



GJT - GROUND HANDLING MANUAL

I

ISSUE 7 REVISION 8

Copy No. 1

GetJet Airlines
Dariaus ir Girėno str. 81, Vilnius, LT-02189, Lithuania

Web: www.getjet.aero

Email: info@getjet.aero

Copyright ©GetJet Airlines, JSC. All information in this publication bears the notice of copyright by GetJet Airlines and no part of this publication may be reproduced, stored in a retrieval system, or transmitted in whole or in part in any form or by any means, electronic, mechanical, including photocopying, recording or otherwise without the prior written approval of the copyright holder.

This publication and all subsequent revisions thereof are subject to the above copyright notice.

CHAPTER P - PREFACE

P.0 CHAPTER P – TABLE OF CONTENTS

P.0	CHAPTER P – TABLE OF CONTENTS	P-2
P.1	REVISION HIGHLIGHTS	P-4
P.2	RECORDS OF REVISIONS	P-7
P.3	LIST OF EFFECTIVE PAGES	P-8
P.4	DISTRIBUTION LIST	P-14
P.5	ABBREVIATIONS	P-15
P.6	DEFINITIONS	P-20
P.7	GHM TABLE OF CONTENTS	P-23

APPROVAL STATUS	
Accountable Manager	Ruta Kulvinskaite 23-Feb-2023 
	Full name, date and signature
VP Compliance (OPS)	Migle Matulionyte - Karbauskiene 23-Feb-2023 
	Full name, date and signature
VP Ground Operations	Edgaras Frolovas 23-Feb-2023 
	Full name, date and signature

P.1 REVISION HIGHLIGHTS

Page	Comment
P-18	PRM removed from list of abbreviations as it has been replaced with PWD
0-20	Abbreviation updated (<i>Minor</i>)
1-20	Editorial change (<i>Important</i>)
1-24	Editorial change (<i>Important</i>)
3-9	Scheme update (<i>Important</i>)
3-9	Remark update (<i>Important</i>)
3-9	Abbreviation updated (<i>Minor</i>)
3-9	Abbreviation updated (<i>Minor</i>)
3-10	Abbreviation updated (<i>Minor</i>)
3-10	Abbreviation updated (<i>Minor</i>)
3-10	Abbreviation updated (<i>Minor</i>)
3-12	New PBE chapter added (<i>Important</i>)
3-13	Requirement update (<i>Important</i>)
3-14	Addition of text for GSE policy (<i>Important</i>)
3-15	Requirement update (<i>Important</i>)
3-16	Requirement update (<i>Important</i>)
3-17	Abbreviation updated (<i>Minor</i>)
3-19	Note removed.
3-19	Addition of text for Belt loader operating precautions (<i>Important</i>)
3-22	Tractor/electric baggage tag revised.
3-25	Abbreviation updated (<i>Minor</i>)
4-7	Editorial change.
4-7	Abbreviation updated (<i>Minor</i>)
4-8	Actions after arrival added
4-9	Procedure update. (<i>Important</i>)
4-13	Minor text change (<i>Important</i>)
4-15	Procedure update (<i>Important</i>)
4-16	Chapter update (<i>Important</i>)
4-17	New Chapter (<i>Important</i>)
4-17	New Chapter (<i>Important</i>)
4-18	Addition of new subchapters (<i>Important</i>)
4-20	Procedure update. (<i>Important</i>)
4-21	Procedure update. (<i>Important</i>)
4-22	Chapter update (<i>Important</i>)
4-23	Unloading added (<i>Important</i>)
4-24	Addition of subchapter (<i>Important</i>)
4-25	Procedure update. (<i>Important</i>)
4-26	Abbreviation updated (<i>Minor</i>)

(continued)

Page	Comment
4-26	Chapter numbering updated (<i>Minor</i>)
4-27	Aircraft Ground stability text revised.
4-30	Procedure update (<i>Important</i>)
4-32	Editorial change (<i>Important</i>)
4-39	Editorial change (<i>Important</i>)
4-59	Editorial change (<i>Important</i>)
4-59	Abbreviation updated (<i>Minor</i>)
4-60	Table update (<i>Important</i>)
4-61	Table update (<i>Important</i>)
4-64	Editorial change
4-67	Requirement update (<i>Important</i>)
4-68	Pushback requirements update
4-69	Editorial change: page formatting (<i>Minor</i>)
4-71	Spelling correction (<i>Minor</i>)
4-73	Caution procedure update. (<i>Important</i>)
4-74	Procedure update (<i>Important</i>)
4-75	Procedure update
4-76	Chapter Numbering changed (<i>Important</i>)
4-83	Brake operator updated
4-84	Note added.
4-85	Editorial Change (<i>Important</i>)
4-88	Towing speeds revised (<i>Important</i>)
4-88	Subchapter - General added
4-93	Abbreviation updated (<i>Minor</i>)
D-15	E-mail update (<i>Important</i>)
D-19	Table 2.3A update (<i>Important</i>)
D-20	Table 2.3A update (<i>Important</i>)
F-4	LY-ELK removed
F-13	Seat Map Update (<i>Important</i>)
F-14	Seat map update
F-16	LY-ELK and LY-UNO removed from GJT Fleet (<i>Important</i>)
F-17	LY-ELK and LY-UNO removed from GJT Fleet (<i>Important</i>)
F-18	LY-ELK removed. (<i>Important</i>)
F-18	LY-ELK removed (<i>Important</i>)
F-18	LY-ELK removed (<i>Important</i>)
F-18	LY-ELK removed (<i>Important</i>)
F-18	LY-ELK removed (<i>Important</i>)
F-18	LY-ELK removed (<i>Important</i>)
F-18	LY-ELK removed (<i>Important</i>)

(continued)

Page	Comment
F-19	Chapter numbering updated
F-20	Chapter numbering updated
F-21	Chapter numbering updated (<i>Minor</i>)
F-33	LY-ELK removed (<i>Important</i>)
F-33	LY-ELK removed (<i>Important</i>)
F-34	LY-ELK removed (<i>Important</i>)
F-35	LY-ELK removed (<i>Important</i>)
F-36	LY-ELK removed (<i>Important</i>)
F-37	LY-ELK removed (<i>Important</i>)
F-38	LY-ELK removed
F-39	LY-ELK removed (<i>Important</i>)
F-40	LY-ELK removed (<i>Important</i>)
F-40	LY-ELK removed (<i>Important</i>)
F-40	LY-ELK removed (<i>Important</i>)
F-41	LY-ELK removed (<i>Important</i>)
F-42	LY-ELK removed (<i>Important</i>)

P.2 RECORDS OF REVISIONS

Issue	Revision Number	Revision Date	Effective date
7	0	01-05-2021	01-May-2021
7	1	14-09-2021	14-Sep-2021
7	2	28-01-2022	18-Feb-2022
7	3	23-02-2022	25-May-2022
7	4	11-07-2022	11-Aug-2022
7	5	29-08-2022	31-Aug-2022
7	6	08-09-2022	09-Sep-2022
7	7	26-09-2022	07-Nov-2022
7	8	18-11-2022	23-Feb-2023

P.3 LIST OF EFFECTIVE PAGES

Chapter	Page	Revision	Date	Chapter	Page	Revision	Date
		0	01-05-2021	0	20	8	18-11-2022
P	1	8	18-11-2022	0	21	3	23-02-2022
P	2	8	18-11-2022	0	22	3	23-02-2022
P	3	8	18-11-2022	0	23	3	23-02-2022
P	4	8	18-11-2022	0	24	3	23-02-2022
P	5	8	18-11-2022	0	25	3	23-02-2022
P	6	8	18-11-2022	0	26	3	23-02-2022
P	7	8	18-11-2022	0	27	3	23-02-2022
P	8	8	18-11-2022	0	28	3	23-02-2022
P	9	8	18-11-2022	0	29	3	23-02-2022
P	10	8	18-11-2022	0	30	7	26-09-2022
P	11	8	18-11-2022	0	31	7	26-09-2022
P	12	8	18-11-2022	1	1	7	26-09-2022
P	13	8	18-11-2022	1	2	8	18-11-2022
P	14	3	23-02-2022	1	3	7	26-09-2022
P	15	7	26-09-2022	1	4	7	26-09-2022
P	16	8	18-11-2022	1	5	7	26-09-2022
P	17	8	18-11-2022	1	6	7	26-09-2022
P	18	8	18-11-2022	1	7	7	26-09-2022
P	19	8	18-11-2022	1	8	7	26-09-2022
P	20	8	18-11-2022	1	9	7	26-09-2022
P	21	3	23-02-2022	1	10	7	26-09-2022
P	22	3	23-02-2022	1	11	7	26-09-2022
P	23	0	01-05-2021	1	12	3	23-02-2022
P	24	7	26-09-2022	1	13	3	23-02-2022
0	1	7	26-09-2022	1	14	3	23-02-2022
0	2	7	26-09-2022	1	15	3	23-02-2022
0	3	4	11-07-2022	1	16	3	23-02-2022
0	4	4	11-07-2022	1	17	3	23-02-2022
0	5	3	23-02-2022	1	18	7	26-09-2022
0	6	3	23-02-2022	1	19	7	26-09-2022
0	7	8	18-11-2022	1	20	8	18-11-2022
0	8	3	23-02-2022	1	21	7	26-09-2022
0	9	7	26-09-2022	1	22	3	23-02-2022
0	10	3	23-02-2022	1	23	3	23-02-2022
0	11	3	23-02-2022	1	24	8	18-11-2022
0	12	8	18-11-2022	1	25	7	26-09-2022
0	13	8	18-11-2022	1	26	3	23-02-2022
0	14	3	23-02-2022	1	27	0	01-05-2021
0	15	3	23-02-2022	1	28	3	23-02-2022
0	16	3	23-02-2022	1	29	4	11-07-2022
0	17	3	23-02-2022	1	30	3	23-02-2022
0	18	3	23-02-2022	1	31	3	23-02-2022
0	19	3	23-02-2022	1	32	3	23-02-2022

(continued)

Chapter	Page	Revision	Date	Chapter	Page	Revision	Date
1	33	3	23-02-2022	1	79	3	23-02-2022
1	34	3	23-02-2022	1	80	7	26-09-2022
1	35	7	26-09-2022	1	81	7	26-09-2022
1	36	3	23-02-2022	1	82	7	26-09-2022
1	37	3	23-02-2022	1	83	7	26-09-2022
1	38	7	26-09-2022	1	84	3	23-02-2022
1	39	3	23-02-2022	1	85	3	23-02-2022
1	40	3	23-02-2022	1	86	3	23-02-2022
1	41	3	23-02-2022	1	87	7	26-09-2022
1	42	7	26-09-2022	2	1	7	26-09-2022
1	43	3	23-02-2022	2	2	7	26-09-2022
1	44	4	11-07-2022	2	3	0	01-05-2021
1	45	7	26-09-2022	2	4	3	23-02-2022
1	46	7	26-09-2022	2	5	3	23-02-2022
1	47	4	11-07-2022	2	6	3	23-02-2022
1	48	3	23-02-2022	2	7	3	23-02-2022
1	49	3	23-02-2022	2	8	3	23-02-2022
1	50	4	11-07-2022	2	9	3	23-02-2022
1	51	3	23-02-2022	2	10	3	23-02-2022
1	52	3	23-02-2022	2	11	3	23-02-2022
1	53	3	23-02-2022	2	12	3	23-02-2022
1	54	3	23-02-2022	2	13	3	23-02-2022
1	55	7	26-09-2022	2	14	3	23-02-2022
1	56	3	23-02-2022	2	15	3	23-02-2022
1	57	3	23-02-2022	2	16	3	23-02-2022
1	58	3	23-02-2022	2	17	3	23-02-2022
1	59	7	26-09-2022	2	18	3	23-02-2022
1	60	7	26-09-2022	2	19	3	23-02-2022
1	61	4	11-07-2022	2	20	3	23-02-2022
1	62	3	23-02-2022	2	21	3	23-02-2022
1	63	8	18-11-2022	2	22	7	26-09-2022
1	64	7	26-09-2022	3	1	8	18-11-2022
1	65	7	26-09-2022	3	2	8	18-11-2022
1	66	7	26-09-2022	3	3	8	18-11-2022
1	67	3	23-02-2022	3	4	8	18-11-2022
1	68	7	26-09-2022	3	5	8	18-11-2022
1	69	3	23-02-2022	3	6	8	18-11-2022
1	70	7	26-09-2022	3	7	7	26-09-2022
1	71	4	11-07-2022	3	8	0	01-05-2021
1	72	4	11-07-2022	3	9	8	18-11-2022
1	73	3	23-02-2022	3	10	8	18-11-2022
1	74	3	23-02-2022	3	11	8	18-11-2022
1	75	7	26-09-2022	3	12	8	18-11-2022
1	76	7	26-09-2022	3	13	8	18-11-2022
1	77	7	26-09-2022	3	14	8	18-11-2022
1	78	4	11-07-2022	3	15	8	18-11-2022

(continued)

Chapter	Page	Revision	Date	Chapter	Page	Revision	Date
3	16	8	18-11-2022	3	62	7	26-09-2022
3	17	8	18-11-2022	3	63	7	26-09-2022
3	18	3	23-02-2022	3	64	5	29-08-2022
3	19	8	18-11-2022	3	65	3	23-02-2022
3	20	7	26-09-2022	3	66	3	23-02-2022
3	21	8	18-11-2022	3	67	3	23-02-2022
3	22	8	18-11-2022	3	68	3	23-02-2022
3	23	3	23-02-2022	3	69	3	23-02-2022
3	24	7	26-09-2022	3	70	3	23-02-2022
3	25	8	18-11-2022	3	71	3	23-02-2022
3	26	7	26-09-2022	3	72	1	14-09-2021
3	27	7	26-09-2022	3	73	1	14-09-2021
3	28	7	26-09-2022	3	74	1	14-09-2021
3	29	3	23-02-2022	3	75	3	23-02-2022
3	30	3	23-02-2022	3	76	3	23-02-2022
3	31	3	23-02-2022	3	77	3	23-02-2022
3	32	3	23-02-2022	3	78	3	23-02-2022
3	33	3	23-02-2022	3	79	3	23-02-2022
3	34	7	26-09-2022	3	80	3	23-02-2022
3	35	3	23-02-2022	3	81	3	23-02-2022
3	36	0	01-05-2021	3	82	3	23-02-2022
3	37	0	01-05-2021	3	83	3	23-02-2022
3	38	0	01-05-2021	3	84	3	23-02-2022
3	39	0	01-05-2021	3	85	4	11-07-2022
3	40	0	01-05-2021	3	86	3	23-02-2022
3	41	0	01-05-2021	3	87	0	01-05-2021
3	42	3	23-02-2022	3	88	3	23-02-2022
3	43	0	01-05-2021	3	89	7	26-09-2022
3	44	0	01-05-2021	4	1	8	18-11-2022
3	45	0	01-05-2021	4	2	8	18-11-2022
3	46	0	01-05-2021	4	3	8	18-11-2022
3	47	0	01-05-2021	4	4	8	18-11-2022
3	48	0	01-05-2021	4	5	8	18-11-2022
3	49	0	01-05-2021	4	6	8	18-11-2022
3	50	0	01-05-2021	4	7	8	18-11-2022
3	51	0	01-05-2021	4	8	8	18-11-2022
3	52	0	01-05-2021	4	9	8	18-11-2022
3	53	0	01-05-2021	4	10	5	29-08-2022
3	54	0	01-05-2021	4	11	3	23-02-2022
3	55	0	01-05-2021	4	12	3	23-02-2022
3	56	7	26-09-2022	4	13	8	18-11-2022
3	57	0	01-05-2021	4	14	7	26-09-2022
3	58	0	01-05-2021	4	15	8	18-11-2022
3	59	7	26-09-2022	4	16	8	18-11-2022
3	60	7	26-09-2022	4	17	8	18-11-2022
3	61	7	26-09-2022	4	18	8	18-11-2022

(continued)

Chapter	Page	Revision	Date	Chapter	Page	Revision	Date
4	19	7	26-09-2022	4	65	3	23-02-2022
4	20	8	18-11-2022	4	66	0	01-05-2021
4	21	8	18-11-2022	4	67	8	18-11-2022
4	22	8	18-11-2022	4	68	8	18-11-2022
4	23	8	18-11-2022	4	69	8	18-11-2022
4	24	8	18-11-2022	4	70	8	18-11-2022
4	25	8	18-11-2022	4	71	8	18-11-2022
4	26	8	18-11-2022	4	72	0	01-05-2021
4	27	8	18-11-2022	4	73	8	18-11-2022
4	28	7	26-09-2022	4	74	8	18-11-2022
4	29	7	26-09-2022	4	75	8	18-11-2022
4	30	8	18-11-2022	4	76	8	18-11-2022
4	31	8	18-11-2022	4	77	8	18-11-2022
4	32	8	18-11-2022	4	78	1	14-09-2021
4	33	7	26-09-2022	4	79	0	01-05-2021
4	34	3	23-02-2022	4	80	3	23-02-2022
4	35	3	23-02-2022	4	81	3	23-02-2022
4	36	5	29-08-2022	4	82	0	01-05-2021
4	37	5	29-08-2022	4	83	8	18-11-2022
4	38	3	23-02-2022	4	84	8	18-11-2022
4	39	8	18-11-2022	4	85	8	18-11-2022
4	40	3	23-02-2022	4	86	3	23-02-2022
4	41	0	01-05-2021	4	87	0	01-05-2021
4	42	0	01-05-2021	4	88	8	18-11-2022
4	43	3	23-02-2022	4	89	8	18-11-2022
4	44	0	01-05-2021	4	90	0	01-05-2021
4	45	0	01-05-2021	4	91	0	01-05-2021
4	46	0	01-05-2021	4	92	0	01-05-2021
4	47	7	26-09-2022	4	93	8	18-11-2022
4	48	7	26-09-2022	4	94	3	23-02-2022
4	49	3	23-02-2022	4	95	3	23-02-2022
4	50	3	23-02-2022	4	96	4	11-07-2022
4	51	3	23-02-2022	4	97	3	23-02-2022
4	52	3	23-02-2022	4	98	7	26-09-2022
4	53	3	23-02-2022	5	1	7	26-09-2022
4	54	0	01-05-2021	5	2	3	23-02-2022
4	55	0	01-05-2021	5	3	3	23-02-2022
4	56	3	23-02-2022	5	4	3	23-02-2022
4	57	3	23-02-2022	5	5	7	26-09-2022
4	58	0	01-05-2021	5	6	7	26-09-2022
4	59	8	18-11-2022	5	7	7	26-09-2022
4	60	8	18-11-2022	5	8	7	26-09-2022
4	61	8	18-11-2022	5	9	3	23-02-2022
4	62	8	18-11-2022	5	10	3	23-02-2022
4	63	8	18-11-2022	5	11	4	11-07-2022
4	64	8	18-11-2022	5	12	3	23-02-2022

(continued)

Chapter	Page	Revision	Date	Chapter	Page	Revision	Date
5	13	7	26-09-2022	C	30	3	23-02-2022
6	1	7	26-09-2022	C	31	8	18-11-2022
6	2	3	23-02-2022	C	32	3	23-02-2022
6	3	3	23-02-2022	C	33	3	23-02-2022
6	4	3	23-02-2022	C	34	5	29-08-2022
6	5	3	23-02-2022	C	35	0	01-05-2021
6	6	7	26-09-2022	C	36	3	23-02-2022
6	7	7	26-09-2022	C	37	3	23-02-2022
6	8	7	26-09-2022	C	38	3	23-02-2022
6	9	3	23-02-2022	C	39	3	23-02-2022
6	10	3	23-02-2022	C	40	3	23-02-2022
6	11	0	01-05-2021	C	41	0	01-05-2021
6	12	7	26-09-2022	C	42	3	23-02-2022
A	1	2	28-01-2022	C	43	5	29-08-2022
A	2	1	14-09-2021	C	44	3	23-02-2022
A	3	7	26-09-2022	C	45	0	01-05-2021
A	4	7	26-09-2022	C	46	3	23-02-2022
C	1	4	11-07-2022	C	47	0	01-05-2021
C	2	4	11-07-2022	C	48	3	23-02-2022
C	3	4	11-07-2022	C	49	0	01-05-2021
C	4	4	11-07-2022	C	50	3	23-02-2022
C	5	4	11-07-2022	C	51	3	23-02-2022
C	6	4	11-07-2022	C	52	7	26-09-2022
C	7	4	11-07-2022	D	1	8	18-11-2022
C	8	3	23-02-2022	D	2	3	23-02-2022
C	9	3	23-02-2022	D	3	3	23-02-2022
C	10	3	23-02-2022	D	4	3	23-02-2022
C	11	3	23-02-2022	D	5	0	01-05-2021
C	12	3	23-02-2022	D	6	3	23-02-2022
C	13	3	23-02-2022	D	7	0	01-05-2021
C	14	7	26-09-2022	D	8	7	26-09-2022
C	15	3	23-02-2022	D	9	7	26-09-2022
C	16	3	23-02-2022	D	10	7	26-09-2022
C	17	3	23-02-2022	D	11	3	23-02-2022
C	18	3	23-02-2022	D	12	7	26-09-2022
C	19	5	29-08-2022	D	13	3	23-02-2022
C	20	3	23-02-2022	D	14	7	26-09-2022
C	21	4	11-07-2022	D	15	8	18-11-2022
C	22	3	23-02-2022	D	16	7	26-09-2022
C	23	3	23-02-2022	D	17	4	11-07-2022
C	24	3	23-02-2022	D	18	3	23-02-2022
C	25	3	23-02-2022	D	19	8	18-11-2022
C	26	3	23-02-2022	D	20	8	18-11-2022
C	27	3	23-02-2022	D	21	3	23-02-2022
C	28	7	26-09-2022	D	22	3	23-02-2022
C	29	3	23-02-2022	D	23	7	26-09-2022

(continued)

Chapter	Page	Revision	Date	Chapter	Page	Revision	Date
E	1	3	23-02-2022	F	15	8	18-11-2022
E	2	3	23-02-2022	F	16	8	18-11-2022
E	3	7	26-09-2022	F	17	8	18-11-2022
E	4	7	26-09-2022	F	18	8	18-11-2022
E	5	3	23-02-2022	F	19	8	18-11-2022
E	6	3	23-02-2022	F	20	8	18-11-2022
E	7	0	01-05-2021	F	21	8	18-11-2022
E	8	0	01-05-2021	F	22	4	11-07-2022
E	9	7	26-09-2022	F	23	4	11-07-2022
E	10	3	23-02-2022	F	24	3	23-02-2022
E	11	7	26-09-2022	F	25	0	01-05-2021
S	1	7	26-09-2022	F	26	3	23-02-2022
S	2	3	23-02-2022	F	27	0	01-05-2021
S	3	3	23-02-2022	F	28	3	23-02-2022
S	4	7	26-09-2022	F	29	3	23-02-2022
F	1	8	18-11-2022	F	30	0	01-05-2021
F	2	8	18-11-2022	F	31	3	23-02-2022
F	3	8	18-11-2022	F	32	3	23-02-2022
F	4	8	18-11-2022	F	33	8	18-11-2022
F	5	3	23-02-2022	F	34	8	18-11-2022
F	6	3	23-02-2022	F	35	8	18-11-2022
F	7	3	23-02-2022	F	36	8	18-11-2022
F	8	3	23-02-2022	F	37	8	18-11-2022
F	9	3	23-02-2022	F	38	8	18-11-2022
F	10	3	23-02-2022	F	39	8	18-11-2022
F	11	3	23-02-2022	F	40	8	18-11-2022
F	12	3	23-02-2022	F	41	8	18-11-2022
F	13	8	18-11-2022	F	42	8	18-11-2022
F	14	8	18-11-2022	F	43	7	26-09-2022

P.4 DISTRIBUTION LIST

COPY NO	FORMAT	LOCATION	RECIPIENTS
1	PDF	IQSMS	GetJet Airlines personnel and Ground and Cargo Handling Agents
		EFB	Flight Crew

P.5 ABBREVIATIONS

Abbreviation Definition	
ACARS	Aircraft Communications Addressing and Reporting System
ACMI	Aircraft, Crew, Maintenance and Insurance (lease)
ACU	Air Conditioning Unit
ADL	Additions and Deletions List
AHM	Airport Handling Manual
AHM514	Airport Handling Manual(EDP Loading Instruction Report)
AHM515	Airport Handling Manual(Manual Loading Instruction report LIR)
AHM560	Airport Handling Manual (Load Control)
AOC	Air Operator Certificate
AOG	Aircraft On Ground
API	Advance Passenger Information
APU	Auxiliary Power Unit
ARINC	Aeronautical Radio Incorporated
ASU	Air Star Unit
ATA	Actual Time of Arrival
ATC	Air Traffic Control
ATD	Actual Time of Departure
ATR	Automatic Tag Reader
AVI	Live Animal
AVIH	Animal in Hold
AWB	Air Waybill
BHS	Baggage Handling System
BI	Basic Mass Index
BIG	Outsized Items
BLND	Blind Passenger
BRS	Baggage Reconciliation System
BSM	Baggage Source Message
BTM	Baggage Transfer Message
BW	Basic Weight
CAA	National Competent Civil Aviation Authority of Member State - Transport Competence Agency
CAD	Civil Aviation Directorate
CAO	Cargo Aircraft Only
CART	Council Aviation Recovery Taskforce
CBBG	Cabin Baggage
CCTV	Closed-Circuit Television
CHA	Cargo Handling Agent
CHD	Child
CIP	Commercial Important Person
CLS	Cargo Loading Systems
CMVSS	Canadian Motor Vehicle Safety Standards
COMAT	Company Materials
COO	Chief Operating Officer
CPM	Company Procedures Manual

(continued)

Abbreviation Definition

CRD	Child Restraint Device
CRPP	Convention on the Rights of Persons with Disabilities
CTO	Cargo Terminal Operator
CUTE	Common Use Terminal Equipment
DAA	Delivery At Aircraft
DBC	Denied Boarding Compensation
DCS	Departure Control System
DEAF	Deaf Passenger
DEPA	A Deportee Accompanied by Authorized Escort
DEPO	Double Even Pass Odd
DEPU	A Deportee Not Accompanied by Authorized Escort
DG	Dangerous Goods
DGD	Dangerous Goods Declaration
DGR	Dangerous Goods Regulation Manual
DGSL	Dangerous Goods and Special Loads
DH.	Deadheads
DOI	Dry Operating Index
DOW	Dry Operating Weight
DPNA	Disabled Passenger with Intellectual or Developmental Disability Needing Assistance
EASA	European Aviation Safety Agency
EBT	Electric Baggage Tag
EDP	Electronic Data Processing
EER	Emergency Exit Row
EFB	Electronic Flight Bag
ERA.	Equipment Restraint Area
ESAN	Emotional Support Animals
ETL	Electronic Ticket List
ETSO	European Technical Standard Order
EZFW	Estimated Zero Fuel Weight
FAA	Federal Aviation Administration
FBL	Freight Booking List
FDM	Flight Data Monitoring
FO	First Officer
FOD	Foreign Object Debris
FPU	Fixed Power Unit
FSZ	Fueling Safety Zone
FWD	Forward
GH	Ground Handling
GHCN	Ground Handling Charge Note
GHM	Ground Handling Manual
GJT	GetJet Airlines JSC
GMC	Ground Movement Control
GOM	General Operations Manual
GOPS	Ground Handling Operations Department
GPU	Ground Power Unit

(continued)

Abbreviation Definition	
GSA	General Sales Agent
GSE	Ground Support Equipment
GSP	Ground Service Provider
HAWB	House Air Waybill
HRCM	High Risk Cargo or Mail
IATA	International Air Transport Association
ICAO	International Civil Aviation Organization
IDM	Industry Discount Message
IFE	In-Flight Entertainment
IGOM	IATA Ground Operations Manual
INAD	Inadmissible Passenger
INF	Infant
IPA	Isopropyl Alcohol
IQSMS	Integrated Quality and Safety Management System
IRR	Irregularity Report
JAA	Joint Aviation Authorities
JMPS	Jump Seat
KPI	Key Performance Indicator
LAR	Live Animal Regulations
LDM	Load Message
LHO	Live Human Organs
LIR	Loading Instruction Report
LM	Landing Mass
LMC	Last Minute Change
MCT	Minimum Connection Time
MEDA	Medical Case
MEDIF	IATA Medical Information Form
MGT	Minimum Ground Time
MOD	Ministry of Defense
MTOW	Maximum takeoff weight
MVT	Aircraft Movement Message
NLG	Nose Landing Gear
NOREC	No Record Passenger
NOTAM	Notice to Airmen
NOTOC	Notification to Captain
NPH	Nominated Post Holder
NTCGH	Notice to Ground Handling service Providers
NTGHC	Notice to Ground Handling and Cargo Agents
OCC	Operations Control Center
ODLN	Operational Damage Limits Notice
OEM	Original Equipment Manufacturer
OHD	On-Hand
OHG	Overhang Item
OIR	Offloading Instruction Report
OMM	Organisation's Management Manual
OOG	Out of Gauge

(continued)

Abbreviation	Definition
PAD	Passengers Available for Disembarkation
PAX	Passenger
PBB	Passenger Boarding Bridge
PBE	Protective Breathing Equipment
PCA	Pre-Conditioned Air
PCR	Perishable Cargo Regulations
PD	Post Departure
PDU	Power Drive Units
PED	Portable Electronic Device
PETC	Pet in Cabin
PIC	Pilot In Command
PIL	Passenger Information List
PIR	Property Irregularity Report
PNL	Passenger Name List
PNR	Point of No Return
PNR.	Passenger Name Record
POB	Portable Oxygen Bottle
POC	Portable Oxygen Concentrator
PPE	Personal Protective Equipment
PPM	Passenger Protection Message
PPU	Power Push Unit
PREG	Pregnant Passenger
PSM	Passenger Service Message
PSU	Passenger Service Unit
PTM	Passenger Transfer Message
PTS	Precision Time Schedule
PWD	Passengers with Disability
SAE	Society of Automotive Engineers
SBY	Standby
SCC	Senior Cabin Crew
SCCM	Senior Cabin Crew Member
SCL	Station Check List
SCP	Special Category of Passenger
SDS	Safety Data Sheet
SGHA	Standard Ground Handling Agreement
SITA	Integrated Information and Telecommunications Services
SKPI	Safety Key Performance Indicator
SLA	Service Level Agreement
SLS	Statistical Load Summary
SMS	Safety Management System
SNY	Supernumerary
SOM	Seat Occupied Message
SOP	Standard Operating Procedure
SPEQ	Special Equipment
SRB	Safety Review Board
SSR	Secondary Surveillance Radar

(continued)

Abbreviation Definition

STCR	Stretcher Onboard
STD	Scheduled Time of Departure
SVAN	Service Animal
TBL	Towbarless Tractor
TCA	Transport Competence Agency
TCR	Temperature Control Regulations
TIMATIC	Travel Information Manual Automatic
TKA	Transport Competence Agency
TOM	Take-Off Mass
TPM	Teletype Passenger Manifest
TRC	Turn Around Coordinator
TSO	Technical Standard Order
TT	Towbar Tractor
TWL	Towbarless
TÜV	German Technical Inspection Association
UCM	ULD Control Message
ULD	Unit Load Device
ULDR	ULD Regulation
UMNR	Unaccompanied Minor
UWS	ULD/Bulk-load Weight Signal
VDU	Visual Display Unit
VHF	Very High Frequency
VIP	Very Important Person
VP	Vice President
W&B	Weight and Balance
WCBD	Wheelchair Passenger with Own Wheelchair - Dry Battery Driven
WCBW	Wheelchair Passenger with Own Wheelchair - Wet Battery Driven
WCHC	Wheelchair
WCHR	Wheelchair Steps
WCHS	Wheelchair (S for Steps)
WCLB	Wheelchair Passenger with Own Wheelchair - Lithium Battery
WCMP	Wheelchair Passenger with Manually Powered Own Wheelchair
WHO	World Health Organization
ZFM	Zero Fuel Mass

P.6 DEFINITIONS

DEFINITION	EXPLANATION
Acceptance checklist	A document is 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.
Accident	An occurrence associated with the operation of an aircraft which takes place between the time any person boards the aircraft with the intention of flight until such time as all such persons have disembarked, in which: a. A person is fatally or seriously injured as a result of: • Being in the aircraft, or • Direct contact with any part of the aircraft, including parts that have become detached from the aircraft, or • Direct exposure to jet blast, <i>Except</i> when the injuries are from natural causes, self-inflicted or inflicted by other persons, or when the injuries are to stowaways hiding outside the areas normally available to the passengers and crew; or b. The aircraft sustains damage or structural failure which: • Adversely affects the structural strength, performance or flight characteristics of the aircraft, and • Would normally require major repair or replacement of the affected component, <i>Except</i> for engine failure or damage, when the damage is limited to a single engine, (including its cowlings or accessories), to wingtips, antennas, probes, vanes, tires, brakes, wheels, fairings, panels, landing gear doors, windscreens, the aircraft skin (such as small dents or puncture holes), or for minor damages to main rotor blades, tail rotor blades, landing gear, and those resulting from hail or bird strike (including holes in the radome); or the aircraft is missing or is completely inaccessible.
Area load	Maximum amount of load that can be loaded on a specific area
Audit	A systematic, independent and documented process for obtaining evidence and evaluating it objectively to determine the extent to which requirements are complied with
The Airline	For the purpose of this manual means GetJet Airlines
Bulk	Loading piece by piece
Cargo aircraft	Aircraft designed for carriage of goods or property but not passengers
CAUTION	Indicates actions to be taken to avoid equipment and/or property damage
Compartment	Space designated within a hold. One or several compartments make up a hold
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 Excepted Quantities	Very small quantities of Dangerous Goods are transported in such a manner that they may be excepted by the marking, labelling and documentation requirements of the IATA Dangerous Goods Regulations (DGR). Such Dangerous Goods are marked with a special label and included in the general cargo figure

DEFINITION	EXPLANATION
Dangerous Goods incident	An occurrence, other than a Dangerous Goods accident, associated with and related to the transport of Dangerous Goods, not necessarily occur 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 jeopardizes the aircraft or its occupants is also deemed to constitute a Dangerous Goods incident
Dangerous Goods transport document (Shipper's Declaration)	A document that 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 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
G-force	Force acting on the "load" with a certain intensity
Ground Handler	An agency, which performs on behalf of the operator some or all of the latter's functions including Aircraft handling; receiving, loading, unloading, transferring or other processing of passengers and/or cargo
Hazard	A condition, object, activity or event with the potential of causing injuries to personnel, damage to equipment or structures, loss of material, or reduction of the ability to perform a prescribed function.
Hold	The space is confined by the ceiling, floor, walls, bulkhead and door, used for carrying the load. A hold can consist of one or several compartments
IATA Dangerous Goods Regulations (DGR)	The IATA Dangerous Goods Regulations are published by the IATA Dangerous Goods Board and constitute a manual of industry carrier regulations to be followed by all IATA member airlines
IATA Live Animal Regulations (LAR)	The IATA Live Animals Regulations contain the latest changes that have been approved by the IATA Live Animals & Perishables board as the law for transport of live animals
Incident	An occurrence, other than an accident, associated with the operation of an aircraft which affects or could affect the safety of operation.
Improperly Documented Person	A person who travels, or attempts to travel, with an expired travel document or an invalid visa, with a counterfeit, forged or altered travel document or visa, with someone else's travel document or visa, without a visa, if required
IQSMS	Integrated Quality and Safety Management System, a web-based tool consists of 7 modules: Reporting Module, Quality Management Module, Ground OPS Module, Flight Data Monitoring Risk Module, Airport- and Flight Risk Module, Risk Management Module and Document Distribution Module.
Load Control	Activities to ensure optimum utilization of the aircraft based on operational safety requirements

DEFINITION	EXPLANATION
Longitudinal Parallel	with aircraft nose-tail direction
Maintmat	First priority service cargo, which may never be refused or offloaded in favour of another load
Marshalling	Guiding an aircraft to a parking stand by hand signals
Occurrence	Any safety-related event which endangers or which, if not corrected or addressed, could endanger an aircraft, its occupants or any other person and includes in particular an accident or serious incident.
Off-block	Departure time, i.e. the moment the aircraft starts moving from its parking stand by its own power or with help of a push-back tractor or equivalent
On-block	Arrival time, i.e. the moment the aircraft comes to a standstill at its parking stand after landing
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 storage
Package	The complete product of the packing operation consists 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
Parking stand check	Check the aircraft parking area for any foreign objects or equipment before the arrival of the aircraft
Passive Crew (PCR)	Crewmembers who are travelling to or from their duty station as passengers, to take up or terminate their flight duty
Proper shipping name	The name to be used to describe a particular article or substance in all shipping documents and notifications and, where appropriate, on packaging
Ramp safety	General safety precautions for different services during a turn-around, arrival, departure, night stop.
Risk	The combination of occurrence likelihood and severity
Safety	a state in which or a place where you are safe and not in danger or at risk of harm to persons or property damage
Signalling	Making visual guidance/information to flight crew when required
State of origin	The Authority in whose territory Dangerous Goods were first loaded on an aircraft
Technical crew	Flight deck crew and Engineer/s travelling on duty
Transversal	90 degrees to aircraft nose-tail direction
Travel Documents	A travel document is a passport or other official document of identity issued by a State or organization, which may be used by the rightful holder for international travel.
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
UN specification markings	Indicates that the packaging, which bears the marking, corresponds to a successfully tested design type and that it complies with the requirements of the IATA DGR
WARNING	Indicates actions to be taken to avoid serious or fatal injuries to personnel and/or passengers
Wingman	A person who visually controls that there is wing/tail clearance of obstacles or equipment in connection with aircraft movement

P.7 GHM TABLE OF CONTENTS

CHAPTER P	PREFACE	P-1
CHAPTER 0	INTRODUCTION	0-1
CHAPTER 1	PASSENGER HANDLING PROCEDURES	1-1
CHAPTER 2	BAGGAGE HANDLING PROCEDURES	2-1
CHAPTER 3	AIRCRAFT GENERAL SAFETY/SERVICING OPERATIONS	3-1
CHAPTER 4	AIRCRAFT TURN-AROUND	4-1
CHAPTER 5	LOAD CONTROL MANAGEMENT	5-1
CHAPTER 6	AIRSIDE SAFETY OPERATIONAL OVERSIGHT	6-1
CHAPTER A	APPENDICES	A-1
CHAPTER C	CARGO HANDLING PROCEDURES	C-1
CHAPTER D	DANGEROUS GOODS	D-1
CHAPTER E	EMERGENCY RESPONSE	E-1
CHAPTER S	SECURITY	S-1
CHAPTER F	FLEET	F-1

END OF CHAPTER

CHAPTER 0 INTRODUCTION

0.0	ADMINISTRATION AND CONTROL OF GROUND HANDLING MANUAL	0-3
0.0.1	THE AIRLINE MANAGEMENT AND CONTROL SYSTEM	0-4
0.0.2	DATABASE BACKUP	0-4
0.1	AIM AND SCOPE OF GROUND HANDLING MANUAL	0-4
0.1.1	IGOM ADOPTION POLICY	0-5
0.1.2	IGOM IMPLEMENTATION PROCESS FLOW	0-5
0.2	NOTICE TO GROUND HANDLING AND CARGO AGENTS	0-6
0.2.1	MANUAL AND ITS CORRECTION/UPDATE PROCEDURE	0-7
0.3	REFERENCE TO EXTERNAL REGULATIONS	0-7
0.4	ORGANIZATION AND STRUCTURE	0-8
0.4.1	INFRASTRUCTURE	0-8
0.5	NOMINATED VP GROUND OPERATIONS	0-8
0.5.1	REQUIREMENTS FOR VP GROUND OPERATIONS	0-9
0.5.2	DUTIES, RESPONSIBILITIES OF VP GROUND OPERATIONS	0-9
0.5.3	DELEGATION OF DUTIES	0-10
0.5.4	GROUND OPERATIONS DEPARTMENT	0-10
0.5.5	GROUND OPERATIONS DEPARTMENT PERSONNEL	0-11
0.5.6	TRAINING FOR GROUND OPERATIONS MANAGER	0-11
0.5.7	TRAINING FOR GROUND OPERATIONS SPECIALIST	0-12
0.6	COMPLIANCE MONITORING	0-12
0.6.1	GENERAL	0-13
0.7	REPORTING SYSTEM	0-13
0.8	HAZARD IDENTIFICATION PROGRAM	0-15
0.8.1	MANDATORY REPORTS	0-15
0.8.2	VOLUNTARY REPORTS	0-16
0.9	DOCUMENTATION CONTROL	0-16
0.10	SUBCONTRACTING OF GROUND HANDLING	0-16
0.10.1	GENERAL	0-16
0.10.2	EVALUATION CRITERIA FOR GROUND HANDLING ORGANIZATIONS IN CASE OF CARRIAGE OF CARGO AND/OR DANGEROUS GOODS	0-17
0.10.3	MONITORING OF EXTERNAL SERVICE PROVIDERS	

0.10.4	SERVICE LEVEL AGREEMENT	0-18
0.10.5	GROUND HANDLING AGREEMENT	0-18
0.10.6	STATION CHECKLIST	0-18
0.10.7	GROUND HANDLING CHARGE NOTE	0-19
0.10.8	LEASING	0-19
0.11	COMMUNICATION	0-19
0.11.1	INTERNAL COMMUNICATION	0-19
0.11.2	EXTERNAL COMMUNICATION	0-19
0.12	TRAINING AND QUALIFICATION OF GROUND SERVICE PROVIDER AND CARGO HANDLING AGENTS	0-20
0.12.1	TRAINING REQUIREMENTS	0-22
0.12.2	CONTINUING QUALIFICATION	0-23
0.12.3	TRAINING QUALIFICATION OF PASSENGER HANDLING STAFF	0-24
0.12.4	PERSONNEL OF LOST & FOUND DEPARTMENTS	0-24
0.12.5	TRAINING QUALIFICATION IN OPERATIONS, RAMP SUPERVISION AND LOAD CONTROL STAFF	0-25
0.12.6	TRAINING QUALIFICATION OF AIRCRAFT HANDLING STAFF	0-26
0.12.7	TRAINING QUALIFICATION OF CARGO HANDLING STAFF	0-27
0.12.8	DANGEROUS GOODS TRAINING	0-28
0.12.8.1	TRAINING PROGRAMME	0-28
0.12.8.2	INSTRUCTOR QUALIFICATIONS	0-29
0.12.9	EXAMINATION	0-30
0.12.10	RECORD OF TRAINING	0-30

0.0 ADMINISTRATION AND CONTROL OF GROUND HANDLING MANUAL

GRH 1.5.3, CGO 1.6.2, GRH 1.6.2, CGO 1.5.3, CAT.GEN.MPA.200 (D)

This manual is mandatory for all *THE AIRLINE* handling agents and contractors involved in passenger, baggage and cargo handling. It contains regulations, legible accurate information and guidelines data for:

- Aircraft handling and ramp service.
- Load planning, loading and load control.
- Passenger handling.
- Baggage, cargo, mail and store handling.
- Communications.
- Security and emergency procedures.

It also provides general information about:

- The organization of *THE AIRLINE*.
- The responsibilities of the management and staff.
- The training and qualification requirements with respect to aircraft ground handling.
- And includes the procedures required to maintain and monitor the entire quality system of the department.

VP Ground Operations is responsible for the contents of the Ground Handling Manual, as well as delegating all amendments and revisions as required by *THE AIRLINE*. The approval from TCA is not required. The ground handling manual is edited and prepared by VP Ground Operations.

VP Ground Operations is responsible for continuous maintaining, acceptance of updates, issuance and insertion of amendments and revisions.

THE AIRLINE ensures that a copy of GHM is available to all subcontractors.

The current GHM issue and Notice to Ground Handlers (if any) are provided in the electronic version by "IQSMS", or e-mail to each *THE AIRLINE* GSP, CTO, CHA.

Derivatives of an electronic version or print-outs of any manual shall only be regarded to contain current and up-to-date information on the copy or print date and, at any later date, it is the user's responsibility to verify the validity of, or make amendments to, that derivatives or print-out before applying its contents.

The Ground Handling Manual has a Revision Number and a List of effective pages which enable copyholders to check whether their copy of the manual is up to date.



Always use up to date GHM

0.0.1 THE AIRLINE MANAGEMENT AND CONTROL SYSTEM

GRH 1.7.1, CGO 1.7.1, CGO 1.5.1, GRH 1.5.1

THE AIRLINE has a system (IQSMS) for the management and control of ground handling and cargo operational records to ensure the content and preservation of such records are in accordance with requirements of TCA, applicable, and to ensure operational records are subjected to standardized processes for:

- Identification;
- Legibility;
- Maintenance;
- Retention and retrieval;
- Projection and security;
- Disposal and deletion (electronic records).

Feedback regarding the contents of this manual should be sent via e-mail to groundops@getjet.aero

0.0.2 DATABASE BACKUP

CGO 1.7.2, GRH 1.7.2

IQSMS and DCS iPort have backup function for all data placed. Computer hardware used for backup placed in a different location from that containing the working data and in an environment, that ensures they remain in good condition.

THE AIRLINE ensures that records retained protected from damage, alteration and theft.

0.1 AIM AND SCOPE OF GROUND HANDLING MANUAL

GRH 1.6.1, CGO 1.6.1

The Ground Handling Manual (GHM) has been designed and based on *IATA IGOM* for the use and guidance of all *THE AIRLINE* operations staff to ensure that all commercial flights are planned and executed in accordance with its policies and requirements. The main purpose of the GHM is to provide:

- Directions for safe ground handling and cargo operations of all aircraft operating under *THE AIRLINE* AOC;
- Procedures and guidelines for customer service.

All personnel involved in ground handling and cargo must have easy access to and must be well familiar with the contents and instructions of those parts of the GHM which are relevant to their duties. Therefore, read and sign policy shall apply.

All concerned personnel have to be trained, qualified and familiar with all instructions pertaining to the duties they perform. Safety relevant instructions must be strictly adhered to. Services are not specified in every detail if it is understood that the procedures for such services are general practice and are performed according to industry standards. In any situation for which no provision is given in the GHM, the ground handling and cargo agent shall follow its own standard practices and procedures, provided they comply with the applicable IATA regulations. For services having a safety aspect (e.g. dangerous goods handling), the handling agent shall use the applicable industry manual for further reference. (e.g. IATA DGR manual).

0.1.1 IGOM ADOPTION POLICY

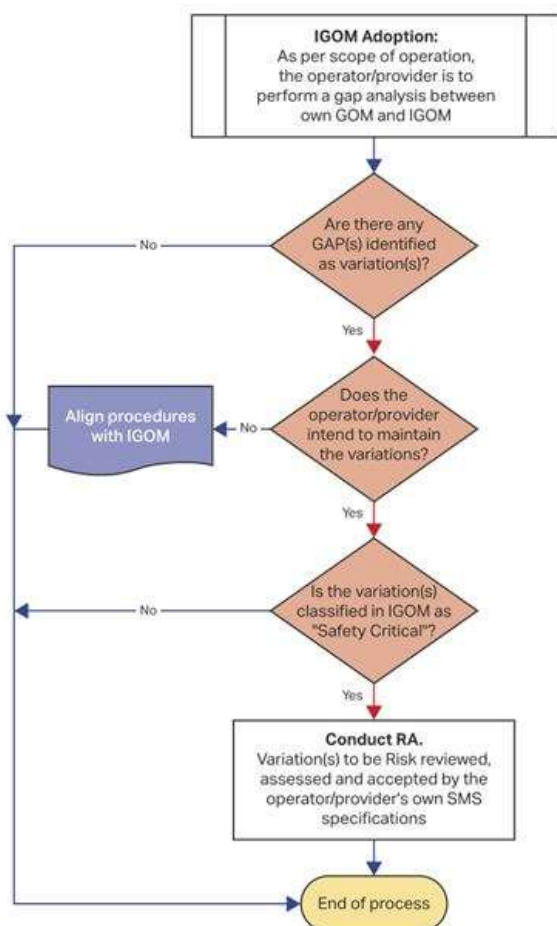
GRH 1.6.9 (I), GRH 1.6.9 (II), GRH 1.6.9 (III)

VP Ground Operations or delegated person conduct a gap analysis between *THE AIRLINES* GHM and IGOM to ensure:

- Gap analysis of its own procedures against the IGOM to ensure a complete set of procedures exists for the applicable operations GAP analysis is performed with each new *IATA IGOM* revision;
- If variations are identified against the *IATA IGOM* procedures, communicate them to applicable operational personnel of outsourced functions;
- If variations are identified against *IATA IGOM* "Safety Critical" procedures, such variations are risk assessed utilizing the Operator's SMS and risk management method to ensure an alternative procedure is accepted by *THE AIRLINE*.

NOTE: Current gap analysis See: A-APPENDICES

0.1.2 IGOM IMPLEMENTATION PROCESS FLOW



0.2 NOTICE TO GROUND HANDLING AND CARGO AGENTS

GRH 1.6.1, CGO 1.6.1

The Notice to Ground Handling and Cargo agents was established in order to provide:

- Additional information related to operating procedures.
- Familiarity with laws and regulations.
- Additional operational information of a supplementary nature.
- Data coming from external sources.
- Safety-critical operational information.
- Security-related matters.
- Other issues raised require the immediate attention of ground handling and cargo agents.

The distribution of NTGHC is organized by the internal programme IQSMS using the Document Distribution Module. After NTGHC is placed in the program, Ground Handling and Cargo agents receive an email to his personal email address with a notification that a new document has been published. Ground Handling and Cargo agents are responsible for opening and reading NTGHC. After Ground Handling and Cargo agent reads NTGHC document must be verified by clicking "I have read and understood the Document".

Open IQSMS → Document Distribution Module → Read a chosen file → Verify by clicking "I have read and understood the Document".

Ground Handling and Cargo agents are responsible to read their registered accounts. Ground Handling and Cargo agents are responsible to distribute internally NTGHC. Therefore, the Read and Sign policy shall apply. It is Ground Handling and Cargo agents' responsibility to ensure only qualified personnel with up to date knowledge of procedures handle *THE AIRLINE*.

0.2.1 MANUAL AND ITS CORRECTION/UPDATE PROCEDURE

VP Ground Operations is responsible for the contents of this manual and the editorial updating (at least once per year). Each holder of this manual is responsible for keeping the manual up-to-date by inserting all updates without delay. Each holder shall report any non-conformity to groundops@getjet.aero. It's intended to continuously update and improve this manual. If you noticed any deficiency in the given information or you have any suggestions on how to improve this manual, please do not hesitate to contact a responsible person – VP Ground Operations – via e-mail groundops@getjet.aero.

0.3 REFERENCE TO EXTERNAL REGULATIONS

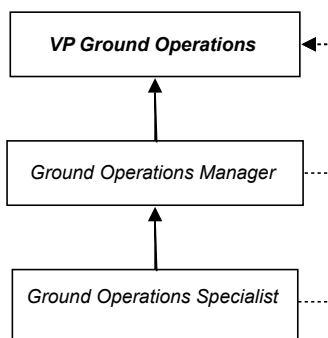
THE AIRLINE Ground Handling Manual complies with:

- International ICAO requirements.
- EASA Regulations.
- Regulations of Lithuanian Republic.
- IATA Dangerous Goods Regulations (DGR).
- IATA Live Animal Regulations (LAR).
- IATA Perishable Cargo Regulations (PCR).
- IATA Airport Handling Manual (AHM).
- IATA Ground Operations Manual (IGOM).
- IATA ULD Regulation (ULDR).

0.4 ORGANIZATION AND STRUCTURE

GRH 1.2.1 (III), GRH 1.2.1 (II), CGO 1.1.1, GRH 1.2.1 (I), CGO 1.2.1, GRH 1.1.1

The full organization structure and responsibilities of *THE AIRLINE* is displayed in OMM chapter **3.2- ORGANISATIONAL STRUCTURE**.



Meaning of lines in the structure above:

- Solid (black): direct administrative subordination.
- Dotted (black): direct access and reporting line.

VP Ground Operations has the authority and is responsible for the management and supervision of functions and activities within the scope of ground handling and cargo operations. VP Ground Operations is accountable to senior management for ensuring the safety of ground handling operations. *THE AIRLINE* ground handling operations department activities are managed and controlled by VP Ground Operations.

0.4.1 INFRASTRUCTURE

GRH 1.4.1, CGO 1.4.1

The Ground handling and Cargo handling agents shall ensure the existence of physical infrastructure and work environment that satisfies operational requirements necessary to produce safe and secure operations. This includes the provision of office space, secure storage facilities for handling material and baggage; the provision of tools (i.e. hardware and software, stationary) and support services (i.e. transportation and communication) by the external service provider on behalf of *THE AIRLINE*. The handling company shall provide a suitable work environment which satisfies human and physical factors, such as safety rules and guidance, including the use of protective equipment; workplace design and equipment; workplace temperature, humidity, light, airflow; cleanliness, noise or pollution. Smoking shall be forbidden in all parts of *THE AIRLINE* premises and rented facilities. The facilities of external service providers will be checked during regular station audits performed by *THE AIRLINE*.

0.5 NOMINATED VP GROUND OPERATIONS

ORO.AOC.135 (A) (3), GRH 1.1.2 (II), GRH 1.1.2 (I), GRH 1.4.2, CGO 1.1.2, CGO 1.4.2

VP Ground Operations has direct access and reports to the Chief Executive Officer; Has direct functional subordination to Chief Operating Officer. He must be acceptable to the Authority. He is responsible for the coordination of activities required to direct and control the Ground Operations Department and the interfacing with internal or external customers and suppliers. The Nominated VP Ground Operations shall ensure the safe, efficient, and economical conduct of all functions within Ground Operations.

He must ensure that all ground activities are carried out to an approved standard so that the terms and conditions of *THE AIRLINE* AOC and additional *THE AIRLINE* requirements are satisfied. He is responsible for the liaison with other departments and regulatory authorities, original equipment manufacturers and other operationally relevant external entities. The Nominated VP Ground Operations must monitor legal requirements for possible changes and, if applicable, initiate actions to ensure compliance; this includes laws, regulations and procedures of those states in which operations are conducted. He defines the required processes and determines the related responsibilities, procedures and resources. He controls and supervises the realization and initiates any corrective action resulting from compliance monitoring.

0.5.1 REQUIREMENTS FOR VP GROUND OPERATIONS

- Acceptable to TKA.
- 5 years of working experience in aviation.
- 2 years of working experience in ground operations/ground handling.
- 1 year working experience deputy of VP Ground Operations.
- English language knowledge.
- Knowledge and understanding in Ground Handling, Cargo Operations.
- Dangerous Goods Training Category 6.
- Safety management system training.
- Conversion SMS Training for Executive, NPH, Managers and Auditors.
- Knowledge and understanding of National Legislation, IATA, ICAO and EASA requirements for ground and cargo operations activities.

0.5.2 DUTIES, RESPONSIBILITIES OF VP GROUND OPERATIONS

Authority

- To take operational and administrative decisions that bear an impact on the safety and security of ground operations.
- Is responsible for the supervision of Ground and Cargo operations.
- To lead the work of the Ground Operations Department.
- Authorize ground and cargo operations procedures and manuals.
- To take decisions regarding ground and cargo operations, including operational safety and Dangerous Goods issues.
- To take decisions regarding ground and cargo operations.
- To take decisions related to grounding handling and cargo agreement termination.

Duties/Responsibilities:

- Arrange the appropriate ground handling facilities to ensure the safe handling of all flights.
- Ensure support facilities for ground and cargo operations activities are available.
- Ensure that services and products contracted from other organizations for ground and cargo operations use meet *THE AIRLINE* standards.
- Ensure that the ground services provided (including departure and arrival services in all stations where *THE AIRLINE* operates) meet the expectations of *THE AIRLINE*.
- Ensure implementation and maintenance of the Ground Handling Manual and all related operational manuals within the scope of ground and cargo operations responsibilities.
- Ensure reaching the goals of departmental KPIs, SKPIs.
- Perform competence assessment for GOPS department employees.
- Liaison with all relevant airports, civil aviation authorities and equipment manufacturers in the ground operations area in order to be updated on the latest issues of requirements and recommendations.
- Ensure that requirements and recommendations of external sources such as, but not limited to, ICAO, EASA, TCA, IATA, ground service equipment manufacturers and other industry experts, are taken into account when making decisions.
- Establish and maintain arrangements, necessary competencies and qualifications required for Dangerous Goods authorization.
- Ensure management of safety risks and security threats to ground and cargo operations.
- Ensure that all incidents related to Dangerous Goods and aircraft damage are reported and will be investigated in accordance with *THE AIRLINE* requirements.
- Take the responsibility for station emergency plans and flight safety within areas of load control and dangerous goods.
- Administrate *THE AIRLINE* stations and ground handling agreements.
- Take fraud prevention pertaining to station, passengers and cargo.
- Carry out other duties and responsibilities delegated by Chief Operating Officer.

0.5.3 DELEGATION OF DUTIES

GRH 1.2.2, CGO 1.2.2

In case of the absence of the VP Ground Operations, the Ground Operations Manager acts on behalf of VP Ground Operations.

Area of responsibility	Nominated Person	Deputy
VP Ground Operations	Edgaras FROLOVAS	Tomas SURVILAS

0.5.4 GROUND OPERATIONS DEPARTMENT

The Ground Operations Department is managed by VP Ground Operations. Ground operations department is responsible for all ground handling operations of *THE AIRLINE* aircraft. The Ground Operations department ensures supervision and control of functions and activities within the scope of ground handling operations. Ground handling operations includes:

- Passenger handling and customer services.
- Baggage, cargo and mail handling.
- Aircraft handling.
- Load control.

0.5.5 GROUND OPERATIONS DEPARTMENT PERSONNEL

Positions within the scope of ground handling operations shall be filled by personnel on the basis of knowledge, skills, training and experience appropriate for the position.

Each staff member of the ground operations section must be trained and educated and must have a thorough understanding of his responsibilities within the organization. Members of this group shall be trained in a combination of classroom and on-the-job training according to a program pertinent to their intended particular duties. In the performance of his duties each staff member shall contribute to an optimum operation of the flights planned in order to enable:

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

Responsibilities:

Personnel in this staff section shall be responsible for:

- Maintaining constant supervision of efficiency and performance of all handling agents, cargo agents and stations.
- Supervising compliance with *THE AIRLINE* standards and regulations as laid down in the IATA SGHA and Service Level Agreements.
- Supervise the handling of *THE AIRLINE* flights onsite.
- Perform quality control checks.
- Establishing standards, procedures and instructions concerning: ground handling and cargo operations (facilities and services, de-/anti-icing services).
- Briefing of handling agents with respect to company procedures and requirements.
- Make provisions in case of special/one-off flights and compose information pertinent to the flying crew.
- Establishing specifications and level of service for the contracting of external service providers for passenger, aircraft and cargo handling, fueling and de-icing.

Qualification Requirements

- 2 years of experience in passenger and aircraft handling.
- Flexibility and readiness to travel.
- Good oral and written fluency in the English language.
- Good skills concerning baggage, aircraft and cargo handling.
- Good ability to negotiate with handling partners contracted companies and other departments.
- Good knowledge of company directions, requirements and procedures and of ground handling.
- Concepts include handling contracts and the regulations for “carriage of dangerous goods” and “aviation security”.
- Knowledge of national and international rules and regulations related to airline operations.
- Knowledge of DCS.
- Knowledge of De/Anti-icing procedures.

0.5.6 TRAINING FOR GROUND OPERATIONS MANAGER

Recurrent training must be provided within 24 months of previous training and consist of the following subjects:

Initial training – consists of the following subjects:

- DG training (category 6).
- Aviation security.
- EASA Air-Ops training.
- Airside safety.
- SMS training (described in OMM).

Recurrent training – must be provided within 24 months of previous training and consist of the following subjects:

- DG training (category 6).
- Aviation security.
- SMS training (described in OMM).

0.5.7 TRAINING FOR GROUND OPERATIONS SPECIALIST

Recurrent training must be provided within 24 months of previous training and consist of the following subjects:

Initial training – consists of the following subjects:

- DG training (category 6).
- Aviation security.
- Airside safety.
- SMS training (described in OMM).

Recurrent training – must be provided within 24 months of previous training and consist of the following subjects:

- DG training (category 6).
- Aviation security.
- SMS training (described in OMM).

0.6 COMPLIANCE MONITORING

CGO 1.9.4, GRH 1.9.4

0.6.1 GENERAL

For a detailed description of the Compliance Monitoring Program refer to **OMM Ch.5.1.1**.

Auditing and evaluation of the management system and operational functions within the scope of ground operations are done at planned intervals to ensure:

- Compliance with applicable regulations and standards.
- Satisfaction of stated operational needs.
- Identifying undesirable conditions and areas requiring improvement.
- Identification of hazards to operations.

THE AIRLINE is responsible for the total quality of the service.

The scope of compliance monitoring for Ground Operations is:

- Quality system and its documentation.
- Load control.
- Handling of Dangerous Goods and Special Load.
- Ramp handling and Airside Safety.
- Security.
- Local Emergency Response Procedures.
- Passenger Handling.
- Training completed by ground handling operations personnel.
- Cargo and Baggage Handling.

Compliance monitoring within Ground Operations builds upon the following elements;

- Quality systems with Compliance Monitoring Programs are established at the local station and other units within the station management organization.
- The station management organization supplies management with information about occurrences and the result of regular quality inspections. In the case of non-conformance corrective actions are required.
- Independent auditing of stations and other units with particular focus on their Quality System. In case of observed deviations, non-conformities corrective actions are requested to submit via **0.7 - REPORTING SYSTEM**

0.7 REPORTING SYSTEM

CGO 1.11.1, GRH 1.11.1

Safety reporting is a key aspect of SMS hazard identification and risk management. This chapter describes the necessity of the occasions that must be reported.

‘Accident’ means an occurrence associated with the operation of an aircraft which, in the case of a manned aircraft, takes place between the time any person boards the aircraft with the intention of flight until such time as all such persons have disembarked, or in the case of an unmanned aircraft, takes place between the time the aircraft is ready to move with the purpose of flight until such time it comes to rest at the end of the flight and the primary propulsion system is shut down, in which:

(a) a person is fatally or seriously injured as a result of:

- Being in the aircraft;
- Direct contact with any part of the aircraft, including parts which have become detached from the aircraft;
- Direct exposure to jet blast.

Except when the injuries are from natural causes, self-inflicted or inflicted by other persons, or when the injuries are to stowaways hiding outside the areas normally available to the passengers and crew;

0.8 HAZARD IDENTIFICATION PROGRAM

CGO 1.11.4, CGO 1.11.3, GRH 1.11.3, GRH 1.11.4, CAT.GEN.MPA.200 (E)

For a detailed description of the Safety Management System ref. OMM Ch.4 – Safety Management System.

Hazard identification and safety risk management are processes linked together through the safety management system. *THE AIRLINE* has a hazard identification program for ground handling cargo operations which is implemented through *THE AIRLINE* and include a combination of reactive and proactive methods for safety data collection, also processes for safety data analysis that identifies existing hazards and predicts future hazards to aircraft operations.

- Reactive – from past experiences (accidents or incidents, that have occurred). *THE AIRLINE* analyzes previous mistakes and takes action to prevent them.
- Proactive – from current experience (this information comes from our operations, basically from reports, audits, safety surveys, flight data monitoring (FDM) and compliance monitoring program).
- Predictive – from our operational meetings (SRB meeting – once per 4 months, during the meeting, all previous data is considered and efforts are made to consider where next hazards might arise).

Hazards are identified, analyzed and evaluated in the Risk Assessment process. Identified hazards are published through *THE AIRLINE* organization via IQSMS, to prevent safety accidents and incidents.

THE AIRLINE has a safety risk assessment and mitigation program for ground handling operations that are described in **OMM 4.3.2**. The purpose of establishing and operating hazard identification and risk management processes, including a hazards reporting system, is to eliminate or mitigate the safety risks resulting from *THE AIRLINE* operations and activities, to a point which is as low as reasonably practicable.

(b) the aircraft sustains damage or structural failure which adversely affects the structural strength, performance or flight characteristics of the aircraft, and would normally require major repair or replacement of the affected component, except for engine failure or damage, when the damage is limited to a single-engine, (including its cowlings or accessories), to wingtips, antennas, probes, vanes, tires, brakes, wheels, fairings, panels, landing gear doors, windscreens, the aircraft skin (such as small dents or puncture holes) or minor damages to main rotor blades, tail rotor blades, landing gear, and those resulting from hail or bird strike, (including holes in the radome);

(c) the aircraft is missing or is completely inaccessible;

‘Incident’ means an occurrence, other than an accident, associated with the operation of an aircraft which affects or could affect the safety of operation;

‘Serious incident’ means an incident involving circumstances indicating that there was a high probability of an accident and is associated with the operation of an aircraft, which in the case of a manned aircraft, takes place between the time any person boards the aircraft with the intention of flight until such time as all such persons have disembarked, or in the case of an unmanned aircraft, takes place between the time the aircraft is ready to move with the purpose of flight until such time it comes to rest at the end of the flight and the primary propulsion system is shut down.

‘Occurrence’ is an event occurring during operations affecting or potentially jeopardizing the safety of a flight, the safety of persons, the airworthiness of the aircraft or causing damage to property or equipment.

THE AIRLINE has implemented within the ground and cargo operations a **safety reporting system**, that:

- Encourages and facilitates ground handling operations personnel to submit reports that identify safety hazards, expose safety deficiencies and raise safety concerns;
- Requires reporting of events that result in aircraft ground damage, dangerous goods occurrences (undeclared or miscalculated dangerous goods on board *THE AIRLINE* aircraft);
- Includes analysis and ground handling operations management action to address operational deficiencies, hazards and/or incidents and concerns identified through the reporting system.

Integrated Quality and Safety Management System, a web-based tool consist of these modules: Reporting Module, Quality Module, Flight Data Monitoring Risk Module, Airport- and Flight Risk Module, Risk Management Module, Document Distribution Module and Survey Module.

0.8.1 MANDATORY REPORTS

All accidents, serious incidents, incidents, serious injuries, other occurrences, security events should be reported through *THE AIRLINE* internal reporting system (IQSMS). The report should be done as soon as possible but not later than 12 hours.

Note: In case IQSMS is not available the report can be done by sending an e-mail to safety@getjet.aero

In a situation where the reporter is aware of the occurrence and suspects, it is reportable but cannot determine with certainty, he is expected to report it.

Ground Handling Service Providers/Cargo Agents must report any event listed below:

- Significant spillage during fueling operations.
- Loading of incorrect fuel quantities is likely to have a significant effect on aircraft endurance, performance, balance or structural strength.
- Incorrect loading of passengers, baggage or cargo, is likely to have a significant effect on aircraft mass and/or balance.
- Incorrect storage of baggage or cargo (including hand baggage) is likely in any way to hazard the aircraft, its equipment or occupants or to impede an emergency evacuation.
- Inadequate storage of cargo containers or other substantial items of cargo.
- Dangerous goods incidents reporting.
- Passengers refused to board aircraft.
- Unruly/intoxicated passengers.
- Damage is caused to any part of an aircraft.
- A fire, explosion, fumes or smoke during servicing the aircraft.
- Any Human Factors feature that could lead the errors or hazardous effects.
- Damage (FOD) is caused to any part of an aircraft on the apron.
- Personal injury.
- Any other event that can lead to any damage or hazardous condition to *THE AIRLINE* aircraft, crew or passengers.

0.8.2 VOLUNTARY REPORTS

For more details refer to **OMM 4.3.10.4 – VOLUNTARY REPORTS**

0.9 DOCUMENTATION CONTROL

For a detailed description of the DOCUMENTATION AND RECORD SYSTEM ref. **OMM Ch. 6**

0.10 SUBCONTRACTING OF GROUND HANDLING

GRH 1.10.2, CGO 1.10.2

0.10.1 GENERAL

THE AIRLINE subcontracts ground handling services for flights operated with its own fleet. If *THE AIRLINE* needs to purchase any products, which could directly affect operational safety or security, a procedure described in **OMM chapter 8.1** will be followed.

For flights operated under other operators' callsigns (in case of ACMI or Dry lease) ground handling services can be subcontracted by that operator. In that case, ground handling procedures shall be provided according to the requirements of the local CAA and in accordance with *THE AIRLINE* GHM as a minimum. The organization subcontracting ground handling services for *THE AIRLINE* fleet must assure operational safety and security won't be affected.

0.10.2 EVALUATION CRITERIA FOR GROUND HANDLING ORGANIZATIONS IN CASE OF CARRIAGE OF CARGO AND/OR DANGEROUS GOODS

Topic	Dangerous Goods	Cargo
Before the start of a new project where it is obviously known that cargo/dangerous goods will be carried - A questionnaire (New Station Checklist) shall be sent to Ground Handling Organization	<i>THE AIRLINE</i> VP Ground Operations/ Nominated Person for Ground Operations	<i>THE AIRLINE</i> VP Ground Operations / Nominated Person for Ground Operations
Decision on the carriage of cargo/dangerous goods will be granted after the evaluation of the questionnaire	<i>THE AIRLINE</i> VP Ground Operations/ Nominated Person for Ground Operations	<i>THE AIRLINE</i> VP Ground Operations / Nominated Person for Ground Operations
Audit and/or inspection is recommended once (1) per 4 years in EU airports or once (1) per 2 years in NON - EU airports.	<i>THE AIRLINE</i> Auditors	<i>THE AIRLINE</i> Auditors
All involved parties have to be informed about the results of the equation	<i>THE AIRLINE</i> VP Ground Operations/ Nominated Person for Ground Operations	<i>THE AIRLINE</i> VP Ground Operations / Nominated Person for Ground Operations

Topic	Dangerous Goods	Cargo
When deficiencies are critical for safe operation the following immediate actions are required: • The embargo for operation, • The embargo for carriage (cargo/dangerous goods) will be implemented, or Another service provider or chosen supplier will be able to fix deficiencies at a specified time for THE AIRLINE's safe operations. (For example - lack of staff training, inappropriate load control procedures, etc).	THE AIRLINE VP Ground Operations / Nominated Person for Ground Operations	THE AIRLINE VP Ground Operations / Nominated Person for Ground Operations
The flight crew shall be informed whether the cargo and/or dangerous goods will be carried on particular flight by Flight/Ad Hoc	THE AIRLINE VP Ground Operations / Nominated Person for Ground Operations	THE AIRLINE VP Ground Operations / Nominated Person for Ground Operations

Responsible person in company for selection, evaluation and acceptance of Ground handling organization (including Dangerous goods and Cargo) is *THE AIRLINE* VP Ground Operations.

0.10.3 MONITORING OF EXTERNAL SERVICE PROVIDERS

GRH 1.10.4

The aim of monitoring external service providers is to ensure that ground and cargo handling safety and security requirements are being fulfilled.

VP Ground Operations is responsible for choosing a ground handling and cargo organization(s). VP Ground Operations may delegate the choice of Ground Handling selection is determined on the following:

- The ability of Ground and Cargo Handling agents to provide services according to *THE AIRLINE* GHM.
- The ability of Ground and Cargo Handling agents to provide services according to the IATA Standard Ground Handling Agreement.
- The obligation of the Ground and Cargo Handler is to provide all services according to safety and security requirements.
- Costs of Ground and Cargo Handling.

THE AIRLINE performs charter flight (THE AIRLINE call signs)

For details, refer to **OMM 8.4.1 – MONITORING OF GROUND HANDLING AND CARGO OPERATIONS SERVICE PROVIDERS**

0.10.4 SERVICE LEVEL AGREEMENT

CGO 1.11.5, GRH 1.11.5

The aim of the Service Level Agreement (SLA) is to ensure a mandatory level of quality for ground and cargo handling operations in each station. SLA should be prepared together with SGHA for scheduled flights only. Service level can also be described in the SGHA. VP Ground Operations is responsible for the preparation of SLA. SLA is an official ground handling contract between Ground Handling Company and *THE AIRLINE*. Each responsible employee of the ground handling company must be familiar with the agreed standard and provide services accordingly.

0.10.5 GROUND HANDLING AGREEMENT

GRH 1.10.1, GRH 1.11.5, CGO 1.11.5, CGO 1.10.1

The Ground Handling Agreement shall be prepared in accordance with IATA SGHA. The Ground Handling Agreement is an official document which describes the responsibilities and legal partnerships between two parties. This agreement includes the basic information about ground handling procedures and conditions, e.g. conditions on how operations should be provided, which basic procedures are requirements and etc.

The Ground Handling Agreement also allows *THE AIRLINE* Company to audit the ground and cargo handler and check if all procedures are provided accordingly. Ground Handling Agreement and SLA are in accordance with IATA SGHA.

VP Ground Operations monitors the safety and security performance of ground handling and cargo operations and validates the effectiveness of risk controls.

The Ground Handling Agreement shall contain measurable specifications which can be monitored. The following measurable specifications are:

- 100% of flights are handled without damage to aircraft.
- 100% of flights are handled by qualified and trained staff.
- 0% flights with incorrect Emergency exit row seat assignment.
- 0% flights with Dangerous goods handling occurrences.
- 0% flights with Cargo over limits loading.

0.10.6 STATION CHECKLIST

Station Check List (SCL) shall be filled by the ground handling provider before Ground Handling Agreement is signed. Station evaluation is performed by *THE AIRLINE* VP Ground Operations or his deputy.

0.10.7 GROUND HANDLING CHARGE NOTE

In case, the ground handling agreement is not signed between *THE AIRLINE* and Ground Handler the Ground Handling Charge Note GHCN (or relevant document) can be considered as an agreement for one single flight. In Ground Handling Charge Note must be filled the information about services which were provided and prices should be included. Ground Handling Charge note should be signed by Ground Handler and the captain who confirms that GH services were provided according to GHCN. One copy of GHCN signed by the captain shall be provided to *THE AIRLINE* Ground Operations. GHCN will contain measurable specifications:

- 100% of flights are handled without damage to aircraft.
- 100% of flights are handled by qualified and trained staff.
- 0% flights with incorrect Emergency exit row seat assignment.
- 0% flights with Dangerous goods handling occurrences.
- 0% flights with Cargo over limits loading.

0.10.8 LEASING

This manual is also applicable if aircraft of *THE AIRLINE* are wet-leased out to other aircraft operators or chartered out to other companies, even if they operate with a flight number prefix other than *THE AIRLINE* ICAO code. Wet lease-out means that the aircraft is still being operated under the Air Operator Certificate (AOC) and with *THE AIRLINE* crew and that the rules, regulations and instructions of *THE AIRLINE* apply. This is the usual case. Exceptions to this basic rule for wet lease-out and regulations for other types of leasing (dry lease-out, dry or wet lease-in, leasing at short notice in urgent situations) must have been regulated between *THE AIRLINE* and the lessee in the lease agreement before the operation with the leased aircraft starts. Nominated Post Holder Ground Operations is responsible to inform the stations if exceptional or deviating regulations apply for leased aircraft.

0.11 COMMUNICATION

CGO 1.3.1, GRH 1.3.1

0.11.1 INTERNAL COMMUNICATION

Refer to **OMM 7.1 – GENERAL**

0.11.2 EXTERNAL COMMUNICATION

THE AIRLINE has a communication system which ensures the exchange of information relevant to performing ground handling and cargo operations for ground handling and cargo external operations providers.

1. IQSMS.
2. E-mail.
3. Phone.
4. SITA Type B.
5. Other.

0.12 TRAINING AND QUALIFICATION OF GROUND SERVICE PROVIDER AND CARGO HANDLING AGENTS

GRH 2.1.1 (III), CGO 2.1.1 (I), CGO 2.1.2 (IV), GRH 2.1.1 (II), CGO 2.1.2 (II), CGO 2.1.2 (I), GRH 2.1.1 (I), CGO 2.1.1 (II), CGO 2.1.2 (III)

THE AIRLINE requires GSP and/or CHA To ensure only qualified staff provides service to *THE AIRLINE* flights.

GSP and/or CHA Responsibility to ensure personnel perform operational duties in functions within the scope of ground handling operations:

- Passenger services;
- Ramp services;
- Load Control;
- Aircraft fueling;
- Aircraft ground de/anti-icing;
- Cargo Handling staff.

Shall complete:

- Initial training prior to being assigned to perform such operational duties;
- Recurrent training on a frequency in accordance with requirements of the regulatory authority but not less than once during every 36-month period, except for recurrent training in dangerous goods;
- Re-qualification training is applicable to personnel that become unqualified for any reason, prior to being reassigned to perform operational duties:

- See: **0.12.3- CONTINUING QUALIFICATION**

Training programs completed by GSP and/or CHA Operation personnel shall include:

- Familiarization training on applicable regulations.
- In-depth training on requirements, including policies, procedures and operating practices.
- Training in human factors principles.
- Safety training on associated operational hazards.
 - Safety and human factors training shall include the following subject areas as appropriate to the individuals assigned operational functions:
 - Safety philosophy;
 - Safety regulations;
 - Hazards;
 - Human factors;
 - Airside markings and signage;
 - Emergency situations;
 - FOD prevention;
 - Personal protection;
 - Accidents, incidents, near-misses;
 - Airside safety supervision;

- **Passenger Services:**

- Aviation Basics;
- Arrivals/Departures;
- Baggage Services;
- Check-in;
- Passenger Assistance and PWD (passengers with disabilities);
- Post-Flight Requirements;
- Special Category Passengers;
- Transfer of Load Information;
- Transfer, Transit and Connection;
- Boarding Bridge Operations;
- Aircraft Cabin Access Doors;

- **Ramp Services:**

- Basic Ramp;
- Airside Driving;
- Basic Hand Signals;
- Aircraft Marshalling;
- Boarding Bridge Operations;
- Aircraft Cargo Access Doors;
- Aircraft Cabin Access Doors;
- Aircraft Loading;
- Aircraft Arrival;
- Aircraft Departure;
- Aircraft Pushback;
- Aircraft Towing;
- GSE Operations;
- Ground-to-Flight Deck Headset Communication and Engine Start;
- Ramp Baggage Handling;
- Aircraft Loading Supervision;
- Airside Safety Supervision;

- **Load Control**

- Aviation Basics;
- Aircraft Weight & Balance Principles;
- Load Planning and Load Sheet;
- Documentation and Messaging;

- **Aircraft fueling**

- Safe operation of equipment;
- Emergency procedures;
- Fuel spillage avoidance response;
- Aircraft fueling and refuelling procedures;
- Aircraft-specific training

- **Aircraft ground de-/anti-icing**

- Common standards, regulations and recommendations including local rules and restrictions;
- Hazard of snow, ice and frost;
- Safe operation of equipment and de-/anti-icing operation including aircraft critical area;
- Fluid characteristics and application, and limitation of holdover time;
- Deicing/anti-icing codes, communication and coordination.

0.12.1 TRAINING REQUIREMENTS

GRH 2.2.5 (I), GRH 2.2.3 (V), GRH 2.2.3 (II), GRH 2.2.3 (III), GRH 2.2.3 (IV), GRH 2.2.4, GRH 2.2.3 (I), GRH 2.3.1, GRH 2.2.5 (IV), GRH 2.2.5 (V), GRH 2.2.5 (II), GRH 2.2.5 (II), GRH 2.1.2 (I), GRH 2.1.2 (II), GRH 2.1.2 (III), GRH 2.1.2 (IV)

Service providers shall establish minimum training requirements for all personnel.

According to the specifications given in *IATA AHM 1110/591/590* and *IATA DGR*.

All personnel involved in Ground Operations of *THE AIRLINE* aircrafts sub-contractors shall undergo relevant courses as required by their duties and functions before being assigned to their operational duties. Recurrent training is done at intervals not exceeding 36 months, except for dangerous goods training which is conducted at a 24-months interval. The sub-contractor's training department archives all training qualifications of staff and ensure recurrent training by notifying the department managers. Qualification to perform training is the responsibility of the service provider, but under no circumstances shall trainers have scores less than 80% in the fields that requires a written test.

THE AIRLINE requires GSP and/or CHA To ensure training programs shall remain relevant, current and updated annually at least in order to incorporate the latest developments, changes.

THE AIRLINE responsibility:

- VP Ground Operations or delegated person annually review *IATA AHM 1110/591/590* *IATA DGR* record of revisions:
 - If NO changes in training requirements NO actions are taken;
 - If changes appear in the training program distribute notification via NTCGH;
 - Receive confirmation from GSP and/or CHA Training program updated.

GSP and/or CHA Responsibility:

- GSP and/or CHA Training department annually review *IATA AHM 1110/591/590* *IATA DGR* record of revisions:
 - If NO changes in training requirements NO actions are taken;
 - If changes appear update the training program:
 - Sent to *THE AIRLINE* record of revisions of the updated training program.

The training department archives all training qualifications of staff and ensure recurrent training by notifying the department managers

Written, Oral or Practical Testing is required for functions within the scope as stated in the table Training matrix. In functions which required skills to operate equipment, demonstrating knowledge, competency and proficiency are required.

Above requirements will be checked by audit, written confirmation shall be kept in personal records and must be provided to *THE AIRLINE* on request.

	DGR	Job Role	Aviation Security	ADP	W & B	Human Factors	SMS	Ramp Safety	ERP
Recurrent	24 Months	36 Months	24 Months	36 Months	24 Months	36 Months	36 Months	36 Months	36 Months
Job Role									
Turnaround Coordinator	CAT 10	YES	YES	YES (if applicable)	YES - BASIC	YES	YES	YES	YES
Loading Agent	CAT 08	YES	YES	YES (if applicable)	YES - BASIC	YES	YES	YES	YES
Baggage Handling Agent	CAT 08	YES	YES	YES (if applicable)	YES - BASIC	YES	YES	YES	YES
Load Controller	CAT 10	YES	YES	YES (if applicable)	YES - ADVANCED	YES	YES	YES	YES
Management / Admin	DG Awareness	YES	YES	YES (if applicable)	N/A	YES	YES	YES	YES
Arside Driving	DG Awareness	YES	YES	YES (if applicable)	N/A	YES	YES	YES	YES
Passenger Handling Agent	CAT 09	YES	YES	YES (if applicable)	N/A	YES	YES	YES - Optional	YES
Passenger Boarding Bridge	CAT 10	YES	YES	YES (if applicable)	N/A	YES	YES	YES	YES
Aircraft Ground Movement	CAT 08	YES	YES	YES (if applicable)	N/A	YES	YES	YES	YES
Fueling Operations	N/A	YES	YES	YES (if applicable)	N/A	YES	YES	YES	YES
De/Anti-Icing Operations	N/A	YES	YES	YES (if applicable)	N/A	YES	YES	YES	YES

0.12.2 CONTINUING QUALIFICATION

GRH 2.1.5, CGO 2.1.4

Where an employee is forced to be absent for a long period of time, regardless of the reason for his/her absence, a company should ensure that the following minimum conditions are met:

- **Period of Absence up to 3 months:** Brief the employee on any possible procedural, organizational, or equipment/infrastructure updates/changes that might have occurred during his/her absence. The briefing should be documented and filed accordingly.
- **Period of Absence between 3 and 6 months:** Deliver one session of on-the-job training to brief the employee on any possible procedural, organizational, or equipment/infrastructure updates/changes that might have occurred during his/her absence. The briefing should be documented and filed accordingly.
- **Period of Absence between 6 and 12 months:** Recurrent training program(s) to be delivered
- **Period of Absence of more than 1 year:** Initial training program(s).

Re-qualification training must be applicable to personnel that become unqualified for any reason, prior to being reassigned to perform operational duties.

The following training courses and intervals have to be in compliance with all *THE AIRLINE* ground handling/cargo service providers.

0.12.3 TRAINING QUALIFICATION OF PASSENGER HANDLING STAFF

Passenger handling personnel including supervisory personnel involved in passenger handling shall have received training and remain current on the following topics:

- Carriage of persons accompanied by infants.
- Carriage of unaccompanied minors.
- Carriage of persons with reduced mobility.
- Carriage of animals (PETC / AVIH).
- Restrictions for carriage.
- Passenger transport: pre-flight and after-flight duties.
- Principles of check-in, boarding and passenger flow.
- Ticket acceptance and passenger check-in including LMC acceptance.
- Requirements for travel documentation (visa and immigration regulations according to IATA TIMATIC).
- Establishing final figures for load control.
- Use of the local departure control system or local procedures for manual check-in.
- Transmittal of passenger/baggage data to the load control department.
- Passenger embarkation / disembarkation procedures.
- Dangerous Goods Awareness (according to IATA DGR Category 9 personnel), detection and handling of prohibited articles.
- Transportation of alcohol, drugs and firearms.
- Regulations of baggage carried as hand baggage.
- Safety and security regulations.
- Human factors.
- Human trafficking awareness.
- Accidents, incidents and irregular reporting procedures.
- Emergency procedures.
- Additional forms and documents to be carried.
- Compiling and storage of flight-related documents.
- Customer Service.

The pass mark for Dangerous Goods training is 80% The testing has to be made in written form. Practical competency shall be determined through instructor evaluation, where applicable (i.e. to obtain a license). The validity of the training is 2 years.

0.12.4 PERSONNEL OF LOST & FOUND DEPARTMENTS

- Use of the World Tracer system and manual tracing procedures.
- Safety and security regulations.
- Accidents, incidents and irregular reporting procedures.
- Handling of Dangerous Goods and prohibited articles.

The pass mark for Dangerous Goods training is 80% The testing has to be made in written form. Practical competency shall be determined through instructor evaluation, where applicable (i.e. to obtain a license). The validity of the training is 2 years.

0.12.5 TRAINING QUALIFICATION IN OPERATIONS, RAMP SUPERVISION AND LOAD CONTROL STAFF

Refer to *IATA AHM 590* for an acceptable and sufficient training schedule for load control functions performed for *THE AIRLINE* aircraft.

Personnel shall as appropriate to their job functions have received training and remain current in the following applicable training aspects:

- Weight terms, fuel terms and general mass and balance proficiency and awareness.
- Operational, certified and structural limitations.
- Estimated Zero Fuel Mass and allowed take-off fuel calculation.
- Allowed traffic load calculation.
- Load planning and tie-down rules.
- Handling and loading of special loads.
- Handling Coordination (Ramp, Cargo, Passenger Service).
- Completion of manual loading instructions and load sheets.
- Balance tables and charts.
- DCS Load Control.
- Last-Minute Changes.
- Dangerous Goods Awareness (according to IATA DGR Category 10 personnel).
- Human factors.
- Accidents, incidents and irregular reporting procedures.
- Emergency procedures.
- Load messages, standard operational messages and general communication.

Weight and balance staff additionally has to prepare manual Load- & Trim sheets twice per month for training purposes.

The pass mark for training and Dangerous Goods training is 80% The testing has to be made in written form. Practical competency shall be determined through instructor evaluation, where applicable (i.e. to obtain a license). The validity of the training is 2 years.

0.12.6 TRAINING QUALIFICATION OF AIRCRAFT HANDLING STAFF

Training for Aircraft Handling Staff, Equipment Operators and Airside Personnel shall be conducted according to the regulations laid down in the IATA AHM 611 and for personnel performing loading operations according to AHM 613. As a minimum handling staff performing aircraft ramp handling shall have received initial training and remain current in the following training aspects:

- Airside safety training includes ramp safety awareness and security regulations (according to AHM 611).
- Operation of GSE (specific license for GSE, if applicable).
- Aircraft parking and servicing precautions in case of high winds.
- Dangerous Goods Awareness (according to IATA DGR Category 8 personnel).
- Cargo restraint procedures.
- Principles of aircraft loading and operation of aircraft loading systems.
- Bulk compartment stowage procedures.
- Handling of loads requiring special attention.
- Manual handling of the load.
- Safety during aircraft fueling.
- Identification /consequences of malfunctions of in-plane loading systems.
- Loading incompatibles.
- Notification to Captain of the load being carried.
- Standards of aircraft cleaning, lavatory and freshwater serving.
- Communication with flight deck including interphone and hand signals.
- Aircraft Marshalling SMS training pertaining to the staff's job function.
- Human factors.
- Rules and regulations.
- General procedures, acceptance, planning and storage of cargo, including any non-revenue load.
- Accidents, incidents and irregular reporting procedures.
- Consequences of load damage and spillage.
- Positioning and operation of loading and servicing equipment.
- Passenger embarkation/disembarkation procedures.
- Aircraft movement operations.
- Positioning and removal of aircraft parking safety gear (i.e. chocks, gear locks, engine intake covers).
- Personal protection.
- Workplace hazards.
- Housekeeping.
- Emergency situations.
- Compiling and storage of handling related documents and additional forms/ documents to be carried.
- Airside markings.

The pass mark for Aircraft Handling training and Dangerous Goods training is 80% The testing has to be made in written form. Practical competency shall be determined through instructor evaluation, where applicable (i.e. to obtain a license). The validity of the training is 2 years.

0.12.7 TRAINING QUALIFICATION OF CARGO HANDLING STAFF

GRH 3.4.2

All personnel involved in cargo operations such as but not limited to acceptance staff, warehouse staff; ramp handling staff (drivers, loaders) must receive training in the requirements commensurate with their responsibilities. This shall include initial training prior to being assigned to perform such duties. Training programs related to cargo operations are including but are limited to the following topics:

- Familiarization training on general provisions and regulations.
- In-depth training on requirements, including policies, procedures and operating practices.
- Safety training on associated operational hazards.
- SMS training pertaining to the staff's job function.
- Training in human factors principles.
- Acceptance, storage, loading, inspection of cargo shipment.
- Training qualification to operate equipment (GSE) as required for their job functions.
- Provision of information including response information, reporting of occurrences.
- Preparation and securing of the cargo load.
- Training for security requirements (access control at both landside and airside facilities) and cargo security procedures in all aspects, including aviation security, VAL handling, pilferage and mishandling.
- Segregation of goods, storage facilities (DG, AVIH, VAL).
- Methodical and speedy pre-loading operation.
- Dimensions and aircraft limitations.
- Segregation and Incompatibility.
- Handling of special cargo items.
- Handling and reporting of damaged cargo.
- Communication and operational messages.
- Weight determination.
- Marking and Labelling.
- Dangerous Goods (according to IATA DGR Category 6).

Practical competency shall be determined through instructor evaluation.

After successful completion of classroom training, personnel will be subject to a period of practical training in the field under the supervision of a qualified person. Upon completion of the above, and subject to final assessment, personnel may be considered qualified to fulfil their assigned duties. The training must include testing or evaluation by written, oral or practical means, as applicable, in order to satisfy requirements for operational personnel. In the test, personnel has to demonstrate adequate knowledge, competency or proficiency to perform duties, execute procedures or operate the equipment. Recurrent training, except training in dangerous goods, shall be conducted on a frequency in accordance with requirements of the regulatory authority, but not less than once during every 36-month period. The pass mark for Dangerous Goods training is 80%. The testing has to be made in written form. The validity of the DGR training is 2 years.

0.12.8 DANGEROUS GOODS TRAINING

SPA.DG.105 (A), CGO 2.3.1, ORO.GEN.110 (J), CGO 2.2.4

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 or crew, training must be given so that awareness is gained of the hazard associated with dangerous goods and how they should be dealt with in air transport. The areas to be covered are itemized 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 made.

Service providers must ensure that training must be provided or verified upon the employment of personnel identified in the categories specified in IATA DGR table 1.5A. Minimum requirements for DGR training curricula are below. All relevant persons must have successfully passed Dangerous Goods Initial Training before performing job functions. Recurrent training must take place within 24 months of previous training to ensure knowledge is current unless competent authority has defined a shorter period. However, if recurrent training is completed within the final 3 months of validity of previous training, the period of validity extends from the month on which the recurrent training was completed until 24 months from the expiry date of that previous training.

