional operation and ensure it is protected from

2.3.6.2 WHEELCHAIRS OR OTHER BATTERY OPERATED MOBILITY AIDS

There are two main types of batteries used with wheel chairs or mobility aid devices:

Type of battery	Description
Non-spillable battery	• Dry battery (including integrated battery) • Gel type battery • Wet (sealed) battery • Lithium-ion battery
Spillable battery	• *Wet battery (*check Avion Express policy)

All such batteries must be hold-checked.

2.3.6.3 ACCEPTING WHEELCHAIRS/MOBILITY AIDS WITH NON-SPILLABLE BATTERIES

Pre-notification may be required and acceptance is subject to Avion Express approval.

- Battery terminals must be insulated to prevent accidental short circuits, e.g. by being enclosed within a battery container.
- Battery must be securely attached to the wheel chair.

Avion Express 2.3.6.3 ACCEPTING WHEELCHAIRS/MOBILITY AIDS WITH NON-SPILLABLE BATTERIES

Avion Express accepts wheelchairs/mobility aids with non-spillable batteries with accordance to IATA DGR. Prior approval is not required. Carriage must be stated in PSM / LDM messages to airline and destination.

2.3.6.4 ACCEPTING WHEEL CHAIRS/MOBILITY AIDS WITH SPILLABLE BATTERIES

Pre-notification is required and acceptance is subject to Avion Express approval.

- Packing rules:
  - Wheel chair must be loaded, stowed, secured and unloaded while maintaining an upright position.
  - Battery terminals must be insulated to prevent accidental short circuits, e.g. By being enclosed within a battery container.
  - Battery must be securely attached to the wheel chair.
- If the wheelchair cannot remain upright while being loaded, stowed, secured and unloaded, then apply the following packing rules:
- Battery must be carried in strong, rigid packaging as follows:
  - The outside packaging must be leak-tight, impervious to battery fluid and protected against spilling by securing to pallets or by securing them in cargo compartments using appropriate means of such as restraining straps, brackets or holders.
  - The battery terminals must be protected against short circuits.
  - The battery must be secured upright in the packaging and be surrounded by compatible absorbent material sufficient to absorb its total liquids.
  - The outside packaging must be marked “battery–wet–with wheel chair”.
  - The outside packaging must be labeled with the “corrosive” label.
- Battery must not be loaded if not packaged appropriately.

Avion Express 2.3.6.4. ACCEPTING WHEEL CHAIRS/MOBILITY AIDS WITH SPILLABLE BATTERIES
Avion Express accepts wheelchairs/mobility aids with spillable batteries. Prior approval is not required, however Commander and OCC must be notified by NOTOC prior to departure.

2.3.7 HANDLING OF PETS

2.3.7.1 GENERAL

Handling of pets, in accordance with Avion Express policy. There are two methods of carriage:

- pets carried in the passenger cabin in an approved container (subject to Avion Express acceptance policy);
- pets carried in the cargo compartment.

AVION EXPRESS 2.3.7 HANDLING OF PETS

Exceptionally a pet animal may be carried in the cabin of the Avion Express aircraft. Passengers carrying pet animal must be in possession of a confirmed reservation for transportation animals. Pets must only be accepted for transportation provided that the passenger holds all required documentation (e.g. valid health certificate and vaccination certification) for entry of all countries of transit and destination. Cats and dogs travelling in/to/within the European Union need a passport and be identified by tattoo or chip.

Avion Express permits the transport of animals in the framework of the excess baggage regulations. The crate must have an impermeable bottom, must be placed under the passenger's seat and the animal must not leave it during the flight.

In other cases the animals shall be carried as checked baggage in the cargo compartment if aircraft equipped with suitable compartment for live animal transportation. The passenger carrying pet shall be in possession of all documents required by the authorities at destination. Commander and handling staff shall ensure that no animal is carried in the cabin who might impede an emergency evacuation.

- **Max number of live animals (PETIC) in a passenger cabin of A320 family aircraft: 5;**
- **Maximum Dimensions for crate: 55x45x25 cm;**
- **Maximum Mass per PETC with the crate: 8 Kg;**
- **Maximum one PETIC per one passenger;**
- **Maximum one PETIC per row;**
- **Only window seat can be assigned (except first, last row and emergency exits);**
- **Minimum PETIC separation in cabin 4 rows;**
- **Captain reserves the right to final approval;**
- **Only one dog or cat may be transported per kennel;**
- **No sedation should be used.**

Note: The carrier reserves the right to refuse acceptance of an animal for such reasons as illness, poor kenneling of the animal or long transit times.

Following animals will not be carried:

- **Pregnant animals without an official veterinary certificate indicating animal fit to fly;**
- **Animal which has given birth in the previous 48 hour;**
- **Animals transported for the purpose of laboratory testing.**

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2.3.7.2 ANIMALS IN HOLD (AVIH)

Animals in Hold are transported as checked baggage in the aircraft hold:

- domestic animals such as dogs, cats, birds, etc.;
- other small warm-blooded animals, such as guinea pigs, hamsters, rabbits, etc.;
- Apply Avion Express acceptance procedures with local customs requirements, animal age and health requirements.

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

Avion Express 2.3.7.2. ANIMALS IN HOLD (AVIH)

Animals shall be transported in accordance with IATA Live Animals Regulations. Live animals shall only be loaded into suitable aircraft compartments, taking into account the animal's needs.

The flight crew shall be notified on the form "Special Load Notification to Captain" (NOTOC) of any live animals loaded as baggage or cargo on the baggage hold. Live animal shipments must be manifested in all documents as AVI.

The following conditions and provisions govern the transportation of animals as checked baggage:

- **The animal shall be carried in a kennel/container which meets the specifications of the IATA Live Animals Regulations.**
- **The animal including the kennel/container shall not be accounted against the passenger's free baggage allowance, i.e. excess baggage charges are always due for the animal plus kennel/container except for Guide Dogs.**

The following shall be adhered to:

- **It is important that the compartment is not filled by more than 2/3rd of their volume in order to guarantee a sufficient air supply.**
- **The kennel/container shall be tied down in order to prevent from moving during take-off, flight and landing.**
- **The kennel/container must not be over-stowed with other baggage or cargo.**
- **The compartment door shall be closed as late as possible. At the destination or transit station the compartment door shall be opened promptly. This procedure also applies to technical landings.**

Live animals must never be stowed together with:

- **Dry Ice (ICE)**
- **Foodstuffs (EAT)**
- **Radioactive material (RRW/RRY)**
- **Poison (RPG/RPB)**
- **Infectious substances (RIS)**
- **Human Remains (HUM)**
- **Animals that by nature are natural enemies**

2.3.7.3 AVIH HANDLING

- Only rigid containers with a secure door are acceptable.
- A water container must be provided in each container.
- Only one animal per container, unless they are used to cohabiting.
- The container must be large enough to permit the animal to stand in a natural position, turn around and lie down.
- Animals should be loaded last and unloaded first.
- Minimize time on the ramp to protect animals from wind, rain, noise and extreme temperatures.
- Keep other luggage at least 150mm (6 inches) away from the container sides to maximize ventilation.
- Natural predators should not be positioned next to each other.
- Do not load animals in the same compartment with dry ice or radioactive materials.
- Exercise caution with containers that have wheels, ensuring the container cannot roll during loading.
- Containers must be securely attached to the compartment to prevent shifting, using tie down straps.
- Take the deplaning animals immediately to the terminal for claim by their owners.
- Never use the baggage chute to deliver an animal. If the animal cannot be immediately claimed, take the animal to a climate controlled waiting room.
- The flight crew and station should be informed of AVIH loading to ensure sufficient heat and airflow are maintained.

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2.4 BAGGAGE HANDLING

2.4.1 BAGGAGE ROOM PREPARATION

The baggage room must prepare a sufficient and pre-determined number of baggage carts and containers in accordance with the expected passenger load for a flight.

2.4.1.1 ULD PREPARATION

- Check that the ULD is in a serviceable condition before using. Use the ULD damage limitation sticker attached to the ULD as a guide.
- Each ULD should have a “Container Card” inside the pouch near the door and a “Bingo Sheet” attached to the outside of the ULD next to the pouch (for non automated loading).
- All curtains and doors on the ULDs must be properly closed and latched prior to dispatching the ULDs to the ramp for loading.
- Every item loaded into the container must be recorded on the Bingo Sheet or scanned for automated loading.
- As each bag is loaded into a ULD, the security sticker must be peeled off of its bag tag and placed on the bingo sheet and retained after departure with the flight documentation.

2.4.2 BAGGAGE TAGS

Apply sorting and loading procedures into containers and cards based on Avion Express policy with respect to checked items tagged as:

- Priority baggage
- Heavy baggage
- Connection baggage
- Late baggage
- Fragile baggage
- Sporting equipment
- Mobility aids or devices
- Animals in hold
- Crew baggage
- Strollers
- Gate Delivery Items
- Items containing dangerous goods (i.e. Dry Ice)
- Standby baggage
- Items with limited release tag

2.4.3 BAGGAGE CUT-OFF & ULD LOAD VERIFICATION PROCESS

Once a flight has been closed for check-in, the Baggage room lead or the Baggage supervisor will:

- review total pieces for each ULD;
- pass on all baggage ULD figures including baggage counts for each container number and ULD numbers so that the total load summary can be prepared;
- Conduct a baggage room sweep to ensure there are no left behind bags.

If baggage is left behind, report to Baggage Services. Appropriate messages must be sent to the down line station and arrangements made to expedite the return of the bag to the passenger.

2.4.4 REMOVAL OF CHECKED BAGGAGE

If instructed to remove hold checked baggage, obtain the name and security number and number of pieces of baggage requiring removal.

Refer to electronic records or the bingo sheets to identify the ULD where the baggage is located in order to offload.

The baggage is removed and must be re-screened prior to returning it to passenger services for further handling, subject to local security procedures.

In certain countries, higher baggage screening standards may apply and must therefore be followed.

Always communicate with gate or Avion Express staff with respect to the addition or removal of any checked baggage.

2.4.5 TRANSFER BAGGAGE

Through-label transfer baggage provided the connection is scheduled:

- the same day or
- the next day within 24 hours
- No change of airport
- Subject to local requirements

Do not through-label baggage–even at the passenger's request–in case of obvious undercutting of the Minimum Connecting Time (MCT).

An interline agreement must be in place with the connecting carrier.

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2.4.5.1 SPECIAL CASES

Case	Through-labeling	Remark
Customs clearance required at the transfer point	Yes	• Advise passenger to pick up baggage at the transfer point. • Refer to TIM/TIMATIC for country rules.
The passenger specifically wants his baggage at a transfer point	No	• Inform the passenger about the risk of missing the connecting flight.
Animals in hold	Yes	• Only permitted if the continuing carrier has confirmed acceptance. • Within permissible MCT.

2.4.6 SHORT CONNECTION BAGGAGE

2.4.6.1 DEFINITION

Short connection baggage is baggage of passengers having an onward connection out of a hub with a short-scheduled connecting time.

2.4.6.2 IDENTIFICATION

Short connection baggage is identified by a remark on the baggage tag and/or by a separate short connection tag or sticker.

2.4.6.3 HANDLING SHORT CONNECTION BAGGAGE

Apply the following short connection baggage procedure at outstations.

Identify all short connections out of the hub airport.

Handle and prioritize as per Avion Express procedure.

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2.5 BAGGAGE SECURITY

2.5.1 GENERAL

Refer to the IATA Security Manual and Operating airline Ground Operations Manuals for guidance.

2.5.2 HANDLING OF HOLD BAGGAGE

If passengers and crew members are required to personally identify their hold baggage before loading, do not load any baggage not identified.

Ensure there is no opportunity for the exchange of cabin baggage for hold baggage which may contain items to be used in a planned act of unlawful interference.

When screening of hold baggage gives rise to suspicion regarding the contents, the local screening authority will proceed as per local regulations.

2.5.3 CARRIAGE OF WEAPONS IN HOLD BAGGAGE

Apply Avion Express handling and acceptance procedures.

Weapons are to be kept secured at all times either by approved personnel or locked away in a secure location.

Avion Express 2.5.3. CARRIAGE OF WEAPONS IN HOLD BAGGAGE
Refer to GOM chapter 9. DANGEROUS GOODS AND WEAPONS

2.5.4 SECURITY REMOVED ITEMS

Items not permitted in hand baggage that are removed by security screening personnel may only be accepted in checked baggage, as per Avion Express handling and acceptance procedures.

2.5.5 TRANSFER AND CONNECTING BAGGAGE

When passengers have to collect their hold baggage during the transfer process (because of immigration or security policies of a State), treat hold baggage as originating baggage.

If baggage is collected landside, submit it to screening before loading on the aircraft.

If the baggage is collected and transferred in the sterile area, re-screening may not be necessary.

Interline, transfer and connecting baggage must follow the reconciliation procedures as originating baggage, **section 2.5.6**.

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2.5.6 BAGGAGE RECONCILIATION

2.5.6.1 ORIGINATING PASSENGERS

Maintain passenger/baggage reconciliation for all flights, including:

- standby passengers;
- off-airport and group check-in passengers;
- voluntary or involuntary deplaning.

2.5.6.2 ON-LINE, TRANSFER PASSENGERS

Baggage that is separated from the passenger must be subject to additional security controls.

2.5.6.3 INTERLINE PASSENGERS

Do not load hold baggage of an interline passenger unless the passenger has a confirmed reservation for the onward flight and the baggage is matched by the onward operating airline.

In case of high-risk airlines or high-risk flights, interline passengers may be required to identify the baggage before it is transported.

2.5.6.4 DISEMBARKING TRANSIT PASSENGERS

Offload the cabin and hold baggage of any passenger who disembarks earlier than the station of arrival.

2.5.6.5 MANUAL BAGGAGE RECONCILIATION AT ORIGINATING STATION

- After acceptance, ensure checked baggage is kept in a secure area.
- Crew baggage should be individually identified and marked as crew.
- Secure the flight by matching the checked-in passengers to the boarded passengers. Confirm total boarded passenger count with crew. Confirm by head count if this is Avion Express policy.
- If there are passenger discrepancies (minus or plus), they must be resolved prior to closing the aircraft door.
- Make every attempt to locate missing passengers and obtain visual proof of boarding and documents if they are located on the aircraft.
- As per Avion Express procedures and government regulations, remove the checked baggage of passengers who check-in but fail to board.
- Notify crew of any last minute changes to passenger and/or baggage load.

2.5.6.6 ON-LINE TRANSFER CHECKED BAGGAGE RECONCILIATION

Load transfer between two flights of the same Avion Express (on-line) if the inbound passenger transfer message contains the passenger names and baggage details for control.

If the passenger fails to transfer for any reason, the passenger's checked baggage must be removed.

2.5.7 DANGEROUS GOODS IN BAGGAGE

Passengers and crew may carry commodities in their baggage which can be considered dangerous goods.

Refer to the IATA Dangerous Goods Regulations for handling and acceptance procedures, and for a list of accepted dangerous goods for passenger use.

Agents should be aware of commonly carried items and question passengers when there is suspicion of their carriage. (e.g. camping equipment, hunters).

Should undeclared or mis-declared dangerous goods be discovered, this must be reported to the Avion Express and Supervisor, State of Authority, and all items not be permitted to travel.

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2.6 MISHANDLED BAGGAGE

2.6.1 STORAGE AND HANDLING MISHANDLED/UNIDENTIFIED/UNCLAIMED BAGGAGE

Enter found baggage details into tracing system.

Hold such baggage in a safe and secure area where access is controlled.

Make sure such baggage is subject to additional security controls before being loaded into an aircraft. These controls could include a combination of:

- Manual search;
- X-ray;
- Simulation chamber;
- Vapor or trace analysis;
- Delayed onward dispatch for 24 hours or more;
- “RUSH” tag to be used;
- Follow the security requirements of the forwarding carrier;
- It is preferable to load unaccompanied baggage in the Aft Bulk hold of the aircraft;
- The number of unaccompanied bags with a “RUSH” tag must be included in the total load summary.

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2.6.2 MOBILITY AIDS

Damaged, delayed or missing mobility aids should be handled as priority:

- Provide a suitable equivalent loaned item or replacement as needed and as per Avion Express policy.
- Arrange for the repair or replacement of the item immediately.

2.6.3 AVIH

Delay of or damage/injury to AVIH should be handled as priority.

2.6.4 LEGAL TIME LIMITS FOR REPORTING

Loss, delay or damage to baggage must be reported immediately upon arrival, or within 7 days for damage, 21 days for delay, subject to Avion Express procedures.

Follow standards from the IATA Baggage Services Manual.

3.1 CARGO ACCEPTANCE

3.1.1 GENERAL

The primary objective for cargo acceptance handling is to ensure that consignments are ready for carriage in compliance with customer airline and IATA regulations, as well as with export rules and regulations of the originating point, with rules and regulation of airport (s) of transit and import rules and regulations of the destination country, if applicable.

AVION EXPRESS 3.1 CARGO ACCEPTANCE

Avion Express accepts revenue and non-revenue cargo and mail for transport, which satisfy following requirements:

- **If revenue cargo and/or mail, acceptance must be in accordance with IATA and ICAO requirements that are defined in GOM.**
- **If interline cargo, are in compliance with IATA interline cargo requirements. Currently Avion Express does not have interline agreements. Lessors agreements are applied in the cases on long term wet-lease out operations.**
- **Non-revenue cargo, is accepted and handled in the same way as revenue cargo.**

COMAT is non-revenue cargo. Shipments of cargo or mail are accepted under the terms of the GOM, which typically specifies procedures to ensure acceptance personnel verify the cargo (revenue or nonrevenue) has been packed in a manner:

- **For safe transport with ordinary care in handling;**
- **To preclude injury or damage to any person, cargo or property.**

It is expected that interline cargo also complies with the applicable requirements of the receiving operator(s).

3.1.2 DETERMINE PROCESS FLOW

In order to understand which process to follow, a determination as to the type of acceptance procedure to apply must be made. Preferably this determination would be system generated through the evaluation of the available data.

Retrieve data/instructions and process according to one of following 3 scenarios:

(a) ECC - If Electronic Cargo Contract code (ECC) is present, no paper air waybill is needed, follow Electronic Air Waybill (eAWB) Data Verification (GOM 3.1.4).

(b) ECP - If Electronic Contract Print code (ECP) is present (an EDI agreement signed and partners are single-process enabled), print the paper AWB and follow Paper Air Waybill Verification (GOM 3.1.5).

(c) If no ECC code, no ECP Code and no EDI agreement signed request a paper AWB and follow Cargo Acceptance–Paper AWB.

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3.1.3 PHYSICAL INSPECTION OF GOODS

3.1.3.1 GENERAL

Upon receipt of the physical cargo verify the following information:

(a) Number of pieces. Inspect the cargo or ULD for signs of damage, tampering or pilferage:

1. If damaged, (see GOM 3.6);
2. If tampered, treat as unknown cargo and apply applicable screening procedures.

(b) Weight.

(c) Volume or dimensions.

(d) ULD information, if applicable.

(e) Special handling information, if applicable.

(f) Routing information, if applicable.

(g) Applicable labeling as shown in GOM 3.1.3.2.

(h) Verify that the applicable security information in accordance with TACT (electronic or paper) accompanies the cargo with particular attention to the following information:

1. If a security declaration is provided (known cargo) verify that it includes a valid regulated agent ID.

(i) The security status code is applicable for the aircraft being operated:

1. SPX/SHR for passenger and cargo aircraft
2. SCO for cargo aircraft only.

(j) If no security declaration is provided the cargo must be treated as unknown cargo and applicable screening procedures applied.

(k) Document information about the cargo actually received, e.g. freight on hand in status message (FSU (FOH)), counter-sign the shipper's delivery note or produce warehouse receipt.

Note: *The warehouse receipt may be an electronic message*

(l) If the cargo tendered differs from Air Waybill information see Cross-Check of Air Waybill Information (GOM 3.1.4.2) for procedure.

(m) Inspect the packaging to ensure it is able to withstand all conditions normally incidental to transport, including:

1. Avoiding any chance of damage to other cargo, the aircraft, the ULD, or the handling equipment.

2. Avoiding any risk to any people involved in handling cargo.

3. Allowing special handling labels to remain visible, if not, return to shipper/freight forwarder for repackaging.

(n) Verify the use of plant/organic cushioning/absorbing materials such as straw and wood products to ensure that they are not prohibited by quarantine (phytosanitary) restrictions.

(o) Verify that the shipment as tendered can be moved using the equipment operating on the booked sector.

(p) Check State and operator embargos to ensure there are no restrictions for the routing and/or commodity.

(q) Ensure the commodity can be carried on the aircraft type involved.

3.1.3.2 MARKING AND LABELLING

(a) Packages must be checked to ensure that the applicable information is shown. As a minimum requirement, cargo labels must include the following information:

1. Operator name.
2. Air Waybill number.
3. Destination code.
4. Total number of pieces in the consignment.

(b) Bar-coded labels should be used. When used, must contain the following mandatory information:

1. Operator name.
2. Air waybill number.
3. Destination.
4. Primary bar code.

(c) Additionally, optional information may be included on the label, for example:

1. Airline insignia;
2. Transfer points;
3. Piece number (piece of pieces);
4. Weight of this piece;
5. Total number of pieces;
6. House waybill number;
7. Origin.

Ensure that all old labels and marks are obliterated.

Ensure that the labels and marks are fully visible.

Ensure each package bears the shipper and consignee name and address.

Where appropriate packages must be labeled and marked in accordance with the Dangerous Goods Regulations (DGR), Live Animal Regulations and Perishable Cargo Regulations

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3.1.4 ELECTRONIC AIR WAYBILL DATA VERIFICATION

3.1.4.1 GENERAL

Shipments from freight forwarders are to be delivered “ready for carriage” (see TACT Rules 2.3.2). See also, special cargo acceptance procedures in GOM 3.2.

3.1.4.2 CROSS CHECK OF EAWB DATA

Verify that the eAWB is correctly completed in accordance with RP1670 and matches the physical cargo.

(a) Air Waybill Number matches

(b) Full shipper and consignee name and address

(c) Nature and quantity of goods:

1. Description does not indicate the presence of dangerous goods or is accompanied by the term “Not Restricted”.

2. For other dangerous goods descriptions, e.g. lithium batteries see GOM 3.2.2.

(d) Additional handling information and handling instructions can be accommodated and match product/service.

(e) Other charge codes, e.g. AW or SC, input in accordance with TACT Rules.

If the date presented differs from the cargo tendered, a new electronic message (FWB/XFWB) is required. If instructed to do so in writing by the operator and/or freight forwarder modify the electronic data (FWB/XFWB). Accept the cargo and confirm the eAWB, e.g. ready for carriage in status message (FSU (RCS)).

Provide cargo receipt to the shipper or freight forwarder, replacing the delivery note or warehouse receipt.

Note: *An eAWB is a combination of the FWB data and FSU (RCS).*

3.1.5 PAPER AIR WAYBILL VERIFICATION

3.1.5.1 GENERAL

Shipments from freight forwarders are to be delivered “ready for carriage” (see TACT Rules 2.3.2). See also, special cargo acceptance procedures in 3.2.

3.1.5.2 AIR WAYBILL VALIDATION

Verify that the AWB is correctly completed in accordance with TACT 6.2 and matches the physical cargo.

(a) Air Waybill Number matches.

(b) Full shipper and consignee name and address.

(c) Nature and quantity of goods:

1. Description does not indicate the presence of dangerous goods or is accompanied by the term “Not Restricted”.

2. For other dangerous goods descriptions, e.g. lithium batteries see GOM **3.2.2 - CARGO ACCEPTANCE– DANGEROUS GOODS (DG)**

(d) Additional handling information and handling instructions can be accommodated and match product/service.

(e) Other charge codes, e.g. AW or SC, input in accordance with IATA Standard TACT Rules.

(f) Modify the air waybill as appropriate.

(g) Accept the cargo and confirm the eAWB, e.g. Ready for Carriage in status message (FSU (RCS)).

Provide cargo receipt to the freight forwarder, replacing the delivery note or warehouse receipt provided under GOM **3.1.4 - ELECTRONIC AIR WAYBILL DATA VERIFICATION**

3.1.6 USE OF SCALES

Contracted cargo handling provider can use only periodically checked and calibrated scales to determine cargo weights for Avion Express flights. Scale check schedule and calibration certificates must be available for Avion Express upon request.

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3.2 CARGO ACCEPTANCE–SPECIAL CARGO

3.2.1 GENERAL

Due to the nature of some cargo, specific acceptance procedures apply. In all cases the applicable general acceptance procedures found in GOM **3.1.1 - GENERAL** , GOM **3.1.2 - DETERMINE PROCESS FLOW** and GOM **3.1.3 - PHYSICAL INSPECTION OF GOODS** apply.

3.2.2 CARGO ACCEPTANCE–DANGEROUS GOODS (DG)

Dangerous Goods must be accepted in accordance with the current edition of the IATA Dangerous Goods Regulations (DGR).

(a) Perform the acceptance check using the IATA checklist for the type of dangerous goods being accepted.

(b) Before accepting or refusing a shipment, answer all the questions on the checklist.

(c) If a shipment fails the checklist (i.e. a “no” on any of the questions), indicate all the reasons (including references where applicable) and return a copy to the shipper or their agent. A copy should also be retained in a local file.

(d) For dangerous goods that do not require a checklist, e.g. dangerous goods in excepted quantities, ensure that the air waybill, when used, reflects the requirements of the IATA Dangerous Goods Regulations (DGR).

3.2.3 CARGO ACCEPTANCE–LIVE ANIMALS (AVI)

Live Animals must be accepted and handled in accordance with the current edition of the Live Animals Regulations (LAR) Manual. AVI shipments has to be accompanied by the shipper’s certification or equivalent as well other required documents as required by IATA LAR.

(a) Check number of items and description matches the information provided in the AWB.

(b) Current edition IATA Live Animals Acceptance Checklist has to be used for the live animal acceptance.

(c) Before accepting or refusing a shipment, answer all the questions on the checklist.

(d) If a shipment fails the checklist (i.e. a “no” on any of the questions), indicate all the reasons (including references where applicable) and return a copy of the checklist to the shipper or their agent.

(e) Ensure that adequate ventilation and air circulation is provided for live animals.

3.2.4 CARGO ACCEPTANCE–PERISHABLES (PER)

Perishable cargo must be accepted and handled in accordance with the current edition of the Perishable Cargo Regulations (PCR) and national legislation.

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3.2.5 TIME AND TEMPERATURE SENSITIVE HEALTHCARE

(a) Time and Temperature Sensitive Healthcare products and pharma products must be accepted in accordance with the Perishable Cargo Regulations–Chapter 17 (or the Temperature Control Regulations (TCR) and national legislation.

(b) Perform the acceptance check using the IATA checklist, or company checklist for the type of dangerous goods being accepted.

(c) Before accepting or refusing a shipment, answer all the questions on the checklist.

(d) If a shipment fails the checklist (i.e. a "no" on any of the questions), indicate all the reasons (including references where applicable) and use the pre-determined escalation process.

3.2.6 HUMAN REMAINS

3.2.6.1 COFFINS (HUM)

(a) Only accept Human Remains if accepted by the operating airline for transport.

(b) Do not accept any Human Remains that are consolidated with any cargo other than other Human Remains.

(c) Verify that the packaging complies with AHM 333 requirements:

1. Hermetically sealed;

2. Protected from damage;

3.2.6.2 CREMATED

(a) Accept urns or other suitable containers as cargo with no special restrictions.

(b) Make sure that the urn or other container is packed in a neutral outer pack that will protect the urn from breakage and/spillage.

AVION EXPRESS 3.2.6. HUMAN REMAINS
Acceptance, booking and handling of human remains as revenue cargo must be according to the cargo agent/handling provider's procedures and IATA AHM 333.
When there are no adequate facilities for storage of Human remains it shall be delivered to aircraft 30 minutes before departure and after arrival immediately removed and delivered to a suitable location.
Human remains must be contained in a hermetically sealed inner coffin of lead or zinc inside a wooden coffin. The wooden coffin may be protected from damage by an outer packing and wrapped up in canvas or other suitable material. All necessary documents must be fixed on top of the coffin.

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3.2.7 VALUABLE CARGO

(a) Only accept valuable cargo in accordance with operating airline-specific procedures if the operating airline accepts valuable cargo for transport.

(b) Make sure that advance arrangements, such as specialized security staff and vehicles, have been made for handling the valuable cargo.

(c) Make sure that valuable cargo is not consolidated with other cargo.

(d) Make sure that valuable cargo has been packed and secured so that it cannot be tampered with or removed.

(e) Do not communicate any arrangements concerning valuable cargo to anyone except other staff you know are involved with the shipment.

(f) Valuable cargo must not be left unattended.

AVION EXPRESS 3.2.7. VALUABLE CARGO
VAL cargo accepted provided:

- **Carriage is accordance with local regulations and AHM331**
- **Avion Express conducts risk assessment prior to operations**
- **Precautions such as confidentiality and unpredictability of routing of valuable cargo are ensured.**

3.2.8 OUTSIZED AND HEAVY CARGO

(a) Only accept outsized and heavy cargo if accepted by the operating airline for transport.

(b) Check if advance arrangements have been made with the operating airline.

(c) Make sure operating airline-specific procedures for acceptance and handling of OUTSIZED AND HEAVY CARGO are met.

AVION EXPRESS 3.2.8. OUTSIZED AND HEAVY CARGO
Avion Express accepts heavy and Outsized Cargo provided the following precautions are taken:

- **For Outsized cargo evaluate dimension of the package and refer to tables containing aircraft data in GOM to ensure it fits in the cargo hold.**
- **For heavy cargo check maximum floor limitations and maximum cargo compartment limitations in GOM as well as other aircraft weight limits.**
- **Also ensure that enough staff and suitable equipment is available for loading and unloading of the cargo.**

3.2.9 FRAGILE CARGO

(a) Only accept fragile cargo if accepted by the operating airline for transport.

(b) Do not accept fragile cargo if the instructions given with the cargo ask for unreasonable/impractical demands or conditions.

(c) Make sure all special instructions are repeated clearly on the packaging.

AVION EXPRESS 3.2.9. FRAGILE CARGO
Avion Express accepts and handles fragile cargo provided that it is marked with proper fragile markings. PIC reserves final right for acceptance fragile cargo for carriage.

3.2.10 CARGO ACCEPTANCE–COMAT

(a) Accept all airline materials for transport using the same acceptance processes as detailed previously.

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3.3 CARGO TRANSPORTATION IN THE MAIN DECK (GRH 3.4.12)

Reserved.

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3.4 MAIL

3.4.1 GENERAL

For the categories of mail, refer to AHM 350:

a) Accept airmail using the same acceptance processes as detailed previously using a CN38 form in place of an AWB.

(b) Make sure the mail complies with the requirements of the Postal Services as well as those of the operating airline

3.4.2 ACCEPTANCE

Before the mail is accepted for transport check that:

(a) The mail bags, containers, etc. ("receptacles") are in proper condition showing no signs of prior damage or deterioration;

(b) A routing label is securely and durably affixed to each receptacle.

(c) The labels affixed to the receptacle are legibly completed with routing instructions written in clear print indicating the intended routing and correctly identified airline and IATA airport codes.

(d) All labels and the accompanying documents or electronic information conform with the mail to be transported.

(e) The CN 38, CN 41 or CN 47 Delivery Bill documents accompanying the mail shipment shall be signed as a receipt for the Postal Operator of origin.

(f) Retain two copies of the Delivery Bill at origin and forward the remaining copies with the mail.

(g) Insert two copies of the Delivery Bill in a CN 45 envelope.

(h) Place the envelope in the flight portfolio or other special pouch in which the flight documents are kept, or the CN 45 may be affixed to one of the receptacles in transport.

3.4.3 IRREGULARITIES

(a) If mail receptacles contain prohibited items, are improperly prepared or damaged reject the receptacle and modify the documentation accordingly. Complete an incident report and forward to the postal office.

(b) If receptacles are missing adjust the documentation.

(c) If additional receptacles are tendered adjust the documentation accordingly.

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3.5 CARGO FORWARDING STORAGE AND PREPARATION FOR FLIGHT

3.5.1 STORAGE

Move the cargo by appropriate means to the storage area. ULDs must be supported and transported on equipment suitable for the purpose and meeting the requirements of AHM 911. Only those ULDs equipped with forklift packets may be moved using forklifts and placed on the ground. Refer to AHM 427.

Put the cargo in the storage area as per local procedures, ensuring that:

(a) Dangerous goods are stored as per the current IATA Dangerous Goods Regulations (DGR).

(b) Live animals are placed in a quiet, well-ventilated designated area, protected from adverse weather conditions (refer to LAR).

(c) Temperature sensitive items are stored at the correct temperature (refer to PCR) including temperature controlled containers (e.g. cooltainers).

(d) Human remains in coffins are not stored next to food/live animals.

(e) Perishable cargo is separated from other non-compatible cargo in accordance with the Perishable Cargo Regulations (PCR).

(f) Valuable cargo is stored in a secured place and in accordance with operating airline requirements. Make sure that once cargo has been put in the storage area, its location is recorded and that all the information, as well as the location of the cargo, is correctly communicated for ease of retrieving the cargo when required.

3.5.2 PREPARATION FOR FLIGHT

(a) The cargo handling agent at each station should be provided with a 'Flight Build Up' load plan. The load plan should be released at agreed time based on the service level agreement with the cargo handling agent to permit adequate loading time and on time completion of the activity. The following minimum instructions must be provided on such load plans:

1. Flight No/Date, Aircraft type & Registration No.
2. Scheduled Time of Departure
3. ULD Version.
4. Allocated ULDs for Cargo/Mail/Courier & Baggage.
5. Total planned ULDs & Bulk (Cargo, Mail, Courier).
6. Booking list with shipment details (All sectors).
7. Priority or other associated remarks.
8. ULD allocation (QRT/QWT/Normal Transfer, live animals, etc.).
9. Load Plan version, date & time of release.
10. Name of person issuing the load plan.

11. Any special handling instructions.

(b) Move the cargo by appropriate means, either:

1. Directly to the flight.

2. To the secure flight holding area; or

3. To the area where the cargo is being loaded for the flight, whichever is applicable.

(c) Make sure all documentation and special instructions necessary for load control and NOTOC purposes are recorded and passed on as required.

(d) Where ULDs are to be utilized, the following handling practices must be observed:

1. The moving of Built Up ULD shall always be carried out in a manner that respects the strength limits of the ULD and its handling requirements.

2. Built Up containers equipped with a forklift provisions in the base may be moved by forklift, subject to normal rules for safe operation of any forklift.

3. All pallets and any built up containers not equipped with forklift provisions in the base must always be moved while supported directly on equipment meeting the requirements of IATA AHM 911. These may be slave pallets, or fixed racking/staging using either manual or powered systems for the movement of the ULD.

4. Container doors shall be secured fully open or closed during any movement.

5. Cargo nets and straps shall require suitable storage without exposing to damages such as environmental degradation.

(e) The storage of Built Up ULD shall be carried out in a manner that respects the strength limits of the ULD and its handling requirements:

1. Those built up containers equipped with forklift provisions in the base may be stored at floor level always provided that when stored in this manner they are not exposed to damage from operations in the vicinity of the container.

2. All built up pallets and any containers not fitted with forklift provisions shall only be stored:

(i) Either on raised racking equipped with systems that comply with AHM 911 or;

(ii) On slave pallets which may then be placed directly on the floor surface.

(f) During all kinds of ground operation the prevention of damage to the ULD shall be strictly observed.

(g) Empty ULD may be moved by forklift provided care is taken to protect the ULD from damage.

(h) Determination of ULD Airworthiness:

1. Before use any ULD shall be subject to a detailed inspection for damage before use. A damaged ULD may no longer be airworthy. The allowable damage limits may be found on the ODLN sticker attached to the ULD or, if not available the operator must consult the ULD owner/aircraft operator's ULD damage limitations before use.

2. Inspection of any ULD before use shall be conducted by persons who have undertaken basic level ULD training, and in an environment that is conducive to carrying out a proper inspection of the ULD.

3. Inspection process is visual, a tape measure may be necessary.

4. Any damage found on any part at any location on a ULD may make the ULD unserviceable, no damage may be overlooked.

5. All identified damage shall be checked against the ODLN or other damage limits data.

6. Where the ULD is found to have damage exceeding the allowable limits that ULD shall be immediately identified as being unserviceable and be segregated from other serviceable ULDs.

7. Temporary or “ad hoc” repairs of ULD shall not be carried out unless specifically permitted by the airline.

8. fabric components such as fabric doors, cargo nets, and cargo straps, are also subject to the same airworthiness requirements, and shall be protected from damage at all times and withdrawn from use if damage exceeds allowable limits.

(i) Before building up the ULD the following parameters shall be made known through the operations manual(s) to loaders:

1. Allowable contour.

2. Maximum gross weight.

3. Maximum area load.

4. Maximum running load.

5. ULD center of gravity limitations (Where the ULD will be transferred between aircraft and/or airlines during the journey, the limitations of all aircraft involved must be considered).

(j) As required by the type of cargo, lay any load-spreading materials on the aircraft pallet or aircraft container floor.

(k) As required by the type of cargo or operating airline requirement, lay any approved waterproofing, absorbent and/or insulating material on the aircraft pallet or on the aircraft container floor. For “wet” cargo, allow a 1 meter turn-up of the waterproof material placed under each side of the cargo.

(l) Retrieve the stored cargo from the storage location and/or directly from the cargo acceptance area.

(m) Make sure there is no damage and/or tampering of any dangerous goods or other cargo:

1. Do not load any dangerous goods shipment that is leaking or damaged.

2. Do not touch damaged or leaking shipments with dangerous goods, or suspected to contain dangerous goods.

3. Follow the appropriate emergency response procedures.

(n) Replace any labels and/or ULD tags that have been lost, have become unreadable or have become detached after acceptance. In the case of dangerous goods, the replacement labeling and tagging must be completed in accordance with the information provided on the Shippers Declaration for dangerous goods.

(o) While gathering the cargo in preparation for the flight, check that:

1. Separation of incompatible commodities is maintained at all times;

2. Where applicable, any maximum quantity limitations of commodities is maintained;

3. Adequate ventilation and air circulation is provided for live animals and perishables;

4. Any items labeled “Cargo Aircraft Only” are loaded only for freighter aircraft flights.

(p) Do not load any leaking “wet” cargo.

3.5.3 BUILDING UNIT LOAD DEVICES (ULD'S) AND PREPARE LOOSE CARGO

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3.5.3.1 GENERAL

During the loading process the following practices shall be observed:

(a) Cargo shall be placed so that:

1. It is always within the contour of the ULD.

2. That doors/nets can be fully closed with 100% engagement of all door closing devices.

3. That those parts of the ULD which interface with the aircraft cargo loading system are unobstructed.

4. Heavier cargo shall be placed towards the bottom of the load.

5. Packages shall be built in an interlocking fashion where possible.

6. Heavy items should not be placed into the overhanging sections of containers.

7. Where pallet loads are built with overhanging sides these shall be properly secured against possible collapse during ground and air operations.

8. Distribute heavy items throughout the base of the ULD as much as possible and where cargo exceeds area or running load limitations spreader boards shall be utilized (Consult airline for details of load spreading requirements).

(b) In a certified container any item with weight exceeding 150 kg. shall be secured using cargo straps unless the container is volumetrically (75% of height) full. In non-certified containers no item exceeding 150 kg shall be carried.

(c) Where any item loaded to a container or pallet can be considered as special cargo including heavy items, piercing items, overhanging items and others then reference shall be made to the IATA ULD Regulations and customer airline instructions for the particular restraint requirements.

(d) Where the ULD incorporates any kind of temperature control function, regardless of the methods of providing this temperature control, the ULD manufacturer's operating instructions shall be followed at all times.

3.5.3.2 WEIGHT DISTRIBUTION

(a) Live animals are not loaded in direct contact with the base of the pallet. Include absorbent material/insulating (to avoid freezing).

(b) Cargo is supported and secured to prevent shifting, rolling, toppling, crushing, or breaking.

(c) Partially filled containers have straps or nets to secure the cargo.

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3.5.3.3 SECURING

(a) Dangerous goods are properly secured (by strapping or volumetrically full).

(b) If the package size is too small to be secured by the cargo net; make alternative arrangements to secure the goods on the flight.

(c) Coffins must always be secured and loaded horizontally, preferably on an aircraft pallet and not next to food or live animals.

3.5.3.4 SPECIAL CARGO

(a) Incompatible perishables are separated from each other.

(b) For live animals, use adequate ventilation and air circulation:

1. Hold temperature controls.
2. Notification to flight crew.

3.5.3.5 CONTAINER/PALLET CLOSE OUT

(a) When closing container doors or installing nets and straps, do not use excessive force in these processes, only manual force shall be applied.

(b) 100% of the door locks/net or strap fittings and/or any other device used in the closing of the ULD shall be fully secured before dispatch.

(c) Pallet contours shall be checked by either contour gauge, tape measure, infrared beams or other effective and accurate methods, and containers visually checked to ensure they conform to the applicable contour.

(d) Cargo nets and cargo straps are designed to provide restraint against ultimate flight load conditions, and not to secure the cargo against ground transportation forces. Where additional stability is necessary, this shall be provided utilizing rope or similar placed underneath the cargo net.

(e) Cargo nets and straps shall be adequately tightened and not be over tensioned so as to “dish” or bend the pallet or container.

(f) Where applicable, only an approved waterproof and/or fire retardant material can be used to cover palletized cargo, and the cargo net must be on the outside of any such covering.

(g) Aircraft containers must not be wrapped on the outside–all waterproofing is to be done by lining the inside of the container and/or wrapping the cargo itself.

(h) Make sure that all ULDs have the correct tags attached/put into the ULD tag pocket.

1. ULD tags must remain visible when within the pocket.
2. Ensure that old tags are removed.

(i) Weigh and record the weight of each ULD and loose cargo once it is prepared. In the event of a weight discrepancy the ULD should be reweighed.

(j) Communicate all information necessary for each ULD loaded to all parties. Example, Load Control, Special Instructions for NOTOC, ULD Control.

(k) Move the loaded ULDs to the secure flight holding area, obeying all special instructions related to the cargo on that ULD such as temperature control, proximity to other commodities etc. The ULDs should either be transferred to holding area roller beds or remain on the ULD transport trolleys. Whenever possible, ULDs should be stored in a sheltered area during adverse weather condition.

(l) Structural weight limitation of ULDs and Aircraft type must be obeyed.

(m) Also refer to AHM chapter 3 & 4 for additional instructions.

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3.6 INFORMATION AND DATA TRANSMISSION TO LOAD-CONTROL

3.6.1 GENERAL

Capturing accurate data about the shipment is vital for the smooth and safe operation of air cargo transport.

Without the correct data being communicated in a timely manner to the correct people, the shipment will not progress through the air transport system.

3.6.2 LOAD-CONTROL MUST RECEIVE THE FOLLOWING INFORMATION:

(a) ULD identification;

(b) ULD gross weight;

(c) ULD load information codes (e.g. X = empty ULD);

(d) Special handling, dangerous goods and complementary information, for example:

1. AVI/species
2. PER/temperature
3. OHG/length & direction
4. ULD contour (where applicable);

(e) Bulk load: pieces and weight (where applicable);

(f) Airport of unload.

(g) Cargo NOTOC as per AHM 381 (where applicable)

(h) Make sure all documentation required for the load control process, as well as for the filing and recording, is forwarded to the correct office(s)/staff for their action.

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3.7 IRREGULARITIES

Cargo can be damaged, tampered, pilfered or missing before, during and after transportation. It is important to deal with this problem as soon as it is noticed so that it can be resolved and any possible risks minimized.

If at any stage of the cargo handling process, cargo is damaged, missing or pilferage is noted; contact the Manager/Supervisor immediately to inspect the cargo, its packaging and/or the ULD. If it is confirmed that cargo is damaged, missing or pilferage is noted:

(a) Start all appropriate action, including any emergency action necessary in the case of damaged Dangerous Goods.

(b) Assess and document damage.

(c) As applicable, either allow the shipment to proceed for flight or remove from aircraft/flight.

(d) Inform and request feedback from all parties concerned, including customer airline.

e) Monitor and record all actions and communications until resolution is achieved.

(f) In all cases, a Cargo Irregularity Report must be completed.

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3.8 CARGO SURFACE TRANSPORTATION AND TRANSFER

3.8.1 INTRODUCTION

When the cargo has to move between ground facilities and the aircraft, or between aircraft, apply the procedures as per GOM 3.7.2 and GOM 3.7.3

3.8.2 TRANSPORT FROM FACILITY TO AIRCRAFT

(a) Receive all documentation and instructions for the specific flight.

(b) Make sure that any vehicles and equipment that you use are serviceable, before collecting loose cargo and/or build up pallet from the flight holding area.

(c) Inspect all cargo to be moved to the flight(s). Check that:

1. The cargo you intend to transport is the correct cargo for the flight(s).

2. The cargo is undamaged and has no signs of being tampered with–inform Supervisor of any abnormalities or deal with as per GOM 3.6: Irregularities.

3. All ULDs are fit for flight. Ref. AHM 425 and ULDR.

4. No nets, ropes, straps, protective materials, etc. are in a position to drag on the ground, get jammed in rollers, ball-mats or wheels.

5. All built-up cargo is safe to move and will not shift, roll, or topple.

6. All dollies comply with AHM 911, are serviceable and all latches/locks/stops are engaged to keep the ULD on the dollies.

7. All loose cargo is securely stowed and all handling instructions are obeyed, for example, “This Side Up”, Fragile etc. and separation of incompatible commodities is maintained at all times.

(d) Make every effort to protect cargo from adverse weather conditions by using a cover and avoiding the use of open carts.

(e) Comply with any limitations regarding the maximum number of dollies in a “train of dollies”, and/or the maximum load on a vehicle. Do not overload.

(f) Inspect all cargo delivered to a flight with the aircraft loading staff, making sure no damage has occurred during the transport process. If damage has occurred, deal with it as per GOM 3.6: Cargo Damage and Discrepancies.

(g) Hand over all documentation, pouches and special instructions for that flight only, to the aircraft loading staff, in the cargo hold and/or to cabin staff as per operating airline procedures.

3.8.3 TRANSPORT FROM AIRCRAFT TO FACILITY/OTHER AIRCRAFT

Inspect all cargo collected before moving it. Check that:

(a) The correct cargo is being collected;

(b) The cargo is undamaged and has no signs of being tampered with–inform Supervisor and unloading staff of any abnormalities or handle as per GOM 3.6: Irregularities;

(c) All ULDs are serviceable. Ref. AHM 425 and ULDR;

(d) Nets, ropes, straps, protective materials etc. are not in a position to drag on the ground, get jammed in rollers, ball-mats, or wheels;

(e) All built-up cargo is safe to move and it will not shift, roll, or topple;

(f) All dollies are serviceable and that all latches/locks/stops are engaged to keep the ULD on the dollies;

(g) All loose cargo is securely stowed and all handling instructions are obeyed, for example, “This Side Up”,

Fragile etc. and that separation of incompatible commodities is maintained at all times.

Make sure all documentation, pouches and special instructions are collected from unloading staff.

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3.9 CARGO BREAKDOWN, DELIVERY, IN TRANSIT AND TRANSFER

3.9.1 GENERAL

Other cargo loaded (built) in ULDs will be unloaded (broken down) from the ULD and either stored or delivered directly to the consignee.

Unitized cargo (shipper-built ULDs) is not normally unpacked (broken down) in the facility and is usually delivered along with the ULD to the

consignee. It may or may not be stored in the facility while waiting for collection.

Loose cargo may be temporarily stored or delivered directly.

3.9.2 BREAKDOWN OF CARGO

3.9.2.1 GENERAL

Visually inspect the cargo and ULDs delivered and check that the cargo is the correct cargo. If there is any evidence of damage/tampering, handle as per GOM 3.6: Irregularities. Move the cargo into the facility and proceed as described in the following sections.

3.9.2.2 PRIORITIZATION OF BREAKDOWN:

Prioritize the breakdown of cargo based on the priority of the customer airline(s) product and the nature of the cargo.

3.9.2.3 IF THE CARGO IS LOADED IN ULDS

Separate Shipper-built ULDs from the ULDs that must be broken down.

3.9.2.4 FOR SHIPPER-BUILT ULDS, EITHER:

(a) Move these ULDs for immediate delivery to the delivery area only if documentation and customs permit delivery, or;

(b) Move other shipper-built ULDs to the appropriate storage area making sure that all special instructions, separation distances between incompatible commodities, and customs regulations are obeyed. Record the storage location and communicate this information so that the cargo can easily be retrieved.

Note: *When ULDs are transferred to a third party as part of a shipper built ULD, please see GOM 3.8.2.7 for the correct process to be followed.*

3.9.2.5 FOR ALL ULDS EXCEPT SHIPPER-BUILT ULDS:

Record the storage location and communicate this information so that the cargo can easily be retrieved.

3.9.2.6 WHEN THE ULD MUST BE BROKEN DOWN:

The following ULD handling practices must be observed:

(a) The loaded ULD shall not be moved by forklift unless equipped with forklift pockets and shall at all times be supported on rollers, ball mats or equivalent in compliance with AHM 911.

(b) The loaded ULD, except those equipped with forklift pockets, shall not be placed on the ground.

(c) Empty ULD may be moved by forklift provided that care is taken to prevent the ULD from damage.

(d) Container doors shall always be secured in the closed or fully open position during any movement.

(e) Cargo nets and straps shall require suitable storage without exposing to damages such as environmental degradation.

(f) Ensure sufficient ventilation before entering a ULD containing dry ice.

(g) Open container doors/release nets and straps, taking due care of any possible risk of the cargo falling or moving. Do not cut ropes, nets and straps. Do not detach nets that are permanently attached to an aircraft pallet.

h) Unload the ULD using appropriate equipment so as not to damage either the cargo or the ULD.

(i) Check the cargo unloaded from the ULD against the information provided to make sure all cargo that was loaded is received. Notify the operating airline of any discrepancies (shortages and overages) and complete the required incident reports.

(j) Check that the cargo received is undamaged/has not been tampered with. See GOM 3.6: Irregularities.

(k) Move the cargo away from the unloading area and store in the appropriate storage location making sure that all special instructions, separation distances between incompatible commodities, and customs regulations are obeyed.

(l) Special Cargo:

1. Dangerous goods move into storage area - maintain segregation as applicable.

2. Live animals move into storage are appropriate for the animal type in accordance with the Live Animal Regulations.

3. Perishables move into storage, cooler, freezer etc. appropriate for the type in accordance with the Perishable Cargo Regulations.

4. Pharmaceutical move into storage, cooler, freezer etc. appropriate for the type in accordance with the Temperature Control Regulations.

5. Valuable cargo moves into a secured location.

(m) Record the storage location and communicate this information so that the cargo can easily be retrieved.

(n) Dispose of/recycle/send for reuse packaging and supporting materials collected as a result of the unpacking process. Recycling and disposal as per applicable convention (Basel etc.)

(o) Collect all straps and arrange for these to be returned either to the owner (as indicated by markings on the straps) or sent to the cargo forwarding area for reuse.

(p) Spread pallet net(s) flat and neatly in the centre area of the empty aircraft pallet, making sure that no part of the net or any ropes hang over the edge of the pallet where they can get caught in transport/transfer equipment.

(q) Either close and latch the ULD door(s), or secure the ULD door(s) in the open position.

(r) Remove any labels, tags, etc. from the ULD(s).

(s) ULD shall be inspected for damage before placing in storage.

(t) Damaged ULDs shall be identified as unserviceable and isolated from serviceable ULDs before being sent for repair.

(u) Arrange for the empty ULDs to be:

1. Returned to the ULD storage facility.

2. sent for cleaning and disinfecting if contaminated from previous shipment, or used to transport live animals, meat/fish; or,

3. Sent to the forwarding area for reuse.

(v) Complete the documentation or update the computer system as required to record the transfer of the ULD out of the receiving section/location.

3.9.2.7 TRANSFER OF ULDS

When transferring any ULD, loaded or empty to a third party the following process is required:

(a) The party in possession of the ULD shall be responsible to the ULD owner for monitoring and maintaining the airworthy condition of the ULD. By the act of accepting a ULD the receiving party assumes to accept this responsibility.

(b) Those persons carrying out the transfer of ULD, both transferring party and receiving party shall have undertaken a ULD Basic training.

(c) The physical transfer of any ULD shall be conducted using methods for transport and movement of ULD defined in GOM.

(d) The transfer of the ULD shall be recorded by mutually acceptable paper or electronic method. In the absence of such a record the transferring party remains responsible for the ULD.

(e) Prior to transfer the ULD shall be fully inspected and if found to be non airworthy the transfer shall not take place unless agreed to by the receiving party.

Where the ULD will be transported by road vehicle off airport follow procedures in ULDR Section 9.6.

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3.9.2.8 IF THE CARGO IS NOT LOADED IN ULDS

(a) Unload the cargo from the dollies or vehicle, using appropriate equipment and taking due care of any possible risk of the cargo falling or moving.

(b) Check the cargo unloaded against the information provided to make sure all cargo that was loaded is received. Record shortages and overages and complete the required incident reports.

(c) Check that the cargo received is undamaged/has not been tampered with. See GOM 3.6: Irregularities.

(d) Move the cargo away from the unloading area and store in the appropriate storage location making sure that all special instructions, separation distances between incompatible commodities, and customs regulations are obeyed.

(e) Record the storage location and communicate this information so that the cargo can easily be retrieved.

(f) Dispose of/recycle/send for reuse packaging and supporting materials collected as a result of the unpacking process. Recycling and disposal as per applicable convention (Basel etc.)

3.9.3 CARGO DELIVERY

(a) The delivery of cargo to the consignee is initiated by either a pre-arrangement (with accompanying information at the time of collection) or the presentation of the correct information to a cargo facility staff member responsible for delivering cargo. Review the information provided and check that:

1. The person collecting the cargo is authorized to do so.
2. All necessary documentation has been completed.
3. Any customs clearances have been completed.
4. All fees and charges have been paid or accounted for.

(b) Collect, or arrange for the specific cargo to be delivered, from the storage area and/or directly from the cargo receiving area. As far as the facilities allow:

1. Maintain the state of the cargo in accordance with any special instructions such as temperature.
2. Maintain separation distances between incompatible commodities.

(c) Inspect the cargo with the person collecting the cargo, checking that:

1. It is the correct cargo
2. There are the correct number of items (pieces);
3. The cargo is in good order (condition) and there are no signs of pilferage.
4. If the cargo is unable to be located, damaged, etc… at time of collection, follow the procedures indicated in GOM 3.6: Irregularities.

(d) If the cargo is being delivered as a Shipper-built unit load in a ULD, ensure the following:

1. Inspect the ULD (including nets) with the person collecting the cargo.
2. Complete the documentation, or enter in the computer system, all information required on the ULD Transfer

(LUC) form and record any damages to the ULD on the LUC document.

3. The LUC must be signed by the person collecting the cargo and the ULD, or the transfer of the ULD must be entered into the computer system.

4. Obtain all signatures required (proof of delivery), hand over and retain the correct documentation as required by the local procedures.

5. Move the cargo as per local procedures and load onto vehicle that will take the cargo from the facility.

6. Vehicles transporting ULDs must be equipped with roller or ball mats to allow for moving the ULD on the roller-bed, as well as appropriate ULD securing devices. Ref. AHM 427.

7. Update the system to record the delivery of the cargo and the ULD if applicable.

8. make sure that temperature sensitive goods which have been prepared for delivery are immediately collected by consignee.

9. If not delivered, immediately move the goods back to the appropriate storage area as per Special Instructions.

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4.1 RAMP SAFETY IN AIRCRAFT HANDLING

4.1.1 INTRODUCTION

Ramp safety rules and procedures promote safe ground handling. Therefore, the minimum safety rules and procedures defined in this section shall always be applied and understood by all personnel working on the ramp.

Aircraft damage can endanger passengers, employees and aircraft. Disruptions may also negatively impact safe airline operations.

Even a slight scratch or dent on an aircraft may result in a serious accident.

If you see or cause any aircraft damage, you MUST report it. Refer to the operating airline's policy regarding reporting of aircraft damage.

AVION EXPRESS 4.1.1. INTRODUCTION
Refer to GOM chapter 8. HANDLING, NOTIFYING AND REPORTING OCCURENCES

4.1.2 GENERAL RAMP SAFETY

4.1.2.1 DANGER AREAS

There is a particular risk of blast damage or injury from an aircraft engine's exhaust or intake. The risk is further increased if for any reason an aircraft stops and then applies the additional thrust required to “break away” and continue the manoeuvre.

Vehicles and personnel must remain clear of aircraft danger areas when aircraft engines are running and/or the anti-collision lights are on.

In order to prevent incidents and accidents caused by aircraft engines, you must never position yourself or equipment in the following critical areas before or during aircraft departure and arrival:

1. Engine Intake Area
2. Engine Blast Area
3. Propeller Rotation Area (where applicable)

Note: *The length of these areas vary for each aircraft type based on whether the engines are at IDLE or BREAKAWAY thrust. Refer to each aircraft type specific manual for applicable distances.*

DANGER: *Ground personnel and/or loose equipment must stay clear of the intake and blast areas.*

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4.1.2.2 ENGINE INTAKE AREA

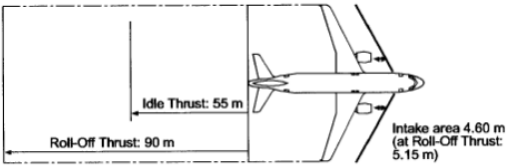
a. Make sure the engine intake area is clear:

1. at arrival, until the engines have been switched off and are spooling down;
2. at departure or just before pushback;
3. at all times while engines are running.

b. It is forbidden to pass through the blast area while the engines are running.

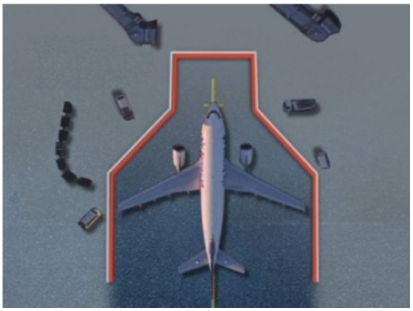
Refer to the operating airline's GOM for distances applicable to the specific aircraft type involved in the operation.

AVION EXPRESS 4.1.1.1 ENGINE INTAKE AREA
Refer to chapter 12 AIRCRAFT CHARACTERISTICS



4.1.2.3 EQUIPMENT RESTRAINT AREA & EQUIPMENT RESTRAINT LINE

The Equipment Restraint Area (ERA) is defined as the area of the apron in which an aircraft is parked during ground operations. It may be indicated by a waited line. If no markings exist, local procedures must establish safe parking areas, etc. The illustration below provides an example of the markings used at some locations.



The ERA must be free of obstructions and Foreign Object Debris {MD) before and during aircraft arrival and departure.

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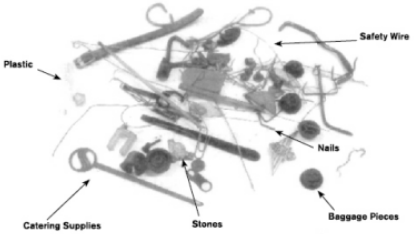
4.1.2.4 FOD–FOREIGN OBJECT DEBRIS

Foreign Object Debris (FOD) is a general term which applies to all loose objects which are a danger to the safety and integrity of an aircraft and which, therefore, must not be left in any area where they would constitute a hazard.



Every individual has a responsibility to ensure that the risk of damage to aircraft from FOD is minimized. All FOD must be removed and properly disposed of as soon as it is discovered. Often the presence of FOD is due to the carelessness of personnel working airside and their lack of understanding of its consequences, or the movement of FOD into airside locations during high winds.

Examples of FOD:

Plastic and paper, bags/sheets, rags Metal: nuts and bolts, empty oil and

hydraulic fluid cans, tools and equipment

Natural objects: rocks, pebbles and wood

Other debris: burst ballast bags, lug- gage handles and luggage wheels, etc.

CAUTION:
Foreign object debris may be ingested into aircraft engines causing damage leading to engine failure. This is especially critical if it occurs in flight, particularly during the take-off phase.
In addition, damage caused by FOD can occur to tires, the undercarriage, control systems and other parts of the airframe. All such damage could lead to inflight failures.

FOD Checks:

The following checks must be conducted prior to any aircraft movement or servicing operation:

a. Check ground equipment staging and parking areas in proximity to area of operation.
b. Ensure routine checks are made of ground equipment (including floors of enclosed cabins).
c. In ramp areas ensure that anything carried in or on a vehicle is secured.
d. Before aircraft arrival, conduct a FOD walk of the aircraft parking stand removing all FOD found.
e. Pick-up and dispose all FOD in designated garbage bins, where provided.

4.1.3 SAFETY INSTRUCTIONS FOR OPERATING MOTORIZED VEHICLES ON THE RAMP

4.1.3.1 GENERAL SAFETY INSTRUCTIONS FOR GROUND SUPPORT EQUIPMENT (GSE)

Apply these procedures whenever operating GSE on the ramp.

Only drive or operate GSE if you are trained and authorized for that specific equipment type. GSE must not be moved or driven across the path of:

a. Taxing aircraft
b. Embarking and disembarking passengers on the ramp.

Ground Service Provider shall ensure that operation of the GSE in the aircraft handling operations will prevent aircraft damage and injury to personnel. Such procedures must ensure that GSE is:

a. Subjected to a walkaround safety inspection prior to use;
b. Parked only in designated areas;
c. Driven safely on the apron and within the ERA;
d. As applicable to equipment type, operated with a load that is securely locked;
e. Where applicable, operated with the use of guide persons;
f. As applicable to equipment type, operated with stabilizers, handrails, attachment fittings, transfer bridges and/or platforms correctly deployed when in position at the aircraft;
g. Positioned so as not to obstruct an aircraft evacuation or the free movement of other GSE.

CAUTION:
When operating equipment, check the equipment contact zone for possible aircraft damage and immediately report any damage found.
Use all safety devices fitted on GSE (e.g. bumpers, handrails, stabilizers, etc.) during aircraft handling and servicing.
Ensure protective rubber bumpers ARE NOT compressed against aircraft fuselage.

AVION EXPRESS 4.1.3.1 GENERAL SAFETY INSTRUCTIONS FOR GROUND SUPPORT EQUIPMENT (GSE)

When operating GSE, standard operating procedures, applicable to specific location must be followed by drivers (or operators) of each type of ground support equipment.

Equipment is used only for its intended purpose. Unserviceable equipment must be clearly identified and removed from operations.

Equipment is never moved across the path of taxiing aircraft or passengers walking between an aircraft and terminal.

GROUND SERVICE EQUIPMENT REPAIR AND OVERHAUL

The Handling Company shall have a program for the GSE maintenance whereby it ensures that such equipment is in good mechanical condition for use on Avion Express flights. Equipment may only be used for such a purpose for which it has been built. Avion Express does require same level of service standards from all subcontractors.

GSE SERVICE

The manufacturer's maintenance specifications shall be obeyed and a preventive maintenance program as well as a system for recording and documenting completed repair and maintenance shall be established. A nominated person must oversee and manage the service programs. Approved service programs and the service history with needed signatures must be stored and readily available for auditors. The service should be performed on regular basis in specified intervals As minimum these services should be performed:

- **An-service a so called lubrication service**
- **A-service a so called. oil change (minim. once a year)**
- **C- Service a so called. heavy service**
- **S- Service battery and electricity driven equipment serviced according to used hours 1 – 4 per year.**

Other equipment e.g. baggage and cargo trollies are serviced according to need e.g. tyre change and lubrication.

All service done must be reported and documented as well as stored for 24 months.

Equipment under EASA regulations shall be serviced accordingly.

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4.1.3.2 BASIC OPERATING REQUIREMENTS FOR GSE

a. Check all GSE involved in aircraft handling at the start of a shift (at least once per day), in particular the "parking.' brakes, rubber protective bumpers, safety systems and all other proximity sensors.
b. Perform a vehicle/equipment walk around check prior to its use.
c. Apply parking brakes and place the gear selector in the "PARK" or "NEUTRAL" position on all GSE when it is parked or positioned. Deploy other safety devices if fitted.
d. When positioning GSE, make sure: that clearance is kept between all GSE and the aircraft to allow vertical movement of the aircraft during the entire ground handling process—preventing contact between the aircraft and equipment.
e. Do not carry extra personnel during GSE movement without an approved seat—apply the "no seat—no ride" principle.
f. Do not operate vehicles or equipment while using hand-held portable electronic devices.
g. After positioning equipment on the aircraft, raise all safety rails on conveyor belts, loaders and other elevated devices—except where restricted by aircraft type.
h. Turn off engine once positioned unless required for equipment operation.
i. Do not leave any vehicle unattended with its engine running. In extreme cold weather conditions, local procedures may apply.
j. If equipped with stabilizers, ensure they are deployed before operation,
k. For electrical or motorized GSE positioned at or near the aircraft, being utilized in the operating mode, the operator must keep within easy reach of the emergency controls. If the equipment is not fitted with external emergency controls, the operator must remain in the operating position and in control of the equipment.
l. GPUs and RCA/Cabin heater units may be left running unattended when connected to the aircraft.
m. Do not drive GSE with lifting devices in the raised position, except for final positioning of the GSE onto the aircraft.
n. Do not allow any GSE such as tractor, pallet transported, baggage/cargo carts and dollies to move or be positioned under the aircraft fuselage.
o. GSE must be parked in designated airside equipment parking areas when not in use. Do not obstruct access to firefighting equipment or to the fuel hydrant emergency stop switch.

4.1.3.3 NON-MOTORIZED GSE

a. When parked, all non-motorized GSE must have brakes set or chocks in place when not connected to motorized vehicles.
b. ULDs must be secured on dollies (or trailers/trucks) using the appropriate restraints.
c. Pallet and container dollies may only be towed with the turntables in the locked position (“straight ahead”), and rotated only when at the loader platform.