0.12.8.1 TRAINING PROGRAMME

Initial and recurrent training programmes must be established and maintained by or on behalf of:

- Ground handling agencies perform, on behalf of the operator, the act of accepting, handling, loading, unloading, transferring or other processing of cargo, mail or stores.
- Ground handling agencies perform, on behalf of the operator, load control functions.
- Ground handling agencies located at an airport perform, on behalf of the operator, the act of processing passengers.
- Agencies, not located at an airport, perform, on behalf of the operator, the act of checking in passengers.
- Freight forwarders.
- Shippers of dangerous goods, including packers and persons' or organisations', undertake the responsibilities of the shipper.
- Agencies engaged in the security screening of passengers and their baggage and/or cargo, mail or stores.

Dangerous goods training program for all categories of staff:

Aspects of transport of dangerous goods by air with which they should be familiar, as a minimum	Shippers and packers		Freight forwarders			Operators and ground handling agents						Security screeners	
						Category							
	1	2	3	4	5	6	7	8	9	10	11	12	
General philosophy	X	X	X	X	X	X	X	X	X	X	X	X	X
Limitations	X		X	X	X	X	X	X	X	X	X	X	X
General requirements for shippers	X		X			X							
Classification	X	X	X			X							X
List of dangerous goods	X	X	X			X				X			
General packing requirements	X	X	X			X							
Packing instructions	X	X	X			X							
Labelling and marking	X	X	X	X	X	X	X	X	X	X	X	X	X
Shipper's Declaration and other relevant documentation	X		X	X		X	X						
Acceptance procedures						X							
Recognition of undeclared dangerous goods	X	X	X	X	X	X	X	X	X	X	X	X	X
Storage and loading procedures					X	X		X		X			
Pilots' notification						X		X		X			
Provisions for passengers and crew	X	X	X	X	X	X	X	X	X	X	X	X	X
Emergency procedures	X	X	X	X	X	X	X	X	X	X	X	X	X

Category:

- Shippers and persons undertaking the responsibilities of shippers' including operator's staff acting as shippers, operator's staff preparing dangerous goods as Company Materials (COMAT).
- Packers.
- The staff of freight forwarders is involved in processing dangerous goods.
- The staff of freight forwarders is involved in processing cargo, mail or stores.
- Operators and ground handling agents' staff accept dangerous goods.
- Operator's and ground handling agent's staff accepting cargo, mail and stores.
- Operators and ground handling agents' staff are responsible for the handling, storage and loading of cargo, mail or stores and baggage.
- Passenger-handling staff.
- Flight crew members, load planners and persons responsible for loading.
- Crew members (other than flight crew members).
- Security staff who deal with the screening of passengers and crew and their baggage and cargo or mail, e.g. security screeners, their supervisors and staff involved in implementing security procedures.

0.12.8.2 INSTRUCTOR QUALIFICATIONS

Unless otherwise provided for by the appropriate national authority, instructors of initial and recurrent dangerous goods training programmes must have adequate instructional skills and have successfully completed a dangerous goods training programme in the applicable category or Category 6 of IATA DGR table 1.5 A. Minimum requirements for DGR training curricula below, prior to delivering such a dangerous goods training programme.

Instructors delivering initial and recurrent dangerous goods training programmes must at least every 24 months deliver such a course, or in the absence of this attend recurrent training.

0.12.9 EXAMINATION

GRH 2.2.1 (III), GRH 2.2.1 (IV), GRH 2.2.1 (II), GRH 2.2.1 (I), CGO 2.2.1

Knowledge verification is mandatory, in the form of oral questioning or testing, written or computer-based tests (their mandatory pass test result shall be not less than 80%) throughout the training programs. Practical competency will be determined through instructor evaluation. After successful completion of classroom training, personnel will be subject to a period of practical training in the field under the supervision of a qualified person. Upon completion of the above, and subject to final assessment, personnel may be considered qualified to fulfil their assigned duties.

Personnel shall be continuously updated and reassessed at regular intervals. Such refresher/recurrent training shall take place not less than once in any three-year period or at more frequent intervals as determined by regulatory authorities or company policies.

0.12.10 RECORD OF TRAINING

GRH 2.1.3 (II), GRH 2.1.3 (I), CGO 2.1.5 (II), CGO 2.1.5 (I), SPA.DG.110 (G)

THE AIRLINE requires GSP to ensure:

A record of training must be maintained which must include:

- The individual's name.
- The most recent training completion date.
- A description, copy or reference to training materials used to meet the training requirement.
- The name and address of the organization providing the training.
- Evidence shows that a test has been completed satisfactorily.
- The training records must be made available upon request.
- The records of Dangerous Goods training must include the training history at least for the two last trainings of the person.

Training of ground operations personnel must be stored and saved. They must be available for *THE AIRLINE* during audits and inspections.

THE AIRLINE requires that Ground Handling Organizations (including Cargo, Fuel, De/Anti-Icing providers) will keep a system of training records which includes preservation, identification, storage, protection, retrieval and disposal. *THE AIRLINE* will audit the above process as part of the ground handling audit.

Training records and certificates for all those who successfully complete training courses covered in this GHM will be held at the station.

When Ground Handling organizations carry out local training, they must keep the training records of their own employees. *THE AIRLINE* will not keep training records copies of the Ground Handling Organization personnel. However, Ground Handling Organization's records must be available for monitoring purposes. Records on all current employees and ex-employees shall be held for a minimum of 3 years after they leave. Records may be kept in electronic or hard copy format. *THE AIRLINE* may request the training records copies during the audit.

Note: Stations should also take into account local legislation. *THE AIRLINE* will only keep training records of their own employees.

END OF CHAPTER

CHAPTER 1 - PASSENGER HANDLING PROCEDURES

1.0 CHAPTER 1 – TABLE OF CONTENT

1.0	CHAPTER 1 – TABLE OF CONTENT	1-1
1.1	PASSENGER DEPARTURE	1-9
1.1.1	PRE-DEPARTURE ACTIVITIES	1-9
1.1.1.1	TICKET SALES COUNTERS	1-9
1.1.1.2	PASSENGER PRE-FLIGHT PREPARATION	1-9
1.1.2	CHECK-IN COUNTER REQUIREMENTS	1-10
1.1.3	PASSENGER CHECK-IN	1-11
1.1.3.1	GENERAL	1-11
1.1.3.2	CHECK-IN DEADLINES	1-11
1.1.3.3	OPERATING CARRIER, MARKETING CARRIER AND WET LEASE	1-11
1.1.3.4	CHECK-IN TYPES	1-11
1.1.3.5	CHECK-IN OPENING	1-12
1.1.4	PASSENGER ACCEPTANCE	1-12
1.1.4.1	REQUIREMENTS FOR PASSENGER ACCEPTANCE	1-12
1.1.4.2	SEATING	1-13
1.1.4.3	EXIT ROW SEATING	1-13
1.1.4.4	NOREC PASSENGERS	1-14
1.1.4.5	ID PASSENGERS	1-14
1.1.4.5.1	GENERAL	1-14
1.1.4.5.2	ID PASSENGERS CATEGORIES	1-14
1.1.4.5.3	ID PASSENGERS PRIORITY	1-15
1.1.4.5.4	STAFF/CREW ID EXAMPLES	1-15
1.1.5	TRAVEL DOCUMENTS AND VERIFICATION	1-16
1.1.5.1	PASSENGER DOCUMENTS	1-16
1.1.5.2	VERIFICATION	1-16
1.1.5.3	ADVANCE PASSENGER INFORMATION	1-17
1.1.6	BAGGAGE ACCEPTANCE	1-18
1.1.6.1	GENERAL	1-18
1.1.6.2	CABIN BAGGAGE	1-18
1.1.6.3	CHECKED BAGGAGE	1-20

1.1.6.4	DANGEROUS GOODS IN BAGGAGE	1-21
1.1.6.5	BAGGAGE POOLING	1-22
1.1.6.6	BULKY AND OVERSIZED BAGGAGE	1-22
1.1.6.7	CHECKED BAGGAGE ALLOWANCES	1-22
1.1.6.8	EXCESS BAGGAGE	1-23
1.1.6.8.1	EXCESS BAGGAGE CHARGES	1-23
1.1.6.9	BAGGAGE TAGGING	1-24
1.1.6.9.1	LIMITED RELEASE	1-24
1.1.6.9.2	PROCEDURES FOR LIMITED RELEASE ELECTRONIC VERSION	1-25
1.1.6.9.3	PROCEDURES FOR LIMITED RELEASE PAPER VERSION	1-26
1.1.6.9.4	LIMITED RELEASE DOCUMENT RETENTION	1-26
1.1.6.10	TYPES OF BAGGAGE TAGS	1-26
1.1.6.10.1	SUPPLEMENTARY BAG TAGS	1-27
1.1.6.10.2	ASSISTANCE TAG	1-27
1.1.6.10.3	DELIVERY AT AIRCRAFT TAG	1-27
1.1.6.10.4	HEAVY TAG	1-27
1.1.6.10.5	FIREARM TAG	1-27
1.1.6.10.6	COMAT/COMAIL TAG	1-27
1.1.6.11	CHECKED BAGGAGE DESTINATION	1-28
1.1.6.12	SPECIAL BAGGAGE	1-28
1.1.6.12.1	CABIN SEAT BAGGAGE	1-28
1.1.6.12.1.1	SEATING	1-29
1.1.6.12.1.2	CBBG MAXIMUM DIMENSIONS AND WEIGHTS	1-29
1.1.6.12.2	CREW BAGGAGE	1-29
1.1.6.12.2.1	CREW BAGGAGE HANDLING PROCEDURES AT CHECK-IN COUNTER	1-29
1.1.6.12.3	DELIVERY AT AIRCRAFT	1-30
1.1.6.12.3.1	PROCEDURE AT BOARDING GATE	1-30
1.1.6.12.3.2	PROCEDURES HANDLING DAA IN DCS SYSTEM	1-30
1.1.6.12.3.3	SECURITY PROCEDURE FOR AD-HOC DISEMBARKING PASSENGERS	1-31
1.1.6.12.3.4	PROCEDURE AT ARRIVAL	1-31

1.1.6.12.4	SPORTING EQUIPMENT/STROLLERS/POCKET BUGGY/OTHER SPECIAL BAGGAGE	1-32
1.1.6.12.4.1	HANDLING PROCEDURES	1-32
1.1.6.12.5	SKIING/SNOWBOARDING/WATER EQUIPMENT SKIING	1-32
1.1.6.12.6	SUN UMBRELLA/WALKING STICKS	1-33
1.1.6.12.7	SURFING EQUIPMENT/KITE SURFING EQUIPMENT/SUP BOARD	1-33
1.1.6.12.8	WINDSURFING EQUIPMENT	1-34
1.1.6.12.9	SCUBA DIVING EQUIPMENT	1-34
1.1.6.12.10	BICYCLES	1-34
1.1.6.13	FISHING EQUIPMENT	1-35
1.1.6.13.1	GOLF EQUIPMENT	1-35
1.1.6.13.2	ARCHERY EQUIPMENT	1-35
1.1.6.13.3	WHEELED SPORTING ITEM	1-36
1.1.6.13.4	STROLLERS/PRAM'S	1-36
1.1.6.13.5	POCKET BUGGY	1-37
1.1.6.13.6	WHEELCHAIRS AND MOBILITY AIDS	1-37
1.1.6.13.7	WHEELCHAIRS OR OTHER BATTERY-OPERATED MOBILITY AIDS	1-38
1.1.6.13.8	ACCEPTING WHEELCHAIRS/MOBILITY AIDS WITH NON-SPILLABLE BATTERIES	1-38
1.1.6.13.9	ACCEPTING WHEELCHAIRS/MOBILITY AIDS WITH DANGEROUS GOODS REGULATIONS LITHIUM BATTERIES	1-39
1.1.6.13.10	HANDLING OF ANIMALS	1-41
1.1.6.13.10.1	GENERAL	1-41
1.1.6.13.11	PET IN CABIN	1-41
1.1.6.13.11.1	SEATING	1-42
1.1.6.13.11.2	PROCEDURES FOR HANDLING PETC	1-42
1.1.6.13.11.3	ACCEPTANCE RESTRICTIONS	1-42
1.1.6.13.12	ANIMALS IN HOLD	1-43
1.1.6.13.12.1	ACCEPTANCE RESTRICTIONS	1-43
1.1.6.13.12.2	PROCEDURES FOR HANDLING AVIH	1-43
1.1.6.13.12.3	SERVICE ANIMALS AND EMOTIONAL SUPPORT ANIMALS	1-44

1.1.6.13.13	DRY ICE, CARBON DIOXIDE SOLID	1-45
1.1.6.14	CARRIAGE OF FIREARMS	1-45
1.1.6.14.1	CARRIAGE OF FIREARMS ON-BOARD	1-45
1.1.6.14.2	PASSENGERS AUTHORIZED CARRYING WEAPONS ON BOARD	1-45
1.1.6.14.3	WEAPONS LOCKED IN THE COCKPIT	1-45
1.1.6.14.4	WEAPONS AND AMMUNITIONS OF WAR	1-45
1.1.6.14.5	CARRIAGE OF FIREARMS IN THE AIRCRAFT HOLD	1-46
1.1.6.14.6	PROCEDURES FOR HANDLING AMMUNITION IN THE AIRCRAFT HOLD	1-46
1.1.6.14.7	PROCEDURES FOR HANDLING FIREARMS IN THE AIRCRAFT HOLD	1-46
1.1.7	PASSENGER BOARDING	1-47
1.1.7.1	GENERAL	1-47
1.1.7.2	PASSENGER BOARDING PROCESS	1-48
1.1.7.3	PASSENGER BOARDING DISCREPANCIES	1-49
1.1.7.4	END OF BOARDING	1-49
1.1.7.5	BOARDING IN CASE OF DCS BREAKDOWN	1-49
1.1.7.6	BOARDING DEADLINES	1-50
1.1.7.7	BOARDING ANNOUNCEMENTS	1-50
1.1.7.8	BOARDING ANNOUNCEMENT FOR DELAY FLIGHTS	1-51
1.1.8	FLIGHT DOCUMENTS	1-51
1.1.8.1	GENERAL	1-51
1.1.8.2	PASSENGER INFORMATION LIST	1-51
1.1.8.3	OTHER FLIGHT DOCUMENTS	1-51
1.1.9	POST-FLIGHT DEPARTURE ACTIVITIES	1-52
1.1.9.1	MESSAGES	1-52
1.1.9.1.1	AFTER FLIGHT ACTIVITIES IN IPORT DCS	1-52
1.1.9.1.2	AFTER FLIGHT ACTIVITIES SALES REPORT	1-53
1.1.9.2	FLIGHT DOCUMENT RETENTION	1-53
1.2	PASSENGER SECURITY	1-54
1.2.1	SECURITY OF DOCUMENTS	1-54
1.2.1.1	BOARDING PASSES, TRANSIT PASSES AND BAGGAGE TAGS	1-54
1.2.1.2	PRINTED DOCUMENTS	1-54

1.2.1.3	COUNTER AND AREA SECURITY	1-54
1.2.2	PASSENGER SUITABILITY FOR TRAVEL	1-55
1.2.2.1	REFUSED FOR TRAVEL	1-55
1.2.3	SECURITY OF PASSENGERS AND THEIR BAGGAGE	1-55
1.2.4	RESTRICTED AREAS	1-56
1.3	PASSENGER ARRIVAL, TRANSFER AND TRANSIT	1-57
1.3.1	PRE-ARRIVAL	1-57
1.3.2	ARRIVAL	1-57
1.3.3	TRANSFER (PASSENGER HANDLING AT CONNECTING AIRPORT)	1-57
1.3.4	TRANSIT	1-57
1.3.4.1	GENERAL	1-57
1.3.4.2	DISEMBARKATION OF TRANSIT PASSENGER	1-58
1.3.4.3	TRANSIT PASSENGERS REMAIN ON BOARD	1-58
1.3.4.4	BOARDING TRANSIT PASSENGERS	1-58
1.3.4.5	MISSING TRANSIT PASSENGERS	1-58
1.3.4.6	AIRCRAFT CHANGE AT THE TRANSIT STATION	1-58
1.4	SPECIAL CATEGORIES OF PASSENGERS	1-59
1.4.1	UNACCOMPANIED MINORS (UMNR)	1-59
1.4.1.1	GENERAL	1-59
1.4.1.2	SEATING	1-59
1.4.1.3	ACCEPTANCE RESTRICTIONS	1-59
1.4.1.4	PROCEDURES FOR HANDLING UNACCOMPANIED MINORS	1-59
1.4.1.5	TRANSFER STATION PROCEDURES	1-60
1.4.1.6	ARRIVAL STATION PROCEDURE	1-60
1.4.2	INFANTS AND CHILDREN	1-60
1.4.2.1	INFANTS	1-60
1.4.2.1.1	SEATING	1-61
1.4.2.1.2	BABY STROLLERS	1-61
1.4.2.1.3	AIRCRAFT BABY BASSINETS	1-61
1.4.2.2	CHILDREN	1-61
1.4.2.2.1	SEATING	1-62
1.4.2.2.2	CHILD RESTRAINT DEVICE	1-62

1.4.2.2.2.1	SEATING	1-62
1.4.3	GROUPS	1-63
1.4.3.1	GENERAL	1-63
1.4.3.2	CHECK-IN	1-63
1.4.3.3	NON-STANDARD GROUPS	1-63
1.4.4	PASSENGERS REQUIRING ASSISTANCE	1-63
1.4.4.1	PASSENGERS WITH REDUCED MOBILITY	1-63
1.4.4.1.1	PWDS OWN MOBILITY AIDS	1-64
1.4.4.1.2	SEATING AND LIMITATIONS	1-64
1.4.4.1.3	PROCEDURES FOR HANDLING PWD PASSENGERS	1-64
1.4.4.2	PASSENGER WITH VISUAL, HEARING, INTELLECTUAL OR BEHAVIORAL IMPAIRMENTS	1-65
1.4.4.2.1	BLIND PASSENGER (BLND)	1-65
1.4.4.2.2	DEAF PASSENGER (DEAF)	1-65
1.4.4.2.3	PASSENGER WITH INTELLECTUAL OR BEHAVIORAL IMPAIRMENTS (DPNA)	1-65
1.4.4.2.4	SEATING AND LIMITATIONS	1-65
1.4.4.2.5	PROCEDURES FOR HANDLING BLND/DEAF/DPNA PASSENGERS	1-66
1.4.5	PASSENGERS REQUIRING MEDICAL CLEARANCE	1-67
1.4.5.1	GENERAL	1-67
1.4.5.1.1	EXPECTANT MOTHERS	1-67
1.4.5.1.1.1	HANDLING AND SEATING	1-68
1.4.5.2	IATA MEDICAL INFORMATION FORM (MEDIF)	1-68
1.4.5.3	FREQUENT TRAVELLER'S MEDICAL CARD	1-68
1.4.5.4	ADVANCE NOTIFICATION	1-68
1.4.5.5	SEATING	1-68
1.4.5.6	REQUEST FOR ASSISTANCE WITHOUT ADVANCED NOTICE	1-69
1.4.6	PWDS NOTE REQUIRING MEDICAL CLEARANCE	1-69
1.4.6.1	HANDLING	1-69
1.4.6.2	REFUSAL OF PWDS AND/OR MEDA CASES	1-69
1.4.6.2.1	GENERAL	1-69
1.4.6.2.2	RIGHT TO REFUSAL	1-69

1.4.6.2.3	REASONS FOR REFUSAL	1-69
1.4.7	SERVICE ANIMALS	1-70
1.4.7.1	ADVANCE NOTIFICATION	1-70
1.4.7.2	SEATING AND LIMITATION	1-70
1.4.7.2.1	HANDLING	1-70
1.4.7.3	PROCEDURES FOR HANDLING SVAN	1-71
1.4.8	STRETCHER TRANSPORT	1-71
1.4.9	OXYGEN FOR MEDICAL USE	1-71
1.4.9.1	PORTABLE OXYGEN CONCENTRATOR/COMPRESSOR (POC)	1-72
1.4.9.1.1	CHECK-IN QUESTIONS REGARDING POC	1-73
1.4.9.2	LIQUID OXYGEN	1-73
1.4.9.3	PORTABLE OXYGEN BOTTLE (POB)	1-73
1.4.10	INADMISSIBLE PASSENGERS AND DEPORTEES	1-74
1.4.10.1	INADMISSIBLE PASSENGERS	1-74
1.4.10.1.1	GENERAL	1-74
1.4.10.1.2	UNACCOMPANIED OR ACCOMPANIED TRAVEL	1-74
1.4.10.1.3	REFUSAL	1-74
1.4.10.2	DEPORTEES	1-74
1.4.10.3	SEATING	1-75
1.4.10.4	TRAVEL DOCUMENT	1-75
1.4.10.5	HANDLING	1-75
1.4.10.6	LIMITATION	1-76
1.4.11	UNRULY PASSENGERS	1-76
1.4.11.1	GENERAL CONDITIONS OF PASSENGER CARRIAGE	1-76
1.4.11.2	HANDLING UNRULY PASSENGERS DURING CHECK-IN OR BOARDING	1-76
1.4.11.3	IF A PASSENGER IS DENIED CARRIAGE	1-76
1.4.11.4	IF A PASSENGER IS ACCEPTED FOR TRAVEL	1-76
1.4.11.5	HANDLING PROCEDURES FOR BLACKLISTED PASSENGERS	1-77
1.5	PASSENGER IRREGULARITIES	1-79
1.5.1	GENERAL PASSENGER IRREGULARITY GUIDELINES	1-79
1.5.1.1	INFORMATION AND COMMUNICATION TO PASSENGERS	1-79

1.5.1.2	INFORMATION AND COMMUNICATION TO THE AIRLINE	1-79
1.5.2	DELAYS	1-80
1.5.2.1	HANDLING PROCEDURES	1-80
1.5.2.2	DELAY KNOWN BEFORE CHECK-IN	1-80
1.5.2.3	DELAY KNOWN BEFORE BOARDING	1-80
1.5.3	MISCONNECTIONS/CANCELLATIONS/DIVERSIONS	1-80
1.5.4	INVOLUNTARY CHANGE OF CLASS	1-81
1.5.5	DENIED BOARDING DUE TO UNAVAILABILITY OF SEATS	1-81
1.5.5.1	GENERAL	1-81
1.5.6	MISHANDLED OR UNCLAIMED BAGGAGE	1-81
1.5.6.1	GENERAL	1-81
1.5.6.2	STORAGE OF MISHANDLED BAGGAGE	1-81
1.5.6.3	HANDLING OF MISHANDLED BAGGAGE	1-82
1.5.6.4	DELIVERY OF MISHANDLED BAGGAGE	1-82
1.5.6.5	ON-HAND BAGGAGE	1-82
1.5.6.6	SECONDARY TRACING	1-82
1.5.6.7	MISHANDLED MOBILITY AIDS	1-82
1.5.6.8	MISHANDLED AVIH	1-82
1.5.7	MAJOR FLIGHT DELAYS	1-83
1.5.7.1	GROUND HANDLING COMPANY CHECKLIST FOR DELAYED FLIGHT	1-83
1.5.7.2	GROUND HANDLING COMPANY CHECKLIST FOR DENIED BOARDING PASSENGERS	1-84

1.1 PASSENGER DEPARTURE

1.1.1 PRE-DEPARTURE ACTIVITIES

1.1.1.1 TICKET SALES COUNTERS

GRH 3.1.1 (I) (A), CAT.GEN.MPA.200 (F)

If a Ticket Sales Counter is located at the airport display either an electronic or manual version of:

- *THE AIRLINE* signage;
- Dangerous Goods notifications;
- Handling forms, information on passenger rights and marketing material.

It is the responsibility of ground handling, supervision companies to ensure that a sufficient number of notices are displayed. Security questions and Dangerous goods notices shall be displayed at all passenger ticket and check-in positions, including but not limited to ticketing desks, check-in, baggage drop, boarding areas.

1.1.1.2 PASSENGER PRE-FLIGHT PREPARATION

CAT.GEN.MPA.200 (F)

The aim of pre-flight preparation shall be a well-balanced customer seating with the entire seat capacity being utilized. Attention shall be paid to the requests for extra legroom seats, front seats and comfort for the CIP/VIP class customers.

Most of the listed requirements below are automatically checked and controlled by *THE AIRLINE* GOPS Department via iPort DCS. All stations should verify that all necessary data has been transferred into the check-in system correctly.

- Review the booking status.
- Review the curtain version (if applicable)
- Confirm the Passenger Name List (PNL) and Additions and Deletions List (ADL) was properly transmitted and matched the booking status.
- Block seats for security officers, crew, weight and balance, and if seats are unserviceable.
- Confirm, that 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.
- Apply payload restrictions, if any.
- Review the boarding time, departure time, insert the gate. Brief staff about the reason for any delays.
- Check the passenger list for special passengers (e.g. WCHC, UMNR, etc.) and families with CHD, INF and pre-assign seats according to *THE AIRLINE* aircraft policy and aircraft type.
- Check booked Staff reservations (if applicable)
- If not pre-reserved, prepare to seat for families travelling with infants or children.
- If not pre-reserved, prepare to seat for passengers travelling with PETC.

NOTE: Stations performing check-in with DCS iPort passengers pre-seating shall be performed not earlier than -4 hours STD.

- Check-in personnel must verify if special check-in requests/instructions have been sent from *THE AIRLINE* Ground Operations for the current flight.

Before airport check-in desks are opened, the supervisor shall conduct a staff briefing concerning summarized flight information, e.g. booking figures, special customers, baggage allowance according to destination.

1.1.2 CHECK-IN COUNTER REQUIREMENTS

GRH 3.1.1 (I) (B), GRH 3.1.1 (II), GRH 3.1.1 (III)

Prior to opening the check-in counters:

- Start and test equipment;
- Ensure scales are functioning and calibrated:
 - Scales must be calibrated and checked once a year or as required by the manufacturer of the scale or by the local authority responsible:
 - The local authority will issue a certificate after the calibration and deliver it to the airport authority;
 - A copy of the above certificate is kept in each station for the record;
 - A sticker is placed on each scale after the calibration, if applicable;
 - The responsible check-in agent shall check that baggage scales are operating properly prior to check-in opening by:
 - Checking the airport authority calibration sticker is current (if applicable);
 - Checking the weight indicator at the position to ensure it shows '0.0 kg';
 - If the weight indicator shows otherwise inform the relevant airport authorities department;
 - If the scale remains out of order, another check-in counter shall be requested;
 - The periodical check of scale accuracy used in the baggage handling process lies in the equipment owner who is also responsible to make available to the ground handling services providers all relevant documentation, where applicable;
- Stock boarding card and bag tag printers. Make sure company tags are available (if applicable);
- Display signage required: *THE AIRLINE* logo, tour operator logos (if applicable), destination and flight number "online baggage drop off" are correctly displayed;
- Display additional service price list. Ref. IQSMS→Document Distribution module→Notice to GH→Check-In Counter Pricelist;
- 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 area;
- In case of irregularity situation, passenger rights should be visible at *THE AIRLINE* check-in area. Ref. IQSMS→Document Distribution module→Notice to GH;
- The handling company shall provide check-in facilities to ensure that all booked passengers are checked in. For each 60 booked passengers one (1) staffed/equipped counter;
- The Check-in area should be neat and presentable.

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 labelling of the baggage and the issuance of one or more boarding passes. Boarding passes, containing the registered passenger's name, and additional unique identifying data must be issued to all passengers either on paper or electronically.

- Check-in shall be performed by qualified and trained staff;
- Check-in must be opened at least:
 - 120min prior STD If flight operated:
 - B737-800
 - Airbus 320

1.1.3.2 CHECK-IN DEADLINES

Check-in deadline for *THE AIRLINE* flights:

- -40min prior STD If flight operated:
 - B737-800
 - Airbus 320

In iPort DCS system GSP should close the flight (Flight Close – “FC”) for -40 minutes till STD.

Passengers arriving at check-in after the deadline may not be accepted. Customers that are accepted after DCS system closing times are recorded as LMC (Last Minute Change). Accepting an LMC customer cannot cause a delay for the flight unless approval was given by the commander.

1.1.3.3 OPERATING CARRIER, MARKETING CARRIER AND WET LEASE

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

1.1.3.4 CHECK-IN TYPES

(a) 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 DCS or manually.

(b) Manual Check-In

- Where no DCS is available, apply established manual check-in procedures at a manned check-in counter in line with the operating carrier requirements for manual check-in.

(c) Through Check-In

- Through check-in means a passenger is accepted and receives boarding passes for the outbound flight as well as on one or more onward flights. Perform thorough check-in whenever possible and as per the interline agreement. Travel documents shall be checked for all through-checked parts of the journey.

d) Return Check-In

- Return check-in means a passenger is accepted and receives boarding passes for the outbound and return flights. The check-in for the return flight is permitted if the flight is open.

(e) Self-Service Check-In

- Web/mobile/kiosk/SMS 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 AIRLINE*.

(f) Off-site Check-In

- Off-site check-in means passenger acceptance at an off-airport location, e.g. at a train station or in a hotel, and may be permitted if:
 - The passenger is holding a valid ticket;
 - The location is an approved site;
 - The passenger meets any other qualifying criteria set by *THE AIRLINE*;
 - Local off-site security processes are followed.

(g) Back-Up Check-In Procedures

- In case of DCS and/or Baggage Handling System (BHS) failure a local backup check-in system can be used, if available. Local backup procedures must be established in every station.

1.1.3.5 CHECK-IN OPENING

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

1.1.4 PASSENGER ACCEPTANCE

1.1.4.1 REQUIREMENTS FOR PASSENGER ACCEPTANCE

When accepting a passenger observe the following:

- Welcome and greet the passenger;
- Ask for an itinerary/booking confirmation and an official travel document (e.g. passport), if necessary and verify the validity;
- Pay attention to any signs showing that the passenger might not be allowed to travel, e.g. unruly behaviour or signs of illness;
- Identify the passenger in the check-in system, accept the passenger and assign a seat in line with *THE AIRLINE* procedures;

- Update passenger and baggage information and add any Special Service Requests (SSR) to the DCS if required and apply any related fees;
- If required, apply irregularity handling in line with *THE AIRLINE* procedures, e.g. “search for volunteers” in case of over-sales;
- Observe through check-in or return check-in, if applicable, and issue all related boarding passes;
- Hand over the boarding passes and give information about departure gate, boarding time and eventual flight irregularities if applicable in line with *THE AIRLINE* procedures;
- Say goodbye and show the direction to the boarding gate.

1.1.4.2 SEATING

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

At the time of passenger acceptance:

- Check if a seat has been allocated already;
- If not, allocate a passenger seat and observe the passenger requests and *THE AIRLINE* procedures for seating;
- Observe seating restrictions for the emergency exit rows.

The allocation of jump/crew seats may be permitted following *THE AIRLINE* procedures.

1.1.4.3 EXIT ROW SEATING

Passengers occupying emergency exit row seating must be able-bodied. Check-in staff is required to recognize Emergency exit row eligibility when assigning exit row seats on any flight. Occupancy of emergency exit rows is restricted in accordance with *THE AIRLINE* policy and host state requirements.

Passengers **not to be seated in exit rows**:

Passengers whose physical or mental condition is such that they would have difficulty moving quickly if required to do so	WCHR/S/C, DPNA, MEDA, STCR.
Passengers whose sight or hearing is impaired to the extent that they might not readily become aware of instructions given to begin evacuating the aircraft	BLND, DEAF
Infants (under 2 years) whether or not they are accompanied by an adult	INF
Children (2-11 years)	CHD
Passengers in custody and those who are being deported	DEPA, DEPU
Passengers with pet animals or baggage on the seat	PETC, CBBG
Passengers whose physical size would require the use of an extension belt or those who have difficulty moving quickly	Pregnant or obese customers
Unaccompanied minors	UMNR
Passengers who are not fluent in English or Lithuanian language	

Only passengers who appear reasonably fit and strong should be seated adjacent to emergency exits. Passengers should be willing to help in the unlikely case of an emergency.

1.1.4.4 NOREC PASSENGERS

Each passenger presenting a ticket with booking status OK but not listed in PNL may be checked in for the flight as a no record passenger (NOREC).

Before accepting NOREC passengers confirmation should be received from *THE AIRLINE* Operational Control Center (OCC).

1.1.4.5 ID PASSENGERS

1.1.4.5.1 GENERAL

ID passengers are Company's staff or staff's family or friends travelling on the Company's flights for duty or on a standby basis. *THE AIRLINE* will always provide information about ID (Staff) passengers to Ground Handling Company via DCS or with a separate confirmation by email. Baggage allowance for ID passengers: **1pc up to 5kg hand luggage and 1pc up to 15kg checked baggage** per person. *NOTE: SPEQ can be accepted only for an additional fee.*

1.1.4.5.2 ID PASSENGERS CATEGORIES

- Staff duty passengers – Crew members, who are travelling to perform flight and/or after duty. They are travelling as Deadheads (DH.) and are part of the crew – they are travelling without tickets and are listed on the General declaration (GenDec). These passengers will not have tickets for a flight and only have a Crew ID accompanied by a General declaration. These passengers should never be offloaded from the flight unless it is confirmed by *THE AIRLINE* OCC.
- Staff duty passengers – Company employees who are travelling for duty. They are travelling as passengers and will have tickets as any other passenger. Staff duty passengers must check in as all other passengers, they should receive SBY boarding pass even in the case where there are not enough seats on the flight as they can travel on Jump Seat. During check-in, Staff passengers must show valid *THE AIRLINE* Staff/Crew ID.
- Staff leisure passengers are travelling not for duty on a standby basis. These passengers will have tickets as any other passenger. Staff leisure passengers must check in as all other passengers, they should receive SBY boarding pass even in the case where there are not enough seats on the flight as they can travel on Jump Seat. During check-in, Staff passengers must show valid *THE AIRLINE* Staff/Crew ID. Staff passenger family members or friends can travel only if employees are travelling together. These passengers should be accepted to the flight only if there are enough seats or Jump Seats available on the flight, in all other cases they are first to be offloaded.

1.1.4.5.3 ID PASSENGERS PRIORITY

- Staff duty passengers – DH Crew members. The highest priority passengers should always be accepted on the flight unless it is confirmed by *THE AIRLINE OCC*.
- Staff duty passengers – Company employees. Their priority is lower than DH Crew members. In case the flight is full, DH crew members should be accepted first, and only if there are still enough seats left, Company employees should be accepted.
- Staff leisure passengers. Their priority is the lowest. In case the flight is full, they should be accepted last – after DH crew and Company employees travelling for duty.

In cases where there are more Staff passengers from the same priority group, the passenger with the earliest date of joining has higher priority.

1.1.4.5.4 STAFF/CREW ID EXAMPLES



1.1.5 TRAVEL DOCUMENTS AND VERIFICATION

1.1.5.1 PASSENGER DOCUMENTS

Each passenger is personally responsible to ensure that he/she is in possession of the required valid and complete travel documentation, carriage documents and identification documents which fulfil the conditions of the respective destination.

Passenger documents consist of:

- Travel document (e.g., passport or national identity card, residence card).
- If required, residence card, visa (e.g., entry or transit visa).
- Health documents, if required—(e.g., vaccinations or other health-related proofs and requirements, which might be required to be presented by a passenger before travel. Other additional documents, may include quarantine hotel confirmation, approval level of entry).

NOTE: GSP responsible for check-in and or boarding shall verify passenger documents and ensure an improperly documented person is not allowed to travel.

Passengers with insufficient travel documents (e.g. missing signature in passport, invalid or missing visa, expired passport, missing passport/national ID) must not be accepted for transportation. Unless authorization from *THE AIRLINE* GOPS is given.

Report about not accepted passengers due to insufficient travel documents must be submitted to *THE AIRLINE*.

1.1.5.2 VERIFICATION

Verification is a process also known as document check, carried out by GSP with the responsibility of check-in and/or boarding at the point of embarkation. Document check controls use various technologies and can occur at various points of the passenger journey including the airline website/mobile application or at the airport through self-service check-in options up to the boarding gate. The depth of the controls will also depend on the flight destination and risk profile. Increasingly, the use of trusted digital identities allows passengers to assert their identity earlier in the journey, reducing the need for face-to-face interaction with a GSP agent, especially when touchpoints are biometrically enabled. However, the complexity of the entry requirements of the transit and/or destination country(ies) and depending on national legislation, the document check controls may have to be performed manually.

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

- Determine ticket acceptability and confirm destination and or transit with passenger including the return ticket, if applicable.
- Verify the passenger's identity against the travel document presented.
 - Citizenship and date of birth for entry requirements.
 - Expiry status of the document.
 - Visual comparison of the photo to the passenger.
 - The name on the travel document matches the booked/ticketed name.
- Ensure where applicable, the visa or residence permit required to enter the State of transit and/or receiving State.
- Review visa and/or entry conditions/limitations.

- Review health documents status for destination and/or transit requirements, if required
- Collect or verify advance passenger information (API) data.
- Ensure irregularities are detected such as:
 - Expired or invalid travel document or a visa for which the maximum number of entries set has been depleted.
 - Counterfeit, forged or altered.
 - Documents that belong to another person.
 - Passenger without such document.
- When an irregularity is identified, with the passenger document/s, the supervisor will be notified;
 - To contact the appropriate authority for assistance to further verify documents, if applicable.
 - Deny a passenger check-in at the point of departure or boarding at the transit point, to the intended final destination, when the document(s) presented by the passenger is determined to be insufficient or inappropriate, leading to an inadmissible person.

NOTE: Report about not accepted passengers due to insufficient travel documents must be submitted to *THE AIRLINE*.

1.1.5.3 ADVANCE PASSENGER INFORMATION

Many governments require airlines to submit Advanced Passenger Information (API) including data elements related to the passenger (e.g. date of birth, nationality) and travel document (e.g. number, expiry date) 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 the presentation of the travel document.

THE AIRLINE requires the collection of mandatory API data at the time of check-in or reviewing data already provided.

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

THE AIRLINE has pre-programmed iPort DCS (where the system is applicable) to send API-data for each flight at the times required by the receiving authorities. Ensure that the flight is closed correctly in iPorts DCS to enable the automatic triggering of the API transmission.

1.1.6 BAGGAGE ACCEPTANCE

1.1.6.1 GENERAL

The following section presents the baggage acceptance procedures.

1.1.6.2 CABIN BAGGAGE

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

(b) Cabin baggage types

Cabin baggage includes:

- Cabin baggage carried within *THE AIRLINE* free carry-on baggage allowance.
- Free carry-on items are permitted by the operator in addition to the standard (e.g. personal effects, purse, laptop).
- Special items permitted by *THE AIRLINE* that may require prior agreement, notification and/or specialized screening requirements or additional charges (e.g. urns containing human remains, pets in cabin).
- Items of dangerous goods are permitted in passengers' baggage, including those items that require prior approval by *THE AIRLINE*.

***THE AIRLINE* free carry-on allowance:**

Type of baggage	Maximum weight and dimensions	Number of items	Comments
Carry-on baggage	5 kg Maximum dimensions 55 x 40 x 20 cm	1 item	Aside from free carry-on baggage, passengers may also have a small backpack/handbag/lap-top bag, not exceeding 30 x 40 x 10 cm dimensions or a throw, blanket, on-board reading materials, baby food, umbrella, cane, crutches, folding wheelchair for passengers with disabilities and one bag of duty-free items.

NOTE: *Pocket buggy may be carried instead of cabin baggage.*

(c) Cabin baggage can only be accepted if:

- Is suitable for air carriage due to its weight size and nature.
- Can fit under the seat or be stowed in the overhead compartment.
- Is suitably packed.
- Conforms with airport security and safety procedures.

Restrictions:

- Certain items, because of their weight, size or nature are only accepted with the consent of *THE AIRLINE*.
- For security reasons, many countries restrict the carriage of liquids, aerosols and gels in cabin baggage.
- Items refused by security screening shall be hold-checked as per operating airline procedures or refused from transport completely if not allowed in checked baggage.
- For Dangerous Goods items that are permitted or excluded from cabin baggage, refer to *IATA Dangerous Goods Regulations (DGR)*.

(d) Procedures at Check-In

- Assess the size, weight and intended a number of pieces of cabin baggage as per *THE AIRLINE* procedures:
 - Weigh cabin bags.
 - If the cabin baggage exceeds the free allowance size and/or weight, it shall be checked in, with applicable charges, if the free baggage allowance is exceeded.
 - Be aware of dangerous goods that may be commonly carried but are not permitted. Ask the passenger if they have any of these items by using the Dangerous Goods displays for visualisation.

NOTE: THE AIRLINE requires GSP to ensure verbal or visual representation of DGR items that are forbidden in cabin baggage by asking security questions or using informative charts with listed items.

- Items that are removed by security screening personnel may only be accepted in checked baggage, as per *THE AIRLINE* handling and acceptance procedures.

(e) Procedures at Boarding Gate

- Check for items that are unacceptable, oversized and/or overweight or exceed the number of pieces as free cabin baggage.
- Collect any cabin baggage that cannot be accommodated onboard due to these reasons or due to limited storage space.

(f) Accepting cabin baggage into the hold

- Check with the passenger that the baggage contents comply with the *IATA DGR*. Verify whether the passenger has removed any items specifically prohibited in hold baggage (such as lithium batteries, etc.);
- Advise the passenger to remove any personal documents or medications, valuables and sensitive or fragile objects;
- Accept, with applicable charges as per *THE AIRLINE* procedures;
- Tag gate-checked bags in line with the through check-in procedures using a limited release tag;
- Ensure the baggage tagged at the gate is considered for load control by adding the information in the DCS (number of pieces and weight) or using DAA labels;
- Inform the passenger to pick up their gate-checked bags either at the baggage claim area, final destination or at the aircraft door (Delivery at Aircraft, DAA), if applicable;
- Inform ramp staff and/or load control of the gate baggage to be loaded.

1.1.6.3 CHECKED BAGGAGE

(a) General

Checked baggage is:

- Taken custody by the operator who issues, validates or updates a baggage tag.
- Carried in the hold of the aircraft on which the passenger is travelling but remains inaccessible to the passenger during the flight.
- *THE AIRLINE* may refuse to carry checked baggage that is likely to endanger the aircraft or persons or property on board the aircraft, is inadequately packed or unsuitable for air carriage due to its weight, size or nature or forbidden by law, regulations, security standards or safety standards of any state to be flown from, to or over.
- Every piece of checked baggage shall have a baggage tag attached showing the tag number, flight number, appropriate destination and the passenger's name.
- The most common reason for unaccompanied baggage is to return the baggage to the passenger after a mishandling.

Maximum Single Item Weight

- *THE AIRLINE* policy for maximum single weight 32Kg.

NOTE: Not applicable to AVIH/WCHC/SPEQ/

Maximum Single Item Dimension

- *THE AIRLINE* policy for maximum single item dimension 158cm (Height+Length+width)

NOTE: Not applicable to AVIH/WCHC/SPEQ/

(b) Standard Baggage Acceptance

- The check-in agent should only accept checked baggage that is appropriately packaged and has a passenger identification label.
- Ensure dangerous goods notifications are on display and verify with the passenger that the checked baggage does not contain any forbidden dangerous goods.
- Review weight and pieces of information for recording in the DCS and for applying appropriate fees.
- *THE AIRLINE* requires GSP to ask passenger security-related questions
 - Is this your baggage?
 - Are you sure that there are no dangerous goods in your checked baggage?
- Be aware of items that, due to their nature, may contain dangerous goods. Refer to the *IATA DGR*.
- Ensure that the number and weight of each piece of checked baggage have been transferred automatically or manually to the load control process. When special baggage is accepted, ensure that the person in charge of the weight and balance calculation task is informed accordingly.
- Checked baggage must be checked for damage and whether it complies with the conditions of air transport; if the damage is found the baggage Limited release form must be filled (with exceptions some stations are allowed to use "Limited Release" on the bag tag).

- Passengers are advised not to transport any fragile or perishable items of special value, e.g. money, jewellery, precious metals, precious stones, laptops, cameras, mobile telephones, navigation or other electronic devices, securities (share certificates etc.) or other valuables or documents, samples, identification documents, house keys, car keys, medication or liquids in their checked baggage.
- Attach appropriate baggage tag for the journey.
- Attach supplementary bag tags if required.
- Attach "Heavy Tag" if exceeding 23Kg limits.

(c) **Baggage Drop-Off and Self-Service Devices**

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

- Follow *THE AIRLINE* Service Level Agreement (SLA) for the number of staff per machine undertaking assistance and supervision activities.
- Proactively guide passengers to self-service options to manage waiting times.

1.1.6.4 **DANGEROUS GOODS IN BAGGAGE**

GRH 1.6.7 (I), CAT.GEN.MPA.200 (C)

- Dangerous goods are articles or substances which are capable of posing a hazard to health, safety, property or the environment and which are shown in the list of dangerous goods in the *IATA Dangerous Goods Regulations* or which are classified according to these Regulations.
- In principle, dangerous goods are forbidden to be carried by passengers and crew, except as otherwise provided in Table **2.3 - Safe Baggage Handling**. An of the *IATA DGR* and in line with the operating airline handling procedures. Specific transport conditions are applicable, defined items that:
 - Require the approval of the operator prior to the acceptance;
 - Are permitted in or as checked baggage;
 - Are permitted in or as cabin baggage;
 - Have to be carried on one's person only;
 - Require notification of the commander (NOTOC) on their location on the aircraft;
- All persons tasked with passenger and baggage acceptance shall:
 - Be trained according to the training requirements in the *IATA DGR*.
 - Have to verify with the passengers that they are not carrying forbidden dangerous goods during the check-in and baggage acceptance process.
 - Be aware of commonly carried items and question passengers where there is a suspicion of their carriage (e.g., camping equipment, hunters).
 - Handle and report any dangerous goods occurrences, e.g. forbidden dangerous goods identified in checked baggage, in line with *THE AIRLINE* procedure.

1.1.6.5 BAGGAGE POOLING

As per *IATA Resolution 746*, when passengers' baggage is pooled, each passenger in a non-family group should be given their own individual baggage claim check/receipt.

THE AIRLINE policy for pooling:

- Pooling is allowed for passengers in the same reservation;
- SPEQ Weight and checked baggage weight is not allowed for combined weight pooling.

NOTE: On winter ski charter flights SPEQ Weight and checked baggage weight are allowed for combined weight pooling.

1.1.6.6 BULKY AND OVERSIZED BAGGAGE

Baggage is considered bulky or oversized as defined by *THE AIRLINE* procedures and/or its weight exceeds regulatory limits. For example, in general, baggage accepted in European airports may not exceed 32 kgs in weight, although exceptions may exist e.g., check-in of wheelchairs.

Passengers presenting such items should:

- Complete the normal check-in process at the check-in counter.
- Attach a baggage label to the out of gauge item.
- Instruct the passenger to take the item to the out of gauge baggage acceptance point.

Maximum Single Item Weight

- *THE AIRLINE* policy for maximum single weight 32Kg.

NOTE: Not applicable to AVIH/WCHC/SPEQ/

Maximum Single Item Dimension

- *THE AIRLINE* policy for maximum single item dimension 158cm (Height+Length+width)

NOTE: Not applicable to AVIH/WCHC/SPEQ/

1.1.6.7 CHECKED BAGGAGE ALLOWANCES

Passengers are entitled to a pre-determined checked baggage allowance 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 the ticket: e.g. 20 kg).
- Piece Concept: measured by the number of pieces of checked baggage (shown as 'PC' on ticket).

THE AIRLINE policy for checked baggage allowance:

Type of baggage	Maximum weight and dimensions	Number of items	Comments
Checked-in baggage	20 kg * Maximum dimensions 158 cm (height + length + width)	1 item	The maximum weight of a single baggage item cannot exceed 32 kg. Tolerance – 0 kg.
Additional checked-in baggage for passengers with infants	10 kg Maximum dimensions 158 cm (height + length + width)	1 item	1 folding buggy or 1 car seat (properly packed for transportation) is allowed to carry free of charge.

*Exceptions:

- **15 kg** for flights to Tenerife (TFS), Dubai (DWC), Fuerteventura (FUE), Madeira (FNC).
- **18 kg** for flights to Bergamo (BGY), Salzburg (SZG), Lyon (LYS), Klagenfurt (KLU), Verona (VRN). This total baggage weight includes ski/snowboarding shoes, which may be packed and checked in separately. Ski/snowboarding shoes might also be carried instead of passenger carry-on baggage. The quantity of ski/snowboarding sets is limited, therefore approval from the tour operator must be obtained in advance. Special equipment is not included in the free baggage allowance – special fees apply.

For all *THE AIRLINE* flights **piece concept** is applied. Pooling is allowed for passengers at the same reservation.

No tolerance shall be given to baggage exceeding the applicable free baggage allowance.

1.1.6.8 EXCESS BAGGAGE

In case the free checked baggage allowance is exceeded; chargeable excess baggage handling applies as per *THE AIRLINE* procedures and applicable baggage rules. Excess baggage fees (per kilogram or piece or for special items) may be prepaid, collected at the check-in, collected at a sales desk or at the boarding gate.

1.1.6.8.1 EXCESS BAGGAGE CHARGES

For excess baggage charges rates refer to NTCGH

IQSMS→Document Distribution Module→Access Documents→Notice to GH→Ticketing Price list.

1.1.6.9 BAGGAGE TAGGING

- Remove all old tags and baggage reconciliation (mini or stub tags).
- Apply appropriate baggage tag for the journey.
- Place tags in an easily readable location and where they will not be easily torn off or damaged.
- Follow tag instructions and do not stick glue directly onto passenger baggage.
- Use limited release tags as per *THE AIRLINE* procedures.

NOTE: Transfer Baggage-Special Cases.

Case	Through-labelling	Remark
Customs clearance is 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. With permissible MCT.

1.1.6.9.1 LIMITED RELEASE

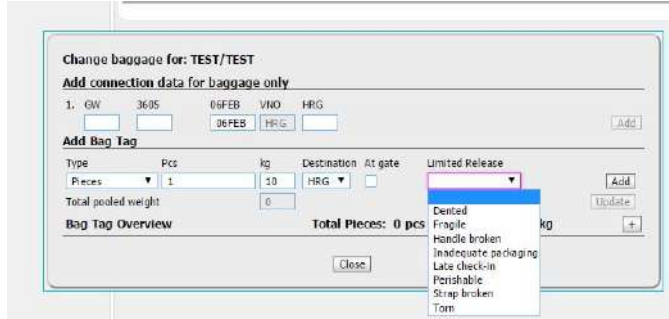
THE AIRLINE indemnifies itself from or against damage costs of baggage items bearing a tag with a damage note.

If during check-in a piece of baggage/strollers/SPEQ is noticed to be damaged, broken, inadequately packed or contains fragile items (e.g. carton boxes, no proper bag or suitcase, contents prone to damage during transport) GSP Must ensure Limited release procedures followed.

1.1.6.9.2 PROCEDURES FOR LIMITED RELEASE ELECTRONIC VERSION

THE AIRLINE stations where DCS iPort implemented:

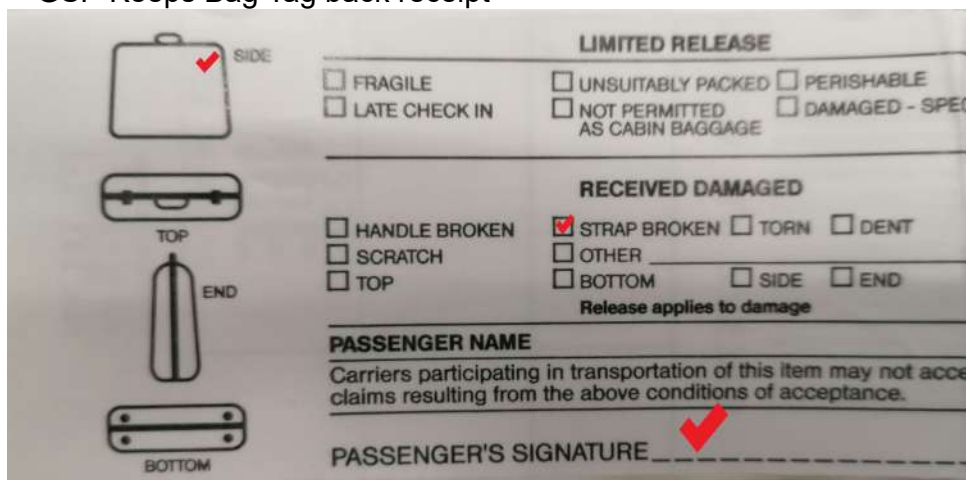
- Mark in baggage acceptance Limited Release reason



- Mark on Bag Tag receipt Limited Release box
- Receive Passengers signature
- Bag Tag receipt keeps passenger



- Fill the Bag Tag back receipt
- Receive Passengers signature
- GSP Keeps Bag Tag back receipt



1.1.6.9.3 PROCEDURES FOR LIMITED RELEASE PAPER VERSION

THE AIRLINE stations where DCS iPort is NOT implemented:

- A Paper version of the Limited release form must be available at the check-in counter;
- Fill out the Limited release form;
- After filling, the form must be retrieved to *THE AIRLINE* GOPS via e-mail.

1.1.6.9.4 LIMITED RELEASE DOCUMENT RETENTION

Retain paper Limited release forms for a period of no less than three months.

1.1.6.10 TYPES OF BAGGAGE TAGS

Manual Baggage Tag

In case of manual baggage tag as per *IATA Resolution 740*:

- Complete any hand-written portions of the manual tag, writing legibly in a permanent, waterproof pen.
- When needed due to the number of transfer legs:
 - Prepare a second tag by striking out the baggage identification number
 - Remove the barcode section
 - Attach the transfer part of the tag below the transfer line on the initial tag
 - Mark the 2nd tag as a conjunction tag
- Record the baggage identification number in the operating carrier's departure control system if possible.
- Inform the Ramp Agent when checked cabin baggage is accepted at the gate.

Electronic Baggage Tag

- Not applicable to *THE AIRLINE*

Home Printed Baggage Tag

- Not applicable to *THE AIRLINE*

Fallback Baggage Tags

- Not applicable to *THE AIRLINE*

1.1.6.10.1 SUPPLEMENTARY BAG TAGS

THE AIRLINE requires GSP to use supplementary bag tags.

1.1.6.10.2 ASSISTANCE TAG



1.1.6.10.3 DELIVERY AT AIRCRAFT TAG



1.1.6.10.4 HEAVY TAG



1.1.6.10.5 FIREARM TAG



1.1.6.10.6 COMAT/COMAIL TAG



1.1.6.11 CHECKED BAGGAGE DESTINATION

THE AIRLINE procedures and 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 (QR 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.
- In addition, observe the following:
 - The Minimum Connecting.
 - Unless subject to a specific agreement between airlines, check-in baggage on separate tickets is prohibited.
 - If allowed by *THE AIRLINE* then baggage may be labelled to a transfer destination on the ticket.

1.1.6.12 SPECIAL BAGGAGE

THE AIRLINE requires GSP to communicate to Load Control or/LoadMaster of special baggage accepted indicating piece and actual weight.

1.1.6.12.1 CABIN SEAT BAGGAGE

Cabin Seat Baggage (CBBG) is baggage not usually suitable for loading in the aircraft hold and thus requested for transport on an extra seat. Such baggage may include:

- Musical instruments
- Works of art
- Electronic equipment
- Diplomatic baggage
- Valuable baggage

THE AIRLINE is responsible for loading, securing and lashing bulky, oversized, fragile or valuable CBBG in the cabin. The restrictions shall apply:

- Secured by a safety belt or restraint device having enough strength to eliminate the possibility of shifting under all normal anticipated flight and ground conditions.
- Are packaged or covered in a manner to avoid possible injury to passengers and cabin crew members.
- It is strictly forbidden to impose any load on the seat that exceeds the load limitations for the seats.
- It is strictly forbidden to restrict access to or use any required emergency or regular exit, or aisle(s) in the cabin.
- It is forbidden to obscure any passenger's view of the seat belt sign, no smoking sign or required exit sign.

1.1.6.12.1.1 SEATING

THE AIRLINE policy for CBBG Seating

- CBBG should be secured in the “A” or “F” seat.
- Shall never be seated in the emergency exit (EER) or adjacent rows, in the first row, near UMR, INF, VIP, DEPA, DEPU, PWD.

1.1.6.12.1.2 CBBG MAXIMUM DIMENSIONS AND WEIGHTS

A/C Type	Maximum dimensions for CBBG.Except cello and guitar.	Maximum dimension for cello and guitar	Maximum weight
B737	43x45x95 cm	35x50x150 cm	75 Kg
A320	43x45x95 cm	35x50x150 cm	75 Kg

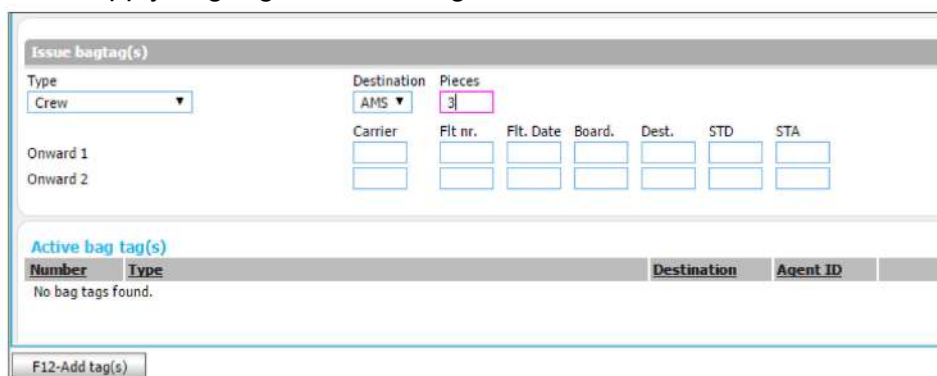
1.1.6.12.2 CREW BAGGAGE

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.

1.1.6.12.2.1 CREW BAGGAGE HANDLING PROCEDURES AT CHECK-IN COUNTER

THE AIRLINE stations where DCS iPort implemented:

- In Check-In mode select “Special Tags” mode
- In Type select: “Crew”
- Enter the number of pieces
- Press F12-”Add tag(s)
- Apply bag tags to Crew Bag



1.1.6.12.3 DELIVERY AT AIRCRAFT

THE AIRLINE Delivery at Aircraft (DAA) procedures may be applied for:

- Fully collapsible baby strollers and pushchairs (larger baby carriages/prams must be checked in).
- Wheelchairs and mobility aids are not needed during the flight and cannot be stored in the cabin.
- Regular carry-on baggage on small aircraft with limited storage space in the cabin.
- Baggage must be marked with DAA tag

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

NOTE: Observe local restrictions for DAA delivery at arrival stations and inform passengers accordingly.

NOTE: Verify with the passenger that any dangerous goods items which are only permitted in cabin baggage are removed before DAA acceptance.

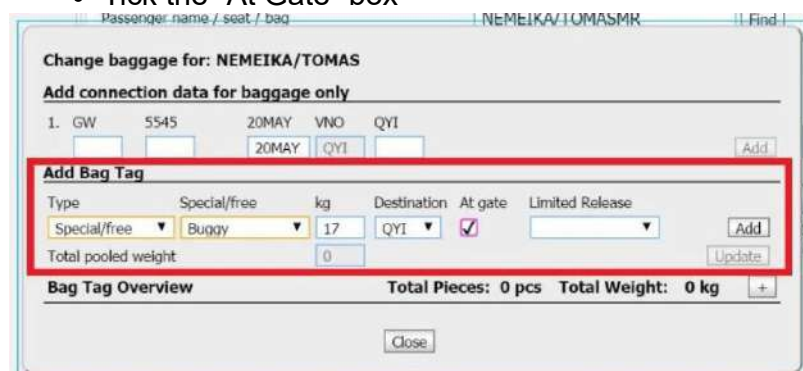
1.1.6.12.3.1 PROCEDURE AT BOARDING GATE

- Inform the person responsible for loading and supervision tasks to ensure the loading of DAA and WCHC are noted on the Load Message (LDM) under SI–Remark.
- Inform the flight crew of the number of DAA bags.
- Inform the passenger to leave or hand over the DAA-item in the designated area.

1.1.6.12.3.2 PROCEDURES HANDLING DAA IN DCS SYSTEM

THE AIRLINE stations where DCS iPort is implemented:

- Open Baggage window
- Select Type of Baggage
- Tick the “At Gate” box



NOTE: If not suitably packed/damaged, mark “LIMITED RELEASE”

1.1.6.12.3.3 SECURITY PROCEDURE FOR AD-HOC DISEMBARKING PASSENGERS

If a passenger disembarks, check if any DAA items have been loaded for the passenger. When in doubt, perform a full DAA identification.

1.1.6.12.3.4 PROCEDURE AT ARRIVAL

As per LDM and/or crew request, unload the DAA items/baggage and deliver them to the aircraft door. If de-boarding is finished and the DAA item was not picked up by the passenger, loading staff shall check the DAA tag and the baggage tag:

- If the entry on the DAA tag shows your station and the baggage tag shows your station as the final destination then deliver the DAA item to the baggage claim area.
- If the entry on the DAA tag shows your station and the routing tag does not show your station then handle the DAA item as expedite baggage.
- If the entry on the DAA item does not show your station and the baggage tag shows your station as the final destination then deliver the DAA item to the baggage claim area.

1.1.6.12.4 SPORTING EQUIPMENT/STROLLERS/POCKET BUGGY/OTHER SPECIAL BAGGAGE

Sporting equipment/Strollers/Pocket Buggy's/Other Special Baggage should be presented as separate pieces of checked baggage.

1.1.6.12.4.1 HANDLING PROCEDURES

Due to the limited availability of loading space, the number of sporting equipment is limited and prior reservation may be required.

Items accepted for check-in have to be packed and padded by the passengers appropriately, to ensure that no injuries to persons or damage to aircraft and other baggage can occur.

Sporting Equipment/Strollers/Pocket Buggy/Other Special Baggage is generally subject to charges and a reservation is required. The weight of chargeable special baggage will NOT be deducted from the free baggage allowance.

The applicable charges are normally paid at the time of the booking and will be shown on the PNL with the respective SSR code. In the event when SSR code is shown in the reservation, no additional payments are required.

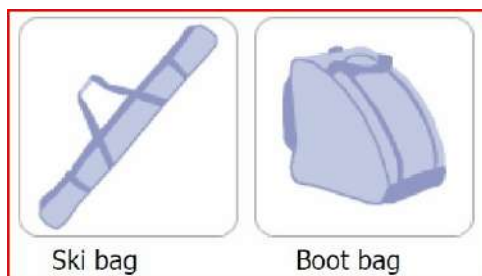
In case the passenger didn't book SPEQ in advance, it may be accepted if the limitation is not exceeded and additional payment should be collected.

In case the equipment is incorrectly packed/damaged/contains fragile items GSP Shall ensure the Limited Release policy applies.

- *THE AIRLINE* does not accept this sports equipment onboard:
 - kayak, canoe and oars/paddles;
 - hang-gliders;
 - spears;
 - pole vault poles.

1.1.6.12.5 SKIING/SNOWBOARDING/WATER SKIING EQUIPMENT

Description	1 pair of snow skis, 1 pair of poles, 1 pair of shoes and one helmet OR 1 snowboard, 1 pair of shoes and one helmet OR 1 pair of standard water skis OR a single water slalom ski, including a wakeboard. NOT ALLOWED as free check-in baggage.
Approval in advance	Required upon reservation.
Packing	Single pair of equipment per 1 ski bag.
Weight	10 kg.



NOTE: Skiing shoes can be accepted as a part of special equipment (not exceeding total weight of 10 kg), as a part of check-in baggage (not exceeding total weight of 18 kg) or can be included in hand baggage allowance (not exceeding total weight of 5 kg). There is no need to order the transportation of special equipment, if only skiing shoes will be transported. Shoes can be packed separately not exceeding the total weight of baggage allowance.

1.1.6.12.6 SUN UMBRELLA/WALKING STICKS

Description	1 sun umbrella/ 2 walking sticks. NOT ALLOWED as free check-in baggage.
Approval in advance	Not required upon reservation.
Packaging	Must be packed appropriately.

1.1.6.12.7 SURFING EQUIPMENT/KITE SURFING EQUIPMENT/SUP BOARD

Description	1 surfboard. NOT ALLOWED as free check-in baggage.
Approval in advance	Required upon reservation.
Packaging	Must be packed appropriately.
Weight	32 kg.

Description	1 kite, 1 board, a control device and relevant equipment. NOT ALLOWED as free check-in baggage.
Approval in advance	Required upon reservation.
Packaging	Must be packed appropriately.
Weight	32 kg.

1.1.6.12.8 WINDSURFING EQUIPMENT

Description	1 windsurfing board, 1 mast and 1 boom. NOT ALLOWED as free check-in baggage.
Approval in advance	Required upon reservation.
Packaging	Must be packed appropriately.
Weight	32 kg.

1.1.6.12.9 SCUBA DIVING EQUIPMENT

Description	1 scuba tank (empty, switched off, energy source separately packed, removed battery protected against short-circuit), 1 pressure relief valve, 1 regulator, 1 BCD-jacket, 2 fins, 1 mask, 1 knife, 1 harpoon, 1 life-saving jacket. NOT ALLOWED as free check-in baggage.
Approval in advance	Required upon reservation.
Packaging	Must be packed appropriately. Tank must be empty.
Weight	32 kg.



1.1.6.12.10 BICYCLES

Description	Single-seat bicycle, touring or racing, without the engine. NOT ALLOWED as free check-in baggage.
Approval in advance	Required upon reservation.
Packaging	Handlebars must be turned so that they are parallel with the frame, pedals must be removed, tires must be flat and the bicycle must be packed in a bag or a cardboard box.
Weight	20 kg.



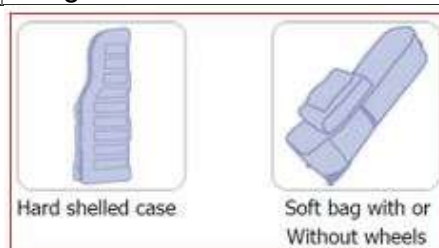
1.1.6.13 FISHING EQUIPMENT

Description	2 fishing-rods, 1 reel, 1 landing-net, 1 pair of fishing boots and 1 tackle box. NOT ALLOWED as free check-in baggage.
Approval in advance	Required upon reservation.
Packaging	Must be packed appropriately.
Weight	20 kg.



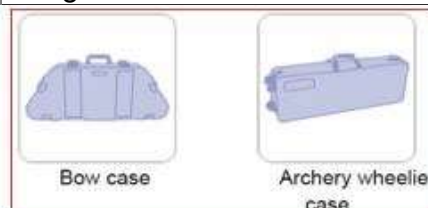
1.1.6.13.1 GOLF EQUIPMENT

Description	1 golf bag with 14 clubs, 12 golf balls and 1 pair of golf shoes. NOT ALLOWED as free check-in baggage.
Approval in advance	Required upon reservation.
Packaging	Must be packed appropriately.
Weight	20 kg.



1.1.6.13.2 ARCHERY EQUIPMENT

Description	1 bow and arrows. NOW ALLOWED as free check-in baggage.
Approval in advance	Required upon reservation.
Packaging	Standard bow and arrow (archery) case.
Weight	20 kg.



1.1.6.13.3 WHEELED SPORTING ITEM

Description	1 scooter, 1 skateboard, 1 pair of roller skates, 1 balance bicycle, 1 tricycle. NOT ALLOWED as free check-in baggage.
Approval in advance	Not required upon reservation.
Packaging	Must be packed appropriately
Weight	20 kg.

1.1.6.13.4 STROLLERS/PRAM'S

Passengers traveling with infants (up to 2 years old) may bring one additional a stroller/folding buggy OR a car safety seat free of

Description	Stroller/Folding buggy/PRAM or a car safety seat. PAX traveling with INF allowed as free check-in baggage. PAX traveling with CHILD NOT allowed as free check-in baggage
Approval in advance	Not required upon reservation.
Packaging	Must be packed appropriately
Weight	20 kg.

NOTE: STROLLERS/PRAM's must be packed properly for transportation IF NOT GSP Must ensure Limited release procedures followed. See: 1.1.6.9.4-LIMITED RELEASE



1.1.6.13.5 POCKET BUGGY

Pocket buggy which does not exceed the maximum cabin baggage size 55cm x 40cm x 20cm and weight – 5 KG can be carried in the cabin instead of passenger cabin baggage free of charge.



If the pocket buggy exceeds cabin baggage size or weight, it should be checked in as checked baggage

1.1.6.13.6 WHEELCHAIRS AND MOBILITY AIDS

Wheelchairs and Mobility Aids are crucial to passengers who own them and shall be treated with care. Mobility devices such as wheelchairs, rolling walkers, segways or swiss tracks may be operated with manual or electric power and have to be handled accordingly. There are specific rules and concerns when handling such aids, especially when they have batteries that also need special handling. In addition to *THE AIRLINE* procedure, refer to the current *IATA DGR* and *IATA Recommended Practice 1708* which can be found in the *IATA Passenger Services Conference Resolution Manual*.

1.1.6.13.7 WHEELCHAIRS OR OTHER BATTERY-OPERATED MOBILITY AIDS

There are three main types of batteries used with wheelchairs or mobility aid devices:

Type of battery	Description
Non-spillable battery	Dry battery (including integrated battery) Gel type battery Wet (sealed, non-spillable) battery
Spillable battery	*Wet battery
Lithium battery	Lithium-ion battery

*** THE AIRLINE do not carry spillable batteries.**

1.1.6.13.8 ACCEPTING WHEELCHAIRS/MOBILITY AIDS WITH NON-SPILLABLE BATTERIES

GSP Providers must secure, by use of straps, tie-downs or other restraint devices, a battery-powered mobility air with installed batteries. The mobility aid, the batteries, electrical cabling and controls must be protected from damage including by the movement of baggage, mail or cargo.

Pre-notification may be required and acceptance is subject to operator approval. The ground handling service provider must verify that:

- The passenger has confirmed that the battery is a non-spillable wet battery that complies with special provision A67 (refer to current IATA DGR edition), or a nickel-metal hydride battery or dry battery.
- Battery terminals must be insulated to prevent accidental short circuits (e.g. by being enclosed within a battery container). The battery is either:
 - Securely attached to the wheelchair or mobility aid, and electrical circuits are isolated following the manufacturer's instructions;
 - Removed by the user, if the mobility aid is specifically designed to allow it to be, following the manufacturer's instructions.
- A passenger may carry a maximum of one spare battery.
- Ground handling service provider must ensure that any battery(ies) removed from the wheelchair/mobility aid or spare batteries are carried in strong, right packaging which must be carried in a cargo compartment marked with a special tag;
- Ground handling service provider must inform the commander of the location of mobility aids with installed batteries, removed batteries or spare batteries.

1.1.6.13.9 ACCEPTING WHEELCHAIRS/MOBILITY AIDS WITH DANGEROUS GOODS REGULATIONS LITHIUM BATTERIES

Lithium-ion battery-powered wheelchairs or other similar mobility aids as specified in the IATA (DGR), as follows:

- The batteries 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.
- Ground handling service providers must secure, by use of straps, tie-downs or other restraint devices, a battery-powered mobility aid with installed batteries. The mobility aid, the batteries, electrical cabling and controls must be protected from damage including the movement by baggage, mail or cargo.
- Ground handling service provider must verify:
 - The battery terminals are protected from short circuits, e.g. by being enclosed within a battery container.
 - The battery is either:
 - Securely attached to the wheelchair or mobility aid, and electrical circuits are isolated following the manufacturer's instructions.
 - Removed by the user, if the mobility aid is specifically designed to allow it to be, following the manufacturer's instructions. The battery removed from the mobility aid must not exceed 300 Wh, for mobility aids fitted with two batteries, each battery must not exceed 160 Wh.
 - A passenger may carry a maximum of one spare lithium-ion battery not exceeding 300 Wh or two spare batteries each not exceeding 160 Wh.
 - The ground handling service provider must ensure that any battery is removed from the mobility and any spare batteries are carried in the passenger cabin marked with a special tag.
 - The removed or spare batteries must be protected from damage (e.g. by placing each battery in a protective pouch).
 - The ground handling service provider must inform the commander of the location of mobility aids with installed batteries, removed batteries and spare batteries.
 - The commander must be informed of the location of the mobility aid with installed mobility aid with an installed lithium battery or the location of the lithium battery when removed and carried in the cabin.

A short information table regarding battery carriage can be found in the table below.

	Names	Aircraft Hold Loaded Only – Dry Cell non-Spillable battery(ies)	
	Non-spillable Gel-battery Gel-cell Dry Sealed Lead-Acid SLA Absorbed Glass Mat AGM	Where the battery(ies) remain securely attached to the mobility Aid	✓ Battery terminals are protected from short circuits e.g. being enclosed within a battery container. ✓ Electrical circuits have been isolated following the manufacturer's instructions.
W C B D		Where the battery(ies) are designed to be removed from the mobility Aid	✓ The removed battery(ies) must be carried in strong, rigid packaging which must be stowed in the aircraft hold. ✓ Battery terminals are protected from short circuits e.g. being enclosed within a battery container. ✓ 1 spare battery may be carried.
	Names	Where the Mobility Aid is specifically designed to allow its battery(ies) to be removed by the user	
	Lithium Lithium Ion Li-ion Lithium-Polymer Li-Po	Remove the battery from the mobility Aid and place it in the cabin	✓ The battery must be removed and carried in the passenger cabin. ✓ 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. ✓ Removal of the battery from mobility Aid must be performed by following the instructions of the manufacturer or device owner. ✓ The battery must not exceed 300 Wh or 2 batteries, each not exceeding 160 Wh. ✓ Spare batteries are permitted 1 up to 300 Wh or 2 up to 160 Wh each.
W C L B (cabin)			
	Names	Battery(ies) that remain attached to the mobility Aid or CANNOT be removed	
	Lithium Lithium Ion Li-ion Lithium-Polymer Li-Po	Battery remains attached to the mobility Aid and loaded in the aircraft hold	✓ The battery is securely attached to the mobility Aid. ✓ The battery terminals must be protected from short circuits e.g. by being enclosed within a battery container. ✓ Electrical circuits have been isolated following the manufacturers instructions. ✓ The battery must not exceed 300 Wh or 2 batteries, each not exceeding 160 Wh. ✓ Spare batteries are permitted 1 up to 300 Wh or 2 up to 160 Wh each.
W C L B (hold)			

1.1.6.13.10 HANDLING OF ANIMALS

1.1.6.13.10.1 GENERAL

Handling of animals is required in accordance with *THE AIRLINE* procedures and *IATA Live Animals Regulations (LAR)*. The acceptance of pets is also subject to the respective country's regulations. There are two methods of carriage:

- Pets in Cabin PETC;
- Animal in Hold AVIH.

On *THE AIRLINE* flights, only cats and dogs are accepted as AVIH or PETC. All other species are excluded from transportation as AVIH or PETC.

The passenger is responsible for compliance with all required regulations regarding the entry of the animal to the given country. The transportation will be refused in case of incomplete documents and non-compliance with the regulations.

The carriage of an animal has to be requested in the reservations systems using **SSR PETC** or **SSR AVIH** codes. There is always a charge for PETC/AVIH Transportation and prior approval from *THE AIRLINE* is required. If in PNL SSR PETC/AVIH is Displayed the service is confirmed and payment is taken.

1.1.6.13.11 PET IN CABIN

The transport container must be completely shut and the pet must remain inside for the duration of the flight. This box /bag has to be provided by the owner and has to be placed under the seat in front of the passenger's seat. Therefore, only 1 PETC box/carrier bag may be accepted per passenger.

The transport container must be appropriate for transporting animals:

- The door must be secured in such a manner that it will not open accidentally or cannot be opened by a pet during handling and transport.
- The container must be well ventilated.
- The bottom of the container must be leak-free.
- The pet must have enough space to stand up, turn around and lay down.

The maximum size of the container or soft bag is **55** (length) x **40** (width) x **20** (height) cm. The total weight of the PETC, including the carrier box, must not exceed **8 kg**.

- Two animals in one cage are allowed, with a total weight of not more than **8 kg**. PETC have to be of the same kind, e.g. two dogs.

Passengers transporting pets must have valid health and vaccination certificates, pet passports, veterinary entry documents and other documents, required by destination and transit countries, without which the pet will not be permitted to enter these countries

1.1.6.13.11.1 SEATING

THE AIRLINE policy for PETC seating:

- One passenger with PETC per triple seat.
- Cannot be seated at the emergency exit.
- Cannot be seated next to VIP passengers.
- Cannot be seated next to PWD passengers.
- Cannot be seated at first rows 01/A-F

For PETC seating see: **F.2.7-Seat Maps**

1.1.6.13.11.2 PROCEDURES FOR HANDLING PETC

- Check that the SSR “PETC” is visible in DCS-system.
- Complete the “Certificate for the transportation of Animas”
- Distribute and keep copies as required.
 - White “Original” copy kept by GSP at the departure station
 - Red copy hand over to a passenger.

1.1.6.13.11.3 ACCEPTANCE RESTRICTIONS

On *THE AIRLINE* flights, pregnant PETC under 8 weeks old is not allowed flights.

B737-800 A320
MAX 4 PETC
MAX 1 SVAN
MAX 1 SVAN+3 PETC

On *THE AIRLINE* routes to:

Destination	PETC Accepted
DWC	NO
TFS	NO
FUE	NO
FNC	NO

1.1.6.13.12 ANIMALS IN HOLD

Animals in Hold are transported as checked baggage in the aircraft hold. *THE AIRLINE* only accepts dogs and cats for transport. All other species are excluded from transport. All animals with a weight of 8 kg and more must travel in the hold. The transportation of the animal as checked baggage is always subject to space availability and prior approval by *THE AIRLINE*. The GSP is always entitled to refuse the transportation of the animal if the passenger violates the regulations as stated in the *IATA Live Animal Regulations*. The kennels for transportation are to be provided by the passenger.

- The animal must be in good health and must not show any aggressiveness.
- The animal must be carried in a sufficiently large, firm container with a solid, leak-proof bottom and sufficient openings for breathing on three sides.
- Each animal contained in the container must have enough space to turn about normally while standing, to stand and sit erect, and lie in a natural position.
- Females with suckling young and unweaned animals will not be accepted. Weaned puppies/kittens younger than eight weeks must not be shipped.
- A possibility of an external refill of feed and water must be provided in the container.
- The container must be labelled with "LIVE ANIMAL" and package orientation labels "THIS WAY UP" on opposite sides. The labels should be affixed to the container in such a way as not to obscure ventilation openings.
- The container must be labelled with the passenger's name, address and telephone contact, and must comply with *IATA Live Animals Regulations*.
- The wheels must be removed from the container before check-in.
- Only rigid containers with a secure door are acceptable.
- Only one animal per container, unless they are used to cohabiting.
 - A maximum of two adult animals of the same species, comparable size up to 14 kg each, that are used to cohabitation, may be shipped in the same container. Animals over that weight must travel individually.
- Animals up to six months old from the same litter, up to a maximum quantity of three, may be shipped in the same container/compartment.
- The container must be large enough to permit

1.1.6.13.12.1 ACCEPTANCE RESTRICTIONS

A maximum of 2 AVIH containers may be transported in the hold. Maximum weight of animal together with box – 85 Kg

- AVIH Accepted on flights not exceeding 3 hours flight time.

NOTE: On THE AIRLINE charter flights AVIH is Not accepted.

1.1.6.13.12.2 PROCEDURES FOR HANDLING AVIH

- Check that the SSR "AVIH" is visible in DCS-system.
- Complete the "Certificate for the transportation of Animas".

- Distribute and keep copies as required.
 - White “Original” copy kept by GSP at the departure station.
 - Red copy hand over to a passenger.
- Each container must be clearly labeled and signed. A green “Live Animals” label/tag is mandatory. “This Way Up” labels/tags are also mandatory and must be placed on two opposite sides of the container. Documentation must be carried in which each container is clearly listed and attributable.
- In case of a known delay, early loading of the animals into the cargo hold should be avoided. Animals must be loaded last and unloaded first.
- Minimize time on the ramp to protect animals from wind, rain, noise and extreme temperatures. When making provisions for the loading process, animals must not be unnecessarily exposed to adverse weather conditions.
- The cages shall be stowed in such a way that there is enough distance to other cages and other load to guarantee sufficient oxygen supply. Keep other luggage at least 150 mm away from the container sides to maximize ventilation. Compartment lights shall generally be switched-off.
- Natural predators should not be positioned next to each other.
- Do not load animals in the same compartment with dry ice and radioactive materials.
- Exercise caution with containers that have wheels, ensuring the container cannot roll during loading.
- The containers shall always be tied down or lashed in order to avoid any kind of movement at take-off, landing or during flight. 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.
- Transportation of live animals has to be indicated on the Load & Trimsheet, in LDM, NOTOC and PSM. The flight crew and station must be informed of AVIH loading to ensure sufficient heat and airflow are maintained.

For suitable compartment AVIH Loading. See: AVIH LOADING PROCEDURES

1.1.6.13.12.3 SERVICE ANIMALS AND EMOTIONAL SUPPORT ANIMALS

Service animals are individually trained animals to perform functions to assist their owners, e.g. guide dogs. Emotional support animals are usually untrained animals and mainly provide support, well-being and comfort to their owners through companionship, non-judgmental positive regard and affection.

NOTE: THE AIRLINE DO NOT CARRY Emotional Support Animals (ESAN).

1.1.6.13.13 DRY ICE, CARBON DIOXIDE SOLID

Carbon dioxide, solid (dry ice) in quantities not exceeding 2.5Kg per person when used to pack perishables in the baggage. Cabin Baggage or Checked baggage must be in accordance with requirements set and permits the release of carbon dioxide gas. Each item, containing Dry Ice must be marked with "Dry Ice".

1.1.6.14 CARRIAGE OF FIREARMS

Firearms are among the articles prohibited for carriage in the aircraft cabin. The only exemption is for persons specifically authorized to carry a firearm in the cabin.

1.1.6.14.1 CARRIAGE OF FIREARMS ON-BOARD

THE AIRLINE policy in case person(s) authorized to carry a firearm on a commercial flight in the passenger cabin to ensure that the commander is notified prior to the commencement of the flight. The notification shall include the seat number(s) of the authorized armed person(s) when allowed by local regulations.

1.1.6.14.2 PASSENGERS AUTHORIZED CARRYING WEAPONS ON BOARD

If *THE AIRLINE* performs an exclusive charter flight - weapons may be allowed, by an exemption, to be carried in the cabin on *THE AIRLINE* aircraft. Prior to such flight an organization/person intending to carry weapons in the cabin/hold on *THE AIRLINE* aircraft must receive an official written Aviation Security Managers authorization from *THE AIRLINE*.

1.1.6.14.3 WEAPONS LOCKED IN THE COCKPIT

On *THE AIRLINE* aircrafts it's prohibited to transport weapons in the cockpit.

1.1.6.14.4 WEAPONS AND AMMUNITIONS OF WAR

CAT.GEN.MPA.155

On *THE AIRLINE* aircraft are prohibited to carry weapons and ammunition of war.

1.1.6.14.5 CARRIAGE OF FIREARMS IN THE AIRCRAFT HOLD

When a firearm and ammunition are carried in the hold, the procedures shall ensure:

- A firearm is not loaded and there is no ammunition in the chamber, and ammunition is carried separately from the firearm.
- Firearm and ammunition are stowed in a place that is inaccessible to any unauthorized person during the flight. Firearms are not to be carried in the flight deck or retained by any crew member.
- Carriage of firearms is permitted by all states involved (including the state of departure, transit and arrival).
- Commander is notified prior to the commencement of the flight.

1.1.6.14.6 PROCEDURES FOR HANDLING AMMUNITION IN THE AIRCRAFT HOLD

The transportation of ammunition must be requested and approved in advance by *THE AIRLINE GOPS*.

- Each passenger may carry a maximum of 5 kg gross of ammunition (must be weighed) for their own personal use.
- Only ammunition classified as 1.4S, UN0012 or UN0014 will be accepted.
- Ammunition carried in passenger aircraft must be for personal use for sporting and/or hunting purposes only.
- Ammunition must be securely packaged.
- SSR "WEAP" must be inserted in DCS.
- Baggage with Weapon must be marked with "FIREARM".

1.1.6.14.7 PROCEDURES FOR HANDLING FIREARMS IN THE AIRCRAFT HOLD

CAT.GEN.MPA.155

Sporting weapons for shooting and hunting purposes can only be transported as checked baggage. The transportation of weapon(s) must be requested and approved in advance via *THE AIRLINE GOPS*.

Weapons shall be sent as checked baggage. Regulations for weapons, ammunition and way of transporting may vary by destination and transiting country. It is the passengers' responsibility to check national legislation and ensure that all necessary documentation and approvals from local and/or international authorities for export/import are carried out.

- Weapons and ammunition must be packed in different bags in accordance with *IATA Dangerous Goods Regulations*. If necessary, a special luggage box must be used to separate both items from each other.
- Weapons must be unloaded.
- SSR "WEAP" must be inserted in DCS.
- Baggage with Weapon must be marked with "FIREARM".

1.1.7 PASSENGER BOARDING

1.1.7.1 GENERAL

GRH 3.1.1 (I) (B), CAT.GEN.MPA.200 (F)

- On *THE AIRLINE* flights boarding must be opened:
 - -30min prior STD If flight operated B737-800 Airbus 320 type aircraft.
- Check those boarding facilities and gate monitors are displaying flight information.
- Ensure Dangerous Goods and Prohibited Articles notices are displayed at the boarding gate.
- Before boarding, ensure passengers and their cabin baggage are security screened.
- If passengers and staff need to walk on the ramp, ensure the route to the aircraft is safe and clearly marked. Passengers shall always be supervised on the ramp.
- For passenger boarding bridge boarding, secure the route to the aircraft and block off any unused passageways if required.
- If passenger handling staff are trained and authorized to operate cabin access doors.
- If passenger handling staff are trained and authorized to operate the passenger boarding bridge.
- Obtain clearance for boarding from the flight crew and according to local procedures.
- Follow safety requirements for fuelling in progress as per *THE AIRLINE* GHM.
- Make boarding announcements as per *THE AIRLINE* standards.
- Follow *THE AIRLINE* policy for passengers requiring assistance or pre-boarding. Check if there are PWD passengers, unaccompanied minors and families travelling with infants or needing assistance and organize pre-boarding. Inform crew about special category passengers.
- Verify each passenger's identity.
- Cross-check the name on the passenger identity document with the one on the ticket, and visually match the passenger with the photograph (*NOTE: not applicable for intra-Schengen flights*).
- 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 *THE AIRLINE* carry-on baggage policies, and account for any gate tagged items.
- Secure the flight by matching the checked-in customers to the boarded passengers.
- Provide final flight information to the cabin and/or flight crew. Boarded PAX numbers, special attention to passengers' information.
- Provide required flight documents to the cabin and/or flight crew.
- Advise ramp staff and/or load control of the gate baggage to be loaded.
- Ensure communication with load control about passenger and/or baggage information.
- Send required post-flight messages upon flight closed.

1.1.7.2 PASSENGER BOARDING PROCESS

Passengers can be boarded by personnel in charge of the boarding process using a boarding application or manual process, or passengers can use self-service devices for boarding, if available.

The following must be observed for the boarding process:

- Apply the boarding sequence as per *THE AIRLINE* procedures: DEPA/DEPU, PWD PAX with INF all other PAX.
- Make boarding announcements.
- Follow *THE AIRLINE* procedures for passengers requiring assistance or pre-boarding.
- Verify each passenger's identity.
- Cross-check the name on the passenger identity document with the one on the boarding token/card, and visually match the passenger with the photograph (*NOTE: not applicable for intra-Schengen flights*).
- Register each passenger boarding and make a notification in the DCS.
- Apply the cabin baggage procedures.
- Follow safety precautions when aircraft fueling is in progress or (fueling/defueling with passengers on board) as per *THE AIRLINE GHM*, state or local regulation.
- For manual or non-automated boarding, check the flight number and date on the boarding card/token, register the security number.
- If a passenger is ineligible to board (refused boarding by the system) enter passenger records to resolve the passenger boarding issue.
- Enforce cabin baggage procedures:
 - Add any additional cabin baggage tag number(s) in the DCS collected at the gate (manually or automated). Inform load control.
 - Advise ramp staff and/or load control of any gate tagged items to be loaded.

1.1.7.3 PASSENGER BOARDING DISCREPANCIES

If there are customer discrepancies (minus or plus), they must be resolved prior to close the aircraft door.

The boarding agent shall check with customs, immigration and security if the passenger is kept busy or under custody.

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

Any discrepancies between the actual number of passengers on board and the number of boarding passes/ passengers checked in shall be settled before departure.

In cases when the number of passengers onboard:

- Exceeds the number of ticket documents at the gate, a Passenger List (Onboard List) must be established and crosschecked with passengers onboard.
- If less than the number of passengers checked in for the flight, the procedures for Gate no-show and baggage off-loading, if applicable, have to be followed.

NOTE: The Commander shall be continuously informed of the initiations, progress and outcome of the investigation carried out in cases of discrepancies. The Commander has the authority to give all commands he deems necessary for the purpose of securing the safety of the aircraft and of persons or property carried therein.

1.1.7.4 END OF BOARDING

Before flight closure ensure that all accepted passengers have boarded the aircraft.

- Secure the flight by matching the checked-in passengers to the boarded passengers, finish the boarding process and close the flight in the DCS.
- Add any additional cabin baggage tag number(s) in the DCS collected at the gate (manually or automated).
- Provide final passenger numbers to the cabin and/or flight crew.
- Provide required flight documents to the cabin and/or flight crew.
- Ensure load control is informed about final passenger and/or baggage information.

1.1.7.5 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 customer count prior to door closure and prepares and board a final manifest.

1.1.7.6 BOARDING DEADLINES

Boarding deadline for *THE AIRLINE* flights:

- -15min prior STD If flight operated B737-800 Airbus 320 type aircraft.

In iPort DCS system GSP should finalize flight (Flight Finalized – “FF”) -15min till STD.

1.1.7.7 BOARDING ANNOUNCEMENTS

LITHUANIAN

Boarding announcement

Labas rytas/Laba diena/Labas vakaras, ponios ir ponai. Pradedame keleivių laipinimą į *THE AIRLINE* skrydį ... (skrydžio nr) į ... (destinacija). Laipinimo vartai – Prašome paruošti įlaipinimo korteles ir atverstus pasus patikrinimui. *THE AIRLINE* vardu linkime Jums malonaus skrydžio.

Personal announcement

Dėmesio, dėmesio keleivis (vardas/pavardė) skrendanti(s) *THE AIRLINE* skrydžiu ... (skrydžio nr.) į (destinacija) yra kviečiamas nedelsiant prie laipinimo vartų numeris (vartų numeris). Tai yra paskutinis kvietimas į Jūsų skrydį.

Final call announcement

Dėmesio, dėmesio keleiviai, skrendantys *THE AIRLINE* skrydžiu ... (skrydžio nr.) į... (destinacija) yra kviečiami nedelsiant prie laipinimo vartų numeris ... Tai yra paskutinis kvietimas į Jūsų skrydį.

ENGLISH

Boarding announcement

Good morning/Good afternoon/Good evening, Ladies and Gentlemen. *THE AIRLINE* flight (flight no) to (destination) is ready for boarding at the gate no. (gate no). Please prepare your boarding card and open passport ready for inspection at the gate. On behalf of *THE AIRLINE* we wish you a pleasant flight.

Personal announcement

Attention attention passenger (name/surname) taking *THE AIRLINE* flight ...(flight no) to (destination) is requested to proceed to the gate number (gate number). This is the final call for your flight.

Final call announcement

Attention, attention passengers, taking *THE AIRLINE* flight (Flight no) to (destination) is requested to proceed to the gate number (gate number) immediately. This is the final call for your flight.