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4.1.3.4 PASSENGER BOARDING EQUIPMENT

a. The operator of the passenger boarding bridge must be trained and authorized to operate the boarding bridge,
b. The bridge must be secured to prevent movement from non-authorized persons.
c. When positioning equipment at doors and driver/operator vision is restricted, use a guide person.
d. Make sure the guide person is in a position to accurately judge clearances and communicate signals to the driver/operator.
e. Stop immediately if visual contact with the guide person is lost. A guide person is not required if the equipment is fitted with systems (e.g. sensors) that enable the operator to accurately judge clearances and properly position it to and from the aircraft.
f. Make sure the equipment does not contact the wing root leading edge fairing that extends under certain cabin access doors and any other sensors or fairings.
g. Make sure any sliding rails and canopies on the equipment are fully retracted during positioning, and fully extended only once the equipment is in position,
h. If the equipment's sliding rails cannot be extended until the door has been opened, make sure they are extended immediately upon door opening.
i. If the boarding equipment is not equipped with an auto-level feature, position the floor of the boarding device 6 in/15 cm below the door sill. This reduces the possibility that the aircraft door will rest on the boarding device in the event that the aircraft settles during loading and unloading
j. Do not leave gaps between the boarding equipment and the aircraft that would allow a person or large piece of equipment to fall through
k. Report any malfunction of the bridge to the appropriate person/authority:
    1. check that the bridge is serviceable before use.
    2. check that the walking surfaces are safe for use.
    3. the bridge must be parked in a fully retracted position prior to aircraft arrival and departure movement.
    4. the safety barrier must be in place whenever the bridge is not at the aircraft,
    5. make sure the movement path is clear before moving the bridge.
    6. only personnel required for the bridge operation
    7. shall be in the bridge while it is moving.
    8. move the bridge slowly towards the aircraft cabin access doors until the bridge touches the aircraft—avoiding any aircraft sensors.
    9. keep sufficient clearance between the bridge and the underside of the cabin door or as directed by the cabin door markings.
    10. engage any auto-leveling safety system features if applicable. If the bridge is not equipped with an auto-leveler, the bridge must be attended by an operator whenever it is positioned at an aircraft.
    11. close the cabin door before removing the bridge.
    12. when positioning is complete, the bridge controls must be isolated as applicable.

AVION EXPRESS 4.1.3.4 PASSENGER BOARDING EQUIPMENT
The passenger loading bridge must be in the fully retracted position prior to aircraft arrival and departure. Equipment must not be removed from aircraft cabin access door unless the driver (or operator) has advised appropriate persons on the aircraft and on the ramp.

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4.1.3.5 PASSENGER STAIRS

a. Check that the passenger stairs are serviceable before use.
b. Check that the walking surfaces are safe for use.
c. Passenger stairs must be outside the ERA before aircraft arrival and departure.
d. Make sure the movement path is clear before moving the passenger stairs.
e. Move the passenger stairs slowly towards the aircraft, avoiding any aircraft sensors, until either the protective bumpers just touch the aircraft or the equipment's proximity sensors stop the movement.
f. Keep sufficient clearance between the passenger stairs and the underside of the cabin door, or as directed by the cabin door markings.
g. Engage any safety systems and auto-leveler features if applicable. If the passenger stairs are not equipped with an auto leveler, the level of the passenger stairs must be monitored and adjusted as required.
h. Deploy stabilizers if fitted.
i. Extend side rails after the cabin door has been opened.
j. Make sure passenger stairs are positioned so that the cabin door can be used as an unobstructed escape route in the event of an emergency/evacuation.
k. If the passenger stairs are towed, disconnect them from the tractor and manually position them on the aircraft.
l. Close the cabin door before removing the passenger stairs.
m. After the cabin door has been closed, confirm there is no staff on the stairs prior to retracting stabilizers.
n. If the stairs are not positioned on the aircraft, they must be pulled back sufficiently to allow the deployment of slides in case of emergency.

DANGER:
Cabin doors shall only be in open position if there is any GSE or boarding device positioned at the door. Cabin doors may never be opened without any equipment positioned at the aircraft.
There is a risk of falling while operating cabin doors. Slide deployments can be fatal. If an armed door begins to open, do not attempt to hold the door, as you risk being seriously injured or killed by doing so.

4.1.3.6 AIRCRAFT LOADING EQUIPMENT

4.1.3.6.1 BELT LOADER

The following precautions must be taken when operating a belt loader:

a. The boom of the belt loader must never be positioned inside the cargo hold of any aircraft.
b. Position and remove a belt loader in a straight line with the cargo hold door at a 90 degree angle to the aircraft fuselage.
c. Ensure the boom is clear of the aircraft or other obstacles before making a turn.
d. The rubber bumpers on a conveyor belt loader must NEVER make contact with the aircraft. The minimum distance to be maintained at all times is 1 in/2.5 cm from the fuselage.
e. Always raise side handrails as soon as belt loader is positioned. Make sure they do not touch the aircraft fuselage.
f. Hand rails may be lowered to accommodate large items during loading and offloading.

g. Do not stand or walk on the belt when a hand rail is lowered.
h. Specially designed belt loaders (e.g. Ramp Snake or Powerstow) require the equipment to be positioned inside the cargo hold.
i. Do not sit or stand on a conveyor belt while it is in operation (up or down).

4.1.3.7 ULD LOADER

a. Check that the ULD loader is serviceable before use.
b. Check that the walking and loading surfaces are safe for use.
c. Lower both platforms during maneuvering of a ULD loader.
d. The ULD loader must be outside the ERA before aircraft arrival and departure.
e. Make sure the movement path is clear before moving the ULD loader.
f. Never drive a ULD loader underneath the wing of an aircraft.
g. Move the ULD loader slowly towards the aircraft, avoiding any aircraft sensors or wing canoe fairings.
h. If visibility is limited or the aircraft type requires the ULD loader to be in close proximity to the fuselage or wing trailing edge, then a guidance marshaller must be used.
i. ULD loaders must NEVER make contact with the aircraft. Position the ULD loader no closer than 2 in/5 cm or until the proximity sensors stop the movement (if equipped).
j. Do NOT open/close aircraft cargo compartment doors while standing on a ULD loader. Use technical steps or a belt loader with a raised side safety rail, and deploy stabilizers if equipped. (Not applicable to main deck cargo doors).
k. Engage any safety systems and auto-leveler features if applicable. If the ULD loader is not equipped with an auto leveler, the level of the ULD loader must be monitored and adjusted as required.
l. Deploy stabilizers if fitted and raise safety rails.
m. Constantly monitor the parts of the aircraft that could come into contact with the loader (e.g. edge of cargo hold opening, aircraft cargo door, control panel doors, fairings on fuselage and wings).
n. Adjust the loader's front platform during loading as required when the aircraft's level varies as the load changes.

4.1.3.8 GROUND SUPPORT EQUIPMENT SAFETY DRIVING AND PARKING INSIDE ERA

Apply the following precautions when driving or parking Ground Support Equipment (GSE) within the ERA:

a. Make a minimum of one complete stop with all motorized vehicles/equipment prior to entering the ERA:

1.Conduct a “Brake Check” or “Safety Stop” by coming to a full and complete stop to confirm the serviceability of the brake system on the vehicle and to test the apron surface.

2.This action MUST be carried out even if there is no Equipment Restraint Line marked on the apron.

3.This stop must be conducted at a distance of no less than 5 m/15 ft from the aircraft.

b.Do not drive GSE faster than walking speed.

c. Manoeuvre GSE carefully in order to prevent personnel injury and/or aircraft damage.

d. Avoid performing any sharp turns near the aircraft, particularly when towing equipment.

e. When reversing vehicles or equipment with limited rear-view visibility inside the Equipment Restraint Area, make sure you are:

1. guided by an agent using standard IATA signals, and/or
2. assisted by means of a rear-view video or mirror.
3. If visual contact with the guide person (s) is lost, the GSE operator must stop movement of the GSE immediately.

f. Any moving vehicle that is not positioning at the aircraft must stay outside the operational safety buffer zone.

g. Do not drive or park under the aircraft fuselage and/or wing.

Exceptions: GSE and vehicles needed for aircraft servicing (e.g. aircraft refueling truck, water servicing truck, toilet servicing truck). On stations or with aircraft types where the aircraft/stand configuration makes it necessary to tow dollies under the wing during (off)loading of the aft cargo hold of a wide body aircraft.

In such situations: Tow only empty dollies under the rearmost part of the right wing only.

AVION EXPRESS 4.1.3.7 GROUND SUPPORT EQUIPMENT SAFETY DRIVING AND PARKING INSIDE ERA

Equipment movement does not commence or is halted if the driver (or the operator) does not have or loses visual contact with a guide person.

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4.2 POTABLE WATER SERVICING

Water service must not be performed by staff that has already performed toilet servicing during the same shift. Only uplift water if authorized by the operating airline.

Replenish the aircraft tank according to the operating airline instructions–any deviation must be reported to the supervisor or airline representative.

4.2.1 GENERAL HYGIENE PRECAUTIONS

To perform water servicing you must:

a. wear clean clothing;
b. thoroughly wash your hands using soap before starting water servicing:
   1. Do not fill the potable water service unit from the same water source as the toilet service unit.
   2. Do not park the potable water service unit and the toilet service unit in the same area.
   3. Do not service the toilet and water on the aircraft at the same time. Certain aircraft types are exempted from this rule. (For exceptions, refer to airline GOM).

AVION EXPRESS 4.2.2 GENERAL HYGIENE PRECAUTIONS
Avion Express aircraft should not have toilet and water servicing at the same time

4.2.2 POTABLE WATER UNITS SERVICING PROCEDURE

4.2.2.1 FILLING AIRCRAFT WATER TANKS

a. Fill the aircraft water system only after the electrical power supply has been restored.
b. Before connecting the aircraft filling hose to the aircraft, flush the hose.
c. Each aircraft type has specific requirements for filling and draining. Refer to the operating airline's GOM for specific servicing instructions.

Note: When the filling hoses are not in use, the nozzles or connectors must be protected from contamination either by the use of appropriate covers or by immersing them in receptacles containing chlorinated water.

AVION EXPRESS 4.2.2.1. FILLING AIRCRAFT WATER TANKS
Refer to chapter 12 AIRCRAFT CHARACTERISTICS

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4.2.2.2 WATER SERVICING DURING FREEZING CONDITIONS

The following actions must be followed to prevent freezing of the water in the aircraft water tanks and lines during freezing conditions:

a. Drain the aircraft water tanks if instructed by the operating airline as per the operating airline procedures.
b. Ensure the fill line is fully drained before closing the cap to prevent freezing of fluid inside.

⚠

CAUTION:
Keep aircraft cargo doors closed to prevent water lines from freezing when the cargo compartments are not being loaded or offloaded.
Do not attempt to remove the frozen substance in the fill lines or connections or on the service panels. Contact maintenance immediately.

AVION EXPRESS 4.2.2.2. WATER SERVICING DURING FREEZING CONDITIONS
On long ground stops especially during extreme cold conditions potable water must be drained from the aircraft to prevent water freezing in water tanks/lines.

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4.3 TOILET SERVICING

4.3.1 INTRODUCTION

The complete procedure for servicing the aircraft toilet waste tank consists of the following 3 steps:

a. Draining of the waste tank(s);
b. Flushing of the waste tank(s);
c. Adding an amount of pre-charge and/or a concentrated deodorant precharge product–as applicable.

CAUTION:
Toilet fluids are corrosive. Prior to servicing, inspect the toilet servicing panel on the aircraft for signs of leakage. If any horizontal blue streaks are observed, the blue streak must be cleaned prior to servicing. After cleaning, look again for signs of leakage. Blue ice build-up in higher altitudes may influence airworthiness. In case of a possible leak, immediately inform the airline representative, ground engineer, or advise the flight crew.

4.3.2 HYGIENE PRECAUTIONS

a. Wear heavy rubber gloves, eye protection and protective clothing against harmful wastes when performing toilet servicing.
b. Do not park the toilet service unit in the same area as the water service unit nor at the water filling point.

CAUTION:
Once an agent has performed toilet servicing on an aircraft, the same agent **CANNOT** *perform water servicing during the same shift.*

4.3.3 TOILET SERVICING PROCEDURE

AVION EXPRESS 4.3.3. TOILET SERVICING PROCEDURE
Refer to chapter 12 AIRCRAFT CHARACTERISTICS

4.3.3.1 GENERAL

Each aircraft type has specific requirements for toilet servicing and the amount of precharge and/or concentrated deodorant precharge product. Refer to the operating airline's GOM for aircraft type specific instructions for more details.

a. Prior to opening a toilet service panel, check for stains around the panel.
b. Prior to opening a toilet service panel, check for stains around the panel.

c. While opening the service panel, stay clear and watch for signs of leakage.
d. Stay clear of the drain fitting cap while opening, and watch for signs of leakage.
e. Make sure the drain hose Y-fitting coupling is connected correctly, before a drain valve handle is pulled.
f. Empty the waste tank(s).
g. Flush the waste tank(s) twice and empty them again.
h. Precharge the tank(s) with the correct quantity of water and disinfectant–as applicable.

i. Fill the waste tank(s) with the correct amount of water and concentrated deodorant precharge packets or pre-mixed fluid as applicable. For aircraft equipped with a conventional toilet system, fill the waste tank(s) with the correct amount of water and precharge, or concentrated deodorant precharge

j. After servicing ensure that there are no leaks at the drain fitting cap and the end of the drain hose Y-fitting coupling.
k. Close the nozzle tightly in order to prevent the accumulation of ice during flight and wipe off residual water and disinfectant.
l. Check for possible leakage.
m. After servicing close and latch the fitting caps and service panel door

Note: Inform aircraft maintenance or flight crew, if:

1. Fluid leakage is observed.
2. The drain valve will not open or the waste tank cannot be drained.R

Report any spillage of waste to the supervisor.

4.3.3.2 DRAINING

a. Drain the aircraft waste system into the waste tank of a Toilet Service Unit.
b. Observe the waste drain hose during draining to confirm that the waste tank is completely emptied. The hose will also vibrate for a few seconds as the contents of the waste tank pass into the waste tank of a Toilet Service Unit.

Note: Drain the waste tanks one at a time for optimal results.

4.3.3.3 SERVICING DURING FREEZING CONDITIONS

Take the following measures to prevent freezing of the fluid in the aircraft toilet tanks and lines during freezing conditions:

a. Drain the waste tanks if the aircraft is parked in the open for several hours without electrical power supply and the temperature is, or is expected to be, below the freezing point, as per the operating airline procedure.
b. Fill the aircraft toilet system only after electrical power supply has been restored, and as close to flight departure time as possible.
c. Ensure the fill line is fully drained before closing the cap to prevent freezing of fluid in the fill line.

CAUTION:
Do not attempt to remove the frozen substance in the fill lines or connections or on the service panels. Contact maintenance immediately.

4.3.3.4 INOPERATIVE TOILET SYSTEMS

If defects of the toilet system prevent regular servicing, ask qualified technical staff - if available - for assistance (e.g. removal of panels, etc.).

If no technical staff is available, inform the Flight Crew or an airline representative.

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4.4 SAFETY DURING FUELING/DEFUELING

AVION EXPRESS 4.4. SAFETY DURING FUELING/DEFUELING

Fuelling is conducted in accordance with OEM procedures and specifications defined in the OM-A and maintenance manual. Thru the oversight Avion Express ensures that fuel suppliers are maintaining standards of fuel safety and quality acceptable and fuel delivered and loaded onto aircraft is:

i. Free from contamination;

ii. Of the correct grade and specification for each aircraft type.

Oversight process ensures fuel is stored, handled and serviced in accordance with accepted standards and that:

- **Fuel facilities,**
- **Fire extinguishing equipment suitable for at least initial intervention in the event of a fuel fire is readily available**
- **Safety and quality procedures, including procedures are in place for quickly summoning the rescue and firefighting service in the event of a fire or major fuel spill.**
- **Performance levels of personnel are in appropriate level.**
- **Fuelling is considered to start as soon as the filler hose is connected to the airplane. Fuelling/de-fuelling shall only be considered terminated after all the hoses have been disconnected from the airplane.**
- **Spilled fuel shall be removed or dried up immediately in the presence of the airport fire brigade before passengers are boarding the airplane.**
- **When fuelling an aircraft certain safety regulations must be followed to avoid a potential fire hazard. Local authority regulations, if any, must always be adhered to**
- **Electrical equipment, e.g. GPU, shall not be connected to or disconnected from the aircraft during fuelling. The APU shall neither be started nor stopped during fuelling**
- **Normally, fuelling may not take place inside a hangar. Fuelling inside a hangar requires special precautions in accordance with local regulations**
- **Fire extinguishing equipment suitable for at least initial intervention in the event of a fuel fire shall be readily available, and personnel have been trained in the use of such equipment;**
- **Procedures shall be in place for quickly summoning the rescue and firefighting service in the event of a fire or major fuel spill.**
- **When fuelling, adequate measures must be taken to prevent spillage. It is important to keep spillage to a minimum. Should excessive spillage occur, appropriate action shall be taken by the person responsible for the fuelling. The airport or local fire department shall be called whenever required.**
- **The fuelling vehicle shall be positioned in such a way that - if a fire occurs - the vehicle can be driven away without the need to reverse, and so that the persons within the fuelling area can escape easily**
- **Fuelling shall not be initiated if the wheel brakes of the aircraft are abnormally hot**
- **Smoking is not permitted within 15 metres of the aircraft while refuelling**
- **The fuel hose shall be protected and safe guarded from damage.**
- **If lightning is a threat fueling shall be stopped.**

The fuel provider shall designate a person with responsibility for fuelling operations.

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This person is responsible for:

- **The establishment a fuelling safety zone that encompasses the area on the ramp within a 3 m (10 ft) radius around the aircraft fuelling receptacles, tank vents and around the fuelling equipment.**
- **No equipment performing aircraft servicing functions shall be positioned within a 3 m (10 foot) radius of aircraft fuel vent openings.**
- **The use of: Items that could be sources of ignition or fire (e.g., matches, welding equipment, flashbulbs) are prohibited;**
- **The use of portable electronic devices with proper separation distance from aircraft fuel vents and/or fuelling equipment (e.g., mobile telephones, portable radios, pagers) are prohibited**
- **A bonding connection shall be establishment between the fuelling vehicle and aircraft to provide for dissipation of electrical energy that may develop;**
- **Communicate with the flight crew or other qualified persons onboard the aircraft;**
- **Provide notification to the flight crew or other qualified personnel onboard the aircraft and/or other appropriate personnel engaged in aircraft ground handling activities when fuelling is about to begin and has been completed unless an equivalent procedural means has been established to ensure the flight and/or cabin crew are aware of fuelling operations and are in a position to effect an expeditious evacuation of the aircraft, if necessary;**
- **Provide notification to the flight crew or other qualified personnel onboard the aircraft when a hazardous condition or situation has been determined to exist.**
- **In the event of a fuel spill, ensuring that the following immediate and follow-up actions are taken:**
  - **Fuelling is stopped;**
  - **Appropriate ground response personnel or airport fire service is summoned, as applicable;**
  - **Flight crew or other qualified persons onboard the aircraft are notified.**

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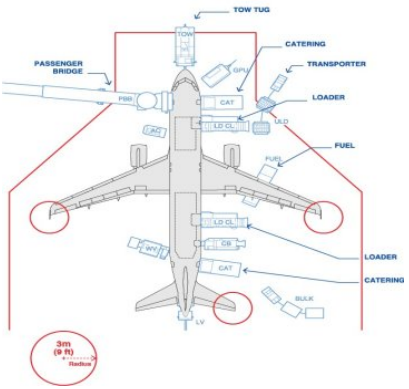
4.4.1 FUELING SAFETY ZONE

The Fuelling Safety Zone (FSZ) is defined as an area of at least 3 meters in any direction from the centre-point of all fuel vent exits, refuelling plugs, aircraft refuelling ports, fuel hydrants, fuel hoses and fuelling vehicles. This distance may be further increased as required by local airport or civil aviation regulations.

Example of safety zone for A320



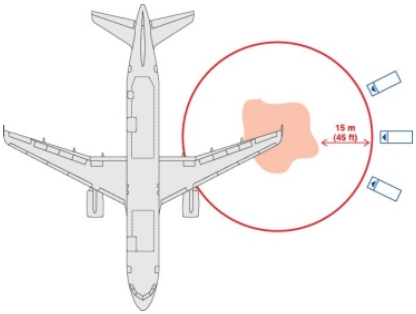
Within the Fuelling Safety Zone (FSZ), all personnel must ensure that they:

a. Do NOT smoke.
b. Do not use ANY hand held portable electronic devices, including cell phones, portable music players, portable game units or an earpiece or headset.
c. Only use company issued and approved radios, radio telephones, pagers, torches, lamps and lighting systems. Battery chargers must not be operated.
d. Enter the FSZ only when required by your present job task responsibility.
e. Assume that fueling is taking place anytime a fuel vehicle is on the stand during aircraft servicing and fuel hoses connected.
f. Do not leave vehicle engines running unnecessarily.
g. Position all GSE and vehicles so they do not obstruct the fueling vehicles' escape route, this is not a mandatory requirement for hydrant type fuelling vehicles but every effort should be made to ensure a clear exit pathway.
h. Do not allow any passengers to enter the FSZ.
i. Avoid the use of motorized GSE within the FSZ.
j. Do not park any equipment in the FSZ.
k. Ensure fuel hoses are protected and all ground equipment is kept a minimum of 1 metre (3 ft) away from any fuel hose on the stand that is connected between a fuel truck and an aircraft.

4.4.2 FUEL SPILLAGE

Take the following safety measures whenever a fuel spill occurs:

a. Activate the emergency shut-off valve where installed.
b. Alert the person in charge of fueling and/or the Pilot in Command of the spillage.
c. Contact the local fire service if not already done.
d. Verify with authorities/supervisor whether to stop all activity around the aircraft.
e. As far as possible, restrict all activities inside and outside the spill area to reduce the risk of ignition.
f. Secure the area 15 metres from the contaminated area.



4.4.3 REFUELING/DEFUELING WITH PASSENGERS ON BOARD

When fuelling with passengers on board you must:

a. 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.
b. 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.
c. Not hinder escape routes of passengers on board by ensuring that passenger stairs and bridges are clear of FOD.

Refer to the operating airlines' policy regarding fueling as well as local airports and regulatory requirements. The above is applicable as a minimum standard.

AVION EXPRESS 4.4.3. REFUELING/DEFUELING WITH PASSENGERS ON BOARD

Refueling/defueling with passengers embarking, on board or disembarking. During short turnarounds and en-route transits it may be necessary for fueling to occur with passengers onboard, embarking or disembarking, provided it is not prohibited by local airport authorities and/or regulations. Before commencing fueling activities under these conditions local requirements must be considered.

These precautions involve any qualified person, such as an engineer, a ramp agent in charge of re/defueling, the crew onboard including cabin crew and pilot(s). Specific procedures related to safety inside the cabin are described in OMA 8.3.15.3.

NOTE I: The aircraft shall not be refueled/defueled with Avgas (aviation gasoline) or wide-cut type fuel or a mixture of these types of fuel (JET B, JP4 or equivalent), when passengers are embarking, on board or disembarking.

NOTE II: During refueling with all other types of fuel (Kerosene like JET A, JET A-1, JP8, TS1, RT, or equivalent as approved by the AFM), necessary precautions shall be taken when passengers are embarking, on board or disembarking and the aircraft shall be properly manned by qualified personnel ready to initiate and direct an evacuation of the aircraft by the most practical and expeditious means available. When an aircraft is being refueled/defueled with passengers embarking, on board or disembarking a qualified person must be designated to supervise the fueling activity. This designation shall be coordinated with the operating captain.

This qualified person must:

a. Remain at a specified location during fueling.
b. Be capable of handling emergency procedures concerning fire protection and fire-fighting.
c. Be capable of handling communications.
d. Be capable of initiating and directing an evacuation.
e. Establish, test and keep available two-way communication between ground staff and cockpit. This communication may take place via the aircraft interphone communication system or via other suitable means. The involved personnel should remain within easy reach of the system of communication.
f. Inform crew/staff on board and around the aircraft that fueling is about to commence and when fueling is completed.
g. Stop re/defueling and inform crew o/b aircraft if any hazard arises, including but not limited to, fuel spillage.
h. Ensure that all exit areas, cabin aisles and cross aisles inside the aircraft should be kept clear of obstructions.
i. Stop the re/defueling operation immediately, if presence of fuel vapor is detected inside the aircraft or any other hazard arises.
j. Coordinate with ground handling supervisor that:

1. 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;
2. Ensure the fuel truck or hydrant dispenser is not be parked in the embarkation or disembarking path;
3. When stairs are not in position for use in the event of evacuation, ground service personnel ensure the ground area beneath nominated exit doors is kept clear of any obstructions;
4. When passenger loading bridges are in use, access to the terminal is be available;
5. When a passenger loading bridge is not used, aircraft passenger steps or alternate means of emergency evacuation should be in place;
6. Passengers joining or leaving the aircraft via the apron are moved without delay under the supervision of a responsible person over a safe route.

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Passengers must be kept at a safe distance from the fueling operation and other hazardous areas such as aircraft engines, APU exhausts and fuel tank vents. "No Smoking" regulations shall be strictly enforced.
The number of cabin crew on board must not be less than the minimum number of cabin crew required to operate the aircraft. If presence of fuel vapor is detected inside the aircraft or any other hazard arises, re/defueling must be stopped immediately.

4.4.4 REFUELLING WITH ONE ENGINE RUNNING

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AVION EXPRESS 4.4.5. REFUELLING WITH ONE ENGINE RUNNING

- **Refuelling with one engine running allowed only at airports where no external ground pneumatic power is available and only when aircraft APU is unserviceable.**
- **Only the RH fuel couplings can be used.**
- **Overwing gravity filling is not permitted.**
- **Refuelling with one engine running allowed ONLY without passengers o/b.**
- **Airport, where refuelling will take a place authorization have to be obtained.**
- **The Airport Fire Department should standby at the aircraft during the entire refuelling procedure.**
- **Aircraft should be faced into the wind at a location where the slope is negligible.**
- **Observe that:**
  - **Engine number 1 at ground idle.**
  - **Engine n° 2 not started, engine n° 1 not shut down and no attempts to start the APU before all fuelling operations have been completed.**
- **The fuel truck should be positioned under the extremity of the right wing.**
- **Only manual refuelling procedure should be used.**
- **The fuel truck shut off valve should be monitored during the entire refuelling procedure.**
- **Flight crew member have to stay in the cockpit during the entire refuelling procedure**
- **Qualified ground crew member have to be at the fuelling station during the entire refuelling procedure.**

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4.5 ADVERSE WEATHER CONDITIONS

4.5.1 GENERAL

Adverse or poor weather conditions may have a negative impact on aircraft handling activities and ground safety.

4.5.2 WINTER OR SLIPPERY APRON CONDITIONS

Winter weather brings extra hazards which require awareness and more care on the part of personnel working on the aprons to prevent accidents. The following precautions to reduce accident risk must be taken:

a. Plan additional time for all ramp activities and take extra care when walking across apron surfaces which can be slippery.
b. Take extra care when driving, especially approaching the aircraft. Remember that vehicles require greater distance to stop safely.
c. Operators of potable water tankers and toilet servicing vehicles must be vigilant that there is no spillage or leakage that can lead to subsequent freezing. Care must be taken to keep spillage and overflow to a minimum.
d. Close all entrance and cargo hold doors as soon as possible and keep them closed to avoid precipitation or snow entry into the aircraft.
e. Reduce speeds in slippery apron conditions. Adjust all activities and operations on the ramp to suit the conditions at the time.

4.5.3 STORMS- LIGHTNING

4.5.3.1 NOTIFICATION LEVELS

LEVELS	ACTION
Green–Possibility of Lightning or Thunderstorm activity outside of 8 kilometres (5 miles) radius of the airport	Disseminate lightning warning to airside operating staff
Amber Alert–Lightning activity within an 8 kilometres (5 miles) radius of the airport	Disseminate lightning warning to airside operating staff so they can prepare and plan their activities to be ready in case of a Level 3 in accordance with local regulatory requirements.
Red-Stop/Suspend–Lightning activity within a 5 kilometres (3 miles) radius of the airport	Disseminate the order to stop all airside activities and seek shelter to all airside operating staff

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4.5.3.2 LIGHTNING ALERT CALLOUT

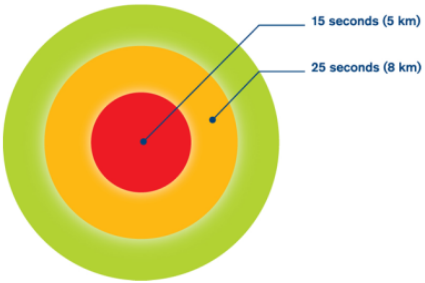
In the absence of an integrated airport notification system all airside operating staff shall be aware of the following procedures:

a. Use Counting Method (see GOM 4.5.3.3) to detect/predict lightning activity. Determine the corresponding level based on the Count Method diagram below.
b. The responsible person notifies all airside operating staff of lightning level. If the person responsible is not available the Counting Method should be used by all airside operating staff for self-protection.
c. In case of level 3 proceed to designated shelter

4.5.3.3 COUNTING METHOD

The Counting Method is used when an integrated airport notification system is absent. It is used to estimate the level of lightning activity.

Counting Method Chart:



4.5.4 HIGH WIND CONDITIONS

High winds pose a great risk of damage and the following minimum precautions should be taken:

a. Ensure the safety of the aircraft by installing additional chocks and removing all equipment from around the aircraft.
b. Take extreme care when opening or closing aircraft hold doors.
c. Make sure parking brakes are set on all parked GSE.
d. Set parking brakes and secure by additional means if necessary, all non-motorized ramp equipment. (i.e. baggage carts and ULD dollies).

AVION EXPRESS 4.5.4 HIGH WIND CONDITIONS- SECURING AIRCRAFT IN HIGH/STRONG WINDS. (WINDS IN EXCESS OF 40KTS)

- **Ensure all personnel know of the impending weather event Aircraft should be appropriately secured, by using additional chocks, and/or setting aircraft brakes, parking the aircraft into the wind direction where feasible and/ or tie down, and/or 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.**
- **Where possible add fuel for ballast purposes**
- **Close cockpit windows**
- **Close all service panels.**
- **Secure aircraft nose gear torsion links**
- **Hook up towbar and attach tug when possible and install by-pass pins.**
- **If time permit 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.**

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4.5.5 HIGH WINDS ACTIVITY TABLE

The following actions must be taken when sustained winds and/or gusts of wind exceeding 25 KTS are predicted;

	48 to 72 km/h (30 to 45 mph)	72 to 111 km/h (45 to 70 mph)	Above 111 km/h (70 mph)
Secure bag/freight carts, dollies, ladders/maintenance stands and tow bars and place near or against the building.	x	x	x
Ensure parking brakes are set on all ground equipment.	x	x	x
Ensure empty ULDs are secured and doors/curtains are closed.	x	x	x
Clear FOD and remove ULDs from the stands.	x	x	x
Empty FOD containers and bring inside if not secure.	x	x	x
Suspend use of pre-conditioned air hoses and store securely. Remove marker cones.	x	x	x
Ensure landing gear is chocked for high wind conditions.	x	x	x
Do not elevate cabin service/catering highlifts and passenger stairs not equipped with stabilizers.	x	x	x
Do not elevate cabin service/catering highlifts and passenger stairs equipped with stabilizers.		x	x
Close cargo hold/passenger doors.		x	x
Close all aircraft access panels.		x	x
Do not elevate booms on deicers.		x	x
Remove GSE from aircraft and secure in position outside ERA clear of aircraft.		x	x
Secure boarding bridge and position to minimize surface exposed to the direct force of the wind.		x	x
Retract and lower boarding bridge. Position so that boarding bridge length points away from the wind.			x

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4.6 SAFETY CONES

Safety cones are a caution sign for drivers to maintain required safety clearances. Cones protect parts of the aircraft against collision by GSE.

4.6.1 SAFETY CONE PLACEMENT AND REMOVAL

Safety cones are a caution sign for drivers to maintain required safety clearances. Cones protect parts of the aircraft against collision by GSE.

a. Prior to arrival of the aircraft, make sure there are sufficient serviceable safety cones to protect the aircraft type to be handled.
b. Do not approach the aircraft to position cones unless all of the following criteria are met:

1. aircraft has come to a complete stop.
2. engines have been shut down and are spooling down.
3. anti-collision lights are switched off.
4. aircraft has been chocked.

c. 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.
d. Additional safety cones may be needed as per operational requirements or local regulations.
e. GSE must not approach the aircraft until all safety cones have been placed (not applicable for the passenger boarding bridge).
f. All required safety cones shall remain in place until GSE and vehicle activities around the aircraft have ceased prior to departure of the aircraft.
g. Ensure all GSE has been removed from the safety zone.
h. Remove the safety cones from around the aircraft.
i. When not in use, place the safety cones in the designated storage area.

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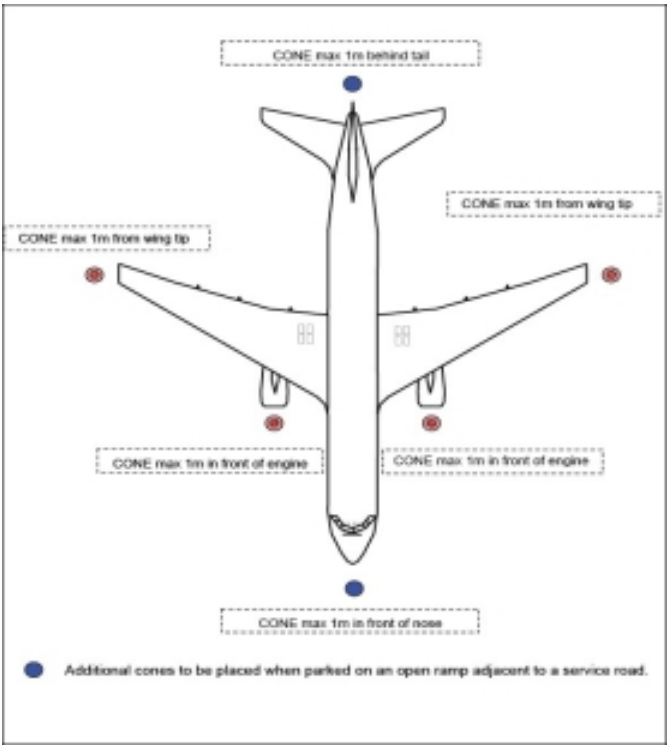
4.6.2 CONE PLACEMENT FOR WING-MOUNTED TWIN ENGINE JET AIRCRAFT



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4.7 AIRCRAFT CHOCKING

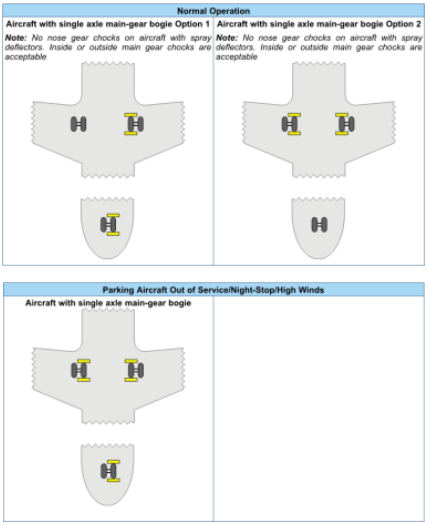
4.7.1 WHEEL CHOCK PLACEMENT

a. Make sure the required number of serviceable chocks are available taking account of the aircraft type and/or weather conditions.
b. Chocks must be kept clear of the manoeuvring area during aircraft arrival.
c. Do not approach the aircraft to position chocks until the aircraft has come to a complete stop.
d. Places chocks forward and aft of the aircraft nose gear (according to options listed in diagrams in this section) . One designated member of the ground staff immediately places chocks forward and aft (if aircraft type allows) of the nose gear. This is the first action to take place around the aircraft, and shall be completed before any other activity may take place.
e. Before approaching the main gear, wait until:

1. engines have been switched off and are spooling down.
2. anti-collision lights are switched off.

f. Walk towards the main gear in a path parallel to the fuselage, avoiding engine intake areas.
g. Place chocks forward and aft of the main gear in accordance with the applicable normal chock placement diagram.
h. Notify the flight deck crew that the chocks are inserted.

4.7.2 CHOCK PLACEMENT DIAGRAMS



4.8 HAND SIGNALS

4.8.1 INTRODUCTION

In order to standardize “ground staff–ground staff” communication or “ground staff–flight crew” communication, the following hand signals are defined:

a. **Guide Man Hand Signals**–to be used by a specific guide man in direct liaison with the equipment operator to facilitate movements of any type of GSE.
b. **Marshalling Hand Signals**–to be used by ground staff, to assist the flight crew during maneuvering of the aircraft and engine starting.
c. **Technical/Servicing Hand Signals**–to be used by ground staff to communicate technical/servicing information to flight crew, and by flight crew to communicate technical/servicing information to ground staff.
d. **Pushback Hand Signals**–to be used during the tractor/towbar connection/disconnection process, and at the start and end of the pushback operation.

4.8.2 CONDITIONS FOR USING HAND SIGNALS

The person giving the hand signals must:

a. Use only approved hand signals.
b. Wear a high visibility vest.
c. Maintain the same role throughout the procedure.
d. Keep in constant, visual contact with the other ground staff and flight crew throughout the manoeuvre. If visual contact is lost, the operation must stop and not re-commence until visual contact is re-established.
e. Remain clear of the intended pathway of the vehicle/aircraft where possible

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4.8.3 GUIDE MAN HAND SIGNALS (FOR GSE)

4.8.3.1 TO ATTRACT OPERATOR'S ATTENTION AND TAKE COMMAND

Arms held above head in vertical position with palms, facing forward.
Meaning: I am in charge of this maneuver. You will take orders only from me.

4.8.3.2 FORWARD MOVEMENT (TOWARD MAN):

Arms a little aside and repeatedly moving upwards, backwards, beckoning onwards.

4.8.3.3 BACKWARD MOVEMENT:

Arms by sides, palms facing forward, swept forward and upward repeatedly.

4.8.3.4 TURN RIGHT

Left arm downward, hand extended, right arm repeatedly moved upward backward. Speed of arm movement indicating rate of turn.

4.8.3.5 TURN LEFT

Right arm downward, hand extended, left arm repeatedly moved upward backward. Speed of arm movement indicating rate of turn.

4.8.3.6 LIFT

Stretch both arms toward load or equipment, palm up, hand movement in upward direction.

4.8.3.7 LOWER

Stretch both arms toward load or equipment, palm down, hand movement in downward direction.

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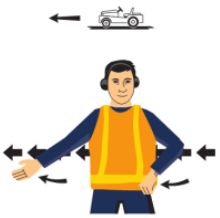
4.8.3.8 ACCOMPANIED MOVEMENT



Come with Load or equipment. Maintain eye to eye contact with operator or driver. Swing down opposite arm.

4.8.3.9 INDICATED DISTANCE

Distance shown between hands must correspond exactly with existing margin.

4.8.3.10 STOP

Arms raised and crossed over head.
Immediate stop: Hands cross over head with clenched fists.

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4.8.3.11 OK. ALL IS CLEAR OR CONTINUE ON YOUR OWN OR DRIVE AWAY

Lift stretched right arm, hand closed, thumb raised.

4.8.3.12 CHOCKS INSERTED; STABILIZERS ON

Arms down, hand closed facing inward, thumbs extended, move arms inwards.

4.8.3.13 CHOCKS REMOVED; STABILIZERS OFF

Arms down, hands closed facing outward, thumbs extended, move arms outward.

4.8.3.14 TO INTERRUPT POWER SOURCE (ELECTRICITY, FUEL, AIR)

Right arm and hand level with shoulder, palm downward horizontally swinging from extended arm to throat.

4.8.3.15 STOP ENGINE

Right arm and hand level with shoulder, palm downward, hand on throat making horizontal move to the right, passing hand across throat.

4.8.3.16 TO CONNECT OR DISCONNECT

Raise left arm and hand, with fingers extended horizontally
Connect: Right hand with clenched fist moving upward to contact left palm
Disconnect: Right hand with clenched fist leaving left palm downward.

4.8.3.17 BRAKES ON/OFF

Right arm and hand raised horizontally in front of body.
Release brakes: With fist clenched, then extend fingers, palm inward.
Engage brakes: With extended fingers, palm inward, then clench fist.

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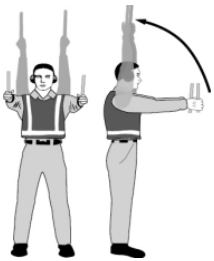
4.8.4 MARSHALLING HAND SIGNALS (FOR AIRCRAFT)

a. Do not perform aircraft marshalling unless it is permitted by the local airport authority and you have been trained and authorized.
b. Give marshalling hand signals from a position forward of the aircraft while facing and within view of the pilot.
c. Wear high visibility vest
d. Use illuminated torch lights/wands to improve the visibility of the hand signals in the following situations:
    1. Insufficient apron lighting
    2. Poor visibility
    3. Night conditions
    4. When required by local Airport Authorities or regulations.

CAUTION:
To avoid any possible confusion by the Flight Crew, do not use guide man hand signals for equipment until all aircraft marshalling has been completed

a. The hand signals printed on the following pages are illustrated with the use of wands. The meaning of the signals remains the same when bats, gloves or illuminated torch lights are used.
b. It is not possible to give signals for engaging/releasing parking brakes with the use of bats or illuminated torch lights.

4.8.4.1 IDENTIFY GATE



Raise fully extended arms straight above head with wands pointing up, move hands fore and aft to keep from blending into background.

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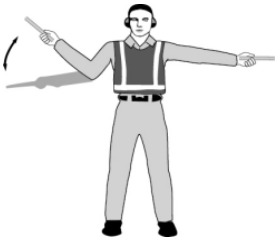
4.8.4.2 CONTINUE TO TAXI STRAIGHT AHEAD

Bend extended arms at elbows and move wands up and down from waist to head.

4.8.4.3 SLOW DOWN

Move extended arms downwards in a “patting gesture”, moving wands up and down from waist to knees.

4.8.4.4 TURN RIGHT (FROM PILOTS 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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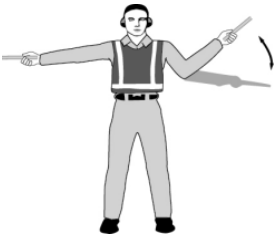
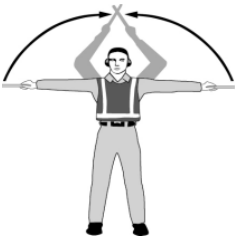
4.8.4.5 TURN LEFT (FROM THE PILOTS POINT OF VIEW)



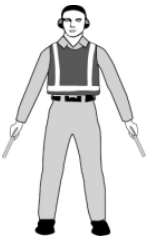
With right arm and wand extended at a 90° angle to the body, left hand makes the come ahead signal. The rate of signal motion indicates to the pilot the rate of aircraft movement desired.

4.8.4.6 STOP/EMERGENCY STOP



Fully extend arms and wands to cross above the head.

4.8.4.7 HOLD POSITION/STAND-BY

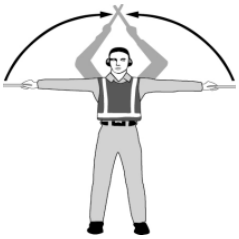


Fully extend arms and wands downwards at a 45° angle to the sides. Hold the position until the aircraft is clear for the next maneuver.

4.8.4.8 PROCEED TO NEXT MARSHALLER OR AS DIRECTED BY TOWER/GROUND CONTROL

Point both arms upward, move and extend arms outward to side of body and point with wands to direction of next marshaller or taxi area.

4.8.4.9 STOP/EMERGENCY STOP



Fully extend arms and wands to cross above the head.

4.8.4.10 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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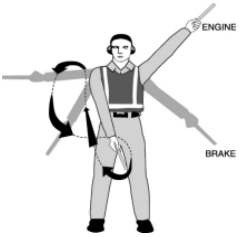
4.8.4.11 FIRE



Fire–Move right hand in an exaggerated figure of eight (8), or a fanning type motion, from the shoulder to the knee, while at the same time pointing with the left-hand wand to the area of the fire.

4.8.4.12 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.

4.8.4.13 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.

4.8.4.14 CHOCKS INSERTED

With arms and wands fully extended above head, move wands inward in a “jabbing” motion until the wands touch.

4.8.4.15 CHOCKS REMOVED

With arms and wands fully extended above head, move wands outward in a “jabbing” motion. **DO NOT** remove chocks until authorised by the flight crew.

4.8.4.16 TART 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 aircraft.

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4.8.4.17 EMERGENCY ENGINE SHUT DOWN

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.

4.8.5 TECHNICAL/SERVICING HAND SIGNALS–GROUND STAFF TO FLIGHT CREW

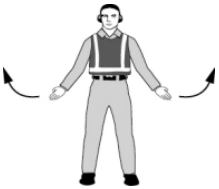
a. Only use manual signals when verbal communication is not possible.
b. Make sure acknowledgement is received from the flight crew on all occasions.

4.8.5.1 CONNECT TOWBAR

Bring arms above the head and grasp forearm with opposite hand.

4.8.5.2 AIR UP (SUPPLY PRESSURISED AIR FOR ENGINE START)

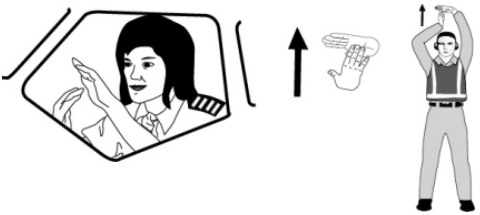
Wave arms up & down from thigh to waist with palms up.



4.8.5.3 CONNECT/DISCONNECT GROUND POWER

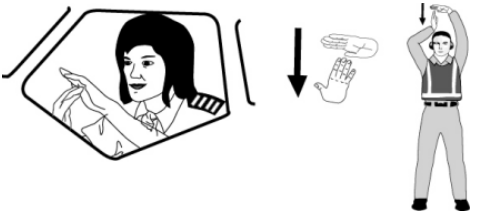
To connect ground power:

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.



To disconnect power:

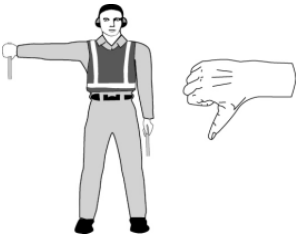
Hold arms fully extended above head with finger tips of right hand touching the open horizontal palm of the left hand (forming a "T"), then move right hand away from the left. **DO NOT** disconnect power until authorised by the flight crew. At night, illuminated wands can also be used to open the "T" above the head.



4.8.5.4 AFFIRMATIVE/ALL CLEAR

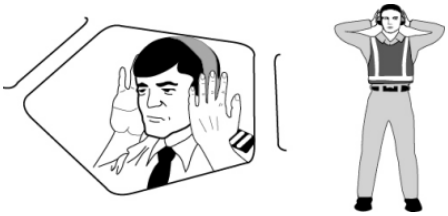
Raise right arm to head level with wand pointing up or display hand with thumbs up, left arm remains at side by knee.

4.8.5.5 NEGATIVE



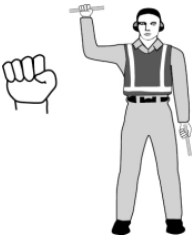
Hold right arm straight out at 90° from shoulder and point wand down to ground or display hand with thumbs down, left hand remains at side by knee.

4.8.5.6 INTERPHONES



Extend both arms at 90° from body and move hands to cup both ears.

4.8.5.7 DO NOT TOUCH CONTROLS



Raise right hand above head level and close fist or hold wand in horizontal position, left arm remains at side by knee.

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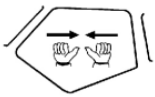
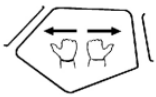
4.8.5.8 OPEN/CLOSE STAIRS FORWARD/AFT

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.

4.8.6 TECHNICAL/SERVICING HAND SIGNALS–FLIGHT CREW TO GROUND STAFF

Brakes Engaged:  Raised arm and hand, with fingers extended, horizontally in front of face. Hand is then closed to a fist.	**Brakes Released:**  Raised arm, with fist clenched, horizontally in front of face. Hand is then opened to an open palm.

Insert Wheel Chocks:  Arms extended, palms outwards, and hands moving inwards.	**Remove Wheel Chocks:**  Hands crossed in front of face, palms inwards, and arms moving outwards.
Ready to Start Engine(s):  One hand raised with the appropriate number of fingers stretched indicating the number of the engine to be started.	**All Clear:**  Acknowledgement of all ground actions.

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4.8.7 PUSHBACK HAND SIGNALS–HEADSET OPERATOR TO TUG DRIVER

4.8.7.1 VEHICLE BRAKES OFF

Raise hand just above shoulder height with closed fist and **ensuring eye contact with tug driver** open palm.

4.8.7.2 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.

4.8.7.3 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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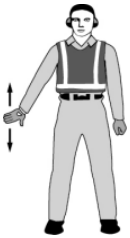
4.8.7.4 VEHICLE BRAKE ON/STOP

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.

4.8.7.5 SLOW DOWN



With hand at a 45° angle downward to the side make a “patting” motion.

4.8.7.6 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.

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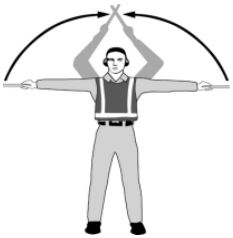
4.8.8 PUSHBACK HAND SIGNALS–WINGWALKER TO HEADSET OPERATOR/TUG DRIVER

4.8.8.1 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.

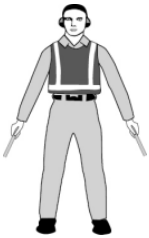
4.8.8.2 STOP MOVEMENT OF AIRCRAFT



Fully extend arms and wands to cross above the head.

4.8.8.3 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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4.9 AIRCRAFT ARRIVAL

4.9.1 ACTIONS PRIOR TO ARRIVAL

a. Conduct FOD check on entire stand removing all debris.
b. Make sure the stand surface condition is sufficiently free of ice, snow, etc., to ensure safe aircraft movement.
c. Make sure the aircraft path and ramp area is free of objects and obstacles which the aircraft may strike or endanger others due to jet blast effects.
d. Make sure all Ground Support Equipment (GSE) is positioned well clear of the aircraft path, outside the Equipment Restraint Area (ERA).
e. Make sure aircraft docking guidance system is operating, or marshalling staff is present.
f. Make sure additional ground personnel (such as wing walkers) are present (if required);
g. Make sure that no unauthorized persons are available in the aircraft parking stand.

DANGER:
All persons not involved in the aircraft arrival operation must stay well clear of the arriving aircraft and must not approach the aircraft until:
- The engines have been switched off and are spooling down.
- The anti-collision lights have been switched off, and
- The main gear wheel chocks are positioned.
- Clearance to approach the aircraft has been given by the agent responsible for the arrival operation, if applicable.

Personnel not involved in the aircraft departure are positioned outside the equipment restraint area (ERA).

4.9.2 STANDARD ARRIVAL PROCEDURE

4.9.2.1 AIRCRAFT ARRIVAL AT A STAND OR OPEN RAMP

a. For a standard arrival procedure at a stand without an automated guide-in system or at an open ramp:

1. as aircraft approaches the stand area, the marshaller points to the guide-in line on the ramp to be followed by the aircraft by standing at the top of the guide-in line and giving the “IDENTIFY STAND” signal. Wing walkers, if required, will be positioned approximately 1 meter (3 feet) outside the path of the wingtips. Wingwalkers shall maintain visual contact with the Marshaller until the aircraft has come to a complete stop.
2. while the aircraft taxies along the guide-in line, the marshaller gives the “Continue to Taxi ahead” signal with marshalling wands.
3. the nose wheel should follow the lead-in line all the way to the appropriate stop point. Use the “Turn Left” or “Turn Right” signals to correct the track of the aircraft as required.
4. if at any time during aircraft movement the marshaller is unsure or identifies an imminent danger, STOP the aircraft.
5. if at any time during aircraft movement, the wingwalkers are unsure or identify an imminent danger, signal the marshaller with the “STOP” signal.
6. as the aircraft approaches the stop position, use the “Slow Down” signal if required. As the nose wheel reaches the stop point slowly cross the wands in the “Stop” signal.

7. once the aircraft has come to a complete stop and all conditions for chocking are met, the aircraft can be chocked.
8. ground power and Pre-Conditioned Air are connected (if required/available).

b.For a standard arrival procedure at a stand with an automated guide-in system:

1. the agent responsible for the arrival, “Marshaller” shall verify that the correct aircraft has been selected for the arrival and the equipment is operational
2. the agent responsible for manning the emergency stop button shall be positioned with an unobstructed view of the arriving aircraft and within reach of the system to stop the aircraft in the event it is needed.
3. in the event that the emergency stop is activated, and only after a check by the ground staff operating the guidance system that the risk is no longer there, the aircraft docking guidance system can be reactivated. If not standard aircraft arrival procedures shall be used.
4. wing walkers, if required, will be positioned approximately 1 meter (3 feet) outside the path of the wingtips. Wingwalkers shall maintain visual contact with the Marshaller until the aircraft has come to a complete stop.

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4.9.2.2 ACTIONS AFTER ARRIVAL

a. Upon aircraft stopping:

1. position wheel chocks at nose landing gear wheels. (if required).
2. position and connect the Ground Power Unit, if required, before engine shut down.

b. After engines have been switched off, are spooling down and anti-collision lights have been switched off:

1. position wheel chocks at the main landing gear wheels and verbal/visual confirm to flight crew.
2. confirm there is no damage on the cabin door area prior to positioning the passenger boarding device(s).
3. position the safety cones.
4. conduct an arrival walkaround to inspect for damage on the following parts of the aircraft:

i. all cargo doors
ii. all access panels and servicing access points
iii. aircraft fuselage
iv. aircraft engine cowlings
v. aircraft passenger doors.

5. give clearance for GSE to approach aircraft.
6. remove nose gear chocks (if required)

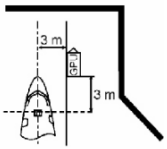
Note: *If any damage is found, report it immediately to supervisor and do not approach the aircraft with any GSE in the area where the damage has been found.*

CAUTION:
If an aircraft arrives with an unserviceable anti-collision light, do not approach the aircraft until headset communication has been established with the flight crew.

4.9.3 GROUND SUPPORT EQUIPMENT ON ARRIVING AIRCRAFT

4.9.3.1 GROUND POWER UNIT (GPU)

a. It is permitted to pre-position a GPU inside the ERA provided there is an assigned GPU parking position.
b. Position the GPU on the right-hand side of the nose parallel to the aircraft center line with the towbar facing away from the aircraft as shown below.
c. Set parking brake/chock the GPU.



4.9.3.2 COOLING/HEATING UNITS/PRE-CONDITIONED AIR (PCA)

DANGER:
Before supplying air by external source make sure that at least one cabin door is open and remains open during air unit operation as per operating airline procedure.
Make sure that a motorized ground air supply unit is not near the aircraft. The engine exhaust pipe of the unit must point away from the aircraft. Heat from the unit's exhaust can cause damage to the aircraft structure.

As part of the fuel conservation programs of most airlines, pre-conditioned air is required at all airports that provide on-stand pre-conditioned air. Refer to the operating airline's manual for the specific aircraft type for the location of the PCA access panel on the aircraft.

Note: Make sure there is no blockage of the hose.

a. To connect PCA:

1. open access panel.
2. connect ground pre-conditioned air unit to aircraft.
3. start up ground pre-conditioned air unit.
4. on the ground pre-conditioned air unit, select the desired cooling or heating settings (air temperature and flow rate) or position the selector in the appropriate position.

b. To disconnect PCA:

1. shut down ground pre-conditioned air unit.
2. disconnect ground pre-conditioned air unit from aircraft.
3. close the access panel.
4. retract the PCA hose to the fully stowed and secured position.

AVION EXPRESS 4.9.3.2. COOLING/HEATING UNITS/PRE-CONDITIONED AIR (PCA)
PCA access panel on the aircraft refer to chapter 12 AIRCRAFT CHARACTERISTICS

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4.10 AIRCRAFT DOORS

4.10.1 GENERAL SAFETY REQUIREMENTS

This section Provides generic precaution and does not constitute training on opening/closing of aircraft doors. Do not operate ANY aircraft doors unless you have been trained and authorized to do so.

Follow Airline's GOM as required. Seek assistance from maintenance personnel if any difficulty is experienced during normal door operation.

⚠

CAUTION:
Do not operate or leave doors open in winds exceeding those indicated in the manufacturer's limitations.

4.10.2 CABIN ACCESS DOORS

4.10.2.1 GENERAL

There are variances between airlines regarding responsibility for operating cabin access doors. The operating airline determines whether ground staff or cabin crew are authorized to operate cabin access doors–all ground personnel MUST follow procedures as set by the operating airline GOM.

Before opening and closing of aircraft cabin access doors ground staff shall ensure that required GSE or a passenger boarding bridge:

i. Is positioned at a cabin access door prior to door opening;
ii. 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;
iii. Is removed from a cabin access door immediately after such door is closed.

DANGER:
Cabin access doors shall only be in open position if there is an appropriate boarding device positioned at the door. Cabin access doors may not be opened without appropriate equipment positioned at the door.
There is a risk of falling while operating cabin doors.
Slide deployments can be fatal. If an armed door begins to open, do not attempt to hold the door, as you risk being seriously injured or killed.

If a cabin access door is found open without a boarding device positioned at the door you must immediately notify a supervisor or the airline representative.

a. Do not attempt to close the cabin access door unless trained and qualified.
b. Guard the cabin access door until a qualified person is present to close it.

AVION EXPRESS 4.10.2.1 CABIN ACCESS DOORS – GENERAL
Passenger and service doors may only be opened and closed by crew members from inside. If there is no crew on-board by doors maybe opened by trained technical staff or crew members from outside.
Other personnel may not operate doors unless:

- **They are trained to operate applicable aircraft type cabin doors and,**
- **They are employed by subcontractor authorized by Avion Express to open cabin access doors.**

4.10.2.2 OPENING OF CABIN ACCESS DOORS FROM INSIDE BY TRAINED CREW

Ground staff should:

a. Knock twice on the door from outside to indicate that a boarding device is properly positioned outside a door to be opened and that the door swing area is free of obstructions.
b. Stand clear of the door and wait for the cabin crew to open.
c. (As applicable) Assist cabin crew with moving the door to the fully opened position and engaging the gust lock as necessary.

4.10.2.3 OPENING OF CABIN ACCESS DOORS FROM INSIDE BY AUTHORIZED AND TRAINED GROUND STAFF

a. Check that the door is disarmed.
b. Check that all indicators show that it is safe to open the door.
c. Check visually that a boarding device is positioned at the door.

Note: *Should there be a need to partially open a door solely for the purpose of galley trash bin servicing, an external boarding device need not be in position. Do not move the door more than is required for the removal and refit of the bin. Operators GOM to be consulted regarding aircraft type applicability*

d. Open the door slowly and carefully in accordance with the instructions and markings labelled on the door, and the respective aircraft type specific instructions, and/or your training.

4.10.2.4 OPENING CABIN ACCESS DOORS FROM OUTSIDE WITH CREW/GROUND STAFF ON BOARD

a. Look for indications that the door is disarmed.
b. Check that all indicators show that it is safe to open the door.
c. If there is no indication from the cabin crew that the door is disarmed, knock twice on the door and repeat the previous step.
d. If there is still no indication from the cabin crew that the door is disarmed, contact the Pilot-in-Command via an open cockpit window or the aircraft interphone system.
e. If there is no cabin crew on board and the red/orange streamer is visible across the interior of the door window, then do not open the door. Instead, seek assistance from airline personnel.
f. If you cannot confirm that the door is disarmed, DO NOT OPEN THE DOOR.
g. Once you confirm that the door is disarmed, open the door slowly and carefully in accordance with the instructions and markings labeled on the door, and the respective aircraft type specific instructions.
h. Move the door to the fully opened position and engage the gust lock.

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4.10.2.5 OPENING CABIN ACCESS DOORS FROM OUTSIDE WITH NO CREW/GROUND STAFF ON BOARD

a. Look for indications that the door is disarmed.
b. Check that all indicators show that it is safe to open the door.
c. If you cannot confirm that the door is disarmed, DO NOT OPEN THE DOOR.
d. Once you confirm that the door is disarmed, then open the door slowly and carefully in accordance with the instructions and markings labeled on the door, and the respective aircraft type specific instructions.
e. Move the door to the fully opened position and engage the gust lock.

4.10.2.6 EMBARKATION OR DISEMBARKATION THROUGH CABIN ACCESS DOORS

Before allowing passengers or crew embarkation or disembarkation via a cabin access door, ensure that the boarding device is properly positioned at the door, and if stairs are to be used, that both guard rails (if applicable) are extended.

4.10.2.7 CLOSING CABIN ACCESS DOORS

a. Make sure service doors are closed immediately after servicing is completed.
b. Receive confirmation from the crew that the cabin access door(s) may be closed for departure.
c. Before removing the last boarding device from an aircraft, inform any ground staff onboard the aircraft that the last cabin access door is being closed and the last boarding device is being removed from the aircraft.
d. Look for any possible obstructions around the door area and remove them.
e. Make sure the door gust lock is released and assist the person closing the door by moving it to the ajar position.

CAUTION:
If the cabin access door cannot be closed with the boarding device connected, then the operation must be performed from inside the aircraft with extra vigilance and without assistance of ground staff outside the aircraft.

a. Do not remove the boarding device from the aircraft until the door is fully closed and locked.
b. If stairs were used at a cabin access door, then retract the stair handrails if necessary to close the door. Remain at the top of the stair platform until the door is fully closed, and then descend the stairs before they are moved.
c. Close the door slowly and carefully in accordance with the instructions and markings labeled on the door, and the respective aircraft type specific instructions.
d. Before leaving the vicinity of the door, confirm that the door is properly seated flush with the surrounding airframe and that the exterior door handle is flush with the surface of the door.
e. Seek assistance from aircraft maintenance personnel any time a door malfunction occurs.
f. Do not retract equipment stabilizers in advance of the cabin door being fully closed.

g. Before retracting equipment from the door, check to ensure the maneuvering area is clear of all obstructions and personnel.
h. If a passenger boarding stairs unit is used, then retract the passenger stairs canopy. Move the equipment to its approved parking position and engage any applicable restraints (such as closing the door on the passenger boarding stairs opening).
i. Visually inspect the cabin access door and the surrounding fuselage for signs of damage, particularly in any areas where the boarding device was in contact with the aircraft. If damage is discovered then immediately report it to aircraft maintenance personnel, and if available, the Pilot-in-Command.

4.10.2.8 RE-OPENING CABIN ACCESS DOORS

If a cabin access door is not closed properly then it must be re-opened and re-closed. Other situations when cabin access doors may need to be re-opened include the following:

a. Subsequent delivery of catering and/or supplies, after the passenger boarding devices have been removed,

OR

b. Re-connecting of passenger boarding devices after the initial removal. If there is no crew on board the aircraft, follow the applicable Opening Cabin Access Doors procedures in GOM.
c. Once the cabin access door has been closed in preparation for departure, do not attempt to re-open any aircraft door without the authorization of the flight crew.
d. If you believe a door must be re-opened, you must notify the flight crew through an open cockpit window or use the flight interphone system.
e. If the crew requires a door to be re-opened, they will notify ground staff.
f. Regardless of which party requested that the door be re-opened, once the flight crew gives clearance for the door to be re-opened, follow the actions/steps in: Opening Cabin Access Doors.
g. If authorization to re-open the door is not granted, do not attempt to re-open the door unless clearance given by the flight crew.

4.10.3 CARGO HOLD DOORS

AVION EXPRESS 4.10.3. CARGO HOLD DOORS
For doors dimensions and clearances to chapter 12 AIRCRAFT CHARACTERISTICS

4.10.3.1 OPENING CARGO HOLD DOORS

a. Do not operate cargo doors unless trained and authorized.
b. Manual operation of an electrically or hydraulically operated cargo door may only be performed by maintenance personnel or flight crew.
c. Do not open the cargo doors until the aircraft engines have been shut down and the anti-collision lights have been switched off.

d. Before positioning loading equipment or any other ground support equipment at cargo doors and opening cargo doors, perform a visual check for any signs of damage to the doors or surrounding areas. If any irregularities are discovered during this visual check, report them to aircraft maintenance personnel and, if available, the Pilot-in-Command.
e. Cargo doors must be opened using technical steps or belt loaders equipped with raised safety rails to reach the cargo doors. ULD loaders must not be used. (Not applicable to main deck cargo doors).
f. Open the cargo doors in accordance with the respective aircraft type specific instructions.
g. Allow adequate space for door clearance to avoid equipment obstructing the free passage of the door:
h. most aircraft lower compartment cargo doors hinge upwards. Be aware that when opening or closing cargo doors, the lower edge of the door will swing down before going upward.
i. for main deck cargo compartment doors, remove safety barrier once the main deck loader is in position.
j. If the cargo door will not open, do not use excessive force, tools or ground support equipment to push or pull on the door to open it. Contact aircraft maintenance personnel for assistance

4.10.3.2 CLOSING CARGO HOLD DOORS

a. Do not operate cargo doors unless you have first been trained and authorized.
b. Manual operation of an electrically or hydraulically operated cargo door may only be performed by maintenance personnel or flight crew:

1. before closing the cargo doors, ensure: that load restraint and door protection nets are properly fitted.
2. that the cargo compartment lights have been switched off unless required for carriage of AVI.
3. that the door area including the door sill and frame are free of gravel, water, ice and other foreign substances or obstructions.
4. that the door and door frame show no visible signs of damage.
5. that any damage discovered during the inspection of the cargo doors and surrounding areas/frames is immediately reported to aircraft maintenance personnel and the Pilot-in-Command.

c. All cargo doors must be closed using technical steps or belt loaders equipped with raised safety rails to reach he cargo doors. ULD loaders must not be used. (Not applicable to main deck cargo doors).
d. Check that door lock indicators are engaged/properly set as applicable and that the door is properly locked, handles are stowed flush and panels are properly closed.
e. If a cargo compartment door is not closed properly, it must be re-opened and re-closed.

CAUTION:
If a cargo door must be re-opened prior to aircraft movement, approval from the flight crew via the ground staff responsible for the departure must be obtained.

4.10.3.3 RE-OPENING OF CARGO HOLD DOORS

a. If a cargo compartment door is not closed properly, it must be re-opened and re-closed.
b. Once the pre-departure walkaround has taken place, do not attempt to re-open any aircraft door without the authorization of the flight crew.

c. If you believe a door must be re-opened, you must notify the flight crew through an open cockpit window or use the flight interphone system.
d. If the flight or cabin crew requires a door to be re-opened, they will notify ground staff.
e. Regardless of which party requested that the door be re-opened, if the flight crew gives clearance for the door to be re- opened, follow the actions/steps in: *Opening Cabin Access Doors*.
f. If authorization to re-open the door is not granted, do not attempt to re-open the door unless clearance is received from the flight crew.

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4.11 AIRCRAFT LOADING

4.11.1 SUPERVISION OF AIRCRAFT LOADING

4.11.1.1 GENERAL

Before loading, the hold shall be visually inspected for damage that can affect the load capacity. A qualified individual must supervise the loading of the aircraft and provide a signed confirmation to say:

a. The aircraft has been loaded as instructed–including any special load instructions;
b. The condition of locks, restraints or ULDs has not affected load capacity;
c. The bulk load and ULDs are correctly secured and locks and nets are in use;
d. Visible dangerous goods packages were inspected prior to loading;
e. Special loads, including dangerous goods have been stowed and secured according to regulations and operating airline procedures;
f. The holds are free of any foreign objects;
g. Any deviations are approved by Load Agent and recorded
h. At the completion of loading, a qualified individual must pass the final loading information to the Load Agent.

4.11.1.2 LOADING OF GENERAL BAGGAGE/CARGO

The person responsible for loading is in charge of, and responsible for, the safe and efficient loading and offloading of the aircraft as well as the protection of the goods carried. He will ensure the aircraft is loaded as specified by the load agent, in accordance with the operating airline procedures. The person responsible for loading shall be trained in accordance to the standards outlined in **AHM 611**.

4.11.1.3 LOADING OF DANGEROUS GOODS (WHERE CARRIED)

The person responsible for loading is responsible for the loading of Dangerous Goods shipments as described in the IATA DG Manual and must be qualified as per IATA Dangerous Goods Regulations training requirements.

4.11.2 SAFETY REQUIREMENTS SPECIFIC TO AIRCRAFT LOADING OPERATIONS

4.11.2.1 GENERAL

a. Get assistance when moving heavy articles.
b. Do not use baggage carts to gain access to cargo compartments.
c. The loader bridge height shall be monitored during the loading process and adjusted as necessary to maintain a correct alignment with the cargo hold floor.
d. Use ULD Loader platform guide rails as required to ensure alignment when loading.
e. Block or secure cargo which will not lie flat on conveyor belts.
f. Push DO NOT PULL containers on and off dollies and loaders.

g. ULDs on dollies or transporters must be secured to prevent 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.
h. Protect live shipments from inclement weather.
i. Be alert for special/dangerous goods shipments. Know how they must be handled and secured.
j. 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.
k. Gates of loaded carts should be lowered carefully, in case loose cargo falls out and causes injury.
l. 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.
m. Elevating devices must not be removed from the aircraft when personnel are still within the cargo hold.
n. Do not walk between ULDs or carts being towed, or when they are stationary on the ramp as you do not know when they may be moved.
o. When loading has been completed, move all loading equipment well clear of the aircraft.

4.11.2.2 SPECIAL PRECAUTIONS WHEN USING CARTS

a. Do not wedge light packages between heavier items.
b. During transportation in carts and dollies ensure that the load is properly secured by using appropriate locks, stops, rails, curtains and straps.
c. Ensure the overall height of load permits safe lifting of each piece of load during loading and offloading of carts by personnel standing on the ground.
d. When using tarpaulins, ensure all straps are securely fastened to the baggage cart.
e. When not in use the braking system shall be engaged on all strings of baggage carts.

4.11.2.3 SPECIAL REQUIREMENTS WHEN USING TRACTORS

a. Drive tractors and carts within speed limits according to local airport regulations, and take care to avoid sharp turns, jerks and sudden stops.
b. Approach the aircraft at walking speed.
c. Limit the number of carts and dollies in a train to the maximum specified by the local airport regulations.
d. Do not attempt sharp turns close to the aircraft. Keep at least 1m (3ft) away from the fuselage.

4.11.2.4 SPECIAL PRECAUTIONS WHEN USING BELT LOADERS

a. Ensure proper separation between articles on the conveyor belt to avoid jamming.
b. Adjust the back of the conveyor belt correctly to avoid dropping goods from the belt.
c. Handrails shall be deployed when a belt loader is used to gain access to aircraft cargo holds; however caution shall be exercised where there is restricted clearance with the aircraft fuselage or engines.

4.11.2.5 SPECIAL PRECAUTIONS WHEN USING ULD LOADERS

a. DO NOT stand between loader and dollies.
b. Align dollies correctly to loader. Use guide person if required.

c. ULD loaders should not be used to transport ULDs across the ramp unless specifically designed for this purpose.
d. Do not move ULDs until personnel are clear of all hazards.
e. The vehicle (dolly or other) shall be positioned within 7.5 cm/3" of the loader platform periphery and shall be at the same height before transfer takes place.
f. The use of external mechanical force to move ULD should not be necessary except with very heavy ULD which may not move by manual force alone. Any such process shall be carried out with approved equipment and procedures.
g. Whenever possible, reverse in a straight line at a walking pace, monitoring all sides for clearance.
h. Ensure path of loader is clear of all obstructions prior to initiating turns.
i. Retract or lower handrails, platforms and operators sections to ensure adequate clearance before positioning equipment.
j. Extend all handrails before loading or unloading.
k. All personnel must keep clear of the elevating platform when it is being raised or lowered.
l. Do not rotate a ULD on a loader elevator platform while raised or in-transit.
m. Before removal or repositioning of loader, ensure any load positioned in the doorway is secured against roll out.

CAUTION:
Warning Fall Hazard: Do not ride on the elevating platform to gain access to the loader bridge.

4.11.2.6 BULK LOADING OF SMALLER AIRCRAFT

a. Use belt loaders if the door sill height does not allow items to be passed into the doorway without undue lifting Always consider the use of belt loaders for heavy items (over 23 kgs).
b. Keep a gap of at least 1m (3 feet) between baggage carts/dollies and the cargo belt when towing, to prevent collisions when approaching the belt loader.
c. Carts or dollies must be disconnected from the tractor and manoeuvred by hand if the carts or dollies need to be closer than 1 m (3 feet).

4.11.3 GENERAL LOADING PRECAUTIONS

a. Hold baggage must be inspected for signs of leakage before loading.
b. Any item of load which is not properly packed and any item that may damage or contaminate the aircraft must not be loaded.
c. Container curtains must be closed and locked into place prior to loading the ULD into the aircraft.
d. Containers must not be contaminated when loaded (snow, wood, plastic etc.).
e. Use tarpaulins or covered carts during inclement weather.
f. Do not place goods directly on the apron.
g. Always observe the specific instruction labels and marks such as FRAGILE, TOP, THIS SIDE UP, etc.
h. Report torn (or missing) baggage tags and cargo labels, and do not load unless corrected.
i. Report immediately any damage to the load, whether it occurs during handling or is noticed on arrival.
j. Report immediately any spills, unusual fumes or smells, etc., to a Supervisor, Flight Crew or local authorities as required.

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4.11.4 PILLS IN CARGO HOLDS

a. Spills can occur in cargo holds during loading and in flight due to:

1. Improper packaging.
2. Damage due to mishandling prior to loading.
3. Improper loading in the compartment.

b. Spills can be liquid, gels, or material in a powdered or granulated form.

c. Spills can be hazardous corrosive, flammable, explosive, toxic or poisonous, etc. Even water can cause serious damage to electrical components and systems.

d. Spills can be corrosive to the aircraft structure. Mercury spills are particularly corrosive to the extent that the affected aircraft structure may have to be completely replaced if not cleaned up quickly.

It is essential that any spill is reported immediately to Maintenance, so that corrective action can be taken.

4.11.5 CARGO HOLD INSPECTION

When an offload is completed, a final check of ALL cargo holds must be conducted to inspect each cargo hold for:

a. Damage to the compartment
b. Damaged or malfunctioning floor locks
c. Spills in the hold that may have occurred
d. Baggage or cargo that may have been left onboard the aircraft.
e. Any other items that should not be present in the hold

A check must be conducted in a hold even if on arrival the hold was reported as not carrying any cargo/baggage (empty). If any damage is found to the compartment or locks, if a spill has occurred, or if any other irregularity is found, it must be immediately reported to a supervisor, the flight crew, and/or a company representative as required by operating airline.

4.11.5.1 CARGO HOLD DAMAGE

Any damage to the structure or linings of containerised or bulk holds may lead to specific loading limitations. Therefore, any damage must be reported. The Load Controller shall be informed accordingly.

AVION EXPRESS 4.11.5.1. CARGO HOLD DAMAGE
Avion Express requires immediate notification any aircraft damage to both flight crew and NVD OCC.

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4.11.5.2 COMPARTMENT SEPARATOR NETS

Compartment separator nets must be secured prior to all flight departures. Between offload and onload, compartment nets must be secured inside aircraft compartments and not left hanging outside, to avoid clips and attachment points from striking fuselage (especially during adverse weather conditions) or inadvertently hooked on GSE and pulled out of the aircraft.

4.11.5.3 CARGO DOOR BARRIER NETS

Between offload and onload, compartment nets must be secured inside aircraft compartments and not left hanging outside.

Cargo door barrier nets must be installed prior to flight departure to prevent cargo from shifting in flight and damaging or blocking the compartment door.

4.11.5.4 CONTAINER/PALLET RESTRAINT SYSTEM

All container stops and pallet locks required to secure containers and pallets must be extended and locked prior to any flight. This includes cargo holds that are empty, unless specified by the operating airline.

A tactile check must be performed by checking the security of each lock with your hands.

4.11.6 ADVANCE LOADING PREPARATION

Before loading commences, the load shall be assembled and checked against loading instructions.

a. Ensure ULD placards are properly filled out with the correct information **(see 4.11.14.2)**.
b. Ensure ULDs and all cargo is inspected and is fit to be loaded on the aircraft.
c. If possible, arrange ULDs on the ramp in order of onload.

4.11.7 AIRCRAFT GROUND STABILITY

Loading or offloading may cause the aircraft to become unstable or could cause the aircraft to tip. Respect aircraft ground stability requirements during loading and offloading. In general:

a. offload aft holds before forward holds;
b. when loading, load forward holds before aft holds.

For cargo aircraft, a tail support stanchion or nose tether may be required to be fitted during loading and offloading.

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4.11.8 OFFLOADING PROCEDURE

4.11.8.1 SCALING PROCESS

If the Flight Crew experiences a handling irregularity on take-off, the Flight Crew may request aircraft scaling (weighing of all baggage and cargo on board) at the arrival station. Aircraft must not be offloaded when a scaling has been requested until the process has been initiated. Contact the airline representative for details.

4.11.8.2 IDENTIFYING SHIPMENTS REQUIRING SPECIFIC HANDLING

Comply with any special handling requirements. All shipments requiring specific handling will be identified on the LDM/CPM.

a. Make sure that packages with directional handling labels are kept in the correct orientation (this way up, etc).
b. Take care with fragile items.

4.11.8.3 SAFETY PRECAUTIONS FOR OFFLOAD

a. Take care when handling heavy items. Use proper lifting techniques and ask for assistance if required.
b. Take care when placing items on belt loaders. Make sure they are stable and will not fall off.
c. Check ULDs during offload for damage, leakage and load stability.
d. Check for incorrectly loaded ULDs (locks not raised, locks or side rails overridden, etc).
e. Take care if load has shifted during flight.
f. Containers can tip during movement because the base is smaller than the top, causing a high center of gravity.

4.11.9 LOADING PROCEDURE

Before loading commences, verify the aircraft registration with the registration on the loading instruction report.

a. Ensure onload has been checked against LIR. Weights and ULD numbers must be cross checked;
b. Ensure special equipment (tie down straps, etc.) is available, as required.
c. Ensure LIR is received and understood by loading crew.
d. Before loading commences, carry out inspection of cargo compartments and restraint system. Report any defects to supervisor, the flight crew, and/or a company representative as required by operating airline.
e. For cargo shipments, ensure the nets or tie down straps are tight and the load is secure.
f. Inspect ULDs for serviceability. Do not load damaged ULDs.
g. Items with directional handling labels should be loaded so that the labels will be visible during offload.
h. 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.

i. Check that the passage of the ULDs into their position is not obstructed by stops/locks/guides.
j. Ensure separator nets, fire barriers, door nets, pallet locks and container stops are installed and locked as required as the hold is loaded.
k. Keep count of bulk loaded baggage by compartment and destination.
l. Document all changes to the load and sign the Load Instruction Report.
m. Carry out load verification prior to finalising the weight and balance.

4.11.10 LIVE ANIMALS

Transportation must be in accordance with the IATA Live Animals Regulation (LAR). Also check airline manuals, corresponding sections, for aircraft specific regulations, which may apply.

AVION EXPRESS 4.11.10. LIVE ANIMALS
Refer to chapter 12 AIRCRAFT CHARACTERISTICS

4.11.11 WET CARGO

The Loading Supervisor must check if:

a. The wet cargo is properly packed and free of leakage.
b. The aircraft floor is properly protected from risk of spillage.

4.11.12 TIE-DOWN

4.11.12.1 GENERAL RULES

Loose load is usually restrained by separation nets between sections or door protection nets. Nevertheless, certain type of loads must always be tied-down. The following is an example of items which must always be tied-down:

a) All high density packages (sharp angles, steel extrusions, metallic trunks, etc.).

b) Power driven wheelchairs (bulk compartment).

c) AVI.

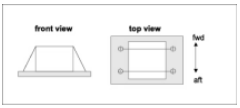
d) Human remains (HUM).

Refer to operating airline policy for further requirements.

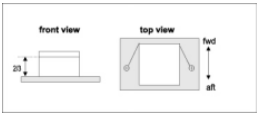
The following must be considered when applying tie-down of cargo. The total tie-down must ensure restraint in at least the following directions:

a. Upward,
b. Forward and aft
c. Sideward

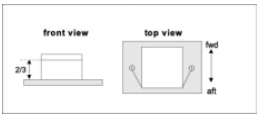
Upward:



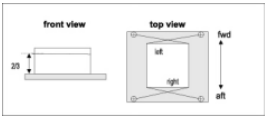
Forward and Aft:



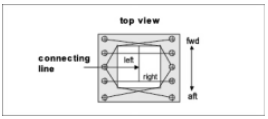
Rearward:



Sideward:

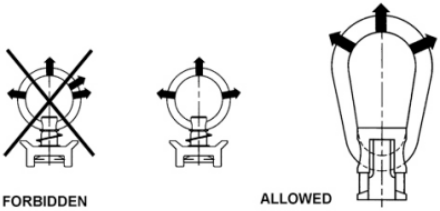


Completed Tie-down:



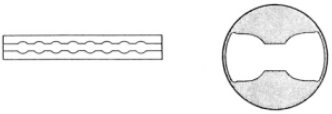
4.11.12.2 TIE DOWN FITTINGS

A single tie-down fitting may receive up to 3 straps/ropes in three different restraint directions (one up and two opposite horizontal directions). Forces generated by the load can never act in more than one direction at the same time, and thus the fitting will never be pulled by more than one strap/rope at the same time. Therefore a fitting may never receive more than one strap/rope in the same direction.



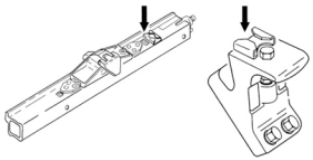
4.11.12.3 TIE-DOWN EQUIPMENT

Track and Anchor Plate



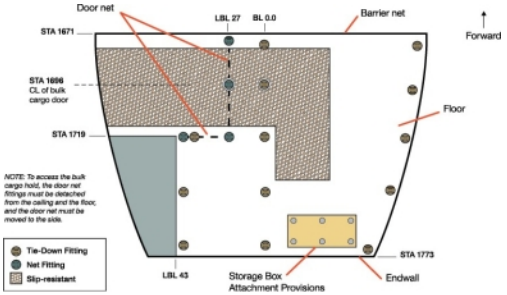
1-stud and 2-stud Fittings

Outboard Side Lock and Side Guide



Tie-down Rope

4.11.12.4 EXAMPLE OF TIE-DOWN PROVISIONS IN BULK COMPARTMENT



4.11.13 LOAD SPREADING

When the weight of item(s) to be loaded exceeds the maximum floor load per square metre or the maximum floor load per running metre of a compartment, the weight has to be spread to prevent damage to the compartment floor. This applies to HEAs, but may also apply to smaller items weighing less than 150 kg

CAUTION:
Overloading can cause damage to aircraft frames and ribs and consequently can have serious implications for the safety of the aircraft.

The weight can be spread by making use of spreading wood, in which case:

- The surface to support the weight will be enlarged.
- The length will be enlarged.

The Load Agent or Cargo will advise the spreading requirements for each item. The information will be notified on the LIR.

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4.11.14 UNIT LOAD DEVICES (ULDS)

4.11.14.1 GENERAL

ULDs can be divided into two groups:

b. Containers
c. Pallets with or without nets

Each ULD must meet minimum technical specifications to ensure safe restraint of the load. These specifications are published in the **IATA ULD Technical Manual.**

4.11.14.2 IDENTIFICATION/LABELLING OF ULDS

Identification: Each ULD has an IATA identification code allowing proper ULD control. The first three identify the type of ULD. The next four or five identify the inventory number and the last two identify the airline or pool that owns the container.

For example:

TYPE OF CONTAINER	INVENTORY NUMBER	AIRLINE/POOL
AKE	12345	1A

All ULDs must be identified with container/pallet tags when loaded.

The pre-printed letters (in boxes) indicate the specific application of the tag.

a. Each tag must be fully completed.
b. One tag must be placed in the tag holder of a container.
c. A cross-check must be performed during the loading of the ULDs. The following identification numbers must always be checked to ensure they correspond with each other:

1. ULD number shown on the LIR
2. ULD number shown on the ULD identification tag
3. ULD identification number printed or stamped on the ULD

4.11.14.3 UNIT LOAD DEVICE (ULD) INSPECTIONS

Unserviceable ULDs could:

a. Cause injury to employees.
b. Damage the aircraft structure.
c. Impact On Time Performance.
d. Damage ULD contents (Baggage and Cargo).
e. Affect Weight and Balance load requirements.

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4.12 AIRCRAFT DEPARTURE

4.12.1 INTRODUCTION

A departure is normally conducted with a dialogue between flight crew and ground staff in charge of the departure via an interphone. This procedure ensures the highest level of safety during departures based on a precise exchange of information. The ground agent in charge of the departure operation remains in continuous contact with the flight crew and is responsible for the ground maneuver.

Note: The term "headset" also applies where an interphone system is used.

4.12.2 WHEEL CHOCK REMOVAL

a. Headset Operator:

1. via the interphone, request chock removal approval from the flight crew, and confirm the aircraft parking brakes are set.
2. check all GSE have been disconnected from the aircraft.
3. check the passenger boarding stairs have been retracted from the aircraft, if applicable.
4. check the tow tractor and tow bar are fully secured to the nose gear and parking brakes are set on the tractor, if applicable.
5. for towbarless tractor operation, check that equipment is fully secured to the applicable landing gear and parking brakes are set on the tractor, if applicable:

i. remove chocks at applicable gear only and leave remaining chocks in place until departure
ii. nose gear wheel chocks may be removed without notification for the purpose of tractor connection provided the main gear wheel chocks are still positioned (except for main gear towbarless tractor).

6. give clearance to ground staff to remove chocks.

Note: *If a chock is stuck, the responsible personnel remove it by tapping it with a spare chock or moving the aircraft after the aircraft brakes have been released.*

7. relay 'Chocks Removed' hand signal to the flight crew, and ensure the flight crew repeats the 'Chocks Removed' hand signal as confirmation.

b.Responsible personnel stow chocks in their designated stowage place.

Note: *Nose gear wheel chocks may be removed without notification provided the main gear wheel chocks are still positioned. Once high wind or icy conditions have passed, any additional chocks that were added to the aircraft may be removed so that chock placement reverts to that for normal conditions.*

c.If hand signals are used (i.e. aircraft interphone system is inoperative) the person performing the hand signal must:

1. be in continuous visual communication with the flight crew throughout the pushback.
2. display the 'Set Brakes' hand signal.
3. receive confirmation from the flight crew when they display the 'Brakes' hand signal in response.
4. display the 'Chocks Removed' hand signal.
5. receive confirmation from the flight crew. Do not remove chocks until confirmation of the flight crew is received.

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4.12.3 ACTION PRIOR TO DEPARTURE

Prior to departure of the aircraft, make sure that:

a. the ramp area is clear of all FOD and any equipment;
b. the apron surface condition is sufficiently free of ice, snow, etc., to ensure safe aircraft movement;
c. the ramp area is free of objects/obstacles which may be impacted by the aircraft or may endanger others due to jet blast effects;
d. all persons not involved in the aircraft departure operation must remain clear of the departing aircraft, behind the ERA;
e. additional ground staff such as Wing Walkers are present (if applicable/required);
f. verbal communication with flight crew is established by means of an interphone system, departures using marshalling hand signals without any headset communication are only conducted in exceptional cases.

Note: *Prior to connecting the tractor to the aircraft, the tractor may be parked in front of the aircraft or outside of the ERA, but never behind the wing*

4.12.4 PRE-DEPARTURE TABLE

4.12.4.1 General

Prior to aircraft movement, the responsible ground staff must ascertain that the following requirements are met:

Legend: **TT**–towbar tractor **TBL**–towbarless tractor **PPU**–powered push unit

ACTION	APPLICABLE TO					
	PUSHBACK			TOWING		TAXI OUT
	TT	TBL	PPU	TT	TBL	
The required Pre-Departure Servicing Checks are complete.	X	X	X	X	X	X
Fire protection devices are available and correctly positioned (as per local rules).	X	X	X	X	X	X
Communication with flight crew is established via the interphone system.	X	X	X	X	X	X
The path and area that the aircraft is moving towards is clear of objects (FOD) ensuring safe aircraft movement.	X	X	X	X	X	X
The stand surface condition is sufficiently free of ice, snow, etc., to ensure safe aircraft movement.	X	X	X	X	X	X
The GSE is outside the ERA, and Loading bridge is fully retracted (if applicable).	X	X	X	X	X	X
If an Air Start Unit is required, check the equipment is ready and suitable for the operation.	X	X	X			X
Wing Walkers are present (if applicable).	X	X	X	X	X	
The air intake and blast areas of the aircraft engines are clear of persons and obstacles, such as ground support equipment.	X	X	X			X
The bypass pin is installed correctly (if applicable).	X	X		X	X	
Nose gear steering torque links are disconnected. (if applicable)	X	X		X	X	
All persons involved in the aircraft movement stay well clear of the danger areas around the tractor, landing gear and aircraft engines.	X	X	X	X	X	
A qualified brake operator is in the cockpit.				X	X	
Wheel chocks are not removed from MLG until Flight Deck has confirmed that Aircraft parking brake is set, the tractor is fully secured to NLG and the parking brake of the tractor is set.	X	X		X	X	
Wheel chocks are not removed from the NLG until the powered push unit (PPU) is fully secured to the MLG and its parking brake is set.			X			
The tractor and shearpin combination (if applicable) are suitable for the operation, considering the aircraft type and weight, the weather and surface conditions.	X			X		
The completion of these requirements is indicated to the Flight Deck by means of the announcement “GROUND READY FOR PUSHBACK” via interphone.	X	X	X	X	X	
Prior to connecting the tractor to the aircraft, the tractor may be parked in front of the aircraft or outside of the ERA, but never behind the wings.	X	X	X			

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4.12.5 PRE-DEPARTURE CHECK

4.12.5.1 PRE-DEPARTURE WALK AROUND CHECK

The pre-departure walk around check includes, but is not limited to, ensuring the following:

a. The apron is clear of all FOD items that may cause aircraft damage or pose a risk.
b. All GSE and passenger boarding devices are detached.
c. The stand area is clear of obstructions. GSE and vehicles are positioned clear of the aircraft path.
d. Adequate clearance exists between the aircraft and facilities or fixed obstacles along the aircraft movement path.
e. All aircraft servicing panels and/or hatches are closed and secured (except - external power and headset panels).
f. Cabin/cargo doors:
    1. handles are flush with the fuselage;
    2. there is no visible damage on the aircraft, particularly around cabin and cargo doors.
g. Any abnormalities on the aircraft observed (e.g. obvious damage, fluid leakage) are immediately brought to the attention of the pilot in command and maintenance.
h. Landing gear safety pins are removed.
i. There are no obvious signs of unmarked dents or other skin panel damage

CAUTION:
If any of the above conditions or actions are not met or corrected, inform your supervisor, maintenance and the pilot in command.

4.12.6 COMMUNICATION REQUIREMENTS

4.12.6.1 COMMUNICATION DURING ENGINE START

Coordinate the engine starting sequence with the flight crew by conducting a pre-departure briefing and refer to the operating airline's GOM for specific engine start procedures.

a. During the engine start communicate with the flight crew only if you observe circumstances that require immediate notification and action by the flight crew.
b. In case of starting up with an ASU, supply the pressure at the request of the flight crew, immediately before the start up of the engine.

Note: *For ground staff facing the aircraft nose, the aircraft engines are identified, from right to left. (Engine number 1 being the first engine from the right).*

4.12.6.2 COMMUNICATION DURING ENGINE FIRE

ENGINE FIRE:

The Flight Crew normally detects an engine or APU fire and will take action using the engine fire extinguishing system. However, alert the flight crew immediately via the interphone headset if flames are noticed from the engine or engine pylon.

In the event that an interphone is not available, the appropriate “Fire” hand signal must be used. (Refer to the Marshalling Hand Signals section in this chapter).

TAILPIPE/EXHAUST FIRE

If you notice flames from the engine tailpipe during engine starting, alert the flight crew immediately, as such a fire might not be detectable via temperature sensors and/or fire warning systems in the aircraft.

CAUTION:
Do not fight engine fires with fire extinguishers on the ground when the flight crew is in the flight deck. The flight crew will take all necessary action.

4.12.7 DEPARTURE COMMUNICATION

Departure communication outlined in this section is a basic standard for both pushback and open ramp (taxi out) departures. Certain airlines may have specific requirements in their departure communications which may vary. If available, refer to the operating airline's GOM otherwise this communication standard shall apply. This specific dialogue does not forbid the exchange of additional important information between flight crew and ground staff using non-standard phraseology (e.g. request for authorization to disconnect ground support units etc.).

Note: If the pushback must be stopped, the following call will be made: STOP PUSH BACK.

Where applicable, use “pull out” instead of “pushback”.

Only engage the towbarless tractor and lift the aircraft once the passenger boarding device has been removed from the aircraft and the flight crew has requested for pushback.

4.12.7.1 DEPARTURE COMMUNICATION DIALOGUE

The following dialogue is a sample communication to be used for a departure:

Dialogue between Ground Staff and Flight Crew		
Phase	**Ground Staff**	**Flight Crew**
Preparation	Call: CONFIRM PARKING BRAKES ARE SET. Reply: BYPASS PIN INSTALLED AND CLEARED TO PRESSURIZE (If applicable)	Reply: PARKING BRAKES SET. Call: CONFIRM BYPASS PIN INSTALLED (if applicable) Reply: ROGER BYPASS PIN INSTALLED, PRESSURIZING (if applicable)
After completion of the pre-departure servicing checks	Call: PRE-DEPARTURE CHECKS COMPLETED, GROUND READY(TOWBARLESS) CLEAR TO START ENGINE(S) (FOR OPEN RAMP DEPARTURE ONLY)	Reply: ROGER. STAND BY or YOU MAY LIFT THE AIRCRAFT. (TOWBARLESS) or [STARTING ENGINE(S)...]
Push back (and engine start)	Call: RELEASE PARKING BRAKES or LIFTING COMPLETED, RELEASE PARKING BRAKES (TOWBARLESS) Call: COMMENCING PUSHBACK [AND CLEAR TO START ENGINE(S)...] Note: communicate with flight crew on aircraft direction if applicable.	Request pushback [and engine start] Clearance from ground control After clearance received: Call: READY FOR PUSHBACK When brakes are released: Reply: PARKING BRAKES RELEASED [Reply: STARTING ENGINE(S)...]
Pushback completed	Call: PUSHBACK COMPLETED, SET PARKING BRAKES. Tractor is disconnected and positioned in view of the flight deck (If applicable)	When parking brakes are set: Reply: PARKING BRAKES SET Call: YOU MAY DISCONNECT.
Clearance to Taxi	Reply: DISCONNECTED, HOLD POSITION AND WAIT FOR VISUAL SIGNAL ON YOUR LEFT/RIGHT Disconnect headset and give the “All Clear” hand signal (“All clear” signal includes showing the steering bypass pin).	Reply: HOLDING POSITION AND STAND BY FOR VISUAL SIGNAL TO MY LEFT/RIGHT. Acknowledges “all Clear” signal. (Taxi clearance may only be requested after the “All Clear” signal is received).

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4.12.7.2 ITEMS TO BE COMMUNICATED BETWEEN GROUND STAFF AND FLIGHT CREW

Phase	Task	Ground Staff Action
Departure Preparation	GPU removal	When instructed by flight crew, remove GPU.
	Towbar/Towbarless Tractor connection	(a) Get confirmation that the aircraft's parking brake is set. (b) Get confirmation that the nose wheel steering is depressurized or advise flight crew that the bypass pin is inserted (if applicable). (c) Connect the Towbar. (d) Connect the Towbarless tractor.
	Chock removal	(a) Get confirmation from flight crew that aircraft parking brakes are set. (b) Remove chocks.
	Pre-departure check	Advise the flight crew that the pre-departure check has been completed or communicate any discrepancies.
Engine Start	Starting engines	When requested by the flight crew, advise when the engines may be started and the start sequence.
	ASU	When requested by the flight crew, signal to the ASU operator to supply the required pressure.
Pushback [and engine start]	Brakes	Get confirmation that aircraft's parking brakes have been released.
	Movement of the aircraft (pushback/ pull out)	Get permission from flight crew, to commence the pushback.
	Direction of push/nose	If applicable, ask in which direction the aircraft has to pushed/in which direction the nose should point after pushback.
	Engine start	When requested by the flight crew, advise when the engines may be started.
Pushback completed & Engine start completed	Towbar/Towbarless Tractor disconnect	(a) Get confirmation that the aircraft's parking brake is set. (b) Disconnect. (c) Remove the steering bypass pin–where applicable.
	Headset removal	(a) Get permission from flight crew to disconnect the headset. (b) Advise flight crew to hold position and wait for visual signal at left/right of the aircraft.
Departure	"All Clear" signal	(a) Ensure verification of pin removal has been completed–if applicable. (b) Give the "All Clear" signal when the path of the aircraft is clear of all obstacles. (c) Get acknowledgement of "All Clear" signal.

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4.12.7.3 DEPARTURE COMMUNICATION WITHOUT INTERPHONE

An aircraft departure must always be conducted using interphone communications. In the event that the interphone becomes unserviceable or under extreme circumstances where the interphone is not available, you must use conventional hand signals (see **Ch 4.8.4** and **4.8.5**) for the departure (not applicable to main gear pushback unit departures).

Prior to departure a briefing must be held between the Captain and the ground agent responsible for the departure, including:

a. Review of departure specifics, e.g. direction of movement, final positioning, and taxi out direction;
b. The hand signals to be used, including emergency signals.

CAUTION:
Read back all given instructions or acknowledge them in a manner clearly indicating that they have been understood and will be complied with.

4.12.8 PREPARATION FOR PUSHBACK

(This section is also applicable to pull-out using applicable equipment).

Barless towing should be based on the applicable SAE ARP (Aerospace Recommended Practices).

Pre- or post-taxi positioning of the aeroplanes should only be executed by barless towing if one of the following conditions are met:

1. an aeroplane is protected by its own design from damage to the nose wheel steering system;
2. a system/procedure is provided to alert the flight crew that damage referred to in (1) may have or has occurred;
3. the towing vehicle is designed to prevent damage to the aeroplane type; or
4. the aeroplane manufacturer has published procedures and these are included in the operations manual.

4.12.8.1 PRE DEPARTURE COMMUNICATION

An aircraft departure must always be conducted using interphone communications. In the event that the interphone becomes unserviceable, you must use conventional hand signals see GOM 4.8.4 and GOM 4.8.5 for the departure (not applicable to main gear pushback unit departures).

Prior to departure a briefing must be held between the Captain and the ground agent responsible for the departure, including

a. Review of departure specifics, e.g. direction of movement, final positioning, and taxi out direction
b. The hand signals to be used, including emergency signals

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CAUTION:
Repeat all given instructions or acknowledge them in a manner clearly indicating that they have been understood and will be complied with.

4.12.8.2 CONNECTING THE PUSHBACK VEHICLE

The pushback vehicle is connected as follows:

a. Aircraft main gear chocks installed, nose gear chocks removed–if applicable;
b. Approach nose gear parallel to fuselage;
c. Use a marshaller to assist in the final approach to nose gear:

1. Tractor & Towbar:

i. Connect towbar to nose gear first.
ii. Raise towbar so that its head is at same height as the tractor connection.
iii. Approach slowly until connection aligns and secure connection.
iv. Rise towbar wheels
v. Select “Neutral” or “Park” and set parking brake.

2. Towbarless tractor:

i. On final approach to aircraft, the tractor must be properly aligned.
ii. Position Towbarless tractor to standby for lifting and wait for clearance from flight deck to lift.
iii. Select “Neutral” or “Park” and set parking brake.

CAUTION: *Do not remove the main landing gear chocks until:*
- all GSE–with the exception of the boarding passenger stairs(s), GPU, PCA, and ASU is removed from the aircraft, the pushback vehicle is connected to the aircraft and the parking brakes of both the pushback vehicle and the aircraft are set.

4.12.9 AIRCRAFT PUSHBACK

(This section is also applicable to pull-out using applicable equipment)

4.12.9.1 PUSHBACK REQUIREMENTS

All staff walking on ramp must remain clear of:

a. aircraft nose gear throughout the pushback operation;
b. the tractor's path;
c. engine danger areas.

4.12.9.2 PUSHBACK & PULL FORWARD

If an aircraft is to be pulled forward after pushback and engines started, special precautions must be taken to reduce the risk of the aircraft's engine thrust causing damage to the nose gear and towbar when stopping the aircraft at completion of manoeuvre.

CAUTION:
When using a towbarless tractor:
- Do not lift the aircraft when loading equipment and/or a passenger boarding device is still connected to the aircraft.

4.12.9.3 GROUND CREW IN CHARGE OF PUSHBACK

Ground Crew Responsibility

The responsible ground crew is defined as the person performing the communications with the flight crew. A responsible ground crew must be in charge of each aircraft pushback. This function can be performed by different agents in different roles and positions. Refer to the operating airline's GOM for the specific assignment of this duty.

Responsible ground crew for the departure will:

a. be in charge of the entire pushback, once clearance to begin pushback has been given by the flight crew;
b. ensure that the towbar/shearpin/towbarless tractor is suitable for the specific aircraft type;
c. conduct briefings with all persons involved in the aircraft movement to review and confirm how the aircraft will be maneuvered;
d. be in continuous communication with flight crew by interphone;

e. have ultimate responsibility to review pushback procedures based on conditions he/she observes and must inform the flight crew:

f. if ramp conditions are below standard for a normal pushback (e.g. hazards, obstacles, slippery or icy) then:

1. He/she will inform the flight crew that engine start clearances will not be given until either:

i. the aircraft is moving over an area of the ramp where the conditions are considered to be safe for an engine start;

OR

ii. the pushback has been completed, the aircraft has come to a complete stop and the parking brake has been set;

g. ensure that the nose gear steering bypass pin is installed prior to towbar connection to aircraft;

h. connect the interphone and conduct a communication check to:

1. verify the communication system is functional;
2. update flight crew on progress of the ramp operation;
3. request permission & disconnect ground power after verbal approval is received from flight crew.

i. conduct a Pre-Departure walkaround;
j. signal “All Clear” to pushback tractor driver and wingwalkers (if applicable) once advised by flight crew that the aircraft brakes have been released and clearance for pushback given by flight crew;
k. be positioned as required by operating airline's GOM, either inside tractor or walking on apron adjacent to nose gear;

DANGER:
If walking adjacent to nose gear: walker and tug driver must be in visual contact throughout the pushback. After approval of flight crew, the tugdriver must always assure taxiway is free of other aircraft/equipment/obstacles.

l. monitor the interphone during the pushback and communicate with the flight crew as required;
m. advise the flight crew if for any reason it is not safe to start an engine and stop the engine start (the flight crew may advise as each engine is being started);
n. advise the flight crew to set aircraft brakes at end of pushback. Once confirmation from the flight crew has been received, give the brakes set signal to the tractor driver and wingwalkers (if applicable).
o. Give visual signal to the tractor driver and wingwalkers (if applicable) that it is clear to disconnect towbar after flight crew advises that engines were started normally and the ramp is clear to disconnect the towbar.
p. Disconnect the headset and close the access panel on the aircraft once the clearance has been given by flight crew and the towbar has been disconnected.
q. Remove the nose gear steering bypass pin (if applicable) and ensure the swing lever is returned to the proper position.
r. After headset, towbar and steering bypass pin are removed, close and latch all access panels and then move to designated position to conduct final departure marshalling.

s. Ensure verification of pin removal has been completed–if applicable. Show the “All Clear Taxi” signal.
t. Give the “All Clear to Taxi” signal once eye contact has been made with the flight crew and they are expecting the signal. In low-light conditions the flight crew will turn on the interior lights of the flight deck.
u. Remain in position until an acknowledgement from the flight crew is received and the aircraft begins to taxi.

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CAUTION:
The flight crew (or brake operator) must be notified immediately:
- in the event any connection between the tractor and the aircraft is lost during aircraft movement;
- to stop the aircraft movement using gentle brake application if the aircraft is about to overtake the tractor while towing.

DANGER:
If the nose wheels are not in the centered position, they can turn quickly to their centered position when the bypass pin is removed. Personnel injury could result.
Do not disconnect the interphone communication cable until after the towbar (or towbarless tractor) has been disconnected from the nose gear.

4.12.9.4 WINGWALKER

Wingwalkers or other assist personnel during a pushback are not a universal requirement. The operating airline's GOM establishes requirements. The presence of such personnel may also be controlled or restricted by civil aviation authorities or local airport authorities. If wingwalkers are not being utilized in the operation for any of the above reasons, all references in this section of GOM shall be ignored.

Wingwalker or other assist personnel must:

a. Be under the direction of the responsible ground crew at all times.
b. Use 2 marshalling wands, either day-wands or illuminated wands for low visibility operations.
c. Be positioned before and during movement of aircraft as follows where applicable and/or permitted:

1. approximately 1 metre outboard of the wingtip.
2. in line with the rearmost main gear wheel.
3. must maintain visual contact with person responsible for pushback/towing.

d. Ensure the aircraft movement path is clear of any obstructions, other aircraft, vehicles etc.
e. Provide “Safe to Proceed” clearance signals at all times to the person responsible for pushback by using a distinct “Pendulum” motion of the arm.
f. Continue to monitor the aircraft path until the aircraft is stopped at the departure point.
g. Position themselves in clear visibility of the flight crew on the terminal side, at a safe distance away from the aircraft (either at the 11 o'clock or 1 o'clock position).

h. give the **“AIRCRAFT HOLD”** signal to the flight crew when the visual **“Brakes Set”** signal has been received from the #1 Man.

(crossed wands may be over head or in front of chest).

h. remain in position until the responsible ground crew walks over to take over the marshalling clearance of the aircraft;
i. return to terminal once marshalling duty has been transferred.

4.12.9.5 TRACTOR DRIVER

The pushback tractor driver will:

a. align the tractor or tractor and towbar combination with the center line of the aircraft before the aircraft movement;
b. completely raise the towbar wheels before the start of the aircraft movement (if used);
c. standby for clearance to push communication from flight crew or responsible ground crew;
d. select appropriate gear on tractor and slowly begin movement;
e. prior to the aircraft movement, make sure that the parking brakes are released and the anti-collision lights are switched on (depending on the local airport regulations);
f. start the pushback operation on a straight line;
g. keep the maneuvering speed to a minimum, and apply the vehicle brakes gently;
h. scan the apron during pushback, monitor clearances and wingwalkers (if applicable) to ensure that aircraft is moving clear of all obstructions. Be prepared to stop;
i. ensure during pushback the steering turn limits are not exceeded and advise flight crew if any are exceeded. Damage to nose gear will occur. Refer to the operating airline's GOM for the specific limits and how they are marked on the aircraft;
j. If responsible ground crew on interphone is walking on ramp, maintain visual contact and ensure a safe distance is maintained from the nose gear during entire pushback;

k. If the responsible ground crew is too close to the nose gear, the pushback must be stopped and a review of the required safety clearance conducted.

l. set brakes on the tractor once pushback is completed;

m. Maintain the brakes on the pushback until the release signal is received from the flight crew or responsible ground crew on interphone;

n. wait for flight crew or responsible ground crew on interphone to give the “Aircraft Brakes Set” signal;

o. release the tractor brakes and put the gear selector in “Neutral” after aircraft brakes have been set, to release any pressure on the towbar;

p. position the tractor in the aircraft's path and be visible to the flight crew (if possible) after the towbar has been disconnected from the tractor;

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q remain in position visible to the flight crew until the headset operator has disconnected and is in view of the flight crew;

r. drive tractor back to terminal or appropriate parking position.

CAUTION:
If the nose wheels are not in the centered position, they can turn quickly to their centered position when the bypass pin is removed. Personnel injury could result.

4.12.10 OPEN RAMP DEPARTURE

a. Complete all pre-departure checks.
b. Refer to departure communication section and follow required phases of dialogue.
c. Ensure all staff and equipment is clear of the aircraft behind the ERA.
d. Position for marshalling in an area behind the ERA while being in clear view of the flight crew on either side of the aircraft (depending on facility).

4.12.11 MANEUVERING DURING ADVERSE WEATHER CONDITIONS

During adverse weather conditions (fog, rain, etc.) visibility and traction will be affected. The Tractor Driver must reduce and adapt vehicle speed as required by the present conditions.

4.12.11.1 ICY CONDITIONS

When maneuvering the aircraft on slippery apron surfaces, extreme caution is required to avoid losing control of the tractor due to skidding. Many elements can contribute to the hazards involved such as strong winds, slippery road surfaces, pavement slopes etc.

Observe the following minimum precautions:

a. Avoid sudden turns, deceleration or acceleration.
b. Except when using an Air Start Unit, do not start aircraft engines unless:

1. the condition of the pavement is such that reasonable traction is ensured;
2. the aircraft parking brakes are set and the aircraft is disconnected from tow tractor/towbarless tow tractor.

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4.12.12 NOSE GEAR STEERING

4.12.12.1 GENERAL

Each aircraft type has specific requirements for the bypass of the nose gear steering mechanism. Refer to the operating airline's GOM for nose gear steering bypass pin details.

DANGER:
The bypass pin must be:
- labeled with the specific aircraft type(s) for which it can be used; identified with a "Remove before Flight" streamer;
- checked regularly for proper technical condition, or as per manufacturer instructions.

4.12.12.2 NOSE GEAR PROTECTION AND STEERING ANGLES

In order to protect the nose gear from damage, visual turning limit markings indicate the aircraft's maximum nose gear steering angles. Refer to the operating airline's GOM for details.

DANGER:
In the event of exceeding the maximum nose gear steering angle, inform the maintenance department and flight crew, if applicable, and request a technical inspection. The aircraft must return to the parking stand in order to check whether the gear is damaged.
When using a towbarless tow tractor equipped with either an over steer warning or over steer protection device, verify the visual turning limit markings at all times to prevent exceeding the maximum nose gear steering angle. When using a towbarless tractor on an aircraft, the "over steering" or "over torque" system of the tractor must be operative.

AVION EXPRESS 4.12.12.1. NOSE GEAR PROTECTION AND STEERING ANGLES
Refer to chapter 12 AIRCRAFT CHARACTERISTICS.

4.12.13 ANTI-COLLISION LIGHTS

On a standard departure, once all aircraft doors are closed, the flight crew requests pushback clearance from ATC. Once clearance is obtained the flight crew will switch on the aircraft's anti-collision lights.

CAUTION:
Anti-collision lights that are switched on are a visual indication to ground staff of imminent engine start-up or aircraft movement. Vehicle traffic must stop until the aircraft has departed from the area.

4.12.14 ENGINE CROSS BLEED START

Engine start using cross bleed can only be performed once the pushback has been completed, the aircraft brakes have been engaged, and the area around the aircraft is clear.

CAUTION:
With engine(s) above idle thrust, blast and suction effects are greater.

4.12.15 RE-ESTABLISHING COMMUNICATION AFTER DEPARTURE

This procedure is to be used in case the ground staff or flight crew wishes to re-establish interphone communication after it has been disconnected.

4.12.15.1 INITIATED FROM THE COCKPIT

The flight crew sets the parking brake and re-establishes communication with ground staff via company channel or ATC. If visual communication with responsible ground agent is still established then visual signals may be used.

4.12.15.2 INITIATED FROM THE GROUND

If ground staff needs to re-establish communication with the aircraft after dispatch, do NOT approach the aircraft. If communication cannot be established using hand signals, make contact via company channel or through ATC.

When preparing to re-establish communication with aircraft, take the following precautions:

a. Make sure you have been seen by the flight crew and the intention to approach the aircraft to re-establish interphone communication is understood.
b. Approach the aircraft from the direction where visual contact with the flight crew is maintained as long as possible.
c. Only the person establishing the interphone communication shall approach the aircraft.
d. Stay outside the aircraft's engine danger area when approaching the aircraft.
e. If possible, position pushback tractor in front of aircraft in clear view of flight crew to act as a safety barrier and prevent premature movement of the aircraft.

CAUTION:
For safety reasons, the interphone communication system cannot be used when there is thunderstorm activity over the airport as there is a risk of electrical discharges between the aircraft and the interphone system. Under these conditions communication headsets cannot be worn.

4.12.16 INTERPHONE COMMUNICATION FAILURE

Aircraft pushback requires a communication interphone. In the event the interphone becomes unserviceable or communications is lost, the following procedure must be followed:

a. In case of a single person operation and if no other means of communication are available, stop the movement (depending on local situations and regulations) and immediately request assistance to continue the movement.
b. In case of multiple person operation then communication with the flight crew will be established using hand signals as described in this chapter. The tractor driver must be able to receive the visual signals as relayed from the flight crew. Once hand signal communication has been established the pushback can resume.
c. Notify ATC (if radio available) and continue the movement in co-operation with ATC, depending on local regulations.

4.12.16.1 INTERPHONE FAILURE DURING TOWING

If during the tow the interphone fails, the tow must immediately be stopped and an alternate means of communication established before continuing. If this is not possible, assistance must be requested.

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4.13 AIRCRAFT TOWING

4.13.1 AIRCRAFT TOWING REQUIREMENTS

The following requirements must be met to perform an aircraft tow:

a. Ensure hydraulic system pressure for aircraft braking and/or the brake accumulator is within required pressure range. Refer to the operating airline's GOM for each aircraft type for more detail.
b. Ensure any required electrical systems for towing are energized.
c. Ensure all gear safety pins/sleeves are installed, and after tow, ensure all pins are removed and stowed. Refer to each airline's GOM for procedures regarding gear lock pin responsibilities and requirements.
d. Make sure a qualified brake operator is in the cockpit.
e. Establish communication with the brake operator by means of the interphone system.
f. Make sure wheel chocks are positioned at the end of the maneuver, prior to disconnecting the towbarless tow tractor or towbar.

CAUTION:
Inform the brake operator/flight crew and/or contact the maintenance department for technical inspection if you:
- observe any type of excessive fluid leakage;
- notice any signs of unmarked aircraft damage;
- observe any fault, failure, malfunction or defect which you believe may affect the safe operation of the aircraft for the intended flight.

AVION EXPRESS MALTA 4.13.1. AIRCRAFT TOWING REQUIREMENTS
Refer to chapter 12 AIRCRAFT CHARACTERISTICS.

4.13.2 TOWING MANEUVERING

The towing maneuvering procedure is similar for all aircraft types. The following minimum safety precautions and procedures must be followed prior to and during aircraft towing operations:

a. Align the tractor or tractor and towbar combination with the center line of the aircraft before the aircraft movement.
b. Completely raise the towbar wheels before the start of the aircraft movement (if used).
c. Prior to the aircraft movement, make sure that the parking brakes are released and the anti-collision lights are switched on (depending on local airport regulations).
d. Wait for the authorization of the flight crew or brake operator before moving the aircraft.
e. Start the pushback operation on a straight line.
f. Keep the maneuvering speed to a minimum, and apply the vehicle brakes gently.
g. Do not exceed the towing speed limit as regulated by the towing equipment, aircraft and/or airport.
h. Use relevant apron lines as guidance during maneuvering to ensure safe obstacle clearance.
i. Keep a minimum safety distance between vehicles sufficient in which to stop.

j. Stop 50 m/55 yd before a taxiway intersection, if a stop is required.

k. Avoid sharp turns, which results in excessive tire scrubbing.

l. Make all stops smoothly.

m. When arriving at the allocated position, move the aircraft in a straight line for a few meters to ensure that the nose wheels are in the straight ahead position. This relieves any torsional stress applied to landing gear components and tires.

n. Apply the tractor parking brake after a complete stop.

Note: *Some of these precautions may not be applicable to towbarless vehicles.*

4.13.2.1 TOWING PREPARATION

The following checklist is to be used in preparation for an aircraft tow.

Action	Performed by	
	Brake Operator	Tractor Driver
Apply the cockpit checklist for towing. Refer to the operating airline's GOM for details.	✓	
Connect and test the interphone link.	✓	
Insert the bypass pin.	✓	✓
Give permission to connect the towbar and tractor or towbarless tractor after applying the aircraft parking brake.	✓	
Connect the towbar; first to the aircraft, then to the tractor.		✓
Before connecting the towbarless tractor, ensure the aircraft main landing gears are symmetrically chocked.		✓
Connect the tractor or towbarless tractor and set the parking brake.		✓
Once all GSE has been cleared away from the aircraft, remove or check removal of aircraft chocks.		✓
Switch on the external and anti-collision lights of the aircraft.	✓	
Contact the Control Tower for clearance to start moving the aircraft (depending on local regulations).	✓	✓
After receiving the clearance, release the aircraft parking brake.	✓	
Give clearance to the Tractor Driver to start moving the aircraft.	✓	
Request confirmation from the Brake Operator that the aircraft parking brake has been released.		✓
Conduct tow.		✓

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4.13.2.2 TOWING COMPLETION

The following checklist is to be used at the end of an aircraft tow.

Action	Performed by	
	Brake Operator	Tractor Driver
Set tractor parking brake.		✓
Request Brake Operator to set the aircraft parking brake.		✓
Inform the Control Tower that towing is completed and the frequency will be left (depending on local regulations).	✓	✓
Set the aircraft parking brake and check the pressure. Inform the Tractor Driver: PARKING BRAKE SET, PRESSURE CHECKED.	✓	
Chock the aircraft main landing gear.		✓
Switch off the external and anti-collision lights of the aircraft.	✓	
Inform Brake Operator: AIRCRAFT CHOCKED.		✓
Request permission from Brake Operator to disconnect the towbar or towbarless tractor.		✓
Give permission to disconnect the towbar or towbarless tractor.	✓	
Disconnect the towbar or towbarless tractor and remove the bypass pin.		✓
Chock the aircraft.		✓
Inform: TOWBAR/TRACTOR DISCONNECTED.		✓
Release the aircraft parking brake and inform: PARKING BRAKE OFF.	✓	
Check and inform: AIRCRAFT STABILIZED.		✓
After permission from the Brake Operator, shut down and disconnect the tractor GPU.		✓
Install and connect a GPU.		✓
Remove and stow gear safety pins in the dedicated location.	✓	

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4.13.3 INCIDENTS DURING TOWING

Brake Operator	Tractor Driver
VHF Communication Failure	
	• Stop aircraft/tractor set immediately. • Apply tractor parking brake. • Advise Towing Regulation and wait for assistance (Follow me before completing the towing).
Tractor Failure	
• Inform ATC. • Apply parking brake. • Listen to VHF and wait for assistance.	• Stop aircraft/tractor set. • Inform ATC (towbarless towing with one man operation). • Apply tractor parking brake. • Chock the aircraft. • Listen to VHF (towbarless towing with one man operation).
Coupling Break Off	
• Brake the assembly by stepping on both brake pedals progressively. • As soon as the aircraft is at a standstill, apply the parking brake before releasing the pedal.	• Do not apply tractor brakes. • Follow the aircraft path attentively and stop the tractor according to the aircraft position. • Chock the aircraft.
Tractor Fire	
• Inform ATC. • Apply parking brake.	• Inform the Brake Operator. • Stop aircraft/tractor set immediately. • Move tractor away as rapidly as possible. • Fight the fire, using the fire extinguisher. • Chock the aircraft.

Aircraft Fire	
• Inform ATC. • Apply the parking brake. • Fight fire with the on board fire extinguisher. • Evacuate the aircraft using on-board means, if required.	• Stop aircraft/tractor set immediately. • Move tractor away as rapidly as possible. • Chock the aircraft.
Accident with Other Aircraft or Vehicle	
• Contact the Control Tower stating position and nature of trouble. • Listen to VHF and wait for assistance.	• Stop aircraft/tractor set immediately. • Apply tractor parking brake. • Advise towing regulation. • Do not unload or disconnect the aircraft. • Chock the main landing gear.

The Tractor Driver and Brake Operator must continuously keep each other informed.

4.13.4 TOWING LIMITS

a. Fuel and other loads can affect an aircraft's balance. To avoid “tail tipping” during towing, ensure that the actual centre of gravity of the aircraft is forward of the critical centre of gravity. If you are unable to determine this, then you must request assistance from a qualified weight and balance agent of the operating airline.
b. Refer to the operating carriers GOM for respective aircraft type specific instructions for further details.

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4.13.5 Arrival – Departure Report Form

GROUND OPERATIONS MANUAL (GOM)	ARRIVAL / DEPARTURE REPORT

Date:		Aircraft registration:		
ARRIVING FLIGHT				
Flight no:		STA	ATA	Arriving from
	Time started	**Time finished**	**Comments**	
Steps in position				
L1/L2 used (Strike out not applicable)				
Deplaning				
Offloading				
DEPARTING FLIGHT				
Flight no:		STD	ATD	Departing to:
Parking stand		Cabin crew onboard at:		
	Time started	**Time finished**	**Comments**	
Cleaning				
Catering				
Water service				
Toilet service				
Fueling				
Cabin security check				
Buses called			No. of buses used:	
Boarding			Airbridge/Buses (Strike out not applicable)	
L1/L2/L5 used (Strike out not applicable)				
Hold loading				
Bag search				
Tug arrived at:		Final numbers received at:		
Loadsheet given at:		Doors closed at:		
Delay reason 1		Mins:		
Delay reason 2		Mins:		
Delay reason 3		Mins:		
PAX Numbers	Adults:	M:	F:	C: I:
No of baggage:	FWD: kg		AFT: kg	Bulk: kg
Comments:				

See reverse for guidelines

Arrival / Departure Report — Page 1/2

GOM F1 Rev. 1 — 28 JAN 2020

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GROUND OPERATIONS MANUAL (GOM)	ARRIVAL / DEPARTURE REPORT

General guidelines:

- Register all flight details and relevant times in the appropriate field as listed.
- Do not leave fields blank in the section being registered. Mark blank fields with N/A.
- In case of Turnaround state both arrival and departure flight details on the report.
- For specific ground operations activities list start and finish times in relevant fields.
- Always state times in UTC.

Special remarks:

- L1/L2/L5 used: Strike out the exit doors not used for passenger boarding or deplaning.
- Buses called: List the time when ground handling is advised the crew is ready to accept passengers.
- No. of buses used: State the number of bus trips used for passenger transport.
- Boarding Airbridge/Buses: Strike out the method of boarding not used.
- Tug arrived at:
- Final numbers received at:
- Loadsheet given at:
- Doors closed at:
- Delay reason 1 Mins:
- Delay reason 2 Mins:
- Delay reason 3 Mins:
- PAX Numbers: Adults: M: F: C: I:
  Note pax figures as distributed by GHA from DCS. If "All adults" are used instead of "Male/Female" split, list this number in the "Adults" field.
- No of baggage: FWD: kg; AFT: kg; Bulk: kg.
- Note weights in KGS only.

Arrival / Departure Report Page 2/2
GOM F1 Rev. 1 28 JAN 2020

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5.1 INTRODUCTION

Load control is a function which ensures the production of all applicable documentation to comply with operator and regulatory authorities for an individual flight. This includes planning, reporting and recording the loading of the aircraft.

5.2 LOAD CONTROL PRINCIPLES

Load Control is an essential function which guarantees the safety of a flight. It includes accurate planning, recording and: reporting of all load distributed on an aircraft.

Documented communication is required to ensure correct weight & balance calculations are conducted and provided to pilot in command prior to an aircraft's departure.

5.3 REGULATORY REQUIREMENTS

5.3.1 GENERAL REQUIREMENTS

Load control function can be carried out by the operator or a third party. It can be performed at any dedicated location locally at the departure airport or at a remote centralized load control facility. Load control may be performed with a system (manual or computerized) approved by the operator.

AVION EPRESS 5.3.1. GENERAL REQUIREMENTS
Load control function normally is carried out by Avion Express flight crew. Flight crew are in charge for weight and balance calculation documentation preparation. However depending of the nature of operations load control function might be outsourced from third parties. If Avion Express intends to outsource Load control function from third parties, weight and balance systems should be tested and approved by Avion Express Operations Engineer and Head of Flight Operations.

5.3.2 QUALIFICATION REQUIREMENTS

The load controller shall be qualified and licensed for the job function. Training for the load control function shall be performed by a qualified instructor authorized by the operator. Load control licensing, training and documentation shall be in compliance with regulations and operators policies.

AVION EPRESS 5.3.2. QUALIFICATION REQUIREMENTS
For the load controller training requirements where load control function is outsourced refer to GOM chapter 0 TRAINING AND QUALIFICATION FOR AIRCRAFT HANDLING PERSONNEL

5.3.3 DOCUMENTATION REQUIREMENTS

The operator is responsible for providing all relevant documentation for load planning and weight and balance calculations. The operator shall define data content and terminology for documents reports and messages.

The load controller is responsible for accurately reflecting the data received on all documents, reports and messages with regard to each flight handled as per AHM590.

Relevant documents shall be manually or electronically signed as per operator and regulatory requirements. Specified documents shall be retained for a period in accordance with applicable regulations and the requirements of the operator, but no less than a period of three months.

Disposal of documents may also be subject to regulation.

AVION EPRESS 5.3.3. DOCUMENTATION REQUIREMENTS
Refer to Avion Express AHM 560. Manuals are available on Avion Express intranet https://avionexpress.centrik.net/

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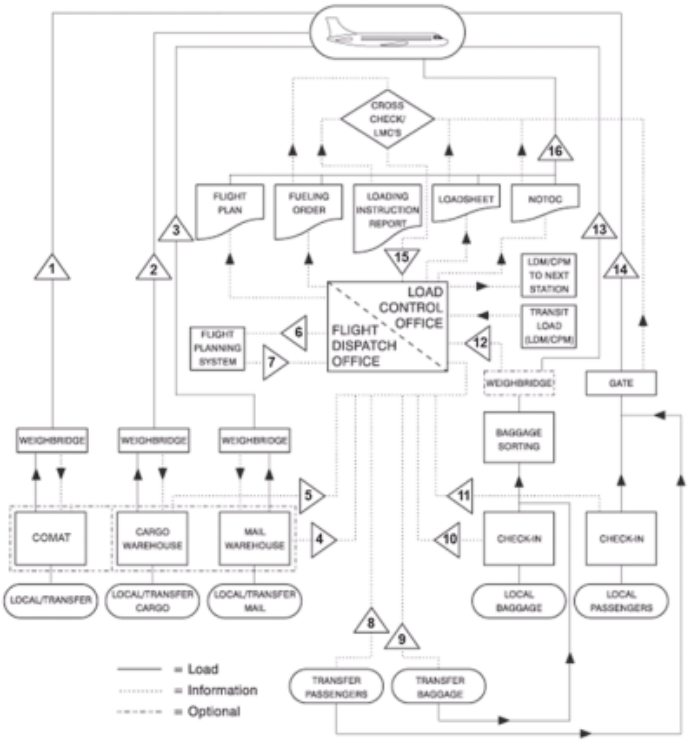
5.4 LOAD CONTROLL PROCESS FLOW

5.4.1 LOAD CONTROLL PROCESS FLOW SCHEMA



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5.4.2 LOAD CONTROL PROCESS FLOW LEGEND: (ACTIONS IN TRIANGLES ABOVE ARE DEFINED BELOW)

TRIANGLE #	ACTION
1.	Comat.
2.	Cargo to aircraft.
3.	Mail to aircraft.
4.	Mail weight/destination/category/DG/Special Load information to Load Control Office.
5.	Cargo weight/destination/category/DG/Special Load information to Load Control Office.
6.	ZFW/Aircraft registration/Route to Flight Planning System,
7.	Flight plan including Take-off Trip-Fuel, Gross Weights to Flight Dispatch/Load Control Office.
8.	Transfer passenger number/category/destination/class/status to Load Control Office.
9.	Transfer baggage weight/number/category/destination/class and any special information to Load Control Office.
10.	Local baggage weight/number/category/destination/class and any special information to Load Control Office.
11.	Local Passengers number/category/destination/class/status to Load Control Office.
12.	Baggage weight/number/category/destination/class and any special information to Load Control Office.
13.	Baggage to aircraft.
14.	Passengers to aircraft.
15.	Cross-check documents and LIR information to Load Control Office for final loadsheet.
16.	Final Loadsheet/LMC/INOTOC/Fuelling Order/Flight Plan to Flight Deck (Cockpit).

Note: *Actions and items not in chronological order.*

5.5 INFORMATION EXCHANGE

All data pertaining to aircraft weight and balance calculations shall be communicated to the person responsible for the Loadsheet and manually or electronically documented and/or filed.

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5.6 LOAD PLANNING

5.6.1 GENERAL

The load planning procedure typically takes into consideration, as applicable for each flight, the following:

(a) Aircraft empty weight and center of Gravity.

(b) Operating equipment, e.g.: crew, catering. EIC.

(c) Aircraft limitations.

Total traffic load and the EZFW can be calculated as described in AHM 590. The flight plan will state the estimated fuel load which the Load Controller will use to ensure load is optimized without limits being exceeded. The load distribution shall be planned by the Load Controller adhering to the operator's specific requirements and procedures. The LIR will be released to the airport loading team. After confirmation of final loading. Load sheet shall be released and provided to PIC.

5.6.2 LOADING INSTRUCTIONS/REPORT (LIR)

5.6.2.1 General

LIR shall be issued for each flight, Manual LIR shall conform AHM515, and electronic LIR shall conform AHM514. Both could be subject to operator customization. The aircraft shall be loaded in accordance with the LIR. All deviation requests shall be approved as per operator requirements. LIR shall be signed by responsible person as described in AHM514 or 515 to confirm that the containers pallets and bulk load have been loaded and secured in accordance with operator instructions.

AVION EPRESS 5.6.2 LOADING INSTRUCTIONS/REPORT (LIR)
The loading instruction/report shall be completed for every arriving and departing flight. It contains written instructions for the loading staff for unloading/loading of the aircraft.
Ground handling agent may use own loading instructions report form, provided it conforms with IATA AHM514 or AHM515 standard. Alternatively, Avion Express standard loading instructions form should be used (provided by the Flight Crew).
The number of copies should be in accordance with local requirements. One copy shall be handed over to the head loader being responsible for the loading process.
All deviations from the loading instruction shall be recorded in detail and must be taken into account when completing weight and balance documents. After completion of loading the head loader certifies by his signature that the aircraft was loaded according to given instructions including all deviations recorded and that the load was secured properly.
In case of originating flights, the signature also confirms that the hold was empty prior to loading.
One copy of the loading instruction/report signed by the head loader shall be filed in the station's trip file.
All load planning is based on the expected total on load consisting of:

- **number of booked passengers**
- **estimated baggage for booked pax**
- **estimated co-mail shipment, excess baggage, animals and EIC shipments**

When planning the load distribution it shall be ensured that the load limitations for each cargo compartment will not be exceeded.

5.6.2.2 Compilation of the Loading Instruction Report Form

The Loading Instruction Report form is to be filled out in triplicate with the following data:

- Flight details identification;
- Load planners name and signature

It shall normally be filled and signed by flight crew (PM).

- Load instruction per compartments.

It shall normally be filled by flight crew (PM) and handed to Loading Supervisor.

- Actual load per compartments;
- Actual total weight per compartments.

It shall normally be filled by Loading Supervisor.

- Loading Supervisor's Name and Signature.

The signature of the Loading Supervisor will confirm:

- Thorough inspection of the hold completed. no suspicious objects, weapons, explosives or other dangerous devices, articles and substances found;
- This aircraft has been loaded in accordance with the above loading instructions, including deviations shown on the departure report;
- Any deviations have been notified to the officer responsible for weight and balance prior to aircraft departure;
- All bulk deadload loaded or distributed at this port have been secured by the aircraft locking system and/or company approved restraint equipment;
- Appropriate corrective action has been taken for damage noted prior to departure.

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5.6.2.3 LOADING INSTRUCTION REPORT' FORM A320

Issue Nb. 2, Revision 0, 28 AUG 2020

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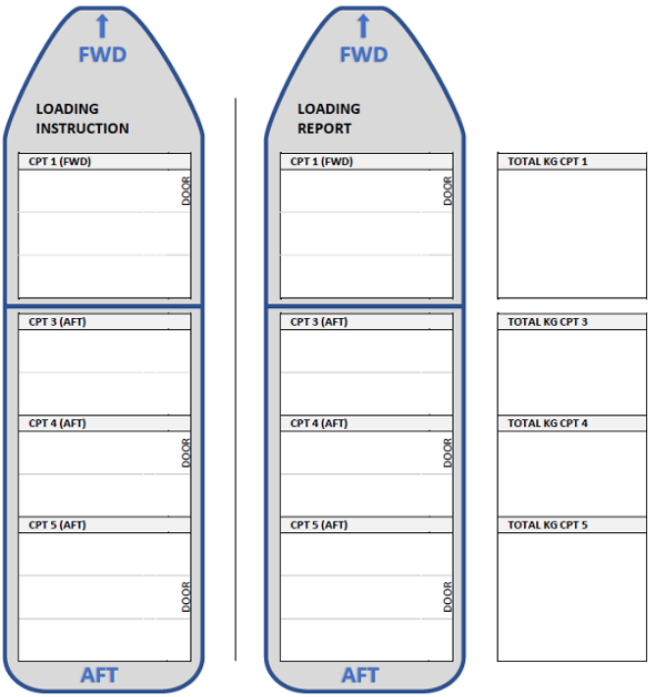
AVION EXPRESS	LOADING INSTRUCTION REPORT A320				F08
Station:	Date:	Flight:	A/C Reg.:	Prepared by (Name and Signature):	



I CERTIFY THAT:

- THOROUGH INSPECTION OF THE HOLD COMPLETED. NO SUSPICIOUS OBJECTS, WEAPONS, EXPLOSIVES OR OTHER DANGEROUS DEVICES, ARTICLES AND SUBSTANCES FOUND;
- THIS AIRCRAFT HAS BEEN LOADED IN ACCORDANCE WITH THE ABOVE LOADING INSTRUCTIONS, INCLUDING DEVIATIONS SHOWN ON THE DEPARTURE REPORT;
- ANY DEVIATIONS HAVE BEEN NOTIFIED TO THE OFFICER RESPONSIBLE FOR WEIGHT AND BALANCE PRIOR TO AIRCRAFT DEPARTURE;
- ALL BULK DEADLOAD LOADED OR DISTRIBUTED AT THIS PORT HAVE BEEN SECURED BY THE AIRCRAFT LOCKING SYSTEM AND/OR COMPANY APPROVED RESTRAINT EQUIPMENT;
- APPROPRIATE CORRECTIVE ACTION HAS BEEN TAKEN FOR DAMAGE NOTED PRIOR TO DEPARTURE.