1.1.7.8 BOARDING ANNOUNCEMENT FOR DELAY FLIGHTS

In case of any delays, the estimated boarding and departures times as well as the time of further information must be given. If any delay reason is known a detailed and honest explanation to the passengers is mandatory. The explanation must be coordinated with the Carrier before any announcement.

1.1.8 FLIGHT DOCUMENTS

1.1.8.1 GENERAL

Provide the flight crew with the required documents according to *THE AIRLINE* procedures

1.1.8.2 PASSENGER INFORMATION LIST

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

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

A PIL (Passenger Information List) which should be given to the crew is called PIL Passenger Information List Extended in iPort DCS.

It is a printed message that is uplifted in order to provide the cabin crew with the necessary information that concerns the passengers onboard. The information includes e.g. special passengers (PWD, UMR) and special meals. PIL shall be uplifted close to the flight departure time after the boarding procedures have been completed. If the changes occur to the number of passengers and there is no time to print out the new PIL, the existing PIL can be hand-corrected by the Gate Staff.

Unless the printing paper has multiple layers *THE AIRLINE* crew should get 3 copies of the PIL.

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.

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).

Mandatory messages:

Message Type		Recipient
MVT	arr-, dep-, del- message	VNOGJ7X + involved station(s)
LDM	load distribution messages	VNOGJ7X + involved station(s)
PSM	passenger service message	VNOGJ7X + involved station(s)

In stations where iPort DCS system is not used, all accepted passenger lists should be sent to VNOGJ7X.

All mandatory telex messages must be sent to the relevant addresses (destination and carrier 's headquarter) without delay.

IQSMS → Document Distribution Module → Access Documents → Notice to GH → SITA operational messages/addresses.

Movement and all other operational messages (MVT, PSM, LDM) must be sent not later than ATD + 15 minutes (after airborne time), including pax figures, baggage details, and special requirements.

After ATA the movement must be sent no later than 5 minutes.

1.1.9.1.1 AFTER FLIGHT ACTIVITIES IN IPORT DCS

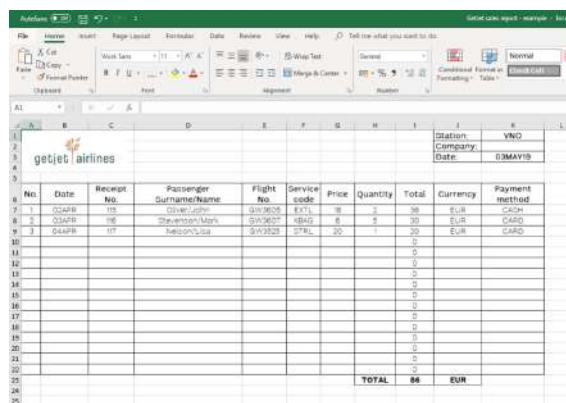
After flight departure in iPort DCS system flight status must be set up to *PD* not later than ATD +15 minutes after airborne time.

1.1.9.1.2 AFTER FLIGHT ACTIVITIES SALES REPORT

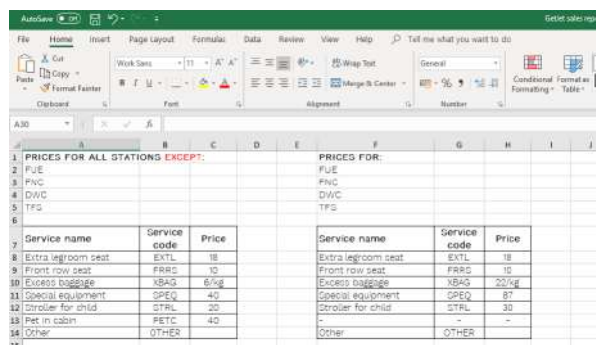
GSP And Supervision companies must send a monthly report to *THE AIRLINE* with the list of services purchased during the previous month. The report must be sent to *THE AIRLINE* GOPS Via e-mail till the 5th day of the next month.

If there were no sales done during the whole month, an informational e-mail must be sent to *THE AIRLINE* GOPS 5th day of the next month.

See Example of Sales reports below:



No.	Date	Receipt No.	Passenger Surname/Name	Flight No.	Service code	Price	Quantity	Total	Currency	Payment method
1	02APB	18	OSVER, LUCIA	019305	EXTL	18	3	54	EUR	CASH
2	03APB	18	STEVENS, MARK	019307	XBAG	6	5	30	EUR	CARD
3	04APB	18	WELSH, DAVID	019305	STRL	20	1	20	EUR	CARD
								TOTAL	84	EUR



Service name	Service code	Price
Extra legroom seat	EXTL	18
Front row seat	FRRS	10
Excess baggage	XBAG	6/kg
Special equipment	SPEQ	40
Stroller for child	STRL	20
Pet in cabin	PETC	40
Other	OTHER	

For Sales, the report sheet refers to NTCGH.

IQSMS→Document Distribution Module→Access Documents→Notice to GH→Sales report.

1.1.9.2 FLIGHT DOCUMENT RETENTION

Retain (electronically or paper files) flight documents of all boarded passenger list for a period of no less than three months.

1.2 PASSENGER SECURITY

1.2.1 SECURITY OF DOCUMENTS

1.2.1.1 BOARDING PASSES, TRANSIT PASSES AND BAGGAGE TAGS

To enforce the security and safe disposal of boarding passes, transit cards, baggage tags and passenger information, all materials must be always kept under surveillance and removed from counters to prevent unauthorized access and use.

1.2.1.2 PRINTED DOCUMENTS

Print material such as boarding passes, passenger lists and handling forms may have to be reprinted. Disposal of the original documents should be according to data protection rules, as they contain passenger data.

Unauthorized persons shall not be given access to printed documents containing personal data or their contents.

1.2.1.3 COUNTER AND AREA SECURITY

- All systems, including DCS, CUTE etc. must be controlled to prevent unauthorized access. Follow airport procedures to prevent unauthorized access to and use of un-issued (blank) boarding passes.
- Before leaving the counter, remove boarding passes and baggage tags from the printers or lock them.
- Before leaving the counter, sign out, log off and lock the system.
- Adhere to regulations concerning the usage of sign-ins and passwords.

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 communicable diseases, medical conditions, intoxication, etc.

When you identify a potential problem:

- Suspend the passenger process for the identified passenger (check-in and/or boarding).
- When you identify a potential problem passenger, notify your supervisor.
- The supervisor will contact the appropriate local authority for assistance.

Any passenger that is denied from *THE AIRLINE* flight due to not being fit to fly shall be reported without delay via IQSMS.

1.2.2.1 REFUSED FOR TRAVEL

Certain categories of passengers may be refused to travel:

- Being obviously under the influence of alcohol, medication or drugs to such a degree as to constitute a disturbance or a hazard to the flight.
- Unruly behaviour. Physical conduct, medical or mental condition that renders the customer incapable of taking care of him/herself during the flight without special assistance. Such a customer needs to travel with a qualified escort to be accepted.
- Being a source of dangerous infection or discomfort to other customers.
- Being unable to use a standard aircraft seat in a sitting upright position during take-off and landing, except for stretcher customers.
- Insufficient, invalid or fraudulent travel documents. The customer has refused to submit a security check.

The final decision regarding passenger acceptance should be taken by SCC or the commander.

Whenever a customer is refused to travel it is essential to check whether he/she has any checked-in baggage, as the baggage must be offloaded from the flight. An amendment of the offloaded bag(s) must be made to the check-in records and to the relevant flight documents.

Report about not accepted potentially disruptive passengers must be submitted via IQSMS.

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 *THE AIRLINE's* policy.

Apply *THE AIRLINE* and/or regulatory airport authority security procedures for the handling of passenger and their baggage in the event of:

- A bomb threat condition.
- An increased security threat condition.

If there is any information, warning or explicit threat that the safety of an aircraft is endangered by a bomb or other means with destructive effect, immediately inform *THE AIRLINE* OCC, giving as much detailed information as possible.

1.2.4 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 must walk on the apron to the aircraft, ensure passengers proceed directly to the aircraft.
- If transportation must be provided to passengers to move them from the terminal building to the aircraft, make sure only authorized personnel and screened passengers are allowed to board the vehicle.

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, PWDs.
- Check requirements for any gate delivery mobility aids.

1.3.2 ARRIVAL

- Prepare jet bridge, ensuring it is free of debris and position as per the standard height for the aircraft type.
- Secure the disembarkation route for passengers. If passengers are required to walk across the ramp, they must be supervised.
- Disembark passengers in accordance with *THE AIRLINE* policy:
 - The disembarkation sequence should be as follows;
 - Passengers;
 - UMNR;
 - PWD;
 - Deportee passengers;
- Provide assistance to passengers requiring it. Communicate any delays in providing assistance.

1.3.3 TRANSFER (PASSENGER HANDLING AT CONNECTING AIRPORT)

If applicable, and as per *THE 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 *THE AIRLINE* policy.

Certain categories of passengers should be escorted during transit time.

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

1.3.4.2 DISEMBARKATION OF TRANSIT PASSENGER

- 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).
- Provide assistance to passengers requiring it during the transit time (with no change of aircraft)

1.3.4.3 TRANSIT PASSENGERS REMAIN ON BOARD

As per *THE AIRLINE* policy, there may be categories of passengers that stay on board if locally permitted. If the transit passenger stays on board the cabin crew must check the number of passengers remaining on board to ensure that only transit passengers stayed on board. The aircraft stairs and air bridges must be positioned. If transit passengers remain on board the aircraft during the transit stop, such passengers remaining on board should be asked to positively identify their belongings.

1.3.4.4 BOARDING TRANSIT PASSENGERS

- Board transit passengers before local passengers.
- Re-secure the flight by checking travel documents and validating boarding status by a collection of the transit card or review of the original boarding card. Validation may also be done using the flight manifest or DCS.

1.3.4.5 MISSING TRANSIT PASSENGERS

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

1.3.4.6 AIRCRAFT CHANGE AT THE TRANSIT STATION

- Advise 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

GRH 3.1.5, ORO.AOC.130 (A)

1.4.1 UNACCOMPANIED MINORS (UMNR)

ORO.AOC.140 (A), GRH 3.1.5 (IV)

1.4.1.1 GENERAL

Children aged between 5 and 12 years, travelling alone, as well as children who reached 12th but not 16th birthday, and require assistance, are considered unaccompanied minors. The UMNR service may be extended to young travellers between 12-16 years of age if doubt exists concerning the traveller's ability to travel alone and the service is specially requested by the travellers' parents or appointed guardian. The UMNR code shall be used for these young travellers and the complete UMNR procedure must be followed. Minors must be accompanied to/from the airport of departure/arrival by an adult and the adult is not entitled to leave before the actual take-off of the flight. The person seeing the child off on departure/meeting the child on arrival shall verify his/her identity before the child is accepted for the flight/released from *THE AIRLINE's* custody.

Prior to the completion of the 12th year of age, children must always be accompanied by a family member or an adult or an appointed person of 16 years of age or above.

1.4.1.2 SEATING

THE AIRLINE policy for UMNR seating:

- It is prohibited to assign seats in emergency exit rows.
- UMNR cannot be seated next to PWD, Infants, Deportees, pregnant women, passengers with pets, VIP passengers.

For UMNR seating see: **F.2.7 – Seat Maps**

NOTE: If two children are travelling as UMNR it is advised to seat children to each other.

1.4.1.3 ACCEPTANCE RESTRICTIONS

THE AIRLINE policy for:

- Any restrictions on the maximum number of UMNR.

No more than 4 UMNR may be accepted on *THE AIRLINE* one flight.

1.4.1.4 PROCEDURES FOR HANDLING UNACCOMPANIED MINORS

- Check that the UMNR-information is visible in DCS-system.
- Complete the handling advice/declaration form ensuring the responsible adult has signed authorization and provided proof of identity.

At check-in, escorts must be named and their personal details entered into *THE AIRLINE* Form "Handling Advice for Unaccompanied Minor" for both, the departure as well as the destination airport.

- Distribute and keep copies as required.

White "Original": Departure ground staff has to hand UMNR to cabin crew#1, receive signature. The form should be kept by ground staff at the departure airport.

Green Copy. The form must be signed by ground staff upon arrival. The form must be kept by Cabin Crew.

Red Copy. Should be with all signatures should be kept by the ground staff of the arrival airport.

Blue Copy: With all collected signatures forward to UMNR.

- Apply handling fee where applicable.

In iPort DCS visible SSR means that the passenger is already paid and service is confirmed – no need to take the fee. If SSR is missing, service is not confirmed and payment should be taken.

- UMNR baggage should be marked with an Assistance label.
- 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.

Pre-boarding should be arranged.

- Advise/release responsible adult once the flight is airborne.
- Send PSM message informing about the unaccompanied minor to the station of destination.

1.4.1.5 TRANSFER STATION PROCEDURES

Not Applicable to *THE AIRLINE*.

1.4.1.6 ARRIVAL STATION PROCEDURE

- Meet the child at the aircraft and collect any travel documents from the cabin crew. UMNR may not travel from the aircraft by bus etc. to the transit terminal alone.
- Complete the handling advice/declaration form for airline staff responsible.
- Assist the child to claim his baggage and conduct him through immigration and customs where necessary.
- 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.

1.4.2 INFANTS AND CHILDREN

GRH 3.1.5 (IV)

1.4.2.1 INFANTS

An infant is a minor that has not reached his/her 2nd Birthday. Infant must be older than 14 days. Infants must always be accompanied by a parent or an adult at least 16 years old. One parent/adult may only accompany one infant. An infant shall be carried on the lap of an adult.

1.4.2.1.1 SEATING

The maximum number of infants per flight is limited to the standard amount of extra oxygen masks, infant life jackets and extension belts onboard. Infants do not get their own seats. They travel on the lap of their parent and are secured by a special loop belt provided by the cabin crew.

THE AIRLINE policy for INF seating:

- One INF per triple seats
- Cannot be seated in an emergency exit row.
- Cannot be seated next to PWD, UMR, INAD, DEPA, DEPU or passengers with pets.

For INF seating see: **F.2.7 – Seat Maps**

1.4.2.1.2 BABY STROLLERS

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

Only one buggy per infant is allowed (it may be from two parts).

DAA must be marked with Delivery at aircraft tag.

1.4.2.1.3 AIRCRAFT BABY BASSINETS

Not applicable to *THE AIRLINE*.

1.4.2.2 CHILDREN

A child is a minor between 2 and 12 (has reached his/her 2nd birthday, but has not reached his/her 12th birthday).

Children under 5 years of age cannot be accepted for transportation unless travelling with an adult or accompanied by an escort not younger than 16 years and capable of taking care of the minor during the journey. Escort has to be assigned by the child's parents/guardian.

Children aged 5 – 12 may travel alone only as unaccompanied minors.

If the minor reaches his/her 2nd birthday during the journey, he/she will be considered a child as of the birthday.

On group transportation of children under 12 years, they must be accompanied by adult persons in a number, not below 10 % of the number of children to be carried.

1.4.2.2.1 SEATING

Children must occupy an individual passenger seat.

THE AIRLINE policy for children seating:

- Cannot be seated in emergency exit rows.
- Cannot be seated next to INAD, DEPA, DEPU.
- Assign a seat next to an accompanied adult.

1.4.2.2.2 CHILD RESTRAINT DEVICE

Apply *THE AIRLINE* procedures for the acceptance and use of child car seats and other restraint devices. Verify their conformity as per *THE AIRLINE* specifications.

- 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.

Approved and acceptable CRD on *THE AIRLINE* flights are mentioned below:

- The regulation allows the use of car seats with integrated harnesses that have a label stating that they are certified for use on aircraft. The reference ECE R44-03 ECR R44-04 or higher last number.
- CRDs qualified for use in aircraft according to the German Qualification Procedure for Child Restraint Systems for Use in Aero plane, (TÜV Doc.: TÜV/958- 01/2001)
- Outside EU: CRDs are approved for use in aircraft only by any JAA authority, the FAA or Transport Canada (on the basis of a national technical standard) and marked accordingly.
- CRDs are approved for use in motor vehicles and aircraft according to Canadian CMVSS 213/213.1.
- The US approved CRDs manufactured that are compliant must bear the following labels in red lettering: "THIS CHILD RESTRAINT SYSTEM CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY STANDARDS" And "THIS RESTRAINT IS CERTIFIED FOR USE IN MOTOR VEHICLES AND AIRPLANE".

1.4.2.2.2.1 SEATING

THE AIRLINE policy for CRD Seating:

- Cannot be seated in emergency exit rows;
- Cannot be seated in adjacent emergency exit rows;
- A window seat is a preferred location;
- Only one CRD per triple seat is allowed;
- Cannot be seated next to INAD, DEPA, DEPU;
- Assign a seat next to an accompanied adult.

1.4.3 GROUPS

GRH 3.3.3

1.4.3.1 GENERAL

The minimum number of passengers travelling together in a group (not including infants) is **20 PAXs**.

1.4.3.2 CHECK-IN

- Check-in and accept all passengers individually.
- When possible assign seats together; if requested respect any special seating requirements.
- Issue baggage tags individually:
 - Each piece of baggage must bear the respective passenger's identification.

1.4.3.3 NON-STANDARD GROUPS

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

1.4.4 PASSENGERS REQUIRING ASSISTANCE

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 on what services and assistance are available based on their needs.
- Advise the passenger on operating airline equipment.
- Provide information to passengers in alternate formats upon request.
- Ensure accurate SSR codes and any other relevant information are recorded in the DCS and PNR.
- Mark PWD checked baggage with an assistance label.

1.4.4.1 PASSENGERS WITH REDUCED MOBILITY

As of *IATA IGOM* (effective 2022), the term Passenger with Reduced Mobility (PRM) has been aligned with the UN Convention on the Rights of Persons with Disabilities (CRPD) and International Civil Aviation Organization (ICAO) Annex 9 Chapter 8H, using the term Person/Passenger with disabilities (PWD) as the official terminology. Passengers with Disabilities (PWD) include passengers with reduced mobility and passengers with non-visible disabilities which can be temporary or permanent conditions.

Appropriately code specific wheelchair requirements based on the passengers' specific needs:

- **WCHR** – Passengers who can ascend and descend steps and move in the aircraft cabin but who require a wheelchair for distance to/from the aircraft.

- **WCHS** – Passengers who cannot ascend and descend steps, where the wheelchair is required to/from the aircraft and the passenger must be carried up/down the steps but is able to make their own way to/from the cabin seat.
- **WCHC** – Passengers who are completely immobile and require a wheelchair to/from the aircraft must be carried up/down the steps and to/from their cabin seat.

1.4.4.1.1 PWDS OWN MOBILITY AIDS

A passenger's own wheelchair will be carried as checked baggage in the aircraft cargo compartment free of charge, i.e. over and above the passenger's free baggage allowance, but never in the cabin.

- **WCMP** – Wheelchair passenger with manually powered own wheelchair.
- **WCBD** – Wheelchair passenger with own wheelchair – dry battery-driven.
- **WCBW** – Wheelchair passenger with own wheelchair – wet battery-driven.
- **WCLB** – Wheelchair passenger with own wheelchair – lithium battery.

1.4.4.1.2 SEATING AND LIMITATIONS

The max number of PWD passengers on board is not limited if escorted. In those situations when not escorted, the maximum number is limited to 5 PWD per cabin crew member.

THE AIRLINE policy for PWD passengers' seating:

- Cannot be seated in emergency exit row or exit rows;
- Cannot be seated next to Passengers with any SCP passengers;
- Preferred location – near the lavatories, close to exits;
- Assistants/escorts are allocated seats next to PWD;
- Service dogs are seated with their owners.

NOTE: PWDs are preferably seated in window seat.

1.4.4.1.3 PROCEDURES FOR HANDLING PWD PASSENGERS

Ground Handling staff at the station of departure shall advise the crew of the PWDs, nature of the impairment, and the seat number allocated to her/him and agree regarding pre-boarding time.

Pre-boarding

Depending on their specific needs, PWD should be boarded separately and pre-boarding procedures should be applied.

After departure procedures

The station of destination shall also be advised by a PSM at the aircraft's departure at the latest to enable them to arrange assistance upon arrival. The PSM must include the correct IATA Code which describes the nature of impairment and the type of mobility aid carried (e.g. own wheelchair, walking frame, etc.).

1.4.4.2 PASSENGER WITH VISUAL, HEARING, INTELLECTUAL OR BEHAVIORAL IMPAIRMENTS

Provide passengers who identify themselves as persons having a visual or hearing impairment with access to the same information provided to other passengers in a format that is appropriate to their disability. Ensure an accurate SSR code and any other relevant information is recorded in the DCS and PNR.

1.4.4.2.1 BLIND PASSENGER (BLND)

A passenger who is blind and needs assistance. He may be accompanied by seeing-eye dog on board.

SSR code: **BLND**

SSR code: **SVAN** if blind passenger traveling with a service dog.

1.4.4.2.2 DEAF PASSENGER (DEAF)

A passenger who is deaf and needs assistance for any announcement on the ground and on board. He may be accompanied by hearing dog.

SSR code: **DEAF**

SSR code: **SVAN** if deaf passenger traveling with a service dog.

1.4.4.2.3 PASSENGER WITH INTELLECTUAL OR BEHAVIORAL IMPAIRMENTS (DPNA)

Passengers with intellectual or behavioral impairments.

SSR code: **DPNA**

Passenger should be always accompanied.

1.4.4.2.4 SEATING AND LIMITATIONS

The max number of passengers with visual, hearing, intellectual or behavioural impairments on board is not limited if escorted. In those situations when not escorted, the maximum number is limited to 5 BLND / DEAF / DPNA per cabin crew member.

THE AIRLINE policy for BLND / DEAF / DPNA seating:

- Cannot be seated in an emergency exit row or in exit rows;
- Cannot be seated next to passengers with INF, UMR, INAD, DEPA, DEPU, passengers with pets.

For BLND / DEAF / DPNA seating see AHM560 and/or **F.2.7 – Seatmaps** for respective aircraft type.

NOTE: For BLND/DEAF/DPNA seating refer to PWD seating.

1.4.4.2.5 PROCEDURES FOR HANDLING BLND/DEAF/DPNA PASSENGERS

Prior boarding

Ground Handling staff at the station of departure shall advise crew about special category passenger, nature of the impairment, and the seat number allocated to her/him and agree regarding pre-boarding time.

Pre-boarding

Depending on their specific needs, special category passengers should be boarded separately and pre-boarding procedures should be applied.

After departure procedures

The station of destination shall also be advised by a PSM at the aircraft's departure at the latest to enable them to arrange assistance upon arrival.

The PSM must include the correct IATA Code which describes the nature of the impairment.

1.4.5 PASSENGERS REQUIRING MEDICAL CLEARANCE

GRH 3.1.5 (III)

1.4.5.1 GENERAL

THE AIRLINE policy, medical clearance may be required by passengers:

- Persons 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 the flight, e.g. persons with acute medical conditions such as recent heart attack, stroke, embolism or persons with recent surgery.
- Persons requesting medical treatment during flight, e.g. needing extra oxygen or other medical treatment like infusions.

1.4.5.1.1 EXPECTANT MOTHERS

THE AIRLINE policy expectant mother may travel up to the 36th week of pregnancy.

After this date, expectant mothers must not be accepted for carriage on *THE AIRLINE* flights. The date of a possible planned return flight should additionally be observed. If in doubt, the expectant mother shall be discreetly asked for the expected date of confinement.

0 – 31 st week single pregnancy	Clearance not required
32 nd – 35 th week single pregnancy	Medical certificate required
36 th – 40 th week single pregnancy	Not allowed to travel
0 – 27 th week multiple pregnancies	Clearance not required
28 th – 32 nd week multiple pregnancies	Medical certificate required
33 rd – 40 th week multiple pregnancies	Not allowed to travel

The medical certificate required for women travelling during pregnancy adheres to the following guidelines:

- Signed by the passenger's medical doctor or attending midwife.
- Written on a clinic/hospital letterhead and/or stamped by the medical doctor or attending midwife.
- Be dated within 2 weeks of flight departure.
- State if the pregnancy is single or multiple.
- State the number of weeks of pregnancy and the expected date of delivery.
- State that the passenger is fit to fly.

The medical certificate should be in English or Lithuanian.

1.4.5.1.1 HANDLING AND SEATING

In iPort DCS system SSR: PREG and quantity of weeks should be added.

THE AIRLINE policy for PREG seating:

- Passengers cannot be seated in emergency exit rows.
- Passengers cannot be seated next to UMR, INAD, DEPA, DEPU.

1.4.5.2 IATA MEDICAL INFORMATION FORM (MEDIF)

The IATA Medical Information Form (MEDIF) is a standard form used to assess passengers requiring assistance. Use *THE AIRLINE* MEDIF form.

1.4.5.3 FREQUENT TRAVELLER'S MEDICAL CARD

Not applicable to *THE AIRLINE*.

1.4.5.4 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 travelling on a stretcher.
- Passengers require a personal portable oxygen concentrator, ventilator or respirator onboard.
- The carriage of an incubator.

1.4.5.5 SEATING

Medical case (MEDA) passengers are entitled to the most appropriate seating according to their needs, including the storage of onboard medical devices or equipment.

Appropriate seating, as per *THE AIRLINE* procedures and passenger needs, should be assigned to:

- Passengers needing extra oxygen on board;
- Passengers travelling on a stretcher;
- Completely immobile passengers;
- Passengers travelling with a service animal;
- Passengers with a fused or immobilized leg.

Provide adjacent seating, as applicable, for:

- A personal care attendant;
- A safety assistant;
- A reader/interpreter in case of a vision or hearing impairment.

THE AIRLINE policy for PWD/MEDA and Non-Meda seating:

- Passengers cannot be seated in emergency exit row or exit rows;

1.4.5.6 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 PWD or potential MEDA case upon departure, make all reasonable efforts to accommodate the passenger. Ask appropriate questions and record required codes in the DCS.

1.4.6 PWDS NOTE REQUIRING MEDICAL CLEARANCE

GRH 3.1.5 (II)

1.4.6.1 HANDLING

Check that additional needs have been communicated via the appropriate SSR codes and entered into the DCS and PNR. Verify those escort requirements are fulfilled, if applicable.

1.4.6.2 REFUSAL OF PWDS AND/OR MEDA CASES

1.4.6.2.1 GENERAL

Do not refuse the passenger unless there is a legitimate reason for refusal, as per *THE AIRLINE* procedures.

1.4.6.2.2 RIGHT TO REFUSAL

A PWD and/or MEDA case may be refused based on *THE AIRLINE* General Conditions of Carriage.

1.4.6.2.3 REASONS FOR REFUSAL

Do not refuse the passenger unless there is a legitimate reason for refusal, as per *THE AIRLINE* policy procedures:

- The person has such a degree of a physical infirmity that the trip would likely result in complications or death, leading to a diversion.
- The person, because of their physical or medical condition, poses a direct threat to the health or safety of other passengers, their property, the aircraft or crew. And, the threat 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 AIRLINE*.
- 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 communicable disease.

1.4.7 SERVICE ANIMALS

THE AIRLINE acceptance policy accepts passengers with certified service animals (SVAN) into the cabin and provides appropriate seating with room for both the passenger and the animal.

Assistance and guide dogs accompanying blind, deaf or otherwise handicapped passengers who depend on them can be transported without a container in the passenger cabin and are always free of charge.

Trained service dogs SSR: **SVAN**

- Seeing-eye dogs are trained to lead passengers with impaired vision.
- Hearing aid dogs are trained to lead passengers with impaired hearing.
- Other service dogs are trained to support physically disabled persons by i.e. retrieving objects that are out of their reach, pulling wheelchairs, opening and closing doors and assisting ambulatory tasks.
- Rescue dogs.

NOTE: THE AIRLINE DO NOT CARRY Emotional Support Animals(ESAN).

1.4.7.1 ADVANCE NOTIFICATION

Carriage of guide or assistance dogs has to be requested by the passenger or tour operator. The passenger must provide proof, that the dog is a recognized assistance dog.

SSR: **SVAN** Should be added to passenger PNR.

1.4.7.2 SEATING AND LIMITATION

THE AIRLINE policy for limitation:

- A320, B737-800: MAX 1 guide dog.

NOTE: Guide dogs are subject to PETC allowances and may not be transported on top of the maximum number of pets in the cabin.

1.4.7.2.1 HANDLING

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

- Enter all relevant information about the reason for refusal into *THE AIRLINE* DCS.
- Forward report to *THE AIRLINE* GOPS.

THE AIRLINE policy for SVAN seating:

- Cannot be seated in emergency exit rows.
- Cannot be seated next to passengers with INF, UMR, INAD, DEPA, DEPU or passengers with pets.

For SVAN seating see: **F.2.7 – Seat Maps**

NOTE: For SVAN seating refer as PWD seating

1.4.7.3 PROCEDURES FOR HANDLING SVAN

Documentation requirements check:

The passenger is responsible for holding correct documentation when transporting animals. This includes, but does not exclude any necessary documentation required by the country of arrival, departure or transit. The passenger shall be solely responsible for any fines or other expenses that may arise if this documentation is insufficient.

- As evidence that an animal is a service animal, the handling agent must check the animal's identification card/other written documentation and/or presence of harnesses/tags.

Boarding:

Crew should be informed before boarding about the special passengers' seating. Pre-boarding time should be agreed upon.

Post-flight procedures:

After departure handling agents must send a notification message (PSM) to the destination station informing about the carriage of PWD with guide/assistance dogs.

1.4.8 STRETCHER TRANSPORT

Not Applicable to *THE AIRLINE*.

1.4.9 OXYGEN FOR MEDICAL USE

Once *THE AIRLINE* has accepted the passenger requiring the use of oxygen on board:

- The crew must be advised about special passengers' seating. Pre-boarding should be arranged.
- An appropriate SSR code should be in the DCS system.

NOTE: For POC/POB seating refer to PWD seating.

1.4.9.1 PORTABLE OXYGEN CONCENTRATOR/COMPRESSOR (POC)

Passengers may bring their own pre-approved oxygen concentrators/compressors.

THE AIRLINE only accepts certain makes of concentrator and these will have been preapproved by GOPS

- AirSep FreeStyle
- AirSep Lifestyle
- AirSep Focus
- AirSep Freestyle 5
- (Caire) SeQual eQuinox/ Oxywell (model 4000)
- Delphi RS-00400/Oxus RS-00400
- DeVilbiss Healthcare iGo
- Inogen One
- Inogen One G2
- Inogen One G3
- Inova Labs LifeChoice Activox
- International Biophysics LifeChoice/Inova Labs LifeChoice
- Invacare Solo 2
- Invacare Solo 2
- OxyLife Independence Oxygen Concentrator
- Precision Medical EasyPulse
- Respironics EverGo
- Respironics SimplyGo
- SeQual Eclipse
- SeQual SAROS
- VBOX Trooper

Other portable oxygen concentrators are not permitted to be used on-board. They will be allowed as carry-on or hold baggage only under the following conditions:

- It must be empty and free of pressure.
- The battery should be removed and packaged separately or
- It should have a recessed battery terminal and the packaged battery terminals should not contact any metal objects.

Customer must be in possession of a fitness to fly certificate/doctor's letter which should include the following:

- The brand and type of Permitted Oxygen Cylinder (POC).
- The medical need for using in-flight oxygen and the user's capability of seeing, hearing and responding to the alarms from the POC unit.
- Specify the maximum oxygen flow rate corresponding to the pressure in the cabin under normal operating conditions.
- State whether or not oxygen use is medically necessary for all or a portion of the flight(s).
- State the expected total operating time (duration) of the POC in hours and minutes.
- The doctor's letter will be reviewed at the airport at check-in and must be kept by the customer and provided on request to *THE AIRLINE* personnel at any time during travel.

1.4.9.1.1 CHECK-IN QUESTIONS REGARDING POC

To check the state of the non-approved use of portable oxygen concentrators check-in staff should ask the following questions:

- Is the unit switched off and free of pressure?
- Has the battery been removed and packaged separately?

The customer should answer **yes** to both before being allowed to check-in.

1.4.9.2 LIQUID OXYGEN

On *THE AIRLINE* liquid oxygen is forbidden for transport.

1.4.9.3 PORTABLE OXYGEN BOTTLE (POB)

THE AIRLINE accepts passengers that have the potential need for supplemental oxygen. Oxygen is highly flammable thus for safety reasons, oxygen/air bottles are considered dangerous goods when carried on board. POB can be allowed to carry onboard only with the approval of *THE AIRLINE*. Commander decides whether Passengers requiring supplemental oxygen are pre-boarded or boarded last.

- The passenger needs to provide a written/scanned form of medical clearance to fly with POB and *THE AIRLINE* approval should be arranged in advance.

POB requirements on carry-on baggage:

- Manufactured specifically for medical use.
- No more than 5 kg gross weight and not containing liquid oxygen.
- The cylinder is within the validity period.
- The cylinder is 50 cm or less in length and 10 cm or less in diameter.
- The cylinder has a regulator attached.
- Valves and regulators of oxygen bottles are protected from damage which could cause the unintentional release of the contents.
- POB is free of cracks, defects or other visible damage.

1.4.10 INADMISSIBLE PASSENGERS AND DEPORTEES

GRH 3.1.5 (V), GRH 3.1.5 (VII), GRH 3.1.5 (VI)

1.4.10.1 INADMISSIBLE PASSENGERS

1.4.10.1.1 GENERAL

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

1.4.10.1.2 UNACCOMPANIED OR ACCOMPANIED TRAVEL

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

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

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

1.4.10.1.3 REFUSAL

An INAD resists transportation or gives rise to the assumption that he/she will be a source of annoyance to other passengers or crew members, only accept him/her according to the procedures for a deportee who is escorted by authorized personnel during the removal (DEPA).

Refuse the carriage of deportees or inadmissible passengers if they are likely to:

- Involve any risk to the safety of the flight.
- Involve any hazard or risk to themselves, other passengers or crew members.
- Cause discomfort or make themselves objectionable to other passengers.
- Require special assistance from ground or in-flight staff.

1.4.10.2 DEPORTEES

DEPO is used to designate a deportee:

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

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 the request of an Authority and on *THE AIRLINE* approval.

1.4.10.3 SEATING

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

On the aircraft with triple seats per row deported passengers must be seated between the security officers. In case of the presence of three (3) security officers – one (1) of them shall take a seat before the escorted person.

On the aircraft with two seats per row deported passengers must take a window seat and the security officer shall take an aisle seat next to him. The second (2nd) security officer shall take a seat in the row before the deportee.

1.4.10.4 TRAVEL DOCUMENT

Hand the travel documents to the crew if required by the local authorities.

1.4.10.5 HANDLING

Prior check-in:

Authorization prior to departure always should be received from the security department.

Before opening flight check-in, during editing according to SSRs seating should be assigned. See: **1.4.10.3-Seating**

Check-in:

- Inadmissible passengers, deportees must be treated with the same courtesy as any other passenger.
- The validity of documents (visa, passport, etc.) must be checked.
- The deported/inadmissible passenger, together with his/her baggage, should go through screening.

Prior boarding:

Advise the crew and Commander of INAD, DEPA, DEPU and passengers with judicial proceedings. DEPO/INAD should always be pre-boarded before all passengers.

Post departure

After departure PSM should be sent with information to the station of the destination.

1.4.10.6 LIMITATION

Aircraft type	DEPU (no escort)	DEPA (escorted)	INAD (no escort)	INAD (escorted)
All <i>THE AIRLINE</i> aircrafts	4	4	No Limitation	2

1.4.11 UNRULY PASSENGERS

GRH 3.1.5 (I)

1.4.11.1 GENERAL CONDITIONS OF PASSENGER CARRIAGE

For flight safety reasons carriers may refuse carriage or onward carriage of any unruly passengers and/or those who appear by manner or physical indications, to be under the influence of alcohol or drugs. This includes the prevention of any violation of applicable law, regulations or order of any state or country to be flown from, into or over.

1.4.11.2 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.

1.4.11.3 IF A PASSENGER IS DENIED CARRIAGE

- Offload the passenger in the DCS and offload his baggage.
- If a passenger is denied at the gates and it will take time to offload baggage –inform commander and the senior cabin crew member.
- Inform *THE AIRLINE* of denied carriage.

1.4.11.4 IF A PASSENGER IS ACCEPTED FOR TRAVEL

- Inform commander and the senior cabin crew member.
- Inform *THE AIRLINE*.

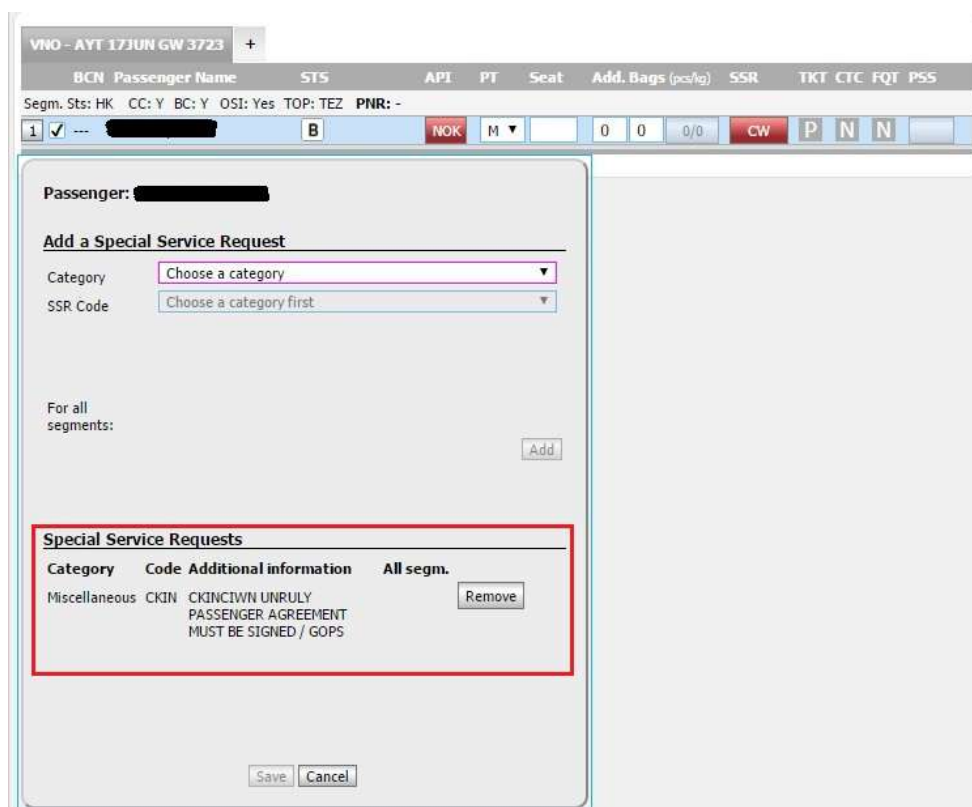
1.4.11.5 HANDLING PROCEDURES FOR BLACKLISTED PASSENGERS

Passengers, who demonstrate unruly behaviour during check-in or flight, are included into the "Blacklist" file in internal system (GetJet PNL). The system helps to track automatically when the particular passenger intends to travel on *THE AIRLINE*. After receiving notification from the system about the previously disruptive passenger intending to travel again on *THE AIRLINES'* flight, Security Department sends "Unruly Passenger Agreement" form about this passenger to GOPS, commander, FO, SCCM and OCC.

- GOPS should inform Ground Handling company by providing instructions of handling unruly passenger and sending the "Unruly Passenger Agreement" form.
- OCC should add a note to pre-flight documents about unruly passenger on board.
- SCCM should sign the "Unruly Passenger Agreement" form upon receiving it from Ground Handling agents before boarding.
- Commander should send a photo of the signed "Unruly Passenger Agreement" form to security@getjet.aero before the flight or as soon as possible after the flight. The original signed copy of the form should be placed to the post flight document envelope.

Due to unruly behaviour on previous GJT flight such passenger **shall be allowed to board GJT aircraft only if the signed "Unruly Passenger Agreement" form will be received by commander** before boarding.

NOTE: DCS iPort users also will see "Check-in Warning" in PAX reservation.



The screenshot shows a DCS iPort interface for a passenger reservation. The top bar displays flight details: VNO - AYT 17JUN GW 3723. Below this, a table lists passenger information including BCN, Passenger Name, STS, API, PT, Seat, Add. Bags, SSR, TKT, CTC, FQT, and PSS. The main area shows a 'Passenger' section with a dropdown for 'Add a Special Service Request'. Below this, there are fields for 'Category' and 'SSR Code'. A table titled 'Special Service Requests' is visible, showing a request for 'Miscellaneous' with code 'CKIN' and the text 'CKINCIWN UNRULY PASSENGER AGREEMENT MUST BE SIGNED / GOPS'. The table has columns for 'Category', 'Code', 'Additional information', and 'All segm.'. A 'Remove' button is next to the request. At the bottom, there are 'Save' and 'Cancel' buttons.

NOTE: Ground Handling providers will receive an email with instructions regarding unruly passenger handling.

Dear colleagues,

Due to unruly behavior on the previous GJT flight passenger [REDACTED] shall be allowed to board GJT aircraft only if the signed unruly passengers' agreement will be received by PIC before boarding.

Please print out the pdf file attached in this email and hand it to this passenger during check-in and ask him to acknowledge and sign the document. The signed original copy must be given to PIC before boarding. If passenger will refuse signing the document, he cannot be accepted on the flight.

Flight details – **GW3510 / 10JUN**

Check-in warning comment will be added in the system as well.

Please confirm the receipt of this email.

1.5 PASSENGER IRREGULARITIES

1.5.1 GENERAL PASSENGER IRREGULARITY GUIDELINES

Irregularities will cause inconveniences to the passengers. Therefore, every effort has to be made to minimize inconveniences they may cause and to maintain the passenger's goodwill towards *THE AIRLINE*.

Such irregular situations may be:

- Delay.
- Cancellation.
- Flight interruption / diversion / return to stand.
- Overbooking.

Legal Basis / Liability:

- Montreal Convention.
- *THE AIRLINE* Conditions of Carriage.
- Regulation (EC) No 261/2004.

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 request or as required. For *THE AIRLINE* passengers' rights. IQSMS → Document Distribution Module → Access Documents → Notice to GH → Passenger rights.
- Provide information in alternate formats to passengers with impairments.

THE AIRLINE policy in case of irregularities:

- Passengers should be informed about the irregular situation as soon as possible and not later than 15 minutes prior to the STD (Scheduled Time of Departure).
- At STD the reason and duration of the irregularity shall be repeated.
- The passenger shall continuously be informed of the reason and duration of regularity, with intervals not exceeding 30 minutes.
- *THE AIRLINE* representative shall be available at departure gates/information counter.

1.5.1.2 INFORMATION AND COMMUNICATION TO THE AIRLINE

THE AIRLINE OCC (24/7) and *THE AIRLINE* GOPS should be informed immediately in case of any irregularity.

1.5.2 DELAYS

1.5.2.1 HANDLING PROCEDURES

Passengers must be notified of delays and kept informed at regular intervals.

Passengers cannot be “abandoned”. As soon as an irregularity occurs, *THE AIRLINE* OCC should be informed and with agreed information, an announcement has to be made to passengers.

Passengers must be advised and notified of delays, and kept informed at regular intervals by announcements:

- Liaise with *THE AIRLINE* OCC and *THE AIRLINE* GOPS regarding passenger care and information to be given to the passengers.
- Give immediate and accurate information by announcements, keeping passengers up-to-date.
- Confirm with *THE AIRLINE* OCC and *THE AIRLINE* GOPS and crew, what information has been given to the passengers and what arrangements have been made for the passengers.
- Passenger rights must be available at check-in desks, and boarding gates. Passenger rights can be found in IQSMS.

THE AIRLINE contacts in case of irregularity situation:

	Phone	E-mail
OCC (24/7)	+370 618 89797	occ@getjet.aero
GOPS		groundops@getjet.aero

1.5.2.2 DELAY KNOWN BEFORE CHECK-IN

- Update revised times in the DCS system.
- Prepare passenger rights to be available for passengers at check-in.
- Draw passengers' attention to the irregular situation and inform them about expected time of departure.
- In case meal voucher authorization is already given, distribute the meal vouchers to passengers.

1.5.2.3 DELAY KNOWN BEFORE BOARDING

- Reconfirm the departure gate and time, and update the revised times in the DCS system.
- Advise passengers accordingly and at regular intervals.
- Prepare passenger rights to be available for passengers at boarding gates.

1.5.3 MISCONNECTIONS/CANCELLATIONS/DIVERSIONS

Handle situation in accordance with *THE AIRLINE* General Conditions of Carriage. *THE AIRLINE* handling procedures should be followed. See: **1.5.2.1-Handling Procedures**.

1.5.4 INVOLUNTARY CHANGE OF CLASS

Not applicable to *THE AIRLINE*.

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 a variety of reasons, for example:

- Overbooking of the flight.
- Reduced aircraft seating capacity due to unserviceable equipment.
- Reduced weight/seat capacity due to payload restriction.
- Change of aircraft or version.

THE AIRLINE procedures for denied boarding:

Information from *THE AIRLINE* OCC will be given. *THE AIRLINE* OCC will provide a sheet with proposals for passengers to take another flight or to travel on Jump Seats.

NOTE: ID/Staff passengers should be offloaded first.

1.5.6 MISHANDLED OR UNCLAIMED BAGGAGE

1.5.6.1 GENERAL

Mishandled or unclaimed baggage include one or more of the following baggage disruption incidents:

- Delay of checked baggage;
- Loss of checked baggage;
- Damage or partial loss of checked baggage;
- Pilferage of baggage or items from baggage.

Enter mishandled or unclaimed found baggage details into the tracing system.

1.5.6.2 STORAGE OF MISHANDLED BAGGAGE

Store mishandled baggage in a safe and secure area where access is controlled. Where required, make sure such baggage is subject to security controls before being loaded into an aircraft in line with the security requirements of the forwarding carrier, receiving carrier and relevant authorities.

1.5.6.3 HANDLING OF MISHANDLED BAGGAGE

- Mishandling baggage shall be forwarded without any charge by the fastest possible means using the services of any Member airline, to the airport nearest to the passenger's address;
- Ensure that the number of unaccompanied bags is included in the baggage counts for load control;
- Use a "RUSH" indicator (manual and/or electronic), when applicable.

1.5.6.4 DELIVERY OF MISHANDLED BAGGAGE

Previously mishandled baggage shall be delivered in the most appropriate and fastest way.

1.5.6.5 ON-HAND BAGGAGE

On-hand baggage or unclaimed found baggage is baggage that has missed the flight upon which it was intended to travel. The station/handling agents that created the on-hand file are responsible for the tracing for the first 5 days. Then it is sent to secondary/central tracing for further actions. Delayed Checked Baggage/Missing Baggage.

A delayed bag is checked baggage not available to the passenger when he presents the baggage identification tag at the point of stopover or destination. For the first 5 days, the station which created the tracing file is responsible for primary tracing and information to the passenger about the status of the file. The tracing period should be 21 days (as per the Montreal Convention). Baggage that has missed the flight upon which it was intended to travel should be considered to be on-hand.

1.5.6.6 SECONDARY TRACING

Secondary tracing is the process of taking over the responsibility and further actions for open mishandled baggage tracing files by the department as defined by *THE AIRLINE* procedures.

1.5.6.7 MISHANDLED MOBILITY AIDS

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

- Provide a suitable equivalent loaned item or replacement.
- Arrange for the repair or replacement of the item, if needed.

1.5.6.8 MISHANDLED AVIH

Delay of injury to AVIH should be handled as a priority.

1.5.7 MAJOR FLIGHT DELAYS

The passenger is entitled to receive care and support services from the airline. The welfare (meal vouchers, hotel accommodation, transportation) can be given **ONLY** with *THE AIRLINE* authorization from OCC or GOPS:

- Special attention shall be paid to the needs of persons with reduced mobility and any persons accompanying them as well to the unaccompanied children (UMNR);
- All passengers who are personally affected by delays must be offered written information about their rights in this specific situation.

Hours of delay/waiting time at the airport	Care to be provided
Delay more than 2h	Meal voucher amount 12EUR
Delay more than 3h	Meal voucher amount 15EUR

1.5.7.1 GROUND HANDLING COMPANY CHECKLIST FOR DELAYED FLIGHT

In cases, when *THE AIRLINE* flight has been delayed, the Ground Handling Company must follow these procedures:

- Receive information from *THE AIRLINE* OCC or Ground Operations Department regarding flight delay and further instructions – passenger welfare, information that should be provided for passengers, a time when new information will be provided or estimated departure time.
- Request additional information if the information received is not complete with important parts missing.
- Prepare for irregular handling situations – announcements, Meal/Hotel vouchers, passenger transportation, Passenger rights, etc.
- Coordinate with Airport authorities – updated information on Boards, Screens. Check-in desks, Gates – if any changes due to delay expected.
- Brief all check-in agents regarding irregularity procedures, agree, plan and prepare for all cases, priority passengers (INF, CHD, PWD, etc).
- In case Meal Vouchers should be provided – advise all involved Restaurants, Cafeterias, Catering suppliers (in case of non-working hours) according to contracts about the possibility to have a high number of passengers with Meal vouchers.
- In case Hotel Vouchers should be provided – contact Hotels with which you have contracts regarding room availability. In some cases, hotels can be provided by Tour Operator – separate information will be provided.
- Serve passengers according to instructions received, provide all services necessary and explain situations in a professional and calm manner.
- When service has been provided to all passengers, prepare *THE AIRLINE* irregularity report and send it to **occ@getjet.aero** and **groundops@getjet.aero**.

1.5.7.2 GROUND HANDLING COMPANY CHECKLIST FOR DENIED BOARDING PASSENGERS

- In cases where due to A/C change there is overbook in a flight, you will receive Denied Boarding Authorization (Table 1) email from *THE AIRLINE* OCC (occ@getjet.aero). In this Authorization, you will see all important information about the specific flights and other options available (to offer for passengers). There will be information regarding additional services to be provided for passengers as well.
- Select information from Denied Boarding Authorization with Available Alternative flights and print out 1 copy for each Check-in agent. This is the **ONLY** information from Denied Boarding Authorization to be shown to passengers.
- Check-in Agents must have at least 1 copy of Denied Boarding Authorization and Ground Handling Company checklist for Denied Boarding Passengers at the check-in area.
- Print 1 copy of the Rerouting Plan (Table 2) and print Denied Boarding Compensation Agreement (which will be provided by OCC) 2 copies for each passenger.
- Before the start of check-in, Agents must do a briefing – get familiar with Denied Boarding Procedures, all information in Denied Boarding Authorization and check pre-flight editing in the system (PWD passengers, families with INF, CHD must have preassigned seats).
- Start check-in and offer to all Adult passengers (even with reserved seats, except if they are flying with special category passengers) to be Volunteers on Available alternative flights. The number of possible Volunteers can exceed the number of overbooked passengers (in case passengers change their minds), but not too much.
- If the passenger agrees to be Volunteer, check in this passenger on SBY, so that passenger could go to the gate (to save time) and check in passenger baggage, but advise baggage loading personnel that it is SBY baggage and should be loaded only with additional confirmation. This applies for cases when Available Alternative options are not later than 2 hours from the original departure time, in other cases ask passengers to wait in the check-in area.
- Rerouting Plan must be filled out by Check-in agents during check-in when any of the Volunteers have been found – this way it will be easier to follow what options are still available to be offered. In this list it is needed to write down all passengers who voluntarily agree to be denied on the original flight, stating the agreed alternative, how many passengers are flying together and the reason for DBC.
- Constantly share information with other check-in agents – how many Volunteers are still needed and what options are still available.
- Immediately after check-in of the last passenger (40 min before departure latest check-in closure time, unless there are passengers who came earlier and are still waiting, in other cases late passengers can not be accepted on a flight and are not entitled to compensation or alternative flight options) send Rerouting Plan to occ@getjet.aero.

- If not enough Volunteers have been found, the last passengers without seats (who should be checked in on SBY) will be considered as Involuntarily denied passengers.
- Accept passengers on JMPS on the same overbooked flight (if applicable). Help passengers fill Denied Boarding Compensation Agreement – each passenger must fill 2 copies 1 for the passenger and another for Ground Handling Company (later copy must be sent to **groundops@getjet.aero** and **customer@getjet.aero**). This can be done at the gate to save time.
- Rebook passengers to other *THE AIRLINE* flights (if applicable), on both passenger seats and JMPS. Help passengers fill Denied Boarding Compensation Agreement – each passenger must fill 2 copies 1 for the passenger and another for Ground Handling Company (later copy must be sent to **groundops@getjet.aero** and **customer@getjet.aero**). This can be done at the gate to save time. Provide additional services (if applicable according to Denied Boarding Authorization). For Involuntarily denied passengers it is not mandatory to fill Denied Boarding Compensation Agreement form, but contact information should still be requested from passengers and a copy of this form should be provided as well.
- Receive tickets for passengers rebooked on other airlines' flights from *THE AIRLINE* OCC. Help passengers fill Denied Boarding Compensation Agreement – each passenger must fill 2 copies 1 for the passenger and another for Ground Handling Company (later copy must be sent to **groundops@getjet.aero** and **customer@getjet.aero**). This can be done at the gate to save time. Provide additional services (if applicable according to Denied Boarding Authorization or additional instructions received from *THE AIRLINE* OCC).
- When service has been provided to all passengers, prepare *THE AIRLINE* irregularity report ref. to GHM Ch. Appendices and send it to **occ@getjet.aero** and **groundops@getjet.aero**.

Table 1. Denied Boarding Authorization (example):

DENIED BOARDING AUTHORISATION

With this form we GetJet Airlines activate Denied Boarding procedures for flight GW3723 on 19MAY'19.

Please see important information bellow and act accordingly:

Date	Flight No.	Origin	STD	Dest.	STA	A/C reg	A/C type	Capacity	Booked PAX (without INF)	NR of PAX to be Denied
19MAY	GW9999	VNO	08:00	YYY	11:00	LY-XXX	A320	180	183	3

Available alternative flights:

Date	Departure airport	Arrival airport	Departure time	Arrival time	Route	Seats available	Compensation to be offered
2019-05-19	VNO	YYY	11:40	17:40	VNO-XXX-YYY (YY1232/1245)	6	400eur
2019-05-19	VNO	YYY	09:00	12:00	VNO-YYY (GW9999)	1	400eur
Compensation for flying on JMPS							
200eur							

Table 2. Rerouting Plan (example):

Date	19MAY'19	Flight	GW9999	Route	VNO-YYY	A/C type	A320

Name	Surname	Nr of PAX in same booking	Agreed alternative	Voluntary/ involuntary	Reason of DBC*
Petras	Petraitis	2	VNO-YYY (GW9990)	Voluntary	JMPS
Nijole	Petraitiene	2	VNO-YYY (GW9990)	Voluntary	JMPS
Pranas	Pranaitis	1	VNO-XXX-YYY (YY1232/1245)	Voluntary	Alternative flight

* if passenger agree to fly on Jump Seat, it should be marked "JMPS", if passenger agree to fly with other flight it should be marked "Alternative flight", if passenger agree to fly with other GetJet Airlines flight on JMPS, there should be marked both "JMPS" and "Alternative flight".

END OF CHAPTER

CHAPTER 2 - BAGGAGE HANDLING PROCEDURES

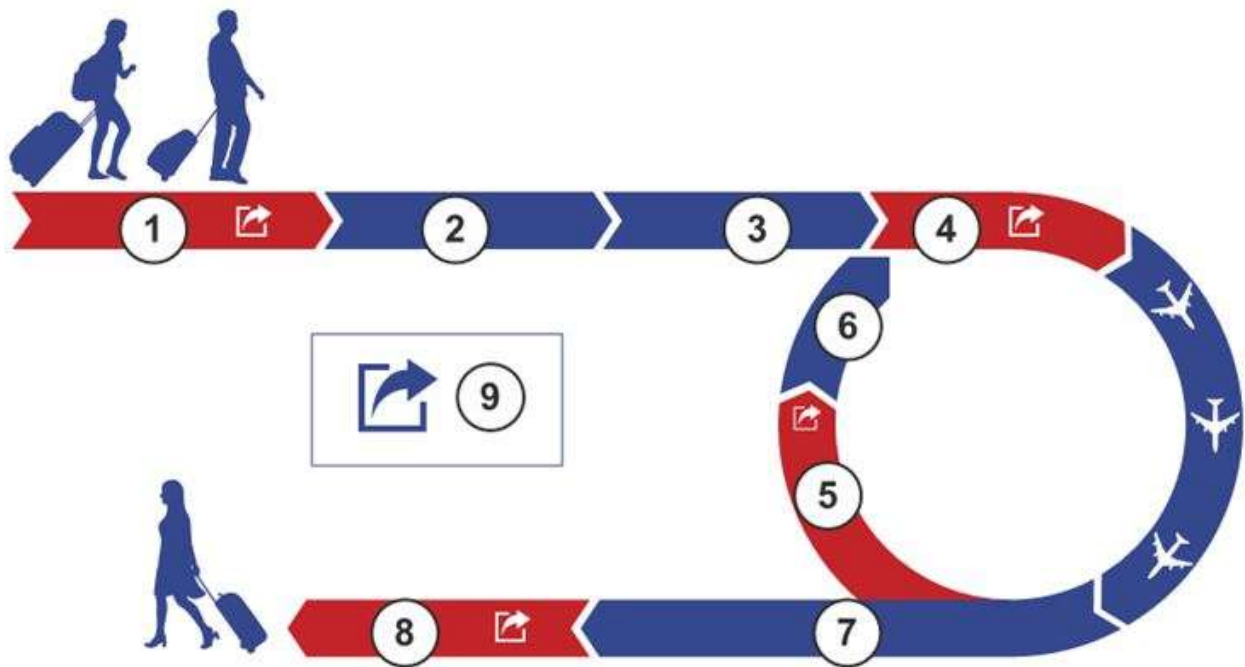
2.0 CHAPTER 2 – TABLE OF CONTENTS

2.0	CHAPTER 2 – TABLE OF CONTENTS	2-1
2.1	THE BAGGAGE JOURNEY	2-3
2.2	BAGGAGE ACTIVITIES	2-4
2.2.1	INTRODUCTION	2-4
2.2.2	PERSONNEL ROLES	2-4
2.3	SAFE BAGGAGE HANDLING	2-5
2.4	DEPARTURE BAGGAGE HANDLING	2-6
2.4.1	PLANNING	2-6
2.4.2	PREPARATION FOR DEPARTING BAGGAGE	2-6
2.4.3	EXECUTION OF DEPARTING BAGGAGE	2-7
2.4.4	HANDLING GATE DELIVERY ITEMS	2-8
2.4.5	MONITORING THE DEPARTING BAGGAGE OPERATION	2-9
2.5	TRANSFER BAGGAGE	2-10
2.5.1	PLANNING TRANSFER BAGGAGE	2-10
2.5.2	PREPARATION FOR TRANSFER BAGGAGE	2-11
2.5.3	EXECUTION OF TRANSFER BAGGAGE	2-11
2.5.4	MONITORING OF TRANSFER BAGGAGE	2-11
2.6	TERMINATING BAGGAGE	2-11
2.6.1	PLANNING	2-11
2.6.2	PREPARATION FOR TERMINATING BAGGAGE	2-12
2.6.3	EXECUTION OF TERMINATING BAGGAGE	2-12
2.6.3.1	COLLECTION	2-12
2.6.3.2	DELIVERY	2-12
2.6.3.3	IN THE ARRIVALS HALL	2-13
2.6.4	MONITORING OF TERMINATING BAGGAGE PROCESSES	2-13
2.7	SPECIAL BAGGAGE	2-14
2.7.1	GENERAL	2-14
2.7.2	PLANNING FOR DEPARTING SPECIAL BAGGAGE	2-14
2.7.3	SPECIAL BAGGAGE HANDLING	2-14
2.7.4	HANDLING AVIH	2-15

2.7.5	PLANNING TERMINATING SPECIAL BAGGAGE	2-15
2.7.6	PREPARATION FOR TERMINATING SPECIAL BAGGAGE	2-15
2.8	DISRUPTION	2-16
2.8.1	INTRODUCTION	2-16
2.8.2	DEALING WITH SPECIFIC OUTAGES	2-16
2.8.2.1	BAGGAGE RECONCILIATION SYSTEM (BRS) OUTAGES	2-16
2.8.2.2	BAGGAGE HANDLING SYSTEM (BHS) OUTAGES	2-16
2.8.2.3	EQUIPMENT ISSUES	2-16
2.8.2.4	STAFFING ISSUES	2-16
2.8.2.5	DIVERSION	2-17
2.8.2.6	CANCELLED FLIGHTS	2-17
2.9	MISHANDLED BAGGAGE	2-18
2.9.1	INTRODUCTION	2-18
2.9.2	PRE-DEPARTURE MISHANDLING	2-18
2.9.3	DEPARTURE MISHANDLING	2-18
2.9.4	TAIL TO TAIL BAGGAGE	2-18
2.9.5	MISSING BAGGAGE	2-18
2.9.6	PROCEDURES FOR HANDLING PROPERTY IRREGULARITY REPORT	2-19
2.10	BAGGAGE SYSTEMS	2-20
2.10.1	INTRODUCTION	2-20
2.10.2	BAGGAGE RECONCILIATION SYSTEMS	2-20
2.10.3	BAGGAGE HANDLING SYSTEMS	2-20
2.10.4	BAGGAGE MESSAGING SYSTEMS	2-21
2.10.5	BAGGAGE MANAGEMENT SYSTEMS	2-21
2.10.6	BAGGAGE RE-FLIGHTING SYSTEMS	2-21

2.1 THE BAGGAGE JOURNEY

The diagram below shows the Generic flow of checked baggage, from acceptance of the bag through to the return of the baggage to the passenger. In some cases, and upon specific arrangements which recognize security measures between airports of origin, transfer and arrival, transfer screening may become non-mandatory.



NUMBER	DESCRIPTION
1	CHECK-IN AND TRANSFER BAGS
2	SECURITY
3	SORT
4	LOAD
5	TRANSFER
6	SECURITY
7	UNLOAD
8	ARRIVAL
9	INFORMATION SHARING

NOTE: INFORMATION SHARING: Airline should share tracking information with interline partners as needed.

2.2 BAGGAGE ACTIVITIES

2.2.1 INTRODUCTION

There are several baggage activities that take place in an airport. These can be broadly classified as:

- Passenger Baggage Acceptance;
- Baggage Handling;
- Aircraft Loading.

NOTE: Passenger Baggage is baggage that remains with the passenger during their journey and travels in the hold of the same aircraft as the passenger. This may include cabin baggage retrieved due to various reasons and may need to be checked in

2.2.2 PERSONNEL ROLES

Throughout this chapter reference is made to tasks that are performed in order to execute baggage operations. These tasks may be undertaken by different types and groups of staff depending upon the operation size and structure at the airport. Typical roles include:

- Management staff member: Responsible for overseeing the performance of the operation, making decisions on how to operate based upon feedback from the operational staff.
- Support staff member: Responsible for planning baggage operations and collecting metrics, including rerouting misconnection to ensure a smooth baggage operation.
- Baggage staff member: Operational staff who are responsible for the movement and monitoring of baggage through the dedicated baggage makeup areas, (including immediate reporting of any unauthorized persons in the baggage make-up area) reconciling baggage and collecting/delivering baggage from/to the aircraft.
- Ramp loading staff member: Operational staff who are responsible for ramp activities including loading and/or offloading and immediate reporting of any unauthorized persons on the ramp (without airport badge in a visible place).

2.3 SAFE BAGGAGE HANDLING

It is important that personnel are aware of all risks associated with baggage handling, that they are properly trained, and follow the guidance below as a minimum to ensure their health and safety:

- Handling techniques:
 - Baggage handling operations require personnel to manually handle equipment and baggage such as pushing and pulling non-motorized GSE (e.g. Baggage cart), loading heavy bags, ULDs, etc.
 - The baggage staff member should be aware of the best lifting techniques to be utilized at all times to reduce the risk of injury whilst handling baggage.
 - Refer to *IATA AHM 462 4.5.3* for handling techniques and principles of manual handling.
- Baggage staff members should not lift more than their physical capabilities to avoid injuries. Where available, make use of assistive devices for moving heavy loads.
- Ensure that appropriate personal protective equipment (PPE) is available and used.
- Ensure that baggage is handled in an appropriate manner, e.g. positioned rather than thrown onto the belts.
- When using baggage carts or dollies use the safety precautions.
- Verify the coupling/uncoupling of the baggage carts, dollies/trailers and ensure nobody is working between or nearby prior to moving.



Danger: Be extra careful of your hands, fingers, and feet when moving and connecting baggage carts or dollies to the tractor or other equipment. Always use the handle and never the tow ring. Seek assistance, if required.

2.4 DEPARTURE BAGGAGE HANDLING

2.4.1 PLANNING

Depending on the size of operation in a station it is important that for each departing flight, a pre-planning process is put in place to ensure:

- Review expected baggage for each departing flight and plan for:
 - The numbers of baggage items and their types (transferring baggage or terminating/local baggage).
 - Equipment such as baggage carts (dollies) and ULDs.
 - Handling of any special baggage items that are planned for departure.
 - Staff assigned to deliver the baggage to/from the aircraft/staging area.
- Review the arrival connections for the departing flight:
 - Determine which arrival flights have transfer bags for the departure flight.
 - Monitor these flights for the transfer baggage to ensure that the transfer bags can make their connections.
 - Plan for short-connection baggage to the baggage sorting system or on a tail-to-tail basis as needed.
- Review of the departure flight parking stands location to plan for on-time delivery of bags.
 - Determine the driving time to the departure stand.
 - Determine any special conditions for the use of the stand, such as supervision of baggage awaiting loading or additional security measures in place for the flight.
- Plan any special handling equipment that will be used and brief on the use as needed. This may include processes and procedures for handling mobility devices, weapons, AVIH etc.
- Determine the duration of the planned activities so that the personnel and equipment can be scheduled for further tasks.

2.4.2 PREPARATION FOR DEPARTING BAGGAGE

Verify the build location that has been allocated for the departure flight:

- There may be more than one build location for the flight, such as:
 - Specific segregations are being built in different areas.
 - There may be a specific build location for out-of-gauge items, e.g. sporting equipment etc.
- Ensure that the baggage personnel working at the out-of-gauge baggage point are aware of the build and/or allocated stand for delivery of items that arrive at the out-of-gauge point.
- Ensure that the signage for the flight departures is up to date (stand information is appropriately displayed).
- Ensure that the ground personnel handling the flight are aware of any special baggage item processing, especially mobility devices.

2.4.3 EXECUTION OF DEPARTING BAGGAGE

- Ensure that the baggage build location (e.g. baggage chute/carousel/lateral) for the departing flight and segregation is correct by validating against the baggage sortation plan. If bags that are destined for another building area arrive at the build output, then ensure that:
 - The baggage handling system team are notified.
 - Move these bags to the correct build output/pass to baggage handlers.
- Ensure that the ULD for the baggage to be loaded is serviceable.
- Ensure that any baggage carts being used are serviceable.
- Ensure all mandatory screening and securing of baggage is performed as required.
- Produce ULD cards showing the correct flight and segregation of baggage for that ULD/baggage cart.

To identify containers and baggage carts, and to allocate the appropriate segregation and flights, it is necessary to produce ULD cards (electronically or manually). These cards are often produced in the baggage reconciliation system and show a barcode that can be scanned to identify the allocation of the container or cart to the baggage reconciliation/tracking system. These are known as ULD cards. Apply sorting and loading procedures for containers and carts based on operating airline procedures 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 the hold;
- Crew baggage;
- Baby Strollers/Pushchairs;
- Gate Delivery Items;
- Standby baggage;
- Items with a limited release tag.

All baggage handling systems are subject to errors. This means that occasionally baggage will be directed to either a default output point or arrive at the wrong output point. Without human action, these bags will miss their intended flight. Therefore, based on the local provider and/or airport authority, and subject to the Airline and ground handler's agreement, it is advised to have baggage teams that can take these bags from the incorrect output location to their intended location or flight.

- Where baggage is being palletized ensure that pallet is structurally safe and that the net attachments are in place;
- Where tracking/reconciliation is performed in the baggage make-up area:
 - Ensure safety requirements are met for the handling of baggage.
 - Scan the ULD/baggage cart card for the ULD/baggage cart that the bag has been loaded into.
 - Scan the barcode of the baggage tag.

- Verify that the load has been confirmed as being on the correct flight or “Positive” Passenger Bag Match has succeeded for the bag.
 - In case the baggage is identified as not being a “Positive” passenger bag matched or loaded to the incorrect flight/destination then place the baggage to one side for resolution.
 - Place tagged baggage in the appropriate ULD/baggage cart, ensure that baggage is handled in an appropriate manner, e.g. positioned rather than thrown into the ULD/baggage cart.
- When the ULD/baggage cart is filled and an appropriate number of ULDs/baggage carts are available for delivery, the build is complete or at an operation specified time before departure:
 - Close and seal the ULD(s)/cover baggage carts as appropriate.
 - Arrange delivery/collection of the ULDs/baggage carts to the aircraft for loading, if applicable coordinate with the ramp personnel responsible for aircraft loading.
- Where tracking/reconciliation is performed at the aircraft side:
 - Unload the baggage from the baggage cart and directly onto the loading conveyor for the appropriate aircraft hold into which the baggage will be loaded;
 - Scan the baggage tag barcode or baggage license plate number for the bag to be loaded;
 - Verify that the load has been confirmed as being on the correct flight or that “Positive Passenger Bag Match’ has succeeded for the bag;
 - In case the baggage is identified as “not cleared to load” then place the baggage to one side for resolution.
- In the case, that baggage is loaded, and a passenger does not board the flight or is removed from onboard the aircraft, follow procedures for treating the baggage (offloading or transporting the bag as unaccompanied), according to the risk assessment and locally applicable regulations.
- At the completion of the baggage build process, the baggage personnel should make a cross-check that the baggage has been built according to the loading instructions for the departing flight with load control.

2.4.4 HANDLING GATE DELIVERY ITEMS

- The passenger team will identify and label any baggage that is taken from a passenger at the gate due to size and weight restrictions.
- Collect baggage from the gate area and transport it to the aircraft for loading.
- Scan the baggage for tracking and/or reconciliation.
- Mobility aids are delivered for carriage at the boarding gate or aircraft door.
 - Passengers with disabilities may wish to continue to use their own mobility aid until they are boarded onto the aircraft. In such circumstances:
 - Ensure that the mobility aid is collected prior to the passenger having boarded and loaded on the aircraft.
 - Handle the mobility aid in accordance with the *IATA DGR*.
 - Ensure that the person responsible for the planning and loading of the aircraft is advised of the number and types of mobility aids processed for carriage. Typically, this information is disseminated to the next station via a LDM or CPM.

- Collect the baggage from the gate area and transport it to the aircraft for loading.
- To ensure special baggage is required to be made available at the aircraft door (i.e., Wheelchairs, Mobility aids and/or Strollers):
 - Ensure a DAA flag/exception code is updated in the BSM and/or BPM.
 - Ensure a DAA tag is applied to readily identify the item in the aircraft hold.
 - Scan the DAA's baggage tag.

2.4.5 MONITORING THE DEPARTING BAGGAGE OPERATION

Baggage performance monitoring is a key element of *THE AIRLINE* and baggage handling operations. There are a number of metrics that can be captured and applied to key performance indicators. The actual metrics used to monitor the operation depend upon the GSP and *THE AIRLINE* involved KPIs:

- Left behind baggage numbers.
- The number of bags accepted late from the check-in/baggage system.
- The number of bags received is tagless.
- First Bag Loaded.
- Last Bag Loaded.
- The number of gate bags.
- NThe number of bags delivered to the incorrect system output.

2.5 TRANSFER BAGGAGE

2.5.1 PLANNING TRANSFER BAGGAGE

Transfer baggage is a source of bags for a departing flight. These bags may arrive up to 24 hours prior to the flight departing. Transfer bags can also arrive close to the departure time of the departure flight. Transfer baggage planning can make a big difference to the overall performance of an airport or airline. The most common causes of baggage mishandling are in the transfer baggage process, and bags with longer transfer times are often mishandled.

Review the list of arrival flights to obtain:

- The number of transfer bags arriving before the departing flight is open for the build. Allocate storage for these early bags.
- The number of transfer bags that will arrive during the time the departing flight is open for the build.
- In consultation with other stakeholders, as applicable decide if:
 - These bags are being handled by the baggage handling system or being delivered tail to tail, if applicable/operationally permissible.
 - Baggage personnel will be allocated to deliver the bags rapidly to the baggage sortation system or on a tail to the tail basis for those bags with short connections.
 - If tail to tail operations are planned, then inform baggage hall and ramp staff so that additional loading units are made available on the ramp.
- The number of transfer bags that will arrive after their departure flight has closed for build and determine:
 - If it is possible to have the departure flight accept these bags (by extending the departure flight build window).
 - Which bags will need to be re-flighted.
 - The number of bags that are special—e.g. out-of-gauge, AVIH, etc. and determine how many personnel are needed to handle special items and plan these activities.
- Plan the use of equipment such as baggage carts and ULD.
- Plan any special handling equipment use and brief personnel on that use as needed. This may include processes and procedures for handling Mobility Devices, weapons, animals, etc.
- Determine the duration of the planned activities so that personnel and equipment can be scheduled for further tasks.
- For tail-to-tail transfers:
 - Plan the pick-up of baggage based upon the arrival flights.
 - Allocate the drop-off points for the tail-to-tail drivers for the departure flights.
- Determine the segregations for the departing flight, e.g., premium vs economy baggage, or onward connecting baggage (containers of baggage that will be unloaded from one flight and loaded to another during a transfer stop). Ensure that the make-up areas have sufficient ULDs and/or baggage carts to allow the build to commence. Ensure that there are enough ULDs and/or baggage carts available to complete the planned build operations.

2.5.2 PREPARATION FOR TRANSFER BAGGAGE

- Ensure that storage locations for bags arriving prior to departure flight opening are known by the baggage handling teams (including the departure build team, so that they can collect transfer bags as necessary).
- Dispatch the baggage team (and any necessary equipment) as per their allocated tasks (collection, delivery, etc.).

2.5.3 EXECUTION OF TRANSFER BAGGAGE

- Collect the transfer baggage from the arrival flight.
- Deliver the baggage to the appropriate location:
 - Tail to tail
 - Scan the baggage at the point of collection.
 - Deliver the baggage to the departure aircraft.
 - Scan the baggage upon loading into the departing aircraft.
 - Baggage Handling System
 - Deliver the baggage to the transfer baggage input.
 - Unload the baggage at the transfer baggage input.
 - Scan the baggage to record delivery to the handling system.
 - Storage areas
 - Deliver the bag to the storage area.
 - Scan the bag to record delivery to the storage area.

2.5.4 MONITORING OF TRANSFER BAGGAGE

Transfer baggage should be monitored in terms of the number of bags making their connections. The same monitoring as per departing baggage can be applied to transfer baggage.

2.6 TERMINATING BAGGAGE

2.6.1 PLANNING

- Review the information messages (Baggage Manifest Message, Cargo Pallet Message, Load Distribution Message, etc) for the arriving flight to determine the number and location of terminating and transfer bags.
- Review the arrival flight parking stand details.
- Determine the aircraft arrival activities including the time at which the ramp team should be at the stand in order to ensure they are there before the flight arrives.
- Determine the duration of the planned activities so that the teams and resources used in those activities can be planned for further tasks later.

2.6.2 PREPARATION FOR TERMINATING BAGGAGE

- Allocate/confirm a reclaim point for the arrival flight based on the number of terminating bags expected.
- Allocate/confirm the terminating baggage “inject” point.
- Verify that all the equipment allocated is in good working order.
- Ensure that the baggage team are aware of the delivery locations for terminating baggage.
- Ensure that the signage for the arrival flight is up to date and appropriately displayed.

2.6.3 EXECUTION OF TERMINATING BAGGAGE

2.6.3.1 COLLECTION

- Liaise with the ramp team for the collection of baggage according to the unload plan namely CPM, LDM, etc.
- Verify that the load collected is the appropriate load as per the unload plan/labelling of ULDs and/or baggage labelling.
- Sign for the handover as appropriate.

2.6.3.2 DELIVERY

- Deliver the baggage to the designated location for terminating baggage:
 - Observe the priority plan for the offload. Typically, the priority plan is to place commercially important baggage (first, business, etc) onto the reclaim first, then to place economy baggage onto the reclaim.
 - Observe such government required screening and securing of baggage as appropriate.
- First Bag/Last Bag Time Recording: These times are often key metrics for monitoring baggage performance. Some systems can record this time automatically when a bag is scanned by an Automatic Tag Reader (ATR), whilst others require manual action such as pushing a button.
- Where a system is provided that requires a manual operation to indicate the delivery of the first bag then use this when the first bag is delivered.
- If no system exists then record the flight number and time of first bag delivery manually.
- Once baggage delivery is complete, record the time of the last bag either manually or using a system if such a system is provided.
- Where required, indicate that the last bag has been delivered by placing a baggage tub on the reclaim marked as “Last Bag Delivered” or alternatively by tagging the last bag injected to the reclaim with a “last bag” tag.
- Ensure that there is good communication between the ramp and baggage operations teams and the passenger team regarding the process of the unload, especially in the event of issues or delays.
- If a bag is visibly damaged, then the bag should be secured as per local requirements.
- Baggage that has been delivered to the arrival hall must be rescreened before being loaded onto another aircraft.
- Transfer baggage that is accidentally delivered to the arrival hall should be stored securely until processing for transfer.

2.6.3.3 IN THE ARRIVALS HALL

- If the reclaim belt is overloaded with bags, then bags should be removed from the belt and set aside securely (i.e. can be observed) in an area that does not present a safety risk for passengers.
- Once all bags have been delivered to the reclaim and passengers have progressed away from the reclaim area then a sweep of the baggage belt should be undertaken to remove RUSH bags and any unclaimed/remaining bags to the lost and found office or other designated area for further processing.

2.6.4 MONITORING OF TERMINATING BAGGAGE PROCESSES

The operational performance indicators that are needed will vary according to the airline and handling companies that are involved in the delivery of the terminating baggage. No targets for these measures are shown here, although the following measures may be useful:

- First Passenger to First Bag
 - This is the time between the first passenger from an arrival flight arriving at the baggage carousel and the first bag from the same flight being delivered to the carousel. This is a measure from the Airport Design Reference Manual.
- Last Passenger to Last Bag
 - This is the time between the last passenger from an arrival flight to the last bag from the same flight being delivered to the baggage carousel. This is a measure from the Airport Design Reference Manual.
 - Note that both the above measures are very hard to record, as it is not always evident when the first and last passengers arrive at a reclaim carousel, especially if that carousel is allocated to several flights.
- First Bag Delivery Time
 - This is the time of delivery of the first bag to the baggage reclaim belt.
- Last Bag Delivery Time
 - This is the time of delivery of the last bag to the baggage reclaim belt.
- Baggage Delivery Duration
 - This is the duration of the delivery of baggage for an arrival flight, measured from the first bag delivery time to the last bag delivery time. It is also possible to record the delivery time for specific baggage types, such as all priority baggage.
- Bags damaged on arrival
 - This is a count of the number of bags delivered to the baggage reclaim belt that have been damaged during their journey. This damage can occur at any point in the journey, or the passenger may have used a bag that was damaged before their journey started. It is useful to record this as it allows the number of damaged bags on different flights to be compared.
- Bags delivered out of plan
 - This is a count of the number of bags that have been delivered out of the intended delivery plan. This can include priority baggage delivered after economy baggage or special baggage delivered to the regular reclaim area, etc.

2.7 SPECIAL BAGGAGE

2.7.1 GENERAL

THE AIRLINE requires GSP to:

- Ensure that appropriate care is taken regarding health and safety to ensure that staff do not sustain injuries whilst handling baggage. Where available, make use of assistive devices for moving heavy loads.
- Ensure that special baggage to be accepted meets the dimension requirements (size, weight, volume) as per *THE AIRLINE* policy and procedures.
- Ensure that appropriate personal protective equipment (PPE) is available and used.
- Ensure that any special baggage accepted for carriage that has not been pre-declared has the required documentation.
- Ensure that all special baggage items are packed in a manner that is suitable for transport.

2.7.2 PLANNING FOR DEPARTING SPECIAL BAGGAGE

- Review the departure flight load for the numbers of special baggage items and their type (transfer or terminating).
- Review the departure flight parking details.
- Plan staff to deliver special baggage to the allocated baggage make up area in order to load the special baggage together with standard baggage into loading units if possible, or deliver it to the aircraft.
- Plan any special handling equipment and briefings for its use if required.
- Determine the duration of activities so that later activities can be planned.
- Ensure that any pre-booked special baggage has the required documentation for transport, if applicable.

2.7.3 SPECIAL BAGGAGE HANDLING

- Handling of Wheelchairs and Mobility Devices is recommended that passengers travelling with battery-powered wheelchairs as much as possible prebook their flights to enable the baggage team to prepare for the loading process.
- Wheelchairs and Mobility Devices. Passengers with reduced mobility may wish to continue to use their own mobile devices until they are boarded onto the aircraft. In such circumstances:
 - Confirm with the passenger the delivery of the mobility device at the aircraft door on arrival.
 - Inform the gate team about the mobile device type.
 - Inform the passenger services team of the passenger's needs for boarding and ensure they are available to assist the passenger.
 - At the gate, collect the mobility device once the passenger has boarded.
 - Handle the mobility device in accordance with the *IATA DGR* and *IATA Recommended Practice 1708*.
 - Inform the arrivals team at the next station of the mobility device type and delivery at the aircraft side.

- Wheelchairs and Mobility Devices as Hold Baggage
 - Collect the mobility device from the check-in area and take it airside via the allocated out of gauge (OOG) baggage route.
 - Smaller mobility devices may be sent through the OOG conveyor system.
 - Larger mobility devices should be taken through the “Super” OOG route, normally by being walked through a security checkpoint and then delivered to the baggage build area.
- Handle the mobility devices in accordance with the *IATA DGR* and *IATA Recommended Practice 1708*
- Inform the arrivals team at the next station of the mobility device type and the location of the item onboard.

2.7.4 HANDLING AVIH

Handling of AVIH is required in accordance with *THE AIRLINE* procedures and *IATA Live Animals Regulations (LAR)*.

For Animals in Hold:

- Review the AVIH regulations to ensure that the transport container for the animals meets the requirements for carriage.
- Ensure that the animal to be transported has sufficient food and water required for the journey.
- Attach a baggage label for the animal transport container.
- Operational staff will collect the AVIH and take it airside via the out-of-gauge or super out-of-gauge route.
- The animal shall be kept in an appropriate area airside until loading. Depending on the environmental conditions this area may be enclosed, heated, etc. so that the animal does not suffer discomfort.
- Deliver the AVIH to the aircraft loading team.

2.7.5 PLANNING TERMINATING SPECIAL BAGGAGE

- Review the incoming flight load for the numbers of special baggage items and their type (transfer or terminating).
- Review the incoming flight parking details.
- Plan staff to meet the aircraft at the parking location. Typically, the ramp team will unload the aircraft whilst the baggage staff will collect the baggage and act as runners.
- Plan any special handling equipment and briefings needed to meet the incoming aircraft.
- Determine the duration of activities so that later activities can be planned.

2.7.6 PREPARATION FOR TERMINATING SPECIAL BAGGAGE

- Verify the reclaim allocated for the arriving flight.
- Verify that any equipment allocated are in good working order.
- Ensure that the arrivals ground staff meeting the aircraft are aware of any special items processing, especially mobility devices.

2.8 DISRUPTION

GRH 3.3.6 (III)

2.8.1 INTRODUCTION

When planning for disruption, review any known disruptions planned for the operation and the contingency measures planned for the day.

- Anticipate any likely disruption scenarios.
- Plan any equipment that is needed to cope with the anticipated disruptions.
- Where planned software maintenance is taking place, ensure that there are manual processes available in case the systems being modified fail to restart.

2.8.2 DEALING WITH SPECIFIC OUTAGES

2.8.2.1 BAGGAGE RECONCILIATION SYSTEM (BRS) OUTAGES

The baggage reconciliation system typically records the loading of the baggage into a container or aircraft hold. BRS failure can severely disrupt an operation, as the manual replacement processes are time-consuming. Some BRS can fail “gracefully” where the most recent data remains available in the system and bags are reconciled against this data with changes highlighted when connectivity is restored. Training and guidance for such systems should be followed when disruption occurs. Where no graceful degradation is possible, manual processes should be adopted using bingo cards and baggage reconciliation stubs.

2.8.2.2 BAGGAGE HANDLING SYSTEM (BHS) OUTAGES

Most major airports have a baggage handling system to move bags from the check-in area to the building area. These systems vary in complexity, often having fallback modes and graceful degradation modes before the system fails totally. When the baggage handling system fails there are 2 issues that need to be dealt with. These are the bags that are trapped in the baggage handling system and need to be removed, and the bags that are waiting to be checked in. Local procedures will vary for when the BHS fails, as the system design will determine the state of the bags when there is a failure. Whilst the key stages of baggage processing (cleared as safe for transport, storage and building the bags) can be completed without a baggage handling system the capacity of the airport will be reduced.

2.8.2.3 EQUIPMENT ISSUES

Where equipment is found to be unusable, damaged or non-functional during the planning phases of the operation then this equipment should be flagged as unusable and moved to a location where it can be collected for repair or repaired.

2.8.2.4 STAFFING ISSUES

It is possible to have a large percentage of staff off work at the same time, and when this happens then there is a risk that the operation will be short-handed, leading to delays. Where possible, have a prepared list of staff on call that may be contacted to fill in roster gaps.

2.8.2.5 DIVERSION

When a flight is diverted to a station, ensure that:

- Review the flight documentation (Baggage Manifest Message, Cargo Pallet Message, Load Distribution Message) for mobility aids, live animals in the hold (AVIH) and other items requiring special processing. Ensure that the guidance under “Special Baggage Handling” is followed.
- There is a plan to unload the baggage from the flight in line with the intention for the passenger movements:
 - If the aircraft is being replaced, then transfer the bags to the new aircraft.
 - If passengers are being transferred to other flights, then either move the baggage to the next flight or allocate a reclaim carousel for the flight so that passengers can collect their bags before continuing with their journey.
 - If the passengers will be moved using ground transport, then ensure a reclaim carousel is allocated to the baggage and deliver the baggage to that reclaim carousel.

2.8.2.6 CANCELLED FLIGHTS

When a flight is cancelled then either:

- Deliver baggage to the alternative provided flight;
- Deliver bags to a reclaim allocated to the original flight so that the passengers’ can collect their bags.

2.9 MISHANDLED BAGGAGE

2.9.1 INTRODUCTION

When mishandling does occur then the following procedures should be followed.

2.9.2 PRE-DEPARTURE MISHANDLING

Pre-departure baggage can have 2 possible issues—tagless bags where the baggage tag has become detached from the bag, bags that have been delivered to the wrong build location or the default baggage system output.

- Bags without tags:
 - Take the bag to the lost and found baggage office (note, a specific handler should have been nominated for tagless bags, as the actual intended flight is not known);
 - Create an On-Hand Report (OHD) for the bag in the tracing system;
- Bags with tags in the wrong location:
 - Run the bag to the correct build location.

2.9.3 DEPARTURE MISHANDLING

- Baggage arriving for the flight post-departure:
 - RUSH the bag onto the next available flight to the same destination, regardless of the carrier as per *IATA Resolution 780*.
 - Send a Forward (FWD) message for the bag to the Lost Luggage office of the destination and any connection stations.
 - Send a Baggage Transfer Message (BTM) for the reflighting.
 - Follow any additional screening requirements as per local regulations.

2.9.4 TAIL TO TAIL BAGGAGE

If possible, coordinate with ground control to ensure that flights with the connecting tail to tail baggage are parked close together in order to minimize the chance of mishandling.

2.9.5 MISSING BAGGAGE

Missing baggage is baggage that was anticipated for a departing flight but has not been received by the operating carrier.

- Create appropriate tracing files in the baggage tracing system
- Create an On-Hand (OHD) and Forward (FWD) message for the baggage once it is received.

2.9.6 PROCEDURES FOR HANDLING PROPERTY IRREGULARITY REPORT

THE AIRLINE policy for filling and PIR:

- Property Irregularity Report (further – PIR) is filled by the Lost & Found agent together with the passenger who claims regarding his/her damaged or lost baggage at the arrival station.
- PIR must be filed on behalf of the same person under whose name it was checked in. If the owner is different, his name must be indicated nearby.
- PIR can be filled only at the time of arrival before leaving the airport at the Lost & Found office/service desk. It cannot be filled in later or remotely.
- PIR cannot be filled if the passenger does not provide the baggage identification tag or boarding pass.
- PIR must be filled fully and correctly. Obligatory fields must be filled.
 - The information which must be inserted is marked in the below examples.
- After filling PIR Provide a copy of “Bags IRR guidance for pax” to passengers.
- For Bags IRR guidance for PAX memo refer to NTCGH IQSMS → Document Distribution Module → Access Documents → Notice to GH → Bags IRR guidance for PAX.
- Copies of PIR Should be sent to *THE AIRLINE* GOPS via e-mail:
 - E-mail subject “*Property Irregularity Reports from XXX station.*”

Property Irregularity Report (PIR)

AHL OHD		DAMAGED		Mr. Mrs. Miss, Title		Place where bag was lost/stolen	
Passenger's name and name on bag (if different)		P-Code		ETOM		No. MILES Year of issue	
N M		I T		T N		In case of re-tagging and original tag retained	
T C		R T		F D		B I	
B I		B I		B I		B I	
C N		C N		C N		C N	
F I		F I		F I		F I	

Damage Information

Please indicate damage on these drawings:

Description of damage:

Date of purchase:

Purchase price:

Supplementary Information

Local delivery instructions:

Passenger's title:

Passenger's permanent address and telephone No.:

Any other relevant details:

Request for loss (BAG Code):

Policy No.:

Cash Advance paid + amount:

Date:

Company officer's signature:

Passenger's signature:

Property Irregularity Report (PIR)

AHL OHD		DAMAGED		Mr. Mrs. Miss, Title		Place where bag was lost/stolen	
Passenger's name and name on bag (if different)		P-Code		ETOM		No. MILES Year of issue	
N M		I T		T N		In case of re-tagging and original tag retained	
T C		R T		F D		B I	
B I		B I		B I		B I	
C N		C N		C N		C N	
F I		F I		F I		F I	

Damage Information

Please indicate damage on these drawings:

Description of damage:

Date of purchase:

Purchase price:

Supplementary Information

Local delivery instructions:

Passenger's title:

Passenger's permanent address and telephone No.:

Any other relevant details:

Request for loss (BAG Code):

Policy No.:

Cash Advance paid + amount:

Date:

Company officer's signature:

Passenger's signature:

2.10 BAGGAGE SYSTEMS

2.10.1 INTRODUCTION

This section presents a brief overview of the baggage systems that are typically used. Not all airports and airlines will make use of all the systems, and sometimes systems will have different names depending on where they are being used.

2.10.2 BAGGAGE RECONCILIATION SYSTEMS

- Baggage reconciliation ensures that only accompanied or authorized unaccompanied checked baggage is loaded and transported.
- Baggage reconciliation procedures, either manually or automated, shall be in a place where required by local regulations and *THE AIRLINE*. Baggage reconciliation systems automate the process of recording where bags are loaded onto the aircraft and matching baggage details to passengers.
- In the event that the passenger is not on board at departure then the bag may be located and removed.
- A baggage reconciliation system will typically maintain passenger/baggage reconciliation as required including:
 - Standby passengers;
 - Off-airport and group check-in passengers;
 - Voluntary or involuntary deplaning;
 - Transit passengers;
- Checked baggage of any passenger who is withdrawn from the flight or didn't board (no-show) is to be considered unaccompanied and handled in accordance with *THE AIRLINE* procedures.
- The system is not the only component in reconciliation and once a flight has been closed for check-in, the baggage room flight lead, or the baggage supervisor will:
 - Review total pieces for each ULD
 - Pass on all baggage ULD figures, including baggage counts for each container. and total 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 the baggage is left behind, report this to Baggage Services. Appropriate messages shall be sent to the downline station and arrangements made to expedite the return of the bag to the passenger.