LOADING SUPERVISOR'S NAME AND SIGNATURE

NVD – MLH

Issue n.2, Revision 0, 28 AUG 2020

5.6.2.4 LOADING INSTRUCTION REPORT' FORM A321

Issue Nb. 2, Revision 0, 28 AUG 2020

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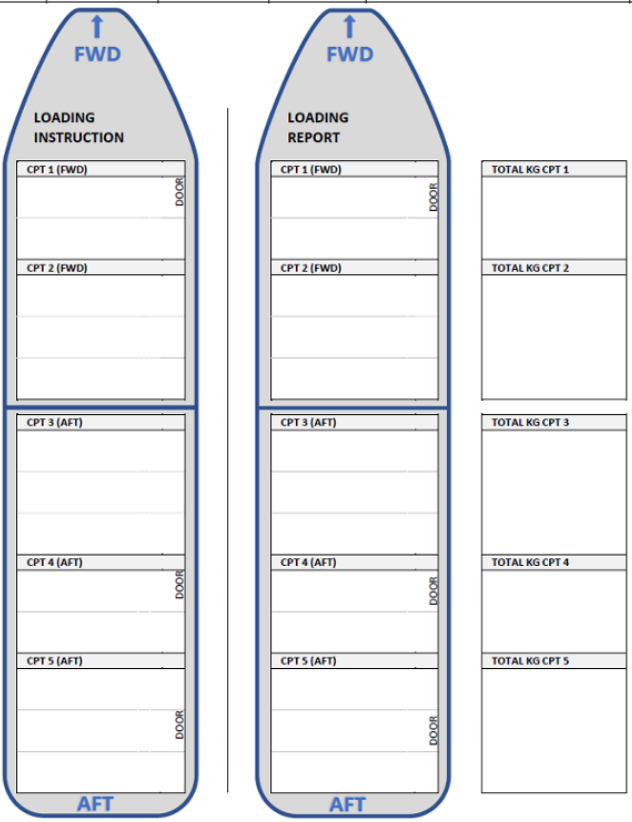
AVION EXPRESS	LOADING INSTRUCTION REPORT A321				F10
Station:	Date:	Flight:	A/C Reg.:	Prepared by (Name and Signature):	



I CERTIFY THAT:

- THOROUGH INSPECTION OF THE HOLD COMPLETED. NO SUSPICIOUS OBJECTS, WEAPONS, EXPLOSIVES OR OTHER DANGEROUS DEVICES, ARTICLES AND SUBSTANCES FOUND;
- THIS AIRCRAFT HAS BEEN LOADED IN ACCORDANCE WITH THE ABOVE LOADING INSTRUCTIONS, INCLUDING DEVIATIONS SHOWN ON THE DEPARTURE REPORT;
- ANY DEVIATIONS HAVE BEEN NOTIFIED TO THE OFFICER RESPONSIBLE FOR WEIGHT AND BALANCE PRIOR TO AIRCRAFT DEPARTURE;
- ALL BULK DEADLOAD LOADED OR DISTRIBUTED AT THIS PORT HAVE BEEN SECURED BY THE AIRCRAFT LOCKING SYSTEM AND/OR COMPANY APPROVED RESTRAINT EQUIPMENT;
- APPROPRIATE CORRECTIVE ACTION HAS BEEN TAKEN FOR DAMAGE NOTED PRIOR TO DEPARTURE.

LOADING SUPERVISOR'S NAME AND SIGNATURE

NVD – MLH

Issue n.2, Revision 0, 28 AUG 2020

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5.6.2.5 Loading Instruction Report' Form Description

Flight Details:

Identifying Pre-amble	Required Action
Station	Enter the departure airport
Date	Enter the date of departure
Flight	Enter the flight number
A/C Reg	Enter the aircraft registration
Prepared by	Enter the name and signature of load planner

Loading instruction Information:

Identifying Pre-amble	Required Action
CPT 1	Enter planned baggage pieces, cargo & mail weight in compartment 1
CPT 2	Enter planned baggage pieces, cargo & mail weight in compartment 2
CPT 3	Enter planned baggage pieces, cargo & mail weight in compartment 3
CPT 4	Enter planned baggage pieces, cargo & mail weight in compartment 4
CPT 5	Enter planned baggage pieces, cargo & mail weight in compartment 5

Loading report Information:

Identifying Pre-amble	Required Action
CPT 1	Enter actual baggage pieces and weight, cargo & mail weight in compartment 1
CPT 2	Enter actual baggage pieces and weight, cargo & mail weight in compartment 2
CPT 3	Enter actual baggage pieces and weight, cargo & mail weight in compartment 3
CPT 4	Enter actual baggage pieces and weight, cargo & mail weight in compartment 4
CPT 5	Enter actual baggage pieces and weight, cargo & mail weight in compartment 5
TOTAL CPT 1	Enter actual total weight of compartment 1
TOTAL CPT 2	Enter actual total weight of compartment 2
TOTAL CPT 3	Enter actual total weight of compartment 3
TOTAL CPT 4	Enter actual total weight of compartment 4
TOTAL CPT 5	Enter actual total weight of compartment 5

5.6.3 OFF-LOADING INSTRUCTION REPORT

An OIR may be issued prior to aircraft arrival. Refer to AHM 514 and 515 for data elements and format, Consideration shall be given to ensure aircraft stability during the offloading process and passenger disembarkation

5.6.4 NOTIFICATION TO THE CAPTAIN (NOTOC)

Refer to Ch. **9.3.10 - NOTIFICATION TO CAPTAIN (NOTOC)**

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5.7 LOADSHEET

5.7.1 PRODUCTION OF LOADSHEET

In order to produce the Loadsheet. the following criteria shall be met:

(a) Passenger acceptance finalised

(b) All hold load confirmed

(c) Fuel figures finalised

(d) Crew configuration confirmed

(e) All operator specific requirements are confirmed

Load control may release a Preliminary Loadsheet with one or more of the above criteria not yet finalized as per operator requirements. The Load controller shall confirm that all aircraft limitations are adhered to before any Loadsheet is released. Applicable use of ballast shall be considered as per AHM 537 and operator procedures. Loadsheet format and contents shall meet criteria set in AHM516, 517, 518, or as required by the operator.

AVION EPRESS 5.7.1. PRODUCTION OF LOADSHEET
1. Manual loadsheet or EFB loadsheet
Only flight crew is qualified to do manual and EFB loadsheet for Company aircraft.
2. DCS loadcontrol system:
Automated loadsheet from DCS loadcontrol system is acceptable, provided DCS loadcontrol system is approved by Avion Express.

5.7.2 DELIVERY OF THE LOADSHEET

Loadsheet shall be delivered and handed over to PIC. Both manual, and electronic delivery processes are acceptable as per operator requirements.

AVION EPRESS 5.7.2. DELIVERY OF THE LOADSHEET
EFB LOADSHEET
If weight and balance calculated by crew using EFB device then the loadsheet report will be produced. Loadsheet Report form is to be filled out in triplicate. (One copy for flight crew, one copy for ground crew at departure and one copy for ground crew at destination) It is divided into four sections:
1. Section 1 contains:
- Flight details identification;
It shall normally be filled by flight crew and then handed over to ground handling (dispatcher).
2. Section 2 contains load information data (input) required for the mass and balance computation:
- Passenger information;
- Passenger seating distribution;
- Cargo loading information.

It shall normally be filled by the handling agent (dispatcher) signed and presented to crew. The signature of handing agent confirms that aircraft has been loaded in accordance with the Loadsheet form presented to the flight crew.

3. Section Number three contains mass and balance computation results:

- Load/Trim Information;
- Last Minute Change (LMC) information;
- Revised Load/Trim Information.

4. Section Number four contains:

- Captains Name/Code and Signature.

The signature of the commander will confirm:

- Acceptance of the aircraft load and its distribution;
- Mass and balance figures are true copy of the output results of the ELB Loadsheet application;
- LMC figures are verified correct.

EDP LOADSHEET

Loadsheet produced by approved DCS system is acceptable, provided documents is according to relevant IATA AHM standards such as IATA AHM 517.The loadsheet shall normally be completed by the Loadsheet Agent. The Loadsheet Agent shall check and correct the Loadsheet for necessary last minute changes so it corresponds with the actual loading of the aircraft, before it is presented to the Commander. The form shall be completed and distributed as follows:

- **White original to the captain, to be inserted into the Flight Envelope**
- **yellow copy for station trip file - to be retained for a period in accordance with requirements of the regulatory authority, but no less than 3 months**

Note: Final EDP loadsheet should be delivered to crews not later that EDD-10 min.

5.7.2.1 COMPILATION OF THE 'LOADSHEET REPORT' FORM

The Loadsheet Report form is to be filled out in triplicate with the following data:

- Flight details identification.
- It shall normally be filled by flight crew (PM) and then handed over to ground handling (dispatcher).

Load information data (input) required for the mass and balance computation:

- Passenger information;
- Passenger Seating distribution.
- Cargo loading information.

It shall normally be filled by the handling agent (dispatcher) signed and presented to crew.

The signature of handing agent confirms that aircraft has been loaded in accordance with the Loadsheet form presented to the flight crew.

The flight crew must insert this information in the EFB's Flysmart+ Loadsheet application. Mass and balance computation results:

- Load/Trim Information;
- Last Minute Change (LMC) information;
- Revised Load/Trim Information.

When computations are verified and crosschecked by both pilots PM shall fill in the Load and Trim info on the form.

If late alterations of passengers and/or cargo are required PM shall fill in the LMC section of the form. Both flight crew must enter LMC figures in the EFB's Loadsheet application (REDUCED Entry Mode) and re-calculate. When computations are verified and crosschecked by both pilots, PM shall fill in the Revised Load and Trim info on the form.

- Captains Name/Code and Signature. The signature of the commander will confirm:
- Acceptance of the aircraft load and its distribution;
- Mass and balance figures are true copy of the output results of the ELB Loadsheet application;
- LMC figures are verified correct.

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5.7.2.2 LOADSHEET REPORT FORM A320

Issue Nb. 2, Revision 0, 28 AUG 2020

	LOADSHEET REPORT A320	F07

Date:	A/C REG:	Flight:	FROM:	TO	CREW:	PANTRY:

PAX INFO					
MALE / ADULT	FEMALE	CHILDREN	INFANT	TOB	C / Y

PAX	CARGO INFO			
0A	CPT 1	BAGS KG	MAIL	TOT KG CPT 1
		CARGO	BAGS PC	
0B	CPT 3	BAGS KG	MAIL	TOT KG CPT 3
		CARGO	BAGS PC	
0C	CPT 4	BAGS KG	MAIL	TOT KG CPT 4
		CARGO	BAGS PC	
	CPT 5	BAGS KG	MAIL	TOT KG CPT 5
		CARGO	BAGS PC	

I certify that this aircraft has been loaded in accordance with this load sheet report including the deviations recorded. The load has been secured in accordance with company regulations.	LOADING SUPERVISOR – NAME AND SIGNATURE:

LOAD / TRIM INFO		
ZFW / ZFWCG		
TOW / TOWCG		

REVISED LOAD / TRIM INFO		
ZFW / ZFWCG		
TOW / TOWCG		

LMC			
SPECIFICATION	LOCATION	+/-	WEIGHT
	LMC TOTAL		

COMMANDER – NAME/CODE:	COMMANDER - SIGNATURE:

NVD – MLH

Issue n.2, Revision 0, 28 AUG 2020

5.7.2.3 LOADSHEET REPORT FORM A321

Issue Nb. 2, Revision 0, 28 AUG 2020

AVION EXPRESS	LOADSHEET REPORT A321	F09

Date:	A/C REG:	Flight:	FROM:	TO	CREW:	PANTRY:

PAX INFO					
MALE / ADULT	FEMALE	CHILDREN	INFANT	TOB	C / Y

PAX	CARGO INFO			
0A	CPT 1	BAGS KG	MAIL	TOT KG CPT 1
		CARGO	BAGS PC	
0B	CPT 2	BAGS KG	MAIL	TOT KG CPT 2
		CARGO	BAGS PC	
0C	CPT 3	BAGS KG	MAIL	TOT KG CPT 3
		CARGO	BAGS PC	
	CPT 4	BAGS KG	MAIL	TOT KG CPT 4
		CARGO	BAGS PC	
	CPT 5	BAGS KG	MAIL	TOT KG CPT 5
		CARGO	BAGS PC	

I certify that this aircraft has been loaded in accordance with this load sheet report including the deviations recorded. The load has been secured in accordance with company regulations.	LOADING SUPERVISOR – NAME AND SIGNATURE:

LOAD / TRIM INFO		
ZFW / ZFWCG		
TOW / TOWCG		

REVISED LOAD / TRIM INFO		
ZFW / ZFWCG		
TOW / TOWCG		

LMC			
SPECIFICATION	LOCATION	+ / -	WEIGHT
	LMC TOTAL		

COMMANDER – NAME/CODE:	COMMANDER - SIGNATURE:

NVD – MLH

Issue n.2, Revision 0, 28 AUG 2020

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5.7.2.4 Loadsheet Report' From Description

Flight Details:

Identifying Pre-amble	Required Action
DATE	Enter the date of departure
A/C REG	Enter the aircraft's registration
FLT No	Enter the flight number
FROM	Enter the departure airport
TO	Enter the arrival airport
CREW	Enter the crew composition
PANTRY	Enter the pantry code used

Load Information:

Identifying Pre-amble	Required Action
MALE/ADULTS	Enter the number of males or adults
FEMALE	Enter the number of females
CHILDREN	Enter the number of children
INFANTS	Enter the number of infants
TOB	Enter the total passengers on board
C / Y	Enter the total passengers on club and economy class
OA	Enter the total passengers on section A
OB	Enter the total passengers on section B
OC	Enter the total passengers on section C
CP1	Enter the total weight of baggage, cargo & mail in compartment 1
CP2	Enter the total weight of baggage, cargo & mail in compartment 2
CP3	Enter the total weight of baggage, cargo & mail in compartment 3
CP4	Enter the total weight of baggage, cargo & mail in compartment 4
CP5	Enter the total weight of baggage, cargo & mail in compartment 5
TOTAL CARGO	Enter the total cargo weight in kilogram

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Load and Trim info:

Identifying Pre-amble	Required Action
ZFW / ZFWCG	Enter Zero Fuel Weight and Zero Fuel Weight Center of Gravity as computed by the EFB Loadsheet application.
TOW / TOWCG	Enter Takeoff Weight and Takeoff Weight Center of Gravity as computed by the EFB Loadsheet application.

Revised Load and Trim info:

Identifying Pre-amble	Required Action
ZFW / ZFWCG	Enter the revised Zero Fuel Weight and Zero Fuel Weight Center of Gravity taking into account the LMC as computed by the EFB Loadsheet application.
TOW / TOWCG	Enter the revised Takeoff Weight and Takeoff Weight Center of Gravity taking into account the LMC as computed by the EFB Loadsheet application.

Last Minute Changes:

Identifying Pre-amble	Required Action
SPECIFICATION	Type of LMC.
LOCATION	Compartment or Position of the load.
+/-	Identification of ON or OFF load.
WEIGHT	Weight of the LMC.
LMC TOTAL	Total weight of all LMC.

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5.7.3 LAST MINUTE CHANGE

In case of last minute changes the refer to the process described in AHM 551

AVION EPRESS 5.7.3. LAST MINUTE CHANGE

Traffic Load LMC" means the difference between:

1) The actual loading according to the Loading Instruction/Report and the relevant figures on the loadsheet;

2) The actual number of passengers according to the gate check and the relevant figures on the loadsheet.

Last Minute Change (LMC), are changes in the Mass and Balance of the aircraft subsequent to the completion of the loadsheet. Such changes have to be entered in writing in the loadsheet LMC box.

Only changes in the weight of the traffic load (passengers, baggage, cargo and mail) or in its distribution are to be recorded in the LMC box of the loadsheet. However, in addition to the load categories mentioned above, changes to items absorbed in the DOM such as crew, crew baggage, pantry, portable water and ballast etc. may also be entered in the LMC box. The total weight change represented in by the LMC entries shall be shown in the LMC total box.

Fuel LMC (take-off fuel or trip fuel) must not be entered in the LMC box and new loadsheet must be prepared. In order to ensure that the changes did not exceeded limits, the previously calculated take-off, zero fuel and/or landing weights and CG must be cross-checked with new weights and CG including LMC.

The flight crew may be informed verbally of last minute changes either directly or by using radio communication. Before recording the LMC, the ramp agent or the load controller must ensure that:

- **The total weight of the LMC does not exceed the Underload;**
- **The load limitations of the compartments and positions are not exceeded;**
- **The center of gravity remains within the permissible limits.**

Flight crew should recalculate the trim to ensure that center of gravity remains within permissible limits. If necessary a complete new loadsheet shall be made and if necessary redistribute the load

Acceptable LMC tolerance described in table below:

A320 family	Max LMC tolerance 1	
	0 - 500 kg	501 - 1000 kg 2
Passenger	Plus 5 / minus 5 (Consider even distribution)	Plus 10 / minus 10 (Distribution required)
Load (Cargo compartment)	Plus / minus 500 kg (Consider even distribution)	Plus / minus 1000 kg (Distribution required)
Fuel	No LMC Allowed	
Calculation Requirement	CG, Weight adjustment required if not even distribution 3	CG, Weight Adjustment required 4

Notes:
1. Maximum LMC can be a combination of passenger and/or cargo load. Maximum LMC weight difference of 500 kg (or 1000 kg respectively) must not be exceeded.
2. If LMC exceeds the tolerance of plus/minus 1000 kg, a new loadhseet is required.
3. For LMC corrections up to 500 kg weight and CG adjustment is required for non-even distribution. After receiving the manual or computerized loadsheet flight crew may use EFB Loadsheet application to calculate weight and balance as per the procedure laid down in OMB Appendix A6-6.1.17.
4. For LMC corrections 500 – 1000 kg weight and CG adjustment is required. After receiving the computerized loadsheet flight crew shall use EFB Loadsheet application to calculate weight and balance.

5.7.4 LOADSHEET DISCREPANCIES

Any discrepancies found after the Loadsheet release, shall be communicated to person responsible for the Loadsheet, Pilot in command and/or operator shall be informed without delay, as per operator communication policy.

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5.8 POST DEPARTURE MESSAGING

All relevant messages pertaining to flight handling such as: LMD, CPM, SCM, U M, MVT, DIV shall be produced and delivered in accordance to AHM 422, 424, 423, 587, 780, 781.

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6.1 INTRODUCTION

To ensure ground operational safety, all station activities, including, if applicable, those outsourced to an external third-party ground service provider or its subcontractors, shall be conducted under the direct oversight of supervision personnel.

6.1.1 OPERATIONAL REQUIREMENTS

a. Supervision personnel must be trained and qualified to perform the assigned functions.
b. Assigned individuals will provide oversight of personnel conducting, airside operations.
c. An assigned individual will oversee the aircraft turnaround during ramp/apron activities ensuring the aircraft is handled and serviced according to GOM or the Operator's specific requirements, these duties may be combined with another function/role.
d. If applicable checklists are provided, they shall be completed as required by the individual assigned to provide oversight.
e. Individuals assigned to oversee ground handling operations must have oversight on airside operations, ground safety and flight schedule

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6.2 SUPERVISION SCOPE

Oversight for an aircraft arrival/departure includes, but is not limited to the following activities:

a. Aircraft, vehicles and GSE operations and parking.
b. Arrival.
c. Baggage handling.
d. Cabin Equipment.
e. Catering ramp handling.
f. De-icing/anti-icing services and snow/ice removal.
g. Departure.
h. Exterior cleaning.
i. Interior cleaning.
j. Load control document accuracy
    1. LIR;
    2. Loadsheet.
    3. NOTOC.
    4. Other documents as applicable.

k. Load control and flight operations.
l. Marshalling.
m. Moving of aircraft.
n. Passenger services.
o. PRM.
p. Ramp fueling/de-fueling operations.
q. Ramp regulations.
r. Ramp services.
s. Ramp to flight-deck communications.
t. Staff conduct, behavior and operational practice, PPE.
u. Toilet services;
v. Towing cargo and baggage;
w. ULD and bulk loading and unloading of baggage and cargo.
x. Water service.

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6.3 TURNAROUND COORDINATION SUPERVISION REQUIREMENTS

The table below defines elements that require supervision by individuals assigned to oversee ground handling operations. Primary task is lo stop all unsafe acts.

	ACTIONS		REMARKS
1	Pre-flight brief conducted regarding flight requirement(s) and services as needed		
2	Pre-arrival check parking position free of Foreign Object Damage (FODI. obstacles and/or spillage		
3	Personnel wearing PPE available and ready		
4	All GSE and personnel positioned outside the Equipment Restraint Area (ERA)		
5	Ensure guidance system is activated and marshaller (s) wing walkers correctly positioned as applicable		
6	Personnel must stay clear of the aircraft. until anti-collision lights have been switched off (exception applies if APU is not operational)		
7	Ensure aircraft chocked and coned		
8	Ensure an arrival external check prior to approach of any ground support equipment is done		
9	Ensure equipment is properly positioned and operated (e.g, guide rails)		
10	Ensure cargo holds are offloaded and commodities correctly handled as required		
11	Ensure all cargo holds offloaded according to LIR and inspected for damage		
12	Passenger bridge and/or steps set to correct height before opening cabin access doors and all safety devices are installed		
13	Aircraft cabin access door operation by authorized and qualified person		
14	During passenger (dis)-embarkation, passenger movement protected and guided in walkways between the aircraft and bus of terminal		
15	Passenger walkways clean of obstacles and free of undesired contaminated substances		
16	Fuel bowser/tank is properly positioned and escape route not obstructed		
17	Ensure FUEL SAFETY ZONES are respected		
18	Ensure safety precautions for fueling with passengers on board or boarding are adhered to as applicable		
19	Ensure on-load started and the person responsible for loading oversight, such as a Load Master in possession of the LIR		
20	Ensure condition of load Inspected prior to loading		
21	Ensure baggage and cargo loaded and handled In accordance with the LIR		
22	Ensure DG correctly handled. segregated, secured and stowed		
23	Ensure holds are checked to verify load and locks/nets configuration		
24	Ensure Load information is exchanged with all deviations noted		
25	Ensure final load information provided to Flight crew as required		
26	Ensure GSE removal procedures followed		
27	Ensure final ramp Inspection and aircraft walk-around check performed		
28	Chocks and cones removal procedures followed		
29	Ensure departure sequence conducted as. required		
30	Ensure post departure activities conducted as required with appropriate document retention		

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6.4 REPORTING - INCIDENTS, ACCIDENTS AND NEAR-MISSES

In the event of an, incident or accident, the work must stop and the event shall immediately be reported to the line management and airline representative. Local regulations may require the report to be provided to the local authorities. In general:

a. Complete the Ground Incident Damage Report form (refer to Ch. **6.4.1 - Ground Incident Damage Report Form**) to collect all relevant information regarding the event.
b. Submit the Ground Incident Damage Report form to the line management, the airline and local authorities as required - see AHM 650 - Ground Incident Damage Report Sheet 01-02,doc.

AVION EXPRESS 6.4. REPORTING - INCIDENTS, ACCIDENTS AND NEAR-MISSES Refer to GOM chapter 8

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6.4.1 Ground Incident Damage Report Form

GROUND OPERATIONS MANUAL *(GOM)*	GROUND INCIDENT/ACCIDENT/DAMAGE REPORT

Title*:	AIRPORT
*(One line statement of the main features of the incident/accident)	

Part 1. DAMAGE BY		Date
Other Aircraft	☐	Time of Occurrence
Ramp Equipment	☐	Phase of Operation
Vehicle	☐	Area (Stand, etc.)
Foreign Object	☐	Aircraft Reg.:
Jet Blast	☐	Aircraft Type
Unknown (Previously Unreported)	☐	Flight Nr.
Other (specify)	☐	Scheduled Ground Time
		Flight Delay hrs min.
		Flight Cancelled **YES** **NO** (delete non-applicable)

Part 2. DETAILS OF DAMAGE	**Part 3. NUMBER OF CASUALTIES**			
		Fatalities		**Non Fatal**
	Employees			
	Passengers			
	Others			

Part 4. VEHICLE/RAMP EQUIPMENT DETAILS AND CONDITION REPORT

Tick as applicable (√)	**Serviceable**	**Faulty**	Serial Fleet Nr.
Tyres	☐	☐	Type
Brakes	☐	☐	Owner
Steering	☐	☐	Area (Stand, etc.)
Lights	☐	☐	Age of Vehicle/Ramp Eq.
Wipers	☐	☐	Last Overhaul
Protection	☐	☐	
Warning Devices	☐	☐	
Stabilisers	☐	☐	
Tow Hitch	☐	☐	
Field of vision from driving position	☐	☐	

Part 5. DETAILS OF PERSONNEL INVOLVED

Name	Name	Name
Job Title	Job Title	Job Title
Company	Company	Company
Staff Nr.	Staff Nr.	Staff Nr.
Licence	Licence	Licence

Part 6. CONDITIONS

Weather Use of official met. report					**Surface**		**Lighting**	
					dry	☐		
				rain	☐	wet	☐	Good	☐
Visibility		**m**	**km**	snow	☐	snow	☐	Poor	☐
Wind/gust			**/ kts**	sleet	☐	slush	☐	Day	☐
Temperature			**c**	hail	☐	ice	☐	Night	☐
				fog	☐	contamination	☐	Twilight	☐

Part 7. CONTRIBUTORY FACTORS

Identify by code from the checklist factors which in your opinion contributed to the incident/accident by major factor

Other factors (specify)
Which of these contributory factors are normal practice? ☐ ☐ ☐ ☐ ☐ ☐ ☐

GROUND INCIDENT/ACCIDENT/DAMAGE REPORT
GOM F2 Rev.1

Page 1/2
28 JAN 2020

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GROUND OPERATIONS MANUAL (GOM)	GROUND INCIDENT/ACCIDENT/DAMAGE REPORT

Part 8. SKETCH

Part 9. NARRATIVE Give a description of what happened. Include details of relevant contributory factors identified.

Part 10. INITIAL FINDINGS	**Part 11. INITIAL ACTION TAKEN**

Part 12. CLOSING ACTION

Part 13. PREPARED BY	Name (Block Capitals)
Signature	Status

GROUND INCIDENT/ACCIDENT/DAMAGE REPORT
GOM F2 Rev.1

Page 2/2
28 JAN 2020

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6.5 AIRSIDE SAFETY INVESTIGATION PROCEDURE

6.5.1 GENERAL

The investigation process will be conducted in a logical way by collecting and analysing factual information in order to identify root causes, contributing and human factors.

6.5.2 FACTUAL INFORMATION

In general:

Gather factual information including photographs, testimonials, reports, sketches, video footage, maps and any other relevant information.

Determine the level of investigation:

a. Basic investigation-an inquiry to identify the key elements that led to the event.
b. Formal investigation-a formal inquiry with all involved and legally required internal and external parties.

6.5.3 INVESTIGATION PROCEDURE

In general:

a. Gather all information available about the event:

1. Identify the circumstances leading up to the event.
2. Review all reports pertaining to the event.
3. Collect all available data (CCTV and other video footage, photographs, objects, testimonials, sketches, maps).
4. Identify the people involved and any witnesses.
5. Gather all relevant factual information concerning the people involved (roster, training records, medical information related to the event if possible, employee records, assigned task, and all reports, any other).
6. Gather all relevant factual information concerning the technical, environmental and infra structural conditions. Conduct interviews with all individuals involved and any witnesses.

b. Conduct a confirmation site visit if possible.
c. Confirm If a SOP is published and available for the task being performed.

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d. Identify human factors:
    1. Communication.
    2. Stress and timing.
    3. Fatigue.
    4. Loss of situational awareness.
    5. Health condition.
    6. Use of available resources.
    7. Staff feedback related to the SOP.
    8. Teamwork.
    9. Knowledge retention and competence.
e. Technical factors:
    1. Use of a GSE.
    2. Preventive and Corrective maintenance records.
    3. Current technical condition.
    4. Suitability for the task.

6.5.4 ANALYSIS

Analyse the event by:

a. Describing the sequence of events as they occurred for each person /element involved.
b. Identifying any failures in the tasks performed in relation to written instructions.
c. Identifying any causal links between events.
d. Documenting a chronological sequence of events that led to the incident/accident supported by factual information.
e. Determining which failures contributed to the accident based on factual evidence in relation to the sequence of events.
f. Identifying pre-existing and/or new hazards that contributed to the event.

6.5.5 CONCLUSION AND CAUSES

Specify:

a. Root causes.
b. Contributing factors,
c. Human factors.

6.5.6 INVESTIGATION FOLLOW-UP

Follow-up the investigation by:

b. Establishing the following for each root cause:

1. Corrective action requests.
2. Preventive actions requests.

b. Making safety recommendations that:

1. Address the root causes, contributing and human factors identified as a part of the investigation.
2. Ensure corrective and preventive action requests will be issued to the line management.
3. Provides line management with corrective action plans to address the root causes, contributing and human factors for approval.
4. Ensure that an Action plan implementation is confirmed through a monitoring/audit process.
5. Ensure that the Human factors in Airside Safety Investigations form is completed. (See AHM652 Human Factors in Airside Safety Investigations.)

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6.6 MONITORING PROCEDURES

Safety performance monitoring is important in order to enable management to identify trends that could have a negative effect on safety. The following checklists:

a. AHM 612 A, B, C, D, E, F, G, H, I, and
b. Airside Management Safety Review Checklist

Should be used to monitor safety performance in the operations.

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6.7 EMERGENCY RESPONSE PROCEDURES

The following actions are to be carried out in the event of an emergency in accordance with airline and, or the Ground Service Provider's procedures and local regulations.

a. Communication:

1. With the Carrier:

   i. Notify the Carrier.
   ii. Establish a Crisis Control Center.
   iii. Provide regular situation reports.
   iv. Maintain the flow of communications/actions.
   v. Identify and assemble translators.

2. With the airport and other authorities:
   i. Liaise with airport emergency services and local authorities.
   ii. Prepare the location and facilities to be used.

3. With the Ground Service Provider (GSP):
   i. Inform GP staff.
   ii. Conduct an initial briefing.
4. With the Passengers, Crew and Victims: provide regular updates.
5. With the Relatives: provide regular updates.
6. With the media: Provide regular updates.

b. General Requirements:

1. Deploy the of the emergency response team.
2. Provide liaison staff at the emergency location.
3. Provide initial financial assistance to passengers as agreed with the Carrier.

c. Passengers and Crew:

1. assist with the collection of information from passengers, crew and victims.
2. Provide assistance and secured private facility for passengers.
3. Provide assistance and secured private facility for crew members.
4. Assist in repatriation and/or onward travel.

d. Cargo, Baggage and Mail:

1. Assist with the inventory of cargo, baggage and mail carried on the aircraft.
2. Safeguard from loss or damage the baggage, cargo and mail and arrange for secure storage.

e. Documentation:

1. Establish station emergency data sheet; contacts, grid maps, facility information sheets.

3. Maintain current emergency contact information of the Carrier, Handling Company and local authorities.
4. Collect, preserve, secure and restrict all documentation pertaining to the emergency and make available to the Carrier.

4. Support the verification of the passenger list_ e) Maintain a log of events and action taken.
5. Maintain detailed expense documentation relating to services provided during an emergency.

f. Relatives:

1. Assist with the collection of information from family members.
2. Provide assistance and secured private facility to family members.
3. Assist with reuniting passengers and family members.

g. Facilities:

1. Provide emergency response facilities for airline permanent and deployed staff.
2. Assist the arrival, set-up and operations of the operating carrier's Go team.
3. Determine appropriate support services that may be required for continuing emergency operations.
4. Arrange for security al all Carriers' premises at airport.

AVION EXPRESS 6.7. EMERGENCY RESPONSE PROCEDURES
Refer to Avion Express EMERGENCY RESPONSE PLAN (ERP) for detailed procedures. ERP is available on Avion Express intranet https://avionexpress.centrik.net/.

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7.1 AIRCRAFT DE/ANTI-ICING ON THE GROUND

Refer to Avion Express **DE/ANTI-ICING MANUAL**.

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8.1 GENERAL

Avion Express has established non-punitive reporting system to enable possibility to report about all occurrences, unairworthy conditions, potential hazards, human factor related errors, near misses and other problems.

Occurrences, which may represent a significant risk to aviation safety, are subject to mandatory reporting and have to be reported by the person who participated in the event or received information about it. Every person can send additional report even if it was reported already, if he counts that necessary. According to Regulation (EU) No 376/2014, persons who perform functions connected with the ground handling of aircraft, including fueling, load sheet preparation, loading, de-icing and towing at an airport shall report the mandatory occurrences. These persons shall report mandatory occurrences (MOR) as soon as practicable, but not later than within 72 hours of becoming aware of the occurrence, unless exceptional circumstances prevent this.

In case occurrence belongs to the group of occurrences, which must be reported to the competent Authorities, Safety Manager is responsible to ensure reporting it to TCA as soon as possible, but not later than within 72 hours from the moment the occurrence is received in the organization, in the format acceptable to the TCA. If required by regulations or agreement, Safety Manager shall ensure that the report is sent to other entities, such as original manufacturer or other related Competent Authorities.

In case the information is received about any incident, malfunction, technical defect, exceeding of technical limitations or occurrence that would highlight inaccurate, incomplete or ambiguous information contained in the operational suitability data or other irregular circumstance that has or may have endangered the safe operation of the aircraft and that has not resulted in an accident or serious incident, Avion Express Safety Manager or his dedicated person shall report it to the competent authority and to the organization responsible for the design of the aircraft, to Holder of Type Certificate (TC) of an Aircraft, Engine or Propeller, Holder of a Supplemental Type Certificate (STC) on an Aircraft, Engine or Propeller, to Holder of a European Technical Standard Order (ETSO) Authorization, to Holder of a European Part Approval (EPA), as applicable.

Beside mandatory occurrences each employee or contractor is encouraged to report any kind of occurrences, hazards, threats, safety issues, human factor caused errors, potential hazards, which in his/her opinion is causing or may cause a safety related problem, or otherwise impact the company procedures and processes. In situation where the reporter is aware about the occurrence and suspects it is reportable, but cannot determine with certainty, he is expected to report it.

Occurrence report form (**Form OMM 7.1**), or in case of contractor, its internal reporting form has to be used for reporting accidents, incidents, errors, near misses or hazards. The person, who reports about the occurrence or hazard, may sign the form, but also can send a report as confidential. In any case the objective of the reporting system is to use reported information to improve the level of safety performance and not to blame the person who was involved in an occurrence or has reported about it. The reporting system is working under confidentiality principle - if a name is given in any report, it will only be used for obtaining more information from the person making the report and for supplying feedback.

Received occurrence or hazard reports will be processed and investigated according to the internal Avion Express procedures. All safety reports are kept in electronic format and are organized in such a way that ensures traceability and accessibility throughout the retention period of 5 years.

The completed occurrence report shall be sent to **occurrence@avionexpress.aero**. *Avion Express Occurrence Report form is available on Avion Express intranet,* **https://avionexpress.centrik.net/**.

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8.2 MANDATORY OCCURRENCE REPORTING

(Referred to Regulation (EU) No 376/2014 and Annex IV of Regulation (EU) 2015/1018) Mandatory occurrences related to ground services have to be reported as described in Chapter 8.1 of this manual. These occurrences include, but are not limited to:

8.2.1 AIRCRAFT - AND AERODROME - RELATED OCCURRENCES

1. A collision or near collision, on the ground or in the air, between an aircraft and another aircraft, terrain or obstacle, including vehicle.
2. Runway or taxiway incursion.
3. Runway or taxiway excursion.
4. Significant contamination of aircraft structure, systems and equipment arising from the carriage of baggage, mail or cargo.
5. Push-back, power-back or taxi interference by vehicle, equipment or person.
6. Foreign object on the aerodrome movement area which has or could have endangered the aircraft, its occupants or any other person.
7. Passengers or unauthorised person left unsupervised on apron.
8. Fire, smoke, explosions in aerodrome facilities, vicinities and equipment which has or could have endangered the aircraft, its occupants or any other person.
9. Aerodrome security-related occurrences (for example: unlawful entry, sabotage, bomb threat).

8.2.2 RADATION OR TOTAL LOSS OF SERVICES OR FUNCTIONS

1. Loss or failure of communication with aircraft, vehicle, air traffic services unit or apron management service unit.
2. Significant failure, malfunction or defect of aerodrome equipment or system which has or could have endangered the aircraft or its occupants.
3. Significant deficiencies in aerodrome lighting, marking or signs

8.2.3 GROUND HANDLING SPECIFIC OCCURRENCES

(1) Incorrect handling or loading of passengers, baggage, mail or cargo, likely to have a significant effect on aircraft mass and/or balance (including significant errors in loadsheet calculations).

(2) Boarding equipment removed leading to endangerment of aircraft occupants.

(3) Incorrect stowage or securing of baggage, mail or cargo likely in any way to endanger the aircraft, its equipment or occupants or to impede emergency evacuation.

(4) Transport, attempted transport or handling of dangerous goods which resulted or could have resulted in the safety of the operation being endangered or led to an unsafe condition (*for example: dangerous goods incident or accident as defined in the ICAO Technical Instructions (The Safe Transport of Dangerous Goods by Air (ICAO — Doc 9284)*). Dangerous Goods Occurrence Report OMM 7.4 Form must be filled.

Dangerous Goods Occurrence Report Form OMM 7.4 is available on Avion Express intranet, **https://avionexpress.centrik.net/**.

(5) Non-compliance on baggage or passenger reconciliation.

(6) Non-compliance with required aircraft ground handling and servicing procedures, especially in de-icing, refuelling or loading procedures, including incorrect positioning or removal of equipment.

(7) Significant spillage during fuelling operations.

(8) Loading of incorrect fuel quantities likely to have a significant effect on aircraft endurance, performance, balance or structural strength.

(9) Loading of contaminated or incorrect type of fuel or other essential fluids (including oxygen, nitrogen, oil and potable water).

(10) Failure, malfunction or defect of ground equipment used for ground handling, resulting into damage or potential damage to the aircraft (for example: tow bar or GPU (Ground Power Unit)).

(11) Missing, incorrect or inadequate de-icing/anti-icing treatment.

(12) Damage to aircraft by ground handling equipment or vehicles including previously unreported damage.

(13) Any occurrence where the human performance has directly contributed to or could have contributed to an accident or a serious incident.

8.2.4 UNDISCIPLINED PASSENGERS OCCURRENCES

Behaviour of undisciplined passengers shall be filed using both following forms:

- Disruptive passenger ground incident report (SM Annex 15 Form No.1)
- Passenger disturbance report form for authorities (SM Annex 15 Form No.2).
- Notice of undisciplined and disruptive passenger completed if:
- The passenger was banned from boarding the flight at the airport in the flight to which he has a ticket;
- In aircraft if the passenger does not follow members of the crew requirements, after the written notice was served.

If the passenger was denied from the boarding for the aviation security violation, the passenger must be accompanied by the airline passenger carrying rules, passenger baggage must be unloaded from the aircraft, its name is removed from the passenger manifest and warned senior cabin crew on the change in the number of passengers.

Passenger must be escorted by company employees, airport service company or security personnel to the passenger terminal of the restricted area and released or delivered to the police, if security rules violations were serious, the police continue to deal with the passenger's responsibility for the actions taken in accordance with the laws of the country of departure.

In preparing the report must be taken by the crew of the Callout event witnesses (passengers). The witness's name contact information must be included in the notification form, as well as other additional information, that may help the investigation of the airlines and the police. In case of more serious event, respectively, to be followed by a more detailed report.

Disruptive passenger ground incident report and Passenger disturbance report form for authorities is available on Avion Express intranet, **https://avionexpress.centrik.net/**.

8.2.5 BOMB THREAT OCCURRENCES

The bomb threat report form consists of the questions and answers, which helps in the conversation and to obtain the necessary information about the explosive and the calling person. The essential elements of the conversation must be written on paper or recorded electronically.

Bomb threat Form is available on Avion Express intranet, **https://avionexpress.centrik.net/**.

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8.3 INVESTIGATION OF INCIDENTS

Avion Express Internal investigations are performed for all safety related incidents and occurrences, such as errors, near misses, etc. and consist of collecting and analyzing events, determining causal and contributing factors, drawing up conclusions, making safety recommendations for risk mitigation as applicable. The investigation aims to explain what happened, how it happened and why it happened, and determine actions and recommendations that would prevent re-occurring of the unsafe condition or reduce the probability and/or consequence of future re-occurrences.

An investigation shall be based on facts only and it is not to apportion blame or liability. Main purpose of investigation is to find out all details about the event and define possible reasons, which could have caused the occurrence (root cause and contributing factors). During investigation the person responsible for investigation has to obtain as much information or data as possible and relevant, and has to ask additional reports, testimonies or comments from other sources, if during investigation he/she counts it as necessary.

Ground Handling Agents may be asked to launch an internal investigation for the reported occurrences to find out the causes of the incident/accident and subsequently take preventive or mitigating measures. An internal investigation form used by GSP is acceptable to Avion Express. A copy of the Ground Handling Agent's investigation report must be submitted to dedicated person of Avion Express.

Any evidence (e.g. witness reports, paint marks) related to incident and/or to its investigation must also be recorded and provided whenever possible.

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8.4 ACCIDENT PREVENTION PROGRAM

Handling Agents should provide internal notification of incidents, accidents and damages to all staff concerned. They should also incorporate the lessons learned from incidents/accidents/damages into staff trainings as case studies. Operating procedures should be amended in order to eliminate unsafe working practices.

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8.5 GROUND DAMAGES REPORTING

Beside mandatory reporting of incidents described in Chapter 8.2 to related Competent Authorities, Safety Department of Avion Express submits ground safety and security occurrence reports to IATA on monthly basis for inclusion into the Incident Data Exchange (IDX).

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9.1 POLICY ON THE TRANSPORT OF DANGEROUS GOODS

9.1.1 APPROVAL FOR THE TRANSPORT OF DANGEROUS GOODS

CAT.GEN.MPA.200, SPA.DG.105

Dangerous goods can only be carried according to the International Civil Aviation Organization's Technical Instructions for the Safe Transport of Dangerous Goods by Air (Technical Instructions), irrespective of whether the flight is wholly or partly within or wholly outside the territory of a State. An approval must be granted by the State of the Operator before dangerous goods can be carried on an aircraft, except as identified in 9.1.3 and 9.1.5 below. An additional approval or an exemption may be required to permit the transport of some dangerous goods – see 9.1.2 below.

Avion Express holds an approval for the transport of dangerous goods by air issued by Civil Aviation Department Transport Competence Agency of Lithuania.

When more restrictive requirements than those specified in the Technical Instructions are adopted, the operator will notify ICAO at **CSS@icao.int** to enable Operator Variations to be published in the Technical Instructions.

Head of Ground Operations is assigned responsibility for the adherence of regulations of carriage of Dangerous goods.

9.1.1.1 DEFINITIONS

Terms used in this section have the following meanings:

Acceptance Check List

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.

Approval

Authorization referred by Technical Instructions and issued by an authority, for the transport of dangerous goods which are normally forbidden for transport or for other reasons, as specified in the Technical Instructions.

Cargo Aircraft

Any aircraft which is carrying goods or property but not passengers. In this context the following are not considered to be passengers:

- **A crew member**

The Company's employee permitted by, and carried in accordance with, the instructions contained in the Operations Manual.

Operations Manual

An authorised representative of an Authority; or

A person with duties in respect of a particular shipment on board

Dangerous Goods

Articles or substances which are capable of posing a risk to health, safety, property, or the environment and which are shown in the list of Dangerous Goods in the Technical Instructions or which are classified according to those instructions.

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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.

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 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 jeopardises the aircraft or its occupants is also deemed to constitute a dangerous goods incident.

Note: A dangerous goods accident or incident may also constitute an aircraft accident or incident as specified in ICAO Annex 13 — Aircraft Accident and Incident Investigation.

Dangerous Goods Kit

This kit is in accordance with ICAO document 9481 (Emergency Response Guidance for Aircraft Incidents Involving Dangerous Goods). It can be used for quick removal if suspected contamination has been identified.

The Dangerous Goods Kit contains the following:

- 2 x large polyethylene bags
- 4 x bag ties
- 1 x pair of long rubber gloves

Note: A missing dangerous good kit does not affect the flight as such. In the unlikely event of a spillage a kit can be made from materials on board e.g. oven gloves, fire gloves and plastic bags. Report missing kit so it can be replaced.

Dangerous Goods Transport Document

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, labelled and in a proper condition for transport.

Exemption

For the purpose of compliance with rules and regulations, an authorization referred to in the Technical Instructions and issued by all the authorities concerned, providing relief from the requirements of the Technical Instructions.

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 Unit Load Device where the dangerous goods are not radioactive materials.)

Handling Agent

An agency which performs on behalf of the Company some or all of the latter's functions including receiving, loading, unloading, transferring or other processing of passengers or cargo.

ID number

A temporary identification number for an item of dangerous goods which has not been assigned a UN number.

Overpack

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.)

Package

The complete product of the packing operation consisting of the packaging and its contents prepared for transport.

Packaging

Receptacles and any other components or materials necessary for the receptacle to perform its containment function and to ensure compliance with the packing requirements.

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 packagings.

Serious Injury

An injury which is sustained by a person in an accident and which:

- Requires hospitalisation 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 haemorrhage, 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.

State of Origin

The Authority in whose territory the dangerous goods were first loaded on an aircraft.

Persons involved in transport of dangerous goods

Personnel include all persons involved in the transport of dangerous goods, whether they are employees of the operator or not.

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.

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.

Unit Load Device

Any type of aircraft container, aircraft pallet with a net, or aircraft pallet with a net over an igloo.

Note: an overpack is not included in this definition; for a container containing radioactive materials see the definition for freight container.

9.1.2 FORBIDDEN DANGEROUS GOODS

CAT.GEN.MPA.200, CAT.GEN.MPA.200 (c)

Ref.: GM1 CAT.GEN.MPA.200

Any article or substance which, as presented for transport, is liable to explode, dangerously react, produce a flame or dangerous evolution of heat or dangerous emission of toxic, corrosive or flammable gases or vapours under conditions normally encountered in transport must not be carried on aircraft under any circumstance.

Certain dangerous goods, which are normally forbidden, may be specifically approved for air transport by the State of Origin and the State of the Operator:

a) to transport dangerous goods forbidden on passenger and/or cargo aircraft where Special Provision A1/A2 applies; or

b) for other purposes as specified in the ICAO Technical Instructions;

provided that in such instances an overall level of safety in transport which is at least equivalent to the level of safety provided for in the Technical Instructions is achieved.

In instances of extreme urgency or when other forms of transport are inappropriate or full compliance with the prescribed requirements is contrary to public interest, the States concerned may grant an exemption from the provisions of the Technical Instructions provided that in such instances an overall level of safety in transport which is at least equivalent to the

level of safety provided for in Technical Instructions is achieved. For the purposes of exemptions, “States concerned” are the States of Origin, Operator, transit, overflight and destination. For the State of overflight, if none of the criteria for granting an exemption are relevant, an exemption may be granted based solely on whether it is believed that an equivalent level of safety in air transport has been achieved.

Additionally, since controls exist for the quantities of some explosives which may be carried to or from specific airfields, operators must seek advice from the Civil Aviation Authority as to the suitability of the intended airfield of loading and unloading when Class 1 dangerous goods are being carried under an A2 approval.

Note: Application for approvals should be submitted to the Civil Aviation Authority in accordance to terms set by National Civil Aviation Authority.

Dangerous goods carried in accordance with an exemption or approval must comply with the conditions on the exemption or approval, as well as those on the permanent approval unless these have been varied by the exemption or further approval.

Note 1: when dangerous goods are carried under a specific exemption or approval (including exemptions or approvals obtained by shipper or agent), a copy of that document be carried on board the aircraft.

Note 2: Operators holding specific non-expiring approvals or exemptions related to the carriage of dangerous goods should provide details of these and the conditions of carriage specified therein.

9.1.3 GENERAL EXCEPTIONS

9.1.3.1 AIRWORTHINESS AND OPERATIONAL ITEMS

CAT.GEN.MPA.200 (b) (1)

An approval is not required for dangerous goods which are required to be aboard the aircraft as:

a. items for airworthiness or operating reasons or for the health of passengers or crew, such as batteries, fire extinguishers, first-aid kits, insecticides, air fresheners, life rafts, escape slides, life-saving appliances, portable oxygen supplies, tritium signs, smoke hoods, passenger service units;
b. aerosols, alcoholic beverages, perfumes, colognes, liquefied gas lighters and portable electronic devices containing lithium metal or lithium ion cells or batteries provided that the batteries meet the provisions of paragraph 9.1.6 carried aboard an aircraft by the operator for use or sale on the aircraft during the flight or series of flights, but excluding non-refillable gas lighters and those lighters liable to leak when exposed to reduced pressure; and
c. dry ice intended for use in food and beverage service aboard the aircraft; and alcohol-based hand sanitizers and alcohol-based cleaning products carried aboard an aircraft by the operator for use on the aircraft during the flight or series of flights for the purposes of passenger and crew hygiene;
d. alcohol-based hand sanitizers and alcohol-based cleaning products carried aboard an aircraft by the operator for use on the aircraft during the flight or series of flights for the purposes of passenger and crew hygiene;
e. electronic devices, such as electronic flight bags, personal entertainment devices, and credit card readers, containing lithium metal or lithium ion cells or batteries and spare lithium batteries for such devices carried aboard an aircraft by the operator for use on the aircraft during the flight or series of flights, provided that the batteries meet the provisions of paragraph 9.1.6. Spare lithium batteries must be individually protected so as to prevent short circuits when not in use. Conditions for the carriage and use of these electronic devices and for the carriage of spare batteries must be provided in the operations manual and/or other appropriate manuals as will enable flight crew, cabin crew and other employees to carry out the functions for which they are responsible.
f. Packages containing COVID-19 vaccines accompanied by data loggers and/or cargo tracking devices containing lithium batteries are not subject to the marking and documentation requirements of paragraph 9.1.7 and IATA DGR Packing Instructions 967 or 970, as applicable.

Note: Dangerous goods intended as replacements for those referred to in 9.1.3.1 a), b), c), d), e) above may not be carried without the approval referred to in 9.1.1 and unless consigned and accepted for transport in accordance with the ICAO Technical Instructions.

9.1.3.2 VETERINARY AID

CAT.GEN.MPA.200 (b) (1)

An approval is not required for dangerous goods which are carried for use in flight as veterinary aid or as a humane killer for an animal. Such dangerous goods must be stowed and secured during take-off and landing and at all other times when deemed necessary by the pilot-in-command. The dangerous goods must be under the control of trained personnel during the time when they are in use on the aircraft.

Dangerous goods may be carried on a flight made by the same aircraft before or after a flight for which they are required as veterinary aid or as a humane killer for an animal, (e.g. training flights and positioning flights prior to or after maintenance), when it is impracticable to load or unload the dangerous goods immediately before or after the flight, subject to the following conditions:the dangerous goods must be capable of withstanding the normal conditions of air transport;

a. the dangerous goods must be appropriately identified (e.g. by marking or labelling);
b. the dangerous goods may only be carried with the approval of the operator;
c. the dangerous goods must be inspected for damage or leakage prior to loading;
d. loading must be supervised by the operator;

e. the dangerous goods must be stowed and secured in the aircraft in a manner that will prevent any movement in flight which would change their orientation;
f. the pilot-in-command must be notified of the dangerous goods loaded on board the aircraft and their loading location. In the event of a crew change, this information must be passed to the next crew;
g. all personnel must be trained commensurate with the functions for which they are responsible;
h. the provisions of Dangerous Goods Accident and Incident Reports apply.

9.1.3.3 MEDICAL AID FOR A PATIENT

CAT.GEN.MPA.200 (b) (1)

An approval is not required for dangerous goods which:

1. are placed on board an aircraft with the approval of the operator; or
2. form part of the permanent equipment of the aircraft when it has been adapted for specialised use, to provide, during flight, medical aid to a patient, or to preserve tissues or organs intended for use in transplantation such as gas cylinders, drugs, medicines, other medical material (e.g. sterilising wipes) and wet cell or lithium batteries, providing:

i. the gas cylinders have been manufactured specifically for the purpose of containing and transporting that particular gas;
ii. the equipment containing wet cell batteries is kept, and when necessary secured, in an upright position to prevent spillage of the electrolyte; and
iii. lithium metal or lithium ion cells or batteries meet the provisions of paragraph 9.1.6 and spare lithium batteries are individually protected so as to prevent short circuits when not in use.
iv. the drugs and medicines and other medical matter are under the control of trained personnel during the time when they are in use;
v. proper provision is made to stow and secure all the equipment during take-off and landing and at all other times when deemed necessary by the commander in the interests of safety.

These dangerous goods may also be carried on a flight made by the same aircraft to collect a patient or after that patient has been delivered (e.g. training flights and positioning flights prior to or after maintenance), when it is impracticable to load or unload the goods at the time of the flight on which the patient is carried.

Note: The dangerous goods carried may differ from those identified above due to the needs of the patient. These provisions apply both to dedicated air ambulances and to temporarily modified aircraft.

9.1.3.4 EXCESS BAGGAGE BEING SENT AS CARGO

An approval is not required for dangerous goods contained within items of excess baggage being sent as cargo provided that:

i. the excess baggage has been consigned as cargo by or on behalf of a passenger;
ii. the dangerous goods may only be those that are permitted by and in accordance with 9.1.5 to be carried in checked baggage; and
iii. the excess baggage is marked with the words “Excess baggage consigned as cargo”.

With the aim of preventing dangerous goods, which a passenger is not permitted to have, from being taken

aboard an aircraft in excess baggage consigned as cargo, any organization or enterprise accepting excess baggage consigned as cargo should seek confirmation from the passenger, or a person acting on behalf of the passenger, that the excess baggage does not contain dangerous goods that are not permitted and seek further confirmation about the contents of any item where there are suspicions that it may contain dangerous goods that are not permitted.

9.1.3.5 Data Loggers and Transmitting and Receiving Devices

CAT.GEN.MPA.140 AMC1

Portable electronic devices (PED) such as data loggers and cargo tracking devices containing lithium batteries, that are designed to remain active throughout their entire transport from shipper to consignee, including when on board an aeroplane, have the potential to interfere with aircraft navigation or communication systems.

Cargo tracking devices can be assigned to the category of non-intentional transmitters or T-PEDs. If the device is a T-PED, it complies with the European Norms (EN) for transmissions.

In case a transmitting function is automatically deactivated in a cargo tracking device (being a T-PED), the unit should be qualified for safe operation on board the aircraft.

If any sign of damage or leakage, PED shall not be accepted.

Prior safety assessment and approval from Avion Express has to be obtained before loading such items on board any of Avion Express aircraft.

9.1.4 INSTRUCTIONS ON THE CARRIAGE OF EMPLOYEES OF THE OPERATOR

CAT.OP.MPA.160 AMC2

There is no restriction of the carriage of employees on an aircraft carrying dangerous goods which are permitted on a passenger aircraft, providing the requirements of the Technical Instructions are complied with. When an aircraft is carrying dangerous goods which can only be carried on a cargo aircraft, employees of the operator can also be carried provided they are in an official capacity. It is intended this be interpreted as meaning they have duties concerned with the preparation or undertaking of a flight or on the ground once the aircraft has landed, although not necessarily in connection with an aircraft. See also 9.3.4.

9.1.5 ITEMS THAT MAY BE CARRIED BY PASSENGERS AND CREW

CAT.GEN.MPA.200 (b) (2)

An approval is not required for those dangerous goods which, according to the ICAO Technical instructions, can be carried by passengers or crew members.

Passengers or crew are forbidden to carry dangerous goods either as or in carry-on baggage, checked baggage or on their person unless the dangerous goods are permitted in accordance with the table below and:

a. carried by passengers or crew for personal use only;
b. contained in baggage that has been separated from its owner during transit (e.g. lost baggage or improperly routed baggage); or
c. contained within items of excess baggage sent as cargo as permitted by 9.1.3.4.

The entry in the table that most appropriately describes the item or article must be selected. For instance, electronic cigarettes must meet the requirements of the entry for “Battery-powered portable electronic smoking

devices" not the entry for lithium batteries or non-spillable batteries.

An item or article that contains multiple dangerous goods must meet all applicable entries. For instance, the restrictions and conditions for entries 1) and 14) apply to an avalanche backpack that contains lithium batteries and gas cartridges.

Active devices must meet defined standards for electromagnetic radiation to ensure that the operation of the devices does not interfere with aircraft systems.

Where an entry requires compliance with specific UN tests or Special Provisions, if considered necessary (e.g. to grant the operator's approval for carriage), passengers should be able to confirm that the applicable requirements have been met. For items such as batteries, the passenger should be able to obtain confirmation from the manufacturer or distributor of the item.

International standards permit the carriage of the dangerous goods listed below by passengers or crew members either as or in carry-on baggage or checked baggage or on their person. Additional restrictions implemented by countries in the interests of aviation security may, however, limit or forbid the carriage of some of these items.

Certain items listed are permitted only with the operator's approval. Requirements apply to some items regarding the means by which they are prepared for transport (e.g. wheelchairs and battery-powered mobility devices) or the professional status of the passenger (e.g. Chemical Agent Monitoring Equipment).

An approval is not required for those dangerous goods which, according to the Technical Instructions, can be carried by passengers or crew members as per the following table:

Note: Should it be necessary to transfer carry-on baggage to the hold (e.g. due to the size of the baggage preventing proper stowage in the cabin) it is necessary for cabin crew to verify that the baggage contains no dangerous goods that are permitted for carriage in carry-on baggage only (e.g. spare lithium batteries, heat producing articles etc).

Note 1: The following dangerous goods may be commonly carried by passengers on other modes of transport, however, they are prohibited either as or in carry-on baggage or checked baggage:

- **personal medical oxygen devices that utilize liquid oxygen;**
- **electroshock weapons (e.g. tasers) containing dangerous goods such as explosives, compressed gases, lithium batteries, etc.;**
- **"strike anywhere" matches;**
- **lighter fuel and lighter refills;**
- **premixing burner lighter without a means of protection against unintentional activation; and**
- **battery-powered lighters powered by a lithium ion or lithium metal battery (e.g. laser plasma lighters, tesla coil lighters, flux lighters, arc lighters and double arc lighters) without a safety cap or means of protection against unintentional activation.**

Note 2: Exceptions found in the Technical Instructions from the restrictions on carriage by passengers and crew (e.g. by application of a Special Provision) are not reproduced in the tables below. The following dangerous goods are not subject to the Technical Instructions:

- **Radio-pharmaceuticals contained within the body of a person as the result of medical treatment; and**
- **Energy efficient lamps when in retail packaging and intended for personal or home use**

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Note 3: Air Cylinders for purposes such as scuba diving: if empty or at a pressure less than 200 kPa at 20° (2 Bar or 29 PSI) air cylinders are not classified as dangerous goods so are permitted for carriage by passenger or crew.

9.1.6 PROVISIONS FOR DANGEROUS GOODS CARRIED BY PASSENGERS OR CREW

Avion Express conducts passenger flights and accepts battery-operated mobility aids for transport on the aircraft, however the procedures for acceptance and handling of such mobility aids to ensure they meet following requirements must be strictly followed:

i. The battery is a type that is permitted;
ii. Battery terminals are protected and electrical circuits are isolated;
iii. Loading is in a manner that prevents movement and damage from other cargo;
iv. If applicable, batteries are removed, protected and transported as per specifications applicable to the type of batteries;
v. The pilot in command is informed of the location of the mobility aids with installed batteries, removed batteries and spare batteries, to best deal with any emergency that they may occur.

Dangerous Goods	Location: Checked baggage	Location: Carry-on baggage	Approval of the operator(s) is required	Restrictions
Batteries				
1) Lithium batteries (including portable electronic devices)	Yes (except for g) and h))	Yes	(see c) and d))	a) each battery must be of a type which meets the requirements of each test in the UN *Manual of Tests and Criteria*, Part III, subsection 38.3; b) each battery must not exceed the following: — for lithium metal batteries, a lithium content of 2 grams; or — for lithium ion batteries, a Watt-hour rating of 100 Wh; c) each battery may exceed 100 Wh but not exceed 160 Wh Watt-hour rating for lithium ion with the approval of the operator; d) each battery may exceed 2 grams but not exceed 8 grams lithium content for lithium metal for portable medical electronic devices with the approval of the operator; e) batteries contained in portable electronic devices should be carried as carry-on baggage; however, if carried as checked baggage: — measures must be taken to prevent unintentional activation and to protect the devices from damage; and — the devices must be completely switched off (not in sleep or hibernation mode); f) batteries and heating elements must be isolated in portable electronic devices capable of generating extreme heat, which could cause a fire if activated, by removal of the heating element, battery or other components; g) spare batteries, including power banks: — must be carried as carry-on baggage; and — must be individually protected so as to prevent short circuits (by placement in original retail packaging or by otherwise insulating terminals, e.g. by taping over exposed terminals or placing each battery in a separate plastic bag or protective pouch); h) baggage equipped with a lithium battery(ies) exceeding: — for lithium metal batteries, a lithium content of 0.3 grams; or — for lithium ion batteries, a Watt-hour rating of 2.7 Wh must be carried as carry-on baggage unless the battery(ies) is removed from the baggage, in which case the battery(ies) must be carried in accordance with g); i) no more than two spare batteries meeting the requirements of c) or d) may be carried per person.

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Dangerous Goods	Location		Approval of the operator(s) is required	Restrictions
	Checked Baggage	Carry-on baggage		
2. Non-spillable wet, nickel-metal hydride, and dry batteries	Yes	Yes	No	a. For a non-spillable battery: i. Must meet the requirements of Special Provision A67; ii. Each battery must not exceed a voltage of 12 volts iii. Each battery must be protected from short circuit by the effective insulation of exposed terminals; iv. No more than two spare batteries per person may be carried; and v. If contained in equipment, the equipment must be either protected from unintentional activation, or each battery must be disconnected and its exposed terminals insulated; b. For a dry battery or nickel-metal hydride battery, each battery must comply with Special Provision A123 or A199, respectively; and c. Batteries and heating elements must be isolated in battery-powered equipment capable of generating extreme heat, by removal of the heating element, batterie or other components.
3. Battery-powered portable electronic smoking devices (e.g. e-cigarettes, ecigs, ecigars, epipes, personal waporizers, electronic nicotine delivery systems)	No	Yes	No	1. If powered by lithium batteries, each battery must comply with restrictions of 1 a), b) and g); 2. The devices and/or batteries must not be recharged on board the aircraft; and 3. Measures must be taken to prevent unintentional activation of the heating element while on board the aircraft.

4. Mobility aids (e.g. wheelchairs) powered by: • Spillable batteries; • Non-spillable wet batteries; • Dry batteries; • Nickel-metal hydride batteries; or • Lithium ion batteries	Yes	(see e))	Yes	a. For use by passengers whose mobility is restricted by either a disability, their health or age, or a temporary mobility problem (e.g. broken leg); b. The passenger should make advance arrangements with each operator and provide information on the type of battery installed and on the handling of the mobility aid (including instructions on how to isolate the battery); c. In the case of a dry battery or nickel-metal hydride battery, each battery must comply with Special Provision A123 or A199, respectively; d. In the case of a non-spillable wet battery: i. Each battery must comply with Special Provsion A67; and ii. A maximum of one spare battery may be carried per passenger; e. In the case of a lithium ion battery: i. Each battery must be of the type which meets the requirements of each test in the UN Manual of Test and Criteria, Part III, subsection 38.3; ii. When the mobility aid does not provide adequate protection to the battery: • The battery must be removed in accordance with the manufacturer's instructions; • The battery must not exceed 300Wh; • The battery terminals must be protected from short circuit (by insulating the terminals, e.g. by taping over exposed terminals); • The battery must be protected from damage (e.g. by placing each battery in a protective pouch); and • The battery must be carried in the cabin; iii. A maximum of the one spare battery not exceeding 300 Wh or two spare batteries not exceeding 160 Wh each may be carried. Spare batteries must be carried in the cabin.

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Dangerous Goods	Location: Checked baggage	Location: Carry-on baggage	Approval of the operator(s) is required	Restrictions
Flames and fuel sources				
5) Cigarette lighter Small packet of safety matches	No	(see b))	No	a) no more than one per person; b) must be carried on the person; c) must not contain unabsorbed liquid fuel (other than liquefied gas); and d) if a cigarette lighter is powered by lithium batteries, each battery must comply with restrictions of 1) a), b) and g) and 3) b) and c).
6) Alcoholic beverages containing more than 24 per cent but not more than 70 per cent alcohol by volume	Yes	Yes	No	a) must be in retail packagings; and b) no more than 5 L total net quantity per person. *Note.— Alcoholic beverages containing not more than 24 per cent alcohol by volume are not subject to any restrictions.*
7) Internal combustion engines or fuel cell engines	Yes	No	No	Measures must be taken to nullify the hazard. Refer to Special Provision A70 for more information.
8) Fuel cells containing fuel	No	Yes	No	a) fuel cell cartridges may only contain flammable liquids, corrosive substances, liquefied flammable gas, water reactive substances or hydrogen in metal hydride;
Spare fuel cell cartridges	Yes	Yes	No	b) refuelling of fuel cells on board an aircraft is not permitted except that the installation of a spare cartridge is allowed; c) the maximum quantity of fuel in any fuel cell or fuel cell cartridge must not exceed: — for liquids 200 mL; — for solids 200 grams; — for liquefied gases, 120 mL for non-metallic fuel cell cartridges or 200 mL for metal fuel cell or fuel cell cartridges; and — for hydrogen in metal hydride, the fuel cell or fuel cell cartridges must have a water capacity of 120 mL or less; d) each fuel cell and each fuel cell cartridge must conform to IEC 62282-6-100 Ed. 1, including Amendment 1, and must be marked with a manufacturer's certification that it conforms to the specification. In addition, each fuel cell cartridge must be marked with the maximum quantity and type of fuel in the cartridge; e) fuel cell cartridges containing hydrogen in metal hydride must comply with the requirements in Special Provision A162; f) no more than two spare fuel cell cartridges may be carried by a passenger;

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Dangerous Goods	Location: Checked baggage	Location: Carry-on baggage	Approval of the operator(s) is required	Restrictions
				g) fuel cells containing fuel are permitted in carry-on baggage only; h) interaction between fuel cells and integrated batteries in a device must conform to IEC 62282-6-100 Ed. 1, including Amendment 1. Fuel cells whose sole function is to charge a battery in the device are not permitted; i) fuel cells must be of a type that will not charge batteries when the portable electronic device is not in use and must be durably marked by the manufacturer: "APPROVED FOR CARRIAGE IN AIRCRAFT CABIN ONLY" to so indicate; and j) in addition to the languages which may be required by the State of Origin for the markings specified above, English should be used.
Gases in cylinders and cartridges				
9) Cylinders of oxygen or air required for medical use	Yes	Yes	Yes	a) no more than 5 kg gross mass per cylinder; b) cylinders, valves and regulators, where fitted, must be protected from damage which could cause inadvertent release of the contents; c) advance arrangements recommended; and d) the pilot-in-command must be informed of the number of oxygen or air cylinders loaded on board the aircraft and their loading location(s).
10) Cartridges of Division 2.2 worn for the operation of mechanical limbs	Yes	Yes	No	Spare cartridges of a similar size are also allowed, if required, to ensure an adequate supply for the duration of the journey.
11) Cartridge of hydrocarbon gas contained in hair styling equipment	Yes	Yes	No	a) no more than one per person; b) the safety cover must be securely fitted over the heating element; and c) spare cartridges must not be carried.

Dangerous Goods	Location: Checked Baggage	Location: Carry-on baggage	Approval of the operator(s) is required	Restrictions
12. Cartridges of Division 2.2 with no subsidiary hazard fitted into a self-inflating personal safety device, intended to be worn by a person, such as a life jacket or vest	Yes	Yes	Yes	a. No more than two personal safety devices per person; b. The personal safety device(s) must be packed in such a manner that they cannot be accidentally activated; c. Must be for inflation purposes; d. No more than two cartridges are fitted into each device; and e. No more than two spare cartridges per device.
13. Cartridges of Division 2.2 with no subsidiary hazard for other than a self-inflating personal safety device	Yes	Yes	Yes	a. No more than four cartridges per person; and b. The water capacity of each cartridge must not exceed 50 mL. *Note.- For carbon dioxide, a gas cartridge with a water capacity of 50 mL is equivalent to a 28 g cartridge.*

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Dangerous Goods	Location: Checked baggage	Location: Carry-on baggage	Approval of the operator(s) is required	Restrictions
14) Cartridges and cylinders of Division 2.2 with no subsidiary hazard contained in an avalanche rescue backpack	Yes	Yes	Yes	a) no more than one avalanche rescue backpack per person; b) the backpack must be packed in such a manner that it cannot be accidentally activated; c) may contain a pyrotechnic trigger mechanism which must not contain more than 200 mg net of Division 1.4S; and d) the airbags within the backpack must be fitted with pressure relief valves.
Radioactive material				
15) Radioisotopic cardiac pacemakers or other medical devices	n/a (see restrictions)	n/a (see restrictions)	No	Must be implanted into a person or fitted externally as the result of medical treatment.
Mercury				
16) Small medical or clinical thermometer which contains mercury	Yes	No	No	a) no more than one per person; and b) must be in its protective case.
Other dangerous goods				
17) Non-radioactive medicinal articles (including aerosols), toiletry articles (including aerosols) and aerosols in Division 2.2 with no subsidiary hazard	Yes	Yes	No	a) no more than 0.5 kg or 0.5 L total net quantity per single article; b) no more than 2 kg or 2 L total net quantity of all articles (e.g. four aerosol cans of 0.5 L each) per person; c) release valves on aerosols must be protected by a cap or other suitable means to prevent inadvertent release of the contents; and d) the release of gas must not cause extreme annoyance or discomfort to crew members so as to prevent the correct performance of assigned duties.
18) Dry ice	Yes	Yes	Yes	a) no more than 2.5 kg per person; b) used to pack perishables that are not subject to these Instructions; c) the package must permit the release of carbon dioxide gas; and d) when carried as checked baggage, each package must be marked: i) "DRY ICE" or "CARBON DIOXIDE, SOLID"; and ii) the net weight of dry ice or an indication that the net weight is 2.5 kg or less.
19) Cartridges in Division 1.4S (UN 0012 or UN 0014 only)	Yes	No	Yes	a) no more than 5 kg gross mass per person; b) must be securely packaged; c) must not include ammunition with explosive or incendiary projectiles; and d) allowances for more than one person must not be combined into one or more packages.

Dangerous Goods	Location		Approval of the operator(s) is required	Restrictions
	Checked baggage	Carryon baggage		
20) Permeation devices	Yes	No	No	Instructions on how to package permeation devices for calibrating air quality monitoring equipment are found in Special Provision A41.
21) Non-infectious specimens in flammable solutions	Yes	Yes	No	Instructions on how to package and mark specimens are found in Special Provision A180.
22) Refrigerated liquid nitrogen	Yes	Yes	No	Must be contained in insulated packagings (e.g. dry shippers) that would not allow the build-up of pressure and be fully absorbed in a porous material so that there is no free liquid that could be released from the packaging. Refer to Special Provision A152 for more information.
23) Dangerous goods incorporated in security-type equipment, such as attaché cases, cash boxes, cash bags, etc.	Yes	No	Yes	The security-type equipment must be equipped with an effective means of preventing accidental activation and the dangerous goods incorporated in the equipment must meet the conditions of Special Provision A178.

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9.1.6.1 DANGEROUS GOODS IN BAGGAGE

In principle, dangerous goods are forbidden to be carried by passengers and crew, except as otherwise provided in Table 2.3.A of the IATA DGR and in line with operating airline procedures. Specific transport conditions are applicable to defined items that:

1. Require the approval of the operator prior to acceptance.
2. Are permitted in or as **checked baggage**.
3. Are permitted in or as **cabin baggage**.
4. Must be carried on one's person only.
5. The pilot-in-command shall be informed of the location of the mobility aid with installed batteries, removed batteries and spare batteries, to best deal with any emergencies that they may occur.

All persons tasked with passenger and baggage acceptance shall:

1. Be trained according to the requirements specified in the **9.8 - Training Syllabus for Transport of Dangerous Goods (Operations Personnel including Crew Members)**.
2. Verify with the passengers that they are not carrying forbidden dangerous goods during the check-in and baggage acceptance process.
3. Be aware of commonly carried items and question passengers when there is a suspicion of their carriage (e.g., camping equipment).
4. Handle and report any dangerous goods occurrences (e.g., forbidden dangerous good identified in checked baggage), in line with Avion Express procedures.

9.1.6.2 LOADING OF BATTERY POWERED MOBILITY AIDS – GENERAL REQUIREMENTS

A battery powered mobility aid with installed batteries must be secured, by use of straps, tie-downs or other restraint devices.

The mobility aid, the batteries, electrical cabling and controls must be protected from damage including by the movement of baggage, mail or cargo.

a. the battery terminals must be protected from short circuits (e.g. by being enclosed within a battery container); and
b. the battery is either:
    i. securely attached to the mobility aid and the electrical circuits are isolated following the manufacturer's instructions; or
    ii. removed by the user, if the mobility aid is specifically designed to allow it to be, following the manufacturer's instructions.
c. a maximum of one non-spillable wet spare battery is carried per passenger.

Note: To check that electrical circuits are isolated (inactive), place the device into drive mode (i.e. not freewheel mode), see if the mobility aid will power up and if so whether use of the joystick results in the mobility aid moving. It must also be verified that the circuits of supplemental motorised systems such as seating systems have been inhibited to prevent inadvertent operation, e.g. by the separation of cable connectors. If an electric mobility aid has not been made safe for carriage, it must not be loaded.

9.1.6.3 ADDITIONAL REQUIREMENTS FOR MOBILITY AIDS POWERED BY NON-SPILLABLE WET BATTERIES

The passenger has to confirm that the battery is:

- a non-spillable wet battery that complies with Special Provision A67;
- a dry battery that complies with Special Provision A123; or
- a nickel-metal hydride battery that complies with Special Provision A199.

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A maximum of one spare battery may be carried per passenger.

Any battery(ies) removed from the mobility aid and any spare battery must be carried in strong, rigid packagings, protected from short circuit and stowed in the cargo compartment.

The pilot-in-command must be informed about the location of any mobility aids with installed batteries, removed batteries and spare batteries

9.1.6.4 ADDITIONAL REQUIREMENTS MOBILITY AIDS POWERED BY SPILLABLE BATTERIES

Where feasible, the battery is fitted with spill resistant-vent caps. If the mobility aid cannot be loaded, stowed, secured and unloaded always in an upright position or if the mobility aid does not adequately protect the battery, the batteries must be removed and carried in strong, rigid packagings, as follows:

a. packagings must be leak-tight, impervious to battery fluid and be protected against being overturned by securing them to pallets or by securing them in cargo compartments using appropriate means of securement;
b. batteries must be protected against short circuits, secured upright in these packagings and surrounded by compatible absorbent material sufficient to absorb their total liquid contents; and
c. these packagings must be marked “Battery, wet, with wheelchair” or “Battery, wet, with mobility aid” and be labelled with a “Corrosive” label and with package orientation labels.

The pilot-in-command must be informed about the location of any mobility aids with installed spillable batteries and removed batteries.

9.1.6.5 ADDITIONAL REQUIREMENTS MOBILITY AIDS POWERED BY LITHIUM ION BATTERIES

Any battery removed from the mobility aid and any spare batteries must be carried in the cabin and protected from damage (e.g., by placing each battery in a protective pouch) and the battery terminals protected from short circuit (by insulating the terminals, e.g. by taping over exposed terminals). A removed battery must not exceed 300 Watt-hours (Wh). In addition, one spare not exceeding 300 Wh or two spares not exceeding 160 Wh are permitted.

The pilot-in-command must be informed about the location of any mobility aids with installed lithium ion batteries, removed batteries and spare batteries.

Note: The calculation used to determine watt hours is: Volts x ampere hour (Ah) = watt hours

9.1.6.6 THE ORGANIZATION FOR THE PROHIBITION OF CHEMICAL WEAPONS (OPCW) AND GOVERNMENT AGENCIES

The Organization for the Prohibition of Chemical Weapons (OPCW) and government agencies listed in the table below may carry specified instruments containing dangerous goods when:

a. carried by staff members on official travel;

b. contained in baggage that has been separated from its owner during transit (e.g. lost baggage or improperly routed baggage); or
c. contained within items of excess baggage sent as cargo as permitted by 9.1.3.4.

Provisions for instruments carried by OPCW and government agencies.

Dangerous goods	Location		Approval of the Operator(s) is required		Restrictions
	Checked baggage	Carry-on baggage			
1)	Instruments containing radioactive material (i.e. chemical agent monitor (CAM) and/or rapid alarm and identification device monitor (RAID-M))	Yes	Yes	Yes	a) the instruments must not exceed the activity limits for 'excepted packages; b) must be securely packed; and c) must be carried by staff members of the Organization for the Prohibition of Chemical Weapons (OPCW) on official travel.
2)	A mercurial barometer or mercurial thermometer	No	Yes	Yes	a) must be carried by a representative of a government weather bureau or similar official agency; b) must be packed in a strong outer packaging, having a sealed inner liner or a bag of strong leakproof and puncture-resistant material impervious to mercury, which will prevent the escape of mercury from the package irrespective of its position; and c) the pilot-in-command must be informed of the barometer or thermometer.

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9.1.7 PROVISION OF INFORMATION

9.1.7.1 PROVISION OF INFORMATION TO PASSENGERS

CAT.GEN.MPA.200 (f)

Operators must inform passengers about dangerous goods that passengers are forbidden to transport aboard an aircraft. The notification system must ensure that where the ticket purchase and/or boarding pass issuance can be completed by a passenger without the involvement of another person, the system must include an acknowledgement by the passenger that they have been presented with the information. The information must be provided to passengers:

a. at the point of ticket purchase or, if this is not practical, made available in another manner to passengers prior to boarding pass issuance; and
b. at boarding pass issuance, or when no boarding pass is issued, prior to boarding the aircraft.

The information may be provided in text or pictorial form, electronically, or verbally.

An operator or the operator's handling agent and the airport operator must ensure that information on the types of dangerous goods which they are forbidden to transport aboard an aircraft is communicated effectively to passengers. This information must be presented at each of the places at an airport where tickets are issued, boarding passes are issued, passenger baggage is dropped off and aircraft boarding areas are maintained, and at any other location where passengers are issued boarding passes and/or checked baggage is accepted. This information must include visual examples of dangerous goods forbidden from transport aboard an aircraft.

An operator, of passenger aircraft, should have information on those dangerous goods which may be carried by passengers made available prior to the check-in process on their websites or other sources of information.

An operator, of passenger aircraft, should have information on those dangerous goods which may be carried by passengers made available prior to the boarding pass issuance process on their websites or other sources of information.

Operators must describe the means of promulgating information to passengers. The operations manual must include information on how passengers will be notified and acknowledge, when required, of the restriction on the carriage of dangerous goods before, during, and after ticketing/booking, boarding pass issuance and check-in processes.

Avion Express provisions:

1. At locations where passenger check in and/or boarding operations are conducted, the handling agent shall have a current edition of IATA DGR or equivalent documentation accessible.

2. Notices should be displayed that warn passengers of the type of dangerous goods forbidden for transport aboard an aircraft. Such notices shall include visual examples and be displayed:

3. Prominently and in sufficient number at each of the places at an airport where passengers are processed, to include ticket issue, passenger check-in and aircraft boarding areas;

4. Clearly at any other location where passengers are checked in

5. Should be prominently displayed in sufficient numbers in baggage claim areas;

6. When provision is made for the check-in process to be completely remotely (e.g. via internet), the information on the types of dangerous goods which a passenger is forbidden to transport aboard an aircraft must be presented to passengers. Information may be in text or pictorial form but must be such that the check-in process cannot be completed until the passenger or person acting on their behalf has been presented with this information and indicated that they have understood their restrictions on dangerous goods in baggage;

7. When provision is made for the check-in process to be at the airport by a passenger without the involvement of any other person, the information on the types of dangerous goods which a passenger is forbidden to transport aboard an aircraft must be presented to passengers. Information may be in text or pictorial form but must be such that the check-in process cannot be completed until the passenger or person acting on their behalf has been presented with this information and indicated that they have understood their restrictions on dangerous goods in baggage.

8. The notices shall be provided at acceptance points for cargo giving information about the transport of dangerous goods.

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9.1.7.2 SPECIAL NOTIFICATION REQUIREMENTS IN THE EVENT OF AN ACCIDENT OR OCCURRENCE WHEN DANGEROUS GOODS ARE BEING CARRIED OR HAVE BEEN OFFERED FOR AIR TRANSPORT WITHOUT HAVING BEEN PREPARED AND DECLARED IN ACCORDANCE WITH THE ICAO TECHNICAL INSTRUCTIONS)

9.1.7.2.1 INFORMATION TO BE PROVIDED BY THE PILOT-IN-COMMAND IN THE EVENT OF AN IN-FLIGHT EMERGENCY

SPA.DG.105 (b) AMC1

If an in-flight emergency occurs and the situation permits, the commander must inform the appropriate Air Traffic Services Unit of any dangerous goods on board. This information should include the proper shipping name, class/division, identified subsidiary risk(s), compatibility group for explosives, quantity and location on board.

9.1.7.3 INFORMATION TO BE PROVIDED BY THE OPERATOR IN THE EVENT OF AN AIRCRAFT ACCIDENT OR SERIOUS INCIDENT WHERE DANGEROUS GOODS CARRIED AS CARGO MAY BE INVOLVED

If an aircraft carrying dangerous goods as cargo is involved in an accident or serious incident where the dangerous goods may be involved, the operator must provide information, without delay, to emergency services responding to the accident or serious incident about the dangerous goods on board, as shown on the copy of the information to the pilot-in-command (NOTOC). The information must be sufficient to enable any hazards created by the dangerous goods to be minimised and include the proper shipping name, UN number, class/division, any identified subsidiary risks, the compatibility group for explosives, the quantity and the location on board the aircraft. As soon as possible, the operator must also provide this information to the CAA and the appropriate authority of the State in which the accident or serious incident occurred.

9.1.7.4 INFORMATION TO BE PROVIDED BY THE OPERATOR IN THE EVENT OF AN AIRCRAFT INCIDENT

SPA.DG.105 (b) AMC1

In the event of an aircraft incident, the operator of an aircraft carrying dangerous goods as cargo must, if requested to do so, provide information without delay to the emergency services responding to the incident and to the appropriate authority of the State in which the incident occurred, about the dangerous goods on board, as shown on the copy of the information to the pilot-in-command (NOTOC).

9.1.7.5 PROVISION OF INFORMATION AT LOCATIONS WHERE GROUND HANDLING OPERATIONS INVOLVING THE LOADING OF DANGEROUS GOODS AS CARGO ARE CONDUCTED

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 shall be accessible at each location where ground handling operations involving the loading of dangerous goods as cargo are conducted. Notices providing information about dangerous goods transportation have to be prominently displayed and contain visual examples of dangerous goods, including batteries. Thru the oversight of contracted service providers Avion Express ensures compliance of above.

9.1.7.6 DANGEROUS GOODS ACCIDENT AND INCIDENT REPORTS

CAT.GEN.MPA.200 (e)

An operator must report dangerous goods accidents and incidents to the appropriate authorities of the State of the Operator and the State in which the accident or incident occurred in accordance with the reporting requirements of those appropriate authorities.

Note.— This includes incidents involving dangerous goods that are not subject to all or part of the ICAO Technical Instructions through the application of an exception or of a special provision (e.g. an incident involving the short circuiting of a dry cell battery that is required to meet short-circuit prevention conditions in a special provision of 3;3).

An operator must report to the CAD TCA any occasion when:

a) dangerous goods are discovered to have been carried when not correctly loaded, segregated, separated or secured.

b) dangerous goods are discovered to have been carried without information having been provided to the pilot-incommand (when required) or the information is inadequate.

An operator must report any occasion when undeclared or misdeclared dangerous goods are discovered in cargo or mail. Such a report must be made to the appropriate authorities of the State of the Operator and the State in which this occurred.

An operator must report any occasion when dangerous goods that are not permitted are discovered by the operator (or the operator is advised by the entity that discovers the dangerous goods) either in the baggage or on the person of passengers (after check-in) or crew members. Such a report must be made to the appropriate authority of the State in which this occurred.

In addition to the requirements of the ICAO Technical Instructions for the reporting of dangerous goods occurrences (above), ORO.GEN.160 requires that any incident which endangers or which,

if not corrected, would endanger an aircraft, its occupants or any other person is reported to Civil aviation authority. Dangerous goods occurrences reportable under the Mandatory Occurrence Reporting Scheme include:

- Dangerous goods found not to have been secured to prevent movement
- Damage to packages of dangerous goods
- NOTOC errors where dangerous goods have not been stowed in accordance with loading instructions
- Failure to prepare electric wheelchairs in order to prevent accidental activation
- Electric wheelchairs found not to have been stowed and secured correctly
- Leakage of dangerous goods from passenger baggage

NOTE: Dangerous goods occurrences meeting the criteria of ORO.GEN.160 also meet the definition of a dangerous goods accident or incident (above), reportable in accordance with CAT.GEN.MPA.200(e). Accordingly, the report must be made to CAA within 72 hours, unless exceptional circumstances prevent this.

A dangerous goods accident or dangerous goods incident not meeting the criteria of ORO.GEN.160 must be reported to the CAA within 72 hours, unless exceptional circumstances prevent this. If necessary, a subsequent report shall be made as soon as possible giving all the details that were not known at the time the first report was sent. If a report has been made verbally, written confirmation shall be sent as soon as possible. Any type of accident or incident must be reported irrespective of whether the dangerous goods are in cargo, mail, stores, passengers' baggage or crew baggage.

The first and any subsequent report shall be as precise as possible and contain such of the following data that are relevant:

- Date of the incident or accident or the finding of undeclared or misdeclared dangerous goods.
- Location, the flight number and flight date.
- Description of the goods and the reference number of the air waybill, pouch, baggage tag, ticket, etc.
- Proper shipping name (including the technical name, if appropriate) and UN/ID number, when known.
- Class or division and any subsidiary risk.
- Type of packaging, and the packaging specification marking on it.
- Quantity of dangerous goods.
- Name and address of the shipper, passenger, etc.
- Any other relevant details.
- Suspected cause of the incident or accident.
- Action taken.
- Any other reporting action taken.
- Name, title, address and telephone number of the person making the report.
- Copies of relevant documents and any photographs taken should be attached to a report.
  NOTE: IF SAFE TO DO SO, THE DANGEROUS GOODS INVOLVED IN THE ACCIDENT OR INCIDENT SHOULD BE HELD PENDING CAA INVESTIGATION.

9.1.8 MARKING AND LABELLING OF PACKAGES

Articles and substances meeting the dangerous goods classification criteria are assigned a 'UN Number' under the United Nations classification system. This consists a four-digit number preceded by the capital letters 'UN'. Packages of dangerous goods must be marked with the UN Number(s) applicable to their contents.

Packages containing dangerous goods can also be identified by labels indicating the hazard of the goods by their class or division or by the presence of certain handling labels/marks.

Note: When dangerous goods marks or labels are seen on items not declared as dangerous goods, it is often an indication that they do contain such goods. Undeclared dangerous goods must not be loaded on an aircraft and reporting procedures must be implemented.

During the course of air transport, including storage, dangerous goods marks and labels must not be covered or obscured by any part of or attachment to the packaging or any other label or marking.

When it is discovered that labels have become lost, detached or illegible they must be replaced in accordance with the information provided on the 'Shipper's Declaration for Dangerous Goods'. This requirement does not apply where the labels are found to be missing or illegible at the time of acceptance. Cargo handling agents are responsible for ensuring that they maintain a complete supply of dangerous goods handling labels in the warehouse for use as replacements in the event of damage/loss following acceptance. In case when labels are missing or illegible.

Class 1 (with exploding bomb symbol) – explosives generally not permitted on an aircraft.  * Division and compatibility group	Class 1 (without exploding bomb symbol): Divisions 1.4B, 1.4F, 1.5 and 1.6 - explosives not usually permitted on an aircraft in normal circumstances.  ** Compatibility group

Flammable gas (Division 2.1) 	Non-flammable, non-toxic gas (Division 2.2) 	Toxic gas (Division 2.3) 
		

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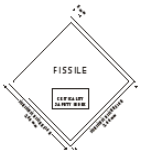
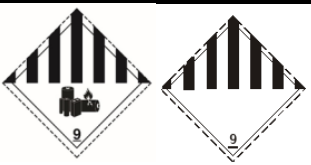
Flammable solid (Division 4.1)	Substance liable to spontaneous combustion (Division 4.2)	Substance which, in contact with water, emits flammable gas (Division 4.3)
		
Oxidising substance (Division 5.1)	Organic peroxide (Division 5.2)	
		
Toxic substance (Division 6.1)	Infectious substance (Division 6.2)	
		The bottom part of the label should bear the inscription: "INFECTIOUS SUBSTANCE — In case of damage or leakage immediately notify public health authority".

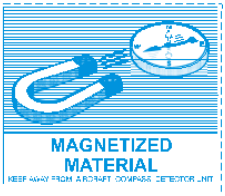
Category I	Category II	Category III
		
Criticality safety index label 		



Class 9 label for Section IA and IB lithium battery shipments

Packages of dangerous goods may also bear labels providing handling information; these are:

Magnetized material



Cargo aircraft only

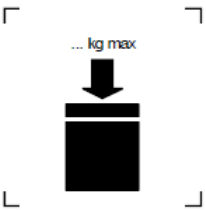
Cryogenic liquid label

Package orientation
(red or black)

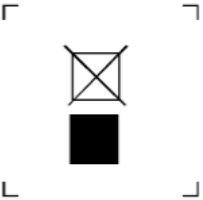
Keep away from heat

Intermediate Bulk Containers (IBCs) *are only permitted for the transport of UN 3077 Environmentally hazardous substance, solid, n.o.s. The maximum permitted stacking load applicable when the IBC is in use must be displayed on a symbol as follows:*

IBCs capable of being stacked



IBCs NOT capable of being stacked



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Application of the lithium battery mark to a consignment of lithium batteries (of any type) indicates that the Shipper has determined specific requirements have been met. Such consignments do not need to be accompanied by a dangerous goods transport document (Shipper's Declaration) and no acceptance check is required. Consignments bearing the lithium battery label must be accompanied with a document such as an air waybill with an indication that:

— the package contains lithium metal cells or batteries;

— the package must be handled with care and that a flammability hazard exists if the package is damaged;

— special procedures should be followed in the event the package is damaged, to include inspection and repacking if necessary;

— a telephone number for additional information; and

— when an air waybill is issued the applicable Packing Instruction must be stated together with the words 'not restricted'; and 'lithium ion batteries' or 'lithium metal batteries' as applicable.

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Packages containing excepted quantities of dangerous goods can be identified from the following:

Hatching and symbol of the same colour, black or red, on white or suitable contrasting background.
* Place for class or, when assigned, the division number(s).
** Place for name of shipper or consignee, if not shown elsewhere on the package.

Packages containing limited quantities of dangerous goods can be identified from the following:

Many dangerous goods when in reasonably limited quantities present a reduced hazard during transport and can safely be carried in good quality packagings that have not been tested and marked as is required for UN Specification packagings required for larger quantities of dangerous goods. Packages containing limited quantities of dangerous goods must be marked with a diamond shaped mark. When presented for carriage by air, the mark must additionally include a "Y" which indicates compliance with the provisions of the ICAO Technical Instructions, some of which are more stringent than those of the UN Model Regulations and of other modes of transport.

NOTE: The mark depicted here but without the 'Y' indicates that the package contains dangerous goods in limited quantities as permitted by surface transport regulations (ADR/IMDG) which may not be acceptable for air transport. A package so marked and offered for transport in the absence of a dangerous goods transport document must be reported to the appropriate authority where the goods are discovered as a discovery of undeclared dangerous goods.

Packages containing environmentally hazardous substances (UN Nos. 3077 and 3082) must be durably marked with the environmentally hazardous substance mark with the exception of single packagings and combination packagings packages containing a net quantity per single or inner packagings with contents of 5 L or less for liquids; or having a net mass per single or inner packaging contents of 5 kg or less for solids.

9.2 DUTIES OF ALL PERSONNEL INVOLVED

9.2.1 DETAILED ASSIGNMENTS OF RESPONSIBILITIES

CAT.GEN.MPA.200 (d)

Person Nominated as Responsible for Avion Express Dangerous goods carriage	• Oversight and control of the carriage of dangerous goods. • Ensuring all necessary permissions, approvals and exemptions are held. • Generation (or acceptance) of relevant procedures. • Responding to queries regarding the carriage of dangerous goods.
Cargo Department/ Cargo Sales Agents	• Arrangement of the carriage of dangerous goods only in accordance with the operator's stated policies. • Recognition of undeclared dangerous goods.
Persons receiving or handling general cargo, mail and stores	• Recognition of undeclared dangerous goods. • Dealing with dangerous goods that are found damaged or leaking during processing for transport. • If there is a dangerous goods incident or accident, or if undeclared dangerous goods are detected, a report is made to the appropriate Authority (see 11.10.4).
Persons receiving or handling dangerous goods	• Acceptance procedures for dangerous goods are carried out as required by the Technical Instructions. • Inspection procedures during the processing of dangerous goods for transport are carried out as required by the Technical Instructions. • Dealing with dangerous goods that are found damaged or leaking during processing for transport. • Dangerous goods are loaded, segregated, stowed and secured on an aircraft in accordance with the Technical Instructions. • Generation of written information to the commander (NOTOC). • Provision of written information about dangerous goods loaded on board to the commander for signature. • Retention of documentation on the ground. • Recognition of undeclared dangerous goods. • If there is a dangerous goods incident or accident, or if undeclared dangerous goods are detected, a report is made to the appropriate Authority.
Reservations	• Ensuring that information is provided with the passenger ticket or in another manner such that prior to or during the check-in process the passenger receives the information. • Considering passenger requests for approval of the operator for items of dangerous goods requiring such approval.

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Persons handling passengers	• Ensuring that the provisions concerning passengers and dangerous goods are complied with. • Ensuring that notices are displayed in sufficient number and prominence at each of the places at an airport where tickets are issued, passengers checked in and aircraft boarding areas maintained, and at any other location where passengers are checked in. • With the aim of preventing dangerous goods which passengers are not permitted to have from being taken on board an aircraft in their baggage, seeking confirmation from a passenger about the contents of any item where there are suspicions that it may contain dangerous goods. • When baggage intended as carry-on is taken by the operator and placed into the cargo compartment for carriage, seeking confirmation from the passenger that dangerous goods which are only permitted in carry-on baggage (e.g. lithium batteries, including power banks) have been removed. • Ensuring that the discovery of prohibited dangerous goods (after a passenger has checked in) is reported to the appropriate Authority (see 11.10.4).
Cabin Crew	• Ensuring that the provisions concerning passengers and dangerous goods are complied with. • When baggage intended as carry-on is taken by the operator and placed into the cargo compartment for carriage, seeking confirmation from the passenger that dangerous goods which are only permitted in carry-on baggage (e.g. lithium batteries, including power banks) have been removed. • Responding to a dangerous goods incident or accident in the cabin. • Ensuring that a dangerous goods incident or accident in the cabin, or the discovery of prohibited dangerous goods (after a passenger has boarded), is reported to the appropriate Authority (see 11.10.4).
Operations Personnel	• If there is an aircraft incident or accident, information is passed to emergency services and state Authorities as required by the Technical Instructions (see 11.10.2). • If there is a dangerous goods incident or accident, or if undeclared dangerous goods are detected a report is made to the appropriate Authority (see 11.10.4).
Flight Crew	• Signature of NOTOC to indicate receipt of information. • Recognition of undeclared dangerous goods. • If an in-flight emergency occurs, as soon as the situation permits, passage of details of dangerous goods on board to the appropriate Air Traffic Services Unit. • Responding to a dangerous goods incident or accident in the cabin (if operation does not have cabin crew). • If there is a dangerous goods incident or accident, or if undeclared dangerous goods are detected a report is made to the appropriate Authority. Report shall be submitted in accordance to procedures described in OMM 7.3.4.
Trainers	• Provision of initial and recurrent dangerous goods training commensurate with the responsibilities of the personnel concerned.
Compliance Monitoring Manager, Auditors and Safety Manager	• Ensuring that activities are monitored for compliance with dangerous goods requirements and that these activities are carried out properly under the supervision of the relevant head of functional area. • Ensuring the initiation and follow-up of internal occurrence / accident investigations.

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9.3 GUIDANCE on the REQUIREMENTS for ACCEPTANCE, HANDLING and STOWAGE

SPA.DG.105

9.3.1 ACCEPTANCE CHECK

Before a consignment consisting of a package or overpack containing dangerous goods, a freight container containing radioactive material or a unit load device containing dangerous goods is first accepted for carriage by air, the operator must, by use of a current edition IATA Acceptance Checklist. Acceptance checklist must be in the form which allows the recording of the results of the acceptance check by manual, mechanical or computerized means to verify the following:

a) Dangerous goods shipment is accompanied by two copies of a dangerous goods transport document or the information applicable to the consignment is provided in electronic form, except when otherwise specified in the Technical Instructions. The documentation or, when provided, the electronic data is compliant with the applicable requirements.

b) the quantity of dangerous goods stated on the dangerous goods transport document is within the limits per package on a passenger aircraft;

c) the package, overpack or freight container accords with the details stated on the accompanying dangerous goods transport document and is clearly visible;

d) where required, the letter in the packaging specification marking designating the packing group for which the design type has been successfully tested is appropriate for the dangerous goods contained within. This does not apply to overpacks where the specification marking is not visible;

e) proper shipping names, UN numbers, labels, and special handling instructions appearing on the interior package(s) are clearly visible or reproduced on the outside of an overpack;

f) the labelling of the package, overpack or freight container is as required for the consignment;

g) the outer packaging of a combination package or the single packaging is permitted by the applicable packing instruction, and when visible is of the type stated on the accompanying dangerous goods transport document;

h) the package or overpack does not contain different dangerous goods which require segregation from each other; and

i) the package, overpack, freight container or Unit Load Device (ULD) is not leaking and there is no indication that its integrity has been compromised; and

The operator must be able to identify the person who performed the acceptance check.

Avion Express ensures that procedures are in place for the transportation of dangerous goods to/from an aircraft and the loading and securing of dangerous goods on an aircraft in a manner that:

1. Prevents damage to packages and containers;
2. Provides for separation and segregation in accordance with applicable requirements;
3. Prevents any movement in the aircraft.

Note 1: An acceptance check is not required for dangerous goods in excepted quantities, radioactive material in excepted packages and lithium batteries consigned in accordance with Section II of the applicable packing instruction.

Note 2: Persons conducting dangerous goods acceptance checks must have received dangerous goods training commensurate with this responsibility.

Note 3: When Dangerous Goods are transported the transport document, labeling and marking must be in the English language in addition to any other language required by state of origin.

9.3.2 INSPECTIONS FOR DAMAGE OR LEAKAGE

SPA.DG.105

A package or overpack containing dangerous goods must not be loaded onto an aircraft or into a ULD unless it has been inspected immediately prior to loading and found free from evidence of leakage or damage. A ULD must not be loaded aboard an aircraft unless the device has been inspected and found free from any evidence of leakage from or damage to any dangerous goods contained therein. If damage or leakage discovered after package or shipment has loaded, it must be removed from an aircraft. Packages or overpacks containing dangerous goods must be inspected for signs of damage or leakage upon unloading from the aircraft or ULD.

9.3.3 PROHIBITION ON THE CARRIAGE OF DANGEROUS GOODS WITHIN A CABIN OCCUPIED BY PASSENGERS

SPA.DG.105

Dangerous goods must not be carried in the cabin of an aircraft occupied by passengers or on the flight deck, except as provided for in the Technical Instructions.

9.3.4 PROHIBITION ON THE CARRIAGE OF PASSENGERS WITH 'CARGO AIRCRAFT ONLY' DANGEROUS GOODS

SPA.DG.105

Dangerous goods identified as suitable for transport only on a cargo aircraft must not be carried on an aircraft on which passengers are being carried. In this context "passenger" excludes a crew member, an operator's employee (see 9.1.4 above), an authorised representative of an Authority and a person with duties in respect of a particular shipment of dangerous goods or other cargo on board.

9.3.5 SEGREGATION and SEPARATION

SPA.DG.105

Dangerous goods must be loaded, stowed and secured on an aircraft as required by the Technical Instructions. This includes segregating packages from each other when they contain incompatible dangerous goods, the separation of explosives of different division numbers and compatibility groups (when required), securing packages in a manner that will prevent any movement. Dangerous goods must also be protected so they cannot be damaged by the movement of baggage, mail, stores or other cargo.

With certain exceptions (see Note 1) packages or overpacks of dangerous goods bearing the "Cargo aircraft only" label must be loaded for carriage by a cargo aircraft (see 9.3.4).

Note 1: the requirements of 9.3.5 do not apply to:

i. flammable liquids (Class 3), Packing Group III, other than those with a subsidiary hazard of Class 8;

ii. toxic substances (Division 6.1) with no subsidiary hazard other than Class 3;

iii. infectious substances (Division 6.2);

iv. radioactive material (Class 7);

v. miscellaneous dangerous goods (Class 9);

vi. UN 3528 — Engine, internal combustion, flammable liquid powered or Engine, fuel cell, flammable liquid

vii. powered or Machinery, internal combustion, flammable liquid powered or Machinery, fuel cell, flammable liquid powered; and

viii. UN 3529 — Engine, internal combustion, flammable gas powered or Engine, fuel cell, flammable gas powered or Machinery, internal combustion, flammable gas powered or Machinery, fuel cell, flammable gas powered.

Segregation of incompatible dangerous goods

Hazard Label	1	2.1	2.2, 2.3	3	4.1	4.2	4.3	5.1	5.2	8
1	Note 1	Note 2	Note 2	Note 2	Note 2	Note 2	Note 2	Note 2	Note 2	Note 2
2.1	Note 2									
2.2, 2.3	Note 2									
3	Note 2							X		
4.1	Note 2									
4.2	Note 2							X		
4.3	Note 2									X
5.1	Note 2			X		X				
5.2	Note 2									
8	Note 2						X			

An “X” at the intersection of a row and column indicates that packages containing these classes of dangerous goods may not be stowed next to or in contact with each other, or in a position which would allow interaction in the event of leakage of the contents. Thus, a package containing Class 3 dangerous goods may not be stowed next to or in contact with a package containing Division 5.1 dangerous goods.

Note 1: See the table below detailing the separation of explosive substances and articles.

Note 2: This class or division must not be stowed together with explosives other than those in Division 1.4, Compatibility Group S.

Note 3: Packages containing dangerous goods with multiple hazards in the class or divisions which require segregation in accordance with the above table need not be segregated from other packages bearing the same UN number.

Note 4: UN 3528, Engines, internal combustion, flammable liquid powered, Engines, fuel cell, flammable liquid powered, Machinery internal combustion, flammable liquid powered and Machinery, fuel cell, flammable liquid powered need not be segregated from packages containing dangerous goods in Division 5.1.

Remark: Class 1 dangerous goods other than Division 1.4S may only be carried on cargo aircraft.

Separation of explosive substances and articles

Division and Compatibility Group	1.3C	1.3G	1.4B	1.4C	1.4D	1.4E	1.4G	1.4S
1.3C			X					
1.3G			X					
1.4B	X	X		X	X	X	X	
1.4C			X					
1.4D			X					
1.4E			X					
1.4G			X					
1.4S								

An "X" at the intersection of a row and column indicates that explosives of these divisions and compatibility groups must be loaded into separate unit load devices and, when stowed aboard the aircraft, the unit load devices must be separated by other cargo with a minimum separation distance of 2 m. When not loaded in a unit load device, these explosives must be loaded into different, non-adjacent loading positions and separated by other cargo with a minimum separation distance of 2 m. Explosive substances and articles carried under an exemption may be subject to additional separation requirements.

9.3.6 LOADING OF DRY ICE

SPA.DG.105

Dry ice (Carbon dioxide, solid; UN1845) may be carried onboard aircraft to keep food (galley or cargo) and medicine or biological materials (as cargo) in a frozen or chilled condition. Carbon dioxide gas produced by the sublimation of dry ice is an asphyxiant and will reduce the amount of available oxygen to breathe.

Dry ice sublimation producing excess CO_2 gas may be dangerous in confined spaces where there is an absence of ventilation or ventilation rates are low. The signs and symptoms of CO_2 poisoning are similar to those that precede lack of oxygen, namely headache, dizziness, muscular weakness, drowsiness, and ringing in the ears. CO_2 poisoning does have a greater effect on breathing than simple lack of oxygen, causing a significant increase in the rate and depth of breathing as an early symptom. 10% carbon dioxide in air can be endured for only a few minutes whereas 12% to 15% would cause unconsciousness.

Ground staff must be informed that dry ice is being loaded or is onboard the aircraft.

The sublimation of dry ice (converting from solid state to gaseous state), may result in significant concentrations of gaseous CO2 in aircraft. High concentrations of CO2 may affect the breathing of passengers and crew. For this reason, carriage limits are established.

On Avion Express A320 series fleet DRY ICE (ICE) max. permitted weights are 135 kgs in FWD cargo holds and 225 kgs in AFT cargo holds.

Note: Animals should never be loaded in same compartment with dry ice.

9.3.7 LOADING OF MAGNETISED MATERIAL

SPA.DG.105

Packing Instruction 953 allows the carriage of such material when the magnetic field strength at a distance of 4.6 m causes a compass deflection of not more than 2 degrees (equivalent to 0.418 A/m or 0.00525 Gauss measured at a distance of 4.6 m). Material with a magnetic field strength exceeding these limits may only be carried with the prior approval of the State of Origin and the State of the Operator.

Magnetised material must be loaded so headings of aircraft compasses are maintained within the tolerances prescribed by the applicable aircraft airworthiness requirements and, where practical, in locations minimising possible effects on compasses.

Note: Masses of ferromagnetic metals such as automobiles, automobile parts, metal fencing, piping and metal construction material, even if not meeting the definition of magnetised materials, may affect aircraft compasses. As may packages or items of material which individually do not meet the definition of magnetised material, but cumulatively may have a magnetic field strength of a magnetised material.

9.3.8 LOADING OF RADIOACTIVE MATERIAL

SPA.DG.105

Radioactive materials are articles or substances which spontaneously and continuously emit ionising radiation, which can be harmful to the health of humans and animals and can affect photographic or X-Ray film. Whilst packagings used for the transport of radioactive material must provide protection from radiation, there is likely to be residual activity from packages offered for air transport.

A Transport Index (TI) is a number which represents the level of radiation at a distance of 1 metre, assigned to a single package, overpack or freight container. The TI is used to provide control over radiation exposure, to determine categories of radioactive material for the purposes of labelling, declaration, etc., to determine whether transport under exclusive use is required and to determine spacing requirements during storage and transport. The TI for each overpack or freight container must be determined as either the sum of the transport indices of all the packages contained, or by direct measurement of radiation level.

Separation From Persons

Categories II — Yellow and III — Yellow packages, overpacks or freight containers must be separated from persons. The minimum separation distances in the following table that are to be applied are based upon the sum of TIs and these distances are from the surface of the packages, overpacks or freight containers to the nearest inside surface of the passenger cabin or flight deck partitions or floors, irrespective of the duration of the carriage of the radioactive material. If the packages, overpacks or freight containers are separated into groups, the minimum distance from the nearest inside surface of the passenger cabin or flight deck partitions or floors to each group is the distance applicable to the sum of the TIs within the individual groups, provided that each group is separated from each other group by at least three times the distance applicable to the one that has the larger sum of TIs. Alternative separation distances apply when radioactive material is being carried by a cargo aircraft and in those circumstances the minimum distances must be applied as above and also to any other areas occupied by persons. Whether carried on a passenger or cargo aircraft, in accordance with the practice of keeping exposure to radiation as low as reasonably achievable, separation distances should be extended whenever feasible.

Passenger or Cargo Aircraft		Cargo Aircraft Only	
Total sum of transport indexes	Minimum distance (metres)	Total sum of transport indexes	Minimum distance (metres)
0.1 – 1.0	0.30	50.1 – 60.0	4.65
1.1 – 2.0	0.50	60.1 – 70.0	5.05
2.1 – 3.0	0.70	70.1 – 80.0	5.45
3.1 – 4.0	0.85	80.1 – 90.0	5.80
4.1 – 5.0	1.00	90.1 – 100.0	6.10
5.1 – 6.0	1.15	100.1 – 110.0	6.45
6.1 – 7.0	1.30	110.1 – 120.0	6.70
7.1 – 8.0	1.45	120.1 – 130.0	7.00
8.1 – 9.0	1.55	130.1 – 140.0	7.30
9.1 – 10.0	1.65	140.1 – 150.0	7.55
10.1 – 11.0	1.75	150.1 – 160.0	7.80
11.1 – 12.0	1.85	160.1 – 170.0	8.05
12.1 – 13.0	1.95	170.1 – 180.0	8.30
13.1 – 14.0	2.05	180.1 – 190.0	8.55
14.1 – 15.0	2.15	190.1 – 200.0	8.75
15.1 – 16.0	2.25	200.1 – 210.0	9.00
16.1 – 17.0	2.35	210.1 – 220.0	9.20
17.1 – 18.0	2.45	220.1 – 230.0	9.40
18.1 – 20.0	2.60	230.1 – 240.0	9.65
20.1 – 25.0	2.90	240.1 – 250.0	9.85
25.1 – 30.0	3.20	250.1 – 260.0	10.05
30.1 – 35.0	3.50	260.1 – 270.0	10.25
35.1 – 40.0	3.75	270.1 – 280.0	10.40
40.1 – 45.0	4.00	280.1 – 290.0	10.60
45.1 – 50.0	4.25	290.1 – 300.0	10.80

Separation From Live Animals

Categories II — Yellow and III — Yellow packages, overpacks or freight containers must be separated from live animals by a distance of at least 0.5 metres for journeys not exceeding 24 hours, and by a distance of at least 1.0 metres for journeys longer than 24 hours.

Separation From Undeveloped Photographic Film

Categories II — Yellow and III — Yellow packages, overpacks or freight containers must be separated from undeveloped photographic films or plates. The minimum separation distances to be applied from the surface of the packages, overpacks or freight containers to the surface of the packages of undeveloped photographic films or plates are as follows:

	Duration of carriage					
Total sum of transport indexes	2 hours or less	2-4 hours	4-8 hours	8-12 hours	12-24 hours	24-48 hours
1	0.4	0.6	0.9	1.1	1.5	2.2
2	0.6	0.8	1.2	1.5	2.2	3.1
3	0.7	1.0	1.5	1.8	2.6	3.8
4	0.8	1.2	1.7	2.2	3.1	4.4
5	0.8	1.3	1.9	2.4	3.4	4.8
10	1.4	2.0	2.8	3.5	4.9	6.9
20	2.0	2.8	4.0	4.9	6.9	10.0
30	2.4	3.5	4.9	6.0	8.6	12.0
40	2.9	4.0	5.7	6.9	10.0	14.0
50	3.2	4.5	6.3	7.9	11.0	16.0

Note: The above table is calculated so that the radiation dose received by the films does not exceed 0.1 mSv (10 mrem).

Means of Securing

The means of securing packages or overpacks must adequately ensure that minimum separation distances are maintained at all times.

An aircraft and equipment used regularly (with frequency 10 and more flights per 30 days) for the transport of radioactive material must be checked after every 10 fligths to determine the level of contamination.

9.3.9 LOADING OF UN 2211, POLYMERIC BEADS, EXPANDABLE OR UN 3314, PLASTICS MOULDING COMPOUND

A total of not more than 100 kg net mass of expandable polymeric beads (or granules), or plastic moulding materials, referenced to Packing Instruction 957, may be carried in any inaccessible cargo compartment on any aircraft.

9.3.10 NOTIFICATION TO CAPTAIN (NOTOC)

SPA.DG.110 (a) AMC1

For each flight in which Dangerous Goods or special load are transported, as early as possible prior to departure, but in no case later than when the aircraft moves under its own power the Commander is to be given accurate and legible written information pertaining to dangerous goods onboard the aircraft to be transported as cargo. Such information is typically presented to the PIC in a notification called the NOTOC. The NOTOC shall be signed by the Commander and be readily accessible to the airports of last departure and next scheduled arrival until the flight has arrived at the destination airport.

The NOTOC shall be completed in the English language and shall include dangerous goods that have been loaded on the aircraft at a previous departure point and that are to be carried on a subsequent flight.

NOTOC information must include the following:

1. The date of the flight;
2. If applicable, Air Waybill number;
3. Proper shipping name (the technical name(s) shown on the dangerous goods transport document is not required) and UN Number or ID number;
4. Class or division, and subsidiary hazard (s) corresponding to the subsidiary hazard label(s) applied, by numerals, and (in the case of Class 1) the compatibility group;
5. If applicable, packing group. Shown on the dangerous goods transport document;
6. For non-radioactive material, number of packages, exact loading location and, as applicable, net quantity or gross weight of each package, except:

   i. **For UN 1845 Carbon dioxide, solid (dry ice), the information detailed above may be replaced by the UN number, proper shipping name, class, total quantity in each cargo compartment on the aircraft and the aerodrome at which the package(s) is to be unloaded.**
   ii. **For UN 3480 (Lithium ion batteries) and UN 3090 (Lithium metal batteries), the information detailed above may be replaced by the UN number, proper shipping name, class, total quantity at each specific loading location, the aerodrome at which the package(s) is to be unloaded and whether the package must be carried on cargo aircraft only. A full NOTOC is required when such batteries are carried under a State exemption.**

7. For radioactive material, number and category of packages, overpacks or freight containers, exact loading locations and, as applicable, transport index and dimensions for each package;
8. Any restriction for transport on cargo aircraft only;
9. Offload airport;
10. If applicable, dangerous goods transported under a state exemption.
11. Signed confirmation, or some other indication, from the person responsible for loading the aircraft that there was no evidence of any damage to or leakage from the packages or any leakage from the unit load devices loaded on the aircraft.

Note1: For consumer commodities, the information provided may be either the gross mass of each package or the average gross mass of the packages as shown on the dangerous goods transport document.

Note2: If the volume of information provided to the pilot-in-command/commander is such that it would be impracticable to transmit it in the event of an in-flight emergency, an additional summary of the information should also be provided, containing at least the quantities and class or division of the dangerous goods in each cargo compartment.

Remark: The telephone number where a copy of the information to the pilot-in-command can be obtained during the flight is additionally required on the NOTOC should it be intended to make it possible for the pilot-in-command to provide the appropriate Air Traffic Services Unit with a telephone number instead of details about the dangerous goods on board the aircraft in the event of an in-flight emergency.

The following dangerous goods need not appear on the NOTOC:

- Dangerous goods packed in excepted quantities
- Biological substance, Category B
- Genetically modified micro-organisms
- Genetically modified organisms
- Lithium ion batteries (including lithium ion polymer batteries); Lithium ion batteries contained in equipment; and Lithium ion batteries packed with equipment when meeting the Section II requirements of the applicable Packing Instruction.
- Lithium metal batteries (including lithium alloy batteries), Lithium metal batteries contained in equipment, and Lithium metal batteries packed with equipment when meeting the Section II requirements of the applicable Packing Instruction.
- Magnetized material with field strengths causing a compass deflection of not more than 2 degrees at a distance of 4.6 m.
- Radioactive material, excepted package (UN 2908, UN 2909, UN 2910 or UN 2911)

9.3.11 AVAILABILITY OF NOTOC ON THE GROUND FOR THE DURATION OF FLIGHT

SPA.DG.110

A legible copy of the information to the pilot-in command must be retained on the ground. This copy must have an indication on it, or with it, that the pilot-in-command has received the information.

9.3.12 RETENTION of DOCUMENTS

ORO.MLR.115 (b) (4), SPA.DG.110 (f)

At least one copy of the documents appropriate to the transport by air of a consignment of dangerous goods (including consignments that fail their acceptance check) must be retained for a minimum period of three months, or such other period as specified by the States concerned, after the flight on which the dangerous goods were transported. As a minimum, the documents which must be retained are the dangerous goods transport document (Shipper's Declaration), the completed acceptance checklist (when this is in a form which requires completion) including identification of the person who completed it, and the NOTOC (if the goods were carried).

Note: The signed NOTOC must be retained in the flight file.

9.3.13 AD HOC CHARTERS

CAT.GEN.MPA.200 (a)

In order to ensure NOTOC is readily available on the ground in the event of an emergency, one copy of the NOTOC should be stored in the loading station´s file, additionally one copy of the NOTOC shall be sent to Avion Express Operations Control Center, preferably by email, as early as practicable prior to departure of the aircraft, but in no case later than when the aircraft moves under its own power.

9.4 RECOGNITION OF UNDECLARED / HIDDEN DANGEROUS GOODS

CAT.GEN.MPA.200 (e)

9.4.1 'HIDDEN' DANGEROUS GOODS

Personnel must be alert to indications that undeclared dangerous goods are present within cargo, mail or stores. Personnel interfacing with passengers must be alert to indications that prohibited dangerous goods are carried by passengers or within their baggage.

NOTE: THE DISCOVERY OF UNDECLARED OR MIS-DECLARED DANGEROUS GOODS OR THE DISCOVERY OF DANGEROUS GOODS FORBIDDEN FOR CARRIAGE BY PASSENGERS (DISCOVERED AFTER THE CHECK-IN PROCESS) MUST BE REPORTED TO THE CAA.

The following is a list of general descriptions that are often used for items in cargo or in passengers' baggage and the types of dangerous goods that may be included in any item bearing that description.

Aircraft on ground (AOG) spares — may contain explosives (flares or other pyrotechnics), chemical oxygen generators, unserviceable tyre assemblies, cylinders of compressed gas (oxygen, carbon dioxide or fire extinguishers), fuel in equipment, wet or lithium batteries, matches.

Automobile parts/supplies (car, motor, motorcycle) — may include engines (including fuel cell engines), carburettors or fuel tanks that contain or have contained fuel, wet or lithium batteries, compressed gases in tyre inflation devices and fire extinguishers, air bags, flammable adhesives, paints, sealants and solvents, etc.

Battery-powered devices/equipment — may contain wet or lithium batteries.

Breathing apparatus — may indicate cylinders of compressed air or oxygen, chemical oxygen generators or refrigerated liquefied oxygen.

Camping equipment — may contain flammable gases (butane, propane, etc.), flammable liquids (kerosene, gasoline, etc.) or flammable solids (hexamine, matches, etc.).

Cars, car parts — see automobile parts, etc.

Chemicals — may contain items meeting any of the criteria for dangerous goods, particularly flammable liquids, flammable solids, oxidisers, organic peroxides, toxic or corrosive substances.

Consolidated consignments (groupages) — may contain any of the defined classes of dangerous goods.

Cryogenic (liquid) — indicates refrigerated liquefied gases such as argon, helium, neon, nitrogen, etc.

Cylinders — may contain compressed or liquefied gas.

Dental apparatus — may contain flammable resins or solvents, compressed or liquefied gas, mercury and radioactive material.

Diagnostic specimens — may contain infectious substances.

Diving equipment — may contain cylinders of compressed gas (e.g. air or oxygen). May also contain high intensity diving lamps that can generate extreme heat when operated in air. In order to be carried safely, the bulb or battery should be disconnected.

Drilling and mining equipment — may contain explosive(s) and/or other dangerous goods.

Dry shipper (vapour shipper) — may contain free liquid nitrogen. Dry shippers are only not subject to these

Instructions when they do not permit the release of any free liquid nitrogen irrespective of the orientation of the packaging.

Electrical/electronic equipment — may contain magnetised materials, mercury in switch gear, electron tubes, wet or lithium batteries or fuel cells or fuel cell cartridges that contain or have contained fuel.

Electrically-powered apparatus (wheelchairs, lawn mowers, golf carts, etc.) — may contain wet or lithium batteries or fuel cells or fuel cell cartridges that contain or have contained fuel

Expeditionary equipment — may contain explosives (flares), flammable liquids (gasoline), flammable gas (camping gas) or other dangerous goods.

Film crew and media equipment — may contain explosive pyrotechnic devices, generators incorporating internal combustion engines, wet or lithium batteries, fuel, heat-producing items, etc.

Frozen embryos — may be packed in refrigerated liquefied gas or dry ice (solid carbon dioxide).

Frozen fruit, vegetables, etc. — may be packed in dry ice.

Fuel control units — may contain flammable liquids.

Hot-air balloon — may contain cylinders with flammable gas, fire extinguishers, engines (internal combustion), batteries, etc.

Household goods — may contain items meeting any of the criteria for dangerous goods. Examples include flammable liquids such as solvent-based paint, adhesives, polishes, aerosols (for passengers, those not permitted under ICAO Technical Instructions 8;1.1.2), 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, oxidisers, organic peroxides, toxic or corrosive substances, lithium batteries, cylinders of compressed gas, etc.

Machinery parts — may contain flammable adhesives, paints, sealants and 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 magnetised material.

Medical supplies/equipment — may contain items meeting any of the criteria for dangerous goods, particularly flammable liquids, flammable solids, oxidisers, organic peroxides, toxic or corrosive substances, lithium batteries.

Metal construction material — may contain ferro-magnetic material which may be subject to special stowage requirements due to the possibility of affecting aircraft instruments.

Metal fencing — may contain ferro-magnetic material which may be subject to special stowage requirements due to the possibility of affecting aircraft instruments.

Metal piping — may contain ferro-magnetic material which may be subject to special stowage requirements due to the possibility of affecting aircraft instruments.

Pharmaceuticals — may contain items meeting any of the criteria for dangerous goods, particularly radioactive material, flammable liquids, flammable solids, oxidisers, organic peroxides, toxic or corrosive substances.

Photographic supplies/equipment — may contain items meeting any of the criteria for dangerous goods, particularly heat-producing devices, flammable liquids, flammable solids, oxidisers, organic peroxides, toxic or corrosive substances, lithium batteries.

Racing car or motorcycle team equipment — may contain engines (including fuel cell engines), carburettors or fuel tanks that contain fuel or residual fuel, wet and lithium batteries, flammable aerosols, nitromethane or other gasoline additives, cylinders of compressed gases, etc.

Refrigerators — may contain liquefied gases or an ammonia solution.

Repair kits — may contain organic peroxides and flammable adhesives, solvent-based paints, resins, etc.

Samples for testing — may contain items meeting any of the criteria for dangerous goods, particularly infectious substances, flammable liquids, flammable solids, oxidisers, organic peroxides, toxic or corrosive substances.

Semen — may be packed with dry ice or refrigerated liquefied gas (see also dry shipper).

Sporting goods/sports team equipment — may contain cylinders of compressed or liquefied gas (air, carbon dioxide, etc.), lithium batteries, propane torches, first aid kits, flammable adhesives, aerosols, etc.

Swimming pool chemicals — may contain oxidising or corrosive substances.

Switches in electrical equipment or instruments — may contain mercury.

Tool boxes — may contain explosives (power rivets), compressed gases or aerosols, flammable gases (Butane cylinders or torches), flammable adhesives or paints, corrosive liquids, lithium batteries, etc.

Torches — micro torches and utility lighters may contain flammable gas and be equipped with an electronic starter. Larger torches may consist of a torch head (often with a self-igniting switch) attached to a container or cylinder of flammable gas.

Unaccompanied passengers' baggage/personal effects — may contain items meeting any of the criteria for dangerous goods not permitted for carriage by passengers and crew.

Note: Excess baggage carried as cargo may contain certain dangerous goods (see 9.1.3.4).

Vaccines — may be packed in dry ice.

9.4.1.1 IDENTIFICATION OF DANGEROUS GOODS THROUGH X-RAY SCREENING

Persons conducting security screening of cargo should be alert to the presence of dangerous goods within packages that are not marked and labelled as dangerous goods and/or not accompanied by a Shipper's Declaration. In particular, items such as aerosols, ammunition, gas cylinders (camping gas, cylinders attached to life-jackets, etc.), cigarette lighters and wet acid batteries can be readily identified from x-ray images. Information provided on an air waybill or marked on a package often indicates that a consignment contains no dangerous goods. In the absence of such annotation by the shipper, should suspicions be raised by the size and shape of the contents of a package, consideration should be given to opening and hand-searching the consignment to verify that no undeclared dangerous goods are present.

Consignments of dangerous goods that have been properly marked, labelled and declared to the operator (where approved for carriage) are commonly processed separately from general freight. Should consignments bearing UN numbers, proper shipping names or hazard labels be discovered within general freight, when separate arrangements exist, this should be queried. It may be that no shipper's declaration accompanies the consignment; as such the consignment of dangerous goods would be considered 'undeclared'.

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9.4.1.2 SAFETY DATA SHEETS

REACH (**R**egistration, **E**valuation, **A**uthorisation & restriction of **CH**emicals) is a European Union regulation controlling chemicals in Europe. REACH requires for many substances and mixtures, a Safety Data Sheet (SDS) to be provided either before or at the time of first delivery. Section 14 of the EU format SDS provides basic classification information, i.e. UN number, proper shipping name, Class/Division and Packing Group.

9.4.2 GHS CONSUMER LABELLING (OVERVIEW)

Some everyday household items bear consumer warning labels which may or may not indicate they are classified as dangerous goods in air transport. All over the world there are different laws on how to identify the hazardous properties of chemicals (called 'classification') and how information about these hazards is then passed to users (through consumer supply labels and safety data sheets for workers). This can be confusing because the same chemical can have different hazard descriptions in different countries. For example, a chemical could be labelled for supply as 'toxic' in one country, but not in another. For this reason, the UN brought together experts from different countries to create the Globally Harmonized System of Classification and Labelling of Chemicals (GHS).

The GHS has been implemented within Europe by the Regulation on Classification, Labelling and Packaging of Substances and Mixtures (known as the CLP Regulation).

9.4.2.1 GHS LABELS

Products bearing the following GHS labels ARE classified as dangerous goods:

Note: A product bearing the GHS corrosive label (depicted far right above) is NOT classified as dangerous goods if the signal word 'Danger' and hazard statement 'causes serious eye damage' applies.

Products bearing the following GHS labels (and none of the above) are NOT classified as dangerous goods:

9.5 Emergency Situations

SPA.DG.105 (b) AMC1

9.5.1 Procedures for Responding to Emergency Situations

For those dangerous goods for which a dangerous goods transport document is required, the Commander of an aircraft carrying such goods must refer to the ´Emergency Response Guidance for Aircraft Incidents Involving Dangerous Goods´ (Doc 9481), which is published by the International Civil Aviation Organisation and available on board of aircraft.

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9.5.1.1 Procedures for Damaged Shipments

Subcontracted ground and cargo handling agents shall have procedures and training programs according the local emergency response program pertaining to leakage or spillage of damaged shipments and act accordingly. This includes the correct contact for removal and safe disposal of spillage. The local emergency response program shall be followed.

In the absence of local procedures, should a damage or leakage from dangerous goods, or suspected dangerous goods packages being loaded, unloaded or already loaded be noticed by any person, or the best course of action is:

- Remain calm.
- Initially protect your person by not remaining in close vicinity to leakage and avoiding contact with spillage. Be aware of possibility of fumes in closed areas.
- Secure the area to prevent other persons from possible contamination.
- Inform the responsible ramp agent, who will perform steps below. If the responsible ramp agent is not immediately available, proceed with below.
- The responsible ramp agent shall:
- Protect himself.
- Inform local emergency response team and/or his Operational Control as applicable, who in turn immediately informs Avion Express. Depending on nature of the spill, the following shall be undertaken:
- Inspect the secured area as far as practicable.
- If possible, separate the undamaged packages from the damaged package.
- Organize removal of damaged package.
- Perform evaluation and to identify and prevent from transport any baggage, cargo, transport devices or other items that may have become contaminated.
- Arrange for safe disposal of damaged shipment and contaminated items in agreement with emergency response team and relevant authority.
- Complete a report and forward it to Avion Express

Note: Follow the procedures as stipulated for the aerodrome concerned.

9.5.1.2 Procedures for Discovery of Dangerous Goods in Passenger Baggage

Subcontracted ground handling agents shall have procedures and training programs on how to deal with a situation where it is suspected that item in passenger baggage (both hold and cabin baggage) contains

dangerous goods. In the absence of local procedures should personnel discover items containing forbidden dangerous goods in passenger baggage (both hold and cabin baggage as well as personal belongings) the best course of action is the following:

- Locate passenger.
- Explain your concern regarding the particular item.
  Confirm that the item contains forbidden dangerous goods, preferably through expert knowledge at
- airport.

If it is established that item is forbidden for transport as passenger intends, proceed according to the options below.

1. If possible, have passenger move item to approved method of carriage (from cabin to hold baggage).
2. Have passenger leave item behind.
3. In case passenger refuses to leave item behind, proceed to deny boarding and off load any hold baggage belonging to passenger.

- Report incident to Avion Express.

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9.6 Removal of Contamination

SPA.DG.105

In the event of a spillage or leakage of dangerous goods within an aircraft, the position where the dangerous goods or ULD was stowed on the aircraft must be inspected for damage or contamination and any hazardous contamination removed. The hazard of the dangerous goods within packages concerned may be established by checking the entry on the NOTOC for that loading position or from hazard labels applied to the packages. The hazard classes and divisions of dangerous goods within a ULD may also be identified from the NOTOC or otherwise, should package labels not be visible, from the ULD tag bearing red hatchings applied to the outside of the ULD. Persons responding in the event of damage to or leakage of dangerous goods from packages must:

- identify the hazards and wear appropriate protective clothing;
- avoid handling the package or keep handling to a minimum;
- inspect adjacent packages for contamination and put aside any that may have been contaminated;
- arrange for decontamination of the aircraft and equipment; and
- in the case of infectious material, inform the appropriate public health authority or veterinary authority, and provide information to any other countries of transit where persons may have been exposed to danger; and notify the shipper and/or the consignee.

If it is evident that a package containing radioactive material is damaged or leaking, or if it is suspected that the package may have leaked or been damaged, access to the package must be restricted and a qualified person must, as soon as possible, assess the extent of contamination and the resultant radiation level of the package. The scope of the assessment must include the package, the aircraft, the adjacent loading and unloading areas and, if necessary, all other material which has been carried in the aircraft. When necessary, additional steps for the protection of persons, property and the environment must be taken in accordance with provisions established by the relevant competent authority, to overcome and minimise the consequences of such leakage or damage. An aeroplane which has been contaminated by radioactive materials must be immediately taken out of service and not returned until the radiation level at any accessible surface and the non-fixed contamination are not more than the values specified in the Technical Instructions. In the event of non-compliance with any limit in the Technical Instructions applicable to radiation level or contamination, the operator must ensure the shipper is informed if the non-compliance is identified during transport; take immediate steps to mitigate the consequences of the non-compliance; and communicate the non-compliance to the shipper and relevant competent Authority(ies), respectively, as soon as practicable and immediately whenever an emergency situation has developed or is developing.

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9.7 Conditions under which Weapons, Munitions of war and Sporting Weapons may be carried

CAT.GEN.MPA.160, CAT.GEN.MPA.155 (b) (2), CAT.GEN.MPA.155 (a), CAT.GEN.MPA.155, CAT.GEN.MPA.155 (b), CAT.GEN.MPA.155 (b) (1)

9.7.1 Need for Approval to Transport 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 a flight. They must be carried in the aircraft in a place which is inaccessible to passengers during flight and, in the case of firearms, unloaded, except as specified in 9.7.2.