2.10.3 BAGGAGE HANDLING SYSTEMS

A baggage handling system is used to move baggage through the airport. The system will also often be responsible for key aspects of ensuring baggage security, as the baggage screening machines are integrated into the system. Baggage handling systems often have many outputs that allow baggage to be built for an individual flight or segregations for a single flight. Other baggage handling systems output bags to carousels where several flights may be being built at the same time.

2.10.4 BAGGAGE MESSAGING SYSTEMS

Baggage messaging underpins all the movement and processing of baggage. Baggage messages are defined in *IATA RP 1745* and *IATA RP 1755* –for type B and Modern Baggage Messaging respectively. Messages are sent to the airport from the airline either via a direct connection or through a message distribution provider such as SITA or ARINC.

2.10.5 BAGGAGE MANAGEMENT SYSTEMS

A baggage management system combines baggage source messages and baggage process messages to provide a real-time picture of the movement of baggage through an airport, often combining information from other systems (such as security, handling, reconciliation, flight data, etc.) in order to provide a complete picture for the check-in, handling and loading of aircraft. The system may also allow tasks to be allocated to different teams in order to handle the baggage. The Baggage Management System is often a component of an overall airport management system.

2.10.6 BAGGAGE RE-FLIGHTING SYSTEMS

A baggage re-flighting system is used to allocate baggage to a new flight when mishandling occurs. The system will typically have a complete flight schedule for the airport and be capable of generating baggage messages and labels to support the new baggage movement. Some baggage handling systems incorporate baggage re-flighting, allowing bags to be allocated to a new flight automatically and sent directly to the build for that flight.

END OF CHAPTER

CHAPTER 3 - AIRCRAFT GENERAL SAFETY/SERVICING OPERATIONS

3.0 CHAPTER 3 – TABLE OF CONTENTS

3.0	CHAPTER 3 – TABLE OF CONTENTS	3-1
3.1	RAMP SAFETY IN AIRCRAFT HANDLING	3-7
3.1.1	INTRODUCTION	3-7
3.1.2	GENERAL RAMP SAFETY	3-7
3.1.2.1	ENGINE DANGER AREAS	3-7
3.1.2.2	ENGINE DANGER AREA DIAGRAMS	3-8
3.1.2.3	EQUIPMENT RESTRAINT AREA & EQUIPMENT RESTRAINT LINE	3-9
3.1.2.4	FOREIGN OBJECT DEBRIS	3-9
3.1.2.4.1	FOD PREVENTION	3-11
3.1.2.4.2	GSP PROVIDERS RESPONSIBILITIES	3-11
3.1.2.4.3	FOD CONTAINERS AND SWEEPING	3-12
3.1.2.4.4	FOD INCIDENT REPORTING	3-12
3.1.2.5	PERSONNEL PROTECTIVE EQUIPMENT (PPE)	3-12
3.1.3	SAFETY INSTRUCTIONS FOR OPERATING GROUND SUPPORT EQUIPMENT ON THE RAMP	3-13
3.1.3.1	GENERAL SAFETY INSTRUCTIONS FOR GROUND SUPPORT EQUIPMENT	3-13
3.1.3.1.1	MAINTENANCE	3-13
3.1.3.2	BASIC OPERATING REQUIREMENTS FOR GROUND SUPPORT EQUIPMENT	3-14
3.1.3.3	NON- MOTORIZED GROUND SUPPORT EQUIPMENT	3-16
3.1.3.4	GROUND SUPPORT EQUIPMENT SAFETY DRIVING AND PARKING INSIDE THE EQUIPMENT RESTRAINT AREA	3-16
3.1.3.5	PASSENGER BOARDING BRIDGE	3-17
3.1.3.6	PASSENGER STAIRS	3-18
3.1.3.7	BELT LOADER	3-19
3.1.3.8	UNIT LOAD DEVICE LOADER	3-20
3.1.3.9	ELEVATING EQUIPMENT	3-21
3.1.3.10	TRACTOR/ELECTRIC BAGGAGE TAG	3-22

3.1.3.11	ULD TRANSPORTER	3-22
3.2	SAFETY DURING FUELING/DEFUELING	3-23
3.2.1	FUELING SAFETY ZONE	3-23
3.2.2	FUEL SPILL PROCEDURE	3-24
3.2.2.1	EMERGENCY PROCEDURES	3-25
3.2.3	FUELING/DEFUELING WITH PASSENGERS ON BOARD	3-25
3.2.4	SAFE FUELLING PROCEDURES	3-27
3.2.5	FUEL SERVICE REGULATION REQUIREMENTS	3-28
3.2.6	FUEL REQUIREMENTS	3-28
3.2.6.1	FUEL QUALITY CHECK	3-28
3.3	ADVERSE WEATHER CONDITIONS	3-30
3.3.1	GENERAL	3-30
3.3.2	WINTER OR SLIPPERY APRON CONDITIONS	3-30
3.3.3	STORMS – LIGHTNING WORK INSTRUCTIONS	3-30
3.3.3.1	STORM-LIGHTNING WORK INSTRUCTIONS	3-31
3.3.3.2	LIGHTNING ALERT CALLOUT	3-31
3.3.3.3	COUNTING METHOD	3-32
3.3.4	HIGH WIND CONDITIONS	3-32
3.3.5	HIGH WINDS ACTIVITY TABLE	3-33
3.3.6	SANDSTORMS AND LOW VISIBILITY	3-33
3.3.7	INTENSE HEAT	3-33
3.4	HAND SIGNALS	3-34
3.4.1	INTRODUCTION	3-34
3.4.2	CONDITIONS FOR USING HAND SIGNALS	3-34
3.4.3	SPECIFIC REQUIREMENTS FOR USING MARSHALLING HAND SIGNALS	3-34
3.4.4	GUIDE PERSON HAND SIGNALS (FOR GSE)	3-35
3.4.4.1	TO ATTRACT THE OPERATOR'S ATTENTION AND TAKE COMMAND	3-35
3.4.4.2	FORWARD MOVEMENT	3-35
3.4.4.3	BACKWARD MOVEMENT	3-36
3.4.4.4	TURN RIGHT (FROM THE DRIVER'S POINT OF VIEW)	3-36
3.4.4.5	TURN LEFT (FROM THE DRIVER'S POINT OF VIEW)	3-36
3.4.4.6	LIFT	3-37

3.4.4.7	LOWER	3-37
3.4.4.8	ACCOMPANIED MOVEMENT	3-38
3.4.4.9	INDICATE DISTANCE	3-38
3.4.4.10	STOP	3-39
3.4.4.11	OK	3-39
3.4.4.12	CHOCKS INSERTED; STABILIZERS ON	3-40
3.4.4.13	CHOCKS REMOVED; STABILIZERS OFF	3-40
3.4.4.14	TO INTERRUPT POWER SOURCE (ELECTRICITY, FUEL, AIR)	3-40
3.4.4.15	STOP ENGINE	3-41
3.4.4.16	TO CONNECT OR DISCONNECT	3-41
3.4.4.17	BRAKES ON/OFF	3-41
3.4.5	AIRCRAFT MOVEMENT HAND SIGNALS–HEADSET OPERATOR TO TUG DRIVER	3-42
3.4.5.1	VEHICLE BRAKES OFF	3-42
3.4.5.2	CLEAR TO PUSH	3-42
3.4.5.3	NEGATIVE/HOLD	3-43
3.4.5.4	VEHICLE BRAKES ON/STOP	3-43
3.4.5.5	SLOW DOWN	3-44
3.4.5.6	CHANGE OF PUSHBACK DIRECTION	3-44
3.4.6	AIRCRAFT MOVEMENT HAND SIGNALS–WINGWALKER TO HEADSET OPERATOR/TUG DRIVER, MARSHALLER, FLIGHT CREW	3-45
3.4.6.1	CLEAR TO MOVE AIRCRAFT	3-45
3.4.6.2	STOP MOVEMENT OF AIRCRAFT	3-45
3.4.6.3	HOLD MOVEMENT OF AIRCRAFT	3-46
3.4.7	MARSHALING HAND SIGNALS FOR AIRCRAFT	3-46
3.4.7.1	IDENTIFY GATE/STAND	3-47
3.4.7.2	CONTINUE TO TAXI STRAIGHT AHEAD	3-47
3.4.7.3	SLOW DOWN	3-48
3.4.7.4	TURN RIGHT (FROM THE PILOT'S POINT OF VIEW)	3-48
3.4.7.5	TURN LEFT (FROM THE PILOT'S POINT OF VIEW)	3-49
3.4.7.6	STOP	3-49
3.4.7.7	HOLD POSITION/STAND-BY	3-50

3.4.7.8	PROCEED TO NEXT MARSHALLER OR AS DIRECTED BY TOWER/GROUND CONTROL	3-50
3.4.7.9	DISPATCH AIRCRAFT	3-51
3.4.7.10	FIRE	3-51
3.4.7.11	SET BRAKES	3-52
3.4.7.12	RELEASE BRAKES	3-52
3.4.7.13	CHOCKS INSERTED	3-53
3.4.7.14	CHOCKS REMOVED	3-53
3.4.7.15	START ENGINES	3-54
3.4.7.16	EMERGENCY ENGINE SHUT DOWN/CUT ENGINES	3-54
3.4.8	TECHNICAL/SERVICING HAND SIGNALS–GROUND STAFF TO FLIGHT CREW	3-55
3.4.8.1	CONNECT TOWBAR	3-55
3.4.8.2	AIR UP	3-55
3.4.8.3	CONNECT/DISCONNECT GROUND POWER	3-56
3.4.8.4	AFFIRMATIVE/ALL CLEAR	3-57
3.4.8.5	NEGATIVE	3-57
3.4.8.6	INTERPHONE	3-58
3.4.8.7	DO NOT TOUCH CONTROLS	3-58
3.4.8.8	OPEN/CLOSE STAIRS	3-59
3.4.9	TECHNICAL/SERVICING HAND SIGNALS–FLIGHT CREW TO GROUND STAFF	3-59
3.4.9.1	BRAKES ENGAGED	3-59
3.4.9.2	BRAKES RELEASED	3-60
3.4.9.3	INSERT WHEEL CHOCKS	3-60
3.4.9.4	REMOVE WHEEL CHOCKS	3-60
3.4.9.5	READY TO START ENGINE(S)	3-61
3.4.9.6	ALL CLEAR	3-61
3.5	TOILET SERVICING	3-62
3.5.1	INTRODUCTION	3-62
3.5.2	HYGIENE PRECAUTIONS	3-62
3.5.3	TOILET SERVICING PROCEDURE	3-62
3.5.3.1	GENERAL	3-62
3.5.3.2	DRAINING	3-63
3.5.3.3	SERVICING DURING FREEZING CONDITIONS	3-63

3.5.3.4	INOPERATIVE TOILET SYSTEMS	3-63
3.6	POTABLE WATER SERVICING	3-64
3.6.1	GENERAL	3-64
3.6.2	POTABLE WATER SERVICING PROCEDURES	3-64
3.6.2.1	FILLING AIRCRAFT WATER TANKS	3-64
3.6.2.2	WATER SERVICING DURING FREEZING CONDITIONS	3-65
3.6.3	POTABLE WATER HYGIENE REQUIREMENTS	3-66
3.6.3.1	FILL POINTS AND WATER CABINETS	3-66
3.6.3.2	WATER SERVICE VEHICLES & TOWED SERVICE CARTS	3-66
3.6.3.3	WATER SERVICING STAFF	3-66
3.6.3.4	WATER TREATMENT CHEMICALS (SANITISER)	3-67
3.6.3.5	WATER SERVICE VEHICLE CLEANING AND DISINFECTION	3-67
3.6.3.6	FILL POINT AND WATER CABINET CLEANING AND DISINFECTION	3-67
3.7	AIRCRAFT CLEANING AND DISINFECTION	3-68
3.7.1	GENERAL	3-68
3.7.2	AIRCRAFT CLEANING INTERVALS	3-68
3.7.3	CLEANING AND DISINFECTION PRODUCTS	3-68
3.7.3.1	GENERAL	3-68
3.7.3.2	PRODUCT SELECTION	3-69
3.7.3.3	PRODUCT USE	3-69
3.7.3.4	CLEANING EQUIPMENT	3-70
3.7.4	CLEANING AND DISINFECTION TASKS	3-71
3.7.4.1	GENERAL	3-71
3.7.4.2	FLIGHT DECK	3-72
3.7.4.3	GALLEYS	3-73
3.7.4.4	CABIN CREW SEATS AND SERVICE/ENTRY DOOR LINING PANELS	3-73
3.7.4.5	LAVATORIES	3-74
3.7.4.6	PASSENGER SEATING AREA	3-75
3.7.4.7	CREW REST COMPARTMENTS	3-75
3.7.4.8	CARGO HOLD	3-76
3.7.4.9	DEEP CLEANING CHECKLIST	3-77

3.7.5	AIRCRAFT CLEANING AND DISINFECTION DURING A PANDEMIC	3-81
3.7.5.1	GENERAL	3-81
3.7.5.2	ACTIONS PRIOR TO CLEANING	3-81
3.7.5.3	ACTIONS DURING CLEANING AND DISINFECTION	3-81
3.7.5.4	ACTIONS AFTER CLEANING AND DISINFECTION	3-82
3.7.5.5	HANDOVER PROCEDURES	3-82
3.7.6	CLEANING AND DISINFECTION DURING AN EVENT	3-83
3.7.6.1	SUSPECTED OR CONFIRMED CASE OF COMMUNICABLE DISEASE ON BOARD	3-83
3.7.6.2	AIRCRAFT CONTAMINATED WITH BODY FLUIDS	3-84
3.8	SAFETY DURING AIRCRAFT DE-ICING/ANTI-ICING OPERATIONS	3-85
3.8.1	GENERAL	3-85
3.8.2	PERSONNEL SAFETY	3-85
3.8.3	OPEN BASKET OPERATIONS	3-86
3.8.4	CLOSED BASKET OPERATIONS	3-86
3.9	POSITIONING OF GROUND EQUIPMENT	3-87
3.9.1	B737 POSSIBLE POSITIONING OF THE GROUND HANDLING EQUIPMENT	3-87
3.9.2	A320 POSSIBLE POSITIONING OF THE GROUND HANDLING EQUIPMENT	3-88

3.1 RAMP SAFETY IN AIRCRAFT HANDLING

3.1.1 INTRODUCTION

Ramp safety rules and procedures promote safe ground handling. Therefore, the minimum safety rules and procedures defined in this section shall always be applied and understood by all personnel working on the ramp. Aircraft damage can endanger passengers, 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.

See: **0.7 – Reporting System**

3.1.2 GENERAL RAMP SAFETY

3.1.2.1 ENGINE DANGER AREAS

There is a particular risk of injury or damage in areas affected by aircraft engine intakes, exhausts and propellers. 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 shall 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 shall never position yourself or your equipment in the following critical areas before or during aircraft departure and arrival:

- Engine intake area;
- Engine blast area;
- Propeller rotation area.

Make sure the engine intake/propeller rotation area is clear at all times when engines are running or the engine start is about to begin.

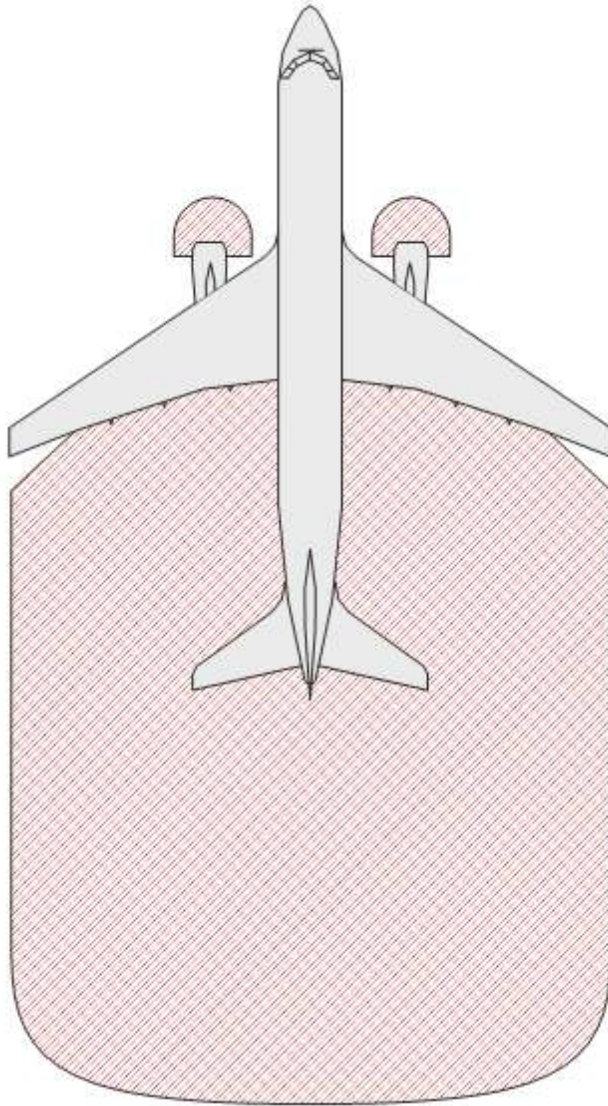
It is forbidden to pass through the blast area while the engines are running.



DANGER: Ground personnel and/or loose equipment shall stay clear of the intake and blast areas.

3.1.2.2 ENGINE DANGER AREA DIAGRAMS

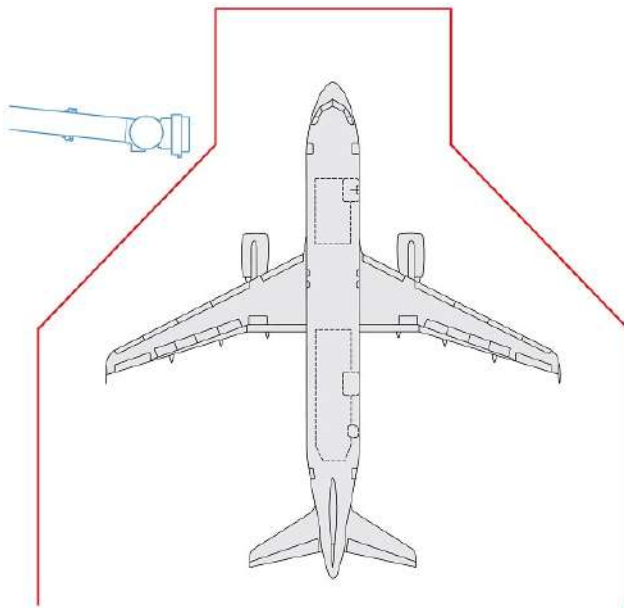
Example of engine danger area-Jet Aircraft



NOTE: The extent of these areas vary for each aircraft type as well as whether the engines are at IDLE or BREAKAWAY thrust. Refer to the manual for each aircraft type.

3.1.2.3 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 painted 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 (FOD) before and during aircraft arrival and departure.



CAUTION: For safety reasons, spillage should be cleaned immediately to reduce the risk of personnel falling or risk of fire, in case of flammable substance spillage.

3.1.2.4 FOREIGN OBJECT DEBRIS

Foreign Object Debris (FOD) is a general term that applies to all loose objects that are a danger to the safety and integrity of an aircraft and which, therefore, shall 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 waste material shall be properly disposed of such that it does not become FOD and all FOD shall be removed and properly disposed of as soon as it is discovered. 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 and towels.
- Metal: nuts and bolts, empty oil and hydraulic fluid cans, tools and equipment.
- Natural objects: rocks, pebbles and wood.
- Other debris: burst ballast bags, luggage handles and wheels, etc.



CAUTION: FOD may be sucked 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, FOD can damage tires, the undercarriage, control systems and other parts of the airframe, which can lead to in-flight failures.

FOD Checks:

The following checks shall be conducted prior to any aircraft movement and after servicing operations:

- Check ground equipment staging and parking areas in proximity to the area of operation.
- Do routine checks of ground equipment (including floors of enclosed cabins) to ensure that everything is secure and operational, and not about to fall off and become FOD.
- In ramp areas, ensure that anything carried in or on a vehicle is secured.
- Before aircraft arrival, conduct a FOD walkaround of the aircraft parking stand, removing all FOD found.
- Pick-up and dispose of all FOD in designated garbage bins, where provided.

3.1.2.4.1 FOD PREVENTION

All personnel involved in aircraft handling should receive initial and recurrent training in FOD detection, prevention and removal. Effective housekeeping to maintain a FOD free and tidy work-place is the key element to FOD prevention. Inspections must be conducted regularly in order to ensure areas where aircraft operate are clean of rubbish and other debris that can cause FOD. Each gate area shall be checked prior to arrival and departure or aircraft movement.

3.1.2.4.2 GSP PROVIDERS RESPONSIBILITIES

The GSP Must have a FOD prevention program. The GSP Management has overall responsibility for developing and implementing an effective FOD program in their work area and must encourage all employees to participate in the program. They shall assign specific areas of responsibility for FOD prevention, review FOD reports and assure corrective action as necessary. It must be ensured that each FOD incident is investigated and positive corrective action is taken to prevent a recurrence. All required FOD inspections shall be performed per the guidelines of IATA/ICAO. Supervisors of each work area must be aware of the potential for FOD and be knowledgeable of their area of responsibility and assure subordinate personnel are aware of the responsibility and assure subordinate personnel are aware of and are participating in the FOD prevention program effort. They must inspect the area of their responsibility regularly. The FOD prevention program should include:

- Physical FOD inspection prior to aircraft movement;
- Airport Authority must have a program for the inspection of runways, taxiways and aprons for foreign objects and surface deterioration;
- Personnel conscientiously picks up foreign objects and dispose of them appropriately and prevent FOD in all work areas;
- Current training of staff and general awareness about FOD;
- Corrective action from FOD investigations;
- Adequate provision of FOD receptacles/containers;
- Accountability of tools and material;
- Routine maintenance and cleaning of ground support equipment.

All employees involved in aircraft operations and associated businesses must receive training to recognize and be responsible for the elimination of conditions that could result in FOD. Personnel must take ownership of identifying FOD hazards and advise their manager/supervisor of any condition that may result in FOD.

All appropriate measures must be taken to prevent FOD. Continual improvement practices should be considered and implemented with an aim to minimize and ultimately remove FOD on the apron (e.g. use of plastic wrapping to cover or contain bulk freight items including correct disposal of).

3.1.2.4.3 FOD CONTAINERS AND SWEEPING

Sufficient disposal containers, conveniently located, and conspicuously marked must be available at areas of aircraft handling to ensure that found debris can be properly and safely disposed of. A waste container should be placed at each gate position. This container should be equipped with a lid to protect against the wind blowing debris from the container. The size of the container should be relatively so that the container is not used for bulk waste. The container should be in bright colour and marked with the letters "F.O.D." All airside areas including aircraft manoeuvring areas, aprons and gates and the areas adjacent to them, must be swept routinely. The areas in which ground support equipment is staged should be swept periodically. All hangar, line maintenance and work areas must be cleaned regularly. Tools used in and around aircraft and aircraft engines must be checked and accounted for. The work area must be checked for loose items and FOD checks for debris on the floor and/or equipment must be done prior to bringing or removing an aircraft to/from the hangar. Hangar aprons and run-up bays must be maintained FOD free. Areas must be inspected daily, prior to aircraft arrival and prior to aircraft pushback. The pavement must be inspected for deterioration and any deterioration identified should be reported and repaired promptly. All loose items must be kept well away from operating engines.

3.1.2.4.4 FOD INCIDENT REPORTING

Every damage to an aircraft must be reported. A "Damage to Aircraft Report" shall be issued and completed and all necessary documentation (photos, evidence, witnesses) has to be compiled accordingly. The report must be sent to *THE AIRLINE* via IQSMS or e-mail. See: **0.7 - REPORTING SYSTEM.**

3.1.2.5 PERSONNEL PROTECTIVE EQUIPMENT (PPE)

All personnel shall be issued with and wear appropriate PPE as required for their role and as per local regulations to include:

- Safety footwear.
- Hearing protection.
- High visibility clothing.
- Gloves.
- Any other specified PPE as per local requirements.

NOTE: Neckties or other loose hanging accessories which may pose risk shall be of the quick release type (clip).

3.1.3 SAFETY INSTRUCTIONS FOR OPERATING GROUND SUPPORT EQUIPMENT ON THE RAMP

3.1.3.1 GENERAL SAFETY INSTRUCTIONS FOR GROUND SUPPORT EQUIPMENT

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:

- Taxing aircraft or aircraft under tow/pushback.
- Embarking and disembarking passengers on the ramp.
- Emergency vehicles.



CAUTION When operating any GSE:

- Check the aircraft for possible damage in the equipment contact zone before bringing the GSE up to the aircraft.
- Immediately report any damage found.
- Do not continue to approach the aircraft with any GSE In the area where damage has been found.
- Use all safety devices fitted on GSE (e.g., proximity sensors, bumpers, handrails, stabilizers) during aircraft handling and servicing.
- Ensure protective rubber bumpers are not compressed against the aircraft fuselage.

3.1.3.1.1 MAINTENANCE

GRH 3.5.3, GRH 3.5.3 AA, GRH 3.5.3 (II), GRH 3.5.3 (I), GRH 3.5.3 (III)

THE AIRLINE requires GSP to ensure:

- Preventive maintenance program plan for each type of GSE;
- Maintenance completed on such equipment is recorded;
- Such equipment remains serviceable and in good mechanical condition.

Each staff member operating equipment is responsible for correct operation. GSP Staff must check the serviceability of GSE Prior to each operation. Only serviceable equipment (e.g. stairs, loading belt) may be used at/for *THE AIRLINE* operated aircraft. Unserviceable equipment shall be clearly tagged "*out of service*", removed from operations and immediately sent to repair. Records of regular inspections/checks of GSE Must be kept with the local station management or at the workshop and accessible for inspections by *THE AIRLINE* on request.

3.1.3.2 BASIC OPERATING REQUIREMENTS FOR GROUND SUPPORT EQUIPMENT

GRH 3.5.1 (I), GRH 3.5.1 (II), GRH 3.5.1 (VI), GRH 3.5.1 (VII)

THE AIRLINE policy for basic operating requirements for GSE:

- Operators shall check the Ground Support Equipment (GSE) assigned to them performing walk-around prior to initial use, in particular the parking brakes, rubber protective bumpers, and safety systems.
- Do not carry extra personnel during GSE movement without an approved seat (i.e., apply the “no seat–no ride” principle).
- Do not operate GSE while using hand-held Portable Electronic Devices (PEDs).
- GSE Shall only be used for its intended purpose.
- GSE Shall never move across the path of a taxiing aircraft, aircraft undertow/pushback or embarking and disembarking passengers.
- GSE Shall not impede the accomplishment of other aircraft handling operations in progress unless there is an important reason to do so.
- Check that all areas of GSE are free of contamination, FOD and safe for use prior to and throughout the operation.
- Do not drive or tow GSE With lifting devices in the raised position, except for final positioning onto the aircraft.
- Do not operate the GSE Platform while in motion.
- Do not allow any GSE (e.g., tractors, pallet transporters, baggage/cargo carts and dollies) to move or be positioned under the aircraft fuselage.
- Once motorized GSE Is in its servicing position at or near the aircraft:
 - Apply the parking brake with the gear selector in the park or neutral. If no selection for parks.
 - Turn off the engine, unless required when in operating/servicing mode.
 - Install GSE Wheel chocks, where equipped.
 - If equipped with stabilizers, ensure they are deployed before the GSE Is used for servicing. Deploy other safety devices, if fitted.
 - When motorized GSE Is in operating/servicing mode, remain in a position whereby the emergency controls can be promptly accessed. This includes the immediate vicinity of the controls or an immediately adjacent and accessible location, e.g. the cargo hold in the case of a ULD loader, where required to operate the aircraft cargo loading system, restraints and/or nets.
 - If motorized GSE is not fitted with external emergency controls, the operator shall remain in the operating position and in control of the equipment when in operating/servicing mode.
- When unattended motorized GSE/vehicle is positioned in or adjacent to the ERA. :
 - Do not leave the engine running. In extremely cold weather conditions where local procedures permit engines to run unattended, the motorized GSE /Vehicle shall be chocked.
 - Apply the parking brake with the gear selector in the park or neutral and, where equipped, install wheel chocks.
- The Ground Power Unit GPU And Pre-Conditioned Air PCA May be left running unattended when connected to the aircraft, provided the serviceability and fuel levels are checked periodically.

- A No-Touch policy (i.e., GSE shall not touch the aircraft) shall be employed for all GSE types.
 - GSE and passenger boarding bridge (PBB) not equipped with self-leveling sensors shall be positioned in a way to ensure that:
 - The protective rubber bumpers do not touch the aircraft fuselage to allow vertical movement of the aircraft during the whole ground handling process.
 - The gap between GSE and aircraft shall not allow a person or large piece of equipment to fall through. As a guideline, a gap of 5 cm (2 in.) or two fingers should be maintained between the device and the aircraft.
 - Maintain clearance between the GSE and the aircraft fuselage at all times.
- *NOTE: No-Touch policy does not apply to GSE and PBB equipped with self-levelling sensors. Protective rubber bumpers may slightly touch the aircraft but shall not be compressed against the aircraft fuselage.*
- When positioning GSE Ensure that a clearance is maintained between all GSE And the aircraft to allow vertical movement of the fuselage during the entire ground handling process.
- All safety rails shall be fully retracted/lowered during positioning and removal where possible.
- After positioning equipment on the aircraft, raise or extend all safety rail/s on conveyor belts, loaders and other elevated devices, except where restricted by aircraft type.
- GSE Shall be parked in the designated airside equipment parking areas when not in use.
- Do not obstruct access to firefighting equipment or to the fuel hydrant emergency stop switch.
- Securely stow GSE Cables and hoses, where fitted, prior to transportation and when not in use.

3.1.3.3 NON- MOTORIZED GROUND SUPPORT EQUIPMENT

GRH 3.5.1 (IV)

The following precautions shall be taken when operating non-motorized GSE :

- When parked and/or when not connected to motorized vehicles, all non-motorized GSE Shall have brakes set or chocks in place, with the exception of aircraft tow bars.
- Unit Load Devices (ULDs) shall be secured on dollies (or trailers/trucks) using the appropriate restraints.
- 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.
- The number of carts and dollies allowed is usually limited by the local airport authority or ground service provider, however, in critical conditions (e.g. slippery surface conditions, congested facilities, low visibility) this number should be re-evaluated and might be reduced to ensure safe operations on the ramp.
- During transportation with carts and dollies, the load shall be properly secured by using appropriate locks, stops, rails, curtains and straps.
- The overall height of loads shall permit safe lifting of each piece of the load during loading and offloading of carts by personnel standing on the ground.
- Light packages shall not be wedged between heavier items.
- When using tarpaulins, all straps shall be securely fastened to the baggage cart.
- If equipped with stabilizers, ensure they are deployed before the GSE is used for servicing. Deploy other safety devices, if fitted.
- When not in use, the braking system shall be engaged on all strings of baggage carts.
- Towable Air Start Units ASU, PCA, and GPU Shall not be connected to the tow vehicle and aircraft at the same time, if possible. Before towing the unit away, the operator shall make sure the unit is disconnected from the aircraft.
- If using maintenance stairs e.g., to open and close cargo hold doors:
 - The stairs shall be fitted with safety rails to prevent falls.
 - Maintenance stairs should be facing towards the panel which is being accessed. Retractable/extendable safety rails shall be lowered or retracted during positioning.
 - Raise or extend retractable/extendable safety rails prior to any personnel accessing the stairs.
 - Moving or repositioning the stairs is not permitted while a personnel is on the stairs.



DANGER: While the movement of carts and dollies by hand is very simple, it can result in injuries. Therefore, additional care shall be taken.

3.1.3.4 GROUND SUPPORT EQUIPMENT SAFETY DRIVING AND PARKING INSIDE THE EQUIPMENT RESTRAINT AREA

GRH 3.5.1 (III), GRH 3.5.1 (V)

To verify serviceability of GSE and to test the apron surfaces, operators shall apply the following precautions when driving or parking GSE within the Equipment Restraint Area ERA.

- Make one complete stop with all motorized vehicles/equipment prior to entering the ERA. or at 5 m from the aircraft. This action shall be carried out even if there is no Equipment Restraint Line marked on the apron.
- Do not drive GSE faster than walking speed 5km/h.
- Maneuver GSE carefully to prevent personnel injury and/or aircraft damage.
- Avoid performing any sharp turns near the aircraft, particularly when towing equipment.
- When GSE is being moved near the aircraft, and when the vision of the GSE operator is or might be restricted, the GSE operator shall be:
 - Guided by a guide person using standard *IATA signals*. If visual contact with the guide person(s) is lost, the GSE operator shall stop the movement of the GSE immediately.
 - Assisted by means of appropriate proximity sensing and warning systems and/or visual aids such as cameras and mirrors.
- GSE that are not directly involved in the handling or servicing of the aircraft shall not be driven through or parked within the ERA.
- Do not drive or park under the aircraft fuselage and/or wing.

3.1.3.5 PASSENGER BOARDING BRIDGE

GRH 3.5.2 (II), GRH 3.5.2 (I), GRH 3.5.2 (III), GRH 3.5.2 (IV)

The operator of the Passenger Boarding Bridge PBB shall be trained and authorized to operate the PBB and shall:

- Check that the PBB is serviceable before use.
- Report any malfunction of the PBB To the appropriate person/authority.
- Check that the walking surfaces are free of FOD, obstacles and safe for use.
- Only personnel required for the PBB operation shall be in the PBB While it is moving.
- The PBB shall be fully retracted or parked in its safe designated parking position prior to arrival and departure.
- The safety barrier shall be in place whenever the PBB is not on the aircraft.
- Make sure the movement path is clear before moving the PBB.
- When positioning the PBB at doors and driver/operator vision is restricted, use a guide person.
- Make sure the guide person can accurately judge clearances and communicate signals to the driver/operator. Stop immediately if visual contact with the guide person is lost.

NOTE: A guide person is not required if the PBB Is fitted with systems that enable the operator to accurately judge clearances and properly position it to and from the aircraft (e.g., sensors).

- Move the PBB slowly towards the aircraft, avoiding any aircraft sensors or protrusions, until either the protective bumpers just touch the aircraft or the PBB's proximity sensors stop the movement.
- Make sure the PBB Does not contact the wing root leading edge fairing that extends under certain cabin access doors or any other sensors or fairings.
- Make sure any sliding rails and canopies on the PBB are fully retracted during positioning and fully extended only once the equipment is in position.
- Maintain adequate clearance between the PBB and the bottom of the door, or as directed by the cabin door markings. This reduces the possibility that the aircraft door will rest on the PBB as the aircraft settles during loading and unloading.

- Engage any safety systems and auto-leveller features if applicable. If the PBBs are not equipped with an auto-leveller, the PBB shall be attended by an operator whenever it is positioned in an aircraft.
- Do not leave gaps between the PBB and the aircraft that would allow a person or large piece of equipment to fall through.
- Ensure that the cabin door is closed before removing the PBB.
- Where integrated with the PBB ensure ground power cables and PCA hoses are disconnected from the aircraft prior to moving the PBB unless required for operational purposes.
- When positioning is complete, the PBB controls shall be isolated, as applicable.

3.1.3.6 PASSENGER STAIRS

The following precautions shall be taken when operating passenger stairs:

- Check that the passenger stairs are serviceable before use.
- Check that the walking surfaces are free of contamination and safe for use.
- Passenger stairs shall be outside the ERA. before aircraft arrival and departure.
- Make sure the movement path is clear before moving the passenger stairs.
- Move the passenger stairs slowly towards the aircraft, avoiding any aircraft sensors or protrusions, until either the protective bumpers just touch the aircraft or the equipment's proximity sensors stop the movement.
- When positioning passenger stairs at the aircraft doors and the driver/operator vision is restricted, use a guide person.
- Make sure the guide person can accurately judge clearances and communicate signals to the driver/operator. Stop immediately if visual contact with the guide person is lost.

NOTE: A guide person is not required if the passenger stairs are fitted with systems that enable the operator to accurately judge clearances and properly position the equipment to and from the aircraft (e.g., sensors) or systems that automatically dock and undock the stairs at the aircraft

- If passenger stairs are towed, disconnect them from the tractor and manually position them at the aircraft.
- Maintain adequate clearance between the passenger stairs and the underside of the cabin door, or as directed by the cabin door markings to prevent damage.
- Engage any safety systems and auto-leveller features, if applicable. If the passenger stairs are not equipped with an auto leveller, the level of the passenger stairs shall be monitored and adjusted, as required.
- Deploy stabilizers, if fitted. Do not allow anyone (except the operator) to use the stairs until the stabilizers are deployed.
- Make sure any slide rails and canopies on the passenger step platform are fully retracted during positioning.
- Extend side rail/s after the cabin door has been opened.
- 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.
- Close the cabin door before removing the passenger stairs.
- After the cabin door has been closed, confirm there is no staff on the stairs prior to retracting stabilizers.

- If the stairs are not positioned on the aircraft, they shall be pulled back sufficiently to allow the deployment of slides in case of emergency.
- If passenger stairs are towed when removed from the aircraft, manually position them clear of the aircraft to a suitable position before connecting them to the tractor.


DANGER:

- Cabin doors shall only be in the open position if there is a GSE or boarding device positioned at the door.
- Cabin doors may never be opened without any equipment positioned in 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.

3.1.3.7 BELT LOADER

The following precautions must be taken when operating a belt loader:

- Do not sit or stand on a conveyor belt while it is in operation (up or down).
- Stop operating the conveyor belt or raise or lower the boom when personnel are on the belt.
- Stop operating the conveyor belt or raise or lower the boom when personnel are on the belt.
- The boom of the belt loader shall never be positioned inside the cargo hold of any aircraft.

Exception: Specially designed belt loaders (e.g., Ramp Snake and Powerstow) that require the equipment to be positioned inside the cargo hold.

- Position and remove a belt loader in a straight line.
- Position the boom at an angle to the cargo hold doorsill that will:
 - Allow tractors/trailers to access the belt loader without impeding slide deployment areas and passenger evacuation routes.
 - Prevent items and personnel from falling between the boom and doorsill.
- The rubber bumpers on the belt loader shall never contact the aircraft. Maintain clearance between the belt loader and the aircraft at all times.
- Always raise the side handrail as soon as the belt loader is positioned. Make sure it does not touch the aircraft fuselage.
- The handrail shall also 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.
- Ensure proper separation between articles on the conveyor belt to avoid jamming.
- Adjust the back of the conveyor belt correctly to avoid dropping goods from the belt.
- The handrail may be lowered to accommodate large items during loading and unloading.
- Do not stand or walk on the conveyor belt when the handrail is lowered.
- Ensure the boom is clear of the aircraft or other obstacles before making a turn.

3.1.3.8 UNIT LOAD DEVICE LOADER

- The following precautions shall be taken when operating a ULD Loader:
- Check that the walking and loading surfaces are free of contamination and safe for use.
- Lower both platforms while manoeuvring a ULD Loader.
- The ULD Loader shall be outside the ERA. Before aircraft arrival and departure.
- Make sure the movement path is clear before moving the ULD Loader.
- Retractor lower handrail, platforms and operator sections to ensure adequate clearance before positioning the ULD Loader, where possible. Make sure that ULD guide rails are in the proper position before positioning the ULD Loader at the aircraft.
- Never drive a ULD Loader under the wing of an aircraft.
- Move the ULD Loader slowly towards the aircraft, avoiding any aircraft sensors or wing canoe fairings.
- If visibility is limited or the aircraft type requires the ULD Loader to be near the fuselage or wing trailing edge, a guide person shall be used.
- ULD Loaders shall never contact the aircraft. Position the ULD Loader no closer than 5 cm (2 in) from the aircraft or until the proximity sensors stop the movement if equipped.
- Do not open/close aircraft cargo compartment doors while standing on a ULD loader. Use the technical steps or a belt loader with a raised side safety rail, and deploy stabilizers, if equipped.

Exception: Not applicable to main deck cargo doors.

- Engage any safety systems and auto-leveller features, if applicable. If the ULD loader is not equipped with an auto leveller, the level of the ULD Loader shall be monitored and adjusted as required.
- Deploy stabilizers, if fitted, and raise safety rails.
- Constantly monitor the parts of the aircraft that could contact the ULD Loader (e.g., edge of the cargo hold opening, aircraft cargo door, control panel doors, fairings on fuselage and wings).
- Adjust the ULD Loader's front platform during loading as required when the aircraft's level varies as the load changes.
- The ULD Loader's front platform shall not be raised or lowered when a person is accessing the equipment's stairs.
- Do not stand between the ULD Loader and dollies.
- Align dollies correctly to the ULD Loader. Use a guide person, if required.
- ULD Loaders should not be used to transport ULDs across the ramp unless specifically designed for this purpose.
- Do not move ULDs until personnel are clear of all hazards.
- The vehicle (dolly or other) shall be positioned close to the ULD loader platform periphery and shall be at the same height before the transfer takes place.
- The use of external mechanical force to move ULDs should not be necessary, except with very heavy ULDs that may not move by manual force alone. Any such process shall be carried out with approved equipment and procedures.
- Do not rotate a ULD on a ULD Loader elevator platform while raised or in transit.
- All personnel shall keep clear of the elevating platform when it is being raised or lowered.
- Before removal or repositioning of a ULD Loader, ensure any load positioned in the doorway is secured against rollout.

- Whenever possible, reverse in a straight line at a walking pace, monitoring all sides for clearance.
- Ensure the path of the ULD loader is clear of all obstructions prior to initiating turns.

NOTE: The ULD loader shall be positioned at a 90-degree angle to the cargo doorsill.



DANGER: Do not enter or place any part of the body inside the 'scissor' area beneath the ULD loader.

3.1.3.9 ELEVATING EQUIPMENT

The following precautions shall be taken when operating elevating equipment:

- The final position of the elevating equipment shall allow for a safe working area while in the raised position at the aircraft door to prevent personnel and objects from falling.
- Raise the body of the elevating equipment to the correct height for servicing.
- Check the security of seals, as required.
- Check security documentation, as required.
- Any elevating equipment doors not being used for services at the aircraft shall be closed and latched.
- Carefully place the portable ramp/bridge on the doorsill from the platform side, as necessary.
- Equipment (e.g. catering cart) and passengers in wheelchairs shall be pushed on and off the aircraft. Always ensure a hand-to-hand exchange. No elevating equipment is to be staged on the platform, and no loose items are to be transported on top of carts (e.g., catering equipment).
- Continually observe and be aware of the clearance between the aircraft door and the elevating equipment platform.
- When the servicing is finished, carefully remove the portable ramp/bridge from the platform side and stow it securely and close the aircraft door.
- The passengers and/or the load shall be secured properly inside the elevating equipment. Passengers shall be seated and wearing seat belts. Passengers seated in wheelchairs shall have the wheelchair secured during elevating equipment movement.
- Visually check for any obstructions over both sides of the elevating equipment before lowering.
- Lower the truck body into the fully lowered position.
- Close and secure all the doors of the elevating equipment when the servicing is finished.
- Perform a walk-around to check for FOD. And clearance around elevating equipment stabilizers.
- Use a guide person when vision is restricted. The guide person shall be able to accurately judge clearances and communicate signals to the driver/operator. Stop immediately if visual contact with the guide person is lost.
- All elevating equipment shall cease operating when the wind speed reaches 40 knots (gusting).

DANGER: Do not enter or place any part of the body inside the 'scissor' area beneath the elevating equipment.

NOTE: Elevating equipment, which is typically used for boarding and loading either PWD and/or catering, can be also used for loading cargo safely through the passenger door.

3.1.3.10 TRACTOR/ELECTRIC BAGGAGE TAG

The following precautions shall be taken when operating a tractor or an electric baggage tag, EBT:

- Take care to avoid sudden sharp turns, jerks and stops.
- Prior to moving with towed load, ensure there are no personnel between or near the towed load.
- Only transport baggage, cargo, or other items in the designated areas, if equipped.
- Use the remote push button control (inching operation) to connect dollies, carts, or towed load, where fitted.
- When Tractor/ EBT is near the belt loader during aircraft handling, a gap of at least 1 m (3 ft.) shall be maintained.
- When removing carts during the loading on or unloading from smaller aircraft or aircraft with low wings, the tractor shall be positioned pointing away from the aircraft wing and the cart maneuvered by hand to the tractor, as required.
- The appropriate type of dolly shall be used according to the ULD type to transport the load.
- Keep an appropriate distance between dolly and ULD loader during loading and unloading process. To avoid ULD falls, realign the dolly if the distance between ULD loader and dolly is unsafe.
- Ensure ULD is fully transferred onto the ULD loader before moving the Tractor/EBT.
- Ensure all the ULDs are secured on the dollies and flaps, or curtains are closed before transporting.
- Ensure where possible dollies/carts are connected as a chain, apply brake, and insert chocks where applicable, to avoid the movement.

3.1.3.11 ULD TRANSPORTER

The following precautions shall be taken when operating ULD transporters:

- Do not sit or stand on the roller bed.
- Do not stand between the ULD transporter and ULD loader/dollies.
- Position the ULD transporter at a 90-degree angle to the ULD loader/dolly to ensure the safe transfer of load.
- If fitted with an elevating platform:
 - Do not transport ULDs across the ramp with the platform in the raised position.
 - Do not raise the platform until final positioning at the aircraft.
- A guide person shall be used when operator visibility is or may be otherwise restricted (e.g. when reversing with a ULD on a Transporter that is not equipped with cameras and/or mirrors that provide full visibility of the intended movement path). If visual contact with the guide person(s) is lost, the operator shall stop the movement of the ULD Transporter immediately.
- Shall be operated in low gear and not faster than walking speed while manoeuvring in the ERA.

NOTE: For combined ULD transporter/loader devices See: 3.1.3.8 - UNIT LOAD DEVICE LOADER for further precautions.

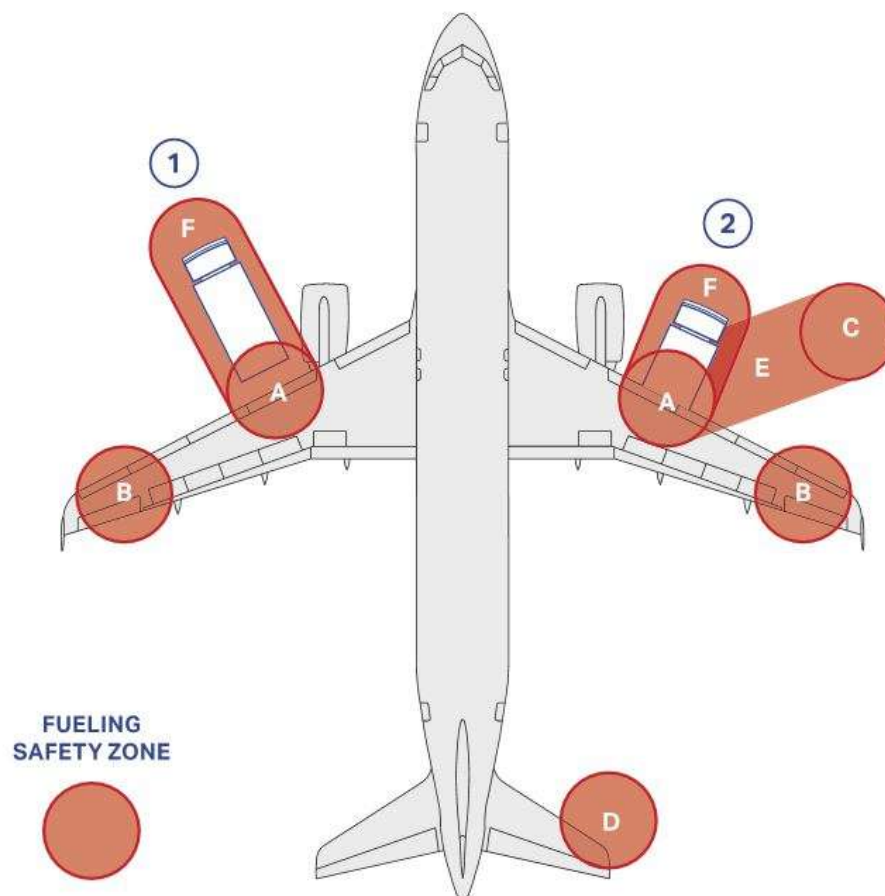
3.2 SAFETY DURING FUELING/DEFUELING

3.2.1 FUELING SAFETY ZONE

GRH 4.1.4

The Fueling Safety Zone FSZ is defined as an area of at least 3m(10 ft) in any direction from the center point of all fuel vent exits, refueling plugs, aircraft refueling ports, fuel hydrants, fuel hoses and fueling vehicles. This distance may be increased as required by local airport or civil aviation authorities.

EXAMPLE OF FUELING SAFETY ZONE - JET AIRCRAFT



REFERENCE	DESCRIPTION
A	Aircraft refuelling port/plug
B	Fuel vent exit
C	Fuel hydrant pit
D	Fuel vent exit (according to the aircraft type)
E	Hoses
F	Fuel truck or hydrant dispenser
1	Fuel Truck
2	Hydrant Dispenser

Within the FSZ, all personnel shall ensure that they:

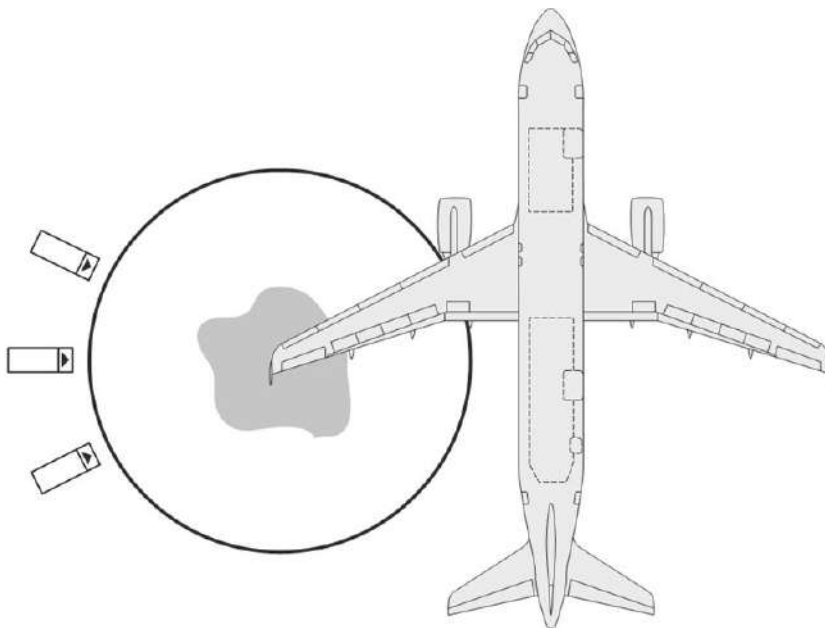
- Do not smoke.
- Do not use any handheld portable electronic devices including cellphones, portable music players, portable game units or earpieces or headsets.
- Enter the FSZ only when required by your current job task/responsibility.
- Assume that fueling is taking place anytime a fuel vehicle is on the stand during aircraft servicing and fuel hoses are connected.
- Do not leave vehicle engines running unnecessarily.
- 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.
- Do not allow any passengers to enter the FSZ.
- Avoid the use of motorized GSE within the FSZ.
- Do not park any equipment in the FSZ.
- Ensure fuel hoses are protected and all equipment is kept a minimum of 1 m (3 ft) away from any fuel hose on the stand that is connected between a fuel truck and an aircraft.

3.2.2 FUEL SPILL PROCEDURE

GRH 4.1.3 (I), GRH 4.1.3 (II), GRH 4.1.3 (III)

Take the following safety measures whenever a fuel spill occurs:

- Activate the emergency shut-off valve, where installed.
- Alert the person in charge of fuelling and/or the Commander of the spillage.
- Contact the local fire service.
- Verify with authorities/supervisors whether to stop all activity around the aircraft.
- As far as possible, restrict all activities inside and outside the spill area to prevent access and to reduce the risk of ignition.
- Secure the area 15 meters from the contaminated area.



3.2.2.1 EMERGENCY PROCEDURES

GRH 4.1.7

In the event of a fuel spillage the following actions should take place:

- Fueling vehicles should be equipped with spill kits and marked accordingly
- STOP the fueling operation, advise the Captain and appropriate Authority and the Emergency Services.
- Evacuate all persons from the immediate area.
- If save to do so, mobilize fire fighting equipment as standby protection until the arrival of the airport emergency services.
- Control the movement of unauthorized personnel and equipment into the area.
- As far as possible, restrict all activities inside and outside the spill area to reduce the risk of ignition.
- All electrical equipment in use during the fuelling operation must be switched off immediately
- Normal operations must not be resumed on the aircraft or any engines started before the person in charge of the emergency, determines that it is safe to continue.
- If fuels are spilt on any item, then such items are NOT TO BE LOADED into the aircraft.
- In the event of a fire occurring either on or in the vicinity of the aircraft STOP the fuelling operation and call the emergency services.
- DO NOT start APU until the spilt fuel is removed and there is no further risk of spilt fuel or vapours.

3.2.3 FUELING/DEFUELING WITH PASSENGERS ON BOARD

GRH 4.1.2 (I), GRH 4.1.2 (II), GRH 4.1.2 (III), GRH 4.1.5 (I), GRH 4.1.5 (III)

When fueling/defueling with passengers/crew on board and/or during their boarding or disembarking:

- Keep designated escape exits clear. An escape exit may be either a PBB into a terminal building, a cabin door or a passenger stair truck positioned on an open cabin door.
- Ensure that all areas on the stand below the designated escape exits are kept free of any equipment and vehicles that would impede the deployment of an escape slide.
- Do not hinder the escape routes of passengers on board by ensuring that passenger stairs and PBB are clear of FOD.
- Re-/De-Fuelling of an aircraft with passengers/crew embarking, on board or disembarking is allowed when:
 - It is not prohibited by Local Airport Authorities and/or regulations.
 - *THE AIRLINE* qualified staff must remain at a specified location during fuelling operations. This qualified staff must be capable of handling emergency procedures concerning fire protection and fire-fighting, handling communications and initiating and directing an evacuation.
- Two-way communication shall be established, tested and remains available between ground staff, supervising the refuelling, and qualified staff on board. This communication may take place via the aircraft interphone communication system or via other suitable means.
- The person responsible for supervising the refuelling shall inform crew/staff on board and around the aircraft that fuelling is about to commence and when fuelling is completed.
- If a hazard arises during re/defueling, ensure that fueling is stopped immediately and the crew/staff on board is informed.

- The fuel truck or hydrant dispenser shall not be parked on the embarkation or disembarking path.
- Ground activities outside the aircraft and work within the aircraft, such as catering and cleaning, should be conducted in such a manner that they do not create a hazard or obstruct emergency exits.
- All exit areas, cabin aisles and cross aisles inside the aircraft should be kept clear if obstructions.
- When passenger loading bridges are in use, access to the terminal shall be available.
- When a passenger loading bridge is not in use, aircraft passenger steps or alternate means of emergency evacuation should be in place.
- Passengers joining or leaving the aircraft via the apron are moved without delay under the supervision of a responsible person over a safe route. Passengers shall be kept at a safe distance from the fuelling operation and other hazardous areas such as aircraft engines, APU exhaust and fuel tank vents "No smoking" regulations shall be strictly enforced.
- Aircraft fitted with integral stairs must have these deployed.

3.2.4 SAFE FUELLING PROCEDURES

GRH 4.1.6 (I), GRH 4.1.6 (II), GRH 4.1.6 (III)

Aircraft ground handling activities take place at the same time as aircraft fuelling operations, which covers refuelling and de-fuelling. GSP must ensure the safety and integrity of the operation according to *THE AIRLINE* safety policy:

- The GPU shall be started and electrical connections made before fuelling begins. The unit shall NOT be disconnected or switches operated during fuelling.

NOTE: In the event of fuel spillage, if safe to do so, the GPU shall be stopped immediately and must remain stationary until the spill is removed and there is no danger from flammable vapour.

- Equipment with metal wheels or metal studded tyres capable of producing sparks shall not be moved in the safety zones.
- Only authorized persons and vehicles are permitted in the fuelling zone.
- Fuelling operations with PCA may be carried out subject to the same conditions as those applicable to general aircraft servicing with the exception that, in the event of fuel spillage the engine of the unit shall be stopped. This is to prevent the possibility of flammable vapours being passed into the aircraft's passenger compartment.
- Refuelling vehicles should if possible always move forward into the fuelling position. If a fuelling vehicle has to be reversed a guidance person must be used.
- Vehicles should approach the aircraft at walking speed.
- Fuel trucks and their hoses must not block access to the cabin and hold doors.
- Each trailer tank or towed service must remain coupled to their tractors.
- The aircraft and the fuelling vehicles must be electrically bonded together throughout the fuelling operation to ensure that no difference in potential exists.
- If the bonding cable connecting the fuelling vehicle to the aircraft becomes disconnected during ground operations the fuel operator must be immediately advised.
- Access to the hydrant emergency stop button must be visible and clear of obstructions and all ramps trained in its location use.
- A lanyard must be attached to the hydrant pit valve and should be extended on the apron such that it is free of obstructions and readily accessible to the fuelling operator and ground staff.
- The hydrant pit valve shall be identified by a four-winged flag or equivalent and clearly visible to other ground equipment handlers.
- Minimize the length of the hydrant inlet hose to limit the exposure of the hose to damage
- The Fuel operator must maintain control of fuelling operations using the handheld deadman device throughout the operation, remaining outside the vehicle cab at all time
- Fuelling vehicles and equipment must have hoses of sufficient length to allow the fuelling platform to be fully lowered whilst the hoses/couplings are connected to the aircraft fuelling manifold.
- Extreme care must be taken to position the refuelling vehicle and equipment correctly, ensuring that strain is not applied to the fuelling hoses, coupling and manifolds on the aircraft when the platform is lowered.
- Vehicles must be designed to ensure that the fuelling hoses can not become entangled with equipment during the movement of the fuelling vehicle's platform.
- Platforms must not be raised or lowered while fuelling operations are taking place.
- When raising the lift platform of the fuelling vehicle care must be taken to ensure that it does not touch any part of the aircraft.
- The fuel operator should conduct a final walk around the vehicle before leaving the aircraft to ensure all hoses have been disconnected and stowed correctly.

NOTE: Fuelling with one engine running on THE AIRLINE aircraft is NOT ALLOWED.

3.2.5 FUEL SERVICE REGULATION REQUIREMENTS

The basic responsibility for the product or service provided by the sub-contractor always remains with the operator. A written agreement should exist between the operator and the sub-contractor clearly defining the safety related services and quality to be provided. Only qualified and trained employees shall be assigned for fueling procedure. The sub-contractor's safety related activities relevant to the agreement should be included in the operator's Quality Assurance Program.

3.2.6 FUEL REQUIREMENTS

Type of the fuel used for *THE AIRLINE* aircrafts is JET A1.

Typical Density: 0.79

Maximum fuel temperature is 49°C.

Minimum fuel temperature is fuel freeze point of the fuel being used +3°C, or -45°C, whichever is higher.

3.2.6.1 FUEL QUALITY CHECK

GRH 4.1.1 (I), GRH 4.1.1 (II)

A quality check of fuel and fuel suppliers is mandatory for each destination where *THE AIRLINE* aircraft operates. Fuel suppliers are obliged to keep standards of fuel safety and quality.

Fuel delivered onto the aircraft must be:

- Of the correct grade and specification for each aircraft type;
- Free from contamination.

PRECAUTIONS TO BE TAKEN TO AVOID MIXING FUELS Prior to initiating refuelling crew members or ground handling agents must verify that the browser contains the correct grade of fuel.

As an assurance that fuel suppliers are maintaining acceptable standards, it is essential that fuelling facilities are inspected at regular intervals. In general, the major fuel companies' operating regulations establish acceptable standards of quality and safety.

Quality and safety procedures should be regularly performed by the fuel companies and for which records should be readily available. All fuel quality control/check records must be available for *THE AIRLINE* if required.

The risk to the integrity of the fuel in relation to its inherent properties and from contaminants can occur at any point in the supply chain from the point of manufacture to the final delivery to aircraft and thus create the potential to adversely affect fuel systems, including fuel tanks, aircraft fuel systems and engines. The primary types of contamination are water, particulate and microbiological material. In addition, contamination can occur from other fuel grades and chemicals that may be in multi-product transport systems.

Microbiological contamination of fuels can cause operational problems such as corrosion of metallic structures, fuel quantity indication problems, and blocking of the scavenge systems and fuel filters during flight. There are a number of signs that can indicate that fuel tanks are contaminated e.g., evidence of contamination of fuel filters, discolouration of sump sample, blocking of fuel injectors, erratic/inaccurate fuel level readings. The erratic behaviour of the fuel quantity gauging system is a sign of microbial contamination, as most gauging systems are capacitance-based and the microbes have a different capacitance than fuel. In any case, this list is not exhaustive and it is possible that a contaminated fuel tank will exhibit none of these signs. Sub-contracted Fuel Supplier must ensure fuel is free from contamination for *THE AIRLINE* aircraft during refuelling operations

Sub-Contracted Fuel Supplier shall implement quality control and assurance that reflects good, accepted international practice as part of quality management, and quality management tools offer support for the management of risks to aircraft safety. It is therefore of basic importance that every responsible organization involved in aviation fuel manufacture, supply, storage, transport, testing and aircraft fueling has such a system in place for managing quality, in order to maintain the aviation fuel specification and quality while in its custody and/or its control.

These systems should ensure that:

- Aviation fuel is manufactured to the latest issue of the relevant specification;
- Facilities and equipment are maintained in good condition for the safe delivery of on-specification, clean and uncontaminated aviation fuel from the refinery to aircraft;
- An auditable and documented record exists, confirming the correct handling and testing of aviation fuel throughout the supply chain from refinery to aircraft;
- Traceability is maintained to ensure that products are on-specification and fit-for-purpose on delivery to aircraft — the requirement for traceability applies to products supplied in accordance with MOD Defence Standard 91-91;
- Where change or variation in standard procedures is required, there is an implemented change management process with clear levels of authority to ensure the integrity of the product supply or service provision system during the change or variance.

3.3 ADVERSE WEATHER CONDITIONS

CAT.POL.MAB.100 (H)

3.3.1 GENERAL

CAT.POL.MAB.100 (H)

Airside operational staff should follow these procedures during adverse or poor weather conditions which may have a negative impact on aircraft handling activities and ground safety. If additional information is required refer to supervisory staff.

3.3.2 WINTER OR SLIPPERY APRON CONDITIONS

Winter weather brings extra hazards, which require awareness and more care on the part of personnel working on the apron to prevent accidents. The following precautions to reduce accident risk shall be taken:

- Plan additional time for all ramp activities and take extra care when walking across apron surfaces, which can be slippery.
- Take extra care when driving, especially when approaching an aircraft. Remember that GSE Require greater distances to stop safely on slippery surfaces.
- Operators of potable water tankers and toilet servicing units shall be vigilant that there is no spillage or leakage that can lead to subsequent freezing. Care shall be taken to keep spillage and overflow to a minimum.
- If apron conditions are hazardous, contact the competent authority to mitigate the hazard. In the event the hazard cannot be mitigated, suspend the affected operations.
- Close all entrance and cargo hold doors as soon as possible and keep them closed to avoid precipitation entry into the aircraft.

NOTE: Reduce speeds in slippery apron conditions. Adjust all activities and operations on the ramp to suit the conditions at the time.

3.3.3 STORMS – LIGHTNING WORK INSTRUCTIONS

GRH 4.1.6 (IV)

LEVELS	ACTION
Amber–ALERT Lightning activity is detected at a distance in excess of 8 km (5 miles) from your operation.	Disseminate lightning warning to airside operating staff so they can prepare and plan their activities to be ready in case of a Red Alert in accordance with local regulatory requirements.
Red–STOP/SUSPEND Lightning activity is detected within 5 km (3 miles) of your operation.	Disseminate the order to stop all airside activities and seek shelter to all airside operating staff.
Green–ALL CLEAR Lightning activity has moved beyond 5 km (3 miles) and is heading away from your operation.	Disseminate the order to resume normal activities to all airside operating staff.

The distances referred to above may vary depending on the local climatic parameters.

3.3.3.1 STORM-LIGHTNING WORK INSTRUCTIONS

On receipt of an ALERT:

- Make preparations for the STOP phase.
 - Suspend non-essential activities in open areas and ensure any staff using or about to use headsets are informed of the alert.
 - Fueling operations can continue, however, the proximity of the thunderstorm/lightning should be continually monitored.
 - Avoid using highly conductive equipment.

On receipt of STOP:

- Stop fueling. Fueling hoses cannot be left attached to the aircraft during any Thunderstorm/Lighting event
- Discontinue aircraft communication by headset.
- Stop all ramp activity and clear the ramp.
- Personnel should seek shelter inside buildings or inside metal-bodied vehicles. No one should seek shelter under any part of the aircraft, loading bridge, near light poles, fences, under trees.
- In accordance with local procedures, the aircraft may come on the stand but the aircraft doors should remain closed and ground servicing suspended.



DANGER: Failure to follow procedures could result in a fatal accident

3.3.3.2 LIGHTNING ALERT CALLOUT

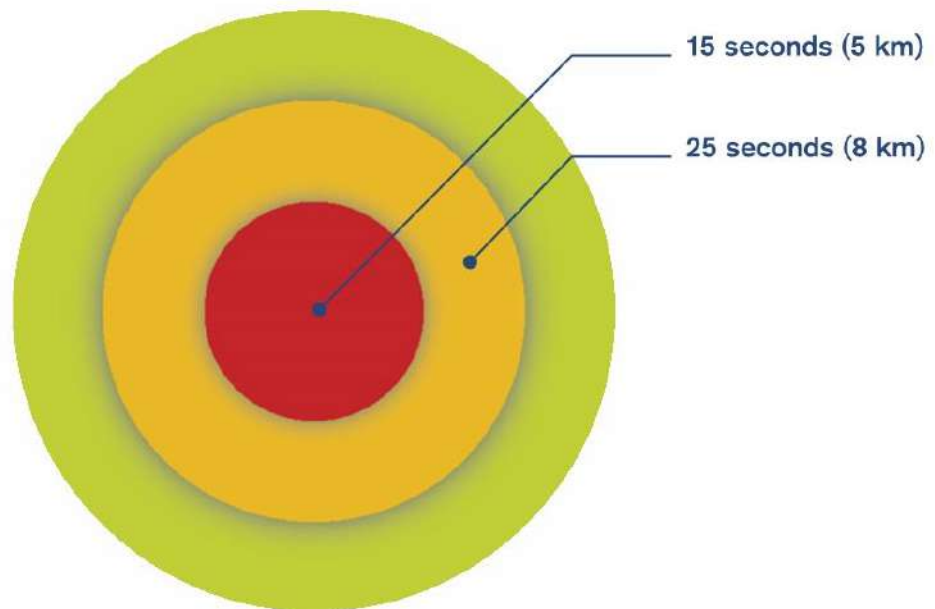
In the absence of an integrated airport notification system, all airside operating staff shall be aware of the following procedures:

- Use the counting method to detect/predict lightning activity. Determine the corresponding level based on the counting method diagram See: **3.3.3.3 - COUNTING METHOD**
- The responsible person notifies all airside operating staff of the lightning alert level. If the person responsible is not available, the counting method should be used by all airside operating staff for self-protection.
- In case of a Red Alert, proceed to a designated shelter.

3.3.3.3 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:



Note: The time indicated is the time between the lightning and the sound of thunder.

- If the counted time is less than 15 seconds, the lightning activity is less than 5 km from the airport.
- If the counted time is between 15 seconds and 25 seconds, the lightning activity is between 5 and 8 km from the airport.

3.3.4 HIGH WIND CONDITIONS

High winds pose a great risk of damage and the following minimum precautions should be taken:

- Ensure the safety of the aircraft by installing additional chocks and removing all equipment from around the aircraft.
- Take extreme care when opening or closing any aircraft doors.
- Make sure parking brakes are set on all parked GSE.
- Set parking brakes and secure by additional means, if necessary, all non-motorized ramp equipment. (i.e., baggage carts and ULD dollies).

3.3.5 HIGH WINDS ACTIVITY TABLE

The following actions shall be taken when sustained winds and/or gusts of wind 25 knots or greater are predicted however it is the actual wind speed at the aircraft parking position, which constitutes the risk for injuries and damages.

Staff Actions	25 to 39 kt 46 to 72 km/h	40 to 59 kt 73 to 110 km/h	Above 60 kt Above 111 km/h
Chock aircraft landing gear as per Aircraft Out of Service/Night–Stop/High Wind,	✓	✓	✓
Remove safety cones	✓	✓	✓
Secure PCA hoses	✓	✓	✓
Remove FOD	✓	✓	✓
Secure ULDs	✓	✓	✓
Secure rolling stock	✓	✓	✓
Strap all propellers on propeller aircraft	✓	✓	✓
Secure PBB and position to minimize surface exposed to the direct force of the wind		✓	✓
Close cargo hold, passenger doors and access panels		✓	✓
Do not initiate the elevation of high-lift equipment and stairs		✓	✓
Park GSE closely together, and adjacent to a building, if possible			✓
Retract PBB			✓



DANGER: High winds pose a great risk of damage and injury.

3.3.6 SANDSTORMS AND LOW VISIBILITY

The following minimum precautions should be taken:

- Issue appropriate Personal Protective Equipment (PPE) such as goggles, masks, covered clothing.
- Ensure the provision of shelter, as required.

3.3.7 INTENSE HEAT

The following minimum precautions should be taken:

- Issue appropriate PPE (i.e., covered clothing);
- Ensure the provision of rehydration for staff;
- Ensure the provision of a temperature-controlled environment during rest breaks.

3.4 HAND SIGNALS

3.4.1 INTRODUCTION

In order to standardize “ground staff–to–ground staff” communication and/or “ground staff–to–flight crew” communication and/or flight crew–to–ground staff communication, the following hand signals are defined:

- **Guide Person Hand Signals**–to be used by a specific guide person in direct liaison with the equipment operator to facilitate movements of any type of GSE.
- **Marshalling Hand Signals**–to be used by ground staff, to assist the flight crew during manoeuvring of the aircraft and engine starting.
- **Technical/Servicing Hand Signals**–to be used by ground staff to communicate technical/servicing information to the flight crew, and by the flight crew to communicate technical/servicing information to ground staff.

NOTE: Only use hand signals when verbal communication is not possible.

NOTE: Make sure acknowledgement of all signals is received from the flight crew.

- **Aircraft Movement Hand Signals**–to be used during the tractor/tow bar, towerless connection/disconnection process, as well as at the start and end of the aircraft ground movement operation.

3.4.2 CONDITIONS FOR USING HAND SIGNALS

The person giving the hand signals shall:

- Use only approved hand signals.
- Wear a high visibility vest.
- Maintain the same role throughout the procedure.
- 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.
- Remain clear of the intended pathway of the vehicle/aircraft where possible.

3.4.3 SPECIFIC REQUIREMENTS FOR USING MARSHALLING HAND SIGNALS

- Do not perform aircraft marshalling unless it is permitted by the local airport authority and you have been trained and authorized.
- Give marshalling hand signals from a position forward of the aircraft while facing and within view of the pilot.
- Wear a high-visibility vest.
- Use illuminated flashlights/wands to improve the visibility of the hand signals in the following situations:
 - Insufficient apron lighting
 - Poor visibility
 - Night conditions
 - When required by local airport authorities or regulations



CAUTION: To avoid any possible confusion by the flight crew, do not use guide person hand signals for equipment until all aircraft marshalling has been completed.

3.4.4 GUIDE PERSON HAND SIGNALS (FOR GSE)

3.4.4.1 TO ATTRACT THE 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.

3.4.4.2 FORWARD MOVEMENT



- Arms held above the head with elbows a little bent and palms facing backward; repeatedly move arms upward and backward, beckoning onward.
- **Meaning:** Move towards the guide person.

3.4.4.3 BACKWARD MOVEMENT



- Arms by sides, palms facing forward, swept forward and upwards repeatedly.
- **Meaning:** Move directly away from the guide person.

3.4.4.4 TURN RIGHT (FROM THE DRIVER'S POINT OF VIEW)



- Left arm pointed downward, hand extended; right arm repeatedly moved upwards towards the guide person's left. Speed of arm movement indicates rate of turn.

3.4.4.5 TURN LEFT (FROM THE DRIVER'S POINT OF VIEW)



- Right arm pointed downward, hand extended; left arm repeatedly moved upwards towards the guide person's right. Speed of arm movement indicates rate of turn.

3.4.4.6 LIFT



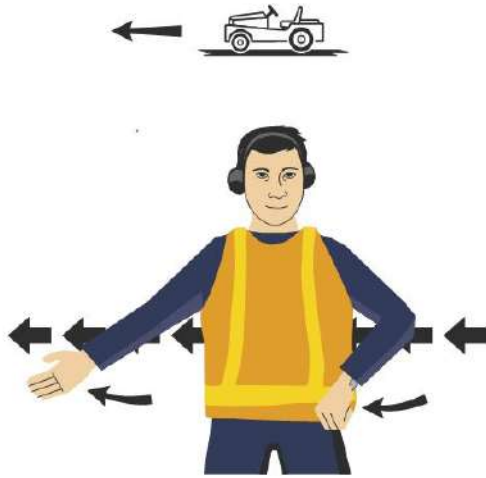
- Stretch both arms toward load or equipment, palms up; hand movement in upward direction.

3.4.4.7 LOWER



- Stretch both arms toward load or equipment, palms down; hand movement in downward direction.

3.4.4.8 ACCOMPANIED MOVEMENT



- Come with load or equipment. Maintain eye-to-eye contact with operator or driver. Swing down opposite arm.

3.4.4.9 INDICATE DISTANCE



- Raise arms above head, palms facing inward. Distance shown between hands shall correspond exactly with actual margin.

3.4.4.10 STOP



- Arms raised and crossed over head.
- **Immediate stop:** Hands cross over head with clenched fists.

3.4.4.11 OK



- Lift right arm above head, hand closed, thumb raised.
- **Meaning:** All is clear or continue on your own or drive away.

3.4.4.12 CHOCKS INSERTED; STABILIZERS ON

- Arms down, hands closed, palms facing inward, thumbs extended; move arms in towards sides.

3.4.4.13 CHOCKS REMOVED; STABILIZERS OFF

- Arms down, hands closed, palms facing outward, thumbs extended; move arms out away from sides.

3.4.4.14 TO INTERRUPT POWER SOURCE (ELECTRICITY, FUEL, AIR)

- Right arm and hand level with shoulder, palm downward; swing extended arm horizontally toward throat by bending elbow.

3.4.4.15 STOP ENGINE



3.4.4.16 TO CONNECT OR DISCONNECT

- Right arm and hand level with shoulder, palm downwards, hand on throat making horizontal move to the right, passing hand across throat.



- Raise left arm and hand in front of body, fingers extended horizontally, palm down.
- **Connect:** Right hand with clenched fist moving upward to contact left palm
- **Disconnect:** Right hand with clenched fist leaving left palm downward.

3.4.4.17 BRAKES ON/OFF



- Right arm and hand raised horizontally in front of body.
- **Release brakes:** With fist clenched, extend fingers, palm inward.
- **Engage brakes:** With extended fingers, clench fist, palm inward.

3.4.5 AIRCRAFT MOVEMENT HAND SIGNALS–HEADSET OPERATOR TO TUG DRIVER

3.4.5.1 VEHICLE BRAKES OFF



- Raise right hand just above shoulder height with closed fist and ensuring eye contact with tug driver open palm.

3.4.5.2 CLEAR TO PUSH



- Raise right hand just above shoulder height with closed fist and ensuring eye contact with tug driver open palm.
- Hold arm straight out at a 90° angle from shoulder and display hand with thumb up.
- **Meaning:** Indicates to tug driver that all equipment is clear of aircraft, chocks have been removed, the aircraft brakes are off and flight crew has given clearance to commence pushback

3.4.5.3 NEGATIVE/HOLD



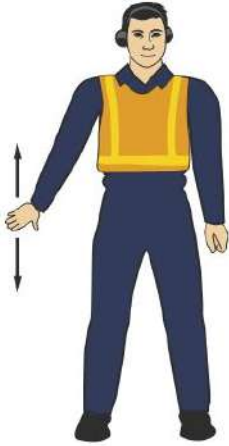
- Hold arm straight out at 90° angle from shoulder and display hand with thumb down.
- **Meaning:** Indicates to tug driver that aircraft is not ready for pushback and to hold position.

3.4.5.4 VEHICLE BRAKES ON/STOP



Raise hand just above shoulder height with open palm and **ensuring eye contact with 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 signal to the headset operator to confirm vehicle brakes set.

3.4.5.5 SLOW DOWN



- With hand at a 45° angle downward to the side, make a “patting” motion

3.4.5.6 CHANGE OF PUSHBACK DIRECTION



- Touch nose with finger with arm at a 90° angle to the shoulder, extend arm to point in the direction that aircraft needs to be turned to.

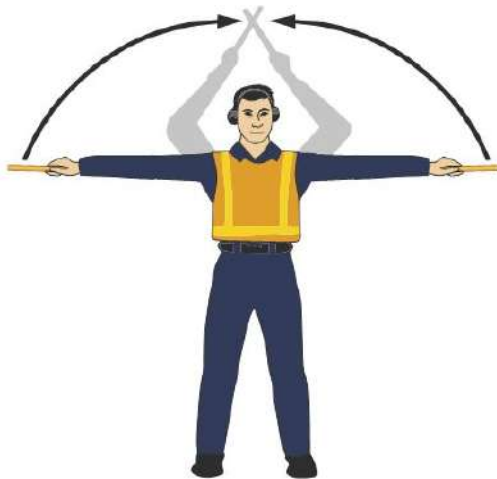
3.4.6 AIRCRAFT MOVEMENT HAND SIGNALS—WINGWALKER TO HEADSET OPERATOR/TUG DRIVER, MARSHALLER, FLIGHT CREW

3.4.6.1 CLEAR TO MOVE AIRCRAFT



- Raise right arm fully extended above head with wand held straight and left arm and wand at a 45° angle downward to the side.

3.4.6.2 STOP MOVEMENT OF AIRCRAFT



- Fully extend arms and wands horizontally 90° at shoulder level; raise arms and wands to cross above head.

3.4.6.3 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.

3.4.7 MARSHALING HAND SIGNALS FOR AIRCRAFT

THE AIRLINE policy:

- Do not perform aircraft marshaling unless it is permitted by the local airport authority and you have been trained and authorized.
- Give marshaling hand signals from a position forward of the aircraft while facing and within view of the pilot.
- Wear a high-visibility vest.
- Use illuminated flashlights/wands to improve the visibility of the hand signals in the following situations:
 - Insufficient apron lighting
 - Poor visibility
 - Night conditions
 - When required by local airport authorities or regulations



CAUTION: *To avoid any possible confusion by the flight crew, do not use guide person hand signals for equipment until all aircraft marshaling has been completed.*

NOTE:

- *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 flashlights are used.*
- *It is not possible to give signals for engaging/releasing parking brakes with the use of bats or illuminated flashlights.*

3.4.7.1 IDENTIFY GATE/STAND



- Raise fully extended arms forward at shoulder level; raise straight above head with wands pointing up, move hands fore and aft to keep from blending into background.

3.4.7.2 CONTINUE TO TAXI STRAIGHT AHEAD



- Holding arms extended to the side; bend arms at elbows; move arms and wands up and down from waist to head.

3.4.7.3 SLOW DOWN



- Held at sides and slightly bent at elbows, move arms downwards in a “patting gesture”, moving wands up and down from waist to knees.

3.4.7.4 TURN RIGHT (FROM THE PILOT'S POINT OF VIEW)



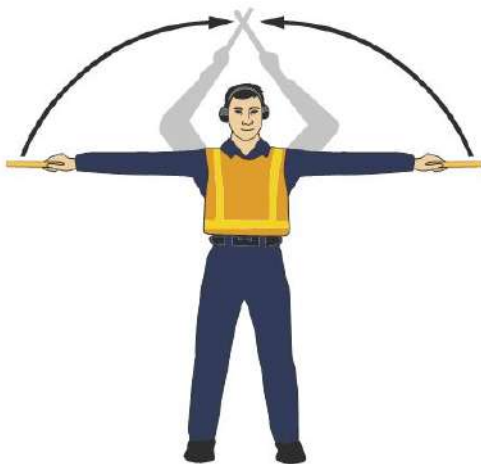
- With left arm and wand extended at a 90° angle to the body, right hand makes the come ahead signal. The rate of signal motion indicates to the pilot the rate of aircraft movement desired.

3.4.7.5 TURN LEFT (FROM THE PILOT'S POINT OF VIEW)



- With right arm and wand extended at a 90° angle to the body, left hand makes the come ahead signal. The rate of signal motion indicates to the pilot the rate of aircraft movement desired.

3.4.7.6 STOP



- Fully extend arms and wands horizontally 90° at shoulder level; raise arms and wands to cross above head.

3.4.7.7 HOLD POSITION/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.

3.4.7.8 PROCEED TO NEXT MARSHALLER OR AS DIRECTED BY TOWER/GROUND CONTROL



- Point both arms upward, move and extend arms outward to side of body and point with wands to direction of next marshaller or taxi area.

3.4.7.9 DISPATCH AIRCRAFT



- Perform a standard military salute with right hand and/or wand to dispatch the aircraft. Maintain eye contact with the flight crew until the aircraft has begun to taxi.

3.4.7.10 FIRE



- Holding right arm straight, move right hand in an exaggerated figure eight (8), or a fanning-type motion, from the shoulder to the knee, while at the same time pointing with the left-hand wand to the area of the fire. At night use same process with wands.

3.4.7.11 SET BRAKES



- Raise right hand just above shoulder height with open palm. Ensuring eye contact with flight crew, close hand into a fist. **DO NOT** move until receipt of thumbs up acknowledgment from flight crew.

3.4.7.12 RELEASE BRAKES



- Raise hand just above shoulder height with hand closed in a fist. Ensuring eye contact with flight crew, open palm. **DO NOT** move until receipt of thumbs up acknowledgment from flight crew.

3.4.7.13 CHOCKS INSERTED



- With arms and wands fully extended above head, move wands inward in a “jabbing” motion until wands touch. Ensure acknowledgement is received from flight crew.

3.4.7.14 CHOCKS REMOVED



- With arms and wands fully extended above head, move wands outward in a “jabbing” motion. DO NOT remove chocks until authorized to do so by flight crew.

3.4.7.15 START ENGINES



- Raise right arm to head level with wand pointing up and start a circular motion with hand; at the same time, with the left arm raised above head level, point to engine to be started.

3.4.7.16 EMERGENCY ENGINE SHUT DOWN/CUT ENGINES



- Extend right arm with wand forward of body at shoulder level, move hand and wand to top of left shoulder and draw wand to top of right shoulder in a slicing motion across throat. Hold left arm above head with closed fist.

3.4.8 TECHNICAL/SERVICING HAND SIGNALS—GROUND STAFF TO FLIGHT CREW

THE AIRLINE policy:

- Only use hand signals when verbal communication is not possible.
- Make sure acknowledgement of all signals is received from flight crew.

3.4.8.1 CONNECT TOWBAR



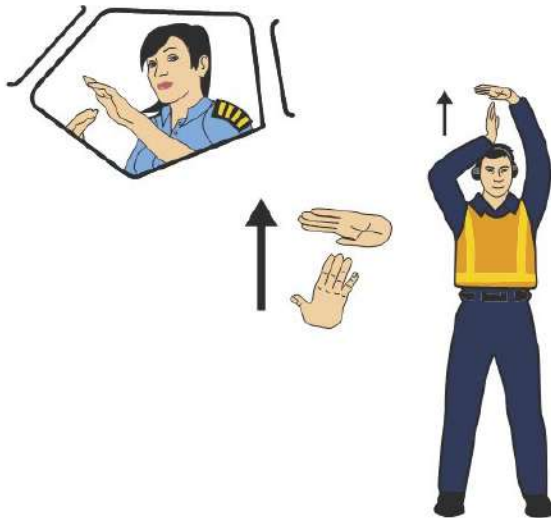
- Bring arms above the head and grasp forearm with opposite hand.

3.4.8.2 AIR UP



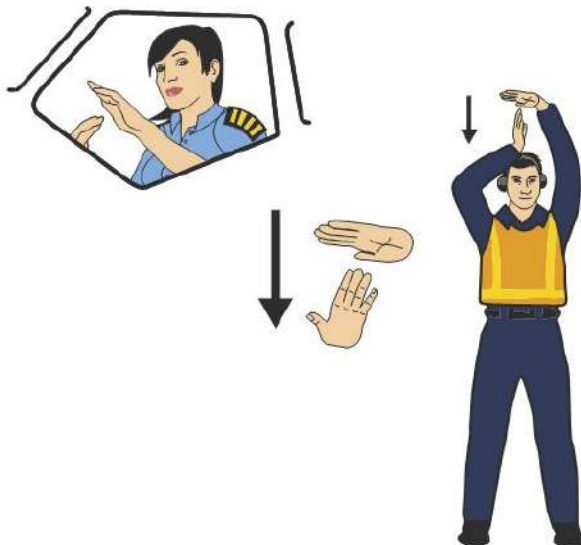
- Wave arms up and down from thigh to waist with palms up.
- **Meaning:** Supply pressurised air for engine start

3.4.8.3 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 up to 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:

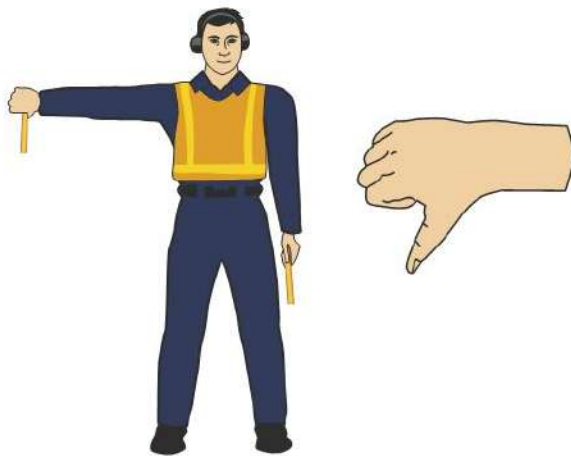
- Hold arms fully extended above head with finger tips of right hand touching the open horizontal palm of the left hand (forming a “T”); lower right hand away from the left. DO NOT disconnect power until authorized by the flight crew. At night, illuminated wands can also be used to open the “T” above the head.

3.4.8.4 AFFIRMATIVE/ALL CLEAR



- Raise right arm to head level with wand pointing up or display right hand with thumbs up; left arm remains at side by knee.

3.4.8.5 NEGATIVE



- Hold right arm straight out at 90° from shoulder and point wand down to ground or display right hand with thumbs down; left hand remains at side by knee.

3.4.8.6 INTERPHONE



- Extend both arms at 90° from body and move hands to cup both ears.

3.4.8.7 DO NOT TOUCH CONTROLS



- Raise right hand above head level and close fist or hold wand in horizontal position; left arm remains at side by knee.

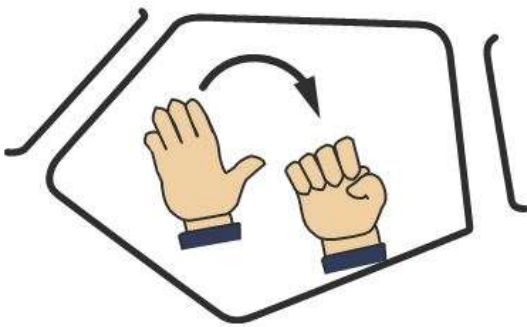
3.4.8.8 OPEN/CLOSE STAIRS



- With right arm at side and left arm raised above head at a 45° angle, move right arm in sweeping motion towards top of left shoulder.

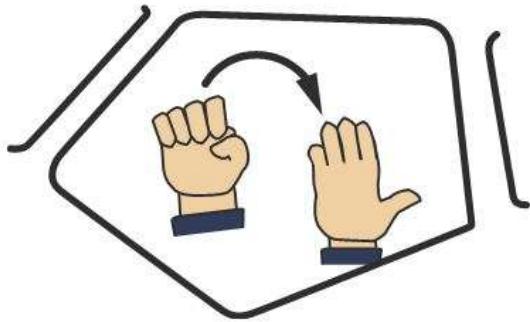
3.4.9 TECHNICAL/SERVICING HAND SIGNALS–FLIGHT CREW TO GROUND STAFF

3.4.9.1 BRAKES ENGAGED



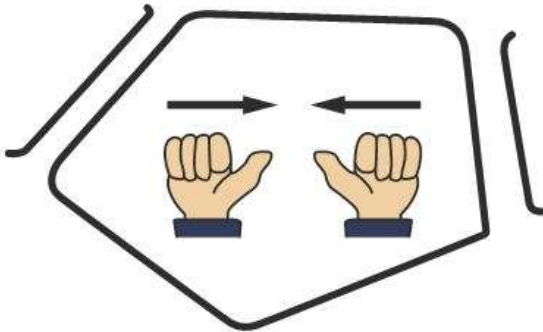
- Raised arm and hand, with fingers extended, horizontally in front of face; close hand into a fist.

3.4.9.2 BRAKES RELEASED



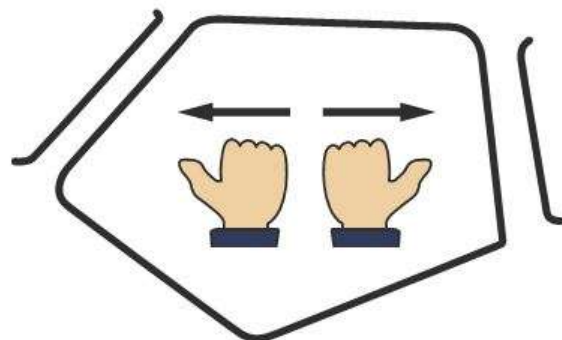
- Raised arm, with fist clenched, horizontally in front of face; extend fingers to open palm.

3.4.9.3 INSERT WHEEL CHOCKS



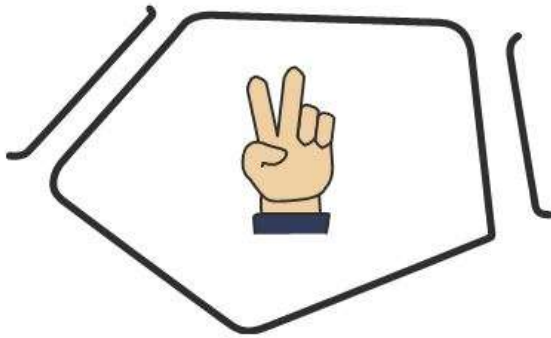
- Hand held in front of face, palms outwards with fingers closed and thumbs extended; move hand inwards.

3.4.9.4 REMOVE WHEEL CHOCKS



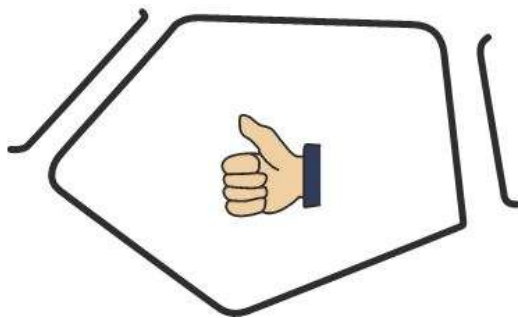
- Hands held in front of face, palms inwards with fingers closed and thumbs extended; move hands outwards.

3.4.9.5 READY TO START ENGINE(S)



- One hand raised with the appropriate number of fingers outstretched to indicate the number of the engine to be started.

3.4.9.6 ALL CLEAR



- One hand raised with closed fingers and extended. Acknowledgement of all ground actions.

3.5 TOILET SERVICING

3.5.1 INTRODUCTION

The complete procedure for servicing the aircraft toilet waste tank(s) consists of the following three steps:

- Draining of the waste tank(s);
- Flushing of the waste tank(s);
- 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 shall be cleaned prior to servicing.
- After cleaning, look again for signs of leakage.
- Blue ice build-up at higher altitudes may influence airworthiness. In case of a possible leak, immediately inform airline representative, ground engineer, or advise flight crew.

3.5.2 HYGIENE PRECAUTIONS

THE AIRLINE policy:

- Wear heavy rubber gloves, full face protection and protective clothing against harmful wastes when performing toilet servicing.
- 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 task.

3.5.3 TOILET SERVICING PROCEDURE

3.5.3.1 GENERAL

Each aircraft type has specific requirements for toilet servicing and the amount of pre-charge and/or concentrated deodorant pre-charge product. See **F.2.4**, **F.3.4** for instructions per aircraft type.

- Prior to opening a toilet service panel, check for stains around the panel.
- While opening the service panel, stay clear and watch for signs of leakage.
- Stay clear of the drain fitting cap while opening, and watch for signs of leakage.
- Make sure the drain hose Y-fitting coupling is connected correctly before a drain valve handle is pulled.

- Empty the waste tank(s).
- Flush the waste tank(s).
- Pre-charge the tank(s) with the correct quantity of water and disinfectant.
- Fill the waste tank(s) with the correct amount of water and concentrated deodorant pre-charge 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 pre-charge, or concentrated deodorant pre-charge.
- After servicing ensure there are no leaks at the drain fitting cap and the end of the drain hose Y-fitting coupling.
- Close the nozzle tightly to prevent the accumulation of ice during flight and wipe off residual water and disinfectant.
- Check for possible leakage.
- After servicing, close and latch the fitting caps and service panel door.

NOTE: Inform aircraft maintenance or flight crew, if:

- Fluid leakage is observed.
- The drain valve will not open or the waste tank cannot be drained.
- Report any spillage of waste to the supervisor.

3.5.3.2 DRAINING

- Drain the aircraft waste system into the waste tank of a toilet service unit.
- 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.

3.5.3.3 SERVICING DURING FREEZING CONDITIONS

Take the following measures to prevent the freezing of the fluid in the aircraft toilet tanks and lines during freezing conditions:

- Drain the waste tanks if the aircraft is parked in the open for several hours without an electrical power supply and the temperature is or is expected to be, below the freezing point.
- Fill the aircraft toilet system only after the electrical power supply has been restored, and as close to flight departure time as possible. Not earlier than -60min STD.
- 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.

3.5.3.4 INOPERATIVE TOILET SYSTEMS

If defects in the toilet system prevent regular servicing, ask the qualified technical staff—if available—for assistance. If no technical staff is available, inform the flight crew or an airline representative.

3.6 POTABLE WATER SERVICING

3.6.1 GENERAL

THE AIRLINE policy:

- The water used for uplift shall fully meet the hygiene and testing requirements detailed in IATA AHM 440 7.5;8.11.1 and those detailed in section **3.6.3 – Potable Water Hygiene Requirements**
- Equipment used shall fully comply with the specifications detailed in IATA AHM 970 for water servicing vehicles, or IATA AHM 981 for towed service carts.
- All equipment shall be serviced according to the manufacturer's recommendations. Records shall be kept of all servicing, cleaning, disinfection and maintenance tasks performed.
- All equipment and facilities used shall be maintained to the highest possible hygienic standard.
- Only uplift water to aircraft if authorized or requested by the operating airline.
- Replenish the aircraft tank according to the operating airline instructions. Any deviation shall be reported to the supervisor or airline representative.
- Airline representatives shall be informed of any issue that may affect (or may have affected) the standard of water uplifted to their aircraft, including contamination incidents, maintenance findings and test failures.

3.6.2 POTABLE WATER SERVICING PROCEDURES

3.6.2.1 FILLING AIRCRAFT WATER TANKS

- Before connecting the aircraft filling hose to the aircraft, flush the hose.

NOTE: The hose needs to be flushed in a basket or waste container before connecting the hose to the aircraft filling port.

- Do not place hose ends on the ground.
- On immediate turnaround sequence, water service shall always be performed before toilet service.
- The aircraft filling port shall be cleaned/wiped dry with antiseptic wipes before the hose is connected to the aircraft adaptor.

NOTE: Cleaning may be carried out either by wiping with a towelette or equivalent soaked with a disinfecting solution or wiping with a disinfectant pre-soaked "towelettes". The spray-and-wipe procedure is accepted if sprayed directly on the towelette. However, they should not spray directly into the aircraft coupling.

- Fill the water tank(s) to the required level.
- Each aircraft type has specific requirements for filling and draining. See: **F.2.5, F.3.5**
- When not in use, hose-ends shall be:
 - Kept capped;
 - Attached to a dummy connector;
 - Kept in a container filled with disinfectant solution;
 - Treated with disinfectant before use.

3.6.2.2 WATER SERVICING DURING FREEZING CONDITIONS

The following actions shall be followed to prevent freezing of the water in the aircraft water tanks and lines during freezing conditions:

- Drain the aircraft water tanks if instructed by the operating airline, as per the operating airline procedures. Dispose of water in accordance with airport operator requirements.
- Ensure the fill line is fully drained before closing the cap to prevent freezing of fluid inside.
- When ground icing conditions are present, water shall be filled / re-filled at the earliest -60 STD.



CAUTION: Keep aircraft cargo doors closed to prevent water lines from freezing when the cargo compartments are not being loaded or unloaded. Do not attempt to remove the frozen substance in the fill lines or connections or on the service panels. Contact maintenance immediately.

3.6.3 POTABLE WATER HYGIENE REQUIREMENTS

3.6.3.1 FILL POINTS AND WATER CABINETS

- Daily, weekly and monthly tasks shall be conducted and recorded as per *IATA AHM 440 7.5 and 9.1*
- Hoses, connectors and water quality shall meet *IATA AHM 440* specifications and hygiene requirements.
- The water shall only be used as potable water for aircraft.
- The area around the fill point/water cabinet shall be kept clean and free from rubbish.
- When not in use, all fill point hoses shall be secured and locked in a metal pest-proof enclosure. Fill points without attached hoses shall be capped.
- When not in use, hose-ends shall be:
 - Kept capped;
 - Attached to a dummy connector;
 - Kept in a container filled with disinfectant solution;
 - Treated with disinfectant before use.
- Do not place hose ends on the ground.

3.6.3.2 WATER SERVICE VEHICLES & TOWED SERVICE CARTS

The water service vehicles and towed service carts shall:

- Daily, weekly and monthly tasks shall be conducted and recorded as per *IATA AHM 440 8.11.1*
- Only be filled at a designated potable water fill point using approved hoses and couplings
- Only be used to fill aircraft potable water tanks
- Be parked in a clean and secure area, away from toilet servicing vehicles.
- Not be positioned close to toilet servicing units at any time, particularly when toilet servicing or toilet waste disposal is taking place.

NOTE: The water service vehicles and towed service carts should be parked in a shaded area during hot sunny weather, particularly if filled.

NOTE: The tank shall be drained completely at least once per calendar day.

3.6.3.3 WATER SERVICING STAFF

The water servicing staff shall:

- Be dressed in clean working clothes in accordance with the *WHO Drinking Water Quality Standard* and shall be assigned to the drinking water servicing.
- For hygiene reasons, if operators conduct both toilet and water servicing functions during the course of their shift, the operators must service potable water before servicing aircraft toilets.



CAUTION: Should the operator be reassigned to perform water servicing after he/she has performed toilet servicing, the operator shall shower and change into clean external clothes/overalls and PPE.

- The operator should wear single-use or disposable gloves during the drinking water servicing. Refer to *IATA AHM 440 10.9*.

3.6.3.4 WATER TREATMENT CHEMICALS (SANITISER)

Water uplifted to aircraft potable water tanks shall contain a low concentration of the disinfectant chemical (sanitiser), of a type suitable for potable water. The most common sanitisers are based on chlorine or hydrogen peroxide. Refer to *IATA AHM 440* for details.

3.6.3.5 WATER SERVICE VEHICLE CLEANING AND DISINFECTION

Water service vehicles, towed service cart tanks and hoses shall be checked every day, disinfected at least once per week and 'deep' cleaned at least once per month. Refer to *IATA AHM 440* for details.

3.6.3.6 FILL POINT AND WATER CABINET CLEANING AND DISINFECTION

- Fill points, hose cabinets and their surroundings shall be checked daily for general cleanliness.
- Fill points and hoses shall be disinfected at least once a week. Refer to *IATA AHM 440* for details.

3.7 AIRCRAFT CLEANING AND DISINFECTION

3.7.1 GENERAL

- **Aircraft Cleaning:** The removal of visible dirt or particles through mechanical action, normally undertaken on a routine and frequent basis. Cleaning and disinfection can be combined into one process if disinfectants are used during the cleaning.
- **Disinfection/Sanitization/Sanitation:** The procedure whereby measures are taken to control or kill infectious agents on a human or animal body, on a surface, on goods or in/on baggage, cargo, containers, and/or conveyances by direct exposure to chemical or physical agents.
- **Event:** An occurrence of suspected or confirmed communicable disease on board an aircraft; or aircraft contaminated with body fluids, or other non-standard (uncommon) situation necessitating additional cleaning and disinfection.

3.7.2 AIRCRAFT CLEANING INTERVALS

- **Turnaround Cleaning:** Performed on aircraft while on the ground prior to departure within a defined ground time.
- **Transit Cleaning:** Type of turnaround cleaning that may be performed with transit passengers on board.
- **Layover/Night-Stop Cleaning:** Performed when the aircraft is on a longer predefined ground time. The cleaning does not involve the removal of cabin panels and/or gallery inserts.
- **Inflight Cleaning:** Performed by cabin crew while the aircraft is airborne.
- **Deep Cleaning:** Performed when the aircraft is on a longer predefined ground time. The cleaning may include the removal of cabin panels and/or galley inserts. Includes cleaning performed during maintenance.

3.7.3 CLEANING AND DISINFECTION PRODUCTS

3.7.3.1 GENERAL

THE AIRLINE requires GSP to ensure cleaning and disinfecting products used in operations are airline-approved and based on the aircraft's Original Equipment Manufacturer (OEM) recommendations. This includes following local health organization recommendations and using proper Personal Protective Equipment (PPE). Informed selection and correct use of products are vital in ensuring effective cleaning and disinfection of an aircraft without damaging the aircraft's interior, systems and/or equipment while minimizing the likelihood of transmission of any communicable diseases.

3.7.3.2 PRODUCT SELECTION

- Refer to OEM guidance for the most recent recommendations.
- Refer to local health authorities for recommendations on products effective against a contagious disease outbreak or pandemic.
- The *International Civil Aviation Organization (ICAO) Council Aviation Recovery Taskforce (CART) Takeoff Guidance* recommends the use of a 70% Isopropyl Alcohol (IPA) solution as a disinfectant for the touch surfaces in the cockpit, cabin and cargo holds. Cleaning and disinfection products should comply with and be certified according to OEM standards and/or industry test standards, such as SAE International standards:
 - AMS1452C, Disinfectant, Aircraft, General Purpose (concentrated liquid).
 - AMS1453A Disinfectant Cleaner for Aircraft Interior General Purpose Liquid (diluted).
 - AMS1525D Cleaner for Aircraft Exterior Metallic Surfaces, Wipe Solvent, Cold Operations.
 - AMS1526C Cleaner for Aircraft Exterior Surfaces, Water-Miscible, Pressure-Spraying Type.
- Consultation with OEMs before using any disinfection agents that do not comply with SAE standards is required.
- Refer to the cleaning and disinfection product manufacturer's instructions to ensure the proper application, ventilation and PPE is used.

3.7.3.3 PRODUCT USE

The following recommendations are based on OEM guidelines:

- It is important that the cleaning and disinfection liquids are used exclusively according to the product specifications and manufacturer Safety Data Sheet (SDS).
- Use premixed cleaning and disinfection liquids where possible to avoid mixing ratio errors.
- Special attention must be paid to the application instructions and mixing ratios (e.g., wipe on, wipe off, water rinsing, drying after cleaning).
- Use only the allowed bottle sizes onboard to minimize the risk of spilling the cleaning and disinfection solutions.
- Do not spray cleaning and disinfection liquids in the cargo compartment. Instead, apply as per the product and/or airline application instructions (e.g., wet wipe on/off).
- Do not allow cleaning and disinfection liquids to contact critical equipment (e.g., smoke detector, electronic door operation equipment and fire extinguishing discharge nozzle).
- Disinfectants are flammable. Take precautions around potential sources of ignition, especially hidden sources such as electronic boxes mounted in the cargo compartment.



CAUTION:

- *The use of non-certified cleaning and disinfection liquids can lead to severe damage to material in the aircraft's interior.*
- *The use of cleaning and disinfection liquids in the wrong mixing ratio or using the wrong application method can lead to severe damage to material in the aircraft's interior.*

- Cleaning and disinfectant solutions tend to be oxidizers. The interior of an aircraft contains many materials susceptible to damage from oxidization. Care must be exercised when using cleaning products and disinfectants.
- Metals used in aircraft construction may corrode upon exposure to cleaning and disinfection products.
- Safety-critical cables and wires may deteriorate upon exposure and aircraft furnishings may have their fire-resistant properties reduced.
- Some cleaning and disinfection products, such as IPA, are flammable. Care must be exercised in the aircraft interior, especially near various electric installations and boxes as these are sources of ignition.

3.7.3.4 CLEANING EQUIPMENT

- **Vacuum Cleaners:** Aircraft-powered or battery-powered vacuum cleaners can be used for carpets, air vents, seat arm storage, seat rails, behind-the-seat storage, etc. Manual (non-electric) carpet sweepers are not an adequate substitute but may be necessary when time is limited or a large number of passengers remain on board



CAUTION: Do not unplug a vacuum cleaner by pulling on the cord. Pull from the plug.

- **Hand Brushes:** For use in areas inaccessible to vacuum cleaners.
- **Chewing Gum Remover:** To remove chewing gum.
- **Mops and Brooms:** For cleaning floors and other hard surfaces. Must be clearly identified or colour-coded for toilet cleaning and general cleaning to avoid cross-contamination (e.g., red/blue for lavatories, yellow for galleys, green for cabin). They shall be separated at all times, including during cleaning activities.
- **Towels/Cloths:** There are different types according to airline requirements for general purpose cleaning and polishing. Must be clearly identified or colour-coded for toilet cleaning and general cleaning (top-down approach). They shall be separated at all times, including during cleaning activities.
- **Absorbent Wipes:** For mopping up spillages.
- **Hand Sprayers:** For dispensing detergents and disinfectants.
- **Runners:** For floor and/or carpet protection.
- **Soft Rolls/Wipes:** For wiping up spillages.
- **Buckets:** Buckets need to be checked to ensure the cleaning liquid is being replaced regularly.

3.7.4 CLEANING AND DISINFECTION TASKS

3.7.4.1 GENERAL

The cleaning and disinfection tasks serve as a guideline on how to provide a safe and sanitary operating environment for passengers, crew and cleaning personnel.

THE AIRLINE requires GSP to ensure:

- Ensure the cleaning and disinfection products are used in the correct mixing ratio according to the application instructions and/or product SDS.
- Ensure the correct mixing ratio is used for relevant areas as per the SDS. There might be a different mixing ratio for the same product for different areas (e.g., 1:10 for cleaning in-cabin surroundings and 1:5 for lavatories and galleys).
- Ensure the correct application method is used according to the application instructions and/or product SDS (e.g., apply with premoistened wipes or single-use wetted cloths).
- To avoid contamination on board, cleaning staff shall carry their own cleaning equipment to avoid unnecessary exchanges of cleaning items between different teams or persons.



CAUTION:

- If spraying methods are used, do not spray directly into power supply panels, lighting, vents, interphone, coffeemakers or other electrical systems. Disinfectant should only be applied using a cloth in these areas.
- Immediately inform an airline representative if any of these areas are accidentally sprayed.
- Ensure cleaning and disinfection products are wiped off after application using a slightly moist towel if required by the SDS. Residues of cleaning and disinfection products left on surfaces (e.g., tables) may lead to severe discolouration and permanent damage to the cabin interior.
- Ensure a suitable cloth is used for aircraft cabin cleaning.

3.7.4.2 FLIGHT DECK

TASKS
Clean and disinfect the pilot and copilot seats, including armrests, table and seat controls.
Clean and disinfect seatbelt buckles.
Clean and disinfect flight controls (e.g., control column).*
Clean and disinfect the sidewall lining and associated controls (e.g., nose wheel steering tiller, display controls, electronic flight bag).*
Clean and disinfect the instrument panel and associated controls (e.g., gear lever).*
Clean and disinfect the glareshield and associated controls (e.g., autopilot, warning/caution buttons).*
Clean and disinfect the sun visors and surrounding area.*
Clean and disinfect the overhead panel, including grips and handles.*
Clean and disinfect the central console, including engine controls, flaps, communication units, etc.*
Clean and disinfect the pilot and copilot headsets.*
Clean the inside of the windshield with the designated product.*
Clean and disinfect the cabin access door (both sides), handle and lock.
Extend, clean and disinfect the folding seats/jump seats and any associated equipment.
Clean down pedals.*
Clean floor, vacuum carpet, empty waste boxes, wipe shelves.



CAUTION: *Cleaning and disinfecting of areas designated with an asterisk (*) above shall be done by personnel specifically trained for flight deck cleaning.*

- Cleaning and disinfection fluids for the flight deck can be different from fluids used in the cabin.
- Do not spray disinfectant directly onto panels and screens; it should be applied with cloth.
- Ensure liquid does not seep into controls.
- Any accidental adjustment of important instruments during the cleaning process must be reported to the flight crew or maintenance personnel.
- Buckets shall not be brought into the cockpit.

3.7.4.3 GALLEYS

TASKS
Clean and disinfect worktops, countertops and service table.
Clean ovens.
Clean water boilers.
Clean and disinfect panels and doors.
Clean and disinfect switcher panels and handles.
Empty and clean waste compactors; add waste sac/box, if needed.
Clean and disinfect lockers/drawers.
Clean and disinfect trolley containers and storage.
Clean and disinfect collapsible trolleys.
Drain and disinfect sinks, including taps and drain plug.
Remove trash from bin compartments and clean/disinfect bin area, including flap.
Sweep, mop and disinfect floor.



CAUTION: Clean ovens and aluminum surfaces with detergents as per recommended standards.

3.7.4.4 CABIN CREW SEATS AND SERVICE/ENTRY DOOR LINING PANELS

TASKS
Clean and disinfect each attendant seat, seatbelt and surrounding location.
Clean and disinfect cabin crew intercom.
Empty and clean seat pockets.
Clean and disinfect seat upholstery and remove any evident stains.
Clean and disinfect door frames, including door panels, sills, exit doors and emergency slide covers.

3.7.4.5 LAVATORIES

TASKS
Clean mirrors and windows, if applicable, using authorized glass cleaners.
Ensure all soap dispensers are functional and refilled with liquid soap.
Clean and disinfect soap dispensers.
Clean and disinfect hand basin, handles and steel fittings.
Clean and disinfect sidewall panels and ceiling.
Clean ventilation grids/grilles.
Clean and disinfect shelves.
Clean and disinfect diaper changing table, if available.
Clean and disinfect toilet bowl, shroud, seat and flushing mechanism (lever or button).
Empty waste bin(s) and replace waste sac, if applicable. Clean and disinfect compartment, including flap, before reinstalling bin(s).
Clean and disinfect floor.
Ensure toilet compartment is dressed and stocked with amenities required for flight.
Clean and disinfect lavatory door (both sides), including the door lock, knob/lever, grip, door grilles and coat hook(s), if applicable.



CAUTION:

- Immediately wipe off any cleaning/disinfectant liquid spills on the surfaces to prevent damage or deterioration.
- Toilet cleaning shall be performed from top to bottom for hygienic reasons.
- Use only towels identified specifically for toilet cleaning
- Do not reuse mops and towels used for toilet cleaning outside of lavatories.

3.7.4.6 PASSENGER SEATING AREA

TASKS
Use vacuum cleaner to remove loose particles from seats, floors, carpets and curtains after cleaning and disinfecting
Remove headcovers and pillow covers from seats, if applicable.
Clean and disinfect cabin windows, window shades, dimmable window controls, sidewall lining and ceiling, including air nozzles.
Clean and disinfect magazine racks.
Clean and disinfect interior and exterior of overhead bins, including handles.
Remove all waste from seat pockets, arm rests, back rest pockets, shoe bins and seat lockers, then clean and disinfect.
Clean and disinfect emergency leaflets.
Clean, disinfect and dry both sides of tray tables (including cocktail table, if applicable), including the locking mechanism.
For fabric seat covers, use vacuum cleaner to remove loose particles. For leather seat covers, wipe and ensure seats are dry.
Remove any visible stains on seats or request change of fabric.
Clean and disinfect seat belts and buckles.
Clean and disinfect arm rests, In-Flight Entertainment (IFE) screens and passenger control units (e.g., reading lights, air nozzles, IFE remote control, seat controls).
Clean and disinfect infant bassinets, extra seat belts and other amenities, if applicable.
Clean ventilation grids/grilles.



CAUTION:

- Be careful while handling disposable bags to avoid sharp objects that may have been disposed of by passengers.
- If there is a chewing gum stain on the floor or seats, use gum remover to remove the stain rather than sharp objects.

3.7.4.7 CREW REST COMPARTMENTS

TASKS
Dispose of waste from closets and waste boxes.
Clean and disinfect intercom and control consoles (e.g., reading lights and air nozzles).
Clean and disinfect ceiling and light switches.
Clean and disinfect beds and belts. Replace blankets and pillow covers, if applicable.
Ensure enough bedding is provided for the number of crew operating.
Clean floor and cabin stairs, if applicable, and vacuum carpet.

3.7.4.8 CARGO HOLD

TASKS
Clean and disinfect cargo door surroundings and door handles for all lower deck cargo holds (FWD, AFT and Bulk), in addition to main deck cargo door for cargo aircraft.
Clean and disinfect cargo loading control (CLS) panels, including cargo joystick in ceiling and latches, if applicable.
Clean and disinfect all access panels and service access points, including cargo door control panels
Clean and disinfect door net stanchions, net attachment fittings and tie-down points, if applicable, in bulk compartment.
Clean and disinfect light switches.



CAUTION:

- When cleaning and disinfecting the complete cargo hold, please refer to OEM guidance for further clarification of appropriate techniques to be used.
- Any aircraft where personnel have to work inside the compartment to manually load/unload, cleaning of floor areas should be considered (e.g., bulk loaded cargo holds).

3.7.4.9 DEEP CLEANING CHECKLIST

Deep Cleaning service as specified below shall be performed in Base Station once per month on *THE AIRLINE* GOPS Request.

Cargo Hold On Special request
Wiping and vacuuming Cargo Compartment Floor
Wiping Painted faces
Wiping Ceiling and Sidewalls
Wiping control panels
Wiping Hold areas and loading system
Wiping door liner and surround the structure
Wiping Waste Container in Hold number 5 and recess
Flight Deck Seats On Special Request
Wiping and vacuuming Pilot /first officer seat covers, back pockets and seat belts
Wiping and vacuuming observer seats and seat belts
Wiping armrests of all seats
Wiping Crew folding tables
Wiping external seat structure of all seats
Flight Deck On Special Request
Wiping Windows, window frames, glare shields and sun visors
Wiping All instrument panels, dashboards, screens, VDUs (visual display units)
Wiping Headsets and interphone/ microphone
Wiping Yoke, joystick, column hand grips, centre console, control levers
Wiping and vacuuming Map tables, clipboards, manual stowage areas
Wiping and vacuuming (empty) ashtrays and cupholders
Wiping Waste chute, lid inside and outside, all surroundings, trash compactor, triangle containers and all recesses, firebacks
Wiping and vacuuming Floor areas, kick strips and drain gutters
Wiping Electrical sockets and covers
Wiping and vacuuming Any built-in component
Empty and clean the ashtrays
Clean the crew folding tables (if available)

Cabin

Wiping Ceiling panels, sidewall panels
Wiping Interior and exterior surfaces of overhead bins on all sides
Wiping Newspaper boxes and magazine racks
Wiping Windows and window blinds
Wiping Passenger service units (PSU)
Remove chewing gum from walls, floor and tables
Wiping I.F.E. fixed LCD screens / monitors
Wiping Lighting fixture, ceiling lights and lamp shields
Wiping Carrier's logo, partitions, bulkhead panels, advertising racks and literature pockets on the front and back cabin walls
Wiping Entertainment stowage area and recess
Wiping and vacuuming Dog houses
Wiping Insulation blankets for aircraft doors
Wiping and vacuuming Aero servers, foldable crew chairs and storage areas
Wiping and vacuuming Baby bassinets, on-board wheelchair and stowage areas/ recesses
Wiping and vacuuming All freely accessible emergency equipment items and storage areas
Wiping and vacuuming Curtain, curtain straps and curtain rails
Wiping and vacuuming Air grills, louvres and dado panels, especially at emergency exit rows
Wiping Escape path lighting
Vacuuming Floor area and carpet
Wash dirty stains on the carpet after vacuuming
Wiping and vacuuming Any built-in component
Disinfect all crew microphones

Pax Seats

Wiping Seats (entire seat structure and seat legs)
Remove the seat cushion and clean the seat underneath incl. Frame and any other areas on the chair
Remove chewing gum
Wiping Fabric seat base and backrest covers
Wiping leather seat base and backrest covers
Wiping Seatbelts
Wiping Air filters, air grills and zone temperature filter
Wiping Sidewalls, ceiling, bulkhead and safety fuse panels
Wiping and vacuuming Wardrobe area, coatroom
Wiping and vacuuming Rudder pedals, pedestal instruments, and slip covering and area around
Wiping and vacuuming Floor area, seat tracks and all freely accessible areas
Wiping Entry door and entry door frame from inside and outside

Crew Seats

Wiping and vacuuming Cabin attendant seat covers(fabric)

Wiping and vacuuming Cabin attendant seat covers(leather)

Wiping Attendants' seat belts

Wiping and vacuuming Cabin attendant seat panel surround and storage areas

Wiping and vacuuming Quick Reference Checklist and seat pocket

Wiping Crew interphone and cradle

Wiping the Attendants control panel

Doors and door areas

Wiping door window inside and outside

Wiping All ceiling and sidewall panels

Wiping Passenger entry and service doors and frames

Wiping Exit signs, signs and placards

Wiping Windscreens

Wiping and vacuuming Threshold

Wiping and vacuuming Document folder

Galleys

Wiping Galley ovens inside

Wiping Galley ovens outside including stowage compartments

Wiping Coffee makers/ water boilers including stowage compartment

Wiping Sink unit and icebox (if available)

Wiping Interior ceiling, side wall panels, mirror

Wiping All panels, signs and placards

Wiping Ceiling lights

Wiping Air filters/grills

Wiping Worksurface, folding and pull out work tables from top and bottom

Wiping and vacuuming Wardrobes/coatrooms and doors from inside and outside

Wiping and vacuuming Stowage areas, lockers, doors and frames inside and outside (also underfloor storage areas)

Wiping and vacuuming Curtains, curtain straps, and curtain rails

Wiping Waste bins, waist flaps, doors, and frames from inside and outside and all recesses

Wiping Literature pockets/ nets
Wiping and vacuuming Seat back cover, seat back tray table (top and bottom)
Wiping In arm tray tables (top and bottom), module compartments and table arms (inside and outside)
Wiping Arm structure, armrests, arm caps from inside and outside
Wiping Life vest box
Wiping Seat end shrouds and step-ups
Lavatories
Wiping Interior ceiling, sidewall panels and air filter/ air grills
Wiping Washstand, faucet, sink top and area around
Wiping Mirror and vanity unit
Wiping Soap dispensers and attachments/brackets
Wiping Water tap spout nozzle and drain stopper
Wiping and vacuuming Area under washstand next to waste box
Wiping and vacuuming Waste box (from inside and outside)
Wiping baby changing table
Wiping Stowage areas
Wiping door, door frame, door handle and door ventilation grill from inside and outside
Wiping Ashtrays installed inside and outside lavatory door
Wiping Advertising frame
Wiping All handrails
Wiping Toilet tissue rack
Wiping toilet shroud
Wiping Toilet seat with fairing
Wiping Toilet bowl
Wiping Area behind toilet bowl and funnel
Wiping Floor areas incl. behind the folding door and kick strip
Remove obvious marks from the cupboards (comfort material)

3.7.5 AIRCRAFT CLEANING AND DISINFECTION DURING A PANDEMIC

3.7.5.1 GENERAL

During a pandemic, all existing cleaning best practices are, in principal, still applicable. However, they need to be revised and amended based on the regulatory requirements, airport cleaning plan, and OEM recommendations to include new measures addressing the threat.

3.7.5.2 ACTIONS PRIOR TO CLEANING

To minimize person-generated contaminant concentrations during ground and flight operations, OEMs recommend maximizing total cabin airflow; therefore, care should be taken to avoid blocking air vents (particularly along the floor).

- The aircraft Auxiliary Power Unit (APU) should be permitted to be used at the gate/stand to enable the aircraft's air conditioning system to be operated if equivalent filtration from the external Pre-Conditioned Air (PCA) is not available.
- It is recommended that fresh air and recirculation systems be operated to exchange the volume of cabin air before the cleaning crew enters the aircraft for cleaning purposes.

NOTE: Ensure cleaning equipment and tools (e.g., vacuum cleaners, brushes, brooms) are clean and hygienic prior to entering the aircraft cabin and between use.

3.7.5.3 ACTIONS DURING CLEANING AND DISINFECTION

- Once onboard, ventilation systems should be kept running while cleaning takes place.

NOTE: In some cases, depending on the technique used for disinfection, regulators may recommend that the air conditioner be turned off during the disinfection operation and the passenger cabin fully ventilated after disinfection.

- To avoid contamination on board, the cleaning crew shall:
 - Be assigned specific tasks, as much as possible.
 - Use different cleaning materials in each task area (e.g., cloths, buckets, brushes, mops), potentially using colour-coded items.
 - Carry their own cleaning items on board to avoid the unnecessary exchange of cleaning items between different teams/persons.
 - Use new disposable gloves in each area. Disposable gloves shall not be reused in other sections of the cabin.
 - Follow the correct sequence of cleaning; for example, from top to bottom or front to back, as relevant (e.g., toilets, galleys, floors).
- Use disinfection product(s) as per the recommendation See **3.7.3.3 - Product Use**
- Clean and disinfect all defined areas as specified in See: **3.7.4 - Cleaning and Disinfection Tasks** by using approved disinfection products and appropriate cleaning/tools such as mopping, wiping or any other methods.

3.7.5.4 ACTIONS AFTER CLEANING AND DISINFECTION

After cleaning and disinfection, ensure cleaning crew disembark with all items for cleaning, including all garbage, and that the following provisions are followed:

- Disposal of waste must be done in accordance with local airport authority regulations.
- Staff disembarking the aircraft with waste materials shall wear gloves to protect themselves and dispose of gloves after the disposal process.
- Do not obstruct the passenger boarding bridge or steps with waste bags.
- Do not throw waste bags onto the ramp from the aircraft or steps.
- If any amenities are to be loaded prior to departure, ensure this is done and indicated in the handover documentation.

3.7.5.5 HANDOVER PROCEDURES

THE AIRLINE requires GSP to ensure a record that the aircraft has been cleaned and disinfected according to the ICAO aircraft disinfection sheet

NOTE: For lost, found, damaged or suspicious items:

- *Do not check/open any items found as the nature of the contents is unknown and has the potential of being harmful/dangerous.*
- *Any lost property found must be handed in according to local procedures.*
- *Any seat or cabin interior/area found damaged must be reported, as appropriate.*
- *Any suspicious item found must be immediately reported as per local procedures.*



CAUTION: Limit the number of personnel moving into/out of a cleaned aircraft to maintain the sterile environment prior to boarding.

3.7.6 CLEANING AND DISINFECTION DURING AN EVENT

3.7.6.1 SUSPECTED OR CONFIRMED CASE OF COMMUNICABLE DISEASE ON BOARD

The following are guidelines for cleaning crew who have to clean an arriving aircraft with a suspected case of communicable disease. During an outbreak of a specific communicable disease, the World Health Organization (WHO) or the national health authorities may modify or add further procedures to these guidelines.

- Wear PPE as recommended by the national public health authority.
- Remove and discard gloves after cleaning or if they become soiled or damaged.
- Use only cleaning agents and disinfectants at recommended concentrations and contact times that have been approved by OEMs.
- Begin cleaning at the top (light and air controls) and proceed downward progressively working from clean to dirty areas.
- Surfaces to be cleaned include:
 - Affected seat
 - Adjacent seats in the same row
 - Back of seats in the row in front
 - Light and air controls
 - Adjacent walls and windows
 - Seatbacks (the plastic and/or metal part)
 - IFE video monitor
 - Tray tables
 - Armrests
 - Remove seat pocket contents and replace (safety briefing card can be cleaned with approved disinfectant)
- Clean lavatory(ies) used by the sick passenger, including:
 - Door handle
 - Locking device
 - Faucet
 - Wash basin
 - Adjacent walls
 - Counter
 - Toilet seat
- Disinfection of upholstery, carpets, or storage compartments is only indicated when they have been soiled by body fluids. In such cases, use an absorption agent first, if required, clean any visible soil and disinfect before vacuuming to eliminate the risk of re-aerosolization.
- Wash hands with soap and water immediately after PPE is removed. An alcohol-based hand sanitizer may be used as an alternative if the hands are not visibly soiled.
- Dispose of soiled material and PPE in a biohazard bag if one is available. If not, place in an intact plastic bag, seal it, and label it as biohazard.
- Do not use compressed air. It might re-aerosolize infectious material.

3.7.6.2 AIRCRAFT CONTAMINATED WITH BODY FLUIDS

When contaminated with blood, respiratory secretions, vomit, excretions and other bodily liquid (contaminants), the aircraft cabin should be disinfected by ground cleaning crew or specially qualified personnel after disembarkation. Air Conditioning Unit (ACU) should be adjusted to ensure full ventilation is completed and then turned off.

Once the air ventilation is finished:

- Wear disposable gloves and other PPE according to local instructions.
- Absorb the contaminant(s) into a towel or apply absorbent powder and disinfectant to the contaminants evenly.
- Place the used towel and gloves in a biohazard or other waste bag. When using absorbent powder, remove the coagulated contaminants with portable pickup shovels and place into biohazard waste bags.
- Clean and disinfect the contaminated area wearing new gloves. It is important to follow the application method and effective contact time as per the OEM SDS.
- Remove gloves and clean/disinfect hands before removing other PPE in the following order:
 - Take off protective suits (aprons) and gloves.
 - For visibly soiled hands, wash with soap and water thoroughly.
 - Take off goggles and facial mask/shield.
 - Apply skin disinfection/hand sanitizer to clean hands and other parts of the body that may have been exposed to contaminants.
 - Place all used PPE and contaminated items in a biohazard waste bag and seal the bag.
 - Dispose of the biohazard as per local regulations.

3.8 SAFETY DURING AIRCRAFT DE-ICING/ANTI-ICING OPERATIONS

3.8.1 GENERAL

No aircraft shall attempt takeoff when frozen or freezing contamination is present on or adhering to the wings, propellers, control surfaces or other critical surfaces. This is known as the *ICAO 'Clean Aircraft Concept'*. Compliance with this requirement can be achieved by appropriate use of anti-icing or de-icing procedures, or where necessary a combination of both.

Detailed procedures and requirements for de-icing and anti-icing can be found in *SAE AS 6285 "Aircraft Ground De-icing/Anti-Icing Processes"* and other relevant *SAE* documents. This section provides general guidelines for safe ground de-icing/anti-icing operations.

The term de-icing will be used throughout this section, but should also be considered to refer to the anti-icing process. De-icing operations shall be performed with extreme caution to prevent injury to personnel and damage to aircraft and equipment. De-icing is not permitted during the fueling process.

NOTE: For De-Icing/Anti-Icing procedures refer to: *Joint De/Anti-Icing manual (JDAM)*.

3.8.2 PERSONNEL SAFETY

The safety factors given below are designed to ensure that in the performance of de-icing an aircraft, the safety of personnel performing the task is not compromised.

- Appropriate PPE should be checked for serviceability and worn by all personnel engaged in de-icing operations.
- Cones should be removed as necessary to allow access to the aircraft surfaces. Replace the cones on completion of the de-icing operation, if the aircraft is not departing.
- To prevent injury, caution must be taken when filling de-icing vehicles with hot fluid.
 - When handling de-icing fluids, personnel should understand and follow the precautions contained in the fluid manufacturer's Safety Data Sheets.
 - Before de-icing operations start, de-icing should be coordinated between the de-icing and ground handling personnel.
 - De-icing/anti-icing fluids may be very hot; 60°C/140°F or even warmer. To prevent injuries, ground personnel, passengers and flight crew shall be prevented from walking near an aircraft that is being deiced.
 - Slippery conditions can exist on the ground and on the equipment surfaces during and following the de-icing processes. Caution should be exercised, particularly in low humidity or nonprecipitating weather conditions, due to increased slipperiness following the use of glycol that is not diluted by the weather element.
 - When de-icing on a stand, all ramp equipment, including steps, should be clear of the area to be sprayed to avoid contamination by fluid.
 - Care should be taken to prevent the transfer of fluid by foot onto GSE (e.g., steps, jet bridges), interiors of aircraft and aircraft cargo holds.

See: **3.3.2 – Wintery or Slippery Apron Conditions**

3.8.3 OPEN BASKET OPERATIONS

The following minimum precautions should be taken when de-icing from an open basket:

- Ensure that the fall restraint device is securely anchored and the safety harness is always worn when de-icing from an open basket.
- Ensure that the basket door or safety chain is securely latched
- Caution should be taken to avoid exposure to a running Auxiliary Power Unit (APU).

3.8.4 CLOSED BASKET OPERATIONS

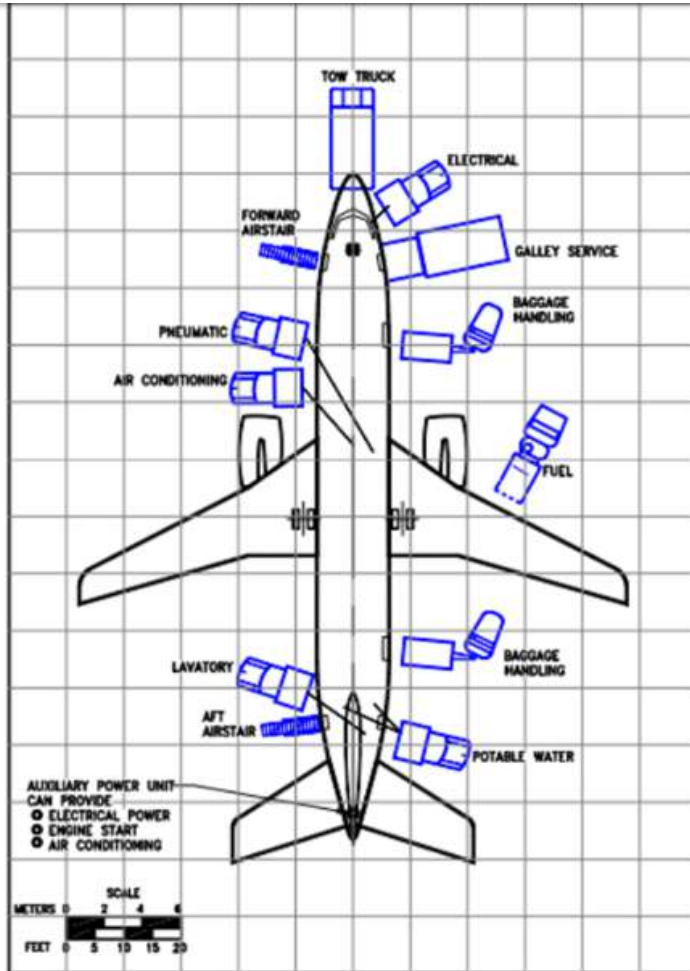
The following minimum precautions should be taken:

- Ensure the seat belt is always worn.
- Ensure the windows of the cabin are clean. Check wiper(s) for condition and check window washer fluid level.
- Ensure the door of the cabin is securely closed
- Ensure there are no obstructions to the cabin heater/ventilation system.

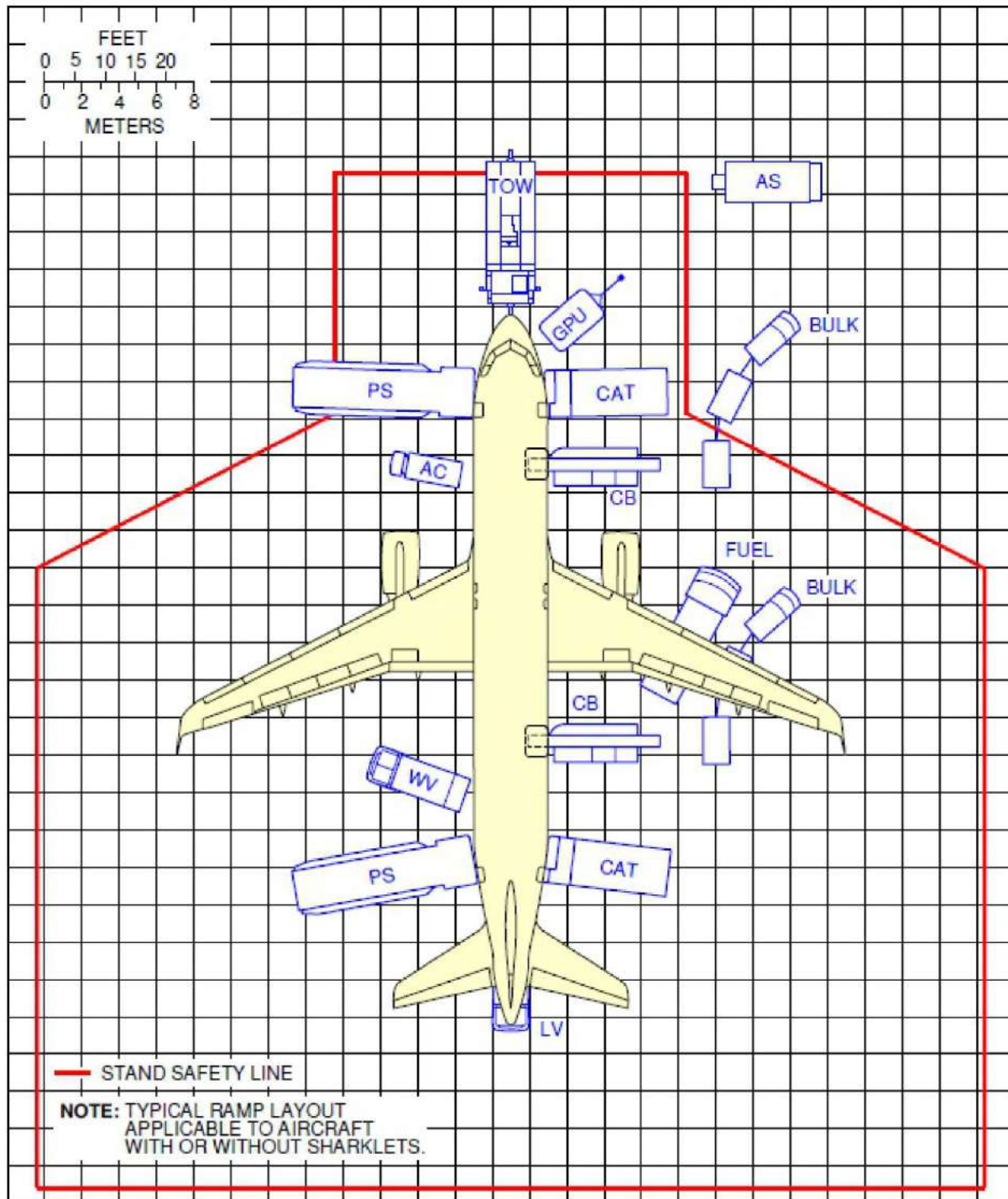
3.9 POSITIONING OF GROUND EQUIPMENT

To prevent damage to the aircraft and injuries to personnel only qualified personnel is permitted to operate specific type of equipment where proper training and instructions received. In addition, all staff operating vehicles requiring local driver's license and/or other permit(s) required by local airport authorities must be in possession of such valid document(s).

3.9.1 B737 POSSIBLE POSITIONING OF THE GROUND HANDLING EQUIPMENT



3.9.2 A320 POSSIBLE POSITIONING OF THE GROUND HANDLING EQUIPMENT



END OF CHAPTER

CHAPTER 4 - AIRCRAFT TURN-AROUND

4.0 CHAPTER 4 – TABLE OF CONTENTS

4.0	CHAPTER 4 – TABLE OF CONTENTS	4-1
4.1	AIRCRAFT ARRIVAL	4-7
4.1.1	ACTIONS PRIOR TO ARRIVAL	4-7
4.1.2	STANDARD ARRIVAL PROCEDURES	4-7
4.1.2.1	AIRCRAFT ARRIVAL AT A GATE OR OPEN RAMP	4-7
4.1.2.2	ACTIONS AFTER ARRIVAL	4-8
4.1.3	GROUND SUPPORT EQUIPMENT ON ARRIVING AIRCRAFT	4-9
4.1.3.1	GROUND POWER UNIT AND FIXED POWER UNIT	4-9
4.1.3.2	COOLING/HEATING UNITS/PRE-CONDITIONED AIR	4-10
4.1.3.3	AIRCRAFT INTERIOR COOLING	4-10
4.1.3.4	AIRCRAFT INTERIOR HEATING	4-10
4.2	AIRCRAFT CHOCKING	4-11
4.2.1	WHEEL CHOCK PLACEMENT	4-11
4.2.2	CHOCK PLACEMENT DIAGRAMS	4-12
4.3	AIRCRAFT CONING	4-13
4.3.1	SAFETY CONE PLACEMENT AND REMOVAL	4-13
4.3.2	AIRCRAFT CONING DIAGRAM	4-14
4.4	AIRCRAFT DOORS	4-14
4.4.1	GENERAL SAFETY REQUIREMENTS	4-14
4.4.2	CABIN ACCESS DOORS	4-15
4.4.2.1	GENERAL	4-15
4.4.2.2	OPENING CABIN ACCESS DOORS FROM INSIDE BY TRAINED CREW	4-15
4.4.2.3	OPENING OF CABIN ACCESS DOORS FROM INSIDE BY AUTHORIZED AND TRAINED GROUND STAFF	4-15
4.4.2.4	OPENING CABIN ACCESS DOORS FROM OUTSIDE WITH CREW/GROUND STAFF ON BOARD	4-16
4.4.2.5	OPENING CABIN ACCESS DOORS FROM OUTSIDE WITH NO CREW/GROUND STAFF ON BOARD	4-16
4.4.2.6	CLOSING OF CABIN ACCESS DOORS FROM INSIDE BY CREW	4-17

4.4.2.7	CLOSING OF CABIN ACCESS DOORS FROM INSIDE BY AUTHORIZED AND TRAINED GROUND PERSONNEL	4-17
4.4.2.8	CLOSING OF CABIN ACCESS DOORS FROM OUTSIDE WITH CREW/GROUND PERSONNEL ON BOARD	4-18
4.4.2.9	CLOSING CABIN ACCESS DOORS FROM OUTSIDE WITH NO CREW/GROUND PERSONNEL ON BOARD	4-18
4.4.2.10	RE-OPENING CABIN ACCESS DOORS	4-19
4.4.3	CARGO HOLD DOORS	4-20
4.4.3.1	OPENING CARGO HOLD DOORS	4-20
4.4.3.2	CLOSING CARGO HOLD DOORS	4-21
4.4.3.3	RE-OPENING OF CARGO HOLD DOORS	4-21
4.5	AIRCRAFT TURNAROUND HANDLING	4-22
4.5.1	SUPERVISION OF AIRCRAFT LOADING AND UNLOADING	4-22
4.5.1.1	INTRODUCTION	4-22
4.5.1.2	COMMUNICATION	4-22
4.5.1.3	ACTIONS PRIOR TO UNLOADING	4-23
4.5.1.4	ACTIONS DURING UNLOADING	4-24
4.5.1.5	ACTIONS AFTER UNLOADING	4-24
4.5.1.6	ACTIONS PRIOR TO LOADING	4-25
4.5.1.7	ACTIONS DURING LOADING	4-26
4.5.1.8	ACTIONS AFTER LOADING	4-26
4.5.2	AIRCRAFT GROUND STABILITY	4-27
4.5.3	SAFETY REQUIREMENTS SPECIFIC TO AIRCRAFT LOADING AND UNLOADING	4-27
4.5.3.1	GENERAL	4-27
4.5.3.2	ULD LOADING	4-28
4.5.3.3	MAIN DECK LOADING OF FREIGHTER AIRCRAFT	4-29
4.5.3.4	BULK LOADING	4-29
4.5.3.5	IDENTIFYING SHIPMENTS REQUIRING SPECIAL HANDLING	4-29
4.5.4	UNLOADING	4-32
4.5.4.1	SCALING PROCESS	4-32
4.5.4.2	SAFETY PRECAUTIONS FOR UNLOADING	4-32
4.5.5	CARGO HOLD INSPECTION	4-33
4.5.5.1	GENERAL	4-33

4.5.5.2	CARGO HOLD DAMAGE	4-33
4.5.5.3	SPILLS IN CARGO HOLDS	4-34
4.5.6	LOADING	4-35
4.5.6.1	LOAD HANDOVER	4-35
4.5.6.2	LOAD TRANSPORTATION	4-35
4.5.6.3	LOAD DELIVERY FOR DEPARTURE	4-35
4.5.6.4	LOADING PROCEDURES	4-36
4.5.6.4.1	LOADING PROCEDURES LIVE ANIMALS	4-37
4.5.7	SECURING OF LOAD	4-38
4.5.7.1	GENERAL RULES	4-38
4.5.7.2	BULK COMPARTMENTS	4-38
4.5.7.3	SECURING OF ULDS	4-39
4.5.7.4	TIE-DOWN	4-39
4.5.7.5	USE OF TIE DOWN MATERIAL	4-41
4.5.7.6	STANDARD LASHING	4-44
4.5.7.7	SECURING OF DANGEROUS GOODS	4-47
4.5.8	LOAD SPREADING	4-49
4.5.9	UNIT LOAD DEVICES	4-50
4.5.9.1	GENERAL	4-50
4.5.9.2	IDENTIFICATION/LABELLING OF UNIT LOAD DEVICES	4-50
4.5.9.3	CHECKING ULD CONDITIONS ON THE RAMP	4-51
4.6	AIRCRAFT DEPARTURE	4-53
4.6.1	INTRODUCTION	4-53
4.6.2	GROUND STAFF MEMBER RESPONSIBILITIES DURING PUSHBACK MANEUVER	4-53
4.6.2.1	RESPONSIBLE GROUND STAFF MEMBER FOR DEPARTURE	4-53
4.6.2.2	TRACTOR DRIVER	4-55
4.6.2.3	WING WALKER	4-56
4.6.2.4	WING WALKER POSITIONING FOR AIRCRAFT ARRIVAL	4-57
4.6.2.5	WING WALKER POSITIONING FOR AIRCRAFT PUSHBACK	4-58
4.6.3	ACTIONS PRIOR TO DEPARTURE	4-59
4.6.3.1	PRE DEPARTURE WALKAROUND CHECK	4-59

4.6.3.2	PRE DEPARTURE TABLE	4-60
4.6.3.3	PRE-DEPARTURE COMMUNICATION	4-61
4.6.4	CONNECTING THE PUSHBACK VEHICLE	4-62
4.6.4.1	GENERAL	4-62
4.6.4.2	CONNECTING PUSHBACK TRACTOR AND TOWBAR	4-62
4.6.4.3	CONNECTING TOWBARLESS TRACTOR	4-63
4.6.4.4	CONNECTING REMOTE-CONTROLLED TRACTOR TO NOSE GEAR	4-63
4.6.5	WHEEL CHOCK REMOVAL	4-64
4.6.6	DEPARTURE COMMUNICATIONS	4-65
4.6.6.1	GENERAL	4-65
4.6.6.2	DEPARTURE COMMUNICATION DIALOGUE	4-65
4.6.6.3	ITEMS TO BE COMMUNICATED BETWEEN GROUND STAFF MEMBER AND FLIGHT CREW	4-66
4.6.6.4	DEPARTURE COMMUNICATION WITHOUT INTERPHONE	4-67
4.6.6.5	INTERPHONE COMMUNICATION FAILURE	4-67
4.6.7	PUSHBACK MANEUVER	4-67
4.6.7.1	ANTI-COLLISION LIGHTS	4-67
4.6.7.2	PUSHBACK REQUIREMENTS	4-68
4.6.7.3	STAFF SAFETY DURING PUSHBACK MANEUVER	4-69
4.6.7.4	PUSHBACK AND PULL FORWARD	4-70
4.6.7.5	NOSE GEAR PROTECTION AND STEERING ANGLES	4-71
4.6.7.5.1	STEERING ANGLE LIMITATIONS FOR B737-800	4-71
4.6.7.5.2	STEERING ANGEL LIMITATIONS FOR A320	4-72
4.6.7.6	MANEUVERING DURING WINTERY OR SLIPPERY CONDITIONS	4-73
4.6.7.7	MANEUVERING DURING LOW VISIBILITY CONDITIONS	4-73
4.6.8	ENGINE START	4-74
4.6.8.1	COMMUNICATION DURING ENGINE START	4-74
4.6.8.2	ENGINE START USING AN AIR START UNIT	4-74
4.6.8.3	ENGINE START USING CROSS-BLEED	4-75
4.6.8.4	COMMUNICATION DURING ENGINE FIRE	4-75

4.6.9	PUSHBACK DISCONNECTION	4-76
4.6.9.1	PUSHBACK TRACTOR AND TOW BAR DISCONNECTION	4-76
4.6.9.2	TOW BARLESS TRACTOR/REMOTE-CONTROLLED TRACTOR DISCONNECTION	4-76
4.6.10	PUSHBACK COMPLETION	4-77
4.6.11	INCIDENTS DURING PUSHBACK	4-78
4.6.11.1	INCIDENTS DURING PUSHBACK INVOLVING PUSHBACK TRACTOR/TOWBAR OR TOWBARLESS TRACTOR	4-78
4.6.12	RE-ESTABLISHING COMMUNICATION AFTER DEPARTURE	4-80
4.6.12.1	INTRODUCTION	4-80
4.6.12.2	INITIATED FROM THE FLIGHT DECK	4-80
4.6.12.3	INITIATED FROM THE GROUND	4-80
4.7	OPEN RAMP DEPARTURE	4-81
4.8	AIRCRAFT POWERBACK OPERATIONS	4-81
4.9	AIRCRAFT TOWING	4-82
4.9.1	INTRODUCTION	4-82
4.9.2	GROUND STAFF MEMBER RESPONSIBILITIES	4-82
4.9.2.1	RESPONSIBLE GROUND STAFF MEMBER FOR TOWING	4-82
4.9.2.2	TRACTOR DRIVER	4-82
4.9.2.3	BRAKE OPERATOR	4-83
4.9.2.4	WING WALKER	4-84
4.9.2.5	HEADSET OPERATOR	4-84
4.9.2.6	VHF OPERATOR	4-84
4.9.3	PRE-TOWING ACTIVITIES	4-85
4.9.3.1	GENERAL	4-85
4.9.3.2	PRE-TOWING PREPARATION	4-86
4.9.3.3	TOWING COMMUNICATIONS	4-86
4.9.4	TOWING MANEUVER	4-88
4.9.4.1	GENERAL	4-88
4.9.4.2	TOWING SPEEDS	4-88
4.9.4.3	TOWING LIMITS	4-88
4.9.4.4	TOWING ONTO PARKING STAND	4-88
4.9.4.5	MOVEMENT INTO/OUT OF HANGARS	4-89

4.9.5	INCIDENTS DURING TOWING	4-90
4.9.6	TOWING COMPLETION	4-92
4.10	DUTIES AND RESPONSIBILITIES OF GSP	4-93
4.10.1	RAMP AGENT/TURNAROUND COORDINATOR	4-93
4.10.2	DUTIES OF LOADING EMPLOYEES	4-94
4.10.3	DUTIES OF CATERING EMPLOYEES	4-95
4.11	MINIMUM GROUND TIME	4-96
4.11.1	GENERAL	4-96
4.11.1.1	DELAY CODES	4-96
4.12	POST FLIGHT DEPARTURE ACTIVITIES	4-97
4.12.1	POST FLIGHT DOCUMENTS	4-97

4.1 AIRCRAFT ARRIVAL

GRH 3.2.7 (I)

4.1.1 ACTIONS PRIOR TO ARRIVAL

GRH 3.2.2 (II), GRH 3.2.2 (V), GRH 3.2.2 (I), GRH 3.2.2 (IV), GRH 3.2.2 (III), GRH 3.2.2 (VI)

THE AIRLINE requires:

- Conduct Foreign Object Debris FOD. Check on the entire stand removing all debris just prior to arrival.
- Make sure the stand surface condition is sufficiently free of ice, snow, etc., to ensure safe aircraft movement.
- Make sure all required Ground Support Equipment GSE is available and serviceable and is positioned well clear of the aircraft path, outside the Equipment Restraint Area ERA.
- Make sure the aircraft path and ramp area are free of objects and obstacles that the aircraft may strike or endanger others due to jet blast effects.
- Make sure the aircraft docking guidance system is operating or marshalling staff is present.
- Make sure additional ground personnel (i.e, wing walkers) are present if required.



DANGER: All persons not responsible for the aircraft arrival operation shall stay well clear of the arriving aircraft and shall not approach the aircraft until:

- The engines have been shut down and are spooling down.
- The anti-collision lights have been switched off.
- 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.

4.1.2 STANDARD ARRIVAL PROCEDURES

CAT.POL.MAB.100 (H)

4.1.2.1 AIRCRAFT ARRIVAL AT A GATE OR OPEN RAMP

For a standard arrival at a stand without an automated guide-in system or at an open ramp:

- As the aircraft approaches the stand area, the marshaller points to the guide-in line on the ramp to be followed by the aircraft by standing at the top of the guide-in line and giving the "Identify Stand" See: **3.4.7.1 - Identify Gate/Stand** Wing walkers, if required, will be positioned approximately 1 m (3 ft) outside the path of the wingtips. Wing walkers shall maintain visual contact with the marshaller until the aircraft has come to a complete stop.
- While the aircraft taxis along the guide-in line, the marshaller gives the "Continue to Taxi Ahead" signal with marshalling wands. See: **3.4.7.2 – Continue to Taxi Ahead**
- The nose wheel should follow the guide-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 See: **3.4.7.4 – TURN RIGHT (FROM THE PILOT'S POINT OF VIEW)** and **3.4.7.5 - TURN LEFT (FROM THE PILOT'S POINT OF VIEW)**

- If at any time during the aircraft movement the marshaller is unsure or identifies an imminent danger, STOP the aircraft.
- If at any time during the aircraft movement, the wingwalkers are unsure or identify an imminent danger, signal the marshaller with the “STOP” signal See: **3.4.7.6 – STOP**
- As the aircraft approaches the stop position, use the “Slow Down” signal if required refer to **3.4.6.3 - HOLD MOVEMENT OF AIRCRAFT**. As the nose wheel reaches the stop point slowly cross the wands in the “Stop” signal refer to **3.4.7.6 – STOP**

For a standard arrival at a stand with an automated guide-in system:

- The agent responsible for the aircraft arrival operations shall verify that the correct aircraft has been selected for the arrival and the equipment is operational.
- 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. It is essential to maintain a continuous unobstructed view between the agent responsible for manning the emergency stop button and the ground personnel ensuring clearance (e.g. wing walker)
- If 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.
- Wing walkers, if required, will be positioned approximately 1 m (3 ft) outside the path of the wingtips. Wing walkers shall maintain visual contact with the agent responsible for the aircraft arrival operations until the aircraft has come to a complete stop.

4.1.2.2 ACTIONS AFTER ARRIVAL

GRH 3.2.3 CONT'D, GRH 3.2.3 (III), GRH 3.2.3 (II), GRH 3.2.3 (I)

THE AIRLINE requires:

Upon aircraft stopping:

- Position wheel chocks at Nose Landing Gear NLG wheels
- Position and connect the Ground Power Unit GPU or Fixed Power Unit FPU if required, before the engine shut down.

After the engines have been shut down, are spooling down and anti-collision lights have been switched off:

- The person responsible for arrival operations shall give clearance for placement of the remaining wheel chocks and safety cones.
- Position remaining wheel chocks in accordance with See: **4.2.1 – Wheel Chock Placement** and verbally/visually confirm to the flight crew.
- Confirm there is no damage on the cabin door area prior to positioning the Passenger Boarding Bridge PBB
- Position the safety cones.
- Conduct an arrival walkaround for inspection to inspect for damage on the following parts of the aircraft before positioning GSE For walk around scheme See: **A.2 - WALK AROUND SCHEME**
 - All cargo doors
 - All-access panels and servicing access points
 - Aircraft fuselage
 - Aircraft engine cowlings/propellers
 - All cabin doors
- Give clearance for GSE to approach aircraft.

NOTE: If any damage is found, report it immediately to a supervisor and do not approach the aircraft with any GSE in the area where the damage has been found

NOTE: "Spooling down" of an engine can be identified as follows: reduced engine noise, visible fan or propeller speed reduction, lack of exhaust heat/thrust plume.

DANGER: If notified of a brake overheat do not approach the main gear.

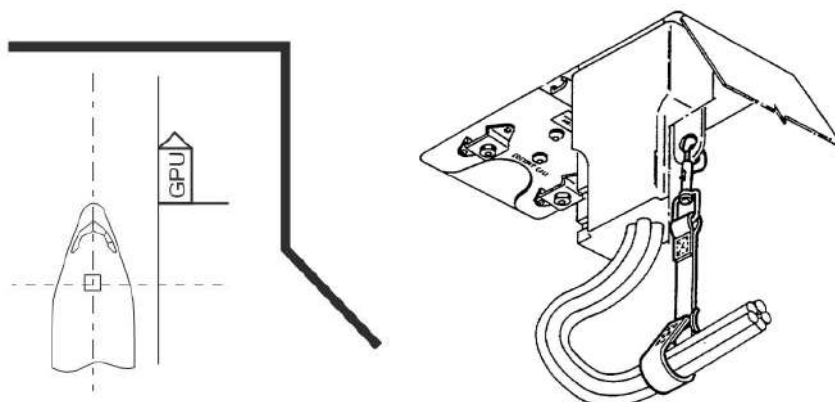
CAUTION: If an aircraft arrives with an unserviceable anti-collision light, do not approach the aircraft until headset communication has been established with the flight crew.

4.1.3 GROUND SUPPORT EQUIPMENT ON ARRIVING AIRCRAFT

4.1.3.1 GROUND POWER UNIT AND FIXED POWER UNIT

THE AIRLINE requires:

- It is permitted to pre-position a Ground Power Unit GPU inside the ERA. provided there is a marked GPU Parking position.
- Position the GPU on the appropriate side of the aircraft as shown below.
- Set parking brake/chock for the GPU.
- Ensure the GPU ,while in operation, is positioned a minimum of 3 m (10 ft) from any fueling vehicles and aircraft fuel vent exits.
- Fixed Power Unit FPU And leads shall be fully stowed/retracted during aircraft arrival as per the system design.
- **THE AIRLINE** requires GSP connecting GPU(s)/FPU(s) during each turn around/ground time.
- Before connecting to the aircraft, check the aircraft receptacles, lead(s) and plug(s) are clean and undamaged with no sign of excessive wear or electrical burning to the contacts.
- Do not energize the GPU/FPU Power output until the unit is connected to the aircraft.
- Attach the power lead lanyards to the aircraft attachment point (where fitted).
- Request approval from flight deck before turning off and disconnecting the GPU/FPU cables.
- Turn off the GPU/FPU power output before disconnecting the cable(s).
- Always disconnect and stow the GPU Power cables BEFORE connecting a tow tractor to the GPU.



4.1.3.2 COOLING/HEATING UNITS/PRE-CONDITIONED AIR

As part of the fuel conservation programs of most airlines, Pre-Conditioned Air (PCA) is required at all airports that provide on-stand PCA. See **F.2.2** and **F.3.2** 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

To connect PCA :

- Open access panel.
- Connect ground pre-conditioned air unit to aircraft.
- Startup ground pre-conditioned air unit.
- 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.

To disconnect PCA :

- Shut down ground pre-conditioned air unit.
- Disconnect ground pre-conditioned air unit from aircraft.
- Close the access panel.
- Retract the PCA hose to the fully stowed and secured position.



DANGER: Before supplying air by an external source, make sure that at least one cabin door is open and remains open during air unit operation. Make sure that a motorized ground air supply unit is not near the aircraft. The engine exhaust pipe of the unit shall point away from the aircraft. The heat from the unit's exhaust can cause damage to the aircraft structure.

4.1.3.3 AIRCRAFT INTERIOR COOLING

Desirable cockpit and cabin air temperatures are maintained within +18°C to +25°C with an optimum value of +21°C. Consequently, the aircraft shall be cooled down by ground cooling units when the interior temperature exceeds the upper limit indicated. Furthermore, it is recommended that the difference between the outside air temperature and air temperatures of a cooled down cockpit and cabin should generally not exceed +10°C. However, with outside air temperatures above +35°C, the interior air temperature has to be maintained at about +25°C.

4.1.3.4 AIRCRAFT INTERIOR HEATING

When the outside (ambient) temperature is low (less than +0°C) it is permitted to use Aircraft Interior Heaters. Heaters must comply with the requirements listed in this procedure and the related heater manufacturer manual. GSP is obliged to ensure proper aircraft heating process, which shall be carried out with adequate equipment, maintained in accordance with the manufacturer's maintenance program. Exterior heater shall be operated only by trained staff.



Caution: When applying Aircraft Ground Heating Procedures, the ground power supply, electrical cables and heaters must be continuously monitored by the person appointed by the Ground handling service provider. This person must be appropriately instructed and trained in that type of aircraft and is familiar with procedures and activities during the abnormal situation. Only trained staff are allowed to perform this activity.

4.2 AIRCRAFT CHOCKING

4.2.1 WHEEL CHOCK PLACEMENT

THE AIRLINE requirements:

- Make sure the required number of serviceable chocks are available considering the aircraft type and/or weather conditions.
- Chocks shall be kept clear of the guide-in line and in a safe area away from arriving aircraft and engine danger areas.
- Do not approach the aircraft to position chocks until the aircraft has come to a complete stop.
- One designated member of the ground staff immediately places chocks forward and aft of the nose gear, if aircraft type allows and according to options listed in **4.2.2 - CHOCK PLACEMENT DIAGRAMS**. This is the first action to take place around the aircraft and shall be completed before any other activity takes place.
- Before approaching the main gear, wait until:
 - Engines have been shut down and are spooling down.
 - Anti-collision lights are switched off
- Walk towards the main gear in a path parallel to the fuselage, avoiding engine intake areas.
- Place chocks forward and aft of the main gear in accordance with the applicable normal chock placement diagram. See: **4.2.2 - CHOCK PLACEMENT DIAGRAMS**
- Notify the flight deck crew that the chocks are inserted.

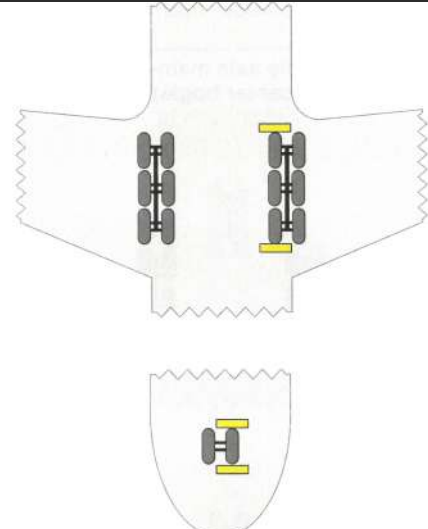
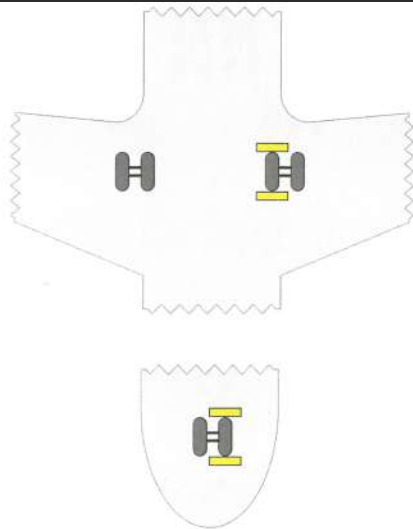
NOTE: If chocking is in accordance with 4.2.2 option 2 after the first main gear has been chocked, the nose gear chocks may be removed and positioned at the other main gear.



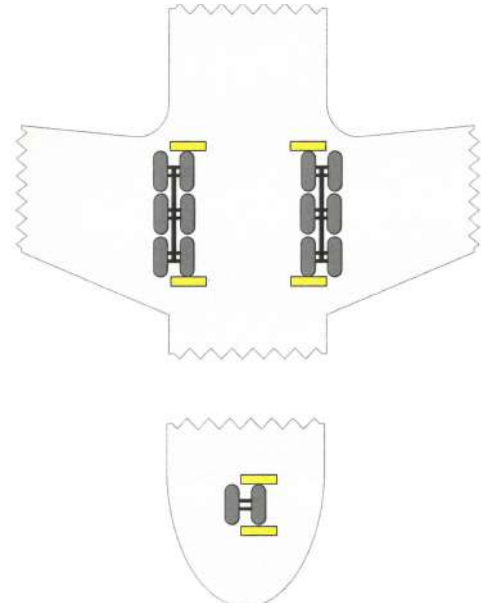
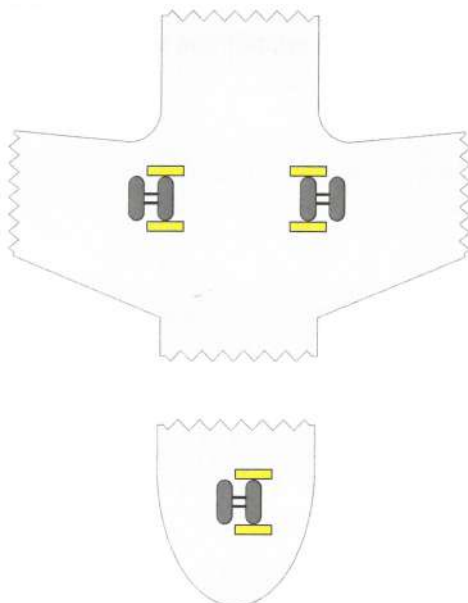
DANGER: For propeller aircraft with a nose engine, the nose gear cannot be chocked until the engine has been shut down and the propellers have come to a complete stop

4.2.2 CHOCK PLACEMENT DIAGRAMS

Normal Operations



Parking Aircraft Out of Service/Night-Stop/High Winds



NOTE:

Wind Speed below 25 kts:

- chocks in front and behind a minimum of one wheel on both main gears;
in case of a slope: chocks in front and behind the nose gear.

Wind speed above 25 kts:

- Chocks in front and behind all wheels on both main gears and the nose gear.

4.3 AIRCRAFT CONING

4.3.1 SAFETY CONE PLACEMENT AND REMOVAL

Safety cones are a caution sign for operators or drivers to maintain required safety clearances. Cones protect parts of the aircraft against collision by GSE.

Prior to the arrival of the aircraft, make sure there are sufficient serviceable safety cones to protect the aircraft type to be handled.

Do not approach the aircraft to position cones unless all the following criteria are met:

- Aircraft has come to a complete stop
- Engines have been shut down and are spooling down
- Anti-collision lights are switched off
- Aircraft has been chocked

NOTE: "Spooling down" of an engine can be identified as follows: reduced engine noise, visible fan or propeller speed reduction, lack of exhaust heat/thrust plume.

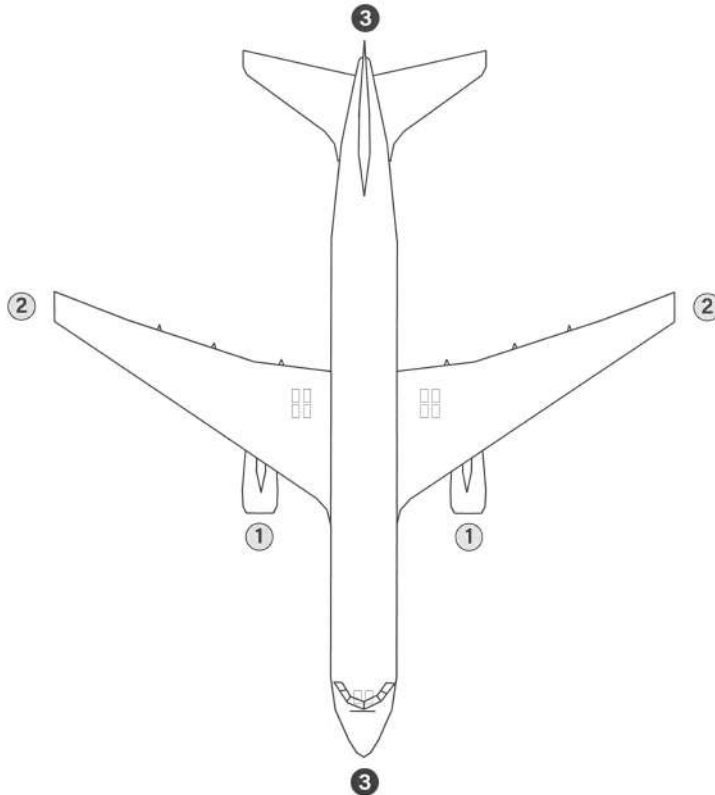
- Place safety cones on the ground in accordance with the diagrams, See **4.2.2 - CHOCK PLACEMENT DIAGRAMS** within a maximum of 1 m (3 ft) outward from the point of the aircraft being protected. Cones shall not be placed in high wind conditions.
- Additional safety cones may be needed as per operational requirements or local regulations.
- GSE Shall not approach the aircraft until all safety cones have been placed (not applicable for the PBB and/or GPU)
- All required safety cones shall remain in place until GSE and vehicle activities around the aircraft have ceased prior to the departure of the aircraft.

NOTE: In some situations, it may be necessary to re-position cones to allow GSE to be positioned. Cones shall not be placed under engines. Re-position the cones when the GSE is removed.

- Ensure all vehicles have been removed from the ERA.
- Remove the safety cones from around the aircraft.
- When not in use, place the safety cones in the designated storage area.

4.3.2 AIRCRAFT CONING DIAGRAM

Cone Placement for Wing-Mounted Twin Engine Jet Aircraft



CONE NUMBER	DESCRIPTION
①	Cones max. 1 m (3 ft) in front of engine
②	Cones max. 1 m (3 ft) from wingtip
③	Additional cones to be placed at the applicable end(s) of the aircraft where immediately adjacent to a service road.

NOTE: Additional cones shall be placed, if the distance between service road and A/C nose and/or tail is 4,5 meters or less.

4.4 AIRCRAFT DOORS

4.4.1 GENERAL SAFETY REQUIREMENTS

This section provides only 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. Aircraft doors may only be opened/closed by an authorized individual who has received training and certification for the specific the aircraft type.



CAUTION: Do not operate or leave doors open in winds exceeding those indicated in the manufacturer's limitations.

4.4.2 CABIN ACCESS DOORS

4.4.2.1 GENERAL

GRH 3.2.6 (I)

This section provides generic precaution and does not constitute training on opening/closing of aircraft doors. *THE AIRLINE* determines primary opening/closing aircraft doors performed by *THE AIRLINE* crew or maintenance personnel. *THE AIRLINE* can authorise opening/closing aircraft doors to GSP if:

- If GSP receives training from *THE AIRLINE* for operating aircraft doors.



DANGER:

- Cabin access doors shall only be in the open position if there is an appropriate boarding device or 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 shall immediately notify a supervisor or the airline representative.

- Do not attempt to close the cabin access door unless trained and qualified.
- Guard the cabin access door until a qualified person is present to close it.

4.4.2.2 OPENING CABIN ACCESS DOORS FROM INSIDE BY TRAINED CREW

Ground staff should:

- 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 and provide a conventional “thumbs up” signal through the door window to the crew.
- Stand clear of the door and wait for the cabin crew to open.
- Assist cabin crew with moving the door to the fully opened position and engaging the gust lock, as applicable and necessary.

4.4.2.3 OPENING OF CABIN ACCESS DOORS FROM INSIDE BY AUTHORIZED AND TRAINED GROUND STAFF

Ground staff should:

- Check that the door is disarmed.
- Check that all indicators show that it is safe to open the door.
- Check visually that a boarding device is positioned at the door.
- The door shall be fully opened and the gust lock engaged.

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.

- Open the door slowly and carefully in accordance with the instructions and markings labelled on the door, and the specific instructions for the aircraft type and/or you're training.

4.4.2.4 OPENING CABIN ACCESS DOORS FROM OUTSIDE WITH CREW/GROUND STAFF ON BOARD

Authorised GSP by *THE AIRLINE* for opening doors shall follow this requirements;

- Visually inspect the cabin access door and the surrounding fuselage for signs of damage.
- Check all indications as per aircraft type that the door is disarmed and safe to open, e.g., residual pressure warning lights or flags.



CAUTION: If there is no confirmation that the door is disarmed or safe to open, do not open the door.

- Knock twice on the door to indicate that the door is ready to be opened. Receive a “thumbs up” acknowledgement if required from the crew/ground personnel on board.
- If there is no “thumbs up” or indication from the cabin that the door is disarmed, knock twice again.
- If there is still no “thumbs up” or indication from the cabin crew/ground personnel onboard, contact the flight deck via an open cockpit window or the aircraft interphone system to seek confirmation that it is safe to open the cabin doors.
- Once it is confirmed that the cabin access door is disarmed and safe to open, open the door in accordance with the instructions and markings labeled on the door, and the specific instructions for the aircraft type.
- Move the cabin access door to the fully opened position and engage the gust lock.
- If integral airstairs are to be used (other than those permanently affixed to a boarding door), fully extend the airstairs prior to opening the door.
- If using integral airstairs permanently affixed to a boarding door, stand clear of the door and slowly open the door until the airstairs are fully extended.

4.4.2.5 OPENING CABIN ACCESS DOORS FROM OUTSIDE WITH NO CREW/GROUND STAFF ON BOARD

Do not operate ANY aircraft doors unless you have been trained and authorised by *THE AIRLINE*:

- Visually inspect the cabin access door and the surrounding fuselage for signs of damage.
- Check all indications as per aircraft type that the door is disarmed and safe to be opened. e.g., residual pressure warning lights or flags.



CAUTION: If there is no indication that the door is disarmed or safe to open, do not open the door.

- Once it is confirmed that the door is disarmed and safe to open, open the door in accordance with the instructions and markings labeled on the door, and the specific instructions for the aircraft type.
- Move the door to the fully opened position and engage the gust lock.
- If integral airstairs are to be used (other than those permanently affixed to a boarding door), fully extend the airstairs prior to opening the door.
- If using integral airstairs permanently affixed to a boarding door, stand clear of the door and slowly open the door until the airstairs are fully extended.

4.4.2.6 CLOSING OF CABIN ACCESS DOORS FROM INSIDE BY CREW

GRH 3.2.6 (II)

Prior to removing or repositioning GSE or PBB, the GSP shall:

- Notify crew that equipment needs to be removed or repositioned and that the cabin access door needs to be closed.
- Receive confirmation from the crew that the cabin access door will be closed.
- Visually inspect the exterior of cabin access door and surrounding areas for signs of damage, debris, or obstructions.
- Retract equipment safety rails and canopy (where fitted) where necessary to close the door.
- Assist cabin crew when required, with moving the door to the fully closed position.
- Where using passenger stairs or PBB, remain on the platform until the door is fully closed.
- Where using elevating equipment (e.g., catering truck or medical loader) retreat from the platform prior to the door being closed.
- Check that the cabin access door is closed and that the door and handle are flush with the surrounding fuselage.
- Descend passenger stairs before they are moved.

4.4.2.7 CLOSING OF CABIN ACCESS DOORS FROM INSIDE BY AUTHORIZED AND TRAINED GROUND PERSONNEL

GRH 3.2.6 (III)

- Coordination between GSP inside and outside the aircraft to confirm that the cabin access door will be closed shall take place prior to closing the door.
- The trained ground personnel onboard shall:
 - Visually inspect the cabin access door and inside surrounding areas for signs of damage, debris or obstructions.
 - Move the door to the fully closed and locked position in accordance with the instructions and markings labeled on the door, and the specific instructions for the aircraft type.
- The GSE/PBB operator shall follow the same steps as documented in **4.4.2.6 - Closing of Cabin Access Doors from Inside by Crew** and additionally:
 - Where using elevating equipment (e.g., catering truck or medical loader) personnel shall retreat from the platform prior to the door being closed.
 - Retract equipment stabilizers after the door is closed and personnel are clear of the equipment.
 - Remove GSE or PBB from the door.

4.4.2.8 CLOSING OF CABIN ACCESS DOORS FROM OUTSIDE WITH CREW/GROUND PERSONNEL ON BOARD

- Coordination between GSP inside and outside the aircraft to confirm that the cabin access door will be closed, shall take place prior to closing the door.
- Prior to closing the cabin access door from outside, the person responsible for closing the door shall:
 - Visually inspect the exterior of cabin access door and surrounding areas for signs of damage, debris or obstructions.
 - Retract equipment safety rails and canopy (where fitted) where necessary to close the door.
 - Release the gust lock and move the door to the fully closed and locked position in accordance with the instructions and markings labeled on the door, and the specific instructions for the aircraft type.
 - After the door is closed, check that the door and handle are flush with the surrounding fuselage.
 - Where closing the door from passenger stairs, descend the stairs before they are moved.
- The GSE / PBB operator shall:
 - Retract equipment stabilizers after the door is closed and personnel are clear of the equipment.
 - Remove GSE or PBB from the door.

4.4.2.9 CLOSING CABIN ACCESS DOORS FROM OUTSIDE WITH NO CREW/GROUND PERSONNEL ON BOARD

Prior to closing the cabin access door from outside, the person responsible for closing the door shall follow the same steps as documented in **4.4.2.8 - Closing of Cabin Access Doors from Outside with Crew/Ground Personnel on Board**

4.4.2.10 RE-OPENING CABIN ACCESS DOORS

If a cabin access door is not closed properly, it shall be re-opened and re-closed. Other operational situations when cabin access doors may need to be re-opened include the following:

- Subsequent delivery of catering and/or supplies, after the passenger boarding devices have been removed;
- Re-connecting of passenger boarding devices after the initial removal. If there is no crew onboard the aircraft, follow the applicable Opening Cabin Access Doors procedures See: **4.2.2.5 – Opening Cabin Access Doors from Outside with no Crew/Ground Staff on Board**;
- 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.
- If the door shall be re-opened, notify the flight crew through the open cockpit window or use the flight interphone system.
- If the crew requires a door to be re-opened, they will notify ground staff
- 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 applicable actions/steps in: Opening Cabin Access Doors. See: **4.2.2.5 – Opening Cabin Access Doors from Outside with no Crew/Ground Staff on Board**
- If authorization to re-open the door is not granted, do not attempt to re-open the door unless clearance is given by the flight crew.

4.4.3 CARGO HOLD DOORS

4.4.3.1 OPENING CARGO HOLD DOORS

GSP shall:

- Do not operate cargo doors unless trained and authorised.
- Manual operation of an electrically or hydraulically operated cargo door may only be performed by maintenance personnel or flight crew
- Do not open the cargo doors until the aircraft engines have been shut down and the anti-collision lights have been switched off.
- Before positioning loading equipment or any other GSE 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, PIC.
- Cargo doors shall be opened using technical steps or belt loaders equipped with raised safety rails to reach the cargo doors. Unit Load Device (ULD) loaders must not be used. (Not applicable to main deck cargo doors).
- Where applicable, check cargo hold access door control indicators, residual pressure warning lights or flags to ensure it is safe to operate the door or open the cargo access door vent flap.
- Allow adequate space for door clearance to avoid equipment obstructing the free passage of the door during opening/closing the cargo hold access door.
- Open the cargo doors in accordance with the specific instructions for the aircraft type.
- The cargo access door control panel, where applicable, shall be closed when not opening/closing the cargo hold access door.
- If the cargo door will not open, do not use excessive force, tools or GSE to push or pull on the door to open it. Contact THE AIRLINE or PIC.

4.4.3.2 CLOSING CARGO HOLD DOORS

GSP Shall:

- Do not operate cargo doors unless you have been trained and authorised.
- Manual operation of an electrically or hydraulically operated cargo door may only be performed by maintenance personnel or flight crew. not be used.
- Before closing the cargo hold access door, ensure:
 - The anti-roll-out system (door sill guards/latches) if installed, is in the raised position.
 - Load restraint and door protection nets are properly fitted.
 - Door area, including the door sill and frame, are free of debris and other obstructions.
 - Door and surrounding area show no visible signs of damage.
- Close the cargo hold access door in accordance with the specific instructions for the aircraft type.
- After closing the cargo hold access door, ensure:
 - The lock indicators are engaged/properly set, as applicable, and that the door is properly locked, handles are properly stowed, and panels are properly closed.
 - A visual check is performed for any signs of damage to the doors and surrounding areas.
 - The vent flaps are also closed.



CAUTION: *If a cargo door shall be re-opened prior to aircraft movement, approval from the flight crew via the ground staff responsible for the departure must be obtained.*

4.4.3.3 RE-OPENING OF CARGO HOLD DOORS

Ground staff must:

- If a cargo compartment door is not closed properly, it shall be re-opened and re-closed.
- Once the pre-departure walkaround has taken place, do not attempt to re-open any aircraft cargo door without the authorization of the flight crew.
- If a door shall be re-opened, the agent in charge of departure shall notify the flight crew or use the flight interphone system.
- If the flight or cabin crew requires a door to be re-opened, they will notify ground staff.
- Regardless of which party requested that the door be reopened, if the flight crew gives clearance for the door to be re-opened, follow the applicable actions/steps in Cargo Hold Doors. See: **4.4.3.1 - OPENING CARGO HOLD DOORS** and **4.4.3.2 - CLOSING CARGO HOLD DOORS**.
- If authorization to re-open the door is not granted by the flight crew, do not attempt to re-open the door.
- If authorization to re-open the door is granted by the flight crew, repeat the pre-departure walk-around checks according to 4.6.3.1 for this door area

4.5 AIRCRAFT TURNAROUND HANDLING

4.5.1 SUPERVISION OF AIRCRAFT LOADING AND UNLOADING

GRH 3.4.3 (I), GRH 3.4.1 (II)

4.5.1.1 INTRODUCTION

The GSP person performing the aircraft loading and unloading supervision task is responsible for the safe and efficient loading and unloading of the aircraft as well as the protection of the loads carried.

- Unloaded in accordance with LDM/CPM/OIR or any other incoming messages.
- Loaded as specified by the weight and balance calculation task **5.4.3** in accordance with the corresponding loading instruction report, LIR See: **5.4.1.2-Loading Instructions Report**.

NOTE: Any Aircraft loading operation shall only start with the presence of the ramp aircraft loading supervisor or person who is responsible for loading and/or unloading.

4.5.1.2 COMMUNICATION

When Verbal communication is used it is critical that the combination of letters and numbers is pronounced and understood by those who transmit and receive voice messages by radio or telephone, regardless of their native language. The ICAO phonetic alphabet and numbering system shall be used by all parties when involved in aircraft turn-around.

To ensure all load is accounted for accurately prior to departure, the parties responsible for loading and load planning shall clearly communicate and confirm:

- Flight Number
- Aircraft registration
- Flight Leg (as applicable)
- LIR edition number
- All load by position/in compartments need to be reported, including NIL-Position/Compartment(s)
- Return load (stand-by load which is not loaded)
- All commodities and sub-commodities shall be reported
- When communicating load figures using verbal communication between the person reporting the load and the person responsible for the load planning task, the person responsible for the load planning task shall always read back the information given according to the same guidelines above.

NOTE: The same principle will also apply when the load control office is verbally communicating information to the person responsible for the loading supervision task, and when loading information is verbally communicated between loading team members and the loading team supervisor.

NOTE: To further prevent miscommunication during the aircraft turnaround handling and closeout reconciliation process, implementation of standard verbiage for load discrepancy communication. SEE: TABLE 4.5.1.1B should be used between the person responsible for the loading supervision task and the person responsible for the load planning task and between the person responsible for loading supervisor task and loading team members.

NOTE: Efficient communication devices (e.g. headsets, high performance radio, phones etc.) should be provided to relevant involved teams in case of verbal communication in order to avoid misunderstanding in a noisy environment.

TABLE 4.5.1.1B–LOAD DISCREPANCY COMMUNICATION

Discrepancy	Description
Offload	Planned load removed from aircraft for any reason (e.g. missing passenger/baggage, damaged cargo etc.)
Position change	Change of position within the cargo compartment or change of cargo compartment location
Missing	Load not received for any reason, but planned on loading instruction report
Weight	Difference between deadload weight as shown on LIR and actual weight of the load.
Incorrect Load	Mismatch of received load for flight (e.g. incorrect ULD number, wrong flight number, incorrectly documented special load)
Restrains	Missing, damaged or malfunctioning floor locks, load restraints or nets
Technical	Compartment technical issues (e.g. faulty locks, unserviceable stanchions, divider nets, other defects)
Not planned	Any deadload not included in LIR

4.5.1.3 ACTIONS PRIOR TO UNLOADING

Prior to unloading, the GSP person responsible for the aircraft loading supervision task shall:

- Brief the unloading team members on safety and unloading requirements in accordance with the CPM/LDM/OIR including any special requirements, e.g., unloading sequence, special load items, restraint requirements. Check to ensure the briefing and unloading instructions are understood by the persons responsible for aircraft unloading.
- The offloading instructions report OIR should be issued prior to aircraft arrival.
- Verify the arriving aircraft registration with the registration on the CPM/LDM/OIR.
- Ensure the necessary equipment for unloading is available on the aircraft parking stand.

4.5.1.4 ACTIONS DURING UNLOADING

During unloading, the GSP person responsible for the aircraft loading supervision task shall:

- Cross-check the ULD/load against the CPM/LDM/OIR as the unloading progresses to ensure the correct sequence of unloading takes place in accordance with the specified timelines.
- For ULD unloading:
 - Carry out visually detectable damage checks during unloading.
 - Check ULD placards have been properly filled out with the correct information.
 - Perform a cross-check against CPM/LDM/OIR to ensure the following details correspond with each other:
 - ULD number shown on the ULD identification tag.
 - ULD identification number printed or stamped on the ULD.
 - Confirm ULD unload information codes (e.g., X = empty ULD)
 - Confirm ULD unload information codes (e.g., X = empty ULD)
 - Ensure that there are no signs of leakage from ULDs.
- For bulk unloading:
 - Perform a visual inspection of all items during unloading to ensure no damage/leakage.
 - Ensure the load distribution is in accordance with the LDM.
- Ensure special equipment (e.g., tie-down straps, load spreaders, plastic sheeting for wet cargo) is unloaded, as required.
- Log any irregularities in the unload sequence noted during unloading.
- Ensure, where applicable, transit loads are not offloaded or over-stowed.
- Delivery at the Aircraft (DAA) bags/items shall be delivered.