Where weapons of war or munitions of war are also dangerous goods (e.g. torpedoes, bombs, etc.), CAT.GEN.MPA.200 Transport of dangerous goods also applies.

9.7.2 Stowage Requirements for Munitions of war (EC Regulation 300/2008)

In exceptional circumstances, weapons of war and munitions of war may be carried other than in an inaccessible place on the aircraft and may be loaded, provided an approval to do so has been granted by all the States concerned before a flight. These exceptional circumstances are intended primarily to permit the carriage of law enforcement officers, protection officers, etc.

9.7.3 Notifying Commander of the Carriage of Munitions of war

CAT.GEN.MPA.155 (c)

The commander must be notified before a flight if weapons of war or munitions of war are to be carried on the aircraft.

9.7.4 Carriage of Sporting Weapons when inaccessible to Passengers during Flight

CAT.GEN.MPA.160

Sporting weapons and ammunition for such weapons may be carried without an approval from an Authority, provided they are stowed in a place on the aircraft which is inaccessible to passengers during flight and, in the case of firearms, unloaded.

Avion Express will take all reasonable measures such as provision of information to passengers at check-in and boarding areas in order to ensure that any sporting weapons intended to be carried by air are reported to the operator. The information may be provided in text or pictorial form, electronically, or verbally.

The pilot-in-command must be notified by the use of a NOTOC of any sporting weapons and ammunition travelling.

NOTE 1: Ammunition is subject to the conditions set out in 9.1.5.

NOTE 2: The passenger and operator (or his agent) must observe all regulations applicable to the export, import and transit of weapons and ammunition, applicable in the country of departure, transit and destination.

9.8 Training Syllabus for Transport of Dangerous Goods (Operations Personnel including Crew Members)

9.8.1 General requirements applicable to Dangerous Goods Training programmes

To ensure that everyone involved is aware of their responsibilities in the transport of dangerous goods, no matter whether such goods are carried as cargo or are in the possession of passengers, training must be given so that an awareness is gained of the hazards associated with dangerous goods and how they should be dealt with in air transport. Personnel identified in the categories specified in Table 1-4 of the ICAO Technical Instructions (extract produced below) must be trained or training must be verified prior to the person performing any duty specified in Table 1-4.

Recurrent training must be provided within 24 months of previous training in addition to the remainder of the month of completion to ensure knowledge is current. If recurrent training is completed within the final three months of validity of previous training, the period of validity extends from the month of completion, until 24 months from the expiry month of that previous training.

As with other aviation qualifications an offence against the regulations will be committed if staff continue to work after their training qualification has expired.

A test to verify understanding must be undertaken following training and confirmation that the test has been completed satisfactorily is required. The records of training must be retained by the employer for a minimum period of 36 months from the most recent training completion month and must be made available upon request to the employee or the appropriate national authority.

Training for the Category 1, 2 and 6 must be held in the classroom only, lead by the qualified DGR instructor.

Training for the Category 7, 8, 9, 10 and 11 can be held either in the classroom lead by the qualified DGR instructor or made on the CBT. Training Programs and Instructors must be approved by the Transport Competence Agency.

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9.8.2 Dangerous Goods Training syllabus

The areas to be covered for various categories of personnel are listed within the table below; the depth of training required for each area is dependent on the responsibilities of the individuals and varies from a general appreciation to in-depth knowledge so that decisions can be taken.

Extract from Table 1-4 of the ICAO Technical Instructions (Content of Training Courses)

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

CATEGORY:

1. Shippers and persons undertaking the responsibilities of shippers.

2. Packers.

6. Operator's staff accepting dangerous goods.

7. Operator's staff accepting cargo or mail (other than dangerous goods).

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

9. Passenger-handling staff.

10. Flight crew members, loadmasters, load planners and flight operations officer/flight dispatcher.

11. Crew members (other than flight crew members).

Note 1: Depending on the responsibilities of the person, the aspects of training to be covered may vary from those shown in the table.

Note 2: The categories of personnel identified in Table 1-4 are not all-encompassing. Personnel employed by or interacting with the aviation industry in areas such as passenger and cargo reservation centres, and engineering and maintenance, except when acting in a capacity identified in Table 1-4, should be provided with dangerous goods training commensurate with their specific responsibilities. See ICAO Technical Instructions 4;2.1.

10.0 GENERAL

The information and extracts from Security program placed in GOM Chapter 10 - Avion Express security instructions, guidance, procedures, training and responsibilities for servicing of passengers, cargo and mail, taking into account Regulation (EC) No 300/2008:

- Security of passengers and hand luggage (SM Chapter 4);
- Hold baggage security in the cargo compartment (SM Chapter 5);
- Screening of persons other than passengers and their baggage (SM Chapter 6);
- Baggage identification (SM Chapter 7);
- Security of the aircraft (SM Chapter 8);
- Security of aircraft supplies (SM Chapter 9);
- Air carrier's mail and materials (SM Chapter 10);
- Cargo and mail security (SM Chapter 11).

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Head of Ground Operations is responsible for manual distribution to ensure that revisions and amendments reach the correct recipient.

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10.1 SECURITY OF PASSENGERS AND HAND LUGGAGE

10.1.1 Security Screening

10.1.1.1 Objective of Screening

The passengers and the baggage on international and domestic flights shall be screened and searched with the purpose of identifying whether there are no available items causing a threat to security of the passengers, aircraft and items on board the aircraft.

The effective screening of all passengers as well as their cabin baggage is recognized as an essential element in achieving a safe and secure operation, and forms part of the passenger handling procedures contained in the Security Program. Avion Express as Operator does not screen passengers and their baggage. This service is provided by the security personnel of airport operator that our aircraft departs from.

Passengers and their cabin baggage shall be:

a. protected from unauthorized interference from the point at which they are screened until departure of the aircraft on which they are carried.
b. Subjected to re-screening if the potential for unauthorized interference has been determined to exist.
c. the applicable safety rules are complied with.

10.1.1.2 Screening of the Departing Passengers

10.1.1.2.1 General Provisions

Unless otherwise stated, the authority, airport operator, air carrier or entity responsible in accordance with the national civil aviation security program as referred to in Article 10 of Regulation (EC) No 300/2008 shall ensure the implementation of the measures set out in this chapter.

Third countries where the security standards applied are recognized as equivalent to the common basic standards as regards passengers and cabin baggage are listed in Regulation 2015/1998 Attachment 4-B.

Passengers and their cabin baggage arriving from a Member State where the aircraft was in transit after having arrived from a third country not listed in Regulation 2015/1998 Attachment 4-B or from a Union airport where the relevant Member State has derogated from the common basic standards as provided for in Article 1 of Regulation (EU) No 1254/2009, shall be considered as passengers and cabin baggage arriving from a third country, unless there is a confirmation that these passengers and their cabin baggage were screened in accordance with Regulation 2015/1998 Chapter 4 requirements.

10.1.1.2.2 Standards of Passenger Screening

Passengers and hand luggage are screened in accordance of Commission Implementing regulation (EU) 2015/1998 section 4.1 requirements.

Personnel that conduct screening of passengers and hand (carry on) baggage must be trained to an appropriate level and must know what methods to apply in every situation. Passengers shall be screened applying at least one of the methods listed in EU Commission Implementing Regulation 2015/1998 section 4.1.1.2. as to reasonably ensure that they are not carrying prohibited articles.

Passengers shall be screened by at least one of the following methods:

a. hand search;
b. walk-through metal detection equipment (WTMD);
c. explosive detection dogs;
d. explosive trace detection (ETD) equipment;
e. security scanners which do not use ionizing radiation;
f. ETD equipment combined with hand held metal detection (HHMD) equipment;
g. shoe metal detection (SMD) equipment;
h. shoe explosive detection (SED) equipment.

Where the screener cannot determine whether or not the passenger is carrying prohibited articles, the passenger shall be denied access to security restricted areas or rescreened to the screener's satisfaction.

A hand search shall be carried out in accordance with Attachment 4-A Decision C (2015)8005 (requirements for a hand search) so as to reasonably ensure that the passenger is not carrying prohibited articles.

The screening of passengers shall also be subject to the additional provisions laid down in Commission Implementing Decision C(2015) 8005.

10.1.1.2.3 Applicable Security Equipment

The additional equipment used for the provision of aviation security is defined in EU Commission Implementing Regulation 2015/1998 Chapter 12 “Security equipment”.

10.1.1.3 Data on Services Rendering Subjects (Names and Contacts of the Subjects)

The airline UAB “Avion Express” performs flights under standard ICAO Annex 17 requirements with the airports. The aviation security checks shall be performed by the aviation security staff of the airport. In the meantime, the airline performs charter passenger flights and the passengers are served by the ground handling companies on the contractual agreement

10.1.1.4 Search Procedures for the Transit Passengers

1. The transit passengers shall be checked applying the above methods if:

a. transit passengers entered the places where there are persons who did not undergo checks by the aviation security staff;
b. transit passengers were returned their baggage from the cargo compartment, or they have a possibility for access to it.

2. Transit passengers and their cabin baggage may be exempted from check if:

a. they remain onboard the aircraft; or
b. they do not mix with screened departing passengers other than those who board the same aircraft; or
c. they arrive from a Member State, unless the Commission or that Member Sate has provided information that those passengers and their cabin baggage cannot be considered as having been screened to the common basic standards; or
d. they arrive from a third country where the security standards applied are recognized as equivalent to the common basic standards applied in the European Union.

3. The passengers can remain onboard the aircraft in the transit airport. The transit passengers who require to leave the aircraft for the time being are asked to take their cabin baggage.

All transit passengers shall leave the aircraft if deemed necessary for maintenance.

10.1.1.5 Search Procedures for the Transfer Passengers

All transfer passengers and their hand luggage traveling on international and domestic flights shall be checked by the aviation security staff applying the methods defined in Article 10.1.1.2.2 of this manual provided that:

- passengers and their hand baggage arrive from the EU Member State to which the aircraft made a transit flight from a third country which is not included into the list of Regulation (EU) No. 2015/1998, Annex 4B, from which came the transit passengers. The head of the airline ground handling service shall provide the airport administration with an early information on such passengers and their hand luggage and whether such passengers and their hand luggage are checked in the airport;
- transfer passengers entered the places where there are persons who did not undergo checks by the aviation security staff;
- transfer passengers were returned their baggage from the cargo compartment, or they have a possibility for access to it.

Transfer passengers and their cabin baggage may be exempted from check, if:

a. they arrive from a Member State, unless the EU Commission or that Member State has provided information that those passengers and their cabin baggage cannot be considered as having been screened to the common basic standards; or
b. they arrive from a third country where the security standards applied are recognized as equivalent to the common basic standards in accordance with the regulation procedures, (EC) 300/2008 Article 19, part 2.

10.1.1.6 Persons Not Accepting Search

Although Avion Express does own the process of passenger and cabin baggage screening at any destination, this is a security function conducted by external organizations. However, Avion Express, and respectively its authorized representative, will deny passengers (incl. their luggage) that do not consent to an authorized search of his person and property when required to do so.

Additionally, such persons, or others who might be denied passage for other security reasons, are referred to policing authority officials, if required by local requirements.

10.1.2 Passenger Screening

10.1.2.1 List of the Persons Relieved from the Aviation Security Inspections

Conditions of carriage VIP persons (Approved by Governments of Lithuanian Republic 2004 DEC 06 decision Nr.1592 with later issued revisions) regulates VIP person's services on LR international airports and performance of flights or their departures, arrivals and transit flights.

10.1.2.1.1 Exemptions and Special Screening Procedures

Screened persons other than passengers who temporarily leave critical parts may be exempted from screening on their return provided that they have been under constant observation by authorized persons sufficient to reasonably ensure that they do not introduce prohibited articles into those critical parts.

LAGs carried into the security restricted area or on board an aircraft by persons other than passengers may be exempted from screening.

Exemptions and special screening procedures shall also be subject to the additional provisions laid down in Commission Implementing Decision C(2015) 8005.

Persons other than passengers responding to a serious emergency threat to life or property may be exempted from screening.

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10.1.3 Hand Luggage Screening and Checks

10.1.3.1 Standards of Screening and Checks

The passengers shall be readily informed about the EU airports which restricted access areas and the aircraft they can take liquids, aerosols and gels and the provisions related therein.

Before screening, portable computers and other large electrical items shall be removed from cabin baggage and shall be screened separately, unless the cabin baggage is to be screened with Explosive Detection Systems (EDS) equipment meeting standard C2 or higher.

The appropriate entity at all airports shall screen, upon entry to the security restricted area (SRA), at least LAGs obtained at an airport or on board an aircraft that are sealed in a STEB inside which is displayed satisfactory proof of purchase at airside at an airport or on board an aircraft, as well as LAGs to be used during the trip for medical purposes or a special dietary requirement, including baby food.

Before screening, LAGs shall be removed from cabin baggage and shall be screened separately from other items of cabin baggage, unless the equipment used for the screening of cabin baggage is also capable of screening multiple closed LAGs containers inside baggage.

Where LAGs have been removed from cabin baggage, the passenger shall present:

a. all LAGs in individual containers with a capacity not greater than 100 milliliters or equivalent in one transparent resealable plastic bag of a capacity not exceeding 1 liter, whereby the contents of the plastic bag fit comfortably and the bag is completely closed; and
b. all other LAGs, including STEBs containing LAGs.

Appropriate authorities, airlines and airports shall provide appropriate information to passengers in respect of the screening of LAGs at their airports.

Dedicated STEBs shall:

a. originate from a supplier that submits a declaration to the airport operator confirming that the STEB is made available exclusively for use airside at that airport; and
b. upon entry to the SRA, be subjected to a visual check by the screener to ascertain that it is sealed, unopened and does not show any signs of tampering.

Liquids, aerosols and gels shall be screened and checked with:

a. X-ray equipment;
b. explosives detection systems;
c. small quantity explosives trace detector;
d. chemical reaction testing stripes; or
e. scanners of liquids in the bottles. Skin reaction or test can be used as a supplementary search means only.

LAGs carried by passengers may be exempted from screening with LEDS equipment upon entry to the SRA in the following cases:

a. if the LAGs are in individual containers with a capacity not greater than 100 milliliters or equivalent in one transparent resealable plastic bag of a capacity not exceeding 1 liter, whereby the contents of the plastic bag fit easily and the bag is completely closed;
b. if the LAG is sealed in a dedicated STEB upon purchase locally at the airport airside.
c. if the LAG in a STEB originates from another EU airport or an aircraft of an EU carrier and is resealed in a dedicated STEB before leaving the security restricted area of the airport
d. if the LAG is screened locally with LEDS equipment airside and is then sealed in a dedicated STEB.

LAGs carried into the security restricted area or on board an aircraft by persons other than passengers may be exempted from screening.

With regard to point 4.1.3.2 (b) of Implementing Regulation (EU) 2015/1998, the appropriate authority may authorize, when flights are delayed by extraordinary circumstances, additional time in reasonable relation to the period of delay for the purpose of exempting dedicated STEBs from screening with LEDS equipment.

Cabin baggage shall be screened by at least one of the following methods:

a. a hand search;
b. x-ray equipment;
c. explosive detection systems (EDS) equipment;
d. explosive detection dogs in combination with point (a);
e. ETD equipment.

Where the screener cannot determine whether or not the cabin baggage contains any prohibited articles, it shall be rejected or rescreened to the screener's satisfaction.

A hand search of cabin baggage shall consist of a manual check of the baggage, including its contents, as to reasonably ensure that it does not contain prohibited articles

Where x-ray or EDS equipment is used, each image shall be viewed by the screener or analyzed by auto clear software (ACS).

Where x-ray or EDS equipment is used, all alarms shall be resolved to the satisfaction of the screener so as to reasonably ensure that no prohibited articles are carried into the SRA or on board an aircraft.

Where x-ray or EDS equipment is used, any item whose density impairs the ability of the screener to analyze the contents of the cabin baggage shall be taken out of the baggage. The bag shall be screened again and the item shall be screened separately as cabin baggage.

Any bag that is found to contain a large electrical item shall be screened again with the item no longer in the bag and the electrical item screened separately, unless the cabin baggage was screened with EDS equipment meeting standard C2 or higher.

Explosive detection dogs and explosive trace detection (ETD) equipment may only be used as a supplementary means of screening.

The appropriate authority may create categories of cabin baggage that, for objective reasons, shall be subject to special screening procedures or may be exempted from screening. The Commission shall be informed of the categories created.

The appropriate authority may allow a diplomatic bag to be exempted from screening or to be subjected to special security procedures provided that the requirements of the Vienna Convention on Diplomatic Relations are met.

Screened cabin baggage placed in the hold of an aircraft during the boarding process due to space constraints on board the aircraft shall continue to be considered as cabin baggage.

Regulation No. (EU) 2015/1998 of the Commission of the European Union, Annex 4-C provides with the list of items prohibited for the passengers to take into the restricted access area and the aircraft (SM Annex 11).

Pursuant to the requirements of the European Union regulations and the national requirements of the Republic of Lithuania or other European Union Member – States the designated authorities may approve an additional list of items prohibited for transportation by air.

The authorities of the departing airports shall place information for the passengers with a list of items prohibited for transportation by air in well visible locations in the departure halls and at the check-in stands in order the passenger could be aware with the list before the check-in of the baggage to be transported in the cargo compartment commences.

The airline shall contain this list in the regulation on the passengers' transportation and submits it for passengers' information to the travelling agencies with which it has agreements on the ticket distribution.

The security personnel of the airport can refuse the passenger who holds a suspicious item not listed in Annex 11 to this Manual, to enter the SRA and the passenger compartment of the aircraft.

The passengers are allowed to:

- have and transport liquids in their checked-in baggage;
- carry pharmaceutical and diet products to be used amid the trip in the cabin baggage, as well as food for the babies;
- procure drinks and perfumes in the shops in the European Union airports behind the stands for inspection of boarding passes or in the EU aircraft.

Requirements for a hand search are described in Attachment 4A of Commission Implementing Decision C(2015)8005:

A hand search shall consist of an examination of the body and clothing by running the hands over the body and clothing in a systematic manner, back and front.

A hand search shall, where applicable, include a physical examination of:

- headgear; and
- upper body and clothing (back, collar, lapels, shoulders, pockets, arms, tie or scarf, blouse, shirt, sweater or cardigan, including pockets); and
- lower body and clothing (trousers or skirts, inner and outer waistband, belt, pockets, turn-ups, hemlines).

It shall, where appropriate, include a physical or visual examination of:

- hair; and
- footwear.

In addition, unusual or suspicious bulges should be further examined.

When performing a hand search, special attention shall be paid to the possibility of concealed objects hidden behind collars, waistbands and belts, as well as within footwear.

A search by explosive trace detection (ETD) equipment in combination with handheld metal detection (HHMD) equipment may replace the hand search of those parts of the person listed above where the screener considers the hand search to be inefficient and/or undesirable.

10.1.4 Data on Services Rendering Subjects (Names and Contacts of the Subjects)

The Avion Express shall perform charter flights under standard IATA agreements with the airports which aviation security checks of the passengers and their hand luggage are performed by the aviation security staff of the airport

10.1.5 Actions to be Taken with the Suspicious Passengers and Baggage

The items prohibited to take into the SRA (Security Restricted Area) or to the passenger compartment of the aircraft detected in the search of the passenger can be transported in the baggage transportable in the cargo compartment only if they do not cause danger and do not violate provisions of legal acts. The final decision on transportation of such items shall be taken by the pilot-in-commander.

The aviation security officer performing the inspection of the passenger and his baggage or the pilot-in-commander shall deny entrance for the passenger into the restricted access area, if the passenger refuses to undergo inspection, submit his baggage for search, deposit a dangerous item prohibited for transportation in the cabin or redeploy such item into the baggage in the cargo compartment.

If a prohibited item is detected in the search or the passenger refuses to undergo inspection or refuses to return such item or deploy it in the baggage transportable in the cargo compartment, the police officers shall be invited.

The airport aviation security officer shall register the items removed from the passengers at the search points and issue a document to the passenger confirming the removal of such items.

10.1.6 Control of Passenger Movement

After the screening and search by aviation security officers the departing passengers shall be directed to the critical part of the SRA area for boarding on the aircraft.

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10.1.7 Services to the Passengers of Special Categories

10.1.7.1 Persons with a Reduced Mobility and Passengers with Health Problems

On selling a ticket to an incapacitated person, the personnel of the traveling agency must inform such person on the search procedures for such persons before the flight.

Physically or mentally incapacitated persons (i.e. persons with cardio-stimulators, crutches, ammunition, with para-trolleys or on stretchers, etc.) infants in carts and children (a consent of the adult person is needed for their search) and other persons can be searched separately from other passengers, if so requested. For such purpose, at the passengers' check points a separate check room or a screen must be provided behind which search cannot be observed. Search of the person can be performed only by a security officer of the same gender. Appliances used by the incapacitated persons (i.e. crutches, ammunition, para-trolleys or cabin baggage) shall also be searched.

A mentally incapacitated person can be transported on Avion Express aircraft if only accompanied by a caregiver. If the pilot-in-command of the aircraft assumes that a mentally incapacitated person can cause a threat to flight safety, he/she may refuse to transport a mentally incapacitated person.

10.1.8 Potentially Unruly Passengers

The appropriate authority in a reasonably good time (at least before 24 hours) shall inform the airline in written about its intentions to board the potentially dangerous passengers on the aircraft.

10.1.8.1 Deportees

persons who have been issued a permission of the appropriate authority of the Member – State to arrive to such Member – State legally or have arrived at such Member – State illegally who later are officially ordered by the appropriate authority to leave such a Member – State.

10.1.8.2 Persons Refused a Permission to Enter (Inadmissible Persons)

persons who have been refused by the competent authorities of the Member – State to enter the Member – State and are deported to the state of arrival or any other state which accepts such persons.

10.1.8.3 Legally Detained Persons

- persons arrested or
- convicted by court who must be deported.

The persons of this group shall be always escorted by the officers of the appropriate authorities.

10.1.8.4 The Notification Details Required to be Provided

The notification shall contain the following details:

a. identity and gender of the person; and
b. reason for transportation; and
c. name and title of escorts, if provided; and
d. risk assessment by the competent authority, including reasons to escort or not; and
e. prior seating arrangement, if required; and
f. the nature of the available travel documents.
g. Other information that would allow an operator to assess the risk of endangering the security of the flight;
h. Special conditions and precautions for transport of the person, if any.

This information must be given by airline to the pilot-in-commander too.

10.1.8.5 Notification of the PIC

On receipt of such information, the Head of Security shall notify the appropriate authority and the commander, prior to the commencement of a flight, when passengers are to be transported who are obliged to travel because they have been the subject of judicial or administrative proceedings.

10.1.8.6 Special Security Measures Applicable to the Above Groups of Potentially Unruly Passengers to be Transported by Air

- the officers of the airport security service must perform search of the persons in question, their cabin baggage and hold baggage;
- the appropriate authorities must agree upon transportation of such passengers with airline and the commander. The officers of the ground handling company shall board such passengers on the aircraft before the boarding of the passengers departing by the flight;
- the cabin crew shall not give such passengers the seats at the passage and the emergency exits;
- in flight the cabin crew shall not serve such persons with alcoholic drinks;
- subject to the degree of a potential risk, the competent authority shall define the number of escorting persons;
- the cabin crew shall maintain a regular communication with the escorting officers and the commander;
- the appropriate authorities shall see that information on transportation of the passengers belonging to such group by the particular flight is not published;
- the escorting officers shall use the movement constraint appliances, if consider them necessary.

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10.1.8.7 Transportation of Legally Detained Persons

On receipt of a notification from the appropriate authority on the planned transportation of the potentially disruptive passenger on Avion Express' aircraft, the Head of Security shall assess if the escort accompanying the person under convoy is sufficient and acceptable to the airline, a severity of the crime made by the person, his/her addiction to drugs, the political situation in the state of arrival and shall inform in writing the authority arranging the convoy for the person on the decision of the airline accepting, refusing or demanding for additional security measures for transportation of the person under convoy and notify the crew of the aircraft on transportation of the person under convoy by the flight perform by this particular crew.

The escorted person transported by air must be convoyed at least by one officer. If based on the risk assessment the escorted person is considered dangerous – he/she must be accompanied at least by two officers. There is no limitation on the number of the escorted persons on board Avion Express aircraft. Avion Express can refuse to transport an escorted person if, in its view, the person can endanger flight safety. In such case, Avion Express shall give its opinion in writing to the escorting authority about the reasons for the refusal of transportation.

From the moment of arrival to the airport until boarding onto the aircraft and from disembarking from the aircraft until departure from the passenger terminal the escorted person and the accompanying officers must be accompanied by the officers of the ground handling company.

The accompanying officers must present their certificates to the aviation security staff on duty in the airport, the officers of the State Border Guard Service at the Ministry of the Interior, the police officers, the cabin crew in the aircraft in order they could inform the commander about their seats in the aircraft.

The escorted persons and their baggage must be searched by the methods defined in Articles 10.1.1.2 and 10.1.3. The accompanying officers must ensure that the escorted person does not carry dangerous items. The hold baggage of the escorted person shall be the last baggage in the cargo compartment.

The accompanying officers must be provided with the movement constraint appliances to be used, should a need be. If not necessary, the escorted person shall not be locked to a part of the aircraft (i.e. seat, table, etc.) during the flight.

The accompanying officers shall not carry sprays with pepper or crippling gases.

The commander of the Avion Express aircraft shall inform the accompanying officers who convoy the escorted person not to take any measures without his consent which may endanger flight safety.

The escorted person together with the accompanying officers shall be escorted by the officers of the ground handling company to the aircraft, boarded before boarding of the passengers and disembarked after all passengers had left the aircraft and escorted by the officers of the ground handling company to the arrival hall in the airport.

From the moment of boarding until the moment of disembarking of the escorted person from the aircraft the flight attendant shall be responsible for surveillance of the person and the accompanying officers and shall maintain the contact with them. The escorted person must be seated at the end of the cabin in the row with two or more seats but away from the doors and the emergency exits above the wings. At least one accompanying officer must be seated between the escorted person and the passage between the seats. The escorted person must be watched by the accompanying officer throughout the entire time of escort.

During the flight the flight attendant must ensure that the escorted person and the accompanying officers are not served any alcoholic drinks.

From the moment of search and screening in the airport until boarding and from the moment of disembarking until leaving the controlled area in the terminal of arrival the escorted person and the accompanying officers shall be accompanied and watched by the airport security service officer.

10.1.9 Unruly Passenger Policy

10.1.9.1 Security Measures Applicable to Unruly Passengers

Special security measures shall be applicable to the unruly passengers.

1. Unruly passenger - means a person on board of the aircraft from the moment when the door is closed before the departure until it is opened after landing who:

a. threatens, intimidates, causes danger or by premeditated actions endangers safety of the aircraft equipment or persons;
b. threatens, intimidates, causes danger to the crew members or by premeditated actions interferes with the performance of their duties or otherwise impedes their duties;
c. by premeditated actions makes damage to the aircraft, its equipment, thus, causing a danger to safety to the aircraft or the passengers on board;
d. disseminates untrue information concerning safety during the flight;
e. does not obey instructions or commands concerning flight safety.

2. Pursuant to the international security regulations the commander of the UAB “Avion Express” aircraft can refuse to transport passengers provided that:

a. the passenger is intoxicated by alcohol, drugs or pharmaceutical;
b. the passengers violating “Avion Express” regulation on transportation of passengers, the requirements of its agents or officers or refusing to be screened and searched before the flight.
c. the passenger does not come for screening and search in tim
d. the passengers suffer from epidemic diseases;
e. the passenger disrupts order, harass or abuse other passengers;
f. the physical condition of the passenger is mean;

The personnel of the ground handling company shall inform the commander of such passenger and the commander shall take a decision and shall be responsible for the decision taken to carry or refuse to carry such a passenger.

Upon taking the decision refusing to carry the passenger, the commander immediately shall inform the Operational Control Center of the airline.

3. Each time the commander refuses to carry or agrees with great unwillingness to carry a passenger, the commander shall send a report (Report form SM Annex No15) to the office of the airline in the state of departure and to the “Avion Express” Flight Planning Department with the following information:

- name and address of the passenger;
- flight route, flight number and date;
- reasons for refusing to carry or difficulties in agreeing to carry;
- data on the passenger’s ticket, number and data on the issuing agent;
- fines and taxes incurred by UAB “Avion Express”.

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- The name and surname, contact details and their explained material in written of the witness with their signs on report form.

In case of refusal from flight on ground, to unruly passenger should be presented the hard copy of company regulations on transportation of the passengers, where to should be the company right to refuse from flight the unruly or dangerous passenger.

For solution of the problems with the unruly passengers, UAB "Avion Express" shall apply preventive measures and procedures:

a. additionally inform passengers on the reaction of the airline towards offenders in the airline regulation on transportation of the passengers;
b. the flight crew and the cabin crew adopt the policy of non-confrontation with the offenders;
c. in the case of the passenger's actions violating the order, the cabin crew shall explain the consequences of the degree of their probability;
d. Passengers are not allowed to drink alcohol that has not been lodged by the cabin crew;
e. Cabin crew members shall monitor and determine the passengers who potentially consume their own alcohol.

Crew members are trained to apply these procedures and operations in the company's courses and recurrent courses.

Some of the obvious warning signs are:

1. drunkenness;
2. unusually loud and boisterous behavior;
3. threatening,
4. violent and disruptive behavior; and
5. smoking in nonsmoking areas.

10.1.9.2 Ground Procedures

In taking actions against the unruly or aggressive passengers the following classification of danger levels shall apply enabling members of the flight crew and ground services readily and without additional explanations to understand the present situation and the danger level in the aircraft.

Danger levels:

Level 1 – actions violating the order;

Level 2 – physical intimidating actions;

Level 3 – life endangering actions;

Level 4 – attempts of intrusions or actual intrusion onto the flight deck.

The passengers shall be observed by the cabin crew during the process of boarding seeking to identify the potentially disruptive passengers.

When the boarding is complete, physically strong passengers, flight crew and personnel from other airlines traveling on this flight and capable of helping the crew in the case of danger shall be pre-selected.

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The cabin crew shall be trained to identify and communicate with the persons with the mental problems in order to prevent the dangers of level 1 or 2 transform into the dangers of level 3 or even level 4.

Incident categories:

Category 1:

- Verbal confrontation, actions are not directly related to the safety of flight or attempt to interfere with the flight crew.
- Passenger orally informed of the responsibilities and requested to follow safety rules. When satisfied that the passenger acts in accordance with established rules, no other crew members actions are necessary, but the pilot in command must be informed about the event.

Category 2:

- The behavior of a passenger that refuses to comply with safety rules. If the situation can not be resolved, all the crew members must be informed and the written warning (Annex No. 5) to passenger presented. Notice of unruly passengers (Annex No. 15) must be completed and sent to the company's main office to Head of Security and copy left at the departure airport security department.

Category 3:

- are the most serious disciplinary violations involving 2,3 and 4 danger levels. The incidents in the intervening time, the passenger duties performed by the crew, wounded or attempted to cause serious injury crew member or passenger. It also includes an attempt to enter to the flight deck.

10.1.9.3 Legitimacy of Repressive Means

Tokyo Convention of 1963 (Convention on offences and certain other acts committed on board the aircraft) defines the issues of unlawful interference in the field of international civil aviation which relieve from responsibility for the actions taken against the intruders. Article 10 of the Convention states that “for actions taken in accordance with this Convention, neither the aircraft commander, any other member of the crew, any passenger, the owner or operator of the aircraft, nor the person on whose behalf the flight was performed shall be held responsible in any proceeding on account of the treatment undergone by the person against whom the actions were taken (force, restraint devices, etc)“.

10.1.9.4 Incident Reporting Procedures

Regulation (EC) 216/2008 of European parliament and of the Council.

All the acts of unlawful interference that took place on board must be reported by the cabin crew to the pilot-in-commander, and the pilot-in-command must report them to the Safety Department via Centrik.net or by filling-in the Occurrence Report form (Security Manual Annex 4). Head of Security then gets notification that a security related report has been received and proceeds with investigation to ensure: - Root cause is identified; - A security risk assessment is conducted; - Corrective action is determined; - When applicable, corrective action is implemented and monitored to ensure effectiveness in preventing future incidents or occurrences. For detailed Avion Express’ reporting system refer to OMM chapter 7. For investigation process refer to OMM chapter 4.7

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10.1.9.5 Increased Security Threats

Avion Express ensures that in case of increased threat levels which require immediate action (like bomb threats, hijacking), required measures are implemented without delay and always in accordance with requirements of the applicable authorities.

In the case of a general (i.e. non-specific) intermediate threat level, in addition to the baseline passenger and carry-on screening procedures, the following additional measures may be implemented:

- Continuous random searching of passengers by hand (or by approved technological methods) either at the departure gate (where airport facilities permit) or other suitable location(s).

In the case of a general (i.e. non-specific) high threat level, additional measures such as the following may be introduced:

- All departing passengers are searched again by hand or screened with metal detection equipment at the departure gate before being permitted to board the aircraft;
- All cabin baggage is subjected to an additional search by hand or by Xray equipment, either at the departure gate (where airport facilities permit) or other suitable location(s), before being permitted to be carried on board the aircraft.

If a threat is specific to a certain object (e.g. liquid explosives), then more specific countermeasures than above would need to be implemented. To facilitate additional screening, earlier close-out of passenger check-in operations is a consideration.

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10.2 HOLD BAGGAGE SECURITY IN THE CARGO COMPARTMENT.

10.2.1 Objectives of the Security Measures

All hold baggage shall be screened prior to being loaded onto an aircraft in order to prevent prohibited articles from being introduced into security restricted areas and on board aircraft.

Avion Express as Operator does not screen hold baggage. This service is provided by security personnel of airport operator that our aircraft departs from.

Flying on ACMI contract basis Avion Express would not have direct contract with ground handling companies and they are appointed by Lesee. Appointed handling agent shall ensure that originating and transfer hold baggage is screened appropriately and protected until loaded to aircraft and aircraft hold doors are closed in order to ensure that no prohibited articles are concealed in hold baggage.

10.2.2 Identification of the Person

10.2.2.1 Standards for Identification of the Person

The document confirming the identity of the person shall be the citizen's passport or EU Member – State citizen's passport or the identity card of such persons or the citizen's passport of another state, travel documents of the person without citizenship.

A check at the passengers' check-in stand shall establish whether the name and the surname in the identity document of the passenger is coincident with the name and the surname in the electronic departure control system as well as whether the photography in the document is that of the submitting passenger.

The personnel of the ground handling company at the boarding gate shall re-check whether the name and the surname on the boarding pass is coincident with the name and the surname on the identification document as well as whether the photography in the document is that of the submitting passenger and the flight number on the boarding pass is of the departing aircraft.

10.2.2.2 Points for Identification of the Person

The personnel of the ground handling company performing the service shall check the identity documents of the passengers at the places of the passenger check-in and boarding.

10.2.3 Interviews of the Passengers

The objective of the interview is to identify if:

- the passenger alone arranged his baggage and, at the same time, is responsible for the content of the baggage;
- the passenger did not leave the baggage for safekeeping to strangers or unattended;
- the baggage is locked;
- large items (camera, video camera, radio receiver, etc.) belong to the passenger or given by strangers before the flight.

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10.2.3.1 Questions to be Asked

- Did you pack the baggage yourself?
- Did you leave the baggage for safekeeping to strangers?
- Did you leave the baggage unattended?
- Is that your baggage?
- Who asked you to take this baggage?

If the baggage does not belong to the person who submitted it for check-in, the true owner of the baggage must be found who must be asked the same questions. Provided that the baggage was left unattended or packed not by the owner, the baggage must be checked with particular carefulness.

10.2.3.2 Venue for Interviewing

The personnel of the ground handling company performing the service shall perform interviews of the passengers at the places of the check-in of the passengers and their baggage.

10.2.3.3 Data on Services Rendering Subjects

Ground handling companies at the airport carry out the procedures provided for in this chapter.

In the case of ACMI operations, this part is the responsibility of the Lessee.

10.2.4 Procedures for Screening and Hand Searches of the Hold Baggage of the Departing Passengers (including courier baggage)

All hand and hold baggage, including courier baggage, shall be screened prior to being loaded into an aircraft for an international or domestic passenger flight and is protected from unauthorized interference from the moment of acceptance until loaded on board the aircraft.

10.2.4.1 Standards for Screening and Checks

Hold baggage is screened in accordance with point 5.1 of Commission implementing regulation 2015/1998 requirements.

The following methods, either individually or in combination, shall be used to screen hold baggage:

a. a hand search; or
b. x-ray equipment; or
c. explosive detection systems (EDS) equipment; or
d. explosive trace detection (ETD) equipment; or
e. explosive detection dogs.

Where the screener cannot determine whether or not the hold baggage contains any prohibited articles, it shall be rejected or rescreened to the screener's satisfaction.

Third countries where the security standards applied are recognized as equivalent to the common basic standards as regards hold baggage are listed in Regulation 2015/1998 Attachment 5-A (Security Manual Annex 19) hold baggage consider as screened.

Hold baggage arriving from a Member State where the aircraft was in transit after having arrived from a third country not listed in Attachment 5-A (Security Manual Annex 19) or from a Union airport where the relevant Member State has derogated from the common basic standards as provided for in Article 1 of Regulation (EU) No 1254/2009 shall be considered as hold baggage arriving from a third country, unless there is a confirmation that the hold baggage was screened in accordance with Regulation 2015/1998 Chapter 5 requirements.

'Secure baggage' means screened departing hold baggage that is physically protected so as to prevent the introduction of any objects.

Hold baggage arriving from a Union airport where the relevant Member State has derogated from the common basic standards as provided for in Article 1 of Regulation (EU) No 1254/2009 shall be considered as hold baggage arriving from a third country, unless there is a confirmation that the hold baggage was screened in accordance with Regulation 2015/1998 Chapter 5 requirements.

The appropriate authority may allow a diplomatic bag to be exempted from screening or to be subjected to special security procedures provided that the requirements of the Vienna Convention on Diplomatic Relations are met.

Pursuant to the requirements of the European Union regulations and the national requirements of the Republic of Lithuania or other European Union Member – States the designated authorities define the list of items prohibited for transportation by air. The airport authorities shall place information for the passengers with a list of items prohibited for transportation by air in well visible locations in the airports and at the check-in stands in order the passenger could be aware with the list before the check-in of the hold baggage commences (Security Manual Annex 11).

The appropriate authority of the EU Member – State in addition to the items defined in Annex 11 can prohibit transportation of other items. This authority shall take the necessary measures to inform the passengers of such items by issuing instructions to the civil aviation administrations, airports, airlines and ticket agencies.

The staff of the airport security may refuse transportation of the hold baggage which causes their concern but is not included in Security Manual Annex 11.

10.2.5 Procedures for Screening and Manual Checks of the Transfer Hold Baggage

Avion Express ensures that transfer hold baggage for an international or domestic passenger flight either:

a. Is subjected to screening prior being loaded into an aircraft by applying one of the methods defined in paragraph 5 above, or
b. Has been screened at the point of origin and subsequently protected from unauthorized interference from the point of screening at the originating airport to the departing aircraft at the transfer airport.

Transfer hold baggage may be exempted from screening, if:

a. it arrives from a Member State, unless the Commission or that Member State has provided information that this hold baggage cannot be considered as having been screened to the common basic standards; o
b. it arrives from a third country where the security standards applied are recognized as equivalent to the common basic standards in accordance with the regulatory procedure referred to in Regulation 300 Article 19(2).

Transit hold baggage may be exempted from screening if it remains on board the aircraft.

10.2.5.1 Standards for Screening and Checks

Standards for screening and checks are defined in paragraph 5.1 of EU Commission Implementing Regulation 2015/1998 or point 10.2.4.1 of this manual.

10.2.6 Protection of Checked Hold Baggage

10.2.6.1 Protection Standards

Passengers may not be allowed access to screened hold baggage, unless it is their own baggage and they are supervised to ensure that: (a) no prohibited articles as listed in Attachment 5-B (Security Manual Annex 19) are introduced into the hold baggage; or (b) no prohibited articles as listed in Attachment 4-C (Security Manual Annex 17) are removed from the hold baggage and introduced into the security restricted areas or on board an aircraft.

Hold baggage that has not been protected from unauthorized interference shall be rescreened.

The hold baggage shall be protected by ground handling and airport security staff from unauthorized interference from the point it is screened or accepted for transportation, whichever is earlier, until departure of the aircraft.

The hold baggage kept in the critical part of the airport shall be considered protected from an unlawful impact.

Hold baggage that is in a part other than a critical part shall be considered as protected from unauthorized interference if:

1. a. it is secured baggage; or (see 5.4.1.1)
   b. it is not left unattended at airports where alternative provisions apply in accordance with point 1.1.1.

The airline UAB “Avion Express” performs flights under agreements with the airports which security services define protection procedures for the hold baggage.

Requirements for the protection of the hold baggage searched by the aviation security staff:

- the company performing ground handling of the hold baggage must keep tags in the office;
- only the authorized persons shall be entitled by the airport security staff for access to the premises with hold baggage, transportation belts and vehicles;
- vehicles for transportation of the checked baggage to the aircraft must be watched by the airport security staff and the personnel of the ground handling company;
- the personnel of the ground handling company shall be prohibited to leave the searched baggage unattended on the apron or at the aircraft;
- provided the baggage is checkedin and taken from the passenger outside the airport, access to the premises with the checked-in hold baggage and vehicles shall be granted only to the authorized officers; transportation of such baggage shall be done in the closed, locked and sealed vehicles which are prohibited to leave unattended;
- only the authorized persons shall be entitled by the airport security staff for entrance to the premises with the lost or temporally stored baggage.

Should a need be to a passenger, the aviation security staff may allow him/her to access to the searched hold baggage belonging to him/her, however, the passenger must be accompanied and watched by the airport security staff in order the prohibited items shall not:

a) be placed into the hold baggage; or

b) be removed from the hold baggage and taken into the cabin or the restricted access area.

The return point for hold baggage shall be separated from other premises for servicing of the baggage. If such premises are unserviceable, their doors and hatches for transportation belts must be locked and the premises watched by technical means (CCTV, warning systems, etc.) or the staff of the airport security services.

Mishandled, Unidentified and Unclaimed baggage is held in a locked and secure storage cage or room. Access and key control is properly supervised and the baggage subjected to additional screening before being loaded into an aircraft. Unclaimed baggage is kept for a period of time, as prescribed by the local authority, and disposed of through that authority as unclaimed property.

10.2.7 Check-in Procedures Outside the Airport

Avion Express does not apply the procedure of check-in outside the airport.

10.2.8 Procedures for Transportation of Firearms and Other Weapons

10.2.8.1 Legal Standards and Acts

21 June 2008 EU 2008/51/EEC European Parliament and Council Directive partly changing the EU 91/477/EEC Council Directive of 18 June 1991 on Control of the Acquisition and Possession of Weapons set out certain minimum conditions for the circulation of civil firearms inside the European Union (EU) territory.

The procedures for the circulation of firearms in Lithuania are set out in the legal acts of the Republic of Lithuania, the Law on Control of the Weapons and Ammunition and the Regulation on Transportation of the Firearms and Ammunition approved by the Resolution No.739 of the Government of the Republic of Lithuania on 15 June 2011.

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10.2.8.2 Acceptance Procedures

A) Weapons from the Republic of Lithuania to the European Union can be transported by the exporters, importers, manufacturers and also legal entities of the European Union which have been issued the authorization to transport weapons by the Police Department.

The preliminary agreement regarding import of weapons into the territory of the Republic of Lithuania from a European Union Member – State shall be issued by the Police Department on request by the competent authority, manufacturer, mender (modifier), importer or exporter.

B) The following authorizations can be issued for:

a. export of weapons;
b. import of weapons;
c. transit of weapons; and
d. transportation of weapons.

Validity of the authorizations shall be six months.

C) For individual weapons the following authorizations can be issued:

a. authorization for importation (exportation) of weapons;
b. European firearm pass;
c. authorization for transportation.

D) Prior to acceptance, the passenger or other authorized and duly qualified person determines that the weapon is not loaded;

- The weapon is transported in a sturdy container to prevent any possible damage during the flight;
- Ammunition is securely boxed and carried separately from the weapon;
- Weapons and ammunition are stowed in an area that is inaccessible to any unauthorized person while the aircraft is in flight (cargo compartment); such weapons are not be carried on the flight deck or retained by any crew member;
- If available, a lockable tamper-proof container located in the aircraft hold is used for this purpose;
- The commander is notified when weapons and ammunition are carried on the aircraft;
- Transit and transfer stations are advised and ensure the integrity of such items;
- The carriage of a weapon is legally permitted by all state(s) involved, including the State and state(s) of flight departure, transit and arrival.

E) At the final destination, when required by the State of Flight Arrival, security procedures are implemented to return the weapons and/or ammunition to the passenger:

at the point of destination indicated in the authorization for transportation of weapons the passenger (owner of the weapon) shall submit to the commander a copy of his accompanying letter and the permission for transportation of the weapon. The commander shall scrutinize the documents and return the weapons to the owner. Before taking back the weapons the owner of the weapons shall sign on the accompanying letter, thus, confirming the return of the weapons. The accompanying letter shall be attached to the flight assignment together with other flight reports.

F) The authorization must prescribe the weapons to be transported by air, route and persons responsible for transportation of arms (owners). The shipper of the weapons and other ammunition must indicate the purpose for transportation.

G) Military and sports weapons and ammunition and their replicas can be transported by air as cargo or checked-in hold baggage and must be out of reach for passengers in flight.

H) Avion Express Ground Operations Manager has to be informed in advance if any kind of weapons and ammunition is intended for transportation by Avion Express aircraft in order to inspect the documentation and permits if any.

Note: The amount of ammunition accepted per passenger is limited to 5 kg gross weight provided they are securely boxed (original package of manufacturer) and is valid for safety cartridges only.

I) Transportation of weapons:

a. The passengers with authorizations for importation of weapons must declare them to the check-in services and inform the staff of the aviation security service.
b. It is not allowed to transport weapon:
    - In passenger cabin civil aircraft registered in The Republic of Lithuania (except cases when high rank officials listed in Law of Government protection, and there are no other passengers on board of aircraft, but only official delegation).
c. A person intending to carry a weapon shall check conditions of carriage with Operator. In advance.
d. At all times weapons shall be transported unloaded and in a place that is not accessible to passengers.

The weapons shall be transported with the escort of the aviation security staff to the aircraft as a checked-in baggage from the area of collection and assortment until loading on the aircraft. The officer of the aviation security service shall produce an accompanying letter and a certificate (3 copies) for the weapons prepared for transportation by air. One accompanying letter shall be given to the commander before the commencement of the flight, the second to the persons responsible for transportation of weapons (owners), the third shall be kept by the airport aviation security service.

The weapons intended for transportation by air must be carried unloaded and stored in places out of reach of passengers (cargo compartment).

J) EU 91/477/EEC Council Directive of 18 June 1991 on Control of the Acquisition and Possession of Weapons set out certain minimum conditions for the circulation of civil firearms inside the European Union (EU) territory, i.e. the directive defines that for a person applying for transportation of weapons the Member – State on which territory the weapons are kept on receiving a preliminary consent of the competent authority for importation of weapons into its territory can issue such authorization. Such authorization is valid for transportation of weapons to the place of destination in other European Union Member – State. The holder of such authorization shall not have to obtain a separate authorization from a transit state. However, the shipper of weapons must submit such authorization if asked to do so by the officers of the Member – State.

In addition, Article 12 of the directive defines that hunters and sportsmen in possession of the European firearm pass and the invitation for participation in the competitions or hunting can take the weapons entered in pass into other European Union Member – State without early authorization of this state.

K) The analogical procedure is also provided in the Lithuanian legal acts: the Law on Control of the Weapons and Firearms and the Regulation on Transportation of the Firearms and Ammunition approved by the Resolution No.739 of the Government of the Republic of Lithuania of 15 June 2011.

L) Provided that during search of the passenger and baggage illegally transported firearms or other weapons, explosive materials or dangerous items and the passenger refuses to leave the dangerous item or to transport the dangerous item in the cargo compartment, the aviation security staff must call the police officers and until their arrival must pass the dangerous items for protection to the officers of the State Guard Protection Service.

M) Military/Police Troop Transport

If Avion Express performs an exclusive charter flight on behalf of an European Union Defense Command or Police, weapons may be allowed in the cabin provided that:

- an exclusive charter flight would not have any regular passengers;
- firearms unloaded;
- ammunition securely boxed and placed in cargo compartment.
- Senior officer is present during flight.

Commander is informed about who is in charge and the purpose of the transport.

The Airport Security responsible should be given at least 3 hours' notice.

Authorization regarding military/policeman's handling of weapons and ammunition on board, must be received from Avion Express Flight Operations Department.

On flights together with passengers military/police troop shall present the permit, firearm and ammunition to airport security. In this situation the firearm and ammunition shall be handled in accordance of 10.2.8.2 D and transported in aircraft cargo hold).

N) Policeman acting as Bodyguard,

Policeman acting as bodyguard accompanying his/her subject on charter flights when there are no passengers except members of delegation, may carry unloaded weapon in the passengers compartment and to store the ammunition in the cargo compartment. Authorization regarding policeman's handling of weapons and ammunition on board, must be received from Avion Express Flight Operations Department.

O) **CARRIAGE WEAPONS OF WAR AND MUNITIONS OF WAR** (GM1 CAT.GEN.MPA.155)

a. In accordance with Regulation (EC) No 300/2008, weapons of war may be carried on board an aircraft, in a place that is inaccessible, if the required security conditions in accordance with national laws have been fulfilled and authorization has been given by the States flight departure, transit and arrival.
b. There is no internationally agreed definition of weapons of war and munitions of war. Some States may have defined them for their particular purposes or for national need.
c. It is the responsibility of the operator to check, with the State(s) concerned, whether or not a particular weapon or munition is regarded as a weapon of war or munitions of war. In this context, States that may be concerned with granting approvals for the carriage of weapons of AMC/GM TO ANNEX IV (PART-CAT) SUBPART A — GENERAL REQUIREMENTS Page 47-48 war or munitions of war are those of origin, transit, overflight and destination of the consignment and the State of the operator. (d) Where weapons of war or munitions of war are also dangerous goods by definition (e.g. torpedoes, bombs, etc.), CAT.GEN.MPA.200 Transport of dangerous goods also applies.

P) **CARRIAGE OF SPORTING WEAPONS AND AMMUNITION** (GM1 CAT.GEN.MPA.160)

SPORTING WEAPONS

a. In accordance with Regulation (EC) No 300/2008 sporting weapons may be carried on board an aircraft, in a place that is inaccessible, if the required security conditions in accordance with national laws have been fulfilled and authorization has been given by the States involved.
b. There is no internationally agreed definition of sporting weapons. In general, it may be any weapon that is not a weapon of war or munitions of war. Sporting weapons include hunting knives, bows and other similar articles. An antique weapon, which at one time may have been a weapon of war or munitions of war, such as a musket, may now be regarded as a sporting weapon.
c. A firearm is any gun, rifle or pistol that fires a projectile.
d. The following firearms are generally regarded as being sporting weapons:

1. those designed for shooting game, birds and other animals;
2. those used for target shooting, clay-pigeon shooting and competition shooting, providing the weapons are not those on standard issue to military forces; and
3. airguns, dart guns, starting pistols, etc.

e. A firearm, which is not a weapon of war or munitions of war, should be treated as a sporting weapon for the purposes of its carriage on an aircraft.

Escorting of the deportees and persons in the lawful custody.

The procedure for transportation of firearms in cargo hold to persons performing escort or deportation is defined in paragraph 10.2.8.2 D (when the passengers not engaged in escort or deportation are also seated in the cabin).

Security staff for the Government VIP persons.

Should there be armed Government protection Officers booked for the flight, Commander, departure and arrival airport security personnel must be informed by handling agent sufficiently in advance to be able to prepare accordingly. Authorized persons shall clearly identify themselves while boarding the aircraft. Commander must remind that the firearms must not be loaded.

If protected person travels on a regular passenger flight their bodyguards shall submit unloaded weapons and ammunition in a protective locked case to Flight Crew when boarding the aircraft. The box shall be kept on a flight deck that is not accessible to any passenger at any time while sterile cockpit procedure is in place. The protective case shall be returned to Policemen at the aircraft after aircraft doors are open at the destination airport before the passengers disembark. Following local requirements during handover of protective case local Police may be present.

In case local requirements do not allow to follow procedure described above, policeman, acting as bodyguard, shall present the permit, firearm and ammunition to airport security. In this situation the firearm and ammunition shall be handled in accordance of 10.2.8.2 D and transported in aircraft cargo hold).

The delivery of weapons to be transported in checked-in hold baggage o the aircraft as from the area of collection and assortment to loading on board with the escort of the aviation security staff.

Transportation of weapons and firearms shall be prohibited in the cabin, expect the cases when an official delegation of the State or the Government flies accompanied by the armed security officers and there are no other passengers in addition to the members of the delegation. The commander shall be notified prior to the departure of a flight about number of authorized armed persons onboard the aircraft and the seats allocated.

The commander must remind that the firearms are not loaded, cartridges are kept separately from the firearms or the unloaded firearms shall be collected and kept on the flight deck until the end of flight.

10.2.8.3 Security Staff in-Flight

UAB "Avion Express" shall not employ the services of the flight security officers.

10.2.8.4 Security of Weapons and Ammunition on the Ground

The airport aviation security staff shall keep the weapons separately from other checked-in hold baggage. The weapons shall be transported to the aircraft as checked-in hold baggage from the area of collection and assortment to loading on board with the escort of the aviation security staff. The security officer shall give the commander the firearm and one of three copies of the accompanying letter. The commander shall agree that the weapon is transported in the cargo compartment.

10.2.9 Security Measures to be Taken with the Suspicious Hold Baggage

On detecting a suspicious item in the checked-in hold baggage or the assumption that dangerous items prohibited for transportation in the cargo compartment can be found in the hold baggage, such baggage shall be repeatedly undergo hand search. For this purpose, the owner of such baggage must be summoned to the premises for the checked-in hold baggage by the aviation security staff and in presence of the owner the baggage shall be repeatedly searched by the aviation security staff. Throughout such search the passenger shall not be allowed to touch the searched baggage. On detection of the dangerous item prohibited for transportation in the cargo compartment, such item shall be removed from the baggage, registered and the passenger shall be issued a document confirming the removal of such item.

10.2.9.1 The Firearm Inspection

In accordance with Clause 5.4.2 of Implementing Regulation (EU) 2015/1998, an air carrier shall ensure that the carriage of firearms in hold baggage is allowed only after an authorized and duly qualified person has determined that they are not loaded. Such firearms shall be stowed in a place not accessible to any person during the flight.

The firearm must undergo inspection either by an authorized and adequately qualified individual or by the firearm owner, with an authorized and properly qualified person present.
An authorized and properly qualified person is someone appointed by the airport, carrier, or entity, or operating under a service contract, who is authorized to carry a firearm or has successfully completed training coordinated by the Transport competency agency (TCA), enabling them to inspect a firearm and confirm that it is unloaded.
Firearms are examined at a location designated by the airport management company, equipped in accordance with the legal requirements.

10.3 SCREENING OF PERSONS OTHER THAN PASSENGERS AND THEIR BAGGAGE

10.3.1 Screening and Hand Search Standards

Any person other than passenger trying to enter a security restricted area has to, at a security check point must:

a. have a legal right to be in the area;
b. present one of the following authorizations:

- valid crew identification card; or
- valid airport identification card; or
- valid national appropriate authority identification card; or
- valid compliance authority identification card recognized by the national appropriate authority.

c. Undergo security screening procedure.

Authorization mentioned in 10.3.1 (b) check and screening is done by trained personnel responsible for access control and is usually provided by airport authorities.

10.3.2 Screening of Persons Other than Passengers and Items Carried

A hand search shall be carried out in accordance with Attachment 4-A Decision C (2015)8005 (requirements for a hand search) so as to reasonably ensure that persons other than passengers are not carrying prohibited articles.

Points 4.1.1.1, 4.1.1.2, 4.1.1.4, 4.1.1.5, 4.1.1.7, 4.1.1.8, 4.1.1.9 and 4.1.2.4 of Decision C (2015)8005 shall apply to the screening of persons other than passengers and items carried by persons other than passengers.

10.3.2.1 Persons other than passengers shall be screened by one of the following means:

a. hand search;
b. walk-through metal detection equipment (WTMD);
c. explosive detection dogs;
d. explosive trace detection (ETD) equipment;
e. security scanners which do not use ionising radiation;
f. explosive trace detection (ETD) equipment combined with hand held metal detection (HHMD) equipment
g. shoe metal detection (SMD) equipment;
h. shoe explosive detection (SED) equipment.

SMD and SED equipment may only be used as a supplementary means of screening.

Regulation 2015/1998 Points 4.1.1.3 – 4.1.1.6 and 4.1.1.10 – 4.1.1.11 shall apply to the screening of persons other than passengers.

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Explosive detection dogs, ETD equipment and ETD equipment in combination with SED equipment may only be used as a supplementary means of screening of persons other than passengers or in unpredictable alternation with hand searches, hand searches in combination with SMD equipment, WTMD or security scanners.

Items carried by persons other than passengers shall be screened by one of the following means:

a. hand search;
b. x-ray equipment;
c. explosive detection systems (EDS) equipment;
d. explosive detection dogs;
e. explosive trace detection (ETD) equipment.

Explosive detection dogs and ETD equipment may only be used as a supplementary means of screening of items carried by persons other than passengers or in unpredictable alternation with hand searches, x-ray equipment or EDS equipment.

Where persons other than passengers and items carried have to be screened on a continuous random basis, the frequency shall be established by the appropriate authority on the basis of a risk assessment.

Animals used for operational needs and handled by a person carrying a valid airport identification card shall be subjected to a visual check before access to security restricted areas is granted.

The screening of persons other than passengers and items carried shall also be subject to the additional provisions laid down in Commission Implementing Decision C(2015) 8005.

10.3.3 Screening and Hand Search Venue

Locations for the search and check points are defined by ICAO, ECAC, EU regulations, Commission Implementing Decision C(2015)8005 and must comply with the requirements of these documents.

10.3.4 Applicable Security Equipment

The additional equipment used for the provision of aviation security is defined in EU Commission Implementing Regulation 2015/1998 Chapter 12 “Security equipment”.

Irrespective of the location in the airport, all security screening equipment must be equally calibrated.

10.3.5 Data on Services Rendering Subjects

The airline Avion Express has entered the standard IATA agreements with the ground handling enterprises in every airport used for its operations which provides screening and hand searches for the aircraft crew members.

10.3.6 Supernumeraries

In case of transport of supernumeraries on Avion Express aircrafts, any such personnel, including their personal belongings, must be subjected to screening to the standards of the respective authority, or equivalent appropriate security controls prior to entering the security restricted area.

10.4 BAGGAGE IDENTIFICATION

10.4.1 Objectives of the Security Means

Such measures shall apply with a goal to prevent access of dangerous and prohibited items into the aircraft.

10.4.2 Baggage Identification Procedures

a. The hold baggage cannot be loaded on board the aircraft until the staff of the ground handling company servicing the hold baggage have not taken the following security measures:

- the staff of the ground handling company must mark the hold baggage in order to make its identification possible;
- the holder of such baggage must be properly checkedin for the departing flight;
- the baggage accepted for the flight must be properly labelled by marks enabling to identify the accompanied or unaccompanied hold baggage;
- before loading onto the aircraft the baggage must be kept in the premises where only the authorized personnel has access;

b. The ground handling company must ensure, that the hold baggage in the cargo compartment belongs to the passengers in the cabin (according to the documents in paragraph f and actually loaded baggage on board the aircraft).

c. The staff of the ground handling company shall complete the baggage manifest confirming that the unaccompanied baggage was properly labelled and searched by the security staff.

d. The hold baggage shall be carried if its identity is traced. The accompanied hold baggage must not be transported if the passenger or a crew member who is the owner of the baggage is absent from the flight.

e. Traceability of information about passengers and their baggage:

- Each piece of hold baggage shall be attributed to the baggage of passengers travelling or not travelling by the aircraft.
- Hold baggage of the passengers absent from the flight shall not be transported, except cases when the baggage was separated due to the circumstances irrespective of the passenger's will power. Otherwise, screening of the baggage must be made.

f. Traceability of the identity for hold baggage shall be performed by the electronic system. In case of failure of the electronic system or check-in of the passengers and the baggage is done by hand, the staff of the ground handling company shall fill-in the following documents:

- the manifest for the accompanied hold baggage;
- the list of parcels in the transfer cargo compartment;
- the manifest for the baggage taken from the passengers at the boarding gate or aircraft;
- the manifest for the hold baggage of the crew members if the baggage of the crew members is taken at the aircraft;
- the manifest for unaccompanied hold baggage;
- the verification sheet for the aviation security inspection for each unaccompanied hold baggage;
- verification of the presence of the transfer passengers onboard the aircraft.

g. In the case of the increased threat and if it is not possible to trace identity of a bag, the staff of the ground handling company together with a crew member responsible for loading of the baggage shall ask the passengers and crew members personally to identify their bags before boarding on the aircraft.
h. The airline shall keep the manifest for each hold baggage and the documents attached thereto at least seven days. The manifests shall be kept in the office of the company in the departing airport. The manifests shall not be left in the aircraft which carried the baggage.
i. if an identified bag is found, the airport security staff must be informed and bag cannot be moved until they arrive. The necessary precaution measures must be taken: access of other staff must be blocked, staff must not gather in the vicinity of the bag and use radio transmitters or mobile phones.

During the boarding process, Avion Express required handling companies to ensure that a passenger presents a valid boarding card or equivalent corresponding to the hold baggage that was checked in.

Avion Express required handling companies to ensure that there is procedure in place to identify hold baggage of passengers who did not board or left the aircraft before departure.

If the passenger is not on board the aircraft, the hold baggage corresponding to his boarding card or equivalent shall be considered as unaccompanied.

Avion Express request handling companies to ensure that each unaccompanied hold baggage is clearly identifiable as authorized for transport by air.

10.4.2.1 Automatic Equipment (if applicable)

The hardware and software of the ground handling companies with which UAB “Avion Express” has entered into agreements must provide uninterrupted check-in of passengers and baggage. Recognition of the baggage by the system used must be fast and precise. Check-in of the passengers in the airports must be performed by the staff of the ground handling company. Additionally the electronic system might be provided for the passengers for self check-in as well as the system for check-in on the internet.

10.4.2.2 Passengers Manifest (if applicable)

UAB „Avion Express“ accepts the manifests, issued by companies servicing passengers and cargo hold baggage, in compliance with the provisions for the issued documents. Company keeps the manifest for the hold baggage and the documents attached thereto in the office of the company in the departing airport at least seven days.

10.4.2.3 Identification of Non Boarded Passengers

On receipt of all documents, the officer responsible for identification of the hold baggage shall:

- check if all passengers who have checkedin for the flight are on board the aircraft;
- check the presence of all the crew members on board the aircraft;
- check the appropriate marking of the baggage in order to make its identification possible;
- remove the accompanied hold baggage from the aircraft if the passenger who has checkedin for the flight does not show-up.

- sign the manifest and the documents attached thereto or sign a general document where indicates the number of pieces of the hold baggage loaded in the cargo compartment and confirm that all documents have been checked before the aircraft starts moving.

The cabin crew bear the responsibility for the surveillance of the passengers from the moment of boarding onto the aircraft in order to ensure any passenger can leave the aircraft unnoticed. Before closing the door of the aircraft for departure the cabin crew repeatedly count the passengers on board the aircraft and comparing their number with the figures in the manifest, thus, identifying all checked-in passengers on board the aircraft.

10.4.2.4 Identification of Hold Baggage of Passengers Which Left the Aircraft Before Departure

In case passenger left the aircraft before departure, senior cabin crew together with handling company staff must check if this passenger took all his hand luggage and belongings with him.

Procedure:

- all passengers should be requested to keep their hand luggage with them;
- place where passenger was seated checked (in front of sitting place the back seat pocket, areas between the seats, life west pouch under the seat);
- over head bins shall be checked in order to be sure nothing is left in the aircraft that potentially can endanger flight safety.

Hold baggage should be offloaded in accordance of passenger check-in documents.

10.4.2.5 Identification of the Unaccompanied Hold Baggage

Recognition of the unaccompanied baggage shall be made in compliance with the procedure defined in paragraph 10.4.2 and 10.4.3. In such case if the baggage of the passenger absent from the flight cannot be identified from the labels and tags, all accompanied baggage must be removed and the passengers and crew members shall be asked to identify their baggage.

The remaining unrecognized baggage is considered as unaccompanied baggage and the procedure for the search of unaccompanied baggage defined in paragraph 10.4.3 shall apply. Recognition of the unaccompanied baggage shall be made when each passenger recognizes his/her baggage or all passengers together with their belongings leave the aircraft.

The aircraft must be searched and any found unrecognized item must be treated with utmost care and the airport security staff shall be informed.

10.4.3 Screening Procedures for the Unaccompanied Baggage

10.4.3.1 Screening Standards

After unloading from the aircraft by the staff of the ground handling company, the baggage considered as unaccompanied, shall be clearly marked as such and shall be screened by the aviation security staff.

Before loading on board the aircraft ground handling company shall submit the unaccompanied hold baggage to be transported by international and domestic flights to the aviation security staff which perform inspection of such baggage by one of the following methods:

- hand search (as a supplementary means a small amount explosive material detector can be used and the bags for search must be open);
- conventional Xray devices when the same operator use the same machine for screening every bag in at least two different dimensions;
- explosive material detection systems or explosive device detection or primary explosive material detection systems.

For the purposes of the transport of unaccompanied hold baggage, the following may be considered as factors beyond the passenger's control:

a. the passenger was denied boarding and he/she did not volunteer to give up his seat; or
b. the passenger and/or his/her baggage was re-routed onto another flight and it was not at his/her request; or
c. the baggage failed to transfer between two flights due to unforeseen reasons, causing it to miss the departing flight; or
d. there was a malfunction of the baggage system, causing the baggage to miss the departing flight; or
e. the baggage was loaded onto an aircraft other than that for which it was checked in; or
f. the airline decides not to load or unload a bag for operational reasons and the passenger has not influenced the decision by changing his travel itinerary.

In the event described in c) to f), the air carrier shall establish that the passenger did travel on the flight on which he/she was checked in. If the passenger did not travel on the flight on which he/she was checked in, then the baggage shall be subjected to the security controls as referred to in this paragraph.

The reason that the baggage became unaccompanied shall be recorded before it is loaded onto an aircraft, unless the security controls as described in this paragraph are applied.