4.5.1.5 ACTIONS AFTER UNLOADING

After unloading has been completed the GSP person responsible for the aircraft loading supervision task shall:

- Carry out a hold inspection as per **4.5.5 - CARGO HOLD INSPECTION**
- Ensure the nets and straps are properly stowed and cargo access door checks are performed in accordance with **4.4.3 - CARGO HOLD DOORS** in case the cargo access doors need to be closed.
- Sign the OIR if and in doing so confirm that:
 - Aircraft has been unloaded in accordance with OIR
 - Load was unloaded in a manner that prevents damage or spillage
- Close the cargo access doors if the aircraft is to be left unattended.

4.5.1.6 ACTIONS PRIOR TO LOADING

THE AIRLINES require GSP Prior to loading, the person responsible for aircraft loading supervision task shall:

- Brief the loading team members on safety and loading requirements in accordance with the LIR, including any special requirements, e.g., loading sequence, special load items, restraint requirements
- Verify the aircraft registration with the registration on the LIR.
- Carry out a hold inspection once unloading is complete or prior to commencing loading, in accordance with the requirements detailed in 4.5.5 and action issues accordingly.
- Assemble and check the load against the LIR in order to ensure compliance
 - Carry out a Visually Detectable Damage Check prior to loading See: **4.5.9.3**
 - Ensure ULD placards are properly filled out with the correct information as detailed See: **4.5.9**
 - Perform a cross-check to ensure the following identification numbers correspond with each other:
 - ULD number shown on the LIR
 - ULD number shown on the ULD identification tag
 - ULD identification number printed or stamped on the ULD
- Crosscheck ULD gross weights
- Confirm ULD load information codes (e.g. X = empty ULD)
- Special handling codes and complimentary information
- There are no signs of leakage from ULDs.
- Destination airport
- Preliminary Notification to the Captain (NOTOC) as per *IATA AHM 381* (where applicable).
- For bulk loading, confirm:
 - Carts identification labels are correctly filled in
 - Loose pieces/weight information is correct (where applicable)
- A visual inspection of all items of bulk load shall be performed prior to loading to ensure they are properly packed and will not damage/leak or contaminate the aircraft. All items are fit to be loaded on the aircraft.
- Ensure LIR is received and understood by the persons responsible for aircraft loading task, including details and requirements of special load (e.g. Dangerous Goods).
- Ensure special equipment (e.g. tie-down straps, load spreaders, plastic sheeting for wet cargo) is available, as required.
- If possible, organise and position the ULDs containing baggage, cargo and/or mail in hold and load order.
- Ensure the load is protected from adverse weather conditions.

4.5.1.7 ACTIONS DURING LOADING

THE AIRLINE requires GSP During loading, the person responsible for the aircraft loading supervision task shall:

- Crosscheck the load against the LIR, as the loading progresses to ensure the correct sequence of loading takes place in accordance with the specified timelines
- Regularly check with loading agents who are physically loading the aircraft and in particular, attend to any issues raised concerning loading.
- Ensure that all loaded ULDs are serviceable. Do not load damaged ULDs.
- Liaise with the person responsible for weight and balance calculation task and receive authorization for any deviations including any last-minute changes as documented in **5.4.3.2** to the LIR. The weight and Balance Calculation task shall check the deviation and confirm if possible or give an alternative solution.
- If an authorised change of load order occurs, provide confirmation of a change to the persons responsible for the aircraft loading task prior to recommencing loading in the hold.
- Ensure that where applicable, transit loads are not over-stowed for transit stations.
- At the completion of loading, receive confirmation of the following from the persons responsible for the aircraft loading task:
 - The loading status of the aircraft holds and compliance with the latest edition of the LIR
 - Confirmation that loads are secured and that all locks, stops, nets, net stanchions, fire blankets are raised, closed, locked or installed and that load securing is correctly applied.
- Undertake a final visual inspection of the aircraft holds to ensure compliance and that no item of FOD has been left in the aircraft holds.
- Load and restraints (including correct restraint settings at NIL/NOFIT positions) that are visible are properly secured and/or raised.

4.5.1.8 ACTIONS AFTER LOADING

THE AIRLINES require GSP After loading has been completed the person responsible for aircraft loading supervision task shall:

- At the completion of loading, receive confirmation of the following from the persons performing the aircraft loading task:
 - Loading status of the aircraft is in compliance with the latest edition of the LIR.
 - Loads are secured and that all locks, stops, nets, net stanchions, fire blankets are raised, closed, locked or installed and that load securing is correctly applied.
- Sign the LIR, and in doing so confirm that:
 - Aircraft has been loaded in accordance with the final edition of the LIR including any authorized changes.
 - Load is secured (in a manner that prevents movement or spillage during flight) and locks, stops, nets, fire blankets are correctly installed, raised, locked.
- If applicable, sign a NOTOC to confirm that:
 - There was no evidence of leakage from the package(s) or any leakage from the ULDs loaded on the aircraft.
 - The package or ULD is loaded in the designated position and secured.
- Ensure cargo hold access door checks are performed.

4.5.2 AIRCRAFT GROUND STABILITY

Unloading sequence may be reported in the offloading instructions report, OIR and loading sequence in the LIR. In case detailed information of the unloading and loading sequence are not available, as a general principle for cargo aircraft and passenger aircraft sensitive to tail tipping, ensure the sequence below is adhered to:

- Unload the aft hold first.
- Unload the main deck in sequence to always have more load in front of the wing box than aft of the wing box.
- Unload the forward hold last
- Load the forward hold first.
- Load the main deck in sequence to always have more load in the front of the wing box than aft of the wing box.
- Load the aft hold and bulk last. If this sequence cannot be followed, check with the operator for instructions about the correct unloading/loading sequence

4.5.3 SAFETY REQUIREMENTS SPECIFIC TO AIRCRAFT LOADING AND UNLOADING

4.5.3.1 GENERAL

THE AIRLINE policy:

- Holds and compartments shall only be entered or exited by using the appropriate loading equipment, which shall be positioned and secured at the aircraft door.
- Carts shall not be used to gain access to cargo compartments.
- Loading equipment shall not be removed from the aircraft when personnel are still in the cargo hold.
- Equipment operators shall ensure that other personnel are not entrapped by movement of loads, pallets and/or containers, either in the aircraft or on the loading equipment.
- Personnel shall not walk between carts and dollies even when they are stationary on the ramp.
- Hinged side gates of loaded carts should be lowered carefully incase loads fall out and cause injury.
- Extreme caution shall be used when using covered carts.
- Take care when pulling or pushing carts especially when ramp conditions are slippery. When necessary, obtain assistance.
- Protect all loads from adverse weather, attention shall be given to live animals and/or perishables
- Use tarpaulins or covered carts during adverse weather.
- Use correct manual handling techniques and practices when handling heavy items. Get assistance when moving heavy articles.
- When loading has been completed, equipment operators shall move all loading equipment to the designated parking location outside of the ERA.

4.5.3.2 ULD LOADING

THE AIRLINE requires GSP before ULD loading:

- Align the ULD Loader with the door sill.
- Ensure the ULD loader is level with the height and angle of the cargo compartment floor.
- The ULD loader platform height shall be monitored during the loading and unloading process and adjusted as necessary to maintain a correct alignment with the cargo hold floor.
- Use ULD loader platform guide rails as required to ensure alignment when loading or unloading.
- Inspect all ULDs before loading/unloading so that no nets, straps, protective materials can drag or get jammed in rollers, ball mats or wheels of Power Drive Units (PDU).
- Push (do not pull) containers on and off dollies and loaders.
- Certain ULDs can tip during movement as the base is smaller than the top, causing a high centre of gravity.
- ULDs on dollies or transporters shall be secured to prevent movement using locks, stops, rails or straps, except when the load is being transferred to/from the equipment



Caution: Do not place ULDs directly on the ramp surface



DANGER: During loading/unloading operations:

- Walkways inside the cargo decks must be used for step safety.
- Loading lanes must be clear of staff when ULDs are moved.
- Moving ULDs may cause injuries to personnel.
- Locks may only be raised after the ULD comes to a complete stop in its final position.

For Cargo Loading Systems (CLS) equipped with Power Drive Units (PDU):

- When ULDs become stuck, staff may assist with the dislodging of the unit after coordinating it with CLS equipment operator. In such cases, all staff must be aware of sudden ULD movements.
- The CLS equipment operator must at all times be aware of where on the main deck staff is positioned.

4.5.3.3 MAIN DECK LOADING OF FREIGHTER AIRCRAFT

Not applicable to *THE AIRLINE*.

4.5.3.4 BULK LOADING

THE AIRLINE requires GSP :

- To prevent damage to aircraft or collisions with the belt loader, keep a gap of at least 1 m (3 ft) between carts/dollies and the belt loader when towing.
- When unloading or loading items onto a belt loader, ensure that they are stable, and correctly positioned on the belt to avoid items falling off.
- Stabilize irregularly shaped items to prevent falling from the conveyor belts during loading and unloading.
- Do not place any loads directly on the ramp, especially if the ramp is contaminated.
- When loading or unloading smaller aircraft, or aircraft with low wings:
 - Tractors shall stop approximately 1 m (3 ft) from the belt loader to unhook carts. Move the tractor away and position carts by hand as required.
 - When removing carts, the tractor shall be positioned pointing away from the aircraft wing and the cart pulled to the tractor as required.
- When loading aircraft directly without the use of equipment:
 - Always drive parallel to the fuselage, maintaining a gap of 1m (3ft) when positioning carts.
 - Always turn away from the aircraft.
 - 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 kg (50 lbs).

4.5.3.5 IDENTIFYING SHIPMENTS REQUIRING SPECIAL HANDLING

THE AIRLINE's policy:

- All shipments requiring special handling will be identified on the Load Message (LDM) or Container Pallet Message (CPM) for an arrival flight or under a NOTOC for departing flights.
- Comply with any special handling requirements. Be alert for special load and/or dangerous goods shipments.
- Always follow the orientation markings and/or special handling instructions as applicable while handling.
- Make sure that packages with directional handling labels are kept in the correct orientation (e.g. THIS WAY UP).
- Always observe the specific instruction labels and markings (i.e., Cargo Aircraft Only (CAO), FRAGILE, TOP, THIS SIDE UP).
- Always handle fragile items with care.

Dangerous Goods:

- Transportation shall be in accordance with the *IATA Dangerous Goods Regulations (DGR)* Manual.

Live Animals:

- Transportation shall be in accordance with the *IATA Live Animals Regulation (LAR)*.
- During handling of live animals, ensure that they are:
 - Loaded and secured into suitable aircraft compartments as directed by the LIR
 - Separated from foods, dangerous goods or other AVI that are natural enemies
 - Handled with care and in a manner which minimizes the waiting period and is in compliance with the shipper's specific handling instructions.
 - Not exposed to adverse weather or environmental conditions during transportation, loading and unloading.

Perishable and temperature-sensitive healthcare products

- During transportation, loading and unloading of perishable and temperature-sensitive healthcare products, ensure that they are:
 - Handled in a manner to minimize the waiting period.
 - Not exposed to adverse environmental conditions.

NOTE:

- Perishables must be moved into storage (e.g., cooler, freezer) appropriate for the type, in accordance with the Perishable Cargo Regulations (PCR).
- Pharmaceuticals must be moved into storage (e.g., cooler, freezer) appropriate for the type, in accordance with the Temperature Control Regulations (TCR).

Dry Ice:

Dry ice (solid carbon dioxide) is used as a refrigerant for temperature sensitive health care products e.g., vaccines and other life sciences products to ensure that they are maintained at the required temperature throughout the supply chain.

- Where dry ice is present in the cargo being loaded or unloaded the ramp, staff must be aware of the precautions required to ensure that there is no risk of suffocation from elevated CO2 levels from sublimating dry ice.
- Verify the documentation for the presence of dry ice as a refrigerant (code ICE) and instruct the personnel that the cargo compartment shall be allowed to vent after the cargo access door is opened and before entering the cargo compartment.
- Open the cargo compartment door and stand back. No person shall enter the hold. Cargo compartment where dry ice is present must be allowed to vent after cargo compartment door is opened.
- Cargo access doors shall remain open to clear dry ice vapors before you enter the hold or compartment.

DANGER:



There is a risk of suffocation when entering a compartment containing dry ice.

- Anyone entering a cargo compartment before the dry ice vapor has dispersed may be overcome with dizziness and shortage of breath due to lack of oxygen. In such circumstances the person should be removed immediately to fresh air and, if his breathing is seriously affected, call a doctor

Wet Cargo:

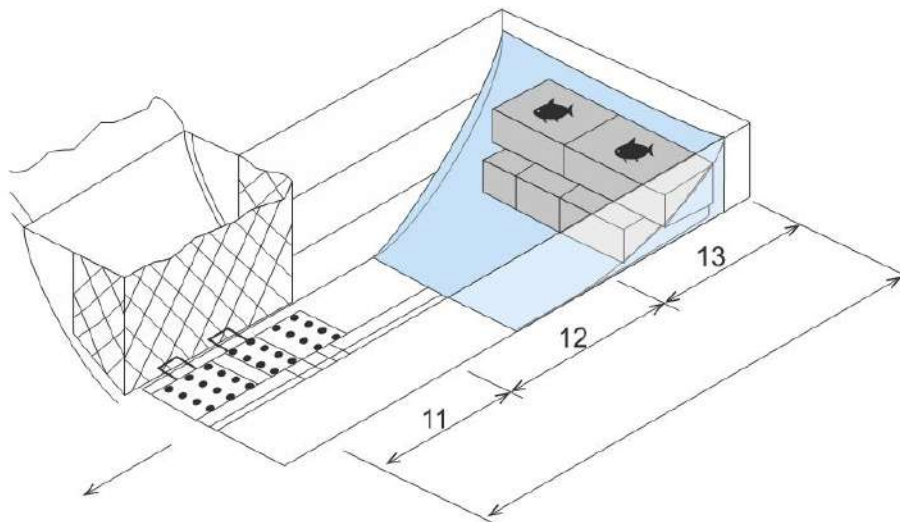
- The following types of cargo, if not subject to the IATA Dangerous Goods Regulations (DGR), shall be considered wet cargo:
 - Liquids in watertight containers;
 - Wet materials not packed in watertight containers, e.g. fish packed in wet ice, fresh or frozen meat, casings (fresh animal guts), wet hides, skins, etc.;
 - Goods that by their nature may produce liquid, e.g. larger live animals (usually mammals) where the presence of faeces and urine is likely;
 - Fruits/vegetables with high moisture, e.g. berries.

NOTE: Live animals such as birds, reptiles, insects and certain molluscs (terrestrial) in appropriate animal containers do not pose a higher risk for corrosion than normal baggage/cargo and are therefore excepted. Refer to IATA Live Animals Regulations (LAR).



CAUTION: Spillage or leakage during carriage by air could lead to corrosion or other damage to the aircraft structure or its components, or damage to other loads.

- The person responsible for the aircraft loading supervision task shall ensure the wet cargo is properly packed and free of leakage. Do not load damaged or leaking packages
- Loading precautions:
 - Spread plastic sheets or tarpaulins to protect the aircraft floor and walls and catch any spillage or leakage. Use absorbent material as required by the operator.
 - Check ULD floors and side walls have had plastic sheets or tarpaulins spread, as applicable, in order to catch any spillage or leakage.
 - For wet cargo in containers which are not watertight: follow the instructions of the operating airline.
 - Load packages in accordance with orientation labels (e.g., This-way-up).



NOTE: When wet or damp, the strength of some packaging can be considerably reduced. Special attention shall be given to avoid crushing of the packages when stacking to several levels. For reference regarding packing of wet cargo and temperature sensitive packaging refer to IATA Perishable Cargo Regulations (PCR) and IATA Temperature Control Regulations (TCR).

4.5.4 UNLOADING

4.5.4.1 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. The aircraft shall not be unloaded when scaling has been requested until the process has been initiated.

4.5.4.2 SAFETY PRECAUTIONS FOR UNLOADING

THE AIRLINE requires *GSP*:

- Check to ensure that the aircraft hold load has not shifted during the flight.
- Check for incorrectly loaded ULDs (i.e. locks not raised, locks or side rails overridden)
- Check ULDs during unloading for damage, leakage and load stability
- Check for damage to the aircraft hold as the unload progresses
- Take care if the load has shifted during flight, a check to verify the contour of the cargo loads passing through the doorway shall be made to ensure, sufficient space between the doorway depressor seals and cargo load is assured. Contact the person responsible for the aircraft loading supervision task if the shifted load will not safely exit the door.

NOTE: Report any discrepancies e.g. spills, unusual fumes or smells, etc. prior to or during the unloading process to the person responsible for the aircraft loading supervision task and as required by the operator or authority, immediately.

4.5.5 CARGO HOLD INSPECTION

4.5.5.1 GENERAL

THE AIRLINE policy:

A cargo hold inspection shall be performed:

- After aircraft unload is complete
- Prior to loading if this does not follow immediately after unloading is complete
- In case the aircraft was unattended between unloading and loading; or
- There was a change of persons responsible for the aircraft loading and supervision task.

The person undertaking the cargo hold inspection shall perform a visual check of all cargo holds to ensure:

- No damage to compartment floors, walls, ceiling, door frames, panels or door.
- No missing, damaged or malfunctioning floor locks, load restraints or nets.
- No spills.
- No Loads other than transit loads have been left onboard the aircraft.
- Any other items that should not be present in the hold have been unloaded.

The person responsible for undertaking the cargo hold inspection shall provide positive confirmation that the inspection has been carried out to commander.

Commander shall inform responsible person for the aircraft loading and/or TRC that baggage/cargo loading can be commenced.

Any damage or discrepancies observed shall be reported to the person responsible for the aircraft loading supervision task or the weight and balance calculation task as a minimum.

- Any other items that should not be present in the hold.

NOTE: A check shall be conducted in a hold even if on arrival the hold was reported as being empty.

4.5.5.2 CARGO HOLD DAMAGE

Any damage such as holes, tears or detachment to compartment liners may reduce their effectiveness, permitting air to enter the compartment and fire suppression agent to escape, reducing the capability to handle a fire event and may lead to specific loading limitations, therefore *THE AIRLINE* requires GSP:

- Any technical malfunction or damage shall be reported to the Captain, Company Representative and/or Station Engineer for further action as applicable.
- Adhere to any resulting load limitations according to *THE AIRLINE* instructions.
- Inform the onward stations of the load limitations according to the instructions of the operator's representative, if the defect cannot be rectified before departure.

4.5.5.3 SPILLS IN CARGO HOLDS

- Spills can occur in cargo holds during unloading and/or loading and in-flight due to:
 - Improper packaging
 - Damage due to mishandling prior to loading
 - Improper loading in the compartment
- Spills can be of liquids, gels, or material in a powdered or granulated form.
- Spills can be hazardous, corrosive, flammable, explosive, toxic, poisonous, etc. Even water can cause serious damage to electrical components and systems.
- Spills can be corrosive to the aircraft structure. Mercury spills are particularly corrosive to the extent that the affected aircraft structure may have to be completely replaced if the spill is not cleaned up quickly.
- It is essential that any spill is reported immediately so that corrective action can be taken.

THE AIRLINE requires GSP:

- Initiate the local spill response plan for spill events.
- Request information from the respective Cargo Terminal Operator about the nature of what has leaked as well as the Safety Data Sheet, if applicable.

4.5.6 LOADING

4.5.6.1 LOAD HANDOVER

The handover process between cargo handling (cargo warehouse), baggage handling (baggage make-up area) and ground handling (ramp) departments shall be done systematically to ensure a safe departure. Depending on the airport infrastructure and/or local agreements, the handover of cargo, mail and baggage to the ramp should be done at a dedicated handover point.

4.5.6.2 LOAD TRANSPORTATION

THE AIRLINE requires prior to transporting cargo and/or mail from the cargo warehouse or baggage from the baggage make-up area, the equipment operator shall ensure that:

- The GSE used for transportation is serviceable for both loose loads and/or built up ULDs as required.
- Baggage carts appear to be serviceable and gates/covers/doors are correctly closed/installed prior to transportation.
- They comply with any limitations regarding the maximum number of dollies in a 'train of dollies' as per local requirements.
- An inspection of all loads is carried out to ensure that:
 - The cargo, mail and/or baggage for transport is the correct load for the departing flight(s).
 - No nets, ropes, straps, protective materials, can drag on the ground or get jammed in rollers, ball-mats or wheels.
 - All built-up cargo/mail/baggage is safe to move and will not shift, roll or topple.
 - All dollies are serviceable, and all restraints are engaged to secure the ULD on the dollies.
 - The ULD container/pallet has no obvious distortion/damage.
 - Nets and straps are correctly attached to the ULD and have no signs of damage that may impair their performance (e.g. cuts, tears or fraying)
- They receive all documentation, pouches and special instructions for the applicable flight, as per operating airlines procedures.

4.5.6.3 LOAD DELIVERY FOR DEPARTURE

Depending on the location of the handover point the person responsible for aircraft loading supervision task or the person responsible for receiving the load shall:

- Receive all documentation, pouches and special instructions for the specific flight, if applicable.
- Carry out an inspection of all the load to ensure that:
 - The load is correct for the departing flight(s)
 - No damage has occurred during the transport process
 - There is no evidence of tampering with the load (e.g cuts, tears to plastic foil etc.)

- No nets, ropes, straps, protective materials, etc. should drag on the ground or get jammed in rollers, ball-mats or wheels whilst manoeuvring or whilst being loaded onto aircraft.
- Carry out Visually Detectable Damage Check prior to loading
- There are no signs of leakage from ULDs
- All items of load are properly packed and will not damage nor contaminate the aircraft.
- All ULDs are safe to move and will not shift, roll or topple whilst manoeuvring/loading onto aircraft.
- Container curtains, door(s), nets are fully closed/latched and secure in preparation for loading.
- All dollies are serviceable, and all restraints are engaged to secure the ULD on the dollies prior to the ULD being loaded onto the aircraft.
- All items of load are fit to be loaded on the aircraft
- Ensure the load is protected from adverse weather conditions
- Report any damage to the load/s, whether it discovered when the load arrives on stand or occurs during handling/loading, immediately.
- There is no contamination (including snow, ice, water, wood, plastic) on the ULD or bulk load/loose load pieces.
- Report torn or missing baggage tags and cargo labels, and do not load unless corrected.

NOTE: Report any discrepancies e.g. spills, unusual fumes or smells, etc. prior to or during the loading to the person responsible for aircraft loading supervision task or the weight and balance calculation task or flight crew or local authorities as required, immediately.

4.5.6.4 LOADING PROCEDURES

GRH 3.4.1 (I)

THE AIRLINE requires GSP:

- Loading shall not commence if there is no LIR either electronic or hard copy,
- Prior to loading commencing, a cargo hold inspection check shall be performed.
See: **4.5.5 – Cargo Hold Inspection**
- Carry out a Visually Detectable Damage Check prior to loading
- Carry out a visual inspection of all items of bulk load prior to loading to ensure no damage/leakage.
- While loading ULDs into position in the compartment the equipment operator shall:
 - Cross-check ULD against LIR to ensure the correct unit is loaded into the correct aircraft and position.
 - When ULDs are loaded, raise/lock the ULD restraints in accordance with LIR and as per operator GOM requirements in order to secure ULD in position.
 - While loading ULDs ensure that:
 - The edges are either guided by the side rails or fit under the stops/locks/guides and the height of the pallet allows for sufficient clearance in the door opening
 - Check that the passage of the ULDs into their position is not obstructed by stops/locks/guides.

THE AIRLINE requires GSP Whilst loading into bulk holds the person carrying out the loading of baggage/cargo/mail shall:

- Load in accordance with LIR requirements.
- Cross-check cart labels to ensure that the load is correct
- Check cargo, mail and baggage labels to ensure the correct destination/flight number.
- Inspect all loads, including visible dangerous goods packages for leakage and damage prior to loading, raising issues found to the person responsible for aircraft loading supervision, immediately.
- Reconcile cargo, mail and bags loaded by compartment and destination, as applicable and as required to ensure correct reconciliation prior to load sheet finalization.
- Load items in accordance with directional handling labels and ensure the labels shall be visible during unloading.
- Report any issues, errors, changes or other loading matters to the person responsible for the aircraft loading supervision task immediately.
- Ensure bulk load is correctly secured.
- As a minimum visually inspect that all load that requires special handling is secured against shifting and all necessary nets have been closed.
- Position/close/lock compartment separator/cargo door barrier nets/fire barriers and ensure the load is correctly secured as required once compartments/hold loading has been completed.
- Ensure the necessary clearance between the load and the aircraft hold ceiling is achieved to avoid any obstruction or damage to the aircraft smoke detector/fire suppression system. See **F.2.9.2**.
- Confirm to the person responsible for the aircraft loading supervision task, the status of loading, confirming loading in accordance with the final edition of LIR and that load is secure, compartment separator/cargo door barrier nets, fire blankets are closed as appropriate.
- Door safety nets are properly closed.

NOTE: Any load information change between LIR and actual (e.g. changes in transfer bag figures, cargo figures) shall be communicated to the weight and balance calculation task as soon as known to avoid unnecessary re-loads, weight and balance issues and last-minute pressure.

NOTE: Between unload and onload, compartment nets shall be secured inside aircraft compartments and not left hanging outside to avoid clips and attachment points striking the fuselage, especially during adverse weather.

4.5.6.4.1 LOADING PROCEDURES LIVE ANIMALS

Suitable compartments for AVIH loading:

- A320: Compartments 3 (three) and 4 (four)
- B737-800: Compartments 1 (one) and 2 (two)

See: **F.2.8;F.3.9**.

4.5.7 SECURING OF LOAD

4.5.7.1 GENERAL RULES

THE AIRLINE requires GSP When transporting a load in an aircraft, it shall be secured such that:

- It shall not move during the flight, which could dangerously affect the weight distribution and balance of the aircraft.
- It shall not cause damage to the aircraft structure or other important parts of the aircraft.
- It shall not cause damage to another load or become damaged itself.
- In case of an emergency landing, neither passengers nor crew are injured by the load.

4.5.7.2 BULK COMPARTMENTS

The Load in bulk compartments is generally secured by door nets and net sector divider nets. Ensure that following items are always secured:

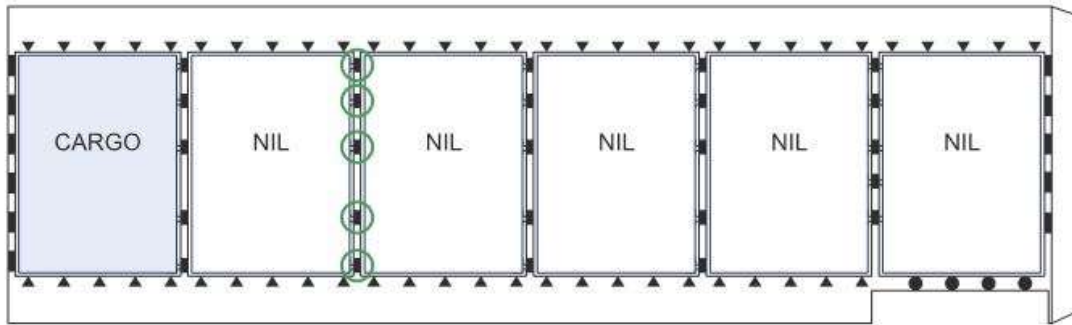
- Barrels or drums filled with liquids
- Cages or boxes with live animals (AVI)
- Heavy pieces (HEA) weighing 150 kg (330 lb) or more
- Coffins with human remains (HUM)
- Dangerous Goods
- Powered mobility devices
- Load which needs spreading
- Fragile loads

The following loads shall not move vertically upward or horizontally during flight. If the available volume of the compartment or net section is not volumetrically filled (three quarters of the height) with load, additional securing is necessary for:

- Load which is sensitive against shocks or tilting
- Wet cargo
- High density packages
- Pipes, tubes, bars, beams, planks, poles or other objects of a penetrating nature

4.5.7.3 SECURING OF ULDS

ULD should be secured by a ULD restraint system on the compartment floor. See **F.2.8-AIRCRAFT CARGO COMPARTMENTS**. If there are empty loading positions, as a minimum the restraints of the empty position forward or aft shall be raised.



ULD restraints do not have to be raised in cargo holds that are completely empty.

4.5.7.4 TIE-DOWN

Definition of forces

Tie-down load on board of the aircraft properly to withstand the following different forces during take-off, flight and landing

Force	Definition
Forward	Horizontal forces effective during landing and steep angles of descent
Backward	Horizontal forces effective during take-off and steep angles of climb
Sideward	Horizontal forces effective during rough landing, turbulence and close turns
Upward	Vertical forces effective during landing and heavy turbulence in flight

Depending on the flight situation, the ultimate forces can be stronger than the normal gravity force of 1 g. Secure all loads against the different forces according to the gravity factor ('g-factor').

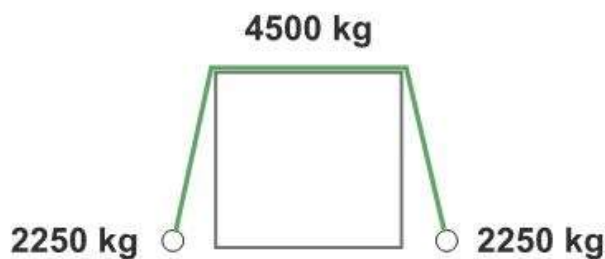
In general the ULD build up is done with a net which restraints the load against all forces.

Tie-down of load with straps or ropes

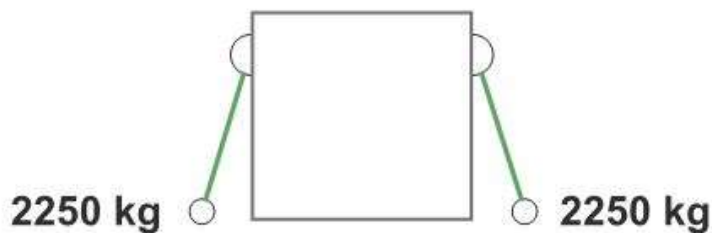
If the primary restraint of the load is done by straps, tie-down must be carried out according to *IATA AHM 311* or *ULDR OS 6/07*. The usage of tie-down material with different capacities is not allowed. There are two ways to secure a package with tie-down ropes or tie-down straps:

Lashing across or around a package (embraced lashing)

The embraced lashing method with tie-down straps or tie-down ropes is to fasten the strap or rope from one tie-down fitting across or around the load to a second tie-down fitting on the opposite side. A strap attached to the fittings on opposite sides of the load is rated for twice its ultimate load capacity, e.g. an ETSO/TSO-C172 strap with 2,250 kg (5000 lb) rated restraint capacity will provide up to maximum 4,500 kg (10000 lb) ultimate load for standard lashing

**Lashing directly fastened to the package (direct lashing)**

If a tie-down strap is directly fastened to the load with one tie-down fitting, the ultimate restraint capacity of the strap, e.g. an ETSO/TSO-C172 strap with 2,250 kg (5000 lb) ultimate load, will apply.



4.5.7.5 USE OF TIE DOWN MATERIAL

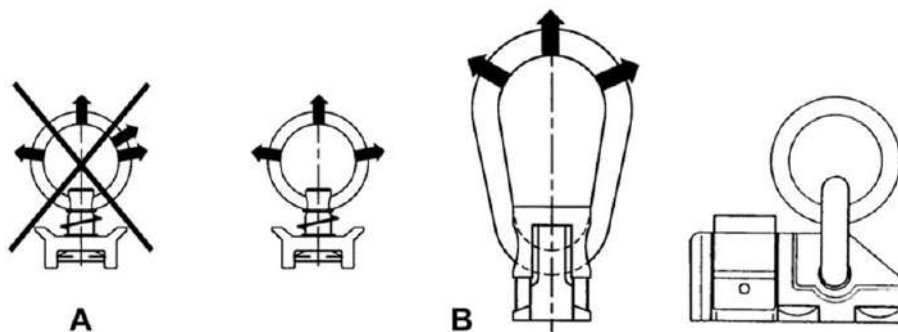
Make sure that tie-down material is in a serviceable condition.

Tie down ropes:

- Fix tie-down ropes to the aircraft floor tracks or tie-down fittings
- Make sure that the overlapping ends of the tie-down ropes are long enough and will not loosen in the case of sudden stress.
- Fix the tie-down ropes to the tie-down rings in a way that they may be easily loosened for unloading
- Do not fix tie-down ropes to other parts of the aircraft.
- Do not use the same attachment points for lashing, which are used to secure the net sector divider nets.
-



Alpha -Numeric	DESCRIPTION
A	Forbidden
B	Allowed

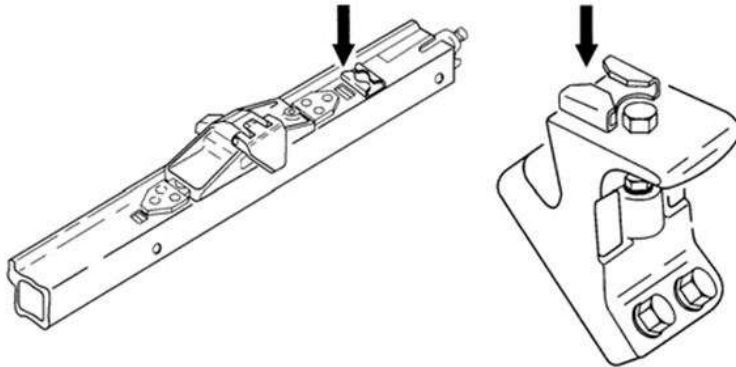


Tie down fittings

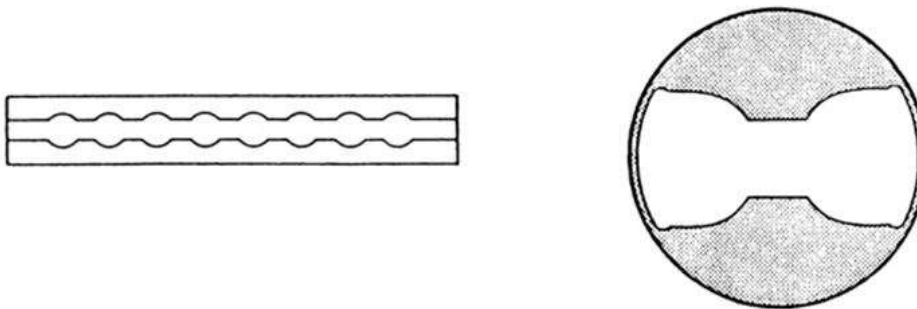
A single tie-down fitting may receive up to three straps/ropes in three different restraint directions (one up and two opposite horizontal directions). Forces generated by the load can never act in more than one direction at the same time; thus, the fitting will never be pulled by more than one strap/rope at the same time. Therefore, a fitting may never receive more than one strap/rope in the same direction.

Fix tie-down rings to the aircraft floor only at tie-down points or tie-down tracks
Distribute the attachment points of the tie-down rings evenly (nearly equal distances) over the length of the piece

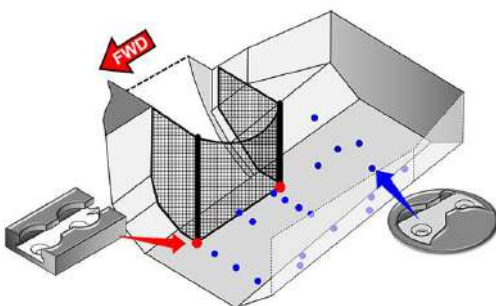
Example of tie down attachment points on outboard side lock and side guide



Example of tie down attachment points on track and anchor plate



Example of tie down attachment points in the bulk compartment



CAUTION: Tie-down on any other part of the aircraft structure, or on other restraints than those above, even if equipped with rings or tie-down points, is forbidden.

Tie down straps

Use only certified ETSO/TSO C172 tie-down straps.

Fix tie-down straps to the aircraft with their fixed tie-down rings only at tie-down points or tie-down tracks.

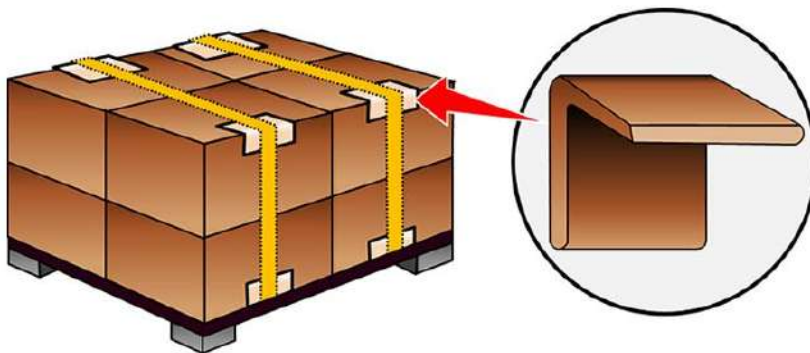


Tightening

- Tighten the lashing strongly, but not so strong that load or tie-down material is damaged.
- Make sure that all tie-down ropes or tie-down straps used for lashing the same piece have the same tension.
- To protect fragile or sensitive cargo or dangerous goods, use cloth, cardboard or similar material for edge protection.

Sharp edges

To avoid cutting or grinding of tie-down ropes or tie-down straps smoothen sharp edges with a piece of soft materials (e.g. cloth, cardboard, plank or similar).

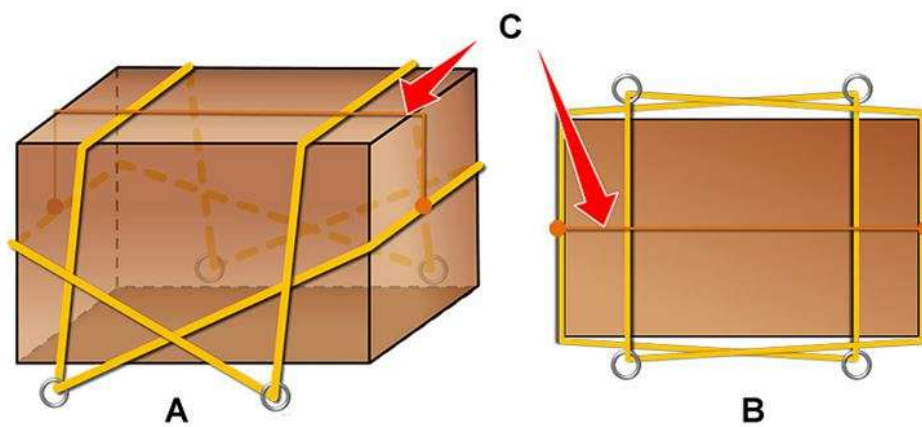


4.5.7.6 STANDARD LASHING

For standard lashing use:

- 4 tie-down rings
- 4 tie-down ropes or tie-down straps
 - 2 against upward forces
 - 1 against forward forces
 - 1 against backward forces
 - 1 safety rope

The safety rope prevents the tie-down ropes or tie-down straps used against forward and backward forces from sliding down.



Alpha-Numeric	DESCRIPTION
A	Isometric View
B	Top View
C	Safety Rope

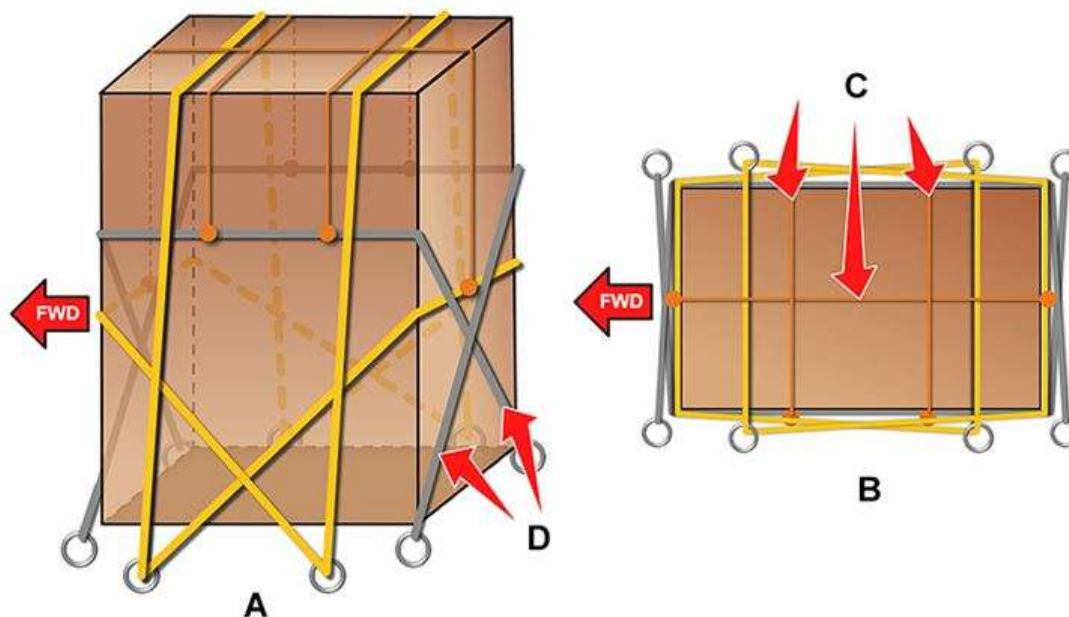
Sideward forces

Sideward forces are normally covered by the standard lashing for upward, forward and aft, but the rope/straps shall be close to the pieces.

Exception

If a piece is more than twice as high as wide:

- Tie-down against sideward forces additionally to the standard lashing
- Place this additional lashing between half and two third of the height
- Secure this lashing by two safety ropes to prevent them from sliding down



Alpha-Numeric	DESCRIPTION
A	Isometric View
B	Top View
C	Safety Rope
D	Additional Lashing

Barrels

Barrels are difficult to lash because of their round shape and mostly sharp rims. Use supporting planks for a safe lashing.



4.5.7.7 SECURING OF DANGEROUS GOODS

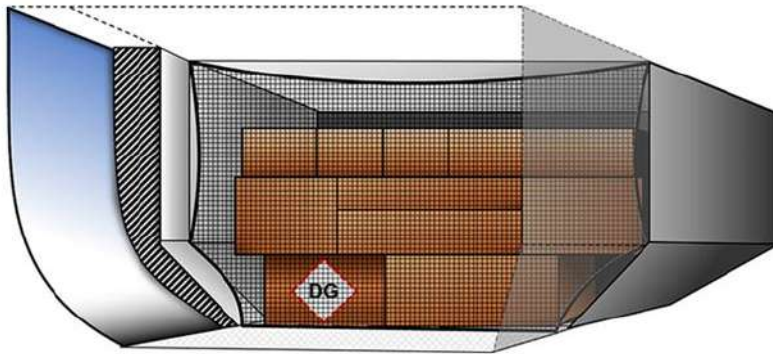
GRH 3.4.3 (III)

THE AIRLINE requires GSP

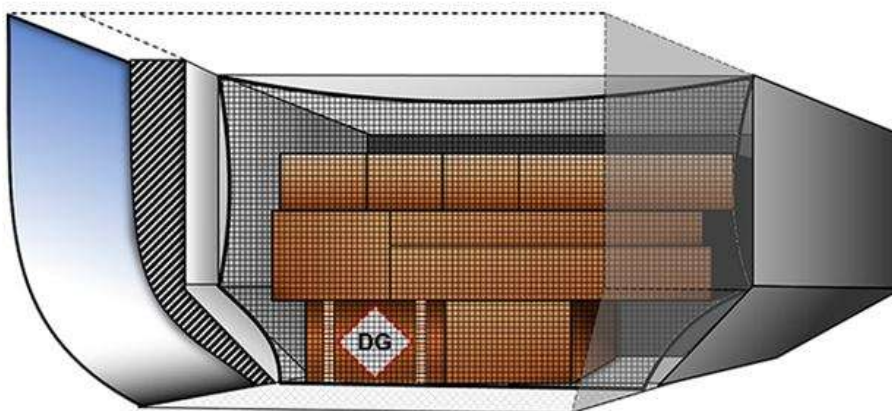
- Handle dangerous goods with utmost care to prevent any damage to persons or goods
- Strictly observe all special handling instructions, labels or imprints (e.g. 'This Way Up!' or arrows showing the proper orientation of the package)
- On a pallet, securing by tie-down is not necessary if all load on the pallet including the dangerous goods package is secured by the pallet net
- In a bulk compartment or a container securing by tie-down is not necessary if the package cannot move horizontally or vertically. The net section or container must be volumetrically full (three-quarters of the height) and the entire floor area must be covered

Observe the securing requirements as shown below:

Example 1. When the net sector in the bulk compartment or a lower deck aircraft container is volumetrically full including the entire floor area, securing by tie down is not necessary.

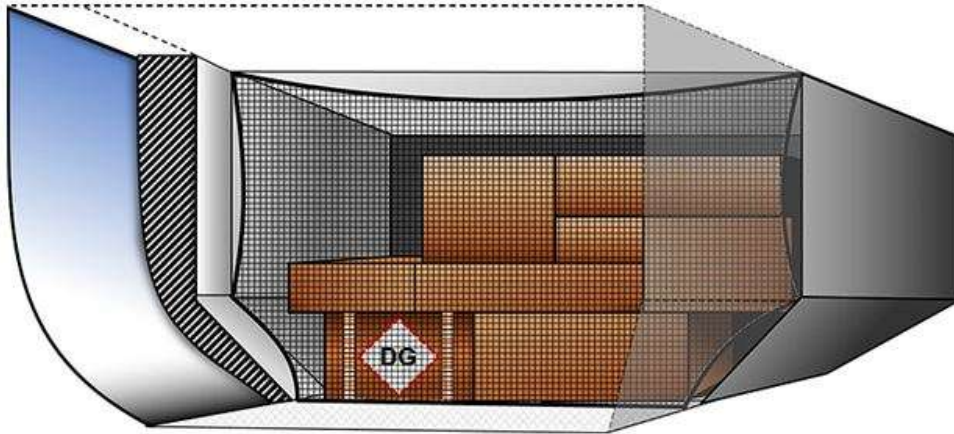


Example 2. The entire floor area of a container or lower deck aircraft container is not filled completely with another load, tie-down the dangerous goods package to prevent any movement.



Example 3.

If the net-sector in the bulk compartment or container, which is not volumetrically full, tie-down the dangerous goods package to prevent any movement.

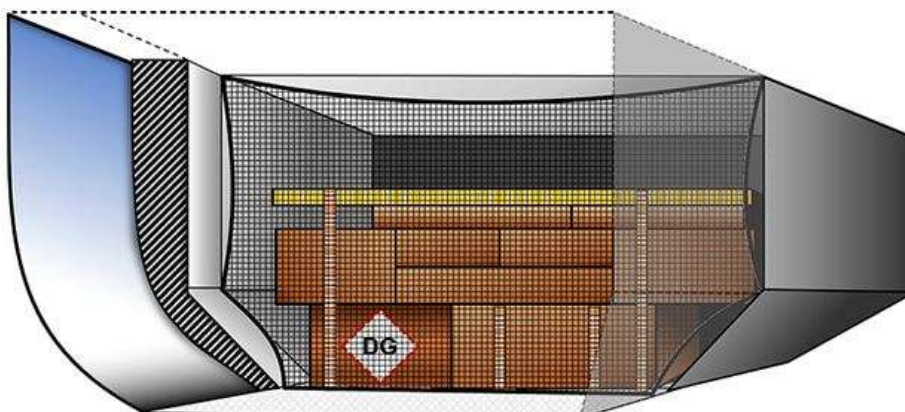

Securing of small DG packages

If securing by tie down in a net sector or container is not possible because of the small size of the package:

- Fill the net sector or container as shown above (see Example 1), or
- Put planks on top of the package (see Example 4) to make securing by tie down possible
- If neither is possible, do not load the package

Example 4.

The net-sector in the bulk or a container is not volumetrically filled; tie down of all items is required.



4.5.8 LOAD SPREADING

THE AIRLINE requires GSP When the weight of item(s) to be loaded exceeds the maximum floor load per square meter or the maximum floor load per running meter of a compartment, the weight must be spread to prevent damage to the compartment floor. This applies to Heavy Loads (HEAs), but may also apply to smaller items weighing less than 150 kg (330 lb). The item must be fully restrained (see example below).

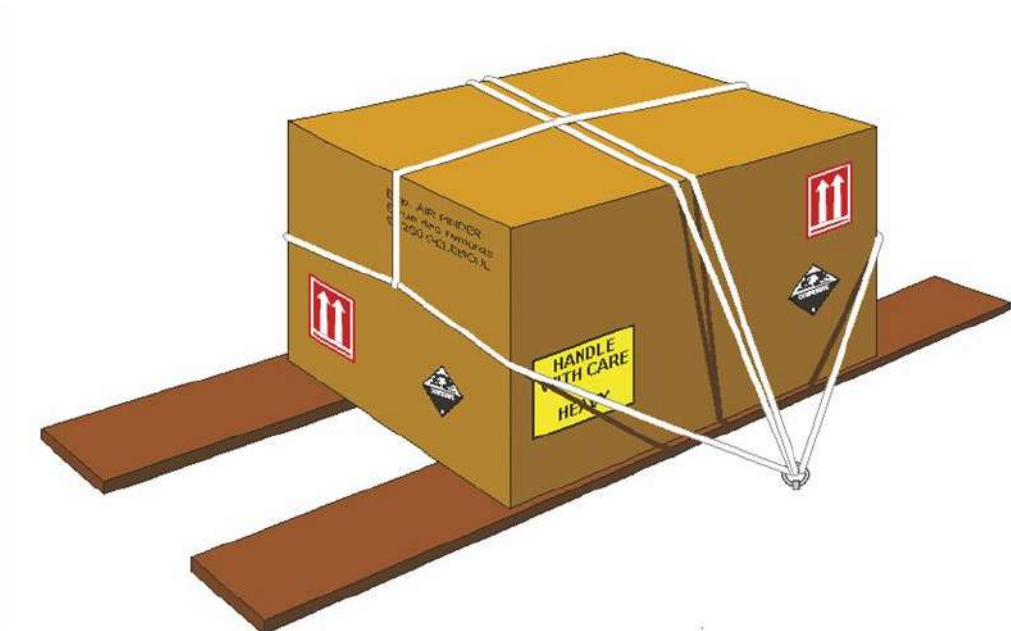


CAUTION: Overloading can cause damage to aircraft frames and ribs and consequently can have serious implications for the safety of the aircraft.

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 Agent will advise the spreading requirements for each item. The information will be notified on the LIR



4.5.9 UNIT LOAD DEVICES

4.5.9.1 GENERAL

ULDs can be divided into two groups:

- Aircraft Containers
- Aircraft Pallets and Aircraft Pallet Net combination

ULD can be directly restrained onto the aircraft structure by the Cargo Loading System (CLS) and each ULD shall meet minimum technical specifications to ensure safe restraint of the load. These specifications are published in the *IATA Unit Load Device Regulations (ULDR)*.

4.5.9.2 IDENTIFICATION/LABELLING OF UNIT LOAD DEVICES

Identification:

ULDs shall be marked in accordance with the standard *IATA ULD ID Code* format (see *ULDR SS 40/1*), which consists of an ULD Type Code, ULD Serial Number and ULD Owner Code. The standard IATA ULD ID Code format is illustrated below:

ULD ID Code Composition	ULD TYPE CODE	ULD Serial Number	ULD OWNER CODE
ULD ID Code Positions	1 2 3	4 5 6 7 8	9 10
ULD ID Code Format	a m m	m n n n (n)	m m

Symbol	Description
a	Represents a single alphabetic character (characters A through Z)
n	Represents a single numeric character (numerals 0 through 9)
m	Represents a single character of mixed alpha-numeric
()	Represents an optional character position

All ULDs shall be identified with container/pallet tags when loaded as per *IATA AHM 420*

The preprinted letters (in boxes) indicate the specific application of the tag.

- Each tag shall be fully completed.
- One tag shall be placed in the tag holder of a container.
- A cross-check shall be performed during the loading of the ULDs. The following identification numbers must always be checked to ensure they correspond with each other:
 - ULD number shown on the LIR
 - ULD number shown on the ULD identification tag
 - ULD identification number printed or stamped on the ULD

4.5.9.3 CHECKING ULD CONDITIONS ON THE RAMP

Visually Detectable Damage Check

- Visual checks for any detectable damage to ULD components should be performed during ramp operations in order to continuously monitor and verify the serviceability of a ULD *THE AIRLINE* requires GSP to ensure that: only serviceable ULD is loaded aboard aircraft.
- Unserviceable ULD shall be identified and removed from service immediately Failure to identify and remove unserviceable ULDs from service could:
 - Cause injury to personnel
 - Damage the aircraft structure
 - Impact on-time Performance
 - Damage ULD contents (baggage, cargo or mail)
 - Affect flight safety
- If the visually detectable damage to a ULD component is identified during the visual check, refer to that ULD component's corresponding damage limit on the ODLN and follow instructions below:
 - If damage to a ULD component is within the allowable damage limit, the ULD is still serviceable
 - If damage to a ULD component exceeds the allowable damage limit, the ULD is deemed to be unserviceable
- *THE AIRLINE* requires GSP to preform visual detectable damage check during this stages:
 - Prior to dispatch to an aircraft
 - Prior to loading aboard an aircraft
 - When unloading from an aircraft
 - Whenever loaded ULD is interlined, interchanged, or otherwise transferred between parties prior to acceptance, including ULD handover between cargo warehouse personnel and ramp personnel
- In addition to the visually detectable damage check, the following ULD conditions should also be checked during ramp operations:
 - Check if the container curtain door(s) and pallet nets are closed and latched properly;
 - Check for each of the following defects:
 - Accumulations of snow, water, ice
 - Evidence of spills or leaks from load
 - Evidence of damage to the load
 - Evidence of tampering (cuts, tears of plastic foil, etc.) to the load.
 - At the Aircraft Loader and in the Aircraft:
 - Identify the presence of any protective plastic sheet put over the top of a pallet net or container, which is not approved
 - Verify ULD contour and overhang size correspond to the contour and overhang size in LIR or Load plan
 - Check if nets and straps are properly tightened without any slack or excess

- For Unserviceable ULD
 - Shall not be loaded aboard an aircraft.
 - Unserviceable ULD tag must be completed and attached to the unserviceable ULD and DO NOT load it on any aircraft
 - Inform the operator/owner and return the unserviceable ULD to the cargo warehouse
- For other Defects
 - Close and secure the container curtain door(s) and pallet net by appropriately trained and qualified personnel in ULD build-up
 - Remove accumulations of snow, water, ice
 - Defects such as spill/leak from load, damage to the load, or tampering should only be fixed and resolved by the appropriately trained and qualified personnel. In cases where the defect cannot be fixed/resolved on the ramp, the Cargo Handling Agent at the cargo warehouse should be contacted.
 - Remove any dispose protective plastic sheet put over the top of a pallet net or container before loading the ULD into the aircraft
 - Improper ULD contour or overhang/indent size should only be fixed and resolved by the appropriately trained and qualified personnel in ULD build-up
 - For net and strap tension concerns due to the existence of slack or excess, any appropriately trained and qualified personnel in ULD build-up can make appropriate adjustments to nets and straps to secure the load at any point along the ULD operational procedures


DANGER:

- Do not touch the spill/leak from dangerous goods and immediately inform the personnel responsible for safety before moving the cargo
- In cases where tampering evidence is identified, the personnel responsible for security should be informed

4.6 AIRCRAFT DEPARTURE

GRH 3.2.7

4.6.1 INTRODUCTION

A departure is normally conducted with a dialogue between the flight crew and ground staff member in charge of the departure operation via an interphone*. This procedure ensures the highest level of safety during departures based on a precise exchange of information. The ground staff member in charge of the departure operation shall maintain continuous contact with the flight crew and is responsible for the ground manoeuvre. The scope of this departure procedure is limited to conventional towbar and towbarless pushback operations.

***NOTE:** The term “headset” also applies where an interphone system is used*

Other staff are also involved in the departure process. The number of other staff and their functions/responsibilities can change depending on the:

- Aircraft type;
- Ground Support Equipment (GSE) used for the manoeuvre;
- Airport infrastructure;
- Stand configuration.

NOTE: Section **4.6.2** describes the responsibilities for the main functions involved in the pushback manoeuvre.

4.6.2 GROUND STAFF MEMBER RESPONSIBILITIES DURING PUSHBACK MANEUVER

4.6.2.1 RESPONSIBLE GROUND STAFF MEMBER FOR DEPARTURE

The responsible ground staff member is defined as the person performing the communications with the flight crew. A responsible ground staff member shall be in charge of each aircraft pushback. The ground staff member responsible for the departure shall:

- Be in charge of the entire pushback, once clearance to begin pushback has been given by the flight crew.
- Ensure the pushback tractor and/or towbar/towbarless (TWL) tractor is suitable for the specific aircraft type.
- Ensure the nose gear steering bypass pin is installed prior to towbar/TWL connection to the aircraft and/or ensure the nose gear steering mechanisms are set as required for pushback
- Conduct briefings with all persons involved in the aircraft movement to review and confirm how the aircraft will be maneuvered.
- Connect the interphone and conduct a communication check to:
 - Verify the communication system is functional.
 - Update flight crew on progress of ramp operation
 - Request permission to disconnect ground power.
 - Disconnect ground power after verbal approval is received from flight crew.

- Be in continuous communication with flight crew by interphone.
- Conduct a pre-departure walkaround.
- Have ultimate responsibility to review pushback procedures based on conditions observed and advise flight crew of any anticipated changes to pushback.
- If ramp conditions are below standard for a normal pushback (e.g., hazards, obstacles, slippery, icy), the ground personnel in charge of pushback will inform the flight crew that engine start clearances will not be given until either:
 - The aircraft is moving over an area of the ramp where the conditions are safe for an engine start; or
 - The pushback has been completed, the aircraft has come to a complete stop and the parking brake has been set.
- Signal “All Clear” to the pushback tractor driver and wing walkers (if applicable) once advised by the flight crew that the aircraft brakes have been released and approval for pushback is given by the flight crew
- Be positioned as required either inside the tractor or walking on the apron at a safe distance from the nose gear and tractor.



CAUTION: *The headset operator should be positioned outside the tractor during:*

- Low visibility (heavy rain, fog, bad lighting conditions)
 - Lack of insufficiently visible markings
 - Obstructions behind the pushback (e.g. GSE, light post, etc)
 - Any doubt that the pushback procedure cannot be safely performed when positioned in the tractor
- If walking adjacent to the nose gear, maintain visual contact with the tractor driver throughout the pushback.
 - Monitor the interphone during the pushback and communicate with the flight crew, as required.
 - Advise the flight crew if, for any reason, it is not safe to start an engine and stop the engine-start procedure.

NOTE: *The flight crew may advise as each engine is being started.*

- When the pushback maneuver is complete:
 - Receive the ‘Vehicle Brakes On/Stop’ signal from the tractor driver/operator to confirm that the tractor parking brake is set.
 - Request flight crew to set the aircraft parking brake
 - When confirmation that the aircraft brakes have been set is received from the flight crew:
 - Give the “Brakes Set” signal to the tractor driver and wing walkers, if applicable.
 - Give authority to disconnect pushback equipment.
 - Carry out a pushback disconnection procedure

NOTE: *Ensure the towbar is disconnected from the tractor before disconnecting from the aircraft (except where the towbar is specifically designed to be disconnected from the aircraft first).*

- Remove the nose gear steering bypass pin and/or ensure the nose gear steering mechanisms are set to normal conditions for taxiing.
- If previously disconnected, reconnect the torque link and inform flight crew.
- Complete the headset communication and, after receiving flight crew approval, disconnect the headset and close the access panel.
- Move clear of the aircraft to a safe position visible to the flight crew and away from its intended path.
- Display the steering bypass pin to the flight crew.
- 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.
- Remain in position until an acknowledgement from the flight crew is received.



CAUTION:*The flight crew shall be notified immediately in the event any connection between the tractor and the aircraft is lost during aircraft movement.*



DANGER:*If the nose wheels are not in the centered position, they can turn quickly to their centered position when the steering bypass pin is removed. Personnel injury or aircraft damage could result. Do not disconnect the interphone communication cable until the towbar or TWL tractor has been disconnected from the nose gear.*

4.6.2.2 TRACTOR DRIVER

The pushback tractor driver shall:

- Completely raise the towbar wheels before the start of the aircraft movement, if used.
- Stand by for clearance to push communication from the flight crew or responsible ground crew.
- Prior to the aircraft movement, make sure the parking brake is released and the anti-collision lights are switched on.
- Select the appropriate gear on the tractor and slowly begin movement.
- Start the pushback operation in a straight line.
- Keep the maneuvering speed to a minimum and apply the vehicle brakes gently.
- Scan the apron during pushback; monitor clearances and wing walkers, if applicable, to ensure the aircraft is moving clear of all obstructions. Be prepared to stop.
- After flight crew approval, the tractor driver shall always ensure the taxiway is free of other aircraft/equipment/obstacles throughout the pushback maneuver.
- Ensure during pushback that the steering turn limits are not exceeded.
- If the responsible ground staff member on the interphone is walking on the ramp, maintain visual contact and ensure a safe distance is maintained from the nose gear during entire pushback.
- If the responsible ground staff member is too close to the nose gear, the pushback must be stopped and a review of the required safety clearance conducted.
- Align the tractor or tractor/towbar combination with the centerline of the aircraft gear at the end of the aircraft movement.

- Stop the tractor when the pushback maneuver is completed, give the 'Vehicle Brakes On/Stop' signal to the responsible ground staff member.
- Set the tractor parking brake and confirm to the responsible ground staff member by giving the 'Vehicle Brakes On/Stop' signal.
- When confirmation that the aircraft parking brake is set from the responsible ground staff member, by the giving of the 'Aircraft Brake Set' signal, release the tractor parking brake and put the gear selector in neutral in order to release any pressure on the towbar.
- Carry out a pushback disconnection procedure.
- Drive the tractor back to the terminal, appropriate holding position or to next task.



DANGER: Whilst maneuvering in the taxiway during tractor disconnection and repositioning, the tractor driver shall drive the pushback tractor at slow speed and shall remain constantly vigilant to the position of other staff in the taxi-way.

If the nose wheels are not in the centered position, they can turn quickly to their centered position when the steering bypass pin is removed. This can result in personnel injury or aircraft damage.

4.6.2.3 WING WALKER

GRH 3.2.7 (III)

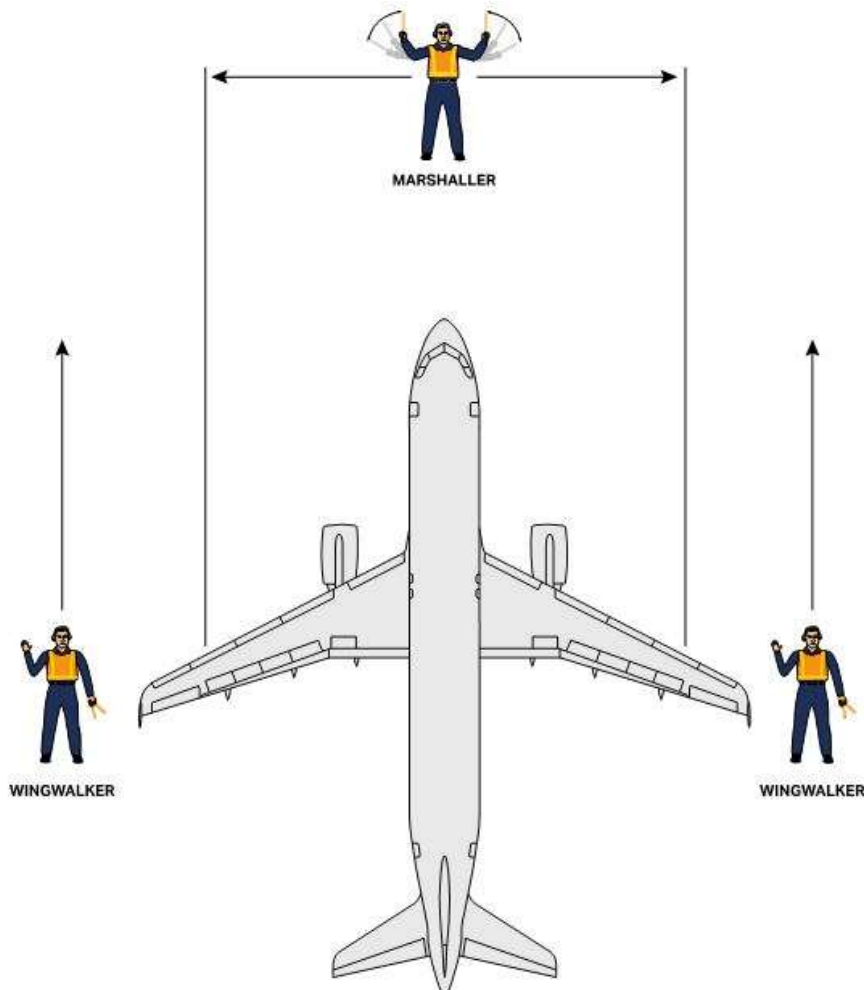
The presence of such personnel may also be controlled or restricted by civil aviation authorities or local airport authorities.

Where applicable, the wing walker or other assist personnel shall:

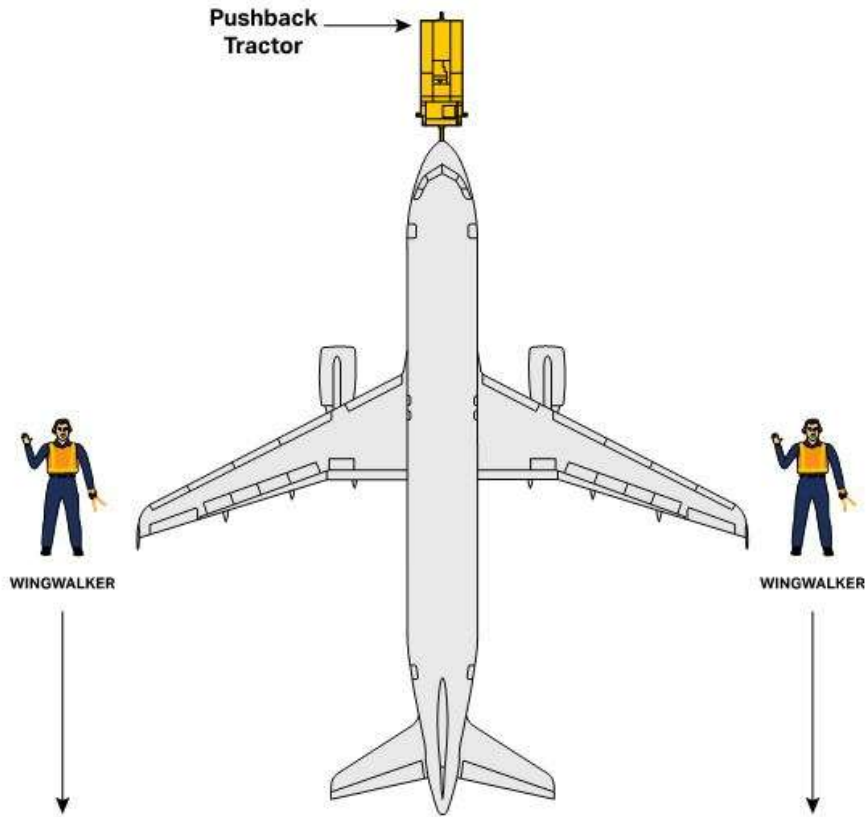
- Be under the direction of the responsible ground staff member at all times.
- Use two marshalling wands, either day wands or illuminated wands for low visibility operations.
- Be positioned before and during movement of the aircraft as follows, where applicable and/or permitted:
 - Approximately 1 m (3 ft) outboard of the wingtip.
 - In line with the rearmost main gear wheel
 - Able to maintain visual contact with the person responsible for pushback/towing.
- Ensure the aircraft movement path is clear of any obstruction (i.e., other aircraft, vehicles).
- Provide "Clear to Move Aircraft" clearance signals at all times to the person responsible for pushback by using a distinct "pendulum" arm motion.
- Continue to monitor the aircraft path until the aircraft is stopped at the departure point.
- If at any time during aircraft movement, the wing walkers are unsure or identify an imminent danger, signal the person responsible for pushback with the "STOP" signal.
- When the aircraft stopped at departure point, position themselves either at the "11 o'clock" or "1 o'clock" position in clear visibility of the flight crew on the terminal side at a safe distance away from the aircraft.

- Give the “Hold Movement of Aircraft” signal to the flight crew when the visual “Brakes Engaged” signal has been received from the person responsible for pushback.
- Remain in position until the responsible ground staff member takes over the marshalling clearance of the aircraft.
- Return to the terminal once marshalling duty has been transferred.

4.6.2.4 WING WALKER POSITIONING FOR AIRCRAFT ARRIVAL



4.6.2.5 WING WALKER POSITIONING FOR AIRCRAFT PUSHBACK



4.6.3 ACTIONS PRIOR TO DEPARTURE

GRH 3.2.3 CONT, GRH 3.2.7 (II)

4.6.3.1 PRE DEPARTURE WALKAROUND CHECK

GRH 3.2.8 (VIII), GRH 3.2.8 (III), GRH 3.2.8 (V), GRH 3.2.8 (VI), GRH 3.2.8 (VII), GRH 3.2.8 (IV), GRH 3.2.8 (I), GRH 3.2.8 (II)

The walk-around should start as soon as possible after all ground servicing activities have been completed. Walk around the entire aircraft at a normal walking pace. The check shall start as close as possible to departure time. If any part of the aircraft still has GSE engaged at the time of the check, or if GSE re-engages with the aircraft after the check, the applicable area(s) shall be re-inspected.

THE AIRLIENE requires GSP the pre departure walk around check shall include the following:

- The apron is clear of all Foreign Object Debris (FOD) that may cause aircraft damage or pose a risk.
- All GSE including passenger boarding devices are detached.
- The stand area is clear of obstructions.
- GSE and vehicles are positioned clear of the aircraft path.
- Adequate clearance exists between the aircraft and facilities or fixed obstacles along the aircraft movement path.
- All aircraft servicing panels and/or hatches are closed and secured. Exception; external power and headset panels.
- Cabin/cargo access doors are closed and:
 - Handles are flush with the fuselage;
 - There is no visible damage on the aircraft, particularly around cabin and cargo doors.
- Any observed abnormalities on the aircraft (e.g., obvious damage, fluid leakage, unremoved pitot covers) are immediately brought to the attention of the flight crew, maintenance personnel and supervisor.
- Items such as propeller straps and tail stands are removed.
- Landing gear safety pins are removed.
- There are no obvious signs of unmarked dents or other skin panel damage.

NOTE: In the event of the aircraft returning to the stand, the pre-departure walk-around check shall be repeated.

NOTE: It is essential to have adequate lighting when doing the walk-around check. If the lighting is insufficient, use a flashlight.



CAUTION: If any of the above conditions or actions are not met, inform the supervisor, the maintenance department and the flight crew as this may affect the safety of the intended flight.



CAUTION: Repeat all given instructions or acknowledge them in a manner clearly indicating that they have been understood and will be complied with.

4.6.3.2 PRE DEPARTURE TABLE

THE AIRLINE requires GSP prior to aircraft movement, the responsible ground staff(headset operator) shall ascertain that the following requirements are met:

Legend: **TT**-towbar tractor **TBL**-towbarless tractor.

ACTION	APPLICABLE TO				
	PUSHBACK		TOWING		TAXI OUT
	TWT	TWL	TWT	TWL	
The required predeparture servicing checks are completed.	✓	✓	✓	✓	✓
Fire protection devices are available and correctly positioned (as per local rules).	✓	✓	✓	✓	✓
The tractor and towbar combination, if applicable, are suitable for the operation, considering the aircraft type and weight as well as weather and surface conditions.	✓	✓	✓	✓	
The nose gear steering bypass pin is installed correctly, or the nose gear steering torque links are disconnected, if applicable, or the nose gear steering mechanisms are set as required for pushback (as applicable to the aircraft type).	✓	✓	✓	✓	
Communication with flight crew/brake operator and responsible ground staff member is established via interphone system.	✓	✓	✓	✓	✓
Aircraft main landing gear (MLG) chocks are installed, and nose gear chocks are removed, if applicable.	✓	✓	✓	✓	
Aircraft nose gear chocks are installed and MLG chocks removed, if applicable.					
Additional staff, such as wing walkers, are present, if applicable/required.	✓	✓	✓	✓	
If an air start unit (ASU) is required, check the equipment is correctly positioned and suitable for the operation.	✓	✓			
If an ASU engine start is undertaken, communicate to confirm ASU positioning and engine start sequence with the flight crew.	✓	✓			
All persons not involved in the aircraft departure operation are clear of the departing aircraft, outside the ERA, and remain clear of the aircraft and pushback equipment throughout the pushback maneuver.	✓	✓	✓	✓	✓
The GSE is parked in designated locations outside the ERA, and the intended path of the aircraft remains clear of equipment and other obstacles throughout the pushback maneuver.	✓	✓	✓	✓	✓
The PBB is fully retracted and parked in its designated parking location, if applicable.	✓	✓	✓	✓	✓
The ERA and the path/area that the aircraft will move toward is clear of FOD, and remains so throughout the pushback maneuver, ensuring safe aircraft movement.	✓	✓	✓	✓	✓
The stand surface condition is sufficiently free of ice, snow, etc., to ensure safe aircraft movement.	✓	✓	✓	✓	✓

ACTION	APPLICABLE TO				
	PUSHBACK		TOWING		TAXI OUT
	TWT	TWL	TWT	TWL	
The ramp area is free of objects/obstacles that may be impacted by the aircraft or may endanger others due to jet blast effects.	✓	✓	✓	✓	✓
The air intake and blast areas of the aircraft engines are clear of persons and obstacles, such as GSE.	✓	✓			
All persons involved in the aircraft movement stay well clear of the danger areas around the tractor, landing gear and aircraft engines.	✓	✓	✓	✓	
Flight crew/brake operator confirm that the aircraft parking brake is set.	✓	✓	✓	✓	
Completion of the predeparture table is indicated to the flight crew.	✓	✓	✓	✓	
A qualified brake operator is in the cockpit, where required by operating airline procedures.			✓	✓	

NOTE: Where a remote control pushback tractor connected to the nose gear is used, TWL pre-departure activities shall apply.



DANGER: It is critical that the responsible ground staff member (headset operator) establishes verbal communication with the flight crew via the aircraft interphone system, as departures using marshalling hand signals without headset communication shall only be conducted in exceptional cases.

4.6.3.3 PRE-DEPARTURE COMMUNICATION

GRH 3.2.7 (IV)

An aircraft departure shall always be conducted using interphone communications. If the interphone becomes/is unserviceable, you shall use conventional hand signals. See **3.4.6-Mmarshaling Hand Signals for Aircraft** for the departure:

- Connect the Interphone and:
 - Verify the communication system is functional.
 - Update flight crew on the progress of the ramp operation.
- Prior to departure, conduct a briefing with the flight crew and the ground staff member responsible for the departure, to:
 - Review departure specifics (e.g., direction of movement, ASU requirement, final positioning, taxi out direction).
 - Review standard hand signals to be used, including emergency signals.
- Request permission to disconnect ground power, if applicable.
- Disconnect GPU / FPU after approval is received from flight crew.

NOTE: The ground staff responsible for departure should be in continuous communication with flight crew by interphone.



CAUTION: Repeat all given instructions or acknowledge them in a manner clearly indicating that they have been understood and will be complied with.

4.6.4 CONNECTING THE PUSHBACK VEHICLE

4.6.4.1 GENERAL

- Prior to connecting the tractor to the aircraft, may be parked in front of the aircraft or outside of the ERA., but never behind the wings.
- Ensure the nose gear steering bypass pin is correctly installed prior to towbar/TWL connection to the aircraft and/or ensure the nose gear steering mechanisms are set as required for pushback (as applicable to the aircraft type). The steering bypass pin shall 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.
- Ensure the steering hydraulic system is depressurized or the nose gear steering torque links are disconnected, as applicable for aircraft not fitted with a nose gear steering bypass system. Coordination with the flight deck would be required to ensure a safe depressurization and repressurization of the aircraft hydraulic system.
- The Pushback tractor (with Towbar/TWL) shall only be connected to the aircraft once all GSE is detached from the aircraft.
- A guide person shall be used to assist in the final approach to the towbar/nose gear when a tractor and towbar is used for the pushback process. When a TWL tractor is used, a guide person shall be used when the vision of the tractor driver is/might be restricted.

4.6.4.2 CONNECTING PUSHBACK TRACTOR AND TOWBAR

- Where applicable, remove the chocks from the nose gear and reposition at the main gear.
- **NOTE: Nose gear wheel chocks may be removed without notification, provided the Main Landing Gear wheel chocks are still positioned.**
- Connect the towbar to the nose gear first.
- Ensure the towbar connection is secured and a locking pin is in place.
- Ensure the towbar is aligned with the centerline of the aircraft while connecting.
- Raise the towbar so its head is at the same height as the tractor connection.
- Approach the towbar slowly until the connection aligns with the pushback tractor.
- Ensure the front wheels of the tractor remain straight and the tractor is in line with the centerline of the aircraft.
- Secure the towbar connection to the pushback tractor.
- Raise the towbar wheels by releasing pressure on the hydraulic pump.
- Select the “Neutral” or “Park” gear and set the parking brake of the pushback tractor.



DANGER: Ground handling personnel must not stand astride/over the towbar during the connection/disconnection procedure.

4.6.4.3 CONNECTING TOWBARLESS TRACTOR

- Ensure the correct aircraft type is selected on the TWL control panel, where applicable and in accordance with TWL operating procedures.
- Remove the chocks from the nose gear (where installed) and reposition at the main gear.

NOTE: Nose gear wheel chocks may be removed without notification, provided the Main Landing Gear wheel chocks are still positioned.

- On final approach to the aircraft, the tractor shall be properly aligned and correctly positioned.
- Ensure the aircraft nose wheels are safely locked into the tractor cradle by the tractor locking mechanism.
- Position TWL tractor to standby for lifting and await approval from the flight deck to lift.
- Select “Neutral” or “Park” and set the parking brake.



CAUTION: Do not lift the aircraft while any GSE or PBB are connected to the aircraft.

4.6.4.4 CONNECTING REMOTE-CONTROLLED TRACTOR TO NOSE GEAR

- Ensure the remote control unit's battery is sufficiently charged.
- Ensure the remote-controlled tractor is sufficiently charged for the task/pushback maneuver.
- Switch on the remote control unit and ensure it connects to the tractor.
- On final approach to the aircraft, ensure the tractor is properly aligned and correctly positioned.
- Ensure the aircraft nose wheels are safely locked into the tractor cradle by the tractor locking mechanism.
- Position the remote-controlled tractor to standby for lifting and await approval from the flight deck to lift.

4.6.5 WHEEL CHOCK REMOVAL

Headset operator:

- Via the interphone, confirm the aircraft parking brake is set.
- Check all GSE have been disconnected from the aircraft, except for Ground Power Unit (GPU) and Air Start Unit (ASU) when air start is required).
- Check the passenger boarding devices have been retracted from the aircraft, if applicable.
- Check the pushback tractor and towbar are fully secured to the nose gear and the parking brake is set on the tractor.
- For TWL tractor operation, check that equipment is fully secured to the applicable landing gear and the parking brake is set on the tractor,
 - Remove chocks at applicable gear only and leave remaining chocks in place until departure.
 - Nose gear wheel chocks may be removed without notification, provided the main gear wheel chocks are still positioned (except for the main gear TBL tractor).
- Give clearance to the ground staff member to remove chocks.

NOTE: If a chock is stuck, the responsible ground staff member removes it by tapping it with a spare chock. If this does not work, the stuck chock can be removed by moving the aircraft after the aircraft brakes have been released, with precautions and in coordination with the responsible ground staff member for the departure.

NOTE: The responsible ground staff member shall stow chocks in their designated stowage place.

NOTE: Once high wind or icy conditions have passed, any additional chocks that were added to the aircraft may be removed so that chock placement reverts to that for normal conditions.

NOTE: If hand signals are used (i.e., the aircraft interphone system is inoperative), the person performing the hand signal shall:

- Display the “Set Brakes” hand signal.
- Receive confirmation from the flight crew when they display the “Set Brakes” hand signal in response.
- Remove chocks.

4.6.6 DEPARTURE COMMUNICATIONS

4.6.6.1 GENERAL

Departure communications procedures outlined in this section are a basic standard for both pushback and open ramp (taxi out) departures. The specific dialogue contained herein does not forbid the exchange of additional important information between flight crew and ground staff member using non-standard phraseology (e.g., request for authorization to disconnect ground support units).

NOTES:

- If the pushback needs to be stopped, the following call shall be made: “Stop Pushback”
- Where applicable, use “pull out” instead of “pushback”.
- Only engage the TWL tractor and lift the aircraft once the passenger boarding device has been removed from the aircraft and the flight crew has requested pushback.

4.6.6.2 DEPARTURE COMMUNICATION DIALOGUE

In the case of an aircraft taxi-out, “Pushback” and “Pushback Completed” phases are not applicable. The following dialogue is a sample communication to be used for a departure:

Dialogue between Ground Staff Member and Flight Crew		
Phase	Ground Staff	Flight Crew
Preparation	Inform the Flight Crew about the use of a towbar or TWL tractor (if applicable)	
	Call: CONFIRM PARKING BRAKE SET	Reply: PARKING BRAKE SET
	Reply: STEERING BYPASS PIN INSTALLED/NOSE WHEEL STEERING DEACTIVATED (if applicable) ¹	Call: CONFIRM STEERING BYPASS PIN INSERTED/NOSE WHEEL STEERING DEACTIVATED (if applicable) ¹
	Reply: CLEAR TO PRESSURIZE (if required)	Call: CONFIRM CLEAR TO PRESSURIZE? (if applicable)
After completion of the pre-departure servicing checks	Call: PRE-DEPARTURE CHECKS COMPLETED	
Pushback	Call: ELEVATING AIRCRAFT ²	
	Call: READY FOR PUSHBACK ¹	Reply: STANDBY
		Call: PUSHBACK APPROVED (MENTION AIRCRAFT NOSE DIRECTION, START-UP POINT, PULL FORWARD, ETC.)
	Call: CONFIRM PARKING BRAKE RELEASED	
	Call: COMMENCING PUSHBACK (MENTION AIRCRAFT NOSE DIRECTION, START-UP POINT, PULL FORWARD, ETC.)	Reply: PARKING BRAKE RELEASED
Engine start	Call: CLEAR TO START ENGINES.	
		Reply: STARTING ENGINES (MENTION ENGINE START-UP SEQUENCE)
Pushback completed	Call: PUSHBACK COMPLETED, SET PARKING BRAKE.	
		Reply: PARKING BRAKE SET.
Disconnecting	Reply: DISCONNECTING, HOLD POSITION AND WAIT FOR HAND SIGNAL ON YOUR LEFT/FRONT/RIGHT (DISPLAY THE STEERING BYPASS PIN (IF APPLICABLE TO THE AIRCRAFT TYPE) TO THE FLIGHT CREW	Call: CLEAR TO DISCONNECT.
		Reply: HOLDING POSITION AND STANDING BY FOR HAND SIGNAL ON THE LEFT/FRONT/RIGHT

4.6.6.3 ITEMS TO BE COMMUNICATED BETWEEN GROUND STAFF MEMBER AND FLIGHT CREW

Phase	Task	Ground Staff Member Action
Departure preparation	GPU removal	When instructed by flight crew, remove GPU.
	Towbar/TWL tractor connection	(a) Get confirmation that aircraft parking brake is set. (b) Get confirmation that the nose wheel steering is depressurized or advise flight crew that the steering bypass pin is inserted, if applicable. (c) Connect the towbar. (d) Connect the TWL tractor.
	Chock removal	(a) Get confirmation from flight crew that aircraft parking brake is set. (b) Remove chocks.
	Pre-departure check	Advise 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 parking brake has 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 must be pushed or in which direction the nose should point after pushback.
	Engine start	When requested by the flight crew, advise when the engines may be started.
Pushback completed and engine start completed	Towbar/TWL tractor disconnect	(a) Get confirmation that the aircraft parking brake is set. (b) Disconnect. (c) Remove the steering bypass pin , if applicable.
	Headset removal	(a) Get permission from the flight crew to disconnect the headset. (b) Advise the flight crew to hold position and wait for visual signal at left/front/right of the aircraft.
Departure	"All Clear" signal	(a) Verify steering bypass 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 from the flight crew of the "All Clear" signal.

4.6.6.4 DEPARTURE COMMUNICATION WITHOUT INTERPHONE

An aircraft departure shall always be conducted using interphone communications. If the interphone becomes unserviceable or under extreme circumstances where the interphone is not available, the ground staff member and flight crew shall use conventional hand signals.



CAUTION: Pushback with a PPU is not permitted in the case of an interphone failure.

4.6.6.5 INTERPHONE COMMUNICATION FAILURE

Aircraft pushback requires a communication interphone. If the interphone becomes unserviceable or communications is lost, the following procedure shall be followed:

- In the case of a single person operation and if no other means of communication are available, stop the movement and immediately request assistance to continue the movement (depending on local situations and regulations).
- In the case of a multiple person operation, communication with the flight crew will be established using hand signals. The tractor driver shall be able to receive the visual signals as relayed from the flight crew. Once hand signal communication has been established, the pushback can resume.
- Notify Air Traffic Control (ATC), if radio available, and continue the movement in cooperation with ATC, depending on local regulations.

4.6.7 PUSHBACK MANEUVER

4.6.7.1 ANTI-COLLISION LIGHTS

During a standard departure, once all aircraft doors are closed, the flight crew requests pushback clearance from ATC. Once clearance is obtained, the flight crew will switch on the aircraft's anti-collision lights.



CAUTION: Anti-collision lights that are switched on are a visual indication to ground staff of imminent engine start-up or aircraft movement. Vehicle traffic shall stop until the aircraft has departed from the area. If the anti-collision lights are switched on unexpectedly (other than in preparation for the departure or towing operation), ground personnel shall move away and remain outside the ERA. The ground staff member shall check with the flight deck before resuming ground handling activities. In case of the lower anti-collision light failure, the flight crew shall inform the responsible for the departure operation to inform staff involved in the operations about the imminent engine startup or aircraft movement.

4.6.7.2 PUSHBACK REQUIREMENTS

- Prior to the aircraft movement, make sure the parking brake is released and the anti-collision lights are switched on.
- Headset operator shall signal “Clear to Push” to the pushback tractor driver and wing walkers (if applicable) once advised by the flight crew that the aircraft brakes have been released and approval for pushback is given by the flight crew.

NOTE: *In case of single person pushback operation, the pushback operator performs headset functions.*

- Select the appropriate gear on the tractor and slowly begin movement. Start the pushback operation in a straight line.
- Carry out the pushback maneuver at a pace no greater than 5 km/h or 3 mph (walking speed) and where required, apply the vehicle brakes gently.
- During the maneuver, the pushback tractor driver shall ensure the taxiway (including other movement areas in the intended aircraft path) is free of other aircraft/equipment/obstacles. If an obstacle is identified, the pushback shall stop immediately until the obstacle is clear.
- During pushback, ensure the steering turn limits are not exceeded and advise the flight crew if any are exceeded.
- At the end of the maneuver, the aircraft/pushback tractor set shall be correctly aligned with the taxiway centerline.



CAUTION: *The flight crew shall be notified immediately in the event any connection between the tractor and the aircraft is lost during aircraft movement.*

- When the pushback maneuver is complete, headset operator will receive the “Vehicle Brakes On/Stop” signal from the tractor driver to confirm that the tractor parking brake is set. Prior to the disconnection of the tow bar or towbarless tractor from the aircraft nose gear, headset operator:
 - Request flight crew to set the aircraft parking brake and hold the existing position until final clearance signal to taxi.
 - When confirmation that the aircraft brakes have been set is received from the flight crew:
 - Give the “Vehicle Brakes On/Stop” signal to the tractor driver and wing walkers, if applicable. Tractor driver releases the tractor parking brake and puts the gear in neutral to release any pressure on the towbar.
 - Give authority to disconnect pushback equipment.

4.6.7.3 STAFF SAFETY DURING PUSHBACK MANEUVER

Towbar/TWL tractor operations:

- Throughout the pushback operation, all staff walking on ramp (including the headset operator when the aircraft is moving) shall remain clear of:
 - The area on the ground directly underneath any part of the aircraft (including, but not limited to, the fuselage, wings, stabilizer, engines, nose gear).
 - The aircraft's path.
 - The tractor's path.
 - Engine danger areas.
- The headset operator shall:
 - Be in visual contact with the tug driver throughout the pushback.
 - Avoid walking backwards to reduce the possibility of tripping.
 - Use a cable long enough to operate safely and be allowed freedom of movement while not posing a trip or tangle hazard (not applicable when a wireless headset is used).
 - Ensure the headset cable remains clear of aircraft/pushback wheels.
- If the responsible ground staff member is too close to the nose gear or pushback equipment, the tractor driver shall stop the pushback and review the required safety clearance conducted.

Remote-controlled pushback operations:

When pushback operations are undertaken using remote-controlled pushback equipment connected to NLG the ground staff member in charge shall:

- Stand forward of the aircraft.
- Follow its movements and always be in sight of the flight crew.
- Stay outside the engine's intake/suction area and wheel path of the aircraft during the entire pushback maneuver.
- Maintain sufficient clearance between the equipment and themselves throughout the pushback maneuver, where the pushback equipment is connected to NLG
- Be in continuous communication with the flight crew via the interphone system.

4.6.7.4 PUSHBACK AND PULL FORWARD

When a pull forward maneuver is performed after a pushback maneuver, particular attention must be paid to the end of the pushback maneuver and during the whole pull forward maneuver. To prevent the aircraft from overtaking/pushing the pushback vehicle during the pull forward phase, the following precautions shall be applied:

- The aircraft engines shall be at idle thrust during all pushback/pull forward maneuver.
- The pull forward maneuver shall be performed with the pushback vehicle in the lowest gear available.
- Braking shall be performed smoothly and without jerks.
- The flight crew shall be alerted immediately to stop the aircraft using gentle braking if aircraft control cannot be ensured/maintained from the pushback vehicle.

The following factors increase the risk that the aircraft will overtake/push the pushback vehicle and shall be, therefore, taken into account:

- The aircraft type and number of engines started/running
- The slope of the parking stand and taxiway
- The use of a tractor and towbar to undertake the pushback/pull forward maneuver.
- Adverse weather conditions.

If the requirement to pull forward is known in advance, consider not starting the engines until the pull forward maneuver is completed. To relieve torsional stresses applied to the landing gear components and tires, move the aircraft in a straight line for a few meters to ensure the nose wheels are in the straight-ahead position when completing the pushback maneuver.



DANGER: *If the aircraft overtakes/pushes the pushback vehicle, the responsible ground staff member shall ensure they stay well clear of the path of the pushback vehicle and the aircraft NLG wheels.*

If the nose wheels are not in the centered position, they can turn quickly to their centered position when the steering bypass pin is removed. This can result in personnel injury and aircraft damage.



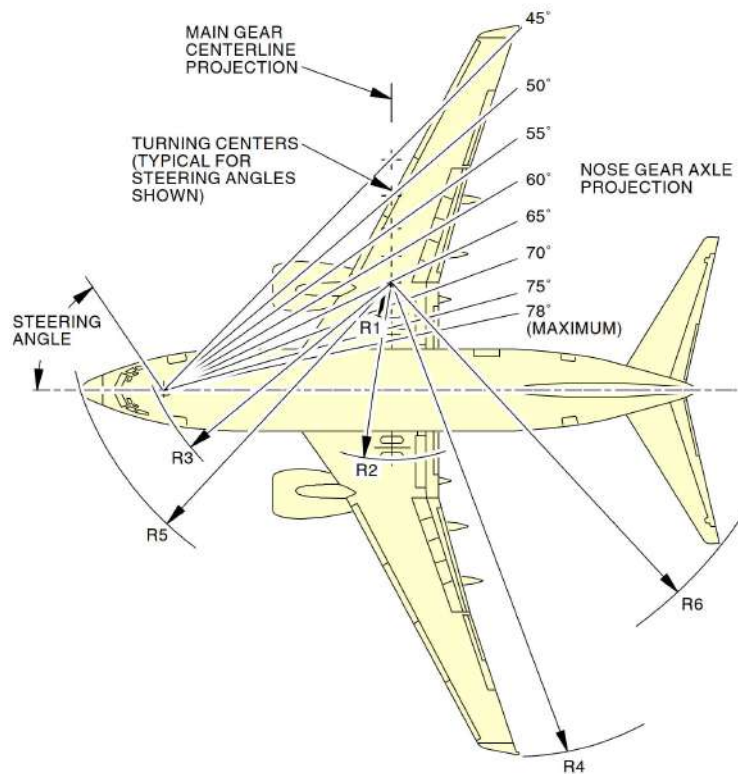
CAUTION: *Care shall be taken to avoid a jackknife situation between the aircraft and the pushback vehicle due to asymmetric thrust from the aircraft (one engine running) during the transition from push to pull or vice versa. Do not exceed the manufacturer's maximum tow angles.*

Flight crew and aircraft maintenance personnel must be informed if the aircraft overtakes/pushes the pushback vehicle, as both the pushback vehicle and the aircraft NLG may be damaged by the incident.

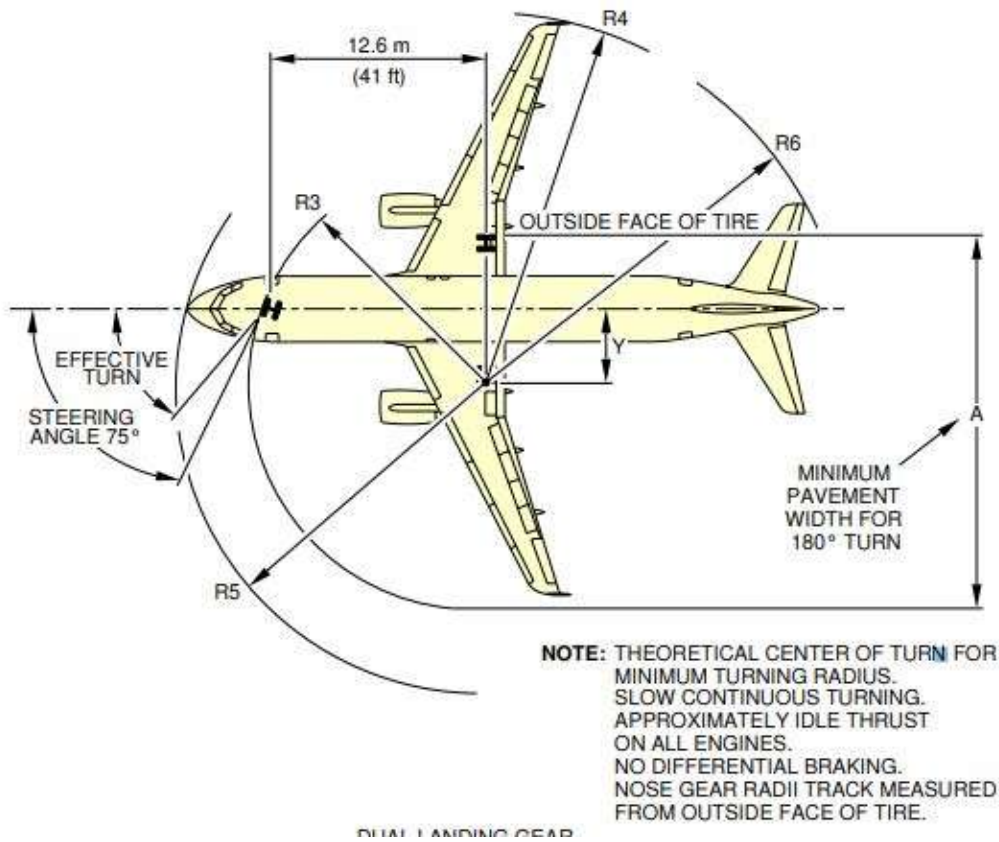
4.6.7.5 NOSE GEAR PROTECTION AND STEERING ANGLES

To protect the nose gear from damage, visual turning limit markings indicate the aircraft's maximum nose gear steering angles.

4.6.7.5.1 STEERING ANGLE LIMITATIONS FOR B737-800



STEERING ANGLE(DEGREES)	R1 INNER GEAR	R2 OUTER GEAR	R3 NOSE GEAR	R4 WING TIP	R5 NOSE	R6 TAIL
	M	M	M	M	M	M
30	15,9	22,9	22,6	36,9	24,7	31,0
35	12,5	19,5	19,7	33,6	22,	28,1
40	9,8	16,9	17,6	31,0	20,3	26,0
45	7,7,	14,7	16,1	28,9	19,0	24,3
50	5,9	12,9	14,9	27,1	17,9	23,0
55	4,3	11,4	13,9	25,6	17,2	21,9
60	2,9	10,0	13,2	24,2	16,6	21,0
65	1,7	8,7	12,6	23,0	16,2	20,2
70	0,6	7,6	12,2	21,9	15,8	19,5
78	-1,1	5,9	11,7	20,2	15,5	18,6

4.6.7.5.2 STEERING ANGEL LIMITATIONS FOR A320


CAUTION: The Maximum ANGLE is 75 Degrees

4.6.7.6 MANEUVERING DURING WINTERY OR SLIPPERY CONDITIONS

During adverse weather conditions (e.g., fog, rain) visibility and traction will be affected. The tractor driver shall reduce and adapt vehicle speed as required by the current conditions. When maneuvering the aircraft on slippery apron surfaces, extreme caution is required to avoid losing control of the tractor due to skidding, which may also lead to jackknifing (where the tractor is pushed around by the aircraft in an uncontrolled movement). Many elements can contribute to the hazards involved (i.e., strong winds, slippery road surfaces, pavement slopes). Therefore, the following minimum precautions must be observed:

- Avoid sudden turns, deceleration or acceleration.
- Except when using an ASU, do not start aircraft engines unless:
 - The condition of the pavement is such that reasonable traction is ensured.
 - The aircraft parking brake is set.
 - The aircraft is disconnected from the tow tractor/TWL tractor.

4.6.7.7 MANEUVERING DURING LOW VISIBILITY CONDITIONS

- Airport operators are responsible for developing low visibility procedures that are relevant for the airport.
- Ground handling personnel shall be trained/authorized, as appropriate, prior to undertaking low visibility aircraft ground movement operations.
- Ground handling personnel shall observe the movement limitations and other regulations applicable to the airport's low visibility procedures at all times.
- Pushback tractors should be equipped with an airfield map, where this is available.
- If there is any doubt as to the exact position of the pushback tractor/aircraft, the tractor driver shall stop the tractor/aircraft and inform ATC immediately.



CAUTION: *The responsible for the departure (headset operator) should be positioned outside the tractor at safety distance during:*

- Low-visibility conditions (heavy rain, fog, bad lighting).
- Lack of sufficiently visible markings.
- Obstructions behind the pushback (e.g., GSE, light post).

4.6.8 ENGINE START

4.6.8.1 COMMUNICATION DURING ENGINE START

Coordinate the engine starting sequence with the flight crew by conducting a pre-departure briefing specific engine start procedures.

- During the engine start, communicate with the flight crew only if you observe circumstances that require immediate notification and action by the flight crew.
- When starting up with an ASU, supply the pressure at the request of the flight crew.
- If ramp conditions are below standard for a normal pushback (e.g., hazards, obstacles, slippery, icy), the in charge of pushback will inform the flight crew that engine start clearances will not be given until either:
 - The aircraft is moving over an area of the ramp where the conditions are safe for an engine start, or
 - The pushback has been completed, the aircraft has come to a complete stop and the parking brake has been set.

NOTE: From the flight crew seat facing forward, the engine on his/her left is referenced as engine number one.

4.6.8.2 ENGINE START USING AN AIR START UNIT

- Only personnel and equipment involved in engine starting or aircraft pushback are permitted within the ERA. during engine start.
- Establish communications with the flight crew and confirm the total number of engines to be started, the engine start sequence to be used and number of ASUs being used.
- All personnel and equipment shall remain clear of engine danger areas.
- Advise the engine start sequence to the ASU operator(s) and any other ground personnel.
- Where possible, the ASU should be positioned on the opposite side of the aircraft to the engine being started.
- If the aircraft is to be pushed back, connect the pushback tractor and set the tractor's parking brake, where this is possible without disconnecting ground electrical power.
- If a pushback tractor is not connected, position a chock in front of the nose wheel.
- Confirm with the flight crew that the aircraft parking brake is set, then remove main gear chocks.
- The ASU operator shall ensure the unit is ready to supply air pressure.
- The headset operator shall inform the flight crew that the ground crew are ready for engine start.
- Prepare for engine(s) start.
- When engine start is complete, the headset operator shall signal the ASU and ground power operator(s) to disconnect the ASU and remove ground power.
- Disconnect the ASU hose(s).
- Close and latch external air start and electrical panels.



DANGER: When connecting and disconnecting ASU hose(s), walk directly underneath the fuselage, or close alongside it, keeping clear of engine danger areas.

4.6.8.3 ENGINE START USING CROSS-BLEED

Engine start using cross-bleed can only be performed once the pushback has been completed, the aircraft brakes have been engaged, and the area around the aircraft is clear.



CAUTION: With engine(s) above idle thrust, blast and suction effects are greater.

4.6.8.4 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, the ground staff member shall alert the flight crew immediately via the headset if flames are noticed from the engine or engine pylon. If a headset is not available, the appropriate "Fire" hand signal must be used.

Engine Tailpipe/Exhaust Fire

- If flames from the engine tailpipe are noticed during engine starting, the ground staff member shall alert the flight crew immediately, as such a fire might not be detectable via temperature sensors and/or fire warning systems in the aircraft.



CAUTION: Do not fight engine fires with fire extinguishers on the ground when the flight crew is in the flight deck. The flight crew will take all necessary action.

4.6.9 PUSHBACK DISCONNECTION

4.6.9.1 PUSHBACK TRACTOR AND TOW BAR DISCONNECTION

- The responsible ground staff member shall remove the tow pin securing the towbar to the pushback tractor.
- The Towbar shall be disconnected from the tractor before disconnecting from the aircraft (except where the towbar is specifically designed to be disconnected from the aircraft first).
- The pushback tractor driver shall check that other personnel are clear of the intended travel path and slowly drive the pushback tractor to a position in the aircraft's path and visible to the flight crew, if possible, ready for the towbar to be reconnected.
- The responsible ground staff member shall disconnect the towbar from the NLG and reconnect to the pushback tractor and move clear of the pushback tractor, in view of the driver.
- The responsible ground staff member shall give an "OK" signal to the pushback driver to confirm that the towbar is reconnected, and it is clear to drive away.
- The pushback driver shall check that other staff are clear of the intended travel path and slowly drive the pushback tractor to a position visible to the flight crew until the responsible ground staff member on the interphone has disconnected and is in view of the flight crew.

NOTE: Ensure the towbar is disconnected from the tractor before disconnecting from the aircraft (except where the towbar is specifically designed to be disconnected from the aircraft first).

4.6.9.2 TOW BARLESS TRACTOR/REMOTE-CONTROLLED TRACTOR DISCONNECTION

- The pushback driver shall ensure the tractor wheels are centralized and lower the aircraft nosewheel and open the tractor cradle.
- The pushback driver shall check that other personnel are clear of the intended travel path and slowly drive the pushback tractor to a position in the aircraft's path and visible to the flight crew, ensuring that the wheel cradle is completely clear of the aircraft NLG before commencing a turn.
- The pushback driver shall rotate the driver's seat to the direction ready to drive away, if applicable.
- The pushback driver shall remain in a position visible to the flight crew until the responsible ground staff member on the interphone has disconnected and is in view of the flight crew.

4.6.10 PUSHBACK COMPLETION

Pushback completion includes repositioning the pushback tractor, removing the nose gear steering bypass pin and displaying the steering bypass pin to flight crew, if equipped:

- Remove the nose gear steering bypass pin and/or ensure the nose gear steering mechanisms are set to normal conditions for taxiing.
- If previously disconnected, reconnect the torque link and inform flight crew.
- Complete the headset communication and, after receiving flight crew approval, disconnect the headset and close the access panel.
- Move clear of the aircraft to a safe position visible to the flight crew and away from its intended path.
- Display the steering bypass pin to the flight crew.
- Give the "All Clear" signal once eye contact has been made with the flight crew and they are expecting the signal. In low-light conditions, the flight crew will turn on the interior lights of the flight deck.
- Remain in position until an acknowledgement from the flight crew is received.
- Drive the tractor back to the terminal, the appropriate holding position, or to the next task.



DANGER: If the nose wheels are not in the centered position, they can turn quickly to their centered position when the steering bypass pin is removed. Personnel injury and/or aircraft damage could result. Do not disconnect the interphone communication cable until the towbar or TWL tractor has been disconnected from the nose gear. After disconnection of the headset, no attempt shall be made to approach the aircraft unless cleared by the flight crew to do so via hand signals.

4.6.11 INCIDENTS DURING PUSHBACK

4.6.11.1 INCIDENTS DURING PUSHBACK INVOLVING PUSHBACK TRACTOR/TOWBAR OR TOWBARLESS TRACTOR

The list of incidents below outlines the recommended actions to be undertaken immediately by flight crew and/or tractor drivers in the event of an incident during the pushback operation. The list of incidents is not exhaustive and the recommended actions should only be applied if they are deemed the safest course of action given the exact circumstances of the incident.

Flight crew	Tractor Driver
Tractor Failure	
(a) Inform ATC. (b) Apply the aircraft parking brake. (c) Listen to VHF and wait for assistance. (d) Relay information from ATC to headset operator	(a) Stop aircraft/tractor set. (b) Apply tractor parking brake. (c) Inform the flight crew. (d) Contact supervision and equipment maintenance to advise of the situation, as required. (e) Follow instructions received from headset operator, as applicable. (f) If the TWL/towbar connection with the tractor needs to be reset (i.e., removed and reconnected), the aircraft shall be chocked while the tractor is being replaced.
Tractor/Aircraft Separation	
(a) Apply the aircraft brakes. (b) As soon as the aircraft is at a standstill, apply the aircraft parking brake before releasing the pedal. (c) Inform ATC. (d) Relay information received from ATC to headset operator, if applicable.	(a) Do not apply tractor brakes. (b) Inform the flight crew of separation. (c) Follow the aircraft path attentively and stop the tractor according to the aircraft position. (d) Apply the tractor parking brake. (e) Confirm the aircraft parking brake is set then chock the aircraft. (f) Assess the reason for the separation. (g) Contact supervision, equipment maintenance and aircraft maintenance to advise of the situation, as required. (h) Follow instructions and/or complete pushback maneuver, as applicable.
Towbar/Shear Pin Failure (remains attached to the aircraft)	
(a) Apply the aircraft parking brake. (b) Inform ATC. (c) Relay information received from ATC to headset operator, if applicable.	(a) Stop aircraft/tractor set. (b) Apply the tractor parking brake. (c) Inform the flight crew of the towbar/shear pin failure. (d) Contact supervision, equipment maintenance and aircraft maintenance to advise of the situation, as required. (e) Chock the aircraft and replace the towbar. (f) Complete the pushback maneuver.

Pushback Tractor Fire	
(a) Inform ATC and headset operator. (b) Apply the aircraft parking brake. (c) Determine the need for aircraft emergency evacuation and confirm to ATC and headset operator.	(a) Inform the flight crew. (b) Stop aircraft/tractor set immediately. (c) Conduct an assessment of the situation and consider tackling the fire with the onboard tractor firefighting equipment only if it is deemed safe to do so. (d) Consider disconnecting and moving the tractor to a safe distance from the aircraft, if deemed safe and appropriate to do so. (e) Contact supervision, equipment maintenance and emergency services to advise of the situation, as required. (f) If flight crew confirm emergency evacuation, assist in the evacuation as far as is possible/practical by directing passengers/crew toward a safe location.

Flight crew	Tractor Driver
Aircraft Fire	
(a) Inform ATC and headset operator. (b) Apply the aircraft parking brake. (c) Execute onboard emergency procedures.	(a) Stop aircraft/tractor set immediately. (b) Inform the flight crew. (c) If safe to do so, disconnect and move the tractor to a safe distance from the aircraft, where possible. (d) If safe to do so, headset operator should maintain communication with the flight crew and follow instructions. (e) Contact supervision and emergency services to advise of the situation, as required. (f) If flight crew confirm emergency evacuation, assist in the evacuation as far as is possible/practical by directing passengers/crew toward a safe location.
Accident with Other Aircraft or Vehicle	
(a) Contact ATC stating position and nature of the accident. (b) Listen to VHF and wait for assistance. (c) Relay information received from ATC to headset operator, if applicable.	(a) Stop aircraft/tractor set immediately. (b) Apply tractor parking brake. (c) Inform the flight crew. (d) Contact supervision, aircraft maintenance, equipment maintenance and emergency services to advise of the situation, as required. (e) Follow instructions received from the headset operator and/or wait for assistance. (f) Do not disconnect the tractor unless specifically instructed to do so by the headset operator and/or ATC. (g) If disconnecting the tractor, the aircraft must be chocked.
Interphone Communication Failure	
If during the pushback operation the interphone fails, the aircraft must be immediately stopped and an alternate means of communication established before continuing. If this is not possible, assistance must be requested.	
Visual Contact with the Wing Walkers Is Lost (if used)	
In the event that the tractor driver is unable to establish visual contact with one or both of the wing walkers, when used, the pushback shall be stopped and not recommence until visual contact is re-established.	

4.6.12 RE-ESTABLISHING COMMUNICATION AFTER DEPARTURE

4.6.12.1 INTRODUCTION

The following procedure is to be used when the ground staff member or flight crew need to reestablish interphone communication after it has been disconnected.

4.6.12.2 INITIATED FROM THE FLIGHT DECK

The flight crew sets the parking brake and reestablishes communication with the ground staff member via a company channel or ATC. If visual communication with the ground staff member is still established, visual signals may be used.

4.6.12.3 INITIATED FROM THE GROUND

If the ground staff member needs to reestablish communication with the aircraft after dispatch, do not approach the aircraft, If communication cannot be established using hand signals, make contact via a company channel or ATC.

When preparing to re-establish communication with the aircraft, the ground staff member shall take the following precautions:

- Make sure the ground staff member has been seen by the flight crew and the intention to approach the aircraft to reestablish interphone communication is understood.
- Approach the aircraft from the direction where visual contact with the flight crew is maintained for as long as possible.
- Only the person establishing the interphone communication shall approach the aircraft.
- Stay outside the aircraft's engine danger area when approaching the aircraft.
- If possible, position the pushback tractor in front of the aircraft in clear view of the flight crew to act as a safety barrier and prevent premature movement of the aircraft.



CAUTION: For safety reasons, the interphone communication system cannot be used when there is thunderstorm activity over the airport as there is a risk of electrical discharges between the aircraft and the interphone system. Under these conditions, communication headsets cannot be worn.

4.7 OPEN RAMP DEPARTURE

An open ramp is a taxi-in and taxi-out operation area. In some locations, the aircraft may be towed from an open ramp to a taxiway, prior to engine start.

THE AIRLINE requires GSP :

- Complete all pre departure checks.
- Refer to Departure Communication.
- Ensure all staff and equipment is clear of the aircraft and behind the ERA.
- Position for marshaling in an area behind the ERA. while being in clear view of the flight crew on either side of the aircraft, depending on facility.

4.8 AIRCRAFT POWERBACK OPERATIONS

Not applicable to *THE AIRLINE*

4.9 AIRCRAFT TOWING

4.9.1 INTRODUCTION

Aircraft towing may be carried out for three different reasons:

- **MAINTENANCE TOWING**—Towing an aircraft without passengers, without cargo, and with minimum fuel on board.
- **OPERATIONAL/DISPATCH TOWING**—Towing an aircraft loaded with passengers and/or fuel and/or cargo to/from the terminal gate or parking area to/from a remote location.
- **REPOSITIONING TOWING**—Movement of an aircraft to/from a remote parking area with/without cargo or fuel.

4.9.2 GROUND STAFF MEMBER RESPONSIBILITIES

4.9.2.1 RESPONSIBLE GROUND STAFF MEMBER FOR TOWING

The responsible ground staff member is defined as the person who has overall responsibility for the towing maneuver and is normally the pushback tractor driver, although the function may be performed by different ground staff members in different roles. The responsible person in charge of each towing maneuver shall check to ensure all requirements for the towing operation are met prior to commencing towing operations.

4.9.2.2 TRACTOR DRIVER

The pushback tractor driver shall:

- Align the tractor or tractor/towbar combination with the centerline of the aircraft before the aircraft movement.
- Completely raise the towbar wheels before the start of the aircraft movement, if used.
- Prior to the aircraft movement, make sure the parking brake is released and the anti-collision lights are switched on, in accordance with the local airport regulations.
- Wait for the authorization of the brake operator before moving the aircraft, where applicable.
- Select appropriate gear on tractor and slowly begin movement.
- Start the towing operation on a straight line.
- Keep the maneuvering speed to a minimum and avoid heavy and/or sudden braking action that could result in damage to the aircraft/equipment.
- Scan the apron during towing; monitor clearances and wing walkers, if applicable, to ensure the aircraft is moving clear of all obstructions. Be prepared to stop.
- Ensure during the towing maneuver the steering turn limits are not exceeded and advise the brake operator and maintenance department if any are exceeded. Damage may occur to the nose gear if steering turn limits are exceeded.

- Avoid sharp turns that result in excessive tire scrubbing.
- If the headset operator is walking on the ramp, maintain visual contact and ensure a safe distance is maintained from the nose gear/pushback tractor during the entire towing maneuver.
- If the headset operator is too close to the nose gear/pushback tractor, the towing maneuver must be stopped and a review of the required safety clearance conducted.
- Align the pushback tractor/towbar or the TWL with the centerline of the aircraft nose gear at the end of the pushback phase of the towing maneuver.
- Do not exceed the towing speed limit as regulated by the towing equipment, aircraft and/or airport.
- Use relevant apron lines as guidance during maneuvering to ensure safe obstacle clearance. Be aware of the size of the towed aircraft.
- Keep a minimum safety distance between vehicles to allow sufficient space to stop.
- Stop 50m (55 yds) before a taxiway intersection, if a stop is required.
- Relieve torsional stresses applied to the landing gear components and tires by moving the aircraft in a straight line for a few meters to ensure the nose wheels are in the straight-ahead position when arriving at the allocated/relevant parking position.
- Apply the tractor parking brake after making a complete stop.
- Drive the tractor back to the terminal or appropriate parking position.



DANGER: If the nose wheels are not in the centered position, they can turn quickly to their centered position when the steering bypass pin is removed. This can result in personnel injury or aircraft damage.

4.9.2.3 BRAKE OPERATOR

Where applicable, in accordance with local procedures, the brake operator shall:

- Be responsible for communication with ATC.
- Complete a flight deck checklist for towing.
- Ensure all aircraft doors are closed by authorized personnel.
- During towing, the brake operator must be seated with the seat belt fastened.
- Apply the 'Brakes On' and 'Brakes Off' procedures in coordination with the headset operator.
- Switch on and switch off the external and anti-collision lights of the aircraft.
- Position the seat in such a way that the brakes can be easily applied when required.
- Inform the headset operator immediately if potential contact with any object(s) is detected.
- Only apply the brakes during the tow when instructed by the headset operator or when it is clear that the aircraft has become separated from the tractor.

4.9.2.4 WING WALKER

The presence of such personnel may also be controlled or restricted by local airport authorities.

Where applicable, the wing walker or other assist personnel shall:

- Be under the direction of the responsible ground staff member at all times.
- Use two marshalling wands, either day wands or illuminated wands for low-visibility operations.
- Be positioned before and during movement of aircraft as follows, where applicable and/or permitted:
 - Approximately 1 m (3 ft) outboard of the wingtip
 - In line with the rearmost main gear wheel
- Maintain visual contact with ground staff member responsible for pushback/towing.
- Ensure the aircraft movement path is clear of any obstruction (i.e., other aircraft, vehicles).
- Provide "Safe to Proceed" clearance signals at all times to the ground staff member responsible for pushback by using a distinct "pendulum" motion of the arm.
- Continue to monitor the aircraft path until the aircraft is stopped at the departure point.
- If at any time during aircraft movement the wing walkers are unsure or identify an imminent danger, signal the person responsible for towing with the "STOP" signal.
- Position themselves either at the "11 o'clock" or "1 o'clock" position in clear view of the flight crew on the terminal side at a safe distance away from the aircraft.
- Give the "Aircraft Hold" signal to the brake operator when the visual "Brakes Set" signal has been received from the ground staff member responsible for towing. The crossed wands may be over the head or in front of the chest.
- Remain in position until the responsible ground staff member walks over to take over the marshalling clearance of the aircraft.
- Return to the terminal once marshalling duty has been transferred.

4.9.2.5 HEADSET OPERATOR

The headset operator is responsible for communications with the brake operator and/or VHF operator.

4.9.2.6 VHF OPERATOR

The VHF operator is responsible for communications with ATC and/or GMC.

NOTE: The VHF operator may be positioned in the pushback tractor or on the flight deck depending on the ground staff member functions carrying out the towing maneuver.

4.9.3 PRE-TOWING ACTIVITIES

4.9.3.1 GENERAL

The following requirements shall be met to perform an aircraft tow:

- Carry out a pre-departure walk around.
- Carry out the requirements, as identified in the pre-departure table in chapter **4.6.3.2 - PRE DEPARTURE TABLE** that are relevant to the towing manoeuvre.
- Make sure the flight crew or a qualified brake operator (VHF operator where required) is in the flight deck.
- Communication shall be established between the headset operator and the flight crew, brake operator (VHF operator, where required).
- The responsible ground staff members shall conduct a briefing with all persons involved in the aircraft movement to review and confirm how the aircraft will be manoeuvred.
- Ensure the hydraulic system pressure for aircraft braking and/or the brake accumulator is within the required pressure range.
- Ensure any required electrical systems for towing are energized.
- Ensure all landing gear safety pins are installed. After the tow, ensure all pins are removed and stowed.
- Connect the pushback tractor/equipment in accordance with the relevant instructions contained in chapter **4.6.4 - CONNECTING THE PUSHBACK VEHICLE**.
- Remove the wheel chocks once ready to do so in accordance with chapter **4.6.5 - WHEEL CHOCK REMOVAL**.



CAUTION: Inform the brake/VHF operator, headset operator and/or maintenance department for technical inspection if anyone:

- Observes any type of excessive fluid leakage.
- Notices any signs of unmarked aircraft damage.
- Observes any fault, failure, malfunction or defect that may affect the safe operation of the aircraft for the intended flight.

4.9.3.2 PRE-TOWING PREPARATION

The following checklist is to be used in preparation for an aircraft tow.

Action	Performed by	
	Brake Operator	Tractor Driver
Apply the flight deck checklist for towing. Refer to the operating airline's GOM for details.	✓	✓
Test the means of communication between the tractor and flight crew.	✓	✓
Insert the steering bypass pin and deactivate steering.	✓	✓
Give permission to connect the towbar and tractor or TWL tractor after applying the aircraft parking brake.	✓	
Install the landing gear safety pins, if required by the airline's procedures.	✓	✓
Connect the towbar; first to the aircraft, then to the tractor and set the parking brake.		✓
Before connecting the TWL tractor, ensure the aircraft MLG are symmetrically chocked.		✓
Connect the TWL tractor and set the parking brake.		✓
Once all GSE has been cleared away from the aircraft, remove or check removal of aircraft chocks.		✓
Ensure the aircraft is clearly visible to other parties according to local regulations, especially after dark (e.g., switch on external and anti-collision lights).	✓	
Contact the ATC for clearance to start moving the aircraft (depending on local regulations).	✓	✓
After receiving clearance, release the aircraft parking brake.	✓	
Give clearance and instruction 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.		✓

4.9.3.3 TOWING COMMUNICATIONS

An aircraft towing maneuver shall always be conducted using interphone communications when the brake/VHF operator is present. The specific dialogue contained herein does not forbid the exchange of additional important information between the brake/VHF operator and ground staff using non-standard phraseology (e.g., request for authorization to disconnect ground support units). Additionally, two-way radio communication shall be maintained between aircraft/tractor set and ATC, except when under escort by an airport operations or emergency vehicle. Always follow local airport regulations for communication and aircraft movement operations.

Dialogue between Ground Staff and Brake/VHF Operator		
Phase	Ground Staff	Brake/VHF Operator
Pre-departure check	Call: CONFIRM PARKING BRAKE SET	Reply: PARKING BRAKE SET
	Reply: STEERING BYPASS PIN INSTALLED/NOSE WHEEL STEERING DEACTIVATED/LANDING GEAR SAFETY PINS (if applicable)	Call: CONFIRM STEERING BYPASS PIN INSERTED/NOSE WHEEL STEERING DEACTIVATED/LANDING GEAR SAFETY PINS (if applicable)
	Reply: CLEAR TO PRESSURIZE (if required)	Call: CONFIRM CLEAR TO PRESSURIZE (if applicable)
	Call: Request permission to connect the towbar and tractor or TWL tractor)	
		Call: CLEAR TO CONNECT (towbar and tractor or TWL tractor)
After completion of the pre-departure check	Call: CONNECTING	
	Call: PRE-DEPARTURE CHECKS COMPLETED ¹	Reply: ROGER
	Call: ELEVATING AIRCRAFT (TWL tractor)	
	Call: READY FOR TOWING	Reply: STANDBY
Towing	REQUEST TOW (company name, aircraft type) FROM (location) TO (location) ²	REQUEST TOW (company name, aircraft type) FROM (location) TO (location)
		Call: TOW APPROVED VIA (mention specific routing to be followed).
	Call: CONFIRM PARKING BRAKE RELEASED	Reply: PARKING BRAKE RELEASED
	Call: COMMENCING TOWING (mention specific routing to be followed)	
Towing completed	Call: TOWING COMPLETED, SET PARKING BRAKE	
		Reply: PARKING BRAKE SET
Disconnecting	Call: AIRCRAFT CHOCKED	
		Call: CLEAR TO DISCONNECT
	Reply: DISCONNECTING	
	Call: TOWBAR/TRACTOR DISCONNECTED	



CAUTION: All given instructions must be read back or acknowledged in a manner clearly indicating that they have been understood and will be complied with. When interphone communication is not possible, standard hand signals must be used for communication between the tractor driver and brake operator. Such communication may occur only when the aircraft has stopped.

4.9.4 TOWING MANEUVER

4.9.4.1 GENERAL

- Use relevant apron lines as guidance during maneuvering to ensure safe obstacle clearances. Be aware of the size of the towed aircraft.
- Keep a minimum safety distance between vehicles to allow sufficient space to stop. Where required, apply the pushback tug brakes gently.
- Stop 50 m (55 yd.) before a taxiway intersection if a stop is required.
- Relieve torsional stresses applied to the landing gear components and tires by moving the aircraft in a straight line for a few meters to ensure the nose wheels are in the straight-ahead position when arriving at the allocated/relevant parking position.

4.9.4.2 TOWING SPEEDS

Aircraft weight, tractor performance and airfield topography can affect towing speeds. Towing speeds shall be kept to a minimum and shall not exceed the towing speed limit as regulated by the towing equipment, aircraft and airport.

If requested by ATC/GMC to “Expedite” due to a live runway crossing, ATC must be informed if this is not possible. ATC/GMC shall also be informed if towing speeds are restricted when towing on live taxiways, as this can lead to congestion on the airfield.

4.9.4.3 TOWING LIMITS

Fuel and other loads can affect an aircraft's balance. To avoid “tail tipping” during towing, ensure that the actual center of gravity of the aircraft is forward of the critical center of gravity. If you are unable to determine this, you must request assistance from a qualified weight and balance agent of *THE AIRLINE*.

NOTE: For information relating to requirements and precautions that shall be taken when aircraft towing maneuvering takes place during adverse conditions.

4.9.4.4 TOWING ONTO PARKING STAND

Immediately prior to the aircraft being towed onto the stand or gate, the responsible ground staff member shall check and confirm that the area is ‘ready’ (e.g., clear of obstacles, equipment, FOD, wing walkers, if required).

4.9.4.5 MOVEMENT INTO/OUT OF HANGARS

THE AIRLINE requires GSP to ensure:

- Only those personnel trained and qualified in the movement of aircraft into/out of hangars shall perform this operation and a person in charge of the operation must be designated.
- Sufficient personnel (wing/tail walkers) shall be assigned to the operation to ensure clearances between the aircraft and objects in the hangar are maintained.
- The method of communication between the personnel involved in the aircraft movement into/out of the hangar shall be agreed upon before any movement is started by means of a briefing conducted by the person in charge of the operation.
- Floor markings and stop signs shall be in accordance with the aircraft type operating into/out of the hangars.

4.9.5 INCIDENTS DURING TOWING

Brake/VHF Operator	Tractor Driver
VHF Communication Failure	
(a) Set the aircraft parking brake. (b) Communicate the issue to ATC. (c) Relay appropriate information received from ATC to the headset operator (d) Continue to monitor the ATC frequency and maintain communications with the headset operator/tractor driver. (e) Release the parking brake prior to recommencement of the towing maneuver.	(a) Stop aircraft/tractor set as soon as it is safe to do so. It is not safe to stop on an active runway. (b) Apply tractor parking brake. (c) Communicate the issue to the brake/VHF operator. (d) Attempt to contact ATC via alternative frequency/means. (e) Await assistance (e.g., from "Follow Me" vehicle) before completing the towing maneuver. (f) After completion of the towing maneuver, report VHF failure to equipment maintenance and follow instructions accordingly.

Brake/VHF Operator	Tractor Driver
Tractor Failure	
(a) Inform ATC. (b) Set the aircraft parking brake. (c) Listen to VHF and wait for assistance. (d) Relay information from ATC to headset operator/tractor driver.	(a) Stop aircraft/tractor set. (b) Apply tractor parking brake. (c) Inform the brake/VHF operator. (d) Inform ATC (TWL towing with one-person operation). (e) Contact supervision and equipment maintenance to advise of the situation, as required. (f) Follow instructions received from headset/brake operator, as applicable. (g) Listen to VHF (TWL towing with one-person operation). (h) If the TWL/towbar connection with the tractor needs to be reset (i.e., removed and reconnected), the aircraft shall be chocked while the tractor is being replaced.
Tractor/Aircraft Separation	
(a) Apply the aircraft brakes. (b) As soon as the aircraft is at a standstill, apply the aircraft parking brake before releasing the pedal. (c) Inform ATC. (d) Relay information received from ATC to the headset operator/tractor driver, if applicable.	(a) Do not apply tractor brakes. (b) Inform the brake/VHF operator of the separation. (c) Follow the aircraft path attentively and stop the tractor according to the aircraft position. (d) Apply the tractor parking brake. (e) Confirm the aircraft parking brake is set, then chock the aircraft. (f) Assess the reason for the disconnection. (g) Contact supervision, equipment maintenance and aircraft maintenance to advise of the situation, as required (h) Follow instructions to complete the towing maneuver, as applicable.

Towbar/Shear Pins Failure (remains attached to the aircraft)	
(a) Apply the aircraft parking brake. (b) Inform ATC. (c) Relay information received from ATC to the headset operator/tractor driver, if applicable.	(a) Stop the aircraft/tractor set. (b) Apply the tractor parking brake. (c) Inform the brake/VHF operator of the towbar/shear pin failure. (d) Contact supervision, equipment maintenance and aircraft maintenance to advise of the situation, as required. (e) Chock the aircraft and replace the towbar. (f) Follow instructions to complete the towing maneuver.
Pushback Tractor Fire	
(a) Inform ATC and headset operator/tractor driver. (b) Apply the aircraft parking brake. (c) Determine the need for aircraft emergency evacuation and confirm to ATC/headset operator/tractor driver	(a) Inform the brake/VHF operator. (b) Stop the aircraft/tractor set immediately. (c) Conduct an assessment of the situation and consider tackling the fire with the onboard tractor firefighting equipment only if it is deemed safe to do so. (d) Consider disconnecting and moving the tractor a safe distance from the aircraft, if deemed safe and appropriate to do so. (e) Contact supervision, equipment maintenance and emergency services to advise of the situation, as required. (f) If the brake/VHF operator confirms emergency evacuation, assist in the evacuation as far as is possible/required.

Brake/VHF Operator	Tractor Driver
Aircraft Fire	
(a) Inform ATC and the headset operator/tractor driver. (b) Apply the aircraft parking brake. (c) Fight the fire with the onboard extinguisher, where possible. (d) Evacuate the aircraft using onboard means, if required.	(a) Stop the aircraft/tractor set immediately. (b) Inform the brake/VHF operator. (c) If safe to do so, disconnect and move the tractor to a safe distance from the aircraft, where possible. (d) If deemed safe to do so, the headset operator/tractor driver should maintain communication with the brake/VHF operator and follow instructions. (e) Contact supervision and emergency services to advise of the situation, as required. (f) If brake/VHF operator confirms emergency evacuation, assist in the evacuation as far as is possible/required.
Accident with Other Aircraft or Vehicle	
(a) Contact ATC stating position and nature of the accident. (b) Listen to VHF and wait for assistance. (c) Relay information received from ATC to headset operator/tractor driver, if applicable.	(a) Stop the aircraft/tractor set immediately. (b) Apply tractor parking brake. (c) Inform the brake/VHF operator. (d) Contact supervision, aircraft maintenance, equipment maintenance and emergency services to advise of the situation, as required. (e) Follow instructions received from the headset/brake operator and/or wait for assistance. (f) Do not disconnect the tractor unless specifically instructed to do so by the operator and/or ATC. (g) If disconnecting the tractor, the aircraft must be chocked.
Interphone Communication Failure	
If during the towing operation the interphone fails, the aircraft must be immediately stopped and an alternate means of communication established before continuing. If this is not possible, assistance must be requested.	
Visual Contact with the Wing Walkers and/or Marshaller Is Lost (if used)	
In the event that the tractor driver is unable to establish visual contact with one or both of the wing walkers or the marshaller, when required, the towing maneuver shall be stopped and not recommence until visual contact is reestablished.	

4.9.6 TOWING COMPLETION

Action	Performed by	
	Brake Operator	Tractor Driver
Set tractor parking brake.		✓
Request the brake operator to set the aircraft parking brake.		✓
Inform ATC 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: <i>"Parking Brake Set, Pressure Checked."</i>	✓	
Chock the aircraft MLG.		✓
Switch off the external and anti-collision lights of the aircraft.	✓	
Inform the brake operator: <i>"Aircraft chocked"</i> .		✓
Give permission to disconnect the towbar or TWL tractor. Disconnect the tractor ground power, where applicable.		✓
Disconnect the towbar (disconnecting from the pushback tractor first, then the aircraft) or TWL tractor.		✓
Remove the steering bypass pin and activate steering.		✓
Place additional chocks, where applicable.		✓
Inform the brake operator: <i>"Towbar/Tractor Disconnected"</i> .	✓	
Release the aircraft parking brake and inform the tractor operator: <i>"Parking Brake Off"</i> (where applicable).		✓
After permission from the brake operator, shut down and disconnect the tractor GPU.		✓
Install and connect a GPU.	✓	
If installed, remove and stow gear safety pins in the dedicated location.		✓

4.10 DUTIES AND RESPONSIBILITIES OF GSP

4.10.1 RAMP AGENT/TURNAROUND COORDINATOR

GRH 3.2.1

Ramp agent shall coordinate aircraft turnaround activities in order to ensure a safe, secure and efficient operation through comply with local regulations and *THE AIRLINE* operating procedures. Before turnaround activities ramp agent shall check if all required equipment for turnaround will be available. During turnaround activities ramp agent, together with loading personnel, shall check if all the loads for a given destination are offloaded.

Subcontracted GSP shall ensure that designated ramp agent(s) will be available for turnaround activities and the agent will supervise all activities concerning the aircraft, crew, passengers, baggage, cargo and ramp handling. Subcontracted GSP organization must ensure that only qualified employees will be responsible for ramp handling. Ramp agents should always be easily identifiable for both crew members and passengers. Carrier's employees, like most handling agents, are wearing a uniform for this purpose. The use of a safety vest and a possession of the valid airport I.D. are mandatory.

Ground Service Equipment (GSE) shall be maintained and operated accordingly to the manufacturer's recommendations. Ramp agent must arrange all requested equipment, according *THE AIRLINE* request, which can include – aircraft chocks, cones, passenger steps or passenger bridge, loading equipment, toilet and lavatory services, fueling and De/Anti-icing/anti-icing, towing and push-back if necessary.

During ramp activities, **Ramp Agent must:**

- Upon arrival, do an arrival check (walk around) the aircraft and check for any damage of aircraft. In case of damage inform the flight crew and *THE AIRLINE* operations.
- Offload baggage and cargo/mail.
- Perform catering services if requested.
- Perform cabin cleaning and preparation services if requested.
- Check all required equipment for ramp handling, loading de-boarding/on-boarding is available.
- Supervise aircraft movement do marshalling, FOD prevention (aircraft towing – if requested).
- Pick up, deliver and load the baggage and cargo/mail according to loading instruction.
- Supervise aircraft refueling while passengers are on board.
- Supervise aircraft services (portable water and lavatory services, catering services).
- Supervise ramp security and airside safety precautions.
- Secure loads.
- Check if all loads for destination are loaded.
- Secure and close cargo doors when loading is completed.
- Check if all doors and access panels are closed before departure.
- Perform a walk around and check for any damage of aircraft before departure. In case of damage inform the flight crew and *THE AIRLINE* operations.

- Arrange the transportation for passengers, baggage, cargo/mail and crew (if requested).
- Heavy items are secured against any movement in flight.
- Compartment floor limitations are observed.
- Nets and rails are fastened in all compartments and the load is tied down and lashed if necessary.
- The relevant shipping papers are compiled and handed over to the commander.
- Supervise and communicate with the crew during engine start.
- Remove all GSE before departure.

4.10.2 DUTIES OF LOADING EMPLOYEES

Before the beginning of aircraft loading, cargo and baggage loading staff must check:

- That all aircraft compartments are empty and there are no strange particles or trash.

Upon completion of the above-mentioned procedure, loading can be started. When loading, the following procedure must be followed:

- When loading cargo, each package (box) must have AWB and cargo transportation invoice with a label attached to the package; it is forbidden to load cargo, which is not identified in this way.
- When loading baggage, each piece of baggage must have a valid baggage tag attached to it; the flight number written on the baggage tag must coincide with the number of flights, it is forbidden to load baggage, which is not identified in this way.

Packages or baggage should not be loaded "last minute" unless they are suitable for identification and delivered to the aircraft by authorized personnel.

4.10.3 DUTIES OF CATERING EMPLOYEES

Before supply of catering to the aircraft, the catering companies supplying catering, beverages and other supplies must:

- Control access to catering and beverage storage areas.
- Organize security supervision during catering preparation.
- Check security and catering supplies.
- Seal catering and / or bar trolleys / containers, intended for delivery to the aircraft.
- Check catering cars before loading.

During the loading:

- Load only properly identified containers, the contents must be identified as proper, seals not damaged.
- Load only catering prepared for the specific flight.

The catering loading staff must be present when the cabin crew accepts the catering, opens the sealed trolleys and signs the delivery receipt.

In case a catering trolley or a container is not sealed or the seal is damaged, or the seal number does not correspond to the seal number on the AWB, the flight attendant shall not accept it and shall not sign the delivery receipt.

4.11 MINIMUM GROUND TIME

4.11.1 GENERAL

Minimum Ground time is the minimum time necessary for the performance of prescribed handling activities. Standard Minimum Ground time is defined separately for each aircraft type. If Minimum Ground time is specified in the SLA, that value in SLA shall be respected and the handling process schedule shall be adapted for it. In case of late arrival of the aircraft, it is necessary to coordinate scheduled activities so that the time from ATA (Actual Time of Arrival) to ATD (Actual Time of Departure) does not exceed the specified Minimum Ground time (if the Minimum Ground time is not followed, the possible delay cannot be reported whole on code 93, only the part of it which does not exceed prescribed time)

THE AIRLINE MGT :

A/C Type	MGT
A320	50 min
B737-800	50 min

NOTE: Above mentioned MGT is applicable for THE Airline operated flights. In case of ACMI, MGT has to be followed as per Lesse regulation.

4.11.1.1 DELAY CODES

THE AIRLINE policy:

- *THE AIRLINE* use numeric delay codes according to IATA AHM 730;
- *THE AIRLINE* requires to use the right delay code, in order to improve on time performance;
- The GSP is responsible for doing this in cooperation with the Commander. The delay code should, as far as possible, be agreed upon between the Commander and the handling agent before the aircraft door is closed;
- Delay code shall be used if a flight is more than 3 minutes late. If there is more than one delay reason, all codes applicable shall be used and the first delay reason to be listed first.

4.12 POST FLIGHT DEPARTURE ACTIVITIES

THE AIRLINE requires GSP to ensure all relevant messages are dispatched to the appropriate addresses.

Mandatory messages:

Message Type		Recipient
MVT	arr-, dep-, del- message	VNOGJ7X + involved station(s)
LDM	load distribution messages	VNOGJ7X + involved station(s)
CPM	Container Pallet Message	VNOGJ7X + involved station(s)
UCM	ULD Control Message	VNOGJ7X + involved station(s)
SLS	Statistical Load Summary	VNOGJ7X + involved station(s)
PSM	passenger service message	VNOGJ7X + involved station(s)

All mandatory telex messages must be sent to the relevant addresses (destination and carrier 's headquarter) without delay. For the involved station, address refer to:

IQSMS → Document Distribution Module → Access Documents → Notice to GH → SITA operational messages/addresses.

Movement and all other operational messages (MVT, PSM, LDM) must be sent not later than ATD + 15 minutes (after airborne time), including PAX figures, baggage details, and special requirements.

After ATA the movement must be sent no later than 5 minutes.

4.12.1 POST FLIGHT DOCUMENTS

SPA.DG.110 (F), SPA.DG.110 (E)

Station trip file is mandatory set of W&B documentation and should use together with trip file cover page See:**A-Appendices** for Trip file cover page. It is responsibility of GSP to introduce internal requirements that limit access to W&B documentation to unauthorized personnel, third parties and in case of any incident - to report it to *THE AIRLINE*. W&B documentation shall be available to *THE AIRLINE* at any time for inspections, audits.

Trip file should be kept for 3 months and it is responsibility of Subcontracted Ground handling company to have valid local procedure or agreement with document disposal company that will dispose documents in such a way that they are not accessible to third parties

Trip file must contain this documents:

- LOADSHEET REPORT FORM
- LIR
- Technical log slip
- NOTOC *if applicable*
- AWB/Cargo manifest *if applicable*
- LDM *Income/Outcome printout*
- Fuelling Order/Fuelling slip
- De/Anti-icing order *if applicable*
- Security search check list *if applicable*
- General Declaration *if applicable*

END OF CHAPTER

CHAPTER 5 -LOAD CONTROL

5.0 CHAPTER 5 – TABLE OF CONTENTS

5.0	CHAPTER 5 – TABLE OF CONTENTS	5-1
5.1	INTRODUCTION	5-2
5.2	REGULATORY REQUIREMENTS	5-2
5.3	LOAD CONTROL PRINCIPLES	5-2
5.4	LOAD CONTROL TASKS	5-3
5.4.1	LOAD PLANNING TASK	5-3
5.4.1.1	GENERAL	5-3
5.4.1.2	LOADING INSTRUCTIONS REPORT	5-4
5.4.1.2.1	LOAD SHEET REPORT FORM	5-4
5.4.1.2.2	PROCEDURES FOR HANDLING LOAD SHEET REPORT FORM	5-4
5.4.1.2.3	NUMBER OF COPIES AND DISTRIBUTION	5-5
5.4.1.3	OFFLOADING INSTRUCTIONS	5-5
5.4.1.4	NOTIFICATION TO THE CAPTAIN	5-5
5.4.2	AIRCRAFT SUPERVISION TASK	5-5
5.4.3	WEIGHT AND BALANCE CALCULATION TASK	5-5
5.4.3.1	GENERAL	5-5
5.4.3.2	LAST-MINUTE CHANGES	5-6
5.4.3.2.1	LAST-MINUTE CHANGES AND LIMITATIONS	5-7
5.4.3.3	INFORMATION EXCHANGE	5-8
5.4.3.4	REMOTE LOAD CONTROL	5-8
5.4.4	POST-DEPARTURE MESSAGES TASK	5-9
5.5	LOAD CONTROL TASK JOB RESPONSIBILITY	5-9
5.6	QUALIFICATION REQUIREMENTS	5-9
5.7	DOCUMENTATION	5-10
5.7.1	RETENTION OF MASS & BALANCE RECORDS	5-10
5.8	LOAD CONTROL PROCESS FLOW	5-11
5.8.1	LOAD CONTROL PROCESS FLOW SCHEME	5-11
5.8.2	LOAD CONTROL PROCESS FLOW LEGEND	5-12

5.1 INTRODUCTION

Load control is a process that ensures the production of all applicable documentation to comply with operator and regulatory authorities for the safe and secure handling on an individual flight. This includes planning, reporting and recording of the loading of the aircraft.

The Load Control process comprises of the following tasks:

- Load planning
 - Production of a Loading Instruction Report (LIR)
 - Weight and balance calculation
- Aircraft loading and unloading supervision
 - Verification and recording of aircraft loading
 - Communicating final loading figures
- Weight and balance calculation
 - Loadsheet production
 - Other loading documents such as Notice to Captain (NOTOC), if applicable
- Post-departure messages
 - Transmission of messages
 - Document retention, as applicable

The scope of this chapter is to establish standard procedures for the Load Control process that meet the minimum standards established in the *IATA Airport Handling Manual (AHM)–Section 500 “Load Control”* and *THE AIRLINE* requirements.

5.2 REGULATORY REQUIREMENTS

Load Control is performed directly by *THE AIRLINE*. It can be performed locally or remotely. Load Control may be performed manually or with a computerized Departure Control System (DCS) approved by *THE AIRLINE*.

5.3 LOAD CONTROL PRINCIPLES

GRH 3.3.1 (II), GRH 3.3.1 (I), GRH 3.3.1 (III), GRH 3.3.1 (IV)

Load Control is an essential process with the purpose of ensuring that the aircraft is safely loaded within operational limits, considering both the weight and centre-of-gravity parameters. To ensure flight safety, all items to be loaded into an aircraft must be precisely planned, documented and filed. Documented communication is required to guarantee accurate weight and balance calculations for the commander prior to an aircraft's departure.

Therefore, the Load Control process shall ensure that for each flight:

- Aircraft weight and balance conditions are correct and within limits
- Aircraft is loaded in accordance with the specific loading instructions
- Information about dangerous goods and other special loads is taken into account.
- The load sheet reflects the actual loading of the aircraft, including last-minute changes (LMC).
- Operational messages are dispatched to relevant bodies.
- All approved documentation is filed for retention.

5.4 LOAD CONTROL TASKS

5.4.1 LOAD PLANNING TASK

5.4.1.1 GENERAL

GRH 3.4.3 (II), GRH 3.3.2 (I), GRH 3.3.2 (II)

THE AIRLINE requires GSP To ensure loads are planned safely and distributed in the aircraft compartments and/or holds considering all aircraft limits.

The Load Planner shall:

- Check aircraft basic weight/index (BW/BI);
- Check all items to be included in the dry operating weight/index, (DOW/DOI);
- Check operational messages from the previous flight or leg, including any special loads, if applicable;
- Check aircraft operational limitations or any other restrictions that may limit load planning;
- Calculate the expected traffic load
- Check any other dangerous goods and special loads (DGSL) that require special handling and segregation;
- Plan unit load devices (ULDs), taking into consideration the expected loading figures, the aircraft configuration and specific operator requirements.
- Allocate loading positions for all traffic loads and special loads, if applicable, taking into consideration all flight legs;
- Calculate the estimated zero fuel (EZFW) and transmit it to flight dispatch, as applicable, for flight planning purposes;
- EZFW should be communicated every time there is a significant difference from the previous calculation;
- Check fuel load and distribution;
- Perform a pre-calculation of the aircraft weight and balance should be done to ensure that the aircraft's operational limits are not exceeded;
- Give consideration to aircraft ground stability to avoid tail tipping, as per *THE AIRLINE* requirements and aircraft specifications. Particular attention must be paid to the distribution of the transit load on multi-sector flights. The distribution of the load remaining in the compartments at the next station should be planned such that it meets the above condition. When this condition cannot be met, the offloading/loading sequence in the transit station shall be planned to ensure aircraft ground stability is maintained. Methods to ensure ground stability includes the use of tables or graphs to determine the weight required in forwarding compartments to counteract weight to be loaded in aft compartments, or calculation of centre of gravity for comparison against the applicable tipping and/or towing limit:
 - A scale or table determining the distribution of the loads weight-wise, showing the weight required in the forward compartments to secure ground stability and the load which can be placed in the aft compartments.
 - Calculation of the dead load index/%MAC which shall be forward of the dead load index limit on the balance chart and transmitted on the LDM.
 - Dynamic calculation of aircraft ground stability by using a software application that takes every movement of load into account.
- Produce a LIR.

5.4.1.2 LOADING INSTRUCTIONS REPORT

THE AIRLINE requires GSP

- LIR shall be issued for each departing flight, to ensure all safety parameters specific to each flight are adhered to.
- Complete load distribution for the departing flight, using provisional data and adhering to the segregation policy, as per *IATA AHM 514* to *IATA AHM 515* and *THE AIRLINE* requirements.
- Indicate all information that could affect loading in the Supplementary Information (SI) section.
- Refer to *IATA AHM 514* for Electronic Data Processing (EDP) LIR and *IATA AHM 515* for Manual LIR.
- LIR revisions shall be immediately communicated via appropriate means to loading staff.

NOTE: For THE Airlines "LIRs" See: A-APPENDICES

5.4.1.2.1 LOAD SHEET REPORT FORM

THE AIRLINE requires GSP To use a special "Load Sheet report form" which combines both LIR and Weight and Balance calculation.

5.4.1.2.2 PROCEDURES FOR HANDLING LOAD SHEET REPORT FORM

- Turn Around Coordinator (TRC) or equivalent after Check-in close times shall provide written Passenger, Baggage, Cargo final figures.
 - *NOTE: GSP using DCS iPort shall provide a "Passenger Weight List"*
 - Final figures should include:
 - Final figures accepted passengers by gender MALE, FEMALE, CHILD, INFANT
 - Passengers accepted on SBY if applicable
 - Accepted passenger seating by zones
 - Total accepted baggage number
 - Total accepted baggage weight
 - Cargo weight if applicable
- Fill the section "*Passenger INFO (PNL)*"
- Fill the section "*Passenger and SNY Distribution*"
- The commander or First Officer (FO) according to "*Final figures*" will fill baggage/cargo distribution according to compartments.
- Load Master/Loading Supervisor or equivalent shall ensure that Baggage/Cargo is distributed in accordance with provided instructions. The Load Master/Loading supervisor or equivalent shall confirm loading with signature.

For *THE AIRLINE* Load Sheet report form see **A-Appendices**.

5.4.1.2.3 NUMBER OF COPIES AND DISTRIBUTION

The original and copies are to be distributed as follows:

- Original “White copy” for the flight crew.
- “Pink” copy for GSP Stored for 3 months.

5.4.1.3 OFFLOADING INSTRUCTIONS

- Off-Loading instructions may be issued prior to aircraft arrival;
- For transit flights, produce offloading instructions as per *IATA AHM 514* to *IATA AHM 515*, where transit load, off-load and all positions are reported;
- Consideration shall be given to ensure aircraft stability during the unloading process and passenger disembarkation process.

5.4.1.4 NOTIFICATION TO THE CAPTAIN

The Notification to the captain (NOTOC) is used to inform the commander of DGSL carried as cargo or mail. The cargo department is responsible for providing DGSL information in legible written, printed or digital form and transmitting it to the person charged with the load planning tasks. The Load Planner shall produce LIR taking into consideration DGSL information, their compatibility and segregation criteria. The information contained in the NOTOC shall be made available to the person charged with aircraft loading and supervision tasks. The person shall:

- Verify that DGSL is not damaged or leaking;
- Ensure the correct positioning of DGSL as per the LIR and NOTOC;
- Report actual loading position;
- Signs the NOTOC;
- Deliver the signed NOTOC to the commander for signature.

An adequate number of NOTOC copies must be issued, in order to provide information to all concerned and for file retention. DGSL information shall be made available to next downline airport before the flight arrives. For NOTOC refer to *IATA AHM 381* and *curent IATADGR*.

5.4.2 AIRCRAFT SUPERVISION TASK

For this task refer to **4.5.1 - Supervision of Aircraft Loading**.

5.4.3 WEIGHT AND BALANCE CALCULATION TASK

5.4.3.1 GENERAL

The objective of the weight and balance calculation task is to ensure that a final and accurate load sheet is issued and this has been cross-checked with:

- Final LIR from the person in charge of the Loading Supervision task.
- Final passenger close-out data.
- Final fuel figures.
- All aircraft operational and structural limitations for the appropriate aircraft registration.

5.4.3.2 LAST-MINUTE CHANGES

Standard procedure: The load sheet presented to the commander shall include all LMCs. These will be shown as entries in the LMC ox and, if required, as corrections to gross weights, fuel figures and balance conditions.

Alternative procedure: *THE AIRLINE* allows the load sheet to be handed over to the commander before any last-minute adjustments are made.

If LMCs are conveyed to the commander separately, this may be done by the responsible person, either verbally or in writing, in accordance with *THE AIRLINE* standard operating procedures. Where no procedure has been determined, on each flight the method to be employed must be agreed upon beforehand with the commander. Employing both methods for the same flight must be avoided as this can lead to confusion and time lost for clarification. In cases where no changes have to be reported, the responsible person must confirm to the commander that the data recorded on the load sheet copy already handed over remains unchanged.

NOTE: If a preliminary load sheet is produced, one or more criteria may not have been finalized.

NOTE: The person designated with the weight and balance calculation task shall ensure all data is finalized or confirmed for manual or electronic load sheet production

Loadsheet accuracy check will continuously be performed prior to production or transmission of the final load sheet:

- Correct flight number and date (flight identifier).
- Correct aircraft registration.
- Correct DOW/DOI used according to aircraft type, registration, version, number of crew and pantry.
- Underload (total traffic load not exceeding allowed traffic load).
- Correct entry of final fuel figures.
- Correct entry of transit load data from incoming load message/loadsheet.
- Correct passenger closeout data.
- If containerized aircraft, ULD tare weight is added.
- Hold baggage weight and gate delivery items shall be added.
- Actual loading positions of dangerous goods and other special loads are indicated on the NOTOC, if applicable.
- Balance calculation and conditions of loaded aircraft, including LMCs, are within prescribed limits.
- The load sheet -shall be checked against the final LIR and other information related to the actual load.
- Any operator-specific requirements are adhered to, if applicable.
- All specified documents shall be signed by means of manual or electronic identifiers.
- Aircraft operational and structural limitations for the appropriate aircraft registration.

The loadsheet format and contents shall meet the minimum criteria set in *IATA AHM 516, IATA AHM 517, IATA AHM 518*.

The load sheet shall then be delivered to the commander either as a hard copy (manual or digital) or ACARS format.

Any changes occurring after the final Loadsheet has been produced must be accounted for by either production of a new edition of Loadsheet or via documented Last Minute Change process as per *THE AIRLINE* requirement. If a discrepancy is discovered after the aircraft push-back, the commander must be informed immediately to prevent an unsafe takeoff.

LMCs are to be communicated to the commander only after the responsible person has entered all changes and corrections on the load sheet copies retained on the ground, and after he/she has carried out the checks. If the commander is informed verbally of LMCs, either directly or by using the internal communication facilities of the aircraft (interphone, intercommunication system, ACARS), or by radio communication, the following details must be recorded in writing:

- Name of agent;
- Time of transmission;
- Confirmation that the flight crew has acknowledged the changes;
- This record must be kept in the flight file.

To inform the commander about LMCs, either verbally or in writing, when the responsible person is not including the LMCs on the load sheet, a special LMC slip should be used. The information to be recorded on this form may be limited to the following:

- Total weight of all LMCs;
- Total number of LMC passengers;
- Corrected balance conditions—even if it is not allowed by the operator (e.g., “BAL not corrected”);
- This record shall be kept in the flight file.

5.4.3.2.1 LAST-MINUTE CHANGES AND LIMITATIONS

THE AIRLINE’s LMC limitations:

- B737-800:500 Kg
- A320:500 Kg

Before accepting any LMC, it must be checked that:

- The total mass of the “last-minute PAX/load item” does not exceed the mass shown under “under load”.
- The centre of gravity remains within limits.
- The magnitudes of the loads in respective compartments do not exceed the maximum allowed.

If the total LMC mass exceeds passenger and/or cargo 500 kg a complete new Loadsheet is required. The ZFM, TOM and LM must be corrected with the total LMC mass and checked against the maximum values. The LMC corrected ZFM, TOM and LM shall never exceed the Maximum Allowable ZFM, TOM or LM. Always inform the Commander about LMC corrections. All last-minute changes (LMC) which occur after documents have been handed over to the Commander shall be reported to him in one sum by the ramp agent or by entering the last minute changes in the LMC column of the load sheet.

5.4.3.3 INFORMATION EXCHANGE

All data pertaining to aircraft weight and balance calculations shall be communicated to the person charged with the load planning task; this information shall be documented and filed using one of the following methods:

- Digitally
- Written via documentation
- Verbal communication; in this case, the person receiving the information must assure that one of the following is applied:
 - Read back all information received by radio or telephone or other electronic means to guarantee the accuracy of the data.
 - Record all verbal transmissions in written format (manually or digitally) to be able to clarify all discrepancies before the final load sheet is transmitted.
 - Digitally record all verbal communications.
 - A written transmission is always the recommended method. If it is necessary to use verbal communication, ensure that the following details are recorded:
 - Name of the agent
 - Time of transmission
 - Confirmation that the receiving party has acknowledged the changes This record shall form part of the flight file for retention.

5.4.3.4 REMOTE LOAD CONTROL

Remote Load Control is a process of performing the load planning task and/or weight and balance calculation task for a departing flight in a remote location.

The key roles of remote Load Control are:

- To perform the load planning task.
- To compute the weight and balance calculation task in liaison with the departure station.

The key roles of the departure station are:

- Supervision of Aircraft Turnaround Handling as defined in **4.5 – Supervision of Aircraft Turnaround Handling**
- Communicate to remote Load Control any discrepancies and/or deviations during the loading/unloading process
- Report final loading of the aircraft to the remote Load Control.

Information exchange is essential for a safe remote Load Control process. Data shall be transmitted between remote Load Control, departure station and cockpit crew either directly or indirectly, using predetermined means of communication as established by the operator.

5.4.4 POST-DEPARTURE MESSAGES TASK

All post-departure messages and any other relevant messages pertaining to flight handling shall be sent to the defined stations as per *THE AIRLINE* requirements. Such messages may include, but are not limited to:

- Load Departure Message (LDM)
- Container Pallet Message (CPM)
- ULD Control Message (UCM)
- Statistical Load Summary (SLS)

See: **4.12-POST FLIGHT DEPARTURE ACTIVITIES**

Messages shall be produced and delivered in accordance with respective *IATA AHM* chapters.

A flight file shall be maintained for each departing flight in a secure location according to local regulations and *THE AIRLINE* requirements.

5.5 LOAD CONTROL TASK JOB RESPONSIBILITY

The responsibilities of persons performing the Load Control task may vary depending on the organizational setup. It is recommended that:

- The load planning task and weight and balance calculation task may be performed by the same person. The person performing these two tasks should not combine with the responsibility for aircraft loading and unloading supervision task.
- The aircraft supervision task, the weight and balance calculation task and the post-departure message task may all be performed by the same person. However, the person performing these three tasks should not include the responsibility for the load planning task as well.
- At a station where ACARS is used, finalization of the weight and balance calculation task actions may differ.
- When Load Control processes are centralized, the person performing aircraft loading and the supervision task is charged with transmitting all final data to the remote control centre.

5.6 QUALIFICATION REQUIREMENTS

THE AIRLINE requires personnel performing Load Control tasks shall be duly qualified. Training shall be in accordance with *IATA AHM 591 and IATA AHM 1110*.

5.7 DOCUMENTATION

GRH 3.3.5

THE AIRLINE is responsible for providing all relevant documentation for load planning and weight and balance calculations. *THE AIRLINE* shall define the data content and terminology for document reports and messages.

The person issuing the load sheet shall accurately reflect all received data on documents, reports and messages produced for each flight, as per *IATA AHM 590*.

Relevant documents shall be manually or electronically issued and signed as per *THE AIRLINES* and regulatory requirements.

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

As a minimum, the documentation for each departing flight shall include:

- Final LIR signed by the responsible person.
- NOTOC (when applicable)
- Fuel figures confirmation (when applicable).
- Final load sheet and trim sheet, including LMC, signed by the commander.

Disposal of documents may also be subject to regulation.

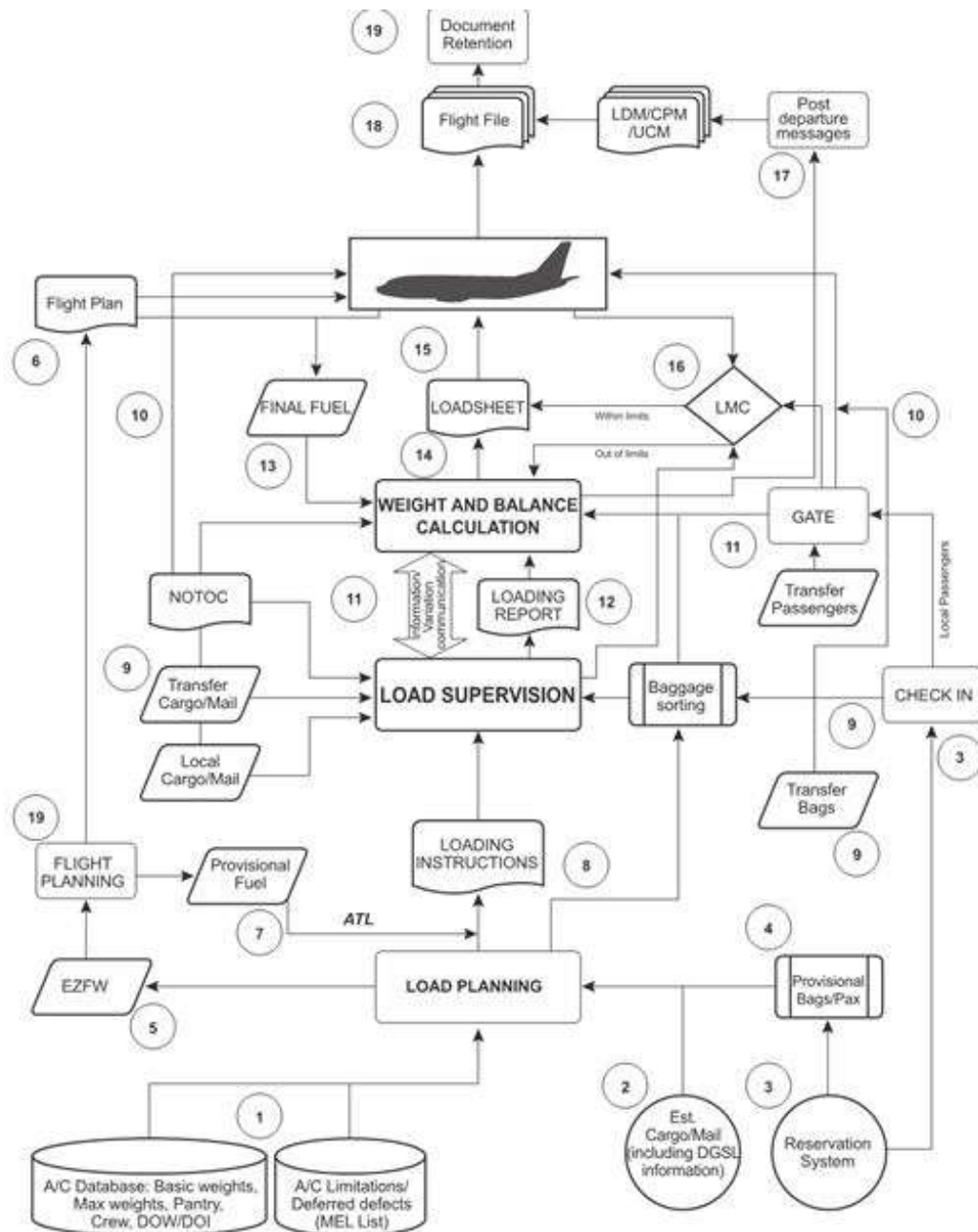
5.7.1 RETENTION OF MASS & BALANCE RECORDS

THE AIRLINE requires GSP following documents must be retained in the station file at the departure station for a period not less than 3 months:

- Loading Instruction Report signed.
- Loadsheet Report Form signed.
- EFB load sheet receipt if applicable.
- Cargo manifest (if applicable).
- NOTOC (if applicable).
- PIL (may be stored electronically).

5.8 LOAD CONTROL PROCESS FLOW

5.8.1 LOAD CONTROL PROCESS FLOW SCHEME



5.8.2 LOAD CONTROL PROCESS FLOW LEGEND

Circle #	ACTION
1	Aircraft designation: access to permanent and semi-permanent data as per <i>IATA AHM 565</i> and maintenance data related to limitations that could affect loading and weight and balance.
2	Estimated/Provisional cargo and mail, data including DGSL information, to load planning
3	Data from the reservation system to capacity calculation (passenger and bag counts) and check-in (SSR).
4	Provisional passengers are sorted by class and provisional bags according to operator policy to load planning.
5	Provide EZFW, to the flight planning system.
6	Operational flight plan to the commander.
7	Provisional fuel, to calculate the allowed traffic load and verify that load planning is within limits
8	Loading Instruction to Load Supervision and loading team. Segregation plan to the sorting area.
9	Actual data flowing from check-in (passenger number, baggage pieces and weight, special load information), cargo and mail warehouse (special load information), and transfer load.
10	Load to aircraft.
11	Load info and variation communication between Load Control and Load Supervision: discrepancies between planned and real load weight, nature and distribution
12	Final data confirmation from Loading Supervision and Gate (gate collected items).
13	Final fuel figures communication from the flight planning system or the commander.
14	Loadsheet verification and release.
15	Loadsheet to aircraft.
16	Last-minute changes.
17	Post-departure load messages and DGSL information to station of arrival.
18	Signed document verification and collection.
19	File archiving and retention.

END OF CHAPTER

CHAPTER 6 – AIRSIDE SAFETY OPERATIONAL OVERSIGHT

6.0 CHAPTER 6 – TABLE OF CONTENTS

6.0	CHAPTER 6 – TABLE OF CONTENTS	6-1
6.1	INTRODUCTION	6-2
6.2	OPERATIONAL REQUIREMENTS	6-2
6.3	SUPERVISION SCOPE	6-2
6.4	TURNAROUND COORDINATION/SUPERVISION REQUIREMENTS	6-3
6.5	REPORTING-INCIDENTS, ACCIDENTS AND NEAR-MISSES	6-4
6.5.1	REPORTING OF AIRCRAFT ON GROUND DAMAGE	6-4
6.5.2	IMMEDIATE ACTIONS	6-5
6.5.3	AIRCRAFT EVACUATION	6-5
6.5.4	DANGEROUS GOODS	6-5
6.6	AIRSIDE SAFETY INVESTIGATION PROCEDURE	6-7
6.6.1	GENERAL	6-7
6.6.2	FACTUAL INFORMATION	6-7
6.6.3	INVESTIGATION PROCEDURE	6-7
6.6.4	ANALYSIS	6-8
6.6.5	CONCLUSION AND CAUSES	6-8
6.6.6	INVESTIGATION FOLLOW-UP	6-8
6.7	MONITORING PROCEDURES	6-8
6.8	EMERGENCY RESPONSE PROCEDURES	6-9
6.9	ADVERSE WEATHER OVERSIGHT PROCEDURES	6-10

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 the person responsible for aircraft loading supervision task.

6.2 OPERATIONAL REQUIREMENTS

THE AIRLINE requires GSP:

- Supervision personnel shall be trained and qualified to perform the assigned functions.
- Assigned individuals will provide oversight of personnel conducting, airside operations.
- An assigned individual will oversee the aircraft turnaround during ramp/apron activities ensuring the aircraft is handled and serviced according to *THE AIRLINE* GHM. These duties may be combined with another function/role.
- If applicable, checklists are to be provided. They shall be completed as required by the individual assigned to provide oversight.
- Individuals assigned to oversee ground handling operations shall have oversight on airside operations, ground safety and flight schedule.
- The person assigned for turnaround coordination will support supervision personnel to co-ordinate and when necessary, direct all operational turnaround activities.
- The turnaround coordination will ensure punctual performance through adherence to station Precision Time Schedule (PTS).

6.3 SUPERVISION SCOPE

Oversight for an aircraft arrival/departure includes, but is not limited to the following activities:

- Aircraft, vehicles and Ground Support Equipment operations and parking.
- Arrival
- Baggage handling
- Cabin equipment
- Catering ramp handling
- De-icing/anti-icing services and snow/ice removal
- Departure
- Exterior cleaning
- Interior cleaning
- Load control document accuracy:
 - LIR
 - Loadsheets
 - NOTOC
 - Other documents, as applicable
- Load control and flight operations
- Marshalling
- Moving of aircraft
- Passenger services
- Ramp fuelling/de-fuelling operations
- Ramp regulations
- Ramp services

- Ramp to flight-deck communications
- Staff conduct, behaviour and operational practice
- Personal Protective Equipment (PPE)
- Toilet services
- Towing cargo and baggage
- ULD and bulk loading/unloading of baggage and cargo
- Water service

6.4 TURNAROUND COORDINATION/SUPERVISION REQUIREMENTS

GRH 3.6.3

The table below defines elements that require supervision by individuals assigned to oversee ground handling operations. The Primary task is to stop all unsafe acts.

	ACTION	✓	REMARKS
1.	Pre-flight brief conducted regarding flight requirement(s) and services as needed		
2.	Pre-arrival check that parking position is free of Foreign Object Debris (FOD), obstacles and/or spillage		
3.	Personnel wearing PPE available and ready		
4.	All GSE and personnel positioned outside the Equipment Restraint Area (ERA)		
5.	Guidance system is activated and marshaller(s)/wing walkers correctly positioned as applicable		
6.	Personnel stay clear of the aircraft, until anti-collision lights have been switched off (exception applies if Auxiliary Power Unit (APU) is not operational)		
7.	Aircraft chocked and coned		
8.	An arrival external check prior to approach of any ground support equipment is done		
9.	Equipment is properly positioned and operated (e.g. guide rails)		
10.	Cargo holds are offloaded and commodities correctly handled as required		
11.	Cargo holds offloaded according to LIR and inspected for damage		
12.	Passenger Boarding Bridge (PBB) and/or stairs/steps are 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 is protected and guided in walkways between the aircraft and bus or terminal		
15.	Passenger walkways are clean of obstacles and free of undesired contaminated substances		
16.	Fuel bowser/tank or pumps is properly positioned and escape route not obstructed		
17.	Fuel safety zones are respected		
18.	Safety precautions for fuelling with passengers on board or boarding are adhered to as applicable		
19.	On-load started and the person responsible for loading oversight, (i.e., Load Master) is in possession of the LIR		
20.	Condition of load is inspected prior to loading		
21.	Baggage and cargo loaded and handled in accordance with the LIR		
22.	Dangerous Goods (DG) is correctly handled, segregated, secured and stowed		
23.	Holds are checked to verify load and locks/nets configuration		
24.	Load information is exchanged with all deviations noted		
25.	Final load information is provided to flight crew as required		
26.	GSE removal procedures are followed		
27.	Final ramp inspection and aircraft walk-around check are performed		
28.	Chocks and cones removal procedures are followed		
29.	Departure sequences conducted as required		
30.	Post departure activities are conducted as required with appropriate document retention		

6.5 REPORTING–INCIDENTS, ACCIDENTS AND NEAR-MISSES

In the event of an incident or accident, the work must stop, the scene must be frozen and isolated and the event shall be immediately reported to the line management airline representative and, as required, to local authorities. Accident or other emergency situations, such as, but not limited to:

- Fuel and oil spills
- Dangerous goods events
- GSE collisions/accidents
- A situation requiring an aircraft evacuation without passengers
- Personnel injuries
- Severe weather emergencies
- Illicit acts (e.g., security breach)

ACCIDENT/SERIOUS INCIDENT NOTIFICATION	
OPERATIONS DUTY MANAGERS	
Mobile:	+370 618 89797
E-mail:	occ@getjet.aero
SITA:	VNOGJ7X

Any person carrying out a supervisory function must be familiar with:

- The emergency response procedures and/or reporting protocol of:
 - Their own company.
 - The airport at which they are operating.
 - Regulatory authorities (e.g., dangerous goods)
- Immediate actions per type of event, including aircraft evacuation

NOTE: All incidents/accidents/near-misses/ should be reported via e-report in IQSMS

6.5.1 REPORTING OF AIRCRAFT ON GROUND DAMAGE

- The captain must be advised immediately of any aircraft damage, or which is discovered or caused during ground handling activities.
- Local reporting requirements must also be adhered to.
- Damage to Aircraft must be completed within 4 hours, detailing the exact nature of the damage, location and dimensions of the damage. Any evidence should also be recorded and photographs were taken wherever possible. The photographs should show the damage and if possible, with equipment still in a position to ascertain the nature of the damage, and the condition of the equipment, unless it's unsafe to do so. In this event, detailed photographs should be taken once the equipment has been made safe.
 - NOTE: For Damage to Aircraft form see: **A – APPENDICES** or **IQSMS**
→Document Distribution Module→Access Documents→Notice to GH

6.5.2 IMMEDIATE ACTIONS

In the event of an incident or accident, all frontline personnel shall understand and be familiar with the immediate response, which includes, but is not limited to the following actions:

- Stop the activity/process, if applicable to the type of event.
- Ensure all personnel are moved away from the incident unless they are involved in mitigating actions.
- Immediately notify the relevant parties and any personnel directly involved or impacted by the nature of the incident (e.g., flight crew).
- Report the event to the supervisor/line manager and emergency services, if deemed necessary, who will then assume responsibility to initiate the local response plan:
 - Secure the area of the event.
 - Ensure compliance with all instructions from emergency services, if applicable.
 - Report to the airline representative and, as required, to local authorities and be in constant communication.
 - Complete incident/accident report(s) as required to collect all relevant information regarding the event
 - Support any post-incident investigation, analysis and/or review.

The actions, as documented above, are not in chronological order, which will depend on the nature and severity of the event.

6.5.3 AIRCRAFT EVACUATION

Aircraft evacuation without flight crew and passengers on board:

- Roles and responsibilities for the evacuation.
- Procedures and different methods of evacuation from the aircraft (e.g., mobile stairs, PBB). Escape slides are not intended as the primary means of exit.
- Means of communicating the evacuation (e.g., radios, audible warnings).

6.5.4 DANGEROUS GOODS

Whenever a suspected damage or leakage involving dangerous goods occurs, the following actions shall be taken (refer to *IATA DGR* for further guidance):

- Identify the nature, source and associated hazard of the contamination.
- Stop the handling activities or reduce them to a minimum in the vicinity of the hazard.
- Prevent access by unauthorized personnel.
- Do not walk through, touch, sniff or taste any substance or spilled material.
- Notify the relevant parties, including crew and any personnel in the vicinity.
- Restrict/block access to the damaged item using any suitable means.
- Contact and report the event immediately to the supervisor/line manager and emergency services, if deemed necessary, who will then assume responsibility to initiate the local response plan.
- Coordinate the response in conjunction with Dangerous Goods Regulations (DGR) experts or emergency services, for example:

- Use the NOTOC (review emergency code as provided) or Load Messages – LDM (e.g., Offloading Instruction, container pallet message (CPM), LIR or similar) to identify the substance.
- Follow emergency response procedures as per the DGR category *IATA DGR Section 9*
- Verify the ground connection of electrical equipment (e.g., GPU) and remove all possible sources of ignition, if deemed necessary.
- Isolate all staff suspected of being contaminated and refer for treatment.
- Seek confirmation from emergency services that the area is safe to re-enter.
- Identify and prevent from transport any other cargo, baggage or transport devices that have become contaminated by the leakage of dangerous goods.

6.6 AIRSIDE SAFETY INVESTIGATION PROCEDURE

6.6.1 GENERAL

The investigation process will be conducted in a logical way by collecting and analyzing facts to identify root causes as well as contributing and human factors.

6.6.2 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:
 - Basic investigation—an informal inquiry to identify key elements that led to event.
 - Formal investigation—a formal inquiry with all parties involved, including legally required internal and external parties.

6.6.3 INVESTIGATION PROCEDURE

In general:

- Gather all information available about the event:
 - Identify the circumstances leading up to the event.
 - Review all reports pertaining to the event.
 - Collect all available data (e.g., CCTV and other video footage, photographs, objects, testimonials, sketches, maps).
 - Identify the people involved and any witnesses.
 - Gather relevant information concerning the people involved (e.g., roster, training records, medical information, employee records, assigned task, reports, etc.).
 - Gather all relevant information concerning the technical, environmental and infra structural conditions.
- Conduct interviews with all individuals involved and any witnesses.
- Conduct a confirmation site visit, if possible.
- Confirm whether SOPs are published and available for the task being performed.
- Identify human factors:
 - Communication
 - Stress and timing
 - Fatigue
 - Loss of situational awareness
 - Health condition
 - Use of available resources
 - Staff feedback related to the SOP
 - Teamwork
 - Knowledge retention and competence.
- Technical factors:
 - Use of GSE
 - Preventive and corrective maintenance records
 - Current technical condition
 - Suitability for the task.

6.6.4 ANALYSIS

Analyze the event by:

- Describing the sequence of events as they occurred for each person/element involved.
- Identifying any failures in the tasks performed in relation to written instructions.
- Identifying any causal links between events.
- Documenting a chronological sequence of events that led to the incident/accident as supported by facts.
- Determining which failures contributed to the accident based on factual evidence in relation to the sequence of events.
- Identifying pre-existing and/or new hazards that contributed to the event

6.6.5 CONCLUSION AND CAUSES

Specify:

- Root causes
- Contributing factors
- Human factors

6.6.6 INVESTIGATION FOLLOW-UP

Follow-up the investigation by:

- Establishing the following for each root cause:
 - Corrective action requests.
 - Preventive actions requests.
- Making safety recommendations that:
 - Address the root causes as well as the contributing and human factors identified as a part of the investigation.
 - Ensure corrective and preventive action requests will be issued to line management.
 - Provide line management with corrective action plans to address the root causes as well as, contributing and human factors for approval
 - Ensure that an Action plan implementation is confirmed through a monitoring/audit process.
 - Ensure that the human factors information in the Airside Safety Investigations form is completed.

6.7 MONITORING PROCEDURES

GRH 3.6.1

Safety performance monitoring is important to enabling management to identify trends that could have a negative effect on safety. See: **0.6-Compliance Monitoring**

6.8 EMERGENCY RESPONSE PROCEDURES

The following actions are to be carried out in the event of an emergency in accordance with *THE AIRLINE* and/or Ground Service Provider (GSP) procedures and local regulations.

Communication:

- With *THE AIRLINE*
 - Notify *THEAIRLINE*
 - Establish a Crisis Control Center
 - Provide regular situation reports
 - Maintain the flow of communications/actions
 - Identify and assemble translators
- With the airport and other authorities:
 - Liaise with airport emergency services and local authorities
 - Prepare the location and facilities to be used.
 - Provide the GSE upon request from the authorities in command
- With the GSP:
 - Inform GSP staff
 - Conduct an initial briefing
- With the Passengers, crew and victims, relatives and media: provide regular updates
 - General Requirements:
 - Deploy the emergency response team.
 - Provide liaison staff at the emergency location.
 - Provide initial financial assistance to passengers as agreed with *THE AIRLINE*
 - Passengers and Crew:
 - Assist with the collection of information from passengers, crew and victims
 - Provide assistance and secured private facility for passengers
 - Provide assistance and secured private facility for crew members
 - Assist in repatriation and/or onward travel
 - Cargo, Baggage and Mail:
 - Assist with the inventory of cargo, baggage and mail carried on the aircraft.
 - Safeguard from loss or damage to the baggage, cargo and mail.
 - Arrange for secure storage.
 - Documentation:
 - Establish station emergency data sheet with contacts, grid maps, facility information sheets.
 - Maintain current emergency contact information of the operating carrier, GSP and local authorities.
 - Collect, preserve, secure and restrict all documentation pertaining to the emergency and make available to the operating airline.
 - Support the verification of the passenger list.
 - Maintain a log of events and action taken.
 - Maintain detailed expense documentation relating to services provided during an emergency.

- Relatives:
 - Assist with the collection of information from family members
 - Provide assistance and secured private facility to family members
 - Assist with reuniting passengers and family members
- Facilities:
 - Provide emergency response facilities for *THE AIRLINE* permanent and deployed staff
 - Assist in the arrival, set-up and operations of *THE AIRLINE* Go team
 - Determine appropriate support services that may be required for continuing emergency operations
 - Arrange for security at all carriers' premises at the airport

For detail *THE AIRLINE* Emergency response plan See: **9 – Emergency Response Plan**

6.9 ADVERSE WEATHER OVERSIGHT PROCEDURES

Oversight for an aircraft arrival/departure during adverse weather includes, but is not limited to the activities listed below. Some examples of adverse weather include snowstorms, thunderstorms/lightning, sandstorms, high winds, hurricanes/typhoons, tornadoes and intense heat. See: **3.3-Adverse Weather Conditions**

- Activities:
 - Aircraft, vehicles and GSE operations and parking
 - Arrival
 - Baggage handling
 - Cabin equipment
 - Catering ramp handling
 - Departure
 - Exterior cleaning.
 - Interior cleaning
 - Load control document accuracy:
 - LIR
 - Loadsheets
 - NOTOC
 - Other documents as applicable
 - Load control and flight operations
 - Marshalling.
 - Moving of aircraft.
 - Passenger services
 - PWD
 - Ramp fueling/de-fueling operations
 - Ramp regulations
 - Ramp services
 - Ramp to flight-deck communications
 - Staff conduct, behaviour and operational practice, PPE
 - Toilet services.
 - Towing cargo and baggage.
 - ULD and bulk loading and unloading of baggage and cargo
 - Water services

- Process:
 - Receive notification of adverse weather
 - Acknowledge notification of adverse weather
 - Identify the threat
 - Take action according to established procedures
 - Communicate to all affected parties
 - Ensure compliance with local regulations

END OF CHAPTER

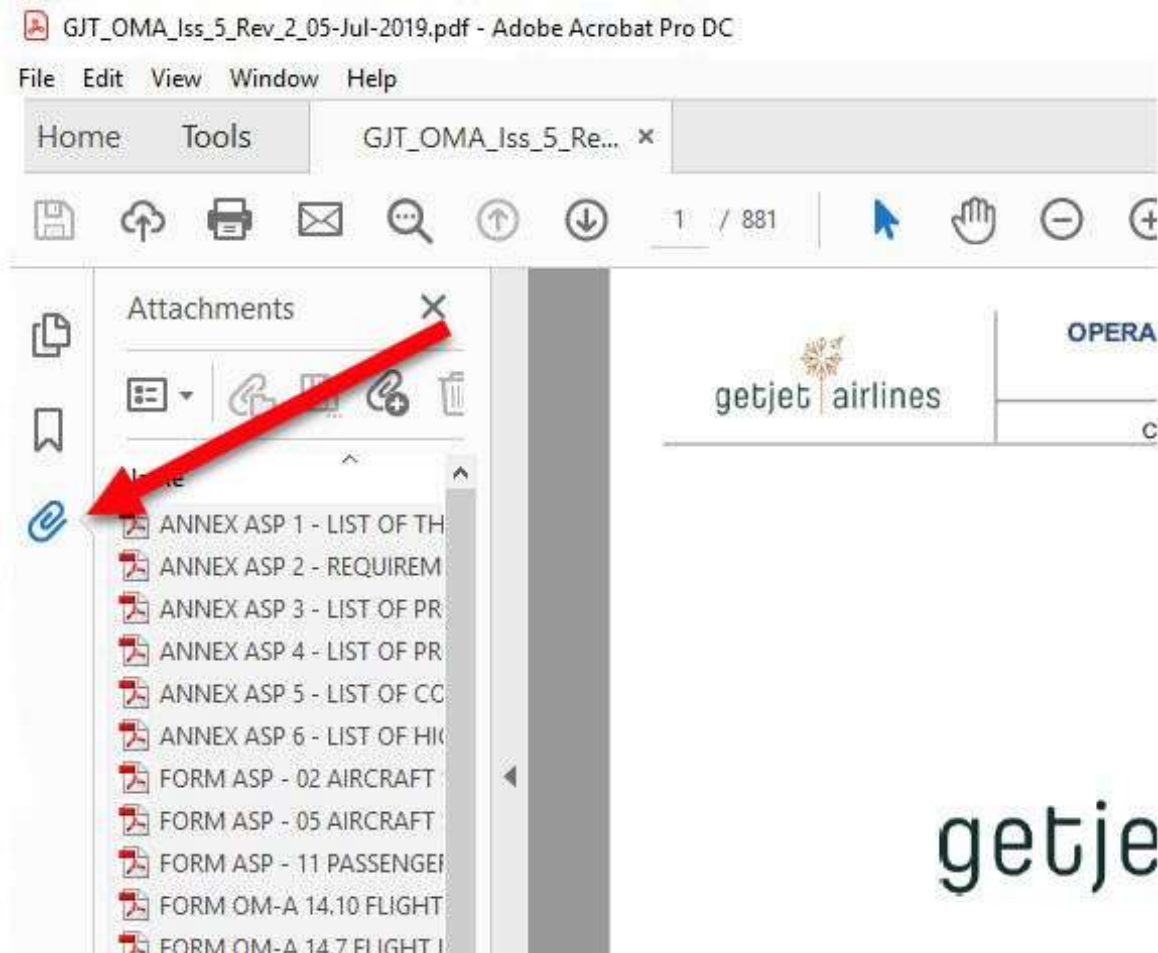
Annex A - APPENDICES

A.0 ANNEX A – TABLE OF CONTENT

A.0	ANNEX A – TABLE OF CONTENT	A-1
A.1	GENERAL	A-2
A.2	LIST OF FORMS	A-3
A.3	LIST OF ANNEXES	A-3

A.1 GENERAL

All related forms and annexes to the manual are listed in this chapter and can be found as separate .pdf attachments. To find them, please download and save the manual to your device, then press the symbol of attachment (usually it is a “clip”). Double-click on the attachment and it will open as .pdf document which can be easily printed out.



Forms should be filled according to the checklists. All filled forms have to be saved and stored.