Unaccompanied hold baggage security control

1. Unaccompanied hold baggage not covered by point 10.4.3.1 shall be screened by one of the methods laid down in point 10.2.4.1 of this manual and, where applicable, applying additional requirements laid down in Commission Implementing Decision C(2015) 8005.
2. Hold baggage that becomes unaccompanied baggage due to factors other than those referred to in point 10.4.3.1 shall be removed from the aircraft and rescreened before loading it again.
3. As an exception to point 10.4.3.1 hold baggage that becomes unaccompanied baggage may be exempted from rescreening provided that:
   a. the air carrier establishes that the baggage has already been screened at least with standard 2 EDS equipment; and
   b. the images of the screened baggage are re-examined by a screener in case standard 3 EDS equipment was used or by two different screeners independently in case standard 2 EDS equipment was used; and
   c. an appropriate risk assessment is carried out by the air carrier.

Where unaccompanied hold baggage is screened by a hand search, it shall be supplemented by the use of explosive trace detection (ETD) equipment.

1. Additional detailed provisions for the proper control of the security of unaccompanied hold baggage are contained in Commission Implementing Decision C (2015) 8005.
2. Screened cabin baggage placed in the hold of an aircraft during the boarding process due to space constraints on board the aircraft shall continue to be considered as cabin baggage.

Screened unaccompanied baggage shall be protected at airport premises by airport security personnel not accessible to unauthorized persons.

10.4.3.2 Screening and Hand Search Venue

Locations for the screening and check points are defined by ICAO, ECAC, European Union regulations, Decision (EB) C(2015)8005 of the Commission and must comply with the requirements of these documents.

10.4.3.3 Applicable Security Equipment

The additional equipment used for the provision of aviation security is defined in Commission Regulation (EU) No. 2015/1998 of 05 November 2015, Chapter Twelve

10.4.3.4 Data on Services Rendering Subjects

Avion Express has entered the standard IATA agreements with the airports which security services provide security services in such airports.

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10.5 SECURITY OF THE AIRCRAFT

10.5.1 The Purpose of the Security Measures

The security measures are applied with a goal to prevent hiding and to find hidden weapons, explosive materials, other dangerous items in the aircraft or damaging of the aircraft structure. The appropriate security measures shall apply according to the security area in which the aircraft is parked.

Before departure, Avion Express aircraft shall be subjected to an aircraft security search in order to ensure that no prohibited articles are present on board. An aircraft in transit may be subjected to other appropriate measures.

Every aircraft shall be protected from unauthorized interference.

10.5.2 Aircraft Security Check

An aircraft need not be subjected to an aircraft security check. It shall be subjected to an aircraft security search in accordance with point 10.5.3.

10.5.3 Aircraft Security Search

Aircraft security search is a thorough inspection of the interior and exterior of the aircraft for the purpose of discovering suspicious objects, weapons, explosives or other dangerous devices, articles or substances. An aircraft shall at all times be subjected to an aircraft security search whenever there is reason to believe that unauthorized persons may have had access to it. An aircraft on turnaround in a third country not listed in COMMISSION REGULATION (EU) No. 2015/1998 Attachment 3-B (Security Manual Annex 19) is always subjected to aircraft security search before departure if any person from that country have had possibility to enter or service the aircraft, thoroughly searching at least places that were interfered with.

10.5.4 Aircraft Security Search on Operation Within EU Territory

10.5.4.1 Search Standards

10.5.4.2 When Aircraft Search Must be Performed?

- An aircraft shall at all times be subjected to an aircraft security search whenever there is reason to believe that unauthorized persons may have had access to it.
- An aircraft arriving into a critical part from a third country not listed in COMMISSION REGULATION (EU) No. 2015/1998 Attachment 3B (Security Manual Annex 19) shall be subjected to an aircraft security search any time after passenger disembarkation from the area to be searched and/or the unloading of the hold.
- An aircraft arriving from a Member State where it was in transit after having arrived from a third country not listed in COMMISSION REGULATION (EU) No. 2015/1998 Attachment 3B (Security Manual Annex 19) shall be considered as an aircraft arriving from a third country

- An aircraft may be exempted from an aircraft security search if it arrives into a critical part from a Member State or from a third country listed in COMMISSION REGULATION (EU) No. 2015/1998 Attachment 3B (Security Manual Annex 19).
- An aircraft arriving into, or departing from, a part other than a critical part shall be subjected to an aircraft security search at any time before departure. Avion Express' performs security search before each first flight of the day.

Should an aircraft be changed within duty time, security search shall be performed before boarding the passengers.

- An aircraft in transit may be exempted from an aircraft security search if it arrives from a third country not listed in COMMISSION REGULATION (EU) No. 2015/1998 Attachment 3B (Security Manual Annex 19), and one or more passengers disembark, then the following shall be undertaken:

  a. reconciliation of the remaining passengers and baggage; and
  b. verification that no articles were left in the overhead bins and seat pockets by the disembarking passengers.

- An aircraft that was accessible in a part other than a critical part and is then moved into a critical part shall be subjected to an aircraft security search at any time before departure. If the search is carried out before moving the aircraft into critical part, the areas of the aircraft searched shall be either sealed, locked or under constant monitoring by persons responsible and trained for protecting aircraft until the aircraft arrived in the critical part.

Avion Express procedure

Security search of the aircraft is carried-out by flight attendant(s), pilots and handling company staff in accordance of "Aircraft security search" checklist (Security Manual Annex 6). The search shall cover all areas of an aircraft in the checklist.

Security search is performed:

- by one flight crew member on ferry flights;
- on passenger flights cabin crew search areas of their workplace (interior except flight deck), pilots search the flight deck (if left unattended) and aircraft exterior; and
- In addition, handling company personnel shall submit written notification to commander together with signed Loading Instructions Report stating "Thorough inspection of the hold completed. No suspicious objects, weapons, explosives or other dangerous devices, articles and substances found".

Cabin crew shall inform the completion of the search to senior cabin crew.

Senior cabin crew is responsible for storing security search checklists and information on the aircraft security search forms folder board the aircraft.

Senior cabin crew is responsible for filing the " AIRCRAFT SECURITY SEARCH" checklist **and** filing of form "INFORMATION ON THE AIRCRAFT SECURITY SEARCH", marking the searched by cabin crew places in search checklist and for presenting checklist and information form to the commander for signing. Senior cabin crew, first officer reports to commander the completion of aircraft security search. On the basis of those reports and signed "Loading instruction report", aircraft commander shall mark the places searched by handling company staff and pilots on the "AIRCRAFT SECURITY SEARCH" checklist, file his name an sign the "AIRCRAFT SECURITY SEARCH" checklist and the form "INFORMATION ON THE AIRCRAFT SECURITY SEARCH" as a person responsible for aircraft security search performance.

How to perform an Aircraft Security Search

An aircraft security search shall consist of an examination of the following areas, interior and exterior.

Aircraft security search of the interior of the aircraft shall consist of an examination of all the following areas, when they are accessible without the use of tools, keys, or other aids, without breaking seals and where a prohibited article could reasonably be concealed:

- Overhead bins;
- Cupboards and storage compartments, including crew storage areas;
- Areas to which passengers have private access, including toilet compartments, showers, bathrooms;
- Cupboards, storage compartments, bars, refrigerators and bins in galley areas;
- Seat pockets;
- Areas that exist under seats, between seats and between the seat and the wall;
- Flight deck, if left unattended.
- Between 5% and 10% of lifejacket pouches

Aircraft security search of the exterior of aircraft shall consist of an examination of all of the following areas:

- Aircraft service panels and service hatches, if accessible without the use of tools, keys, stairs or other aids, without breaking seals and where a prohibited article could be reasonably concealed. This refers to aircraft external access points and compartments that have external handles or external clip-down panels and are routinely used for providing aircraft ground handling services;
- Aircraft hold, unless sealed;
- Items contained in the hold, if accessible without the use of tools, keys or other aids, without breaking seals and where a prohibited article could reasonably be concealed;
- Wheel wells, if accessible from the ground without the use of stairs or other aids.

10.5.5 Aircraft Security Standards

10.5.6 Additional Protection of Aircraft with Closed External Doors in a Part other than a Critical Part

Where external doors are closed and the aircraft is in a part other than a critical part, each external door shall also:

a. have access aids removed; (does not apply for a door that is accessible from the ground);or
b. be sealed; or
c. be locked; or
d. be monitored.

Where access aids are removed for doors that are not accessible from the ground, they shall be placed sufficiently far from the aircraft so as to reasonably prevent access.

Where external doors are locked, only persons with an operational need shall be able to unlock these doors.

Where external doors are monitored, the monitoring shall ensure that unauthorized access to the aircraft is immediately detected.

Where external doors are sealed:

- the seals shall be tamper-evident, individually numbered and controlled; and
- seal numbers shall be recorded and kept at the station by the air carrier for 24 hours or the duration of the flight, whichever is longer; and
- prior to accessing the aircraft, the seals and seal numbers shall be inspected for signs of tampering. If tampering is detected or suspected, the relevant parts of the aircraft shall be subjected to an aircraft security search before boarding or loading.

Where external doors are sealed and the aircraft is then moved into a critical part, these requirements shall also apply in the critical part.

10.5.7 Aircraft Security on the Ground

Avion Express ensures that, regardless of where an aircraft is parked at an airport, its aircraft are protected against unauthorized access.

- It is required, that any person seeking to enter aircraft would be challenged promptly by ground staff, engineers and/or crew depending on who has direct responsibility for protecting the aircraft in their field of activities at the time of event;
- All aircraft external doors must be closed when not in use. Where the aircraft is in a critical part, external doors that are not accessible from the ground shall be considered closed if access aids have been removed and placed sufficiently far from the aircraft so as to reasonably prevent access by a person; or
- at some airports there are electronic means which will immediately detect unauthorized access;
- at some airports crew members and engineers that are trained in implementing aircraft protection have an electronic airport identification cards that allow access to operate doors leading directly to the passenger boarding bridge, adjacent to an open aircraft door.

These measures shall not apply to an aircraft parked in a hangar that is locked or otherwise protected from unauthorized access.

The engineering staff shall perform protection of the aircraft during maintenance and servicing and prevent access of unauthorized persons onboard the aircraft.

The crew members shall perform protection of the aircraft from the moment of arrival of the aircraft until it is left to protection of the engineers or contracted handling company.

Between the flights, when the aircraft desolated from the engineering staff or crew members protection of the aircraft is performed by the airport security service.

An effective method to deter or detect illegal access to aircraft is the implementation of frequent but irregularly timed patrols by security personnel. This is particularly important when operations are at their lowest levels and aprons and hangar areas are least frequented. Such patrols are normally conducted by airport personnel.

Additional measures to prevent unauthorized access to passenger aircraft may include:

- Parking aircraft in a well-lighted area; adding security lighting, if necessary;
- When possible, parking aircraft in an observable area;
- Parking aircraft away from fences or buildings that might provide easier access;
- For aircraft parked overnight, depending on the perceived risk at the location, applying a tamper-evident seal to all exterior doors or verifying the identity of all persons who access the aircraft to ensure a legitimate reason for accessing the aircraft.

For aircraft parked remotely from a passenger bridge:

- Closing all exterior doors and exterior hatches of the aircraft;
- Removing all stairs;
- Ensuring no portable stairs, lift devices or passenger transfer vehicles are in the immediate vicinity of the aircraft.

For aircraft parked with access to a passenger bridge:

- Closing all exterior hatches of the aircraft;
- Closing all exterior doors of the aircraft not served by a bridge;
- Locking the door between the terminal and the bridge;
- Ensuring no portable stairs, lift devices or passenger transfer vehicles are in the immediate vicinity of the aircraft;
- Locking or keeping under constant surveillance doors that provide access to the bridge from the apron or retracting the bridgehead from the aircraft and deactivating the bridgehead positioning controls.

10.5.8 Aircraft Sealing Procedure

Specimen of the seal with two numbers:

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The seals used by Avion Express are:

- numbered;
- resistant to the atmospheric impact (wind, rain, low and high temperatures);
- leave an indelible trace after opening of the sealed door indicating break of the seal.

The numbers of the seals issued for use shall be registered in the Seal stocktaking sheet.The seals used and damaged in the aircraft shall be recorded on the seal stocktaking sheet as such. It is placed on the aircraft in flight deck together with reporting forms along with seals.

If any doubt is discovered regarding the potential misuse of seals or if the integrity of a seal stock is compromised, the person, which discovers the issue, shall immediately inform company Operations Control Center and Head of Security. All seals used on aircraft shall be removed and thoroughly searched of panels and compartments, from which the seals have been removed. Additionally, all seals from the aircraft shall be removed from flight deck storage and destroyed, to prevent their reintroduction onto aircraft. New seals will be presented into the aircraft by Head os Security.

If the aircraft, used for operations, is left in the airport critical parts of security restricted areas unattended, the ladders shall be removed, and the door closed. In such case, the aircraft can be left not sealed.

If the aircraft is removed from operations and left unattended in other than the critical parts of security restricted areas, the officer of the airline, who leaves the aircraft last, shall:

- fill-in the seal stocktaking sheet;
- The following doors/panels/places shall be closed and sealed by applying security seals.

The aircraft, doors shall be sealed from inside, except for the door used to leave the aircraft, that shall be sealed from outside. Total number of seals to be applied 14.

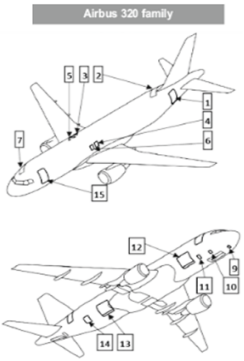
AIRCRAFT SEALING PLACES

Inside the aircraft:

1. AFT door (A321 – door L4)
2. AFT door (A321 – door R4)
3. Right over-wing emergency exit No. 1(A321 – door R3)
4. Left over-wing emergency exit No. 1 (A321 – door L3)
5. Right over-wing emergency exit No. 2 (A321 – door R2)
6. Left over-wing emergency exit No. 2 (A321 – door L2)
7. FWD door R1
8. Flight deck right sliding window (for Boeing only).

Outside the aircraft:

9. Service compartment door No. 1
10. Service compartment door No. 2
11. Service compartment door No. 3 N/A for: B737
12. FWD cargo compartment door
13. AFT cargo compartment door
14. Bulk cargo compartment door (for Airbus only)
15. FWD door L1.



The seal stocktaking sheet shall be filled-in before sealing and left in the aircraft.

NOTE

1. Seal numbers used for aircraft sealing shall be left on ground at the person, who has sealed the aircraft.
2. If Seal with two numbers is used: While sealing the aircraft person shall take the seals, to be used for sealing of aircraft, and list of "Aircraft sealing places". Placing seal on the aircraft and second seal numbered part is to be placed to the "Aircraft sealing places" list in accordance of sealed places on aircraft. This list with seal numbers shall be with a person who has sealed the aircraft for 24 hours or the duration of the flight, whichever is longer.
3. After sealing procedure is complete, Flight crew members, engineering staff and engineers subcontracted by Avion Express, shall send seal numbers to Avion Express OCC. Subsequently OCC will forward those numbers to next crew members, which will perform the flight on this aircraft.

If unused seal is found damaged, the number of the seal shall be recorded in the seal stocktaking sheet as void. Only the flight crew members of the airline, engineering staff and subcontracted by Avion Express maintenance company engineers shall be authorized to seal and unseal the aircraft. To serve the goal, the list of persons authorized to enter the aircraft of the airline shall be approved by company Accountable Manager order.

Prior to entering the aircraft, a representative of the airline shall make sure if the seals are not damaged. He/she shall also sign in the seal stocktaking sheet confirming the check and removal of the seals.

If a trespass is detected or suspected, the aircraft security search shall be accomplished following "Aircraft security search "checklist in the pertinent parts of the aircraft. If trespass is detected in to the passenger's compartment – passenger compartment, flight deck (if was not locked) and 100% of life vest pouches shall be searched. The person who detected the broken seal shall inform the officer in the company responsible for security.

In the cases when the outer door is sealed and the aircraft is moved into the critical parts of security restricted areas of the airport, the above procedure shall also apply in the critical parts of security restricted areas.

10.5.9 Access Control

- The officers of the airport security service shall verify the certificates (airport ID, Crew member ID and equivalent) of the persons entering the airport controlled area;
- The officers of the airport security service shall overview movement in the airport controlled area;
- On working hours, the staff of the airline shall wear the identity card issued by the airline and the airport ID attached to the clothes above the waist in a well visible place;
- On arrival to the airport to perform their duties, the officers of the airline, depending on their position and the control system in the airport, shall have access to the aircraft by passing through the control points for the staff of the ground handling services or the flying personnel by passing the control points for the passengers or special airport control points for the flying staff.

10.6 SECURITY OF IN-FLIGHT SUPPLIES

10.6.1 Objectives of Security Means

Endeavoring to prevent from bringing in prohibited items alongside with supplies, UAB “Avion Express” applies the appropriate security control measures regarding its aircraft.

10.6.2 Security Means for the In-Flight Supplies

The in-flight supplies are all items, intended to be taken on board an aircraft for use, consumption or purchase by passengers or crew during a flight, other than:

a. cabin baggage;
b. items carried by persons other than passengers; and
c. air carrier mail and air carrier materials.

Supplies shall be considered as in-flight supplies from the time that they are identifiable as supplies to be taken on board an aircraft for use, consumption or purchase by passengers or crew during a flight.

The list of prohibited articles in in-flight supplies is the same as the one set out in Attachment 1-A (PERSONS OTHER THAN PASSENGERS) to Commission Implementing Regulation (EU) 2015/1998.

10.6.2.1 Handling of prohibited articles

Persons other than passengers shall not be permitted to carry into security restricted areas the articles listed in Attachment 1-A to Commission Implementing Regulation (EU) 2015/1998.

At all times it shall be ensured that:

a) the person shall have an authorization and shall carry it. The authorization shall either be indicated on the identification card that grants access to security restricted areas or on a separate declaration in writing. The authorization shall indicate the article(s) that may be carried, either as a category or as a specific article. If the authorization is indicated on the identification card, then it shall be recognizable on a need-to-know basis; or

b) a system shall be in place at the security checkpoint indicating which persons are authorized to carry which article(s), either as a category or as a specific article.

Reconciliation shall be performed before the person is allowed to carry the article(s) concerned into security restricted areas or on board an aircraft, or upon being challenged by persons performing surveillance or patrols under point Regulation (EU) No 2015/1998 point 1.5.1 (c).

Articles as listed in Attachment 1-A may be stored in security restricted areas provided they are kept in secure conditions. Articles as listed in points (c), (d) and (e) of Attachment 4-Cto Commission Implementing Regulation (EU) 2015/1998 may be stored in security restricted areas provided they are not accessible to passengers.

10.6.2.2 The Procedure for the Acceptance of the in-flight supplies Onboard the Aircraft

Avion Express uses services of such regulated in-flight supplier only if data about them is available on the Civil Aviation Authorities webpage or Union database on supply chain security website.

The responsibility for the acceptance of the in-flight supplies onboard the aircraft shall remain with the cabin crew. Before loading supplies onboard the aircraft the cabin crew shall check if the supplies have been delivered on the vehicles and by staff of regulated supplier (this is done to check if the status of regulated supplier was not revoked).

10.6.2.3 Criteria of Compliance with the Provisions for the Regulated Aircraft Supplier

A regulated in-flight supplier means a supplier whose procedures comply with the general security regulations and standards in so far as to provide the in-flight supplies directly to the aircraft.

The regulated in-flight supplier shall be approved for a pertinent territory by the appropriate authority.

10.6.2.4 Criteria of Compliance with the Provisions for the Know Aircraft Supplier

A known supplier of in-flight supplies' means a supplier whose procedures meet common security rules and standards sufficient to allow delivery of in-flight supplies to an air carrier or to regulated supplier, but not directly to aircraft.

UAB "Avion Express" does not appoint known aircraft suppliers.

10.6.2.5 Reliability Standards

10.6.2.5.1 Security controls – General Provisions

Security controls — general provisions

In-flight supplies shall be screened before being taken into a security restricted area, unless:

a. the required security controls have been applied to the supplies by an air carrier that delivers these to its own aircraft and the supplies have been protected from unauthorized interference from the time that those controls were applied until delivery at the aircraft; or
b. the required security controls have been applied to the supplies by a regulated supplier and the supplies have been protected from unauthorized interference from the time that those controls were applied until arrival at the security restricted area or, where applicable, until delivery to the air carrier or another regulated supplier; or
c. the required security controls have been applied to the supplies by a known supplier and the supplies have been protected from unauthorized interference from the time that those controls were applied until delivery to the air carrier or regulated supplier.

Any in-flight supply received from a regulated supplier or a known supplier that shows signs of being tampered with, or where there is reason to believe that it has not been protected from unauthorized interference from the time that controls were applied, shall be screened.

10.6.2.5.2 The In-flight Supply Means or Method of Screening

A visual check shall consist of a thorough visual check of the supplies and shall only be allowed:

a. in combination with other methods; or
b. where all parts of the supplies can actually be seen, with or without aids; or
c. where supplies are of a nature that makes the concealment of prohibited articles impossible; or';
d. where ETD or EDD is not available and the size, weight or nature of the in-flight supplies does not permit the use of x-ray equipment, EDS equipment or a hand search.

In this case the visual check shall include a careful examination of the packaging for signs of tampering and where items are consolidated, each individual item shall be checked.

A hand search shall consist of a thorough manual check of the supplies.

When explosive detection system is used the screener must view all images.

An air carrier and a regulated supplier of in-flight supplies shall:

a. screen those supplies in accordance with point 8.1.2 the Annex to Commission Implementing Regulation (EC) No 2015/1998 and points 8.1.1 to 8.1.3 of the Annex to Commission Implementing Regulation (EC) No 2015/1998 when receiving supplies from a company that is not a regulated supplier or known supplier; and;
b. ensure that persons with access to in-flight supplies are subjected to a pre-employment check in accordance with point 11.1 of the Annex to Commission Implementing Regulation (EC) No 2015/1998; and
c. ensure that persons implementing, or responsible for implementing, security controls are recruited, trained and certified in accordance with chapter 11 of the Annex to Commission Implementing Regulation (EU) No 2015/1998.

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In-flight supplies that arrive in the security restricted area on board an aircraft may be exempted from security controls.

The following method shall apply to screening as required by point 8.1.1.1 of the Annex to Commission Implementing Regulation (EU) No 2015/1998: at least 25% of all vehicles or persons delivering in-flight supplies shall be selected on a continuous random basis. From the supplies carried by the selected vehicle or person a representative sample of at least 25% shall be further selected in an unpredictable manner for screening. The unpredictable selection shall follow a defined methodology ensuring that persons delivering in-flight supplies cannot foresee which supplies will be screened.

As an alternative to screening upon access to security restricted areas, in-flight supplies selected for screening in accordance with point 8.1.6 of the Annex to Implementing Regulation (EU) 2015/1998 may be escorted to the point of unloading and subject to screening during or after unloading. Until screening is completed, in-flight supplies shall be under constant supervision by security personnel trained in accordance with point 11.2.3.3 or 11.2.3.5 of the Annex to Commission Implementing Regulation (EU) No 2015/1998.';

The following security control should be provided by regulated supplier and known supplier.

In-flight supplies shall be screened before being taken into a security restricted area, unless:

a. the required security controls have been applied to the supplies by an air carrier that delivers these to its own aircraft and the supplies have been protected from unauthorized interference from the time that those controls were applied until delivery at the aircraft; or
b. the required security controls have been applied to the supplies by a regulated supplier and the supplies have been protected from unauthorized interference from the time that those controls were applied until arrival at the security restricted area or, where applicable, until delivery to the air carrier or another regulated supplier; or
c. the required security controls have been applied to the supplies by a known supplier and the supplies have been protected from unauthorized interference from the time that those controls were applied until delivery to the air carrier or regulated supplier.

Where there is any reason to believe that in-flight supplies to which security controls have been applied have been tampered with or have not been protected from unauthorized interference from the time that those controls were applied, they shall be screened before being allowed into security restricted areas.

10.6.2.5.3 Security Control

When screening in-flight supplies, the means or method employed shall take into consideration the nature of the supplies and shall be of a standard sufficient to reasonably ensure that no prohibited articles are concealed in the supplies.

The screening of in-flight supplies shall also be subject to the additional provisions laid down in Commission Implementing Decision C(2015) 8005.

The following means or method of screening, either individually or in combination, shall be applied:

a. visual check;
b. hand search;
c. x-ray equipment;
d. EDS equipment;
e. ETD equipment in combination with point (a);
f. explosive detection dogs in combination with point (a).

Where the screener cannot determine whether or not the item contains any prohibited articles, it shall be rejected or rescreened to the screener's satisfaction.

An air carrier, a regulated supplier and a known supplier of in-flight supplies shall:

a. appoint a person responsible for security in the company; and
b. ensure that persons with access to in-flight supplies receive general security awareness training in accordance with point 11.2.7 before being given access to these supplies; and
c. prevent unauthorized access to its premises and in-flight supplies; and
d. reasonably ensure that no prohibited articles are concealed in in- flight supplies; and
e. apply tamper-evident seals to, or physically protect, all vehicles and/or containers that transport in-flight supplies.

Point (e) shall not apply during airside transportation.

If a known supplier uses another company that is not a known supplier to the air carrier or regulated supplier for transporting supplies, the known supplier shall ensure that all security controls listed in point 8.1 of Commission Implementing Regulation 2015/1998 are adhered to.

10.6.2.5.4 Search and Screening Venue

The regulated aircraft supplier shall perform the security control for the in-flight supplies in its premises.

10.6.2.5.5 Applicable Security Equipment

The additional equipment used for the provision of aviation security is defined in Commission Implementing Regulation (EU) No. 2015/1998, Chapter 12 “Security equipment”.

Irrespective of the location in the airport, all security screening equipment must be equally calibrated.

10.6.2.5.6 Data on Services Rendering Subjects

The airline UAB “Avion Express” shall perform flights under agreements with regulated aircraft supplier which personnel ensures search and keeping of the in-flight supplies from their acceptance until boarding on the aircraft.

10.6.3 Protection Measures for the In-flight Supplies

In-flight supplies that are in a critical part shall be considered as protected from unauthorized interference.

In-flight supplies that are in a part other than a critical part shall be considered as protected from unauthorized interference if:

a. they are physically protected so as to prevent the introduction of objects; or
b. they are not left unattended and access is limited to persons involved in the protection and loading of in-flight supplies onto aircraft.

The responsibility for the security measures shall remain with the regulated aircraft supplier.

Additional security provisions for in-flight supplies of LAGs and STEBs

In-flight supplies of STEBs shall be delivered in tamper-evident packaging to an airside area or to a security restricted area.

After first reception on airside or in a security restricted area and until their final sale on the aircraft, LAGs and STEBs shall be protected from unauthorized interference.

On first reception on airside or in a security restricted area, a visual check shall be made on supplies of LAGs and STEBs in order to ensure that there are no signs of tampering unless the visual check was already carried out by the regulated supplier or air carrier before delivering the supplies to the aircraft.

10.6.4 Measures to be Taken with Suspicious In-flight Supplies

If the in-flight supplies received from the regulated supplier have evidence or there is every reason to believe that after the control they have not been protected from an unlawful impact, the flight crew member, responsible for the acceptance of the in-flight supplies onboard the aircraft, shall refuse to accept such supplies and the personnel of the regulated supplier shall perform a repeated search of such supplies. After the repeated security search, when it is confirmed that no potentially dangerous items are found, the in-flight supplies shall be accepted on the aircraft.

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10.7 AIR CARRIER'S MAIL AND MATERIALS

10.7.1 Objectives of the Applicable Security Measures

The security measures shall apply with a purpose to prevent carrying of prohibited items in the air carrier's mail and materials which can endanger aviation security.

10.7.2 Objectives of Security Means

10.7.2.1 Acceptance Procedures

The air carrier's mail and materials to be loaded to the cargo compartment shall be screened and searched as hold baggage or their security shall be checked as the security of cargo or mail.

The air carrier's mail and materials to be loaded to another place in the aircraft than the cargo compartment shall be screened and searched as hand luggage. All parcels of the airline shall be submitted to the ground handling company servicing cargo, mail and passengers in the airport which appropriately submits the parcels for the security screening and search and transport them to the aircraft.

Air carrier mail and air carrier materials which originate in critical parts may be exempted from these security controls.

Spare parts for aircraft, transported as air carrier materials, may be exempted from these security controls provided that they are accompanied by documentation attesting airworthiness conformity with applicable EU requirements. Such documents shall be checked by the aviation security personnel prior to loading of the spare parts onto an aircraft and kept in the office of the airline in the departure airport during the period of the flight or 24 hours, whichever is longer.

10.7.2.2 Search and Screening Standards

The air carrier's mail and materials to be loaded on to the cargo compartment shall be screened and searched as hold baggage or their security shall be checked as the security of cargo or mail.

The air carrier's mail and materials to be loaded on to another place in the aircraft than the cargo compartment shall be screened and searched as hand luggage. All parcels of the airline shall be submitted to the ground handling company servicing cargo, mail and passengers in the airport which appropriately submits the parcels for the security screening and search and transport them to the aircraft.

10.7.2.3 Search and Screening Venue

Location of the search and screening venues are defined in ICAO, ECAC, the European Union regulations, Decision (EU) C(2015)8005 of the Commission and shall comply with the provisions of such documents.

10.7.2.4 Applicable Security Equipment

The additional equipment used for the provision of aviation security is defined in Commission Implementing Regulation (EU) No. 2015/1998 of 05 November 2015, Chapter Twelve "Security equipment" and Commission Implementing Decision C(2015)8005, Chapter Twelve "Security equipment".

10.7.2.2 Data on Services Rendering Subjects

Avion Express shall perform flights under agreements with registered agents which personnel ensures search and protection of the air carrier's mail and materials from the moment of acceptance until loading onboard the aircraft.

10.7.3 Air carrier's Materials Used in Rendering Services to the Passengers

Avion Express shall employ the services of the companies engaged in check-in of passengers and baggage which use their materials for servicing passengers and baggage. The passengers shall be offered the possibility to check-in themselves and the use of the appropriate Internet services shall be deemed legal access to such systems.

10.7.3.1 Security Standards

The materials which are used for servicing passengers and baggage, and which can be used to cause a threat to aviation security shall be kept or protected to prevent the unlawful access.

Discarded materials which could be used to facilitate unauthorized access or move baggage into the security restricted area or onto aircraft shall be destroyed or invalidated.

Departure control systems and check-in systems shall be managed in such a manner as to prevent unauthorized access.

Self-check-in allowed for use by passengers shall be considered as authorized access to such systems.

10.7.3.2 Data on Services Rendering Subjects

The airline shall use services of the subjects rendering services to check-in passengers and baggage in the airports.

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10.8 CARGO AND MAIL SECURITY

10.8.1 Objectives of Security Means

The cargo and mail to be transportedby international and domestic passenger flights shall be subjected to the appropriate security control, including screening where required, as established by the applicable state before loading on board the aircraft with a goal to prevent bringing in of prohibited items into the aircraft.

Assembled explosive and incendiary devices that are not carried in accordance with the applicable safety rules shall be considered as prohibited articles in consignments of cargo and mail.

References to third countries in this Chapter and where applicable in Commission Implementing Decision C(2015) 8005 include other countries and territories to which, in accordance with Article 355 of the Treaty on the Functioning of the European Union, Title VI of Part Three of that Treaty does not apply.

10.8.2 Avion Express Cargo and Mail Acceptance Procedures

Avion Express accepts cargo and mail for transportation from a registered agent or registered mail (approved by appropriate institutions) services.

All cargo and mail will be screened by a regulated agent before being loaded on to an aircraft, unless:

a. the required security controls have been applied to the consignment by a regulated agent and the consignment has been protected from unauthorized interference from the time that those security controls were applied and until loading on aircraft; or
b. the required security controls have been applied to the consignment by a known consignor and the consignment has been protected from unauthorized interference from the time that those security controls were applied and until loading; or
c. the required security controls have been applied to the consignment by an account consignor, the consignment has been protected from unauthorized interference from the time that those security controls were applied and until loading and it is not carried on a passenger aircraft; or
d. the consignment is exempt from screening and has been protected from unauthorized interference from the time that it became identifiable air cargo or identifiable air mail and until loading.

Where there is any reason to believe that a consignment, to which security controls have been applied, has been tampered with or has not been protected from unauthorized interference from the time that those controls were applied, Avion Express will ask the regulated agent to screen the consignments before being loaded on to an aircraft. Consignments which appear to have been significantly tampered with or which are otherwise suspect shall be treated as high-risk cargo or mail (HRCM) in accordance with point 6.7 of Commission Implementing Regulation (EU)2015/1998.

Avion Express demands that the regulated agent, when accepting consignments from another regulated agent, shall establish the security status of the consignment by verifying whether or not "SPX", "SHR" or "SCO" is indicated on the accompanying documentation. If there is no such indication, it's deemed that no security controls have previously been applied and the flight crew will not accept the consignment on board the aircraft until the personnel of the regulated agent does not complete the security control.

The regulated agent alongside with cargo or mail shall submit the air waybill (AWB) or separate declaration and the accompanying documents, i.e. AWB or a separate declaration (in electronic format or a hard copy).

The documents shall be submitted to the flight crew member who is responsible for loading of consignment for the inspection at any time before loading of the consignment onboard the aircraft and shall provide all of the following information:

a. the unique alphanumeric identifier of the regulated agent as received from the appropriate authority;
b. a unique identifier of the consignment, such as the number of the (house or master) AWB;
c. the content of the consignment, except for consignments listed in points 6.2.1(d) and (e) of Commission Implementing Decision C(2015) 8005;
d. the security status of the consignment, stating:

- 'SPX', meaning secure for passenger, allcargo and all-mail aircraft, or
- 'SCO', meaning secure for allcargo and all-mail aircraft only, or
- 'SHR', meaning secure for passenger, allcargo and all-mail aircraft in accordance with high risk requirements;

e. the reason that the security status was issued, stating:

- 'KC', meaning received from known consignor, or
- 'AC', meaning received from account consignor, or
- 'RA', meaning selected by a regulated agent, or
- the means or method of screening used, or
- the grounds for exempting the consignment from screening;

f. the name of the person who issued the security status, or an equivalent identification, and the date and time of issue;
g. the unique identifier received from the appropriate authority, of any regulated agent who has accepted the security status given to a consignment by another regulated agent.

Note: Avion Express does not carry cargo and mail from the third countries in to the European Union airports with next exemptions:

Exemptions C(2015)8005 point 6.8:

1. The requirements of point 6.8 of Commission Implementing Regulation (EU) 2015/1998 shall not apply where the air cargo or mail is being loaded in a third country listed in Attachment 6-Fii of this Decision or 6-Fi of Commission Implementing Regulation (EU) 2015/1998. Third countries shall be included in Attachment 6-Fii on the basis of a common EU risk assessment.
2. For objective reasons, the appropriate authority may exempt the following flights from the requirements of point 6.8 of the Annex to Commission Implementing Regulation (EU) No 2015/1998 on the basis of a risk assessment:
   a. flights carrying only government mail or cargo where security and protection is ensured by a state authority; and
   b. ad-hoc flights operated on account of a single consignor.

3. The appropriate authority may, on the basis of a risk assessment, exempt from the requirements of points 6.8.1 and 6.8.2 of the Annex to Implementing Regulation (EU) 2015/1998 individual flights into its territory by an air carrier that predominantly operates ad-hoc flights. This shall be limited to air carriers with an unpredictable ad-hoc pattern of operations not reasonably permitting ex-ante verifications and/or the establishment of a roadmap in accordance with the requirements of point 6.8.2.2 of the Annex to Implementing Regulation (EU) 2015/1998. The air carrier shall request such an exemption in writing from the appropriate authority of the Member State in which the first airport of arrival is located.

This exemption may only be granted if the appropriate authority receiving the flight obtained confirmation from the appropriate authority referred to in point 6.8.1.1 of the Annex to Implementing Regulation (EU) 2015/1998 that the latter has verified that:

a. the air carrier security program is relevant and complete in respect of all points set out in Attachment 6-G to Implementing Regulation (EU) 2015/1998; and
b. the air carrier applies an internal security quality assurance program that is equivalent to EU aviation security validation; and
c. the air carrier commits to subject to EU aviation security validation every year all or at least three airports from which it operates flights into the Union and to submit the validation reports to the appropriate authority.

The appropriate authority referred to in point 6.8.1.1 of the Annex to Implementing Regulation (EU) 2015/1998 shall promptly inform all Member States if an air carrier did not fulfil its commitment in respect of EU aviation security validations and/or if it is no longer satisfied that the security program or the internal quality assurance program of the air carrier are adequate.

The data on exclusion of the regulated agent from the data basis of the EU regulated agents and known consignors shall be forwarded to the flight crew by the aviation Head of Security.

10.8.3 Regulated agent's Cargo Acceptance Procedures

When accepting any consignments, a regulated agent shall establish whether the entity from which it receives the consignments is a regulated agent, a known consignor, an account consignor or none of these.

The person delivering the consignments to the regulated agent or air carrier shall present an identity card, passport, driving license or other document, which includes his or her photograph and which has been issued or is recognized by the national authority. The card or document shall be used to establish the identity of the person delivering the consignments.

Regulated agent, when accepting consignments from another regulated agent, shall establish the security status of the consignment by verifying whether or not "SPX", "SHR" or "SCO" is indicated on the accompanying documentation. If there is no such indication, it shall be deemed that no security controls have previously been applied.

When accepting consignments to which security controls have previously been applied, the regulated agent shall establish the identity and address of the agent or consignor.

This shall be done at least by verifying whether the agent or consignor is listed as a regulated agent or known consignor in the 'Union database on supply chain security'.

The verification can be considered as done if the regulated agent verified earlier on the same day that the entity from which it receives consignments is listed in the 'Union database on supply chain security'.

The regulated agent shall ensure that consignments to which not all required security controls have previously been applied are:

a. screened in accordance with EU Commission Implementing Regulation 2015/1998 section 6.2; or
b. accepted for storage under the regulated agent's exclusive responsibility, not identifiable as shipment for carriage on an aircraft before selection, and selected autonomously without any intervention of the consignor or any person or entity other than those appointed and trained by the regulated agent for that purpose.

Point (b) may only be applied if it is unpredictable for the consignor that the consignment is to be transported by air.

After the security control of consignments completed, the regulated agent ensures:

a. Unescorted access to these consignments is limited to unauthorized persons; and
b. These consignments are protected from unauthorized interference until they are handed over to another regulated agent or air carrier. Consignments of cargo and mail that are in a critical part of a security restricted area shall be considered as protected from unauthorized interference. Consignments of cargo and mail that are in parts other than a critical part of a security restricted area shall be located in the access-controlled parts of the regulated agent's premises or, whenever located outside of such parts, shall:

- be physically protected so as to prevent the introduction of a prohibited article, or
- not be left unattended and access is limited to persons involved in the protection and handling of cargo.

A person with unescorted access to identifiable air cargo or identifiable air mail, to which the required security controls have been applied, shall have successfully completed either a background check or a pre-employment check in accordance with point 11.1 of EU Commission Implementing Regulation (EU)2015/1998.

Consignments which appear to have been significantly tampered with or which are otherwise suspect, by regulated agent shall be treated as high risk cargo or mail (HRCM) in accordance with point 6.7 of Commission Implementing Regulation (EU)2015/1998.

A regulated agent tendering consignments to another regulated agent or air carrier may also decide to transmit only the information required under points (a) to (e) and (g) and to retain the information required under point (f) for the duration of the flight(s) or for 24 hours, whichever is the longer.

In case of tendering consignments the requirement of points SM 11.2 considered to be satisfied, if:

a. the regulated agent performing the consolidation retains the information required for each individual consignment for the duration of the flight(s) or for 24 hours, whichever is longer; and
b. the documentation accompanying the consolidation includes the alphanumeric identifier of the regulated agent who performed the consolidation, a unique identifier of the consolidation and its security status.

Point (a) shall not be required for consolidations that are always subject to screening or exempted from screening in line with points 6.2.3(d) and (e) of Commission Implementing Decision C(2015) 8005 if the regulated agent gives the consolidation a unique identifier and indicates the security status and a single reason why this security status was issued.

Regulated agent ensure, that all staff implementing security controls are recruited and trained in accordance with the requirements of EU 2015/1998 Regulation chapter 11 and all staff with access to identifiable air cargo or identifiable air mail, to which the required security controls have been applied, have been recruited and passed the security awareness training in accordance with the requirements of EU 2015/1998 Regulation chapter 11.

When accepting consignments to which not all required security controls have previously been applied, the regulated agent may also elect not to apply the security controls as referred to in Commission Implementing Regulation 2015/1998 point 6.3.2, but to hand the consignments over to another regulated agent to ensure the application of these security controls.

Cargo and mail shall be screened by at least one of the following methods in accordance with Attachment 6-J of the Implementing Regulation (EU) 2015/1998:

a. hand search;
b. x-ray equipment;
c. EDS equipment;
d. explosive detection dogs (EDD);
e. ETD equipment;
f. visual check;
g. metal detection equipment (MDE).

Where the screener cannot determine whether or not the cargo or mail contains any prohibited articles, it shall be rejected or rescreened to the screener's satisfaction.

Methods of screening cargo and mail:

A. A hand search shall consist of a thorough manual check of the consignment, including all its contents.
B. X-ray screening:

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

C. Screening with small amount explosive detectors:

- (ETD) shall consist of the analysis of trace particles or vapor samples taken from both the inside and the outside of the consignment and from its contents.
- Trace particles or vapor samples shall be collected from at least the following areas:
  a. internal and external box seams, if applicable, under any protective wrapping;
  b. any areas which appear to have been subject to tampering.
  c. any areas used for manual handling or lifting;
  d. a minimum of 2 external surfaces, under any protective wrapping.

- ETD equipment may not be used, other than in combination with other appropriate means or methods, for screening consignments if any of the following conditions apply:
  a. if it is not possible to access any area listed at point 2 (-(d) above; or
  b. the consignment surfaces are wet or damp; or
  c. the consignment surfaces are obscured or otherwise protected by packing material which may reduce or impede the effectiveness of the sample collection.

D. Visual check shall consist of a thorough visual check of the consignment and shall only be allowed:

- in combination with other methods; or
- where all parts of the consignment can actually be seen, with or without aids; or
- for live animals.

E. Metal detection equipment

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

If agreed by the appropriate authority and notified to the Commission, other appropriate security controls may be applied only where it is not possible to apply any of the other means or methods specified in point 6.2.1.5 of EU 2015/1998 Regulation owing to the nature of the consignment.

Some states do not require implementation of regulated agent or known shipper/consignor program. If there will be flights in such states, the company will ensure cargo and/or mail shipments transported on a passenger flight are subjected to the application of appropriate security controls to make the shipments as known cargo and:

i. The application of security controls is confirmed and accounted for by the Avion Express;
ii. Security controls are in compliance with:

- the state were such shipments are accepted;
- other states with requirements applicable to such shipment.

10.8.4 Storage of Secure Air Cargo and Mail

The following measures should be implemented by regulated agents when securing consignments designated as air cargo or mail to be carried on a commercial aircraft:

- air cargo and mail should be packed and/or sealed using methods that will easily indicate any signs of tampering;
- air cargo and mail should be stored in an area that is inaccessible by unauthorized persons and be protected until delivered to another regulated agent or an aircraft operator, in accordance with the regulated agent security program's access control measures;
- air cargo and mail should be stored in a way that ensures that secured and unsecured cargo are not mixed (e.g. different storage areas, labeling); and
- air cargo and mail remain secure until they are transferred to another regulated agent or an aircraft operator in order to maintain the integrity of such consignments and prevent the introduction of prohibited articles in consignments.

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Instructions on the storage and handling of and access control measures for air cargo should be provided to all staff, regardless of their level of access. However, only authorized personnel should be allowed to access, handle and store air cargo.

Regulated agents should apply security controls, including screening, to air cargo and mail when it has been determined that the integrity of such consignments may have been compromised due to lack of appropriate control or possible unauthorized interference. Based on the situation (e.g. intentional breach of security, or criminal intent or tampering), and according to the regulated agent security program and/or airport security program, the regulated agent employee responsible for supervising the application of security controls should notify the appropriate authority.

Regulated agents should ensure that physical and procedural security measures and access control are met:

- facilities are protected against unauthorized access, which may include use of physical barriers such as fences or gates, and that appropriate access control procedures are in place, with emphasis on areas or facilities where air cargo or mail is processed;
- areas or facilities where consignments are assembled or packaged for transport by air are supervised by suitably trained staff to prevent unauthorized articles or substances from being introduced at this stage;
- consignments designated as air cargo or mail are stored in an area that is inaccessible to unauthorized persons and protected until delivered to another regulated agent or an aircraft operator; and
- access to areas from where consignments are dispatched are adequately controlled, and procedures are implemented to ensure that only authorized persons and vehicles access such areas:

  i. all shipping and receiving doors should be closed and locked or guarded when not in use. If ventilation is needed, lockable metal screen doors may be installed;
  ii. cargo shipping and receiving doors should, if possible, be equipped with intrusion detection devices or another means of protection against intrusion;
  iii. doors intended for vehicular access should not be used by any person to enter or exit buildings, as this may provide an avenue for circumventing security controls;
  iv. doors should be inspected frequently to ensure they are in good condition and have not been tampered with;
  v. access to cargo facilities and areas should be restricted to individuals with an operational need for access and having received appropriate security training to handle secure cargo, and those with unescorted access to air cargo should be appropriately screened and authorized by the relevant entity and/or appropriate authority;
  vi. personnel doors should be designed and located so as to ensure control over entry and exit. These doors should also be locked or guarded when not in use;
  vii. doors required for use as emergency exits only, and which are not continually supervised, should be equipped with audible, centrally-monitored alarms.

Secure cargo should be segregated from non-secure cargo and should be held in designated secure areas or guarded until they have been loaded onto an aircraft or dispatched to the next entity in the supply chain.

The designated area can either be a zone separated from other areas by a wall, cage, compartment, room or building that is secured against unauthorized access or made tamper-evident using seals or locks, or otherwise protected using intrusion detection systems.

Regulated agents should implement sufficient control measures to ensure the integrity of consignments designated as air cargo or mail, and to detect unauthorized access to or the introduction of prohibited articles in consignments. These may include, but are not limited to, security patrols, closed-circuit television surveillance systems (CCTV), electronic access control measures, seals, lockers, movement detectors and the screening of staff involved in the preparation of consignments for carriage.

Regulated agents should designate at least one person at each site to be responsible for the application and supervision of the implementation of security controls at that site. This person should have passed a criminal background check, in accordance with national legislation.

If the area where air cargo or mail is stored is located within the security restricted area of an airport, regulated agents should comply with the airport security program and/or other directives related to the protection of such areas from unauthorized access, and these should be clearly described in regulated agent security program.

Any other entity sharing the same facilities, or parts thereof, as a regulated agent should abide by the regulated agent security program. This includes any entities contracted by the regulated agent to perform duties described in the regulated agent security program, and for which the regulated agent is responsible.

In the event that an entity contracted by a regulated agent performs, at a remote location, duties for which the regulated agent is responsible (e.g. packing of artefacts at a museum), the same protection measures as the ones implemented at the regulated agent's facilities apply. Any such remote locations should be overseen by the regulated agent, be considered as the regulated agent's own site, and be listed in the regulated agent security program.

Regulated agents should establish, document and implement a process for the issuing and control of all staff security identification permits. Regulated agents should ensure that all staff accessing security areas wear a security identification permit visibly displaced on an outer garment, issued by the regulated agent or the appropriate authority.

When a vehicle is seeking access to a security restricted area where air cargo loading and unloading takes place, the regulated agent should ensure that the vehicle bears a valid vehicle permit or similar authorization and that there is a valid reason for requiring access and entering the area.

Regulated agents should establish, document and maintain procedures for all employees to report and challenge any unauthorized or unidentified persons.

Entrance to the premises for acceptance of cargo and mail, security inspections, assortment and storage shall be made through the defined access gates. The access gates shall be constantly controlled. The staff and the persons authorized to enter the premises shall be issued the passes. When the access gates are not used, they must be locked and sealed.

Technical means can be used for protection of the premises (seals, CCTV, alarm warning, movement detectors, etc.).

10.8.5 Applicable Security Equipment

The additional equipment used for the provision of aviation security is defined in Commission Regulation (EU) No. 2015/1998, Chapter 12 "Security equipment".

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10.8.6 Data on Services Rendering Subjects

Avion Express performs flights under agreements with regulated agents which personnel ensure search and protection of the air carrier's mail and materials from the moment of acceptance until loading onto an aircraft.

10.8.7 List of Cargo and Mail Exemptions for Screening and Hand Check

The following consignments may be exempted from screening:

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

Applying exemption (a) and (b), reliable sources shall include established medical and charitable organizations, for which the regulated agent or appropriate authority has confirmed:

a. the address; and
b. the nature of the business or operation; and
c. contact details of a person accepting responsibility for the consignment; and
d. VAT reference number or company registration number.

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

The appropriate authority may, on the basis of a risk assessment, allow the following consignments to be exempted from screening or to be subjected to special security procedures:

a. consignments of mail comprised only of items that are individually 2000 grams or less in total weight and which are carried on all-mail flights within a Member State, for delivery to an address within that Member State;
b. for objective reasons, government mail or cargo where security and protection is ensured by that Member State;
c. cargo and mail transported on individual ad-hoc flights operated on account of a single consignor.

The appropriate authority may allow a diplomatic bag to be exempted from screening or to be subjected to special security procedures provided that the requirements of the Vienna Convention on Diplomatic Relations are met.

The transit cargo not required to be screened and searched if it remains onboard the aircraft.

On conducting the operations in a cargo facility, the company ensure the procedures are in place for persons and vehicles having access to security restricted areas in or around any cargo facility are subjected to security control by airport security staff.

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10.8.8 Security of Unaccompanied Hold Baggage and the Private Property Transported as a Cargo

10.8.8.1 Search and Screening Standards

Search and screening standards defined in point 5.3.3 of Commission Implementing Regulation (EU) 2015/1998.

10.8.8.2 Search and Screening Venue

Locations for the search and check points are defined by ICAO, ECAC regulations, National Security program, European Union regulations and must comply with the requirements of these documents.

10.8.8.3 Applicable Security Equipment

The additional equipment used for the provision of aviation security is defined in Commission Implementing Regulation (EU) No. 2015/1998, Chapter 12 “Security equipment”.

10.8.8.4 Data on Services Rendering Subjects.

Avion Express performs the flights under agreements with the airports. Airports security personnel performs security services in the airport and performs search and screening of mail parcels on the contractual agreement with mailing services.

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10.8.9 10.8.9 Cargo and Mail Security

10.8.9.1 10.8.9.1 Security Measures

In order to ensure that consignments to which the required security controls have been applied are protected from unauthorized interference during transportation:

a. the consignments shall be packed or sealed by the regulated agent, known consignor or account consignor so as to ensure that any tampering would be evident; where this is not possible alternative protection measures that ensure the integrity of the consignment shall be taken; and
b. the cargo load compartment of the vehicle in which the consignments are to be transported shall be locked or sealed or curtain sided vehicles shall be secured with TIR cords so as to ensure that any tampering would be evident, or the load area of flatbed vehicles shall be kept under observation; and
c. the air carrier declaration as contained in Commission Regulation (EU) No. 2015/1998 Attachment 6-E shall be agreed by the hauler who has entered into the transport agreement with the regulated agent, known consignor or account consignor, unless the hauler is itself approved as a regulated agent.

The signed declaration shall be retained by the regulated agent, known consignor or account consignor on whose behalf the transport is carried out. On request, a copy of the signed declaration shall also be made available to the regulated agent or air carrier receiving the consignment or to the appropriate authority concerned.

As an alternative to point (c), the hauler may provide evidence to the regulated agent, known consignor or account consignor for whom it provides transport that it has been certified or approved by an appropriate authority.

This evidence shall include the requirements contained in Attachment 6-E and copies shall be retained by the regulated agent, known consignor or account consignor concerned. On request, a copy shall also be made available to the regulated agent or air carrier receiving the consignment or to another appropriate authority.

Point 10.8.4.1.1 (b) and (c) shall not apply during airside transportation.

10.8.9.2 Protection of Cargo and Mail at Airports for Loading Onto an Aircraft

Consignments of cargo and mail that are in a critical part shall be considered as protected from unauthorized interference.

Consignments of cargo and mail in a part other than a critical part of a security restricted area shall be located in the access-controlled parts of a regulated agent's premises or, whenever located outside of such parts, shall be considered as protected from unauthorized interference if:

a. they are physically protected so as to prevent the introduction of a prohibited article; or
b. they are not left unattended and access is limited to persons involved in the protection and loading of cargo and mail onto an aircraft.

Express consignments to be delivered within 48 hours shall be transported by air only if the following security measures apply:

a. mail is accepted, processed and administered by duly the chosen and trained personnel;
b. mail received shall be screened by at least one of the following methods:

i. hand search or physical search;
ii. screening by X-ray machine;
iii. search in the simulator; or
iv. search by other technical or bio-sensory means (i.e. traces and explosive detecting dogs) endeavoring to ensure that it does not contain prohibited items; and

c. information on the flight and the route of the mail transporting aircraft is kept confidential.

Other mail than express mail shall be transported by air only if the following security measures apply:

a. mail is accepted, processed and administered by duly the chosen and trained personnel;
b. mail received:

i. hand search or physical search;
ii. screening by X-ray machine;
iii. search in the simulator; or
iv. search by other technical or bio-sensory means (i.e. traces and explosive detecting dogs) endeavoring to ensure that it does not contain prohibited items.

The security measures defined in sub-para b shall randomly apply to a part of mail.

The security measures defined in sub-para b shall not apply to:

a. mail from a known consignor;
b. letters which weight or thickness is under the defined norm;
c. consignments with rescue means;
d. items of a high value which protection standard is not less than defined in sub-para b;
e. mail to be transported by air between the EU airports;
f. transit mail.

10.8.9.3 Areas of the Cargo Building

Cargo terminals and warehouses represent an area that may be favorable to the introduction of weapons, explosives or other prohibited items that could affect aviation security. Generally, cargo terminals should be divided into two sectors:

a. The landside sector, which may be entered by cargo personnel and members of the general public to send or pick up goods, as well as by service vehicles and cargo delivery/collection vehicles. This portion should include the parts of the terminal where cargo is delivered and picked up.

b. The airside sector, which includes that portion of the terminal facilities where cargo is processed for air transportation or transshipment cargo is stored. The airside sector shall be isolated from the landside sector portion of the terminal, the border should be clearly defined and access to the airside portion shall be restricted. The airside portion could as well be included in the security restricted area of the airport; access to that area shall be strictly controlled. All persons and, where applicable, vehicles entering the airside sector shall be subjected to security controls.

Areas of the cargo building where cargo is stored after acceptance shall be secured and protected against unauthorized interference. Cargo shipments (including transshipment cargo) must be protected from unauthorized interference from the point security screening or other security controls are applied until departure of the aircraft. Where there is any reason to believe that a consignment to which security controls have been applied has been tampered with or has not been protected from unauthorized interference from the time that those controls were applied, it shall be screened before being loaded on to an aircraft, within the EU by a regulated agent.

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10.8.10 Procedures for Diplomatic Mail Transportation

Foreign diplomatic mail shall be carried by a diplomatic courier or a temporary diplomatic courier (hereinafter, the diplomatic courier) and foreign consular mail by a consular courier or temporary consular courier (hereinafter, the consular courier). Diplomatic mail carried by the diplomatic courier and consular mail carried by the consular courier shall be accepted on board the aircraft together with the cabin baggage of the diplomatic or consular courier. If the diplomatic or consular courier does not accompany any foreign diplomatic or foreign consular mail, it can be handed to the pilot in- command of the aircraft flying to the defined airport.

The consignor or consignee of foreign diplomatic or consular mail can authorize its officer to give diplomatic or consular mail directly to the commander or taking delivered foreign diplomatic or consular mail directly from him.

Foreign diplomatic mail is immune, it cannot be opened or arrested.

The aviation security inspection procedures shall not apply to foreign diplomatic or consular mail, however, when there is a reason to believe that the consignment with foreign diplomatic or consular mail contains items which can endanger aviation security foreign diplomatic or consular mail can be screened. Foreign diplomatic or consular mail shall be screened only with the consent of the consignor of foreign diplomatic or consular mail and in the presence of the authorized officer or the diplomatic or consular courier. If the consignor of foreign diplomatic or consular mail does not agree with screening of foreign diplomatic or consular mail or such screening reveals that the consignment with foreign diplomatic or consular mail contains items which endanger aviation security, the consignment with foreign diplomatic or consular mail shall be refused from entrance to the security restricted area and shall be returned to the authorized officer or the diplomatic or consular courier of foreign diplomatic or consular mail. If screening gives a reason to believe that the consignment contains not the official correspondence, documents or items for the official use, the following provisions shall apply:

- foreign consular mail cannot be open or arrested, however, when there is a reason to believe that the consignment with foreign consular mail contains not the official correspondence, documents or items for the official use, the officers of the airport aviation security service or the customs can insist that the authorized officer of the consignor or consignee of foreign consular mail.
- or the consular courier, with the consent of the consignor or consignee of foreign consular mail, would open in their presence the consignment with foreign consular mail.

If the consignor or consignee of foreign consular mail refuses to comply with such requirement or the opening reveals that the contained items or a their part is not the official correspondence, documents or items for the official use, the consignment with foreign consular mail shall be returned to the authorized officer or the consular courier of consular mail and the arriving consignment with foreign consular mail shall not be handed over to the authorized officer of the consignee of consular mail but shall be returned to the delivering consular courier or commander.

When the consignment with foreign consular mail is returned to the authorized officer of consignor of foreign consular mail or the consular courier, after removing the reasons due to which the consignment with foreign consular mail was returned, once again he can submit the consignment for sending. The commander shall keep the returned consignment with foreign consular mail and return it to the consignor of foreign consular mail.

All procedures and formalities related to delivering of foreign diplomatic or foreign consular mail to the aircraft or taking from the aircraft shall be executed shall be given the priority.

In the case of disagreement between the authorized officer of the consignor or consignee of foreign diplomatic or consular mail and the authorities performing screening or the airport services on application of such regulations.

The principal provisions of this decision defining the duties and responsibilities of the pilot-in command are as follows:

- on completion of the aviation security search and screening in the airport the officer of the ground handling company, by car or (if not necessary) on foot, accompanies the authorized officer of the consignor of foreign diplomatic or foreign consular mail with diplomatic or consular mail to the appropriate aircraft;
- the authorized officer of the consignor of foreign diplomatic or foreign consular mail who delivered diplomatic or consular mail shall be given access to the aircraft and handover such mail and documents confirming the status of diplomatic or consular directly to the commander;
- if the consignment with foreign diplomatic or consular mail (all bags and containers) shall exceed 10 kg or 70x30x42 cm, foreign diplomatic or consular mail shall be delivered to the aircraft through the airport cargo terminal in compliance with the defined procedures accompanied by the authorized officer of the consignor of foreign diplomatic or consular mail;
- foreign diplomatic or consular mail delivered to the aircraft by the authorized officer of the consignor of foreign diplomatic or consular mail shall be directly and unimpededly handed over to the commander;
- the authorized officer of the consignee of foreign diplomatic or consular mail shall arrive to the aircraft accompanied by the officer of the ground handling company by car or (if not necessary) on foot;
- the authorized officer of the consignee of foreign diplomatic or consular mail shall enter on board the aircraft and take foreign diplomatic or consular mail and the accompanying documents directly from the commander;
- the consignment with foreign diplomatic or consular mail (all bags and containers) exceeding 10 kg or 70x30x42 cm, shall be handed to the consignee through the airport cargo terminal. Such consignment with foreign diplomatic or consular mail, under surveillance of the authorized officer of the consignee of foreign diplomatic or consular mail, shall be loaded onto the vehicle of the ground handling company and taken to the airport cargo terminal where after scrutiny of the documents confirming the status of the consignment it shall be handed to the authorized officer of the consignee of foreign diplomatic or consular mail and can be loaded onto the vehicle of the consignee. All operations with the consignment with foreign diplomatic or consular mail (loading, transportation in the airport area) shall be performed under surveillance of the authorized officer of the consignee of foreign diplomatic or consular mail and only on consent or agreement issued by the consignee of foreign diplomatic or consular mail;

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- if the authorized officer of the consignee of foreign diplomatic or consular mail does not appear to take foreign diplomatic or consular mail in time, foreign diplomatic or consular mail shall be further protected by the crew members in the aircraft. It is the responsibility of the pilot in command to take a decision on a possibility to handover it in another form or transport it back according to the agreement on transportation of foreign diplomatic or consular mail concluded with the consignor or consignee of foreign diplomatic or consular mail and pursuant to the international legislation.

10.8.11 Measures to be Taken with the Suspicious Baggage or Mail

If suspicious cargo or mail consignment is found the crew members shall inform the officers of the police in the airport. Such cargo and consignment shall not be moved until the police arrive. The security measures must be taken as not to stand and use radio transmitters or mobile phones in the vicinity of the item, prevent access of the unauthorized persons to the suspicious cargo or mail consignment.

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11.1 AIRCRAFT CLEANING

11.1.1 GENERAL

As a general rule, interior cleaning shall start as soon as passengers have disembarked. For overnight stops, cleaning shall be accomplished as soon as practical, to prevent odours and have aircraft ready for possible adhoc flights. Cleaning shall be performed to high standard, so aircraft is presentable to passengers and crew. Cleaning providers should employ own quality systems which should include feedback from cabin crew. Cleaning providers at bases shall be in regular contact with base manager who will provide additional feedback and cleaning instructions as needed. Further descriptions of tasks and frequency of cleaning are listed below.

For ACMI operations cleaning schedule and specification might differ from outlined in this chapter in order to satisfy client's standards for particular type of operations.

11.1.2 TURNAROUND CLEANING

Turnaround clean shall be accomplished on every turnaround, unless crew refuses cleaning due to on time performance or other considerations.

11.1.3 NIGHT CLEANING

Night clean shall be accomplished once every 24hrs when aircraft is in use, at the base airport.

11.1.4 INTERMEDIATE CLEANING

During intensive aircraft utilization intermediate cleaning should be performed once per two weeks during night stop at base airport.

11.1.5 DEEP CLEANING

During intensive aircraft utilization deep cleaning shall be accomplished monthly according to schedule, every second full week of the month. This is to ensure that all aircraft will receive deep clean at regular intervals, despite them being swapped between bases. Additional deep cleaning may be ordered by base managers or OCC due to special circumstances.

11.1.6 TURNAROUND CLEANING PERFORMED BY CREW

Crew can perform cleaning by themselves when required or requested in specific airports, in case of flight irregularities, lack of cleaning personnel.

11.1.7 CLEANING REQUIREMENTS FOR A320 FAMILY AIRCRAFT

	PASSENGER CABIN	Fast	Turnaround	Night	Intermediate	Deep	Crew
a	Remove In-flight waste from Cabin Area	X	X	X	X	X	X
b	Remove In-flight waste from Seat literature pockets & Overhead lockers	X	X	X	X	X	X
c	Vacuum clean inside Seat pockets				X	X	
d	Clean both sides of seat tables, including in arm tables	X	X	X	X	X	
e	Spot Clean and arrange window blinds		X	X	X	X	
f	Clean seat arms			X	X	X	
g	Clean seat frames under seat cushion			X	X	X	
h	Brush Seats, cross seat belts	X	X	X	X	X	X
i	Refold blankets, return all blankets & pillows to overhead lockers	X	X	X	X	X	X
j	Clean Cabin windows			X	X	X	
k	Spot Clean overhead lockers, wall panels, bulkheads, and floor level vents		X				
l	Clean overhead lockers, wall panels, bulkheads, PSUs and floor level vents			X	X	X	
m	Clean & dry wall panels, floor level vents, inside & outside of lockers					X	
n	Clean & dry Bulkhead, PSUs & Console					X	
o	Cleaning ceiling air conditioning centre vents				X	X	
p	Clean and dry ceiling panels					X	
q	Clean all main and emergency exit doors				X	X	
r	Spot clean ceiling panels					X	
s	Vacuum & spot clean carpet		X	X	X	X	

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	GALLEY	Fast	Turnaround	Night	Intermediate	Deep	Crew
a	Remove waste sacks from carts and static bins	X	X	X	X	X	X
b	Clean and disinfect carts & bins		X	X	X	X	
c	Replace with new waste sacks in carts and static bins, including two spares	X	X	X	X	X	X
d	Clean ceiling panels, bulkheads, main doors and wall panels				X	X	
e	Clean & dry ceiling panels, bulkheads, main doors and wall panels					X	
f	Check ovens for spillages, clean were required	X	X	X			X
g	Spot clean entrance doors, bulkheads & stowage doors		X			X	
h	Clean entrance doors, bulkheads & stowage doors			X	X	X	
i	Clean ovens & urns. Empty & Clean ice drawers				X	X	
j	Chlorinate ice drawer					X	
k	Clean all galley units inside & out			X	X	X	
l	Clean sinks, work tops and drainage channels	X	X	X	X	X	
m	Sweep Galley Floor	X	X				
n	Vacuum clean and shampoo galley floor covering			X	X	X	
o	Spray all work surfaces with galley sanitizer	X	X	X	X	X	X
p	Clean crew seat surrounds & PA stowage´s				X	X	
q	1st flight of day - pass drain clear through sink drains		X	X	X	X	

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	TOILETS	Fast	Turnaround	Night	Intermediate	Deep	Crew
a	Remove waste from bins	X	X	X	X	X	
b	Clean & Disinfect waste bins			X	X	X	
c	Clean wash basins and mirrors, buff to shine	X	X	X	X	X	
d	Clean & disinfect inside cupboards				X	X	
e	Clean & replenish (if required) liquid soap dispensers	X	X	X	X	X	X
f	Clean & disinfect ceiling, walls doors & toilet surround			X	X	X	
g	Clean toilet bowl and spray ring with CB60				X	X	
h	Clean & disinfect toilet seat, cover & shroud		X	X	X	X	
i	Clean & disinfect nappy changing table			X	X	X	
j	Clean & dry floor	X	X	X	X	X	
k	Replace Air freshener discs (if required)			X	X	X	

	FLIGHT DECK	Fast	Turnaround	Night	Intermediate	Deep	Crew
a	Remove in-flight waste from Flight Deck Area	X	X	X	X	X	X

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12.0 AIRCRAFT CHARACTERISTICS

AIRCRAFT TYPE	CHAPTER	STATUS
Airbus A319	Appendix 12.1	RESERVED
Airbus A320	Appendix 12.2	ACTIVE
Airbus A321	Appendix 12.3	RESERVED

NOTE: Since there might be significant amount of changes in the fleet, for the sake of simplicity this chapter was split into appendixes, therefore changes in the fleet will not affect Ground Operations Manual revision changes and each time company adds or removes aircraft, only the appendix part will be revised. Each aircraft type has a separate appendix.

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APPENDIX 12.1 AIRBUS A319

Reserved.

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APPENDIX 12.2 AIRBUS A320

Registration	MSN	Cabin Configuration	Ovens	MTOW KG
LY-VEN	1626	180Y	YES	77 000
LY-VEL	1998	180Y	YES	77 000
LY-MLF	2828	180Y	YES	77 000
LY-MLG	2863	180Y	YES	77 000
LY-MLN	3741	180Y	YES	73 500
LY-MLI	3771	180Y	YES	77 000
LY-MLJ	3877	180Y	YES	77 000
LY-MLK	3968	180Y	YES	73 500
LY-NVO	4649	180Y	YES	73 500
LY-NVP	4656	180Y	YES	75 500
LY-NVN	4448	180Y	YES	
LY-NVL	4683	180Y	NO	
LY-NVM	4628	180Y	NO	

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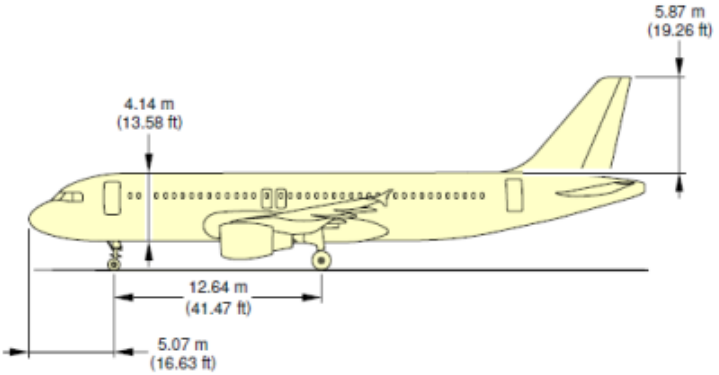
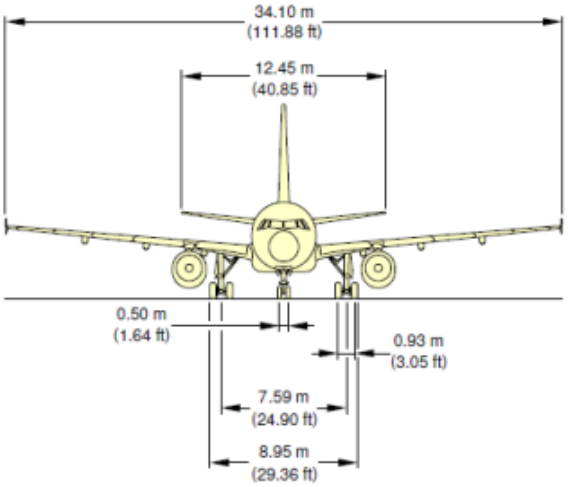
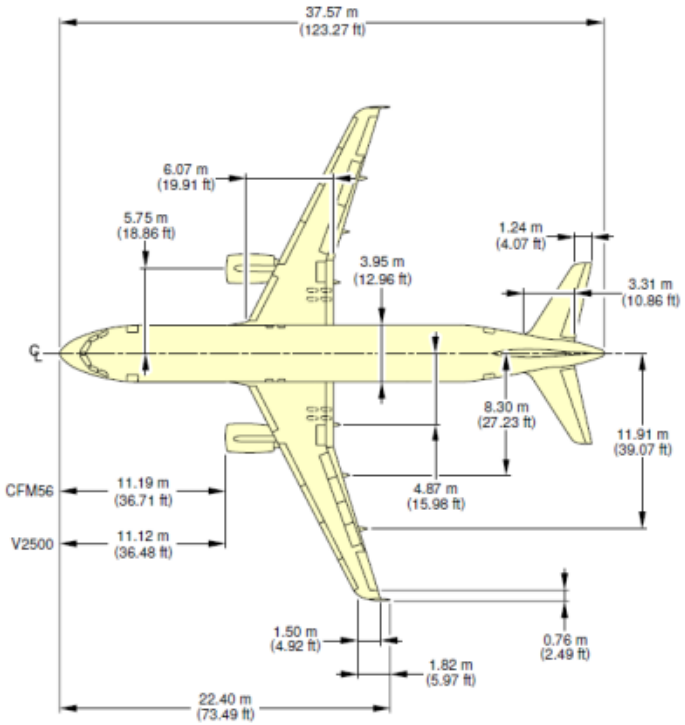
12.2.1 AIRCRAFT DIMENSIONS

12.2.1.1 EXTERIOR DIMENSIONS







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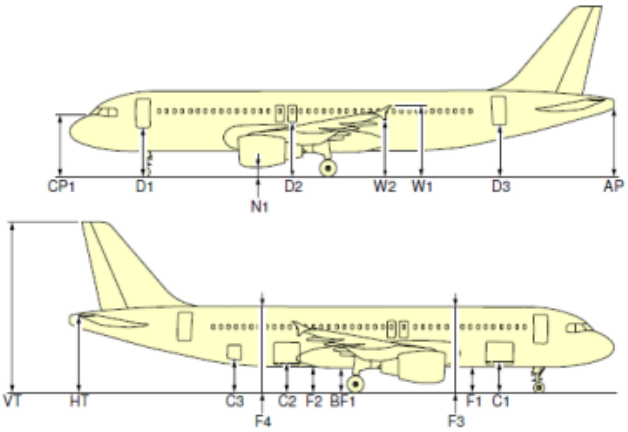

A/C CONFIGURATION		MRW				41 000 kg (90 389 lb)		A/C JACKED FDL = 4.60 m (15.09 ft)	
		FWD CG (17%)		AFT CG (36.8%)		CG (26.5%)			
		m	ft	m	ft	m	ft	m	ft
DOORS	D1	3.38	11.09	3.45	11.32	3.48	11.42	4.13	13.55
	D2	3.87	12.70	3.88	12.73	3.98	13.06	4.54	14.89
	D3	3.60	11.81	3.50	11.48	3.70	12.14	4.13	13.55
	C1	1.98	6.50	2.04	6.69	2.09	6.86	2.71	8.89
	C2	2.12	6.96	2.07	6.79	2.22	7.28	2.71	8.89
	C3	2.19	7.19	2.11	6.92	2.29	7.51	2.75	9.02
FUSELAGE	F1	1.72	5.64	1.76	5.77	1.82	5.97	2.43	7.97
	F2	1.84	6.04	1.79	5.87	1.95	6.40	2.43	7.97
	F3	5.86	19.23	5.90	19.36	5.97	19.59	6.58	21.59
	F4	5.99	19.65	5.93	19.46	6.09	19.98	6.58	21.59
	BF1	1.62	5.31	1.60	5.25	1.72	5.64	2.26	7.41
	CP1	4.17	13.68	4.27	14.01	4.28	14.04	4.96	16.27
WINGS	W1	4.76	15.62	4.71	15.45	4.86	15.94	5.35	17.55
	W2	3.78	12.40	3.74	12.27	3.89	12.76	4.38	14.37
TAILPLANE	HT	5.46	17.91	5.32	17.45	5.56	18.24	5.93	19.46
	AP	4.74	15.55	4.59	15.06	4.84	15.88	5.20	17.06
	VT	11.98	39.30	11.83	38.81	12.08	39.63	12.45	40.85
ENGINE/ NACELLE	N1 (CFM)	0.57	1.87	0.58	1.90	0.67	2.20	1.24	4.07
	N1 (IAE)	0.75	2.46	0.76	2.49	0.85	2.79	1.42	4.66

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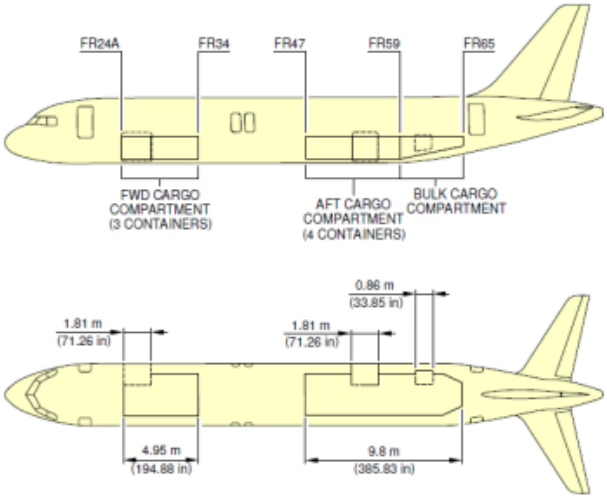
12.2.1.2 CARGO HOLD DIMENSIONS



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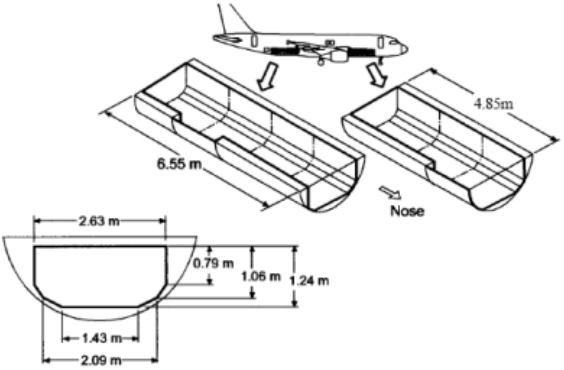
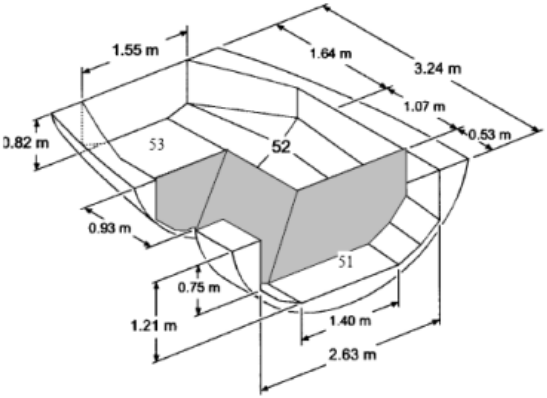
Compartments 1, 3 and 4:



Compartment 5:



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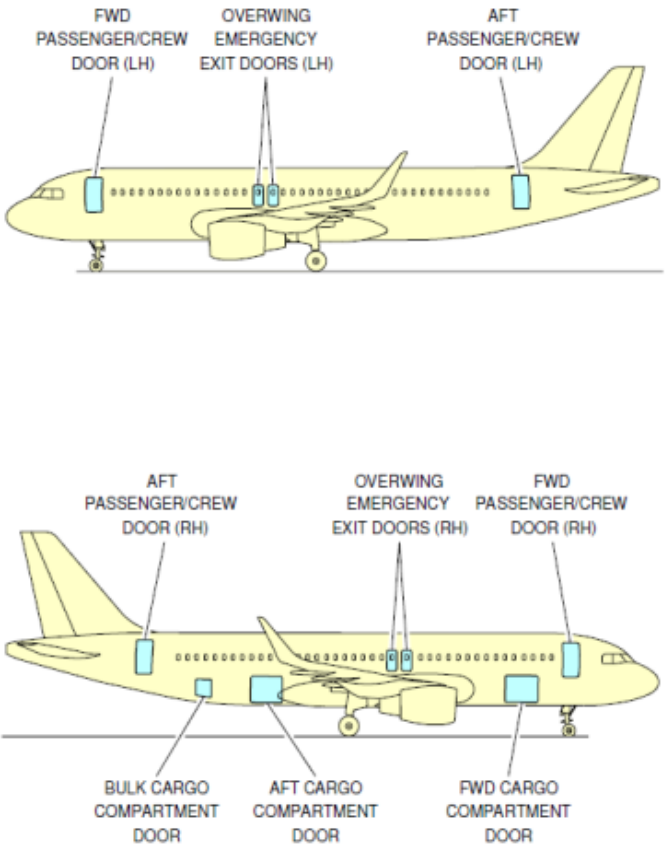
12.2.2 AIRCRAFT DOORS

12.2.2.1 CABIN DOORS AND HOLD DOORS



Door	Height (m)	Width (m)
L1, R1	1.85	0.81
L2, R2,L3.R3 (twin emergency exits)	0.90	0.50
L4, R4	1.85	0.81

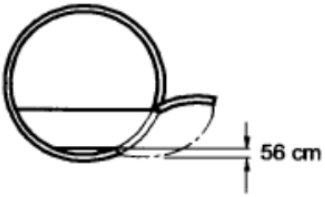
12.2.2.1.1 HOLD DOORS OPERATIONS

CAUTION: A MINIMUM CLEARANCE OF 197 CM (78 INCHES) TO THE FUSELAGE SIDE HAS TO BE RESPECTED BEFORE DOORS ARE OPERATED.

Cargo door clearances

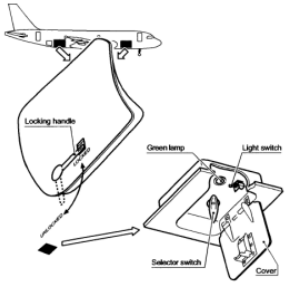
The ground clearance for the lower edge for both the cargo doors is approximately 200 cm (79 inches). It is dependent on aircraft weight, aircraft CG position, landing gear wheels and tyre sizes.

During opening and closing, the forward and aft hold doors swing about 56 cm below the door sill level. The doors can be damaged or may damage load. Keep the door swing area clear and open the doors carefully.



In case of power failure the hold doors can be operated manually. Only the station engineer is authorised to do this.

Opening:

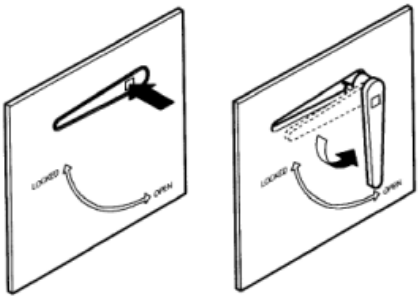


- Pull the locking handle in the door fully out and turn it by 90° to UNLOCKED
- Open the cover of the door operation panel under the aircraft.
- Turn the selector switch to OPEN and hold it until the door is open and the green light comes on.

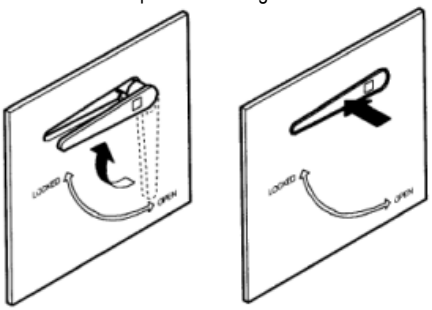
Closing:

- Turn the selector switch to CLOSE and hold it until the door is closed and the green light goes off.
- Close the cover.
- Turn the locking handle in the door to LOCKED and push it on a level with the aircraft surface.

12.2.2.1.2 BULK COMPARTMENT DOOR



- Press the button in the door handle until the handle springs out.
- Turn the door handle to OPEN.
- Push the door inward **and** turn the door handle to LOCKED without closing the door again.
- Open the door until it locks at the compartment ceiling.



- Turn the door handle to OPEN.
- Pull the door down until it is closed.
- Turn the door handle to LOCKED and push the door handle on a level with the cabin surface.

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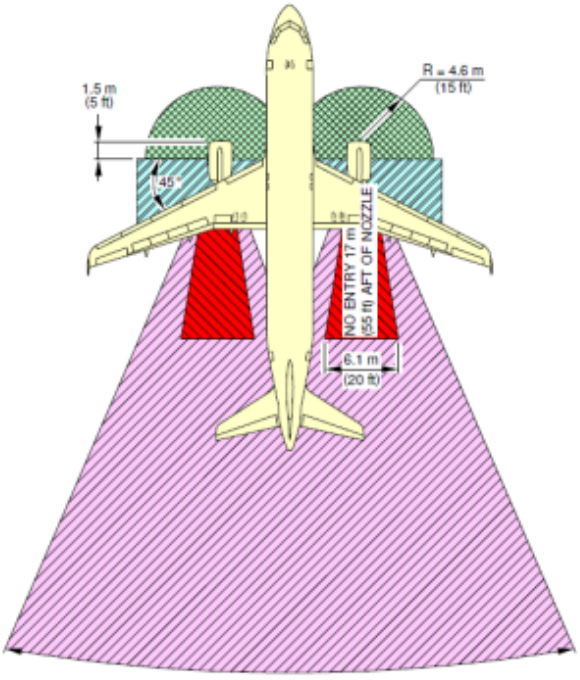
12.2.3 GROUND CLEARANCES

12.2.3.1 DANGER AREAS

12.2.3.1.1 CFM56 SERIES ENGINE GROUND IDLE SPEED



NOTE:

- INLET SUCTION DANGER AREA
- EXHAUST WAKE DANGER AREA 65 mph (105 km/h) OR GREATER
- ENTRY CORRIDOR
- EXHAUST WAKE DANGER AREA 65 mph (105 km/h) OR LESS

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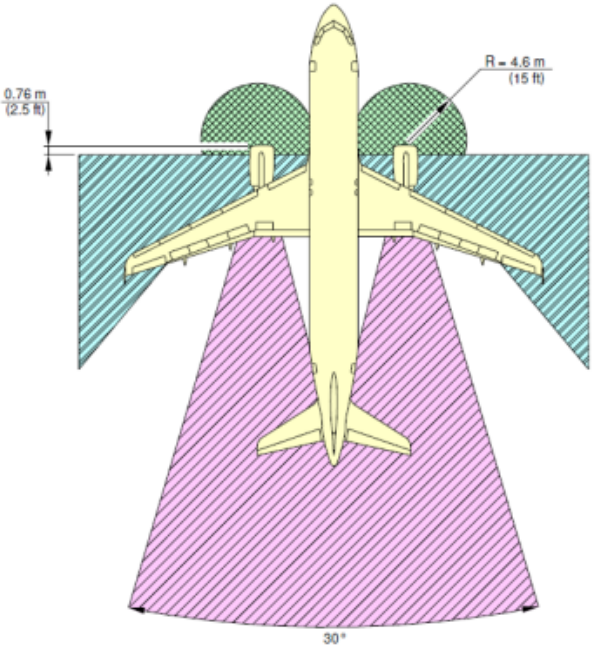
12.2.3.1.2 IAE V2500 SERIES ENGINE. GROUND IDLE POWER

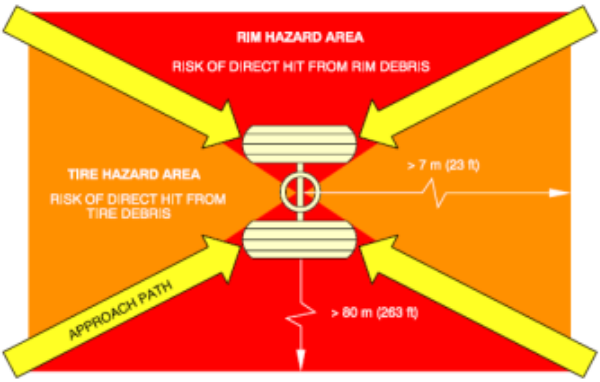


NOTE:

- INTAKE SUCTION DANGER AREA MINIMUM IDLE POWER
- ENTRY CORRIDOR
- EXHAUST DANGER AREA

12.2.3.2 WHEEL BRAKE OVERHEAT HAZARD AREAS

WHEEL/BRAKE OVERHEAT HAZARD AREAS



– ONLY APPROACH A LANDING GEAR THAT IS HOT OR ON FIRE FROM AN OBLIQUE ANGLE IN THE DIRECTION OF THE TIRE SHOULDER,

– DO NOT GO IN THE RIM HAZARD AREAS; METAL DEBRIS FROM A RIM BURST CAN KILL YOU.

– ONLY GO IN THE TIRE HAZARD AREAS WITH CAUTION; RISK OF DEBRIS FROM TIRE EXPLOSION.

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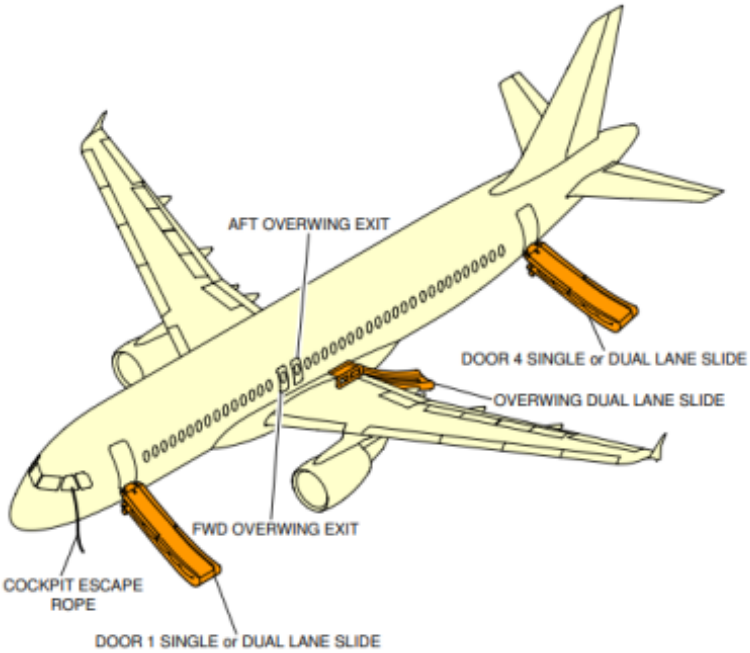
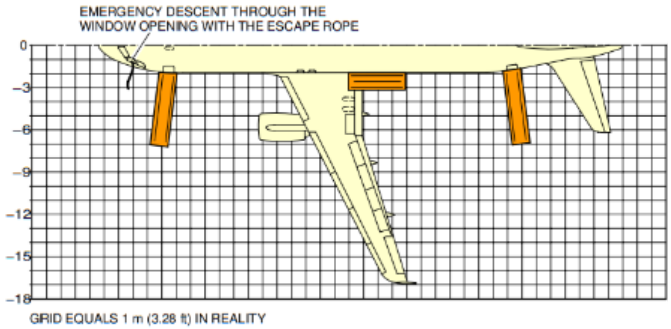
12.2.3.3 ESCAPE AREAS

Left hand side emergency escape slides/rafts (Right hand side symmetrical):



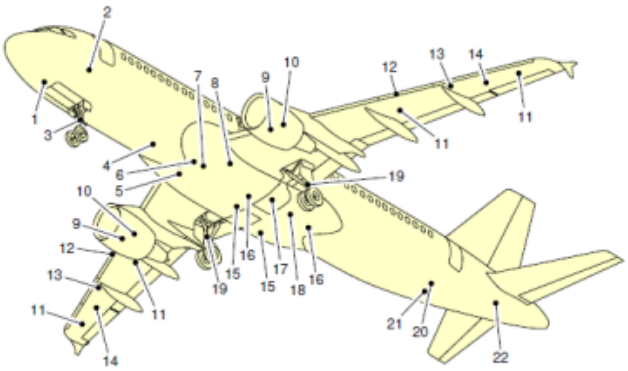
EMERGENCY EVACUATION



GRID EQUALS 1 m (3.28 ft) IN REALITY

12.2.4 AIRCRAFT SERVICING ARRANGEMENTS

12.2.4.1 GROUND SERVICE CONNECTIONS



1 – GROUND ELECTRICAL POWER CONNECTOR
2 – OXYGEN SYSTEM
3 – NLG GROUNDING (EARTHING) POINT
4 – POTABLE WATER DRAIN PANEL (OPTIONAL)
5 – POTABLE WATER DRAIN PANEL
6 – LOW PRESSURE AIR PRE–CONDITIONING
7 – HIGH PRESSURE AIR PRE–CONDITIONING
8 – REFUEL/DEFUEL INTEGRATED PANEL
9 – IDG/STARTER OIL SERVICING
10 – ENGINE OIL SERVICING
11 – OVERPRESSURE PROTECTOR
12 – REFUEL/DEFUEL COUPLINGS (OPTIONAL–LH WING)
13 – OVERWING REFUEL (IF INSTALLED)
14 – NACA VENT INTAKE
15 – YELLOW HYDRAULIC–SYSTEM SERVICE PANEL
16 – BLUE HYDRAULIC–SYSTEM SERVICE PANEL
17 – ACCUMULATOR CHARGING (GREEN SYSTEM) AND RESERVOIR DRAIN (GREEN SYSTEM)
18 – GREEN HYDRAULIC–SYSTEM SERVICE PANEL
19 – MLG GROUNDING (EARTHING) POINT
20 – WASTE WATER SERVICE PANEL
21 – POTABLE WATER SERVICE PANEL
22 – APU OIL SERVICING

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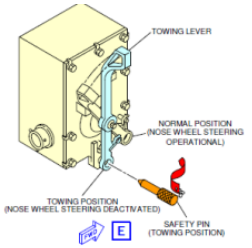
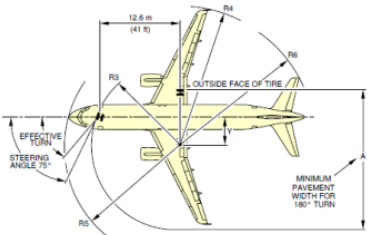
12.2.4.2 Nose Landing Gear Steering

12.2.4.2.1 Safety Pin connection:



12.2.4.2.2 Steering angle:



TYPE OF TURN	STEERING ANGLE (DEG)	EFFECTIVE STEERING ANGLE		Y	A	R3 NLG	R4 WING		R5 NOSE	R6 THS
							WING TIP FENCE	SHARKLET		
1	75 (MAX)	71.9°	m	4.1	22.3	13.4	21.6	22.5	18.2	21.6
			ft	14	73	44	71	74	60	71
2	75 (MAX)	70.2°	m	4.5	22.8	13.6	22.0	22.9	18.3	21.8
			ft	15	75	44	72	75	60	72

NOTE: IT IS POSSIBLE TO GET LOWER VALUES THAN THOSE FROM TYPE 1 BY APPLYING DIFFERENTIAL BRAKING DURING THE WHOLE TURN.

NOTE: Max steering angle during pushback and towing remains the same as during taxi.

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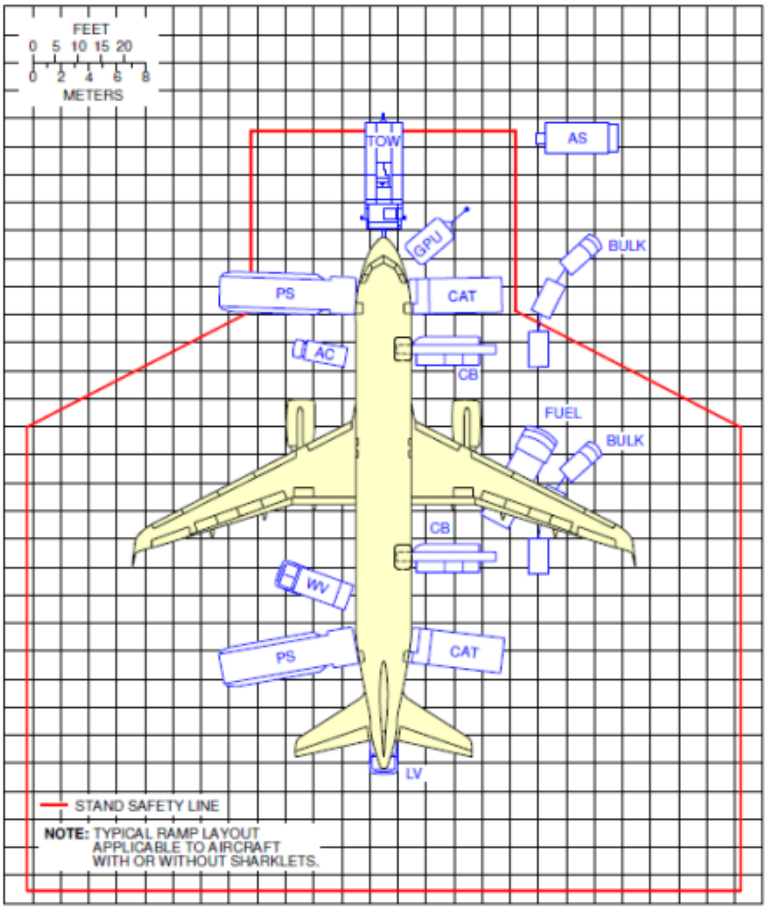
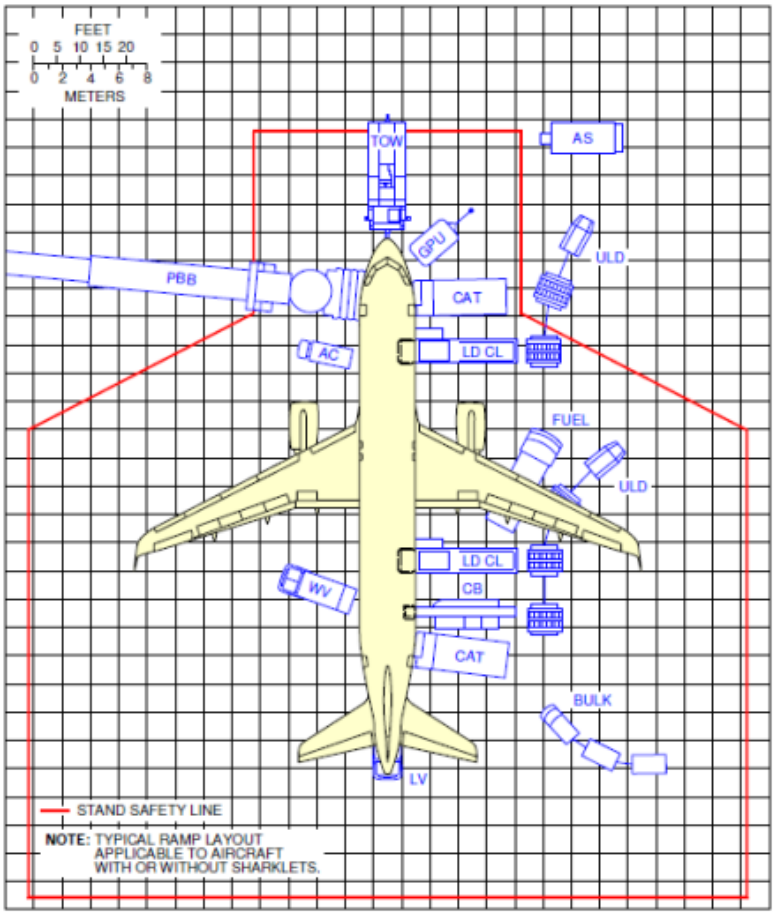
12.2.4.3 POSITIONING OF GROUND SERVICING EQUIPMENT

12.2.4.3.1 OPEN APRON



12.2.4.3.2 GATE



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12.2.5 LOADING

12.2.5.1 STANDARD PAX AND LOAD DISTRIBUTION

The following standard passenger and load distribution policy is a designed to provide a TOCG above 27% avoiding the ALTERNATE/EXTENDED FWD penalties.

Standard Pax & Load Distribution A320						
Number of Pax	Pax Seating			Load Distribution		
	Cabin Section			Cargo Compartment		
	0A	0B	0C	CPT1	CPT3	CPT4
Up to 50	30%	40%	30%	-	100%	-
51-100	30%	40%	30%	30%	40%	30%
101-150	30%	40%	30%	30%	40%	30%
151-180	EVENLY			30%	40%	30%
Maximum Capacity	60	60	60	3402 kg	2426 kg	2110 kg
Fill Cargo Compartment 5 (capacity = 1497 kg) only when other Compartments are full.						

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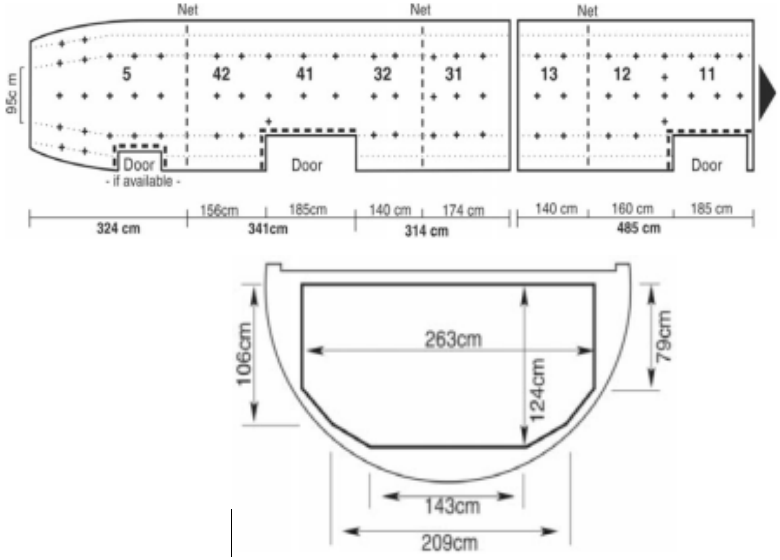
12.2.5.2 COMPARTMENT LAYOUT and WEIGHT LIMITATIONS

All weight limitations are based on structural limitations and must never be exceeded.



	COMPARTMENT	NET SECTION	MAX LOAD PER NET SECTION	MAX LOAD PER COMPARTMENT (kg)	MAX RUNNING LOAD (kg/m)	MAX FLOOR LOAD (kg/m2)	USABLE VOLUME (m3)
FWD HOLD	1	11	1045	3402	588	732	4,0
		12	1225		765		4,7
		13	1132		765		4,4
AFT HOLD	3	31	1301	2426	741		5,4
		32	1125		703		4,3
	4	41	928	2110	580		3,6
		42	1182		738		4,8
	5 (BULK)			1497	460		5,92

*For aircraft effectivity refer to Ch. 12.

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12.2.5.3 MAXIMUM DIMENSIONS OF BULK LOAD

The loadability of bulky items into the compartments can be determined by using the max. dimension tables below. The indicated package sizes are approximate reference figures.

Compartment 1:

Light packages (max. 50 kg) where tilted loading is allowed / possible:

Maximum length	Maximum width	Maximum height
up to 4.89 m	0.75 m	0.75 m
up to 4.93 m	0.50 m	0.50 m
up to 5.00 m	0.25 m	0.25 m

All packages which must be loaded in an upright position:

Maximum length	Maximum width	Maximum height
1.64m	1.49m	1.18m

Heavy packages (HEA up to max. 500 kg):

Minimum length	Minimum width	Minimum height
0.80 m	0.40 m	0.40 m
1.64m	1.49m	1.18m

Compartment 3 and 4:

Light packages (max. 50 kg) where tilted loading is allowed / possible:

Maximum length	Maximum width	Maximum height
up to 4.91 m	0.75 m	0.75 m
up to 5.14 m	0.50m	0.50m
up to 5.30 m	0.25 m	0.25 m

All packages which must be loaded in an upright position:

Maximum length	Maximum width	Maximum height
1.71m	1.49m	1.18m

Heavy packages (HEA up to max. 500 kg):

Minimum length	Minimum width	Minimum height
0.80 m	0.40 m	0.40 m
1.71m	1.49m	1.18m

Compartment 5:

Light packages (max. 50 kg) which must be loaded in an upright position:

Height (m)	Width (m)								
	0,10	0,20	0,33	0,40	0,50	0,60	0,70	0,80	0,85
0,10	3,23	3,23	32,1	3,18	3,16	3,10	3,03	2,77	2,68
0,20	3,23	3,23	3,21	3,18	31,5	3,07	2,96	2,73	2,65
0,30	3,23	3,21	3,17	3,14	3,04	2,95	2,78	2,60	2,54
0,40	3,19	3,15	3,11	3,01	2,90	2,82	2,62	2,48	2,43
0,50	3,11	3,09	2,91	2,81	2,71	2,57	2,42	2,31	2,28
0,60	2,90	2,73	2,59	2,47	2,34	2,24	2,17	2,11	2,08
0,65	2,70	2,54	2,41	2,29	2,17	2,08	2,02	1,98	1,93
	Length (m)								

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All packages which must be loaded in an upright position:

Height (m)	Width (m)								
	0,10	0,20	0,33	0,40	0,50	0,60	0,70	0,80	0,85
0,10	2,82	2,67	2,44	2,25	2,05	1,86	1,65	1,48	1,41
0,20	2,82	2,67	2,44	2,25	2,05	1,86	1,65	1,48	1,41
0,30	2,82	2,67	2,44	2,25	2,05	1,86	1,65	1,48	1,41
0,40	2,82	2,67	2,44	2,25	2,05	1,86	1,65	1,48	1,41
0,50	2,82	2,67	2,44	2,25	2,05	1,86	1,65	1,48	1,41
0,60	2,82	2,67	2,44	2,25	2,05	1,86	1,65	1,48	1,41
0,65	2,82	2,67	2,44	2,25	2,05	1,86	1,65	1,48	1,41
	Length (m)								

Heavy packages (HEA up to max. 500 kg):

Height (m)	Width (m)					
	0,40	0,50	0,60	0,70	0,80	0,85
0,30	2,25	2,05	1,86	1,65	1,48	1,41
0,40	2,25	2,05	1,86	1,65	1,48	1,41
0,50	2,25	2,05	1,86	1,65	1,48	1,41
0,60	2,25	2,05	1,86	1,65	1,48	1,41
0,65	2,25	2,05	1,86	1,65	1,48	1,41
	Length (m)					

12.2.5.3.1 CARGO HOLD LINE LIMIT

Blow out panels are installed in both hold ceilings and cannot be obstructed.

Observe a minimum distance of 5 cm between the hold ceiling and the top of the load.

Maximum loading height including all supporting material: 118 cm.

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12.2.5.4 LOAD SECURING

The divider and door net in each compartment must be closed at any time. Additional tie-down is normally not required except for individual items of load which by their nature, shape or density may constitute a hazard. They must be restrained, which can be achieved by filling the cargo hold or net section volumetrically, or by tie-down.

When filled up to 80% of height, the cargo hold or net section is considered to be volumetrically full. Packages weighing more than 150kg shall be restraint or individually tied-down. Single packages should be tied-down. Tie-down of loads to aircraft structure is achieved by straps or nets connected to the tie-down points located on the cargo hold floor. Each tie-down point is designed to an ultimate load of 906kg, in any direction.

Cargo compartments are marked with max loading height markers, in case marking is not visible, a minimum clearance of 5 cm must be kept between any load and compartment hold ceiling.

Beginning behind the AFT, each section has to be filled up to at least 80% of its volume, before the next section can be loaded. If a net section in CMPT 3 or CMPT 4 is not filled up to at least 80% of its volume, the BULK (CMPT 5) is restricted to a maximum of 250kg in total.

12.2.5.5 LOADING OF LIVE ANIMALS

Avion Express carry domestic pet only (dogs, cats etc.) in the cargo hold. AVIH can be transported as cargo or as passenger baggage.

- AVIH is must be securely lashed.
- Pilot-in-command should be notified via NOTOC.

The optimum pet location is in the hold that is empty or least loaded (i.e. hold 5 if empty or hold 1 if loaded less than half). Ground handler must respect the OAT for live animal acceptance described in IATA LAR and notify PIC if OAT is close to LAR limits for this particular load. AVIH must be loaded into cargo holds last and offloaded first.

AVIH can be loaded in cargo compartment 1 and cargo compartment 5 only. If planned flight duration exceeds 5 hours and OAT at destination and departure airports are close to AVIH acceptance temperatures described in IATA LAR, PIC should contact Avion Express OCC to get individual calculation on particular aircraft configuration.

12.2.5.6 PRECAUTIONS AGAINST TIPPING

In order to avoid the possibility of the aircraft tipping, during loading or unloading, the following procedure must be followed:

- **Loading**, load forward compartment first, partially loading compartment 11 to allow access to 12 and 13, ensure passenger boarding has commenced before loading compartment 5.
- **Offloading**, off-load rear compartments first, starting with compartment 5 whenever possible.

Caution: Indiscriminate loading or unloading of baggage and cargo simultaneously with the movement of passengers embarking or disembarking may produce unacceptably large shifts in the aircraft CG position or ground standing attitude.

12.2.6 AIRCRAFT WEIGHTS AND CG DATA

Refer to Avion Express AHM560. Manual is available on Avion Express intranet **https://avionexpress.centrik.net/**

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APPENDIX 12.3 AIRBUS A321

Reserved.

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13.1 OBJECTIVE

This chapter has been issued to define the procedures of ground operations of Avion Express when a pandemic alert in force.

13.2 SCOPE

This procedure shall be applied by all personnel of Avion Express, wet lease-in airline personnel and service providers who involved to an operation during pandemic.

13.3 REFERENCES

During the development of this working instruction, the following regulatory documents were used**:**

- ICAO, EASA and IATA Standards and Recommended Practices.
- Air Laws of Lithuania.
- Laws and regulations of other countries that Avion Express operates
- Current revision of Avion Express Ground Operations Manual

13.4 GENERAL PROVISIONS

This procedure establishes the requirements and features of ground operations activities during pandemic at each location where cargo/ground handling operations are conducted.

This procedure defines roles and responsibilities of each party who involved to ground operations of Avion Express.

Safety and security measures shall always be considering.

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13.5 GROUND HANDLING DUTIES

13.5.1 GENERAL

- Ground handling company shall ensure that all services will be performed in accordance with EASA and national regulations, IATA Standards and Avion Express procedures.
- Ground handling company shall perform cleaning and disinfection of aircraft cabin prior to each departure. Cleaning and disinfection shall be performed in accordance with the latest EASA Interim guidance on Aircraft Cleaning and Disinfection in relation to the SARS-CoV-2 pandemics.

13.5.2 PRECAUTIONS AT CHECK-IN AND BOARDING

13.5.2.1 CHECK-IN

- Booking figures should be controlled before opening the check-in and passengers should be seated separately as much as possible. Families and groups may be seated together. Also, weight and balance requirements should be taken into account.
- Passengers may be asked at check-in to fill Passenger Locator Form hardcopy or equivalent online form if the destination station is in such Country where such obligation is current. Forms to be provided by the local Handler. In case Passenger forgets to fill this form, spare copies will be always available on-board aircraft and can be provided by Avion Express Cabin Crew, unless required differently by the arrival state.
- Ground handling agent shall inform passengers that only one-piece of hand baggage is allowed to the cabin.

13.5.2.2 BOARDING

13.5.2.2.1 GENERAL

- Ground handling agent shall check during boarding that all passengers wearing a mask. A passenger without a mask shall not be boarded.
- Ground handling agent shall control during boarding that passengers have only one hand baggage.
- Ground Handling agent shall ask passengers to provide filled Acknowledgment of COVID-19 Policy form and verify that the form has all fields filled as applicable. Form shall be stored. Refer to 13.5.4.
- Boarding must be started with passengers seated in OC zone of the aircraft.

13.5.2.2.2 BRIDGE POSITION

Passengers shall be accepted group by group from back rows to front rows. A group shall not be more than 30 passengers. There must be sufficient time between acceptance of the groups in order passengers to be seated in aircraft cabin. This must be coordinated with cabin crew.

13.5.2.2.3 REMOTE POSITION

Bus capacity, which will be transporting passengers to the aircraft, must be decreased by %50 for social distance. Passengers shall be accepted group by group same as bridge position. Preferably two (2) busses and two stairs to be used.

13.5.3 ACKNOWLEDGMENT OF COVID-19 POLICY FORM

Following the EASA COVID-19 aviation health Safety Protocol requirements, all Avion Express clients (Airlines / tour operators / GSPs, as applicable) have to distribute the COVID-19 Policy Acknowledgment Form to all passengers during online check-in process, or via a text message (SMS) link, or before boarding the aircraft prior to departure.

Ground Service Providers have to collect filled forms from each passenger at the gate.

This applies not only for each passenger traveling alone, but also to each individual passenger in a booking of more than one person.

Passengers without filling this form, shall not be accepted on flight.

Passengers who haven't ticked all or some of the boxes, shall not be accepted on flight.

AVEX-COVID-Acknowledgment-Form-1

NOTE: Such form is only recommended and should be used in case.
There are no other safety measures taken by the applicable Country to comply with these requirements. Usually such or similar declaration form is available online, created by the applicable Country. Once all required fields have been successfully fille, passenger can obtain QR code required to show before boarding an airplane.

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Acknowledgment of COVID-19 Policy

Operator "Avion Express"

This is an acknowledgment Form of COVID-19 policy for passengers to be filled prior to the arrival at the airport, during the online check-in process, or via a text message (SMS) link, or before entering the gate prior to departure.
This applies not only for each passenger traveling alone, but also to each individual passenger in a booking of more than one person. Filled form has to be shown to the passenger handling agent and left at the gate.

In particular, I understand that I shall not go to the airport, if any of the following applies:

- ✓ *I have been diagnosed with COVID-19 at any time during the 14 days prior to my flight.*
- ✓ *I have had any of the COVID-19 relevant symptoms (fever; newly developed cough; loss of taste or smell; shortness of breath) at any time during the 8 days prior to my flight.*
- ✓ *I am aware of having been in close contact (e.g. less than 2 metres for more than 15 minutes) with a person who was diagnosed with COVID-19 in the 14 days prior to my flight.*
- ✓ *I am required by local or national regulations to be in quarantine for reasons related to COVID-19 for a period that includes the date of the flight.*

In case any of the above situations applies, I shall contact Handling Agent at the airport of departure at the latest [2] hours before the flight. I understand that if any of the above 4 situations is identified at the airport, I may be refused to proceed with my travel and lose my right to benefit from any COVID-19 commercial policy put in place by Avion Express.
In case you need medical information on COVID-19, please contact local health authority.

☐ *I have read and understood the COVID-19 policy of Avion Express.*
☐ *I confirm that I fall in-line to the above mentioned four (4) categories of responsibilities.*

Below tick boxes fill only if you travel with children under 12 years old and/or passengers with disabilities and/or requiring special assistance:

☐ *I confirm that children under age of 12 travelling with me also fall in-line to the above mentioned four (4) categories of responsibilities.*
☐ *I confirm that passenger with disabilities and/or which require special assistance travelling with me fall in-line to the above mentioned four (4) categories of responsibilities.*

Name	Surname	Flight Number / Date	Signature

Children under age of 12	
Name	Surname

Passenger with disabilities and/or which require special assistance	
Name	Surname

AVEX-COVID-Acknowledgment-Form-1
Iss. 1, Rev. 0

08 OCT 2020

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13.5.4 COVID-19 Health Safety Data Collection Form

COVID-19 Health Safety Data Collection Form

Following to the EASA COVID-19 Aviation Health Safety Protocol

Operator "Avion Express"

This is a COVID-19 Health Safety Data Collection Form, required to be filled, as per EASA COVID-19 Aviation Health Safety Protocol. Form to be filled by the Ground Service Providers and/or Avion Express' Lessee Companies.
Statistics should be collected on a weekly bases showing the required numbers after one week's flights consideration and sent to Avion Express HQ to the following email address: GroundOPS@avionexpress.aero.

ACTIVITY / TOPIC	INDICATOR	STATION	TOTAL NB. + PERCENTAGE (WEEKLY DATA)
NOTIFICATION OF HEALTH STATUS	Passengers reporting a condition amongst those listed in Acknowledgment Form. (Refer to Annex 2 of COVID-19 Aviation Safety Health Protocol).		Cases received: Cases accepted after review:
For this indicator, four numbers should be reported. Data provided for the total numbers should reflect the cardinal number of cases identified. The percentages should be calculated compared to the total number of passengers carried in the reporting week. *Note: please report the number of cases where a passenger contacted the Handler to clarify one of the situations listed in Acknowledgment Form „Avion Express – COVID-19 Policy", and the number of cases accepted after review.*			
SYMPTOMATIC PASSENGERS-1	Passengers not allowed to continue their travel or disembarked due to COVID-19 compatible symptoms		
Data provided for the total number should reflect the cardinal number of cases identified. The percentage should be calculated compared to the total number of passengers carried in the reporting week.			

AVEX-COVID-Data-Form-1
Iss. 1, Rev. 0

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13.6 AIRCRAFT CABIN CLEANING AND DISINFECTION

13.6.1 GENERAL PRINCIPLES

Ground handling company shall give full cleaning and disinfection service upon arrival of Avion Express aircraft, based on the principles outlined in Ch. 13.6.

13.6.2 PREPARATION FOR DISINFECTION

13.6.2.1 Staff

- The cleaning personnel should be adequately trained so they understand and respect the procedures that will ensure effectiveness of the cleaning and disinfecting agents, use the proper personal protective equipment, prevent contamination of other areas and minimize occupational health and safety risks to personnel, including ensuring adequate ventilation in confined areas such as lavatories.
- Make sure that only the persons that are necessary to do disinfection task are in the aircraft during this procedure.

13.6.2.2 Aircraft Preparation

BEFORE THE TASK

- Energize the Ground Service Network from the External Power. Refer to para. 12.2.4.1 and 12.3.4.1.
- Put the WARNING NOTICE(S) in position to tell persons that the aircraft will be disinfected.
- Open the LH passenger/crew door. Refer to para. 12.2.2. and 12.3.2;
- Open the FWD and aft cargo-compartment doors. Refer to para. 12.2.2. and 12.3.2.

AFTER THE TASK

- Perform converse tasks as per above.
- Make sure that the work area is clean and clear of tools and other items.
- Close the FWD and aft cargo-compartment doors.
- Close the LH passenger/crew door.
- Remove the WARNING NOTICE(S).
- Remove the ground support and maintenance equipment, the special and standard tools and all other items.
- De-energize the ground service network.

13.6.2.3 Cleaning / Disinfection Substances and Material

13.6.2.3.1 General

Cleaning and disinfection is performed using substances suitable for aviation use and in-line to the aircraft manufacturer‘s recommendations.

- Be careful when you use consumable materials. Obey the material manufacturer's instructions.

- Compressed air and/or water under pressure for cleaning, or any other methods that can cause splashing or might re-aerosolize infectious material should not be used. Vacuum cleaners may be used, but only after proper disinfection was performed.
- Use different cleaning utensils (e.g. the lint-free cloths and mops) used in each area, potentially using color coding, to reduce cross-contamination.

13.6.2.3.2 Airbus Approved Disinfection and Cleaning Substances

COCKPIT

- Disinfectant:
- For the cockpit manufacturer recommends the use of a non-aqueous solution of Isopropyl Alcohol (IPA) as a disinfectant for the cockpit touch surfaces.
- Fabric:
- Lint-free Cotton cloth.

PASSENGER SEATING AREA, GALLEYS, LAVATORIES, CARGO HOLDS

- Disinfectant:
- Local Manufacture (SAE AMS1452 compliance)
- Local Manufacture (SAE AMS1453 compliance)
- RTU CLEANER DISINFECTANT
- NETBIOKEM DSAM (SAE AMS1453 compliance)
- QUARTASEPT PLUS
- Disinfectant and Cleaner:
- NETBIOKEM DSAM (SAE AMS1453 compliance)
- KI-OSE 325 PULVE (NF T72-151; NF T72-190; NF T72-301)
- KI-OSE AER-325-327
- Fabric:
- Lint-free Cotton cloth.

13.6.2.3.3 Airbus Not-Approved Disinfection and Cleaning Substances

In case if it is not possible to get disinfectant agent which complies with AMS1452 or AMS1453 the following Airbus basic precautions must be respected:

a. Efforts should be made to ensure the materials do not come into contact with the aircraft structure. If they do, do not allow the products to dwell longer than necessary.
b. If the aircraft structure is contaminated by any of these products the area should be rinsed immediately with water. Ensure correct rinsing with water and wipes. Do not use high pressure water.
c. Do not allow the liquid to pool or drip into the equipment.
d. No contact is allowed on high strength steel or carbon brake units.
e. The materials may affect the cabin interior furnishing causing color fading, or cracking in some plastic items.
f. Materials should be applied where possible using pre-impregnated wipes to keep the materials localized.
g. Personnel using such products should follow the manufacturer's safety advice and use gloves or other protective equipment as necessary.

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13.6.3 PREVENTIVE DISINFECTION PROCEDURE

13.6.3.1 General

Avion Express distinguish two separate methods of Preventive Disinfection:

1. Full complete disinfection by using Gun Spray, or Fogging machines;
2. Simplified method used for routine operations and goes in line with the aircraft Routine Cleaning.

13.6.3.2 Gun Spray or Fogging Method Used

Disinfect the Aircraft Equipment and Furnishings:

NOTE: Disinfection should follow the general principle of thorough disinfection from out ring-to-center, top-down and all-around approach. Begin at the top and proceed downward progressively working from clean to dirty areas.

1. **COCKPIT**

⚠**WARNING: It is not permitted to spray the disinfectant in the cockpit. Do not allow the liquid to pool or drip into the equipment. Substance solution is flammable, so precautions should be taken around potential sources of heat / ignition.**

(a) Clean surfaces of dirt and debris before disinfecting to maximize effectiveness.
(b) Carefully apply Non-Aqueous Cleaner-- Isopropyl Alcohol to all surfaces of the cockpit equipment and furnishings with the pre-moistened Textile-Lint free Cotton and use limited bottle sizes on board to minimize the risk of spilling the substance solution.
(c) Clean and dry the cockpit equipment and furnishings with the Textile-Lint free Cotton.
(d) Specific care should be taken for application on leather and other soft goods.
(e) Some equipment on the flight deck may have additional disinfectant requirements based on usage (e.g. oxygen masks). Such equipment must be disinfected only in case of special request by Avion Express.

CAUTION: It is extremely important not to change any switch positions during the cleaning or disinfection process.

2. **GALLEYS**

Ceiling, ovens, water boilers, coffee makers, galley facilities, lockers, drawers, waste bins.

(a) Apply Disinfectant substance to the galleys and galley equipment with the GUN SPRAY.
(b) Clean and dry the galleys and the galley equipment with clean water and the Textile-Lint free Cotton.

3. **LAVATORIES**

The disinfection in lavatory should be progressed from contaminated to clean areas, as follow: toilet bowls, waste bins, basins, lavatory sidewall, ceiling, door assembly (door surfaces, door handles, locking device, and, if installed, ashtrays).

(a) Apply Disinfectant substance to the galleys and galley equipment with the GUN SPRAY.
(b) Clean and dry the toilet seats and the lavatory equipment with clean water and the Textile-Lint free Cotton.

4. **PASSENGER SEATING AREA**

Ceiling, overhead bins, reading lights, air outlets, sidewall panels, windows, seats (tray tables, armrests, passenger control units, and decorative panels), cabinets/lockers, bulkheads, magazine racks, cabin attendant seats.

(a) Spray the floor from front to back before disinfection and then spray again in opposite direction.
(b) Apply Disinfectant substance to the cabin seats and cabin equipment with the GUN SPRAY.
(c) Coated Fabrics (e.g. synthetic leather) – provided the product has a polycarbonate top coat, the following preventive disinfection should be considered:

- Clean the seat cover using an approved cleaning solution and/or vacuum cleaner to remove any foreign objects or debris and clean the surface.
- Using one of the approved disinfection products, apply the disinfection product and allow to sit on the surface as per the manufacturer's recommended dwell time.
- After the dwell time, wipe the surface down with a damp cloth to remove an residual disinfectant.

(d) Clean and dry the cabin equipment with clean water and the Textile-Lint free Cotton.
(e) Only safety instruction cards and sickness bags shall be placed in seat pockets. Inflight magazines and all other documentation shall not be placed in any seat pocket.
(f) All equipment and devices which are using for passengers reduced mobility shall be cleaned and disinfected after each service.

5. **OXYGEN-DISPENSING EQUIPMENT AND EMERGENCY EQUIPMENT**

(a) Should oxygen-dispensing equipment (i.e. therapeutic oxygen, drop-down oxygen masks and quick-donning masks) or other emergency equipment be used during the flight, it should be thoroughly cleaned and disinfected after use.
(b) Equipment used for pre-flight safety demonstration, communication equipment and cabin crew seat harnesses should be thoroughly cleaned and disinfected.
(c) Frequently touched cabin equipment, such as interphones, should be thoroughly cleaned and disinfected before and after every flight and, if necessary, during the flight. Approved disinfectant/sanitizers should be available on board.
(d) Any residual disinfection substances that may be harmful to humans should be removed from the seat covers or any other surfaces. This is essential especially when using cleaning and disinfection products which can cause skin irritation or harm.

6. **CARGO COMPARTMENTS**

(a) Apply Disinfectant substance to the cargo compartments with the GUN SPRAY.
(b) Clean and dry cargo compartments with clean water and the Textile-Lint free Cotton.

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13.6.3.3 Manual Disinfectant Application Method

This method is a simplified method of Gun Spray or Fogging method (refer to para 13.6.3.1) and used for routine operations and goes in line with the aircraft Routine Cleaning.

NOTE: this method is not applicable for cases when infected passenger has been suspected and method "Disinfection After an Event" has to be applied.

During this method, cleaners / disinfectors do not use complicated protective costumes, gun-spray or fogging machines. Disinfectant material is being applied manually by using hand sprayer and Textile-Lint free Cotton cloth (refer to para 13.6.2.3).

Clean and Disinfect the Aircraft Equipment and Furnishings:

NOTE: Disinfection should follow the general principle of thorough disinfection from out ring-to-center, top-down and all-around approach. Begin at the top and proceed downward progressively working from clean to dirty areas.

1. **COCKPIT**

⚠**WARNING: It is not permitted to spray the disinfectant in the cockpit. Do not allow the liquid to pool or drip into the equipment. Substance solution is flammable, so precautions should be taken around potential sources of heat / ignition.**

(a) Clean surfaces of dirt and debris before disinfecting to maximize effectiveness.
(b) Clean and dry the following cockpit equipment and furnishings with the Textile-Lint free Cotton and Non-Aqueous Cleaner-- Isopropyl Alcohol:

- Doors assembly;
- Seatbelt buckles;
- Armrests.

CAUTION: It is extremely important not to change any switch positions during the cleaning or disinfection process.

2. **GALLEYS**

Ovens, water boilers, coffee makers, galley facilities, lockers, drawers, waste bins.

(a) Apply Disinfectant substance to the galleys and galley equipment with the HAND SPRAY.
(b) Clean and dry the galleys and the galley equipment with clean water and the Textile-Lint free Cotton.

3. **LAVATORIES**

The disinfection in lavatory should be progressed from contaminated to clean areas, as follow: toilet bowls, waste bins, basins, lavatory sidewall, door assembly (door surfaces, door handles, locking device, and, if installed, ashtrays).

(a) Apply Disinfectant substance to the galleys and galley equipment with the HAND SPRAY.
(b) Clean and dry the toilet seats and the lavatory equipment with clean water and the Textile-Lint free Cotton.

4. **PASSENGER SEATING AREA**

Overhead bins, reading lights, air outlets, sidewall panels, windows, seats (tray tables, armrests, passenger control units, and decorative panels), cabinets/lockers, bulkheads, magazine racks, cabin attendant seats.

(a) Apply Disinfectant substance to the cabin seats and cabin equipment with the HAND SPRAY. Coated Fabrics (e.g. synthetic leather) – provided the product has a polycarbonate top coat, the following preventive disinfection should be considered:

- Clean the seat cover using an approved cleaning solution and/or vacuum cleaner to remove any foreign objects or debris and clean the surface.

(b) Only safety instruction cards, menu and sickness bags shall be placed in seat pockets. Inflight magazines and all other documentation shall not be placed in any seat pocket.
(c) All equipment and devices which are using for passengers reduced mobility shall be cleaned and disinfected after each service.

5. **OXYGEN-DISPENSING EQUIPMENT AND EMERGENCY EQUIPMENT**

(a) Should oxygen-dispensing equipment (i.e. therapeutic oxygen, drop-down oxygen masks and quick-donning masks) or other emergency equipment be used during the flight, it should be thoroughly cleaned and disinfected after use.
(b) Equipment used for pre-flight safety demonstration, communication equipment and cabin crew seat harnesses should be thoroughly cleaned and disinfected.
(c) Frequently touched cabin equipment, such as interphones, should be thoroughly cleaned and disinfected after every flight.. Approved disinfectant/sanitizers should be available on board.
(d) Any residual disinfection substances that may be harmful to humans should be removed from the seat covers or any other surfaces. This is essential especially when using cleaning and disinfection products which can cause skin irritation or harm.

6. **CARGO COMPARTMENTS**

Not required.

13.6.4 DISINFECTION PROCEDURE AFTER AN EVENT

The procedure for disinfection after an event in this particular context should be understood as disinfection after the transport of a symptomatic passenger (having fever, persistent cough or other flu-like symptoms) which also has an epidemiological context (having been in direct contact with a confirmed case). Additionally, this type of disinfection should address also the situation when there is an event causing heavy contamination of certain surfaces with sputum or other potentially contaminated body fluids/substances (e.g. vomit).

In case of body fluids/substances (e.g. vomit from the ill traveler) heavy contamination the first step should be to take up the excess from overtly contaminated surfaces by using an absorbent material or absorbent disinfectant ensuring that it will take a solidified form which should then be disposed of.

- Preventive Disinfection Procedure principals must be used for disinfection after an event. Refer to Para. **13.6.3 - PREVENTIVE DISINFECTION PROCEDURE**

- In addition to above, large, contaminated areas (e.g. covering most of a tray table) should be treated with disinfectant after removal of the excess contaminants as described above, then thoroughly cleaned and given a final disinfection treatment.
- Carpeting and/ or seat covers with a substantial contaminated area should be removed carefully, placed in sealed plastic bag labelled as 'Bio-Hazard' and laundered in accordance with the manufacturer's instructions. Alternatively, if proper cleaning and disinfection is not possible the contaminated carpeting and/or seat covers should be destroyed. In case of seat contamination that has penetrated the seat cover, the underlying seat upholstery may need to be removed for adequate disinfection.
- After passenger and crew disembarkation is finished, the cabin doors should be closed, and the air conditioning adjusted to the maximum volume to ensure all air exchange is completed. Coordinate this task with the local maintenance or crew personnel.
- Once the air exchange is finished, the first are to be disinfected should be the sitting area of suspected/ill passengers and designated lavatory (as defined in the suspect passenger's management section below) should be disinfected, then clean and disinfect other areas in accordance with the preventive disinfection requirements.
- In addition to a preventive disinfection, the disinfection after an event should include thorough cleaning of the seat area of the suspected case and of the seat area in the close proximity (2 seats in every direction), including the following:
    - Armrests;
    - seatbacks (the plastic and/or metal part);
    - tray tables;
    - seatbelt latches;
    - light and air controls, cabin crew call button and overhead compartment handles;
    - adjacent walls and windows;
    - PEDs made available to passengers;
    - individual video monitors, touchscreens, and remote controls.

Thorough cleaning and disinfection (allowing adequate contact time between the disinfectant and the surface) of the lavatory or lavatories used by the suspected case, including the disinfection of:

- door handle;
- locking device;
- toilet seat;
- tap;
- washbasin;
- adjacent walls and counter;
- The air conditioner must be turned off during the disinfection operation, and the passenger cabin must be fully ventilated after disinfection.

13.6.5 AIRCRAFT DISINFECTION FREQUENCY

13.6.5.1 General

Based on the operational circumstances and specific risk assessment, including the routes, and the duration of the disinfecting effects of the substance used, disinfection is being performed as per below.

WHERE „LONG HAUL FLIGHT" STANDS FOR: Any flight, or series of flights where passengers and their luggage are not fully disembarked, involving commercial air transport of passengers and lasting 6 hours or more, measured from the time the aircraft is scheduled to move from its parking position at the beginning of a (series of) flight, to the time the aircraft is scheduled to reach its parking position at the end of a

(series of) flight, to the time the aircraft is scheduled to reach its parking position at the end of a (series of) flight.

COCKPIT: Preventive disinfection should be considered following layovers in which the flight crew had to leave the airport's restricted areas (e.g. transfer to a hotel for a rest period) in areas with confirmed local transmission of SARS-CoV-2. Also, cockpit should be regularly disinfected at least once per week during regular flying operations. Otherwise, the flight crew compartment should be only routinely cleaned.

13.6.5.2 Preventive Disinfection - Manual Disinfectant Application Method (para 13.6.3.3)

Cargo flights:

- after every operation once the aircraft is back to the base.

Passenger flights:

Unless the aircraft has not been used for passenger transport since the previous cleaning and disinfection:

- Flight **more** than 6 block hours (Long haul):
- In transit;
- After coming back to the base.
- Flight is **less** than 6 block hours:
- after/before every operation once the aircraft is back to the base;
- in transit, when the aircraft has to be parked for more than 24h.

13.6.5.3 Preventive Disinfection – Gun Spray or Fogging Method (para 13.6.3.2)

Cargo and Passenger flights:

- after coming back from the high infection risk areas;
- any other case when to perform this type of disinfection procedure Avion Express decides on a case by case principal.

13.6.5.4 Disinfection after an Event (para 13.6.4)

Passenger flights:

Unless the aircraft has not been used for passenger transport since the previous cleaning and disinfection:

- after every suspected or confirmed case.

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13.6.6 Aircraft Cleaning and Disinfection Form

Form has to be filled, left on board and copy sent to GroundOPS@avionexpress.aero after each disinfection.

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DATE *(dd/mm/yyyy)*	TIME *(24hr – UTC)*	AIRCRAFT REGISTRATION	FLIGHT NUMBER *(PREVIOUS FLIGHT)*	AIRPORT *(IATA)*

CLEANING AND DISINFECTION TYPES*:		APPLICATION METHOD*:		DISINFECTANT MATERIAL:
PREVENTIVE DISINFECTION	☐	MANUAL APPLICATION OF DISINFECTANT	☐	
DISINFECTION AFTER AN EVENT	☐	GUN-SPRAY	☐	
		FOGGING	☐	

AIRCRAFT AREAS TREATED	Complete*
PASSENGER CABIN (AISLE)	☐
LAVATORIES	☐
GALLEYS / CABIN CREW AREA	☐
COCKPIT	☐
CARGO COMPARTMENTS	☐

Aircraft disinfection was made in accordance with the Avion Express operational procedures written in **Ground Operations Manual Ch. 13**, as well as in accordance to the recommendations of the following organizations:
- World Health Organisation;
- EASA guidance on Aircraft Cleaning and Disinfection in relation to the SARS-CoV-2 pandemics;
- EASA COVID-19 Aviation Health Safety Protocol Issue No.3;
- EASA Safety Directive SD No. 2021-05.

SERVICE PROVIDER COMPANY NAME	DISINFECTOR NAME	DISINFECTOR SIGNATURE

*TICK WHERE APPROPRIATE