A.2 LIST OF FORMS

FORM NO.	TITLE	REVISION NO./ DATE	NO.OF PAGES
GHM01	CARGO IN CABIN FINAL LOADING CHECK	REV. 2 / 28-JAN-2022	1
GHM02	NEW STATION CHECKLIST	REV. 2 / 28-JAN-2022	6
GHM03	LOAD SHEET REPORT FORM A320/B737	REV. 1.1 / 01-MAR-2020	1
GHM04	TRIP FILE	REV. 2 / 28-JAN-2022	1
GHM05	FLIGHT REPORT FORM	REV. 2 / 28-JAN-2022	1
GHM06	PETC FORM	REV. 2 / 28-JAN-2022	1
GHM07	PWD FORM	REV. 3 / 23-FEB-2022	1
GHM08	VOLUNTEER AGREEMENT FORM	REV. 2 / 28-JAN-2022	1
GHM09	WALK AROUND SCHEME	REV. 2 / 28-JAN-2022	1
GHM10	GROUND INCIDENT DAMAGE REPORT SHEET	REV. 2 / 28-JAN-2022	4
GHM11	IRREGULARITY REPORT FORM	REV. 2 / 28-JAN-2022	2
GHM12	NOTICE TO GROUND HANDLING AND CARGO AGENTS	REV.1 / 23-FEB-2022	1
GHM13	A320 LOADING INSTRUCTION REPORT	REV. 2 / 28-JAN-2022	2
GHM14	NOTOC FORM	REV. 2 / 28-JAN-2022	1
GHM15	UMNR FORM	REV. 2 / 28-JAN-2022	1

A.3 LIST OF ANNEXES

TITLE	FORMAT
ACCEPTANCE CHECKLIST FOR DRY ICE	.PDF
DANGEROUS GOODS POSTER	.PDF
DANGEROUS GOODS NON-RADIOACTIVE CHECKLIST	.PDF
DANGEROUS GOODS RADIOACTIVE CHECKLIST	.PDF
FLIGHT REPORT	.XLSM
PASSENGER RIGHTS (ENGLISH)	.PDF
PASSENGER RIGHTS (LITHUANIAN)	.PDF
IATA IGOM GAP ANALYSIS SPREADSHEET	.XLSM
IATA STANDARD DELAY CODES	.PDF
LIMITED RELEASE	.PDF
SECURITY QUESTIONS CHECK-IN	.PDF
SEGREGATION TABLE	.XLSM

END OF CHAPTER

Annex C - CARGO HANDLING PROCEDURES

C.0 ANNEX C – TABLE OF CONTENT

C.0	ANNEX C – TABLE OF CONTENT	C-1
C.1	GENERAL	C-4
C.2	CARGO STORAGE AREAS	C-4
C.2.1	CARGO WEIGHING FACILITIES	C-4
C.2.1.1	FORWARDING CARGO STORAGE AREA	C-4
C.2.1.2	DANGEROUS GOODS STORAGE AREA	C-5
C.2.1.3	ACCESS CONTROL	C-5
C.2.1.4	ULD STORAGE AREA	C-6
C.2.1.5	PALLET STORAGE AREA	C-7
C.2.1.6	CARGO NETS CARGO STRAPS STORAGE AREA	C-7
C.2.1.7	PROTECTION AGAINST SEVERE WEATHER CONDITIONS:	C-8
C.2.1.8	TEMPORARY STORAGE OF ULD	C-8
C.3	GENERAL ACCEPTANCE PROCEDURES	C-9
C.3.1	CARGO BOOKING PROCESS	C-9
C.3.2	LABELLING FREIGHT BY SHIPPER	C-10
C.3.3	BOOKING INFORMATION MATCHES THE ACTUAL FREIGHT	C-11
C.4	ACCEPT SHIPMENTS AS READY FOR CARRIAGE	C-12
C.4.1	GENERAL	C-12
C.4.2	READY FOR CARRIAGE CHECKS	C-12
C.4.2.1	DOCUMENT CHECK AGAINST ACTUAL CARGO	C-12
C.4.3	ACCEPTANCE OF SPECIAL CARGO	C-14
C.4.3.1	GENERAL	C-14
C.4.3.2	HUMAN REMAINS (HUM)	C-14
C.4.3.3	HUMAN REMAINS: COFFINS (HUM)	C-14
C.4.3.4	HUMAN REMAINS: CREMATED	C-14
C.4.3.5	AIRCRAFT OF GROUND (AOG) - AOG SHIPMENT	C-14
C.4.3.6	VALUABLE CARGO	C-15
C.4.3.7	FRAGILE GOODS	C-15
C.4.3.8	OUTSIZED AND HEAVY CARGO	C-15
C.4.3.9	LIVE HUMAN ORGANS (LHO)	C-16

C.4.3.10	COMAT/COMAIL	C-16
C.4.3.11	WET CARGO	C-17
C.4.3.12	LIVE ANIMALS	C-17
C.4.3.13	PERISHABLES	C-17
C.4.3.14	TIME AND TEMPERATURE-SENSITIVE HEALTHCARE	C-18
C.5	ACCEPTANCE OF DANGEROUS GOODS AS CARGO	C-19
C.5.1	CARGO ACCEPTANCE PROCEDURE	C-19
C.5.2	SEGREGATION OF DANGEROUS GOODS	C-19
C.5.3	HANDLING AND LOADING OF PACKAGES CONTAINING LIQUID DANGEROUS GOODS	C-20
C.5.4	GENERAL LOADING AND SECURING REQUIREMENTS	C-20
C.5.5	REPLACEMENT OF LABELS	C-21
C.5.6	CARRIAGE OF DRY ICE (CARBON DIOXIDE, SOLID) AS CARGO	C-21
C.5.7	CARRIAGE OF WEAPONS AND AMMUNITION	C-21
C.5.8	DAMAGED PACKAGES OF DANGEROUS GOODS	C-22
C.6	PREPARE CARGO FOR TRANSPORT	C-23
C.6.1	ULD CLOSE OUT	C-23
C.6.1.1	CONTAINER CLOSE OUT	C-23
C.6.1.2	PALLET CLOSE OUT	C-23
C.6.2	WEIGHING OF CARGO AND MAIL	C-24
C.6.2.1	WEIGHING OF BULK LOAD	C-24
C.6.2.2	WEIGHING OF ULDS	C-25
C.6.2.3	ULD TAG	C-25
C.6.2.4	ALLOWABLE FALL-BACK SCENARIOS IF SCALES ARE OUT OF ORDER	C-25
C.6.3	INFORMATION TO LOAD CONTROL	C-26
C.7	SEND SHIPMENTS TO THE FLIGHT	C-27
C.7.1	SHIPMENTS FROM WAREHOUSE TO THE HOLD AREA FOR RAMP TRANSPORTATION	C-27
C.7.2	PREVENTING WATER DAMAGE	C-27
C.7.3	SHIPMENTS MOVE FROM HOLD AREA TO AIRCRAFT	C-28
C.7.3.1	AIRSIDE SURFACE TRANSPORTATION	C-28
C.7.3.2	TRANSPORT FROM CARGO TERMINAL TO AIRCRAFT	C-28
C.8	CARGO LOADING/SECURING	C-29

C.8.1	CARGO LOADING LOWER DECK	C-29
C.8.2	DOCUMENT STORAGE PERIODS	C-30
C.8.3	LOAD AND PASSENGER CODES ON LOADSHEET, LDM AND NOTOC	C-30
C.9	UNIT LOADING DEVICES HANDLING	C-33
C.9.1	TRAINING REQUIREMENTS	C-34
C.9.2	ULD AWARENESS TRAINING	C-34
C.9.3	ULD OPERATIONS TRAINING	C-34
C.9.4	ULD MANAGEMENT TRAINING	C-34
C.9.5	CONTINUED AIRWORTHINESS ULDS	C-36
C.9.6	FACILITIES AND EQUIPMENT	C-36
C.9.7	ULD PRE-USE INSPECTION	C-36
C.9.7.1	SERVICEABILITY CHECKS ON A CONTAINER	C-37
C.9.7.2	ULD CONTAINER PARTS DESCRIPTION	C-37
C.9.7.3	SERVICEABILITY CHECKS ON A PALLET	C-37
C.9.7.4	SERVICEABILITY CHECKS ON A NET	C-38
C.9.8	PRE-FLIGHT INSPECTION	C-39
C.9.9	AIRCRAFT LOADING CHECK	C-39
C.9.10	ULD DAMAGE ALLOWANCE	C-40
C.9.10.1	ODLN FOR CONTAINER	C-40
C.9.10.2	ODLN FOR PALLET	C-41
C.9.10.3	ODLN FOR PALLET NETS	C-41
C.10	ULD LIMITATIONS	C-42
C.10.1	CONTOUR AIRCRAFT LIMITATIONS A320/321	C-42
C.10.2	MAXIMUM GROSS LIMITATIONS	C-43
C.10.3	AREA LOAD LIMITATION	C-43
C.11	ULD LOADING OPERATIONS	C-44
C.11.1	LOADING OPERATIONS ULD FWD COMPARTMENT	C-44
C.11.2	UNLOADING OPERATIONS ULD FWD COMPARTMENT	C-46
C.11.3	LOADING OPERATIONS ULD AFT COMPARTMENT	C-48
C.11.4	UNLOADING OPERATIONS ULD AFT COMPARTMENT	C-50

C.1 GENERAL

CGO 3.1

THE AIRLINE describes specific procedures that ensure the acceptance of all cargo, including special cargo (human remains, dangerous goods, valuable cargo, Heavy, service cargo among others) and interline cargo is carried out based on the guidelines described on law, rules, standards and applicable authorities: IATA, ICAO, EU and others.

The content of the Annex C of *THE AIRLINE* contains standards and guidance that addresses the acceptance, handling, loading, securing and transporting of cargo

C.2 CARGO STORAGE AREAS

C.2.1 CARGO WEIGHING FACILITIES

CGO 3.1.3

All scales which are used for cargo acceptance in the weighing facilities must be checked calibrated and verified by the State approved authorities and the confirmation label must be visible on the scale.

In case of need, GSP or/ Cargo Terminal Operator CTO Must provide to *THE AIRLINE* with all documentation, which confirms that scales that are used in cargo acceptance process are checked and verified at generally accepted intervals.

THE AIRLINE requires GSP:

- GSP/or CTO Shall have a procedure for the verification process of the weighing facilities.
- GSP/or CTO Shall record all documentation for the verification process of the weighing facilities.
- The accuracy of all scales used for weight determination of load shall be checked with a known weight at least every three months.
- A quality control check should be made at least once per year, as well as after every repair.

C.2.1.1 FORWARDING CARGO STORAGE AREA

CGO 3.1.4, GRH 3.7.4

THE AIRLINE requires GSP and/or CTO to ensure:

- Dangerous goods are stored as per the current *IATA Dangerous Goods Regulations (DGR)*
- Live animals are placed in a quit, well-ventilated designated area, protected from adverse weather conditions as per the current *IATA LAR*
- Temperature sensitive items are stored at the correct temperature as per the current *IATA PCR* including temperature controlled containers
- Human remains in coffins are not stored next to food/live animals
- Perishable cargo is separated from other non-compatible cargo in accordance with the current *IATA PCR*
- Valuable cargo is stored in a secured place
- The cargo is protected from weather, damp, extreme cold and heat, etc.

Note: That special cargo often requires special storage arrangements.

- The cargo is stored in a place where it is guaranteed at all times that no unauthorized person has access.

C.2.1.2 DANGEROUS GOODS STORAGE AREA

CGO 3.2.11, CAT.GEN.MPA.200 (G)

THE AIRLINE requires GSP and/or CTO To ensure:

- Not accessible to the public and unauthorized persons.
- Protected against warehouse traffic.
- Equipped with the following placards:
 - 'Safety First'
 - 'Initial Emergency Response'
 - 'Segregation Table'
 - Visual examples of dangerous goods including batteries must be displayed.
- Depending on the size and area, more than one of each type of placard is required.
- Equipped with firefighting equipment.

To avoid the forwarding of dangerous goods, which have not yet been accepted or have been refused due to non-compliance, it is mandatory to designate and use separate storage areas.

As a minimum two areas have to be designated:

- Area # 1 for accepted shipments.
- Area # 2 for not (yet) accepting and refusing shipments.

If space in the warehouse permits, it is highly recommended to further separate and designate a minimum of three areas:

- Area # 1 for accepted shipments.
- Area # 2 for not (yet) accepted shipments.
- Area # 3 for refused shipments.

C.2.1.3 ACCESS CONTROL

THE AIRLINE requires GSP and/or CTO To ensure:

- Screening of persons and vehicles if have access to restricted areas where cargo stored.
- Adequate protection of cargo against unauthorized interference.
- Ensure that nobody other than a duly authorised person has access to storage and packing areas.
- All personnel shall display a security badge at all times while on duty.
- The access points to the storage and packing premises have to be closed and locked when not in use.

C.2.1.4 ULD STORAGE AREA

THE AIRLINE requires GSP and/or CTO to ensure:

- ULD Storage shall at a minimum meet the functional requirements of IATA AHM 942 Storage Equipment Used for Full and Half-Sized ULD;
- ULD Storage for storing loaded or empty ULD Shall be of sufficient strength to support ULD With a weight of 10% higher than the operational MGM values.

NOTE: Storage facilities designed for empty ULD shall never be used for the storage of loaded ULDs.

- ULD storage facility shall have sufficient area height to accommodate the required ULD;
- ULD storage areas shall be identified by ULD Type Code. Any device used to store ULD Shall be equipped with a roller bed or other horizontal transfer device complying with the requirements of IATA AHM 911;
- Vertical guides or stops shall not exceed 100 mm (4 in) height above the roller plane (76 mm/3 in for equipment designed to accept base sizes K, P or Q units);
- ULD storage facility shall be designed and located with access such that ULD can be transferred in and out of the facility onto suitable equipment for movement or transport without damage to the ULD and/or the storage facility.
- During the transfer, there shall be no measurable difference in height between the storage facility and the dolly. Where ULDs are stored on multiple levels, the associated equipment for lifting the ULD into position shall be designed in such a manner that the ULD is lifted by:
 - A lift/hoist equipped with a roller or ball mat transfer surface, or
 - An elevating transfer vehicle, or
 - A forklift has sufficient capacity and reach, and is equipped to prevent damage to the ULD from puncture and/or insufficient support of the base.

NOTE: If alternative equipment is used, the equipment shall be capable of performing operations without causing damage to ULD.

C.2.1.5 PALLET STORAGE AREA

THE AIRLINE requires GSP and/or CTO To ensure:

- Suitable infrastructure shall ensure that pallets are stored in neat vertical stacks.
- Where storage infrastructure design is such that pallets are stacked on each other the design shall take into account the potential for damage during the removal of parts of the stack of pallets.
- Provision shall be made to segregate pallets of different operators and different sizes.
- Storage infrastructure for large (16 and 20 ft) pallets shall be of a size and load-bearing capacity adequate to store these pallets.
- Pallet storage infrastructure shall protect the pallets and nets when attached from damage during storage and movement in and out of storage.

C.2.1.6 CARGO NETS CARGO STRAPS STORAGE AREA

THE AIRLINE requires GSP and/or CTO To ensure:

- Items manufactured of materials that suffer from enviromental deggradation such as cargo nets and cargo straps require suitable storage when not in use
- Where the cargo nets and cargo straps can be removed from the pallet and stored separately, they shall be untangled and prepared for use before placing in a suitable storage such that they are not exposed to damaging enviroment such as direct sunlight (U.V), water (humidity), freezing temperature, or other mechanical damages.
- The Cargo nets and cargo straps shall be segregated by owner and type during storage.
- If the cargo nets cannot be removed from the pallet, they shall be stored on the pallet in such a manner that the risk of environmental; damage is minimized.

C.2.1.7 PROTECTION AGAINST SEVERE WEATHER CONDITIONS:

In addition to providing suitable support for ULDs the ULD storage shall keep ULDs secure and undamaged during extreme weather conditions:

- The storage shall be capable of keeping ULD secure against high winds and/or jet blast. This may be achieved through enclosed storage or through restraining the ULD by its base to the storage structure.
- In geographical locations having snowfall, the storage design shall enable the recovery of ULD from storage after heavy snowfall

C.2.1.8 TEMPORARY STORAGE OF ULD

Alternative storage solutions may be used provided always that:

- The area designated for such storage shall be level and paved. The area shall be of adequate size and shall clearly demarcate the areas for storage and areas for vehicles to manoeuvre.
- Wherever the storage area is within an airport ramp area it should be located such that the storage ULDs are not a hazard to aircraft and other equipment while at the same time the ULDs shall neither be exposed to jet blast nor possible damaged by airport ground vehicles operations.
- Wherever such an area is outside an airport ramp area, it should be located such that the stored ULDs are neither a hazard nor are at risk from nearby activities.
- Wherever Forklifts are utilized for positioning ULD, the driver shall have undergone training specific to ULD handling.
- Temporary ULD storage areas shall be closely monitored by supervisors and management
- Pallets stored in such conditions shall be properly segregated and stacked by size and Owner
- Non-Forkliftable ULD shall not be placed directly on the ground and shall have at a minimum some form of support underneath so that they may be lifted without damage.
- Where ULD stacked they shall never be stacked more than 2 high and with sufficient spacers between upper and lower unit to permit lifting of the upper without damage to the lower unit. Stacked ULDs shall be secured against wind or jet blast.
- Containers bearing the symbol marking prohibiting stacking of containers not designed to withstand it, shall not be stacked.
- Any handling equipment shall be suitable for damage free movement of ULDs
- The ULD Owners shall be informed that alternate short-term storage solutions are being used in lieu of the standard storage requirements.

C.3 GENERAL ACCEPTANCE PROCEDURES

C.3.1 CARGO BOOKING PROCESS

Before the cargo acceptance takes place, every shipment has to be booked with *THE AIRLINE* Direct office or via a designated General Sales Agent GSA

The cargo agent and/or shipper is able to request his booking by different available and traceable means:

- Telephone;
- Email.

All the cargo bookings must be coordinated with *THE AIRLINE* in order to inform in advance all parties involved (weight and balance department, cargo operations, cargo handlers, etc.) for the flight preparation.

THE AIRLINE requires during the booking additional information about the shipment:

- Air Waybill number;
- Origin and destination of the cargo;
- Number of pieces and total weight;
- Name of the company requesting the booking;
- Dimensions of the pieces;
- Nature of goods.

NOTE: If a cargo agent or a shipper fails to book his cargo in advance and delivers the shipment without any notice to the GSP and/or CTO The shipment will be refused for transportation.

- A manual FBL Must be provided no later than 48 hours prior to the flight departure.

NOTE: The following addresses SITA/email must be listed for FBL/UWS messaging/estimates:

SITA	VNOGJ7X
E-Mail	occ@getjet.aero;groundops@getjet.aero

C.3.2 LABELLING FREIGHT BY SHIPPER

Shipper self-labelling of packages: Packages must be labelled with unique references (shipper's reference/part numbers/identifiers)

Efficient cargo handling requires clear and correct labelling and identification of packages. It is the shipper's/freights forwarder responsibility to clearly mark all packages with the shippers and consignees full name and address. Re-Used packaging must have old labels and shipping details removed or destroyed. Special labels may be required e.g for perishables, dangerous goods, live animals, pharmaceutical shipments and fragile items. Other labels, such as "This Way Up" should be used as appropriate.

An air cargo identification label or tag must be affixed to each package.

The label or tag must comply with *IATA Resolution 606* or applicable Regulations.

Where possible, cargo labels should be affixed to packages close to the consignee's name and address. Large items (unable to handle manually) or heavy pieces of cargo should have two labels affixed on opposite sides or more so that they can be readily identified from each visible side of surface.

The following standard labels are to be used.

Name of label:	Description:
Cargo Identification Label	- Manual label - Bar-coded label
Package Orientation Label	Red or black on a contrasting background
Perishable Cargo	White with blue symbols (Fish, meat, fruits and flowers) and white printing must be marked and labelled according to <i>IATA Perishable Cargo Regulations</i>
Time and Temperature Sensitive Healthcare Products	Thermometer and clock symbol on a white background
Fragile Label	Read with white symbol of a glass and printing
Live Animals	Bright green animal figures on light background must be marked and labelled according to <i>IATA Live Animals Regulations</i>
Laboratory Animals	Similar animal figures with additional text must be marked and labelled according to <i>IATA Live Animals Regulations</i>
Dangerous Goods Hazard and Handling labels	Shipment containing dangerous goods must be marked and labelled according to <i>IATA Dangerous Goods Regulations</i>

C.3.3 BOOKING INFORMATION MATCHES THE ACTUAL FREIGHT

THE AIRLINE requires CTO And/or Cargo Handling agent prior accepting shipments and/or issuing and AWB the following points should be verified:

- Electronic Air Waybill number/completion
- Weight
- Dimensions or volume
- Number of pieces
- Nature of goods
- Priority code
- Handling labels and instruction on pieces. Where shipments are received with such labelled or printed handling instructions, they must be adhered to throughout the transportation process. For that reason, make sure that the indicated handling instructions fit the booked carrier product.
- Heavy, big and overhanging cargo
- Booking
- Cargo rating
- Other shipping documents
- Government and carrier requirements
- Packaging and marking requirements
- Dangerous goods
- Other special cargo
- Temperature range
- Traffic restrictions, embargos and station limitations
- Routing
- Security status
- Local customs requirement
- Destination custom requirements
- Register any discrepancies

C.4 ACCEPT SHIPMENTS AS READY FOR CARRIAGE

C.4.1 GENERAL

The primary objective for cargo acceptance is to ensure that consignments are “Ready-for-Carriage” in compliance with:

- *THE AIRLINE* requirements
- Local export rules and regulations
- Rules and regulations of the transit airports
- Import regulations of the destination country or station.

C.4.2 READY FOR CARRIAGE CHECKS

THE AIRLINE requires Cargo Handling Agent to verify that all information is consistent with the physical shipment and to ensure that applicable embargoes and operational restrictions are complied with including country and *THE AIRLINE* requirements.

C.4.2.1 DOCUMENT CHECK AGAINST ACTUAL CARGO

THE AIRLINE requires Cargo Handling Agent to check generic elements for each shipment:

- AWB number
- Shipper and consignee name and address
- Nature and quantity of goods:
 - Description does not indicate the presence of dangerous goods or is accompanied by tern “Not Restricted”
 - For Dangerous goods descriptions, as required in *IATA DGR*
- Additional handling information and instructions can be accommodated to match product/service
- Other charge codes
- The weight
- The dimensions or volume
- The number of pieces
- The physical appearance in comparison with the goods' description/commodity
- Shipment is properly packed, and suitable for air transport.

NOTE: For special cargo always refer to current edition of the appropriate publication IATA Live Animals Regulations, Perishable Cargo Regulations, and Temperature Control Regulations.

- Any cargo or mail must be visually examined from all sides for traces of unauthorized interference. Special attention should be paid to exposed wires, leaking fluids, inconsistencies in content and weight and any other signs of tampering or suspicious conditions.
- The packing material must withstand stacking and handling as common in the cargo industry.

- The handling labels and instructions on the pieces:
 - Non bar-coded labels:
 - Operator name
 - AWB number
 - Destination code
 - Total number of pieces in the consignment
 - Bar-coded labels:
 - Operator name
 - AWB number
 - Destination
 - Primary bar code
- Additionally, optional information may be included on the label for example:
 - Carrier Insignia
 - Transfer points
 - Piece number (piece of pieces)
 - Weight of this piece
 - Total number of pieces
 - House waybill number
 - 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's name and address
- Verify that the document pouch is appropriately labelled
- Where appropriate package must be labelled and marked in accordance with the *IATA DGR, IATA LAR, IATA TCR and IATA PCR*
- If cargo is not correctly marked and labelled as stated above, shipment can not be accepted.
- For consolidations:
 - A consolidation or house Manifest must be available containing house waybill details
 - Vice versa: If HAWBs are present, "CONSOLIDATION" must be mentioned on the Master AWB
 - Handling instructions are in line with the booking

C.4.3 ACCEPTANCE OF SPECIAL CARGO

CGO 3.4.1, CGO 3.3.1

C.4.3.1 GENERAL

Due to the nature of some cargo, specific procedures apply. In all cases, the applicable general acceptance procedures found in **4.2.1- Document check against actual cargo** shall apply.

C.4.3.2 HUMAN REMAINS (HUM)

Human remains must be accepted in accordance with *IATA AHM 333* and national legislation.

C.4.3.3 HUMAN REMAINS: COFFINS (HUM)

- Only accept human remains if it's accepted for carriage by *THE AIRLINE*.
- Do not accept any human remains that are consolidated with any cargo other than other human remains.
- Verify that the packaging complies with the following requirements:
 - Hermetically sealed;
 - Protected from damage.
- Human remains, except cremated must be packed in a hermetically sealed inner containment which may be constructed of flexible material or may be a rigid coffin of lead or zinc.
- The inner containment must then be packed inside a wooden or metal coffin.
- The wooden or metal coffin may be protected from damage by an outer packing and covered by canvas or tarpaulin so that the nature of its content is not apparent.
- Non-cremated HUM shall not be loaded in close proximity to foodstuffs.
- The Commander should be informed.
- HUM and Live animals (AVI) should be segregated in aircraft cargo compartments.

C.4.3.4 HUMAN REMAINS: CREMATED

- Accept urns or other suitable containers as cargo with no special restrictions
- Ensure that the urn or other containers are packed in a neutral outer package that will protect the urn from breakage and spillage.
- HUM and Live animals (AVI) should be segregated in aircraft cargo compartments.

C.4.3.5 AIRCRAFT OF GROUND (AOG) - AOG SHIPMENT

The term 'AOG shipment' refers to spare parts required for the repair of an aircraft grounded for technical reasons. Such shipments must be given first priority over other cargo.

THE AIRLINE - procedure for AOG parts which are subject to DGR must be complied with.

C.4.3.6 VALUABLE CARGO

Valuable cargo shall be handled as a separate type of cargo in accordance with the local regulations and security measures. During the whole process of transportation of valuable cargo, high standard of security shall be maintained.

- Advance arrangements shall be made prior to acceptance.
- Pre-advice messages shall be sent to respective services at the destination point in order to receive confirmation of security arrangements relating to storage and delivery to the consignee.
- Valuable cargo shall be stored in a locked high security area. Every visit to the high security storage area shall be registered (a limited number of persons may enter the storage area).
- The arrival of valuable cargo during regular business hours will accelerate customs clearance and delivery.
- Storage time should be as short as possible.
- Information concerning value, contents, routing and storage shall be kept confidential and be available only to the authorised personnel directly.
- The Air Waybill shall include a note "VAL" in the "Nature and Quantity" box.
- Valuable cargo that arrives at the cargo terminal shall be immediately checked against the Air Waybill and placed in the secured area.
- The record must be countersigned by an authorised person.
- Valuable cargo shipments shall be released by the carrier only during usual business hours unless special arrangements have been made with the carrier.
- A receipt from the receiver shall always be requested and the identification of the receiver shall always be verified when a VAL consignment is delivered.

C.4.3.7 FRAGILE GOODS

Fragile goods require special care in handling and a "FRAGILE" label should be affixed on all sides.

- Only accept fragile cargo if confirmed by *THE AIRLINE*
- Make sure all special instructions are repeated clearly on the packaging

C.4.3.8 OUTSIZED AND HEAVY CARGO

THE AIRLINE requires Cargo Handling Agent to ensure this procedures are followed

- **BIG – Outsized items:**
 - Pieces which can be loaded with difficulties into bulk compartments are outsize items (BIG) and can only be accepted if space is reserved through to final destination. For loading BIG items special arrangements are necessary and must be coordinated with GSP

- **HEA – Heavy items:**

- Heavy items are individual items of load weighing 150 kg or more when bulk loaded in lower compartments. Additionally, the regulations apply to:
- Items whose extreme dimensions and weight require special attention for loading and unloading through the compartment doors
- Items whose extreme dimensions require peculiar manoeuvres for loading and unloading through the compartment doors
- For loading HEA items special arrangements are necessary and must be coordinated with GSP Consignment shall be duly labelled according to current IATA regulations.
- For loading heavy items in bulk compartments, the following shall be observed:
- Heavy items (HEA) shall be loaded on pallets.
- In any case, heavy items must be lashed properly and must be secured against any movement. This applies likewise to packages not marked with “Heavy Item” label but are recognized as such due to their weight indication on the packages or are supposed to be “Heavy Items” due to other indications.
- The maximum permissible weight for each heavy item depends on aircraft type, airport facility (equipment and manpower) and scheduled ground times. Published maximum weights for compartments must never be exceeded.

C.4.3.9 LIVE HUMAN ORGANS (LHO)

Vaccines and medical supplies are normally shipped in packaging designed to protect and preserve the contents. Shipments should be treated as urgent cargo. If the shipment is packed in or with dry ice or if blood or organs are shipped as diagnostic specimens, they are regulated by the *IATA DGR*.

C.4.3.10 COMAT/COMAIL

THE AIRLINE as the 'shipper' of COMAT/COMAIL shall notify the handling agent of the departure/destination station and provide information on number/weight of shipment. The following information shall be provided:

- Consignee (recipient's name; destination; company; department)
- Flight route and flight number(s)
- Number of pieces
- Weight
- Contents of the shipment
- *THE AIRLINE* Coma/Comail tag shall be used See: **1.1.6.10.6 - COMAT/COMAIL TAG**

The kind of Comail/Comat, the weight and the number of pieces must be listed in the loading instruction and at the load sheet. The crew must be informed about Comail/Comat on board.

C.4.3.11 WET CARGO

Loads containing liquids (other than dangerous goods), or from which liquids may ooze out because of their nature, are considered as Wet Freight (e.g. live animals, fresh or frozen meat, fish shipments cooled by water/dry ice). When handling and loading wet freight, special care shall be taken that:

- The compartment floor and/or unit load device as well as the other load is protected
- Containers are stowed in upright position
- The special handling advice “This Way Up” is strictly adhered to and the respective label affixed damaged packages or packages suspected to be damaged shall not be carried

C.4.3.12 LIVE ANIMALS

CGO 3.3.2 (II), CGO 3.3.2 (I), CGO 3.3.4

- Live animals must be accepted in accordance with the current edition of *IATA LAR*
- Check that the number of animals, packages, equipment and description match the information provided in the AWB
- Check documentations required for live animal shipment includes:
 - The shippers certification
 - AWB
 - If applicable CITES form
 - Check states requirements may include health certificates, export or import permits.
- Perform the acceptance check using the *IATA Live Animal checklist* answering all the questions.
- If a shipment fails the checklist(i.e a “no” on any of the questions), indicate all the reasons and return a copy of the checklist to the shipper or their agent together with the consignment, follow the internal escalation procedure and obtain immediate intrusions
- A copy of the check-list(accepted and rejected) together with the shipper’s certification for Live Animals and all applicable documents according to the *IATA LAR* must be retrained in a local file

C.4.3.13 PERISHABLES

CGO 3.3.3

- Perishable cargo must be accepted in accordance with the current edition of the *IATA Perishable Cargo regulations* manual and national legislation.
- Check number of items and description matches the information provided in the AWB
- Check handling requirement for shipments example: temperature or other special information request
- Follow the segregation requirements as described in the chapter of the current edition of *IATA PCR*

C.4.3.14 TIME AND TEMPERATURE-SENSITIVE HEALTHCARE

CGO 3.4.2

- Time and temperature-sensitive healthcare products must be accepted in accordance with the current edition of the *IATA Temperature Control Regulations*
- Perform the acceptance check using the *IATA Acceptance checklist for Time and Temperature Sensitive Healthcare shipment*. For the type of temperature-sensitive healthcare products being accepted answering all the questions
- If a shipment fails the checklist (i.e a “no” on any of the questions) indicate all the reasons including references where applicable) and follow the appropriate internal escalation procedure
- A copy of the check-list (accepted and rejected) together with all applicable documents according to the TCR must also be retrained in a local file
- Check whether the cool container is accompanied by the check sheet for cool/active see document pouch of the container. Reject the acceptance if the check sheet is not available.

C.5 ACCEPTANCE OF DANGEROUS GOODS AS CARGO

C.5.1 CARGO ACCEPTANCE PROCEDURE

CGO 3.2.1, CGO 3.2.2

The cargo acceptance procedure describes the processes involved from the delivery of the shipment and the related documents by the shipper/agent to transporting the cargo to the warehouse. This chapter covers the acceptance of dangerous goods as cargo. For Dangerous Goods handling See: **Annex D – Dangerous Goods**

In all cases, the applicable general acceptance procedures found in **C.4.2.1** shall apply

- Perform the acceptance check using the *IATA DGR* checklist for the type of dangerous goods being accepted answering all questions
- If a shipment fails the checklist (i.e a “no” on any questions), indicate all the reasons (including references where applicable) and return the shipment and include a copy of the checklist to the shipper or their agent and obtain instructions
- A copy of the check-list (accepted and rejected) together with the Dangerous Goods Declaration and all applicable documents according to DGR must be retained in a local file
- 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 DGR*
- Carrier personnel must perform all applicable checks in order to ensure that no hidden dangerous goods or undeclared dangerous goods are contained within the shipment.

C.5.2 SEGREGATION OF DANGEROUS GOODS

CGO 3.2.10

Packages containing dangerous goods, which might react dangerously with each other, must not be bestowed on an aircraft next to each other or in a position that would allow interaction between them in the event of leakage. To maintain acceptable segregation between packages containing dangerous goods having different hazards, the segregation requirements are shown in *IATA DGR* Table 9.3.A must be observed. The segregation requirements apply based on all hazard labels applied on the package, irrespective of whether the hazard is the primary or subsidiary risk.

Note: Incompatible dangerous goods must also be segregated during acceptance, handling and loading. Operators, freight forwarders and GSP/CTO must also ensure that local government regulations applicable to the storage and handling of dangerous goods are complied with. These local government regulations may impose a greater requirement than that specified in Table 9.3.A.

IMP	RCK	RGX	RXB	RXC	RXD	RXE	RXB	RFG	RNG	RCL	RPG	RPL	RFS	RSC	RFW	ROX	ROP	RCM	RBI	RBM	AVI	PER	FIL	HEG
CLDiv	1.3C	1.3G	1.4B	1.4C	1.4D	1.4E	1.4G	2.1	2.2	2.2	2.3	3	4.1	4.2	4.3	5.1	5.2	8	9	9				
RCK	1.3C		X					X	X	X	X	X	X	X	X	X	X	X	X	X				
RGX	1.3G		X					X	X	X	X	X	X	X	X	X	X	X	X	X				
RXB	1.4B	X	X		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X				
RXC	1.4C		X					X	X	X	X	X	X	X	X	X	X	X	X	X				
RXD	1.4D			X				X	X	X	X	X	X	X	X	X	X	X	X	X				
RXE	1.4E			X				X	X	X	X	X	X	X	X	X	X	X	X	X				
RXB	1.4G			X				X	X	X	X	X	X	X	X	X	X	X	X	X				
RFG	2.1	X	X	X	X	X	X	X																
RCL	2.2	X	X	X	X	X	X	X																
RPG	2.3	X	X	X	X	X	X	X																
RPL	3	X	X	X	X	X	X	X																
RFS	4.1	X	X	X	X	X	X	X																
RSC	4.2	X	X	X	X	X	X	X																
RFW	4.3	X	X	X	X	X	X	X																
ROX	5.1	X	X	X	X	X	X	X																
ROP	5.2	X	X	X	X	X	X	X																
RCM	8	X	X	X	X	X	X	X																
RBI	9																							
RBM	9	X	X	X	X	X	X	X																
AVI																								
PER																								
FIL																								
HEG																								

C.5.3 HANDLING AND LOADING OF PACKAGES CONTAINING LIQUID DANGEROUS GOODS

During the course of transport, packages bearing the package orientation “This Way Up” label must be loaded, stowed and handled at all times in accordance with such a label. Single packaging’s with end closures, containing liquid dangerous goods must be loaded and stowed aboard an aircraft with such closures upwards, notwithstanding that such single packaging’s may also have side closures.

C.5.4 GENERAL LOADING AND SECURING REQUIREMENTS

When dangerous goods subject to the requirements herein are loaded in an aircraft, the handling agent must protect the packages of dangerous goods from being damaged, including by the movement of baggage, mail, stores or other cargo. Particular attention must be paid to the handling of packages during their preparation for transport, the type of aircraft on which they are to be carried and the method required to load that aircraft so that accidental damage is not caused through dragging or mishandling of the packages.

The GSP Must secure dangerous goods in the aircraft in a manner that will prevent any movement. For packages or over-packs containing radioactive materials, the securing must be adequate to ensure that the separation requirements of *IATA DGR* 10.9.3.2, 10.9.3.6 and 10.9.3.7 are met at all times also See: **D.2.8.1 – LOAD HANDLING**

C.5.5 REPLACEMENT OF LABELS

When a Handler discovers that labels have become lost, detached or illegible, he must replace them 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 time of acceptance.

C.5.6 CARRIAGE OF DRY ICE (CARBON DIOXIDE, SOLID) AS CARGO

GRH 1.6.4 (III)

Permitted in or as carry-on baggage and in or as checked baggage in quantities not exceeding 2,5kg (5 lb) per passenger packed in a way not to be subject to IATA Dangerous Goods Regulation. Dry ice must be in packaging designed and constructed to permit the release of carbon dioxide gas.

The approval of all operators is required.

Each item of checked baggage containing dry ice must be marked DRY ICE or CARBON DIOXIDE, SOLID and with the net weight of dry ice or an indication that there is 2,5kg or less dry ice.

The maximum quantity of dry ice as cargo per aircraft is **200kg**.

Dry ice shall be load in these compartments:

A320: AFT and Bulk compartment

B737-800: FWD compartment

C.5.7 CARRIAGE OF WEAPONS AND AMMUNITION

CAT.GEN.MPA.155

On *THE AIRLINE* Aircraft Weapons are accepted as Checked baggage See: **1.1.6.14 - Carriage of Firearms**

Weapons and ammunition as CARGO prohibited on *THE AIRLINE* aircraft.

C.5.8 DAMAGED PACKAGES OF DANGEROUS GOODS

CGO 3.2.12, GRH 3.4.4 (I), GRH 3.4.4 (II), GRH 3.4.4 (III), GRH 3.4.5 (I), GRH 3.4.5 (II)

When a dangerous goods package or shipment appears to be damaged or leaking (also in the ULD or other transport devices):

- The package or shipment is prohibited from being loaded into an aircraft;
- If already loaded, the package or shipment must be removed from an aircraft;
- In the case of leakage, an evaluation is conducted to identify and prevent from transporting of any baggage, cargo, transport devices or other items that may have become contaminated.

When an aircraft has been contaminated by dangerous goods leakage:

- Hazardous contamination must be removed from the aircraft without delay;
- In the case of radioactive contamination, arrangements are made to take the aircraft out of service for evaluation by appropriately qualified personnel.
- The commander must be informed immediately and the occurrence must be reported to *THE AIRLINE*.

C.6 PREPARE CARGO FOR TRANSPORT

C.6.1 ULD CLOSE OUT

C.6.1.1 CONTAINER CLOSE OUT

THE AIRLINE requires CTO and/or GSP shall ensure:

- All doors must be closed properly and attached /latched at all the points
- The correct contour must be used, applicable to the aircraft type used for the flight
- Aircraft containers wrapped on the outside must not interfere with the locking system onboard the aircraft
- Weight and record the weight of each ULD and loose cargo once it is prepared
- Communicate all information necessary for each ULD loaded to process stakeholders
- Apply any customs or security seals if required

C.6.1.2 PALLET CLOSE OUT

C.6.1.2.1 CLOSING PALLETS WITH THE NET

NOTE: The tie-down straps used to restrain the g-forces, and the ropes that keep the tie-down straps in position must ALWAYS be applied BEFORE the top plastic and the pallet net are added. (the forces working on the pallet net must be equally distributed over all meshes and fittings of the net. A tie down strap which runs over or through the pallet net blocks that equal distribution of forces during ground movement and in flight and is therefore forbidden.

- Where applicable, only an agreed 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
- Nets and straps must not be over-tensioned so that cargo is damaged and/or the ULD is twisted.
- The tension of nets and straps must be evenly applied around the edge of the ULD
- To prevent cargo from getting wet, plastic sheets must be used to cover the built-up pallet
- Make sure that the bottom plastic sheet is then overlapped by the top sheet
- Measure built up contour dimensions
- Spread and position net centrally over the load
- Secure all net fittings into seat track at equally on spaced intervals
- Take up any loose net material equally on all four side using hooks
- Only certified corner ropes must be used to close Pallet net
- Tie off and secure loose ends of corner ropes

Nets are certified to withstand the pallet maximum gross weight and the g-force factors. If the cargo loaded on a pallet is evenly built-up or consists of one pallet-sized parcel only, the pallet net is sufficient provided that the four corner ropes are correctly applied. Loads of mixed dimensions, weights density and stacking height allow the net to deform its intended contours. For that reason, additional tie-down of individual parcels may be required before the pallet net is applied. Typical situation in which cargo can shift within the pallet net are:

- Empty space left between the pallet edge and the load: the load can shift to the side.
- Very low load the net may not closely and tightly fit around the load. It can therefore shift or get loose from the pallet floor.
- Unstable stacks of parcels; crushing bulging or other deformation can put the net out of the allowable pallet contour

If any of these changes of contour under the pallet net can occur, tie-down straps have to be used before the pallet net is fastened. If there is a risk that tie-down straps slip down, apply one or two ropes to keep them in position. Secure cargo with symmetrical tie-down arrangements i.e. using an equal number of tie-down attachment points (fitting or equivalent) on any two opposite sides of the piece of cargo, with the same number of straps acting in the same directions of restraint, onto any two symmetrically located attachment points.

C.6.2 WEIGHING OF CARGO AND MAIL

C.6.2.1 WEIGHING OF BULK LOAD

All bulk cargo loaded in a suitable GSE must be weighed before tow out to aircraft. The weight of the total bulk cargo must be recorded onto a tag.

For weighing of Bulk cargo, one of the following methods should be used:

- Weighing suitable GSE with cargo and deduct tare weighed of the GSE to calculate the weight of cargo.
- Weighing of individual pieces before loading into GSE To obtain the total weight of the bulk cargo.

ULDs loaded with cargo shall normally always be weighed as specified below. Only in exceptional circumstances when the only available scales out of order, the following alternate procedure may be considered:

- Weight on a smaller scale each individual piece of cargo to be loaded into a ULD mark the pieces accordingly to allow cross-checking all pieces weighed were effectively loaded on the ULD concerned and establish a tally sheet to add the individual weights
- If a large number of identical packages is to be loaded, the weight per piece declared by the shipper or entered onto the Air Waybill may not be used. A sample of at least 10 packages selected at random shall be individually weighed to establish an average weight, to be multiplied by the total number of pieces
- Add the ULD tare weight as marked on it by manufacture. The tally lists identifying each ULD shall be communicated to Load Control and filed with the flight file

C.6.2.2 WEIGHING OF ULDS

The weight of the ULD must be recorded on the ULD tag immediately to avoid mixing up ULD Tags and ULD weights

Personnel shall ensure and check on the build-up module that the weight indicated at the scale at the time when weighing is correctly recorded on the ULD Tag

- All ULDs loaded with baggage cargo or mail shall be weighed prior to loading onto the aircraft except as provided hereafter. Under no circumstance shall a ULD be loaded aboard an aircraft without being weighed as specified.
- The ULD Tag should already be attached to the ULD at the scale and the scaled weight be immediately marked on ULD Tag at the scale at the time when weighing and by the trained and qualified personnel
- The weighing scale or equivalent equipment where the scale function is integrated into other handling equipment shall reliably ensure a minimum accuracy of $\pm 1\%$ of the gross mass measured

C.6.2.3 ULD TAG

Prepare ULD tag for individual units with the following information:

- Container or a pallet number
- Machine-readable ULD ID code
- Destination
- Flight Number
- Net weight, tare weight and total weight
- Position on aircraft
- Special Handling Codes and dangerous goods classes and divisions
- Transfer information where necessary
- Remarks
- Generate tag and attach to unit

C.6.2.4 ALLOWABLE FALL-BACK SCENARIOS IF SCALES ARE OUT OF ORDER

If a discrepancy is found against the calculated gross weight, re-weigh again using a different weight scale to verify.

If a different weight scale is not available, a dummy weight shall be used to calculate the calibration accuracy of the scale; then re-weigh the ULD. If a discrepancy is still found against the calculated gross weight return ULD to acceptance for verification of shipments and that no cargo was wrongly built-up.

C.6.3 INFORMATION TO LOAD CONTROL

CGO 3.2.14

THE AIRLINE requires CTO and or/ Cargo Handling agent to provide following information to Load Control:

- ULD identification
- UWS message
- ULD gross weight
- ULD load information codes
- Special handling codes and complementary information
 - AVIH
 - PER and PIL /temperature range
 - OHG/length direction
 - RRY/T.I
- ULD contour
- Bulk load: pieces and weight
- Airport of unload
- NOTOC shall include:
 - If applicable, Air Waybill number
 - Proper shipping name and/or UN/ID number
 - Class or division, and subsidiary risk(s) corresponding to label(s) applied, and for Class 1, compatibility group
 - If applicable, packing group
 - For non-radioactive material, number of packages, exact loading location and, as applicable, net quantity or gross weight of each package, except:
 - For UN 1845, carbon dioxide, solid (dry ice): only the UN number, proper shipping name, classification, total quantity in each aircraft hold and offload airport are required;
 - For UN 3480, (Lithium ion batteries) and UN 3090 (lithium metal batteries):only the UN number, proper shipping name, class, total quantity at each loading location, and whether the package must be carried on a cargo-only aircraft are required. UN 3480 (Lithium ion batteries) and UN 3090 (lithium metal batteries) carried under a State exemption shall meet all requirements above
 - 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;
 - Any restriction for transport on cargo aircraft only;
 - Offload airport
 - If applicable, dangerous goods transported under a state exemption
- Prepare the Manifest and the on-board documentation for handover to the ramp

C.7 SEND SHIPMENTS TO THE FLIGHT

C.7.1 SHIPMENTS FROM WAREHOUSE TO THE HOLD AREA FOR RAMP TRANSPORTATION

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.

- Secure ULD on dolly vehicle using stoppers /guides/restrains
- Secure fully open closed all container doors and ensure that no part of the container door overhangs outside the edge of the dolly/vehicle
- Check and secure any protruding cargo netting and/or plastic sheeting
- For transporting multiple pallets, secure entire stack to lowest pallet using cargo strap in longitudinal and lateral direction
- Where container and/or built up pallet has overhanging section beyond the outer edge of the dolly/vehicle check and ensure this will not present a hazard to the unit or adjacent units during transit
- Drive within required speed limits when transporting ULDs on dollies with tires/unsprung suspension, do not exceed 25KPH
- Use only roadways having sufficient width to accommodate load width
- On arrival at transfer destination position vehicle adjacent to ULD storage with correct horizontal and vertical alignment

The ULDs should either be transferred to loading area roller beds or remain on the ULD transport trolleys. Whenever possible ULDs should be stored in a sheltered area during adverse weather condition.

Ensure that flights are not delayed or that there is no disruption before sending cargo and built ULDs to the ramp

This to avoid that Perishables, live animals and pharmaceuticals are impacted by weather conditions or long waiting times.

C.7.2 PREVENTING WATER DAMAGE

To prevent cargo and mail from water damage:

- Ensure moisture is removed from carts, pallets and inside of containers before placing cargo and mail onto/into them
- During changing/unstable weather always use traps to protect shipments moving to and from the warehouse.

C.7.3 SHIPMENTS MOVE FROM HOLD ARE TO AIRCRAFT

C.7.3.1 AIRSIDE SURFACE TRANSPORTATION

See: **4.5 – Aircraft Turnaround Handling**

C.7.3.2 TRANSPORT FROM CARGO TERMINAL TO AIRCRAFT

After ULD build-up and before sending the built-up ULDs to the ramp, *THE AIRLINE* requires GSP to ensure that the following elements match are known checked and complied with:

- Date and Flight Number
- Cart ID numbers for loose cargo
- ULDs numbers and type
- ULD contour
- Nets and straps are correctly applied
- ULDs Tags are correctly attached
- The physical condition of the built-up ULD including the cargo is in good condition and shows no signs of damage and/or tampering
- Handover time before STD Handover location point
- Snow and/or ice removed from the ULDs if applicable
- For live animals when applicable refer to *IATA LAR* Always keep in mind that the welfare of animals is extremely important any irregularity must be reported
- Receive all documentation and instruction for the specific flight
- Make sure that any vehicles and equipment are serviceable before collecting loose cargo and or/built-up ULD from the flight holding area
- Inspect all cargo to be moved to the flights Check that:
 - Check that the ULD you intend to transport matches the actual ULD (ULD ID and flight)
 - The cargo is undamaged and has no signs of being tampered with-inform Supervisor of any abnormalities and Discrepancies
 - All ULDs are fit for flight
 - No nets, ropes, straps, protective materials etc. are in a position to drag on the ground. Get jammed in rollers ball-mats or wheels
 - All built-up cargo is safe to move and will not shift, roll or topple.
 - Check that all loose cargo you intend to transport matches the actual flight is securely stowed all handling instructions are obeyed
 - Ensure that separation of incompatible commodities is maintained at all times
- Protect cargo from adverse weather conditions and avoid the use of open carts
- Keep the dwell time as short as possible for time and temperature-sensitive goods on the ramp and their exposure to climate circumstances.
- Comply within any limitations regarding the maximum number of dollies in a train of dollies and/or the maximum load in a vehicle
- On-road vehicles take into account the need to restrain the ULD against braking, turning, accelerating, bumping and other forces
- Hand over all documentation, pouches and special instructions for that flight only, to the aircraft loading staff or to cabin staff.

C.8 CARGO LOADING/SECURING

C.8.1 CARGO LOADING LOWER DECK

For *THE AIRLINE* policy regarding handling and loading cargo on the lower deck See: **4.5.6-Loading**

C.8.2 DOCUMENT STORAGE PERIODS

THE AIRLINE requires CTO and/or CHA For outgoing flight-related cargo operational records to be retained for at least for three months.

NOTE: In case operational records are held in electronic systems, ensure that such systems provide for a scheduled generation of back-up record files.

- The flight manifests for all stations en-route or a NIL manifest if no Cargo or Mail is loaded
- A copy of every Shipper's Declaration
- A copy of every acceptance checklist for dangerous goods
- A copy of any other shipment acceptance checklists
- NOTOC
- The e-AWB's or paper document equivalent
- Records of scale weights of outgoing ULDs or bulk loads
- Transfer manifests for cargo transferred by another carrier
- Special load instructions for odd-sized ULDs if any
- Information about offloaded/short shipped cargo

C.8.3 LOAD AND PASSENGER CODES ON LOADSHEET, LDM AND NOTOC

The purpose of these codes is to enable a safe and efficient handling at the receiving station by giving proper information about various types of load which require special handling or special treatment. The codes that are described below shall be stated on the loadsheet and in LDM.

Format on Loadsheets and LDM:

- All remarks are abbreviations consisting of 3 alpha characters and a specification of variable length.
- All remarks must be preceded by a full stop.
- The different data within the remark, e.g. classes, loading position, weight, are to be separated by slashes.

Code	Description	LoadSheet LDM example	NOTOC
AOG	Aircraft spare parts / loading position	.AOG/2	YES
AVI	Live animals / loading position	.AVI/4	YES
BAL	Ballast/Not manifested/loading position	.BAL/4/100	NO
COM	Company mail/Not manifested/loading pos.	.COM/2/1	NO
COU	Courier baggage and musical instruments in passenger seats / number of seats occupied per class	.COU/0/1	NO
DIP	Diplomatic mail in custody of airline / loading position/number of bags	.DIP/2/2	NO
EAT	Not hermetically packed foodstuff intended for consumption by humans or animals / loading position	.EAT/3	NO

Code	Description	LoadSheet LDM example	NOTOC
EIC	Equipment in compartment (not manifested items not included in DOW/DOI such as additional flight kits, lashing and supporting equipment) / loading position/weight	.EIC/3/40	NO
EXP	Expedite (rush) baggage / loading position	EXP/2	NO
FIL	Undeveloped film / loading position	.FIL/4	NO
HEA	Heavy items weighing 150 kg or more per piece / loading position/weight Note: Two or more heavy pieces in the same compartment must be shown individually	.HEA/2/150	NO
HEG	Hatching eggs / loading position	.HEG/2	NO
HER	"Heavy on Ramp" items between 50-149 kg per piece / loading position.	.HER/3	NO
HUM	Human remains in coffins / loading position/weight	HUM/3/190	YES
ICE	Dry ice / loading position	.ICE/1	YES
LHO	Live human organs or blood / loading position	.LHO/2	YES
MAG	Magnetized materials (labeled) / loading position	.MAG/4	YES
PAD	Passengers not entitled to firm booking / number of seats occupied per class. Note: PAD are included in PAX C/M distribution	.PAD/3/6	NO
PER	Perishable cargo / loading position	.PER/3	YES
RCL	Cryogenic liquids (refrigerated gases) / loading position	.RCL/2	YES
RCM	Corrosive (labeled) / loading position	.RCM/2	YES
RCX	Explosive 1.3C (labeled) / loading position	.RCX/2	YES
RFG	Flammable gas (labeled) / loading position	RFG/2	YES
RFL	Flammable liquid (labeled) / loading position	.RFL/3	YES
RFS	Flammable solid (labeled) / loading position	.RFS/3	YES

Code	Description	LoadSheet LDM example	NOTOC
RFW	Dangerous when wet (labeled) / loading position	.RFW/2	YES
RIS	Infectious substance (labeled) / loading position	.RIS/1	YES
RMD	Miscellaneous dangerous goods (labeled) / loading position	.RMD/3	YES
RNG	Non-flammable gas (labeled) / loading position	.RNG/2	YES
ROP	Organic peroxided (labeled) / loading position	.ROP/3	YES
ROX	Oxidizer (labeled) / loading position	.ROX/3	YES
RPB	Toxic (labeled) / loading position	.RPB/4	YES
RPG	Toxic gas (labeled) / loading position	.RPG/3	YES
RRW	Radioactive category I – white (labeled) / loading position	.RRW/1	YES
RRY	Radioactive category II and III – yellow (labeled) / loading position and the sum of Transport Indexes per shipment	RRY/4/3	YES
RSB	Polystyrene beads (no label) / loading position/weight	.RSB/3/10	YES
RSC	Spontaneously combustible (labeled) / loading position	.RSC/2	YES
RXB	Explosive 1.4B (labeled) / loading position	.RXB/3	YES
RXC	Explosive 1.4C (labeled) / loading position	.RXC/3	YES
RXD	Explosive 1.4D (labeled) / loading position	.RXD/3	YES
RXE	Explosive 1.4E (labeled) / loading position	.RXE/3	YES
RXS	Explosive 1.4S (labeled) / loading position	.RXS/3	YES
XCR	Operating crew occupying passengers seat(s) when no crew seat(s) available / number of seats occupied per class	.XCR/0/2	NO
VAL	Valuable cargo	NO	NO
WEA	Weapon	.WEA/6	YES

C.9 UNIT LOADING DEVICES HANDLING

CGO 1.6.4, CGO 3.5.1

The responsibilities of external service providers shall ensure the current edition of a copy of the current edition of ULD Regulations (ULDR), is available or accessible at each location where revenue or non-revenue cargo operations are conducted and ULDs are utilized.

Aircraft Unit Load Device (ULD) is a device for grouping, transferring, and restraining cargo for transit. It may consist of a pallet and an approved restrain method or may be a container, both of which can be directly restrained onto the aircraft structure by the Cargo Loading System (CLS).

NOTES:

- An aircraft pallet can also be fitted with an igloo ("non-structural container") shell under a net. As regards regulations it is still a pallet and net assembly.
- When a ULD (pallet or container) is not restrained in the aircraft by the cargo loading system latches it is called a Non CLS restrained ULD (ref. *IATA AHM 455*).

The purpose of ULD is to enable individual pieces of cargo, baggage or mail to be assembled into a standard-size unit to facilitate rapid loading onto and offloading from aircraft having compatible loading and restraint systems, which directly interface with the unit. Because of this interface, they become during the flight a part of the aircraft's structure and therefore regulated as any other aircraft's structure and are therefore regulated as any other aircraft component, in order to ensure flight safety under all foreseeable circumstances.

ULD may also be designed and used for additional functions, e.g temperature control for carriage of perishable cargo. They sometimes require the use of accessories, e.g pallet extensions or cargo restraint straps which are not part of the ULD itself but used during flight aboard the aircraft in conjunction with the ULD. Unless otherwise specified the IATA ULD, Regulations apply equally to ULDs and ULD Accessories.

C.9.1 TRAINING REQUIREMENTS

CGO 2.2.3

THE AIRLINE requires GSP and/or CHA To ensure only qualified staff provides service to *THE AIRLINE* flights Staff shall complete:

- General familiarization training-which must be aimed at providing familiarity with the flight safety objectives and general provisions.
- Function specific training-which must provide detailed training in the requirements applicable to the function for which the person is responsible.
- Safety training must cover the hazards presented by ULDs and their safe handling procedures.
- Recurrent training on a frequency in accordance with requirements of the regulatory authority but not less than once during every 36-month period, except for recurrent training in dangerous goods 24-months See: **0.12.8 - DANGEROUS GOODS TRAINING**

The contents of recurrent training programs should be differentiated from initial training programs. The detailed training contents must be based as necessary for their functions on a defined training curriculum, including at least the specific subjects indicated.

C.9.2 ULD AWARENESS TRAINING

ULD awareness training must be provided to personnel performing any of the identified functions ref. Table 2.1 and Table 2.2 whose duties involve being in contact with ULD.

C.9.3 ULD OPERATIONS TRAINING

ULD Operations training shall be provided in the requirements commensurate with the functions and responsibilities or verified upon the employment for all personnel with functions identified in Table 2.2.

ULD operations training shall be provided to all persons involved in ULD operations, regardless of their being employed by the carrier or non-airline organizations such as Ground Service Providers (e.g ground handling agents, cargo terminal operators) freight forwarders or shippers/consignees, ground transportation service providers (e.g trucking companies), ULD leasing/rental service providers as long as they perform one of the functions identified.

C.9.4 ULD MANAGEMENT TRAINING

ULD management training, including additionally the legal, technical and purchasing requirements for ULD, should be provided in the requirements commensurate with the functions and responsibilities for personnel with managerial functions identified in Table **2.2 - Baggage Activities**.

Training Contents	Functions						
	ULD Handling	ULD Build-up (Baggage only)	ULD Build-up	Aircraft Loading	Load Control & Loading Supervisor	Loadmaster	Cargo Operations Engineering
General Philosophy	X	X	X	X	X	X	X
Acceptance of ULD's		X	X	X	X	X	X
Aircraft limitations				X	X	F	X
Cargo tie-down advanced			F	F	F	F	F
Cargo tie-down-elementary			X	X	X	X	X
Closure/fastening of ULDs	X	X	X	X	X	X	X
Contours of A/C clearance				X	F	F	F
Contours of ULDs			X	X	X	X	X
Damage report/tagging	X	X	X	X	X	X	X
DGR in ULDs			X	X	X	X	X
Drums,cans,cylinders			X		X	X	X
Fire containment ULDs				X	X		X
Handling methods	X	X	X	X	X	X	X
Heavy/very heavy vehicles						F	F
Inspection of ULDs		X	X	X	X		X
Interline or other transfer			X		X		X
Live animals in ULDs		X	X	X	X		X
Maximum area load			X		X	X	X
Maximum C.G limits			X		X	X	X
Maximum gross weight		X	X	X	X	X	X
Maximum running load			X		X	X	X
Means of C.G control			X		X	X	X
Operator's Instructions		X	X	X	X	X	X
Overhangs, long loads			X	X	X	F	F
Pallet/net compatibility			X			X	X
Palletisation/cargo stacking			X	X	X	X	X
Perishable cargo in ULDs			X	X	X	X	X
Piercing cargo			X	X	X	X	X
Reels, spools, pipes			X	X	X	X	X
Reporting of ULD incidents	X	X	X	X	X	X	X
Rigid/frangible cargo					F	F	F
Security procedures	X	X	X	X	X	X	X
Serviceability limits-ODLN		X	X	X	X	X	X
Shoring-advanced						F	F
Shoring-elementary			X	X	X	X	X
Stacking of ULDs	X		X				
Tag signature on ULDs		X	X	X	X	X	X
Temperature controlled ULDs			X		X		
Thermal/insulated containers			X		X		
TSO marking of certified ULDs			X	X	X	X	X
Type Code interpretation		X	X	X	X	X	X
Unserviceable ULDs		X	X	X	X	X	X
Unstable or "tall" cargo			X	X	X	X	X
Vehicles			X	X	X	X	X
Weighing of ULDs		X	X	X	X	X	X
WET cargo precautions			X		X	X	X
Wrapping of ULDs			X	X	X	X	X

*F indicates knowledge required only when preparing ULDs for freighter aircraft main deck. These items may be omitted when no freighter serves the concerned staff's location

Table 2.1 Minimum Training Contents (ULD Operations)

Training Contents	Functions			
	Cargo Operations Engineering	ULD control	ULD purchase	ULD repair
Airworthiness Regulations	X	X	X	X
Classification	X	X	X	X
Component Maintenance Manuals			X	X
Continuing airworthiness			X	X
Control documentation/messages			X	X
General technical requirements	X	X	X	X
Handling facilities equipment		X		
Identification	X	X	X	X
Interline or other transfer		X		
Markings		X	X	X
Operating standards	X			
Parties responsibilities	X	X	X	X
Repair performance and control		X	X	X
Safety Management System	X			
Technical specifications	X		X	X

Table 2.2 Minimum Training Contents (ULD Management)

C.9.5 CONTINUED AIRWORTHINESS ULDS

GRH 3.4.14 (I), GRH 3.4.14

The *IATA ULD Regulations* ULDR shall be used in all aspects of the handling of *THE AIRLINE* ULDs. *THE AIRLINE* uses only certified ULDs. Any damage to the ULD must be within the limits and in accordance with the CMM (Component Maintenance Manual).

Ground Handling service/Cargo provider must ensure when ULD is received/and or accepted/and or prior ULD being released for loading into and aircraft:

- Are inspected to identify damage.
- To determine airworthiness and serviceability.

C.9.6 FACILITIES AND EQUIPMENT

Performing an airworthiness/serviceability check on a ULD does not generally require any specialized facilities or equipment. The inspections can normally be carried out in the typical ULD perating environment, provided that there are:

- Adequate access to all sides of the ULD.
- Adequate lighting.
- Adequate protection from poor weather.

C.9.7 ULD PRE-USE INSPECTION

Before building up any ULD, the ULD operating staff shall carry out a visual inspection of the ULD to confirm that there are no conditions that exceed the damage limits defined on the ODLN. See: **C.9.10 – ULD DAMAGE ALLOWANCE** The visual inspection shall cover all the items listed on the ODLN or alternative documentation. During the ULD pre-use inspection the ULD operating staff should:

- Pay attention to all items listed in the ODLN or equivalent information.
- Check the expiry dates of the ULDs parts and accessories where applicable.
- Check the operation of doors and any other moving parts as well as any safety components such as locks and straps.
- Ensure that no parts of the ULD are obstructed and unable to be inspected.
- Untangle cargo nets before the inspection.
- Consult a supervisor if any doubts.

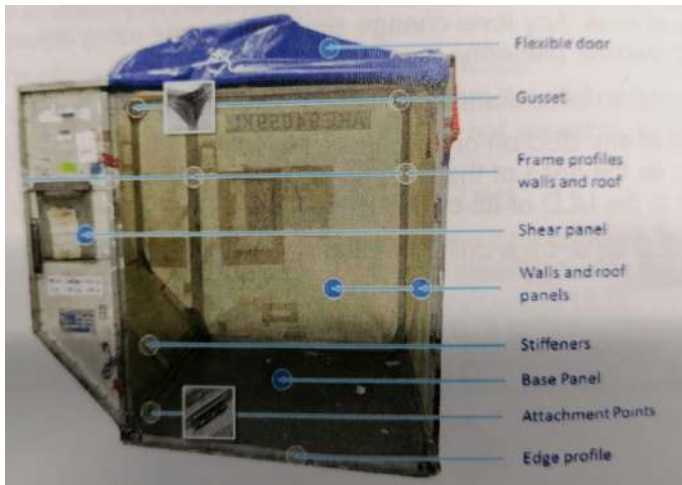
C.9.7.1 SERVICEABILITY CHECKS ON A CONTAINER

For detailed serviceability standards in case of doubt, apply the ULD serviceability checklists for a standard visual check.

The container must possess TSO tags

See: **C.9.10 – ULD DAMAGE ALLOWANCE**

C.9.7.2 ULD CONTAINER PARTS DESCRIPTION

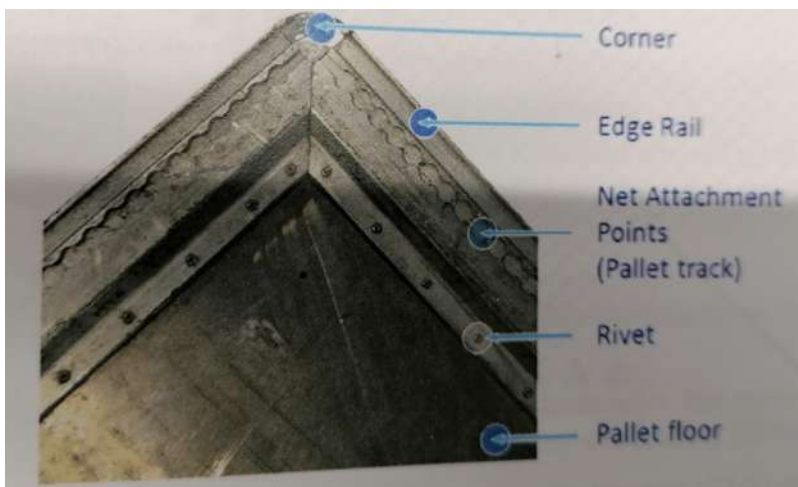


C.9.7.3 SERVICEABILITY CHECKS ON A PALLET

For detailed serviceability standards in case of doubt, apply the ULD serviceability checklists for a standard visual check.

The container must possess TSO tags

See: **C.9.10 – ULD DAMAGE ALLOWANCE**

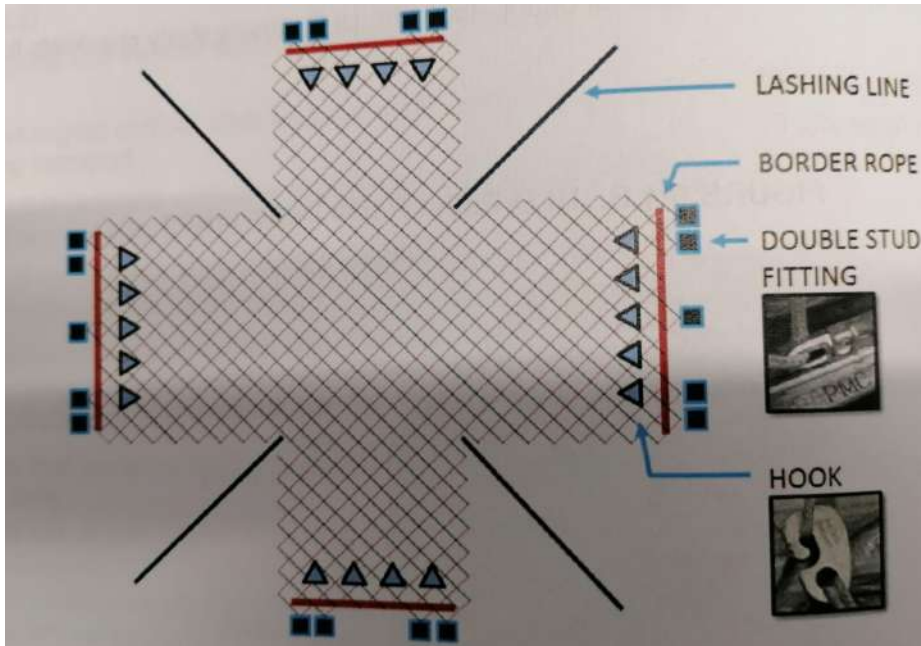


C.9.7.4 SERVICEABILITY CHECKS ON A NET

For detailed serviceability standards in case of doubt, apply the ULD serviceability checklists for a standard visual check.

The container must possess TSO tags.

See: **C.9.10 – ULD DAMAGE ALLOWANCE**



C.9.8 PRE-FLIGHT INSPECTION

GRH 3.4.14 (II)

Once a ULD was built-up and closed it shall be inspected again prior to dispatch for loading into an aircraft by a qualified person. Since the inspection clears the built-up ULD for loading aboard the aircraft It should be record by the name and signature of the responsible person in the "Remarks" box of the ULD tag (ref. Picture 1)



CONTAINER PALLET		
AIRLINE	ID CODE AKE 34579 AA	
DESTINATION	HNL	
NET WEIGHT (Kg)	650	
TARE WEIGHT (Kg)	90	
TOTAL (Kg)	740	
LOADED AT	FLIGHT	POSITION ON A/C
ORD	AA 138	13 L
TRANSHIP AT	FLIGHT	POSITION ON A/C
SFO	JL 219	
CONTENTS		
HB		
REMARKS:		

SIZE: A5

C.9.9 AIRCRAFT LOADING CHECK

CGO 3.5.2

Staff loading ULDs onto an aircraft should perform a final check on the suitability and airworthiness of serviceability of the ULDs

The loading staff shall ensure the following immediately prior to or during aircraft loading:

- ULD is with the maximum allowable contour for the aircraft.
- ULD being loaded does not have any obvious damage greater than that indicated on ODLN.
- ULD doors are properly closed and nets and/or straps correctly fitted and tensioned.
- Cargo is loaded properly so that the cargo does not prevent the ULD from being correctly latched into the cargo loading system.

In case ULD is found to be damaged and unacceptable for loading during the final check, rectification procedures such as temporary repair or restriction of the operating conditions can be carried out if permitted; otherwise the contents of the ULD must be reloaded to another ULD

C.9.10 ULD DAMAGE ALLOWANCE

The following Unit Load Device (ULD) damage limits are referenced from the CMM and shall be used during routine inspection and preflight inspection before loading.

This checklist/label shall be visible on the container.

C.9.10.1 ODLN FOR CONTAINER

OPERATIONAL DAMAGE LIMITS			MANUFACTURED BY:	
AEROBOX AKE ULD P/N 12500-XXX-XXX, 10155-XXX-XXX				
VISUAL CHECK OF CARGO CONTAINER IS REQUIRED BEFORE EACH USE				
DO NOT COVER THIS LABEL DURING REPAIR, REPLACE IT IF NECESSARY. FOR REFERENCE ONLY.				
LOCATION	COMPONENT	CODE	ULD MAY NOT BE USED IF ANY OF THE CONDITIONS BELOW ARE EXCEEDED	
BASE	BASE EXTRUSIONS	EB	NO MORE THAN 1 IN. (25MM) DEFLECTION IN ANY BASE EXTRUSION MEASURED FROM THE GROUND.	
			NO CRACK OR PUNCTURE IN BASE EXTRUSION EXCEEDING 5 IN. (127MM) LONG OR 1.25 IN. (32MM) HIGH.	
			NO MORE THAN 2 PUNCTURES PER BASE EXTRUSION. IF MULTIPLE PUNCTURES ARE LESS THAN 12 IN. (305MM) APART, COMBINED AREA OF PUNCTURES CANNOT EXCEED 5 IN. (127MM) x 1.3 IN. (32MM).	
			NO BROKEN OR MISSING BASE EXTRUSIONS.	
			NO MISSING OR BROKEN CORNER BUMPERS.	
DOOR AREA	BASE CORNERS	CB	NO MISSING OR BROKEN TIE-DOWN CLEATS OR LOCK PINS ON INBOARD/OUTBOARD BASE EXTRUSIONS.	
	BASE TIE-DOWNS	TB	NO MISSING OR BROKEN TIE-DOWN CLEATS OR LOCK PINS ON INBOARD/OUTBOARD BASE EXTRUSIONS.	
	BASE SHEET	SB	NO CRACKS OR HOLES REGARDLESS OF SIZE WITH THE EXCEPTION OF DRAINAGE HOLES.	
	BASE FASTENERS	FB	NO MORE THAN 4 MISSING BASE RIVETS OR 2 ADJACENT MISSING BASE RIVETS PER BASE EXTRUSIONS.	
			NO MISSING OR BROKEN LOCK PINS IN CORNER GUSSETS OR ANGLE BRACKETS.	
DOOR CURTAIN		CD	NO CUTS, HOLES OR TEARS EXCEEDING 8 IN. (204MM) IN LONG DIMENSION, 12 IN. (457MM) FOR AEROTUF	
			NO CUPS, HOLES OR TEARS EXCEEDING 2 IN. (51MM) THAT ARE CLOSER THAN 1 IN. (25MM) TO FRAME.	
			IF MULTIPLE PUNCTURES ARE CLOSER THAN 2 IN. (102MM), LONGEST COMBINED PUNCTURE LENGTH CAN BE NO GREATER THAN 8 IN. (204MM). 12 IN. (457MM) FOR AEROTUF HIGH-STRENGTH DOORS.	
			NO MISSING, DAMAGED, WORN, OR NON-FUNCTIONAL VELCRO DOOR STRAPS OR D-RING STRAPS.	
			NO SINGLE HOLE EXCEEDING 12 IN. (305MM) IN LONGEST DIMENSION (10 IN. (254MM) ON TOP PANEL. IF MULTIPLE HOLES ARE CLOSER THAN 2 IN. (51MM), LONGEST COMBINED HOLE LENGTH CAN BE NO GREATER THAN 12 IN. (457MM). (10 IN. (254MM) ON TOP PANEL).	
PANELS	COMPOSITE PANELS	SP	NO PANELS WITH COMBINED DAMAGE OF OVER 25% (1/4TH) OF PANEL AREA. (5% ON TOP PANEL ONLY).	
			NO DEFLECTION OF DAMAGED PANELS BY MORE THAN 1 IN. (25MM) INWARD OR 0.5 IN. (13MM) OUTWARD.	
			NO DELAMINATION (SKIN SEPARATION FROM CORE) OF PANEL THAT EXCEEDS 2 IN. (50MM) WIDE, EXTENDS LENGTH OR WIDTH OF PANEL, AND AFFECTS BOTH INNER AND OUTER COMPOSITE SKINS.	
			NO BENT OR DEFORMED EXTRUSION PROJECTING OVER 1 IN. (25MM) INTO THE CONTAINER.	
			NO BENT OR DEFORMED EXTRUSION PROJECTING OVER 0.5 IN. (13MM) BEYOND THE CONTAINER ENVELOPE.	
CORNER CONNECTIONS	DOOR EXTRUSIONS	EP	NO CRACKS EXCEEDING 1 IN. (25MM) ACROSS EXTRUSION OR 3 IN. (76MM) ALONG LENGTH OF EXTRUSION.	
	PANEL FASTENERS	FP	NO MORE THAN 3 TOTAL OR 2 ADJACENT LOCK PINS MISSING PER EDGE. (2 TOTAL L. OUTBOARD AND TOP).	
	GUSSETS	GP	NO MISSING, BROKEN, BENT, OR LOOSE CORNER GUSSETS.	
	ANGLE BRACKETS	AP	NO MISSING, BROKEN, BENT, OR LOOSE ANGLE BRACKETS.	
	WEBBING/STRAPS	WP	NO DAMAGED, MISSING, WORN OR FRAYED PULL STRAPS.	
OTHERS	TSD I.D. PLATE	TM	NO MISSING PLATE OR DAMAGE TO PLATE THAT RENDER'S INFORMATION ILLEGIBLE.	

IF IN DOUBT, CONSULT CMM FOR CLARIFICATION

ACS 6000772 REV. C THIS NOTICE FOR OPERATIONAL USE ONLY. SERVICEABILITY OF UNIT NOT AFFECTED IF THIS LABEL IS MISSING OR ILLEGIBLE.

C.9.10.2 ODLN FOR PALLET

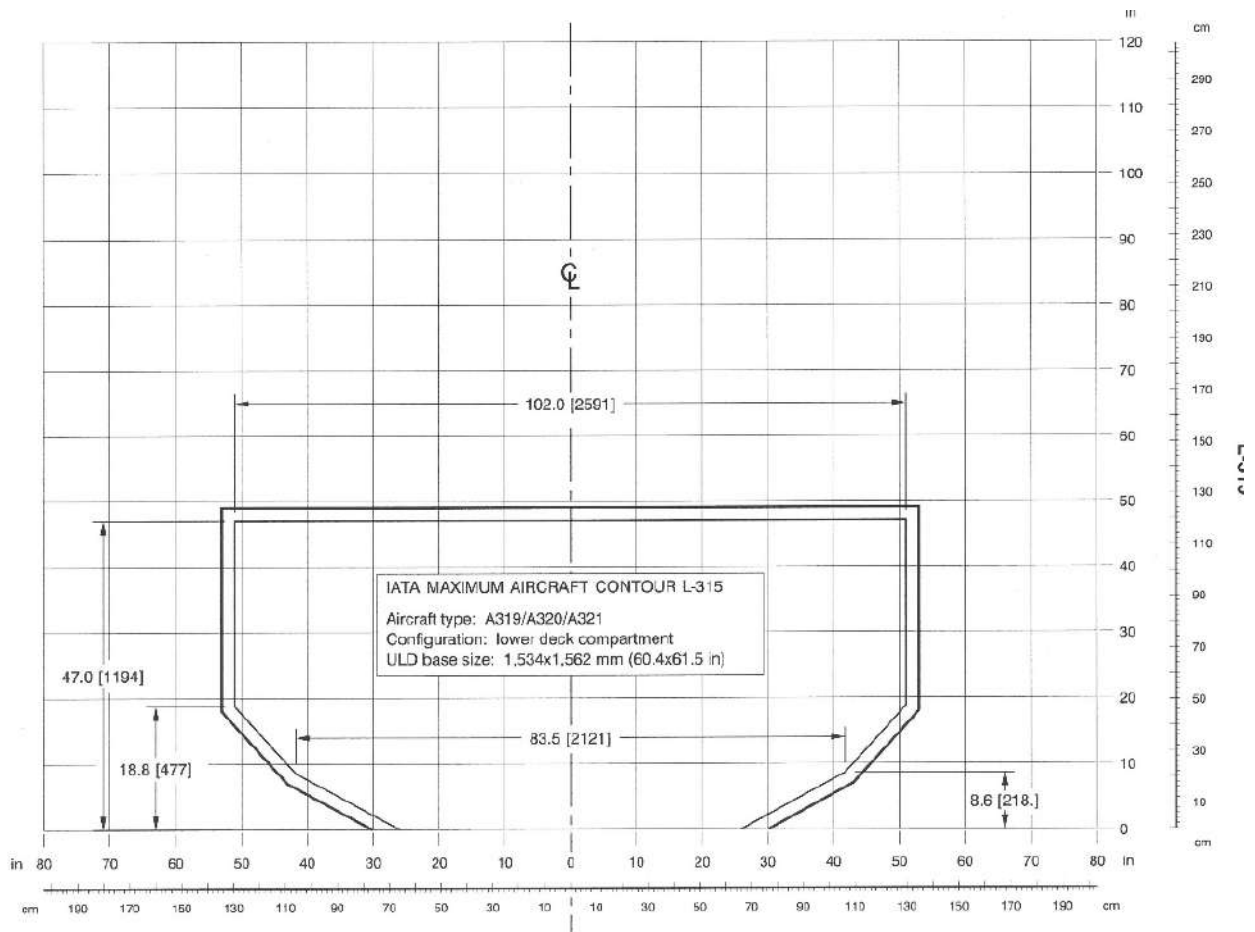
Appendix B (pallet)			
OPERATIONAL DAMAGE LIMITS FOR PALLET			- DO NOT COVER -
FOR REFERENCE ONLY			Visual Check of Pallet is REQUIRED BEFORE USE
Location	Component	Code	MANUFACTURER XYZ PALLET TYPE/SERIES xxxxxx NOTICE Reference No. xxxxxx
Pallet	Sheet	SB	ULD MAY NOT BE USED IF ANY OF THE CONDITIONS BELOW ARE EXCEEDED
	Extrusion	EB	NO MORE THAN XXX INCH / XXX MM SIZED CRACKS, HOLES OR INDENTATIONS
			NO BROKEN OR MISSING PARTS
			NO PENETRATION INTO HOLLOW CHAMBER
			NO MORE THAN XXX INCH / XXX MM SIZED CRACKS IN ANY DIRECTION
			NO MORE THAN XXX INCH / XXX MM SIZED GOUGES
	Tie-Down	TB	NO MORE THAN 1 INCH / 25,4 MM BOWED, WARPED OR DEFLECTED EXTRUSION
			NO BROKEN, CRACKED OR DEFORMED TIE-DOWN LIPS
	Fastener	FB	NO CLOGGING WITH DIRT OR OTHER CONTAMINANTS
			NO MORE THAN XXX BROKEN, LOOSE OR MISSING RIVETS
	Corner Connection	CB	NO LESS THAN XXX INCH / XXX MM BETWEEN BROKEN, LOOSE OR MISSING RIVETS
			NO BROKEN, CRACKED, BENT OR LOOSE CORNER CONNECTIONS
			NO DEFORMED, BROKEN OR MISSING CORNER ASSEMBLIES
Others	TSO	TM	NO CRACKS IN ORIGINAL CORNER WELDINGS (FOR WELDED PALLETS ONLY)
Special Requirements			IN PLACE AND LEGIBLE
			OWNER AIRLINE / MANUFACTURER REQUIREMENTS
When in doubt refer to CMM			Notice for operational use ONLY
			Serviceability NOT affected when missing or illegible

C.9.10.3 ODLN FOR PALLET NETS

Appendix C (pallet net)			
OPERATIONAL DAMAGE LIMITS FOR PALLET NET			- DO NOT COVER -
FOR REFERENCE ONLY			Visual Check of Cargo Pallet Net is REQUIRED BEFORE USE
Location	Component	Code	MANUFACTURER XYZ NET TYPE/SERIES xxxxxx NOTICE Reference No. xxxxxx
Braid / Rope	General	GN	ULD MAY NOT BE USED IF ANY OF THE CONDITIONS BELOW ARE EXCEEDED
	Mesh + Border-Cords	MN	NO CONTAMINATION; EXPIRY DATE NOT EXCEEDED
			NO SEVERED OR PARTLY SEVERED CORDS
Hardware	Lashing-Lines	LN	NO CUT OR BROKEN STRANDS
			NO MORE THAN SLIGHT ABRASION
	Attachment Fittings	FN	NO MISSING LASHING LINES
			NO LINES SHORTENED BEYOND THAT REQUIRED FOR THE PALLET LOAD HEIGHT
			NO MISSING ATTACHMENT FITTINGS
Labels / Tags	Adjusting Hooks	HN	NO DISTORTION PREVENTING NORMAL USE
			NO CORROSION PREVENTING NORMAL USE
Special Requirements	TSO	TM	NO MORE THAN ONE MISSING FROM ANY NET FACE (IF MORE, ADJUST USING HOOKS ON OTHER THREE FACES)
			IN PLACE AND LEGIBLE
			NOTE THAT IT MAY BE POSSIBLE TO USE A NET WITH DAMAGE GREATER THAN THE LIMITS SET OUT, BY REDUCING THE MAXIMUM PAYLOAD ON THE PALLET. A PAYLOAD VERSUS DAMAGE TABLE IS INCLUDED IN THE CMM.
			ALTERNATIVELY, IT MAY BE POSSIBLE TO EFFECT A REPAIR USING A 'TEMPORARY REPAIR STRAP' (SEE CMM FOR DETAILS)
			IN SOME CIRCUMSTANCES, IT IS PERMITTED TO 'DOUBLE NET' IN ORDER TO MAINTAIN PAYLOAD (SEE CMM FOR DETAILS)
When in doubt refer to CMM			Notice for operational use ONLY
			Serviceability NOT affected when missing or illegible

C.10 ULD LIMITATIONS

C.10.1 CONTOUR AIRCRAFT LIMITATIONS A320/321



C.10.2 MAXIMUM GROSS LIMITATIONS

The conventional maximum operational gross mass.

Base size code	Base dimensions	Maximum operational gross mass
	mm x mm	Kg
A	2 235 x 3 175	4625
K	1 534 x 1 562	1588 ¹
L	1 534 x 3 175	3 175
M	2 438 x 3 175	5 100
N	1 562 x 2 438	2 550
P	1 194 x 1 534	1 225
Q	1 534 x 2 438	2 450
S	1 562 x 2 235	2 310

¹ Contour G or H ULD types certified prior to 2012 under a TSO earlier than C90d are limited to 1134Kg as a result of the lower side load testing

C.10.3 AREA LOAD LIMITATION

In order not to exceed the capability of the aircraft cargo compartment floor structure

See: **F – FLEET**

C.11 ULD LOADING OPERATIONS

For safe operation make sure that loader platform and the aircraft door sill are correctly aligned before you load/unload a ULD to prevent damage to the aircraft door sill and/or the ULD.

C.11.1 LOADING OPERATIONS ULD FWD COMPARTMENT

The semi-automatic cargo loading system is prepared to move cargo into the cargo compartment when:

- The YZ-latch of each door sill latch is in the lowered position.
- The POWER ON/OFF switch is in the ON position.
- The POWER LIGHT is on.

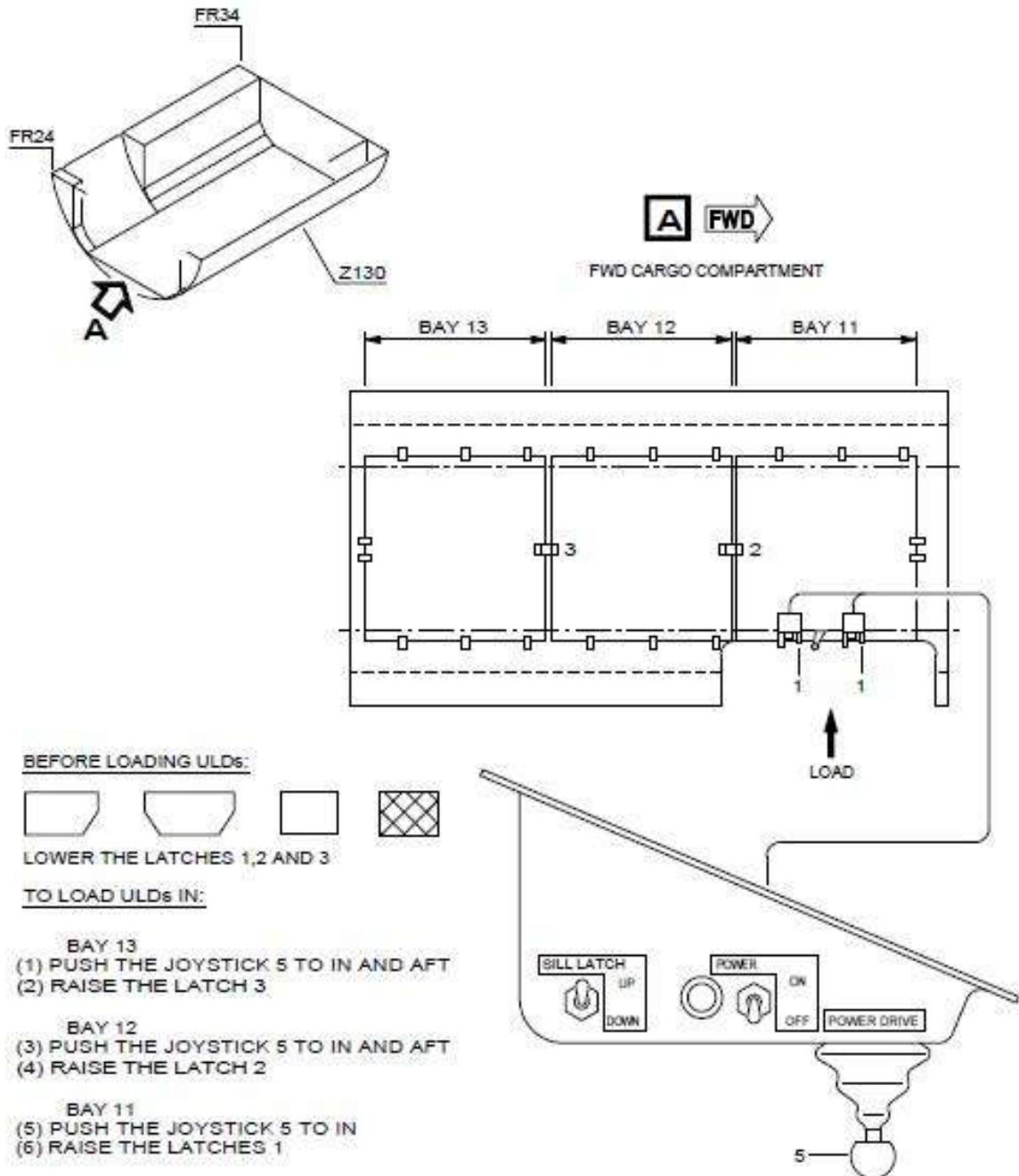
Power is now supplied to the cargo loading system and it can be put into operation. Before you unload the ULD, all the XZ-single latches 32 must be in the lowered position. Power is then available at the PDU for the movement of the ULD.

The first ULD can now be moved into the cargo compartment. In the door opening the entrance guides guide and align the ULD. At the same time, the overridable Y-latch on each of the door sill latches is pushed down when the ULD moves over them. The Y-latches come up again when the ULD has gone over them. Thus the Y-latches prevent an accidental roll-out of the ULD.

When the ULD is in the ball mat area, the lateral PDU moves it. The joystick controls the lateral PDU. When you push the joystick to the IN position and hold it, then power is supplied to the lateral PDU. This causes the roller of the PDU to turn in the IN direction and the drive roller moves up to touch the base of the ULD. The drive roller moves the ULD across the cargo compartment until it engages in the YZ-latches and YZ-guide rails which stop it. The drive roller below the ULD turns until the joystick is released and goes back to the centre/neutral position. Thus the power supply to the lateral PDU is stopped and causes the drive roller to go down.

To move the ULD in the ball mat area to the rear of the cargo compartment, push the joystick to the AFT position and hold it. Power is supplied to all of the longitudinal PDU, this causes their rollers to turn and the drive roller to come up. The ULD then moves to the rear of the cargo compartment from one PDU to the next until the ULD engages the end stops. The rollers of the longitudinal PDU turn until the joystick is released and goes back to the centre/neutral position. The YZ-latches keep the ULD aligned while the ULD moves into the loading position.

When the ULD is in position, you lift the XZ-single latch 32 in front of it manually to hold the ULD. When you lift the XZ-single latch 32, the proximity switch below the latch operates and stops the power supply to the related PDU. The PDU is now isolated from the power supply. When you load the next ULD, the PDU below the ULD already in position does not run. When the last ULD is loaded and in position in the ball mat area, you lift the YZ-latch on each of the door sill latches. The YZ-latch locks and holds the ULD in the ball mat area. When the YZ-latch is in the lifted position, the related limit switch stops the power supply to the cargo loading system. The cargo loading system is then electrically isolated. Set the POWER ON/OFF switch to OFF and the POWER LIGHT goes off.



C.11.2 UNLOADING OPERATIONS ULD FWD COMPARTMENT

The semi-automatic cargo loading system is prepared to move cargo out of the forward cargo compartment when:

- The POWER ON/OFF switch is in the ON position.
- The YZ-latch on each of the door sill latches is in the lowered position and the POWER control light is on.

Power is now supplied to the cargo loading system and it is ready to operate.

Before you unload the first ULD, lower the Y-latch on each of the door sill latches. The actuating mechanism lowers the Y-latches electrically when you push the DOOR SILL LATCH switch to DOWN and hold it. When the Y-latches are in the lowered position, the ULD in the ball mat area is ready to unload.

When you push the joystick to the OUT position and hold it, power is supplied to the lateral PDU below the ULD. This causes the same time the drive roller of the PDU to turn in the out/unload direction and move the drive roller up and touch the base plate of the ULD. Thus the drive roller moves the ULD out of the cargo compartment. The entrance guides in the door opening align and guide the ULD out of the Compartment.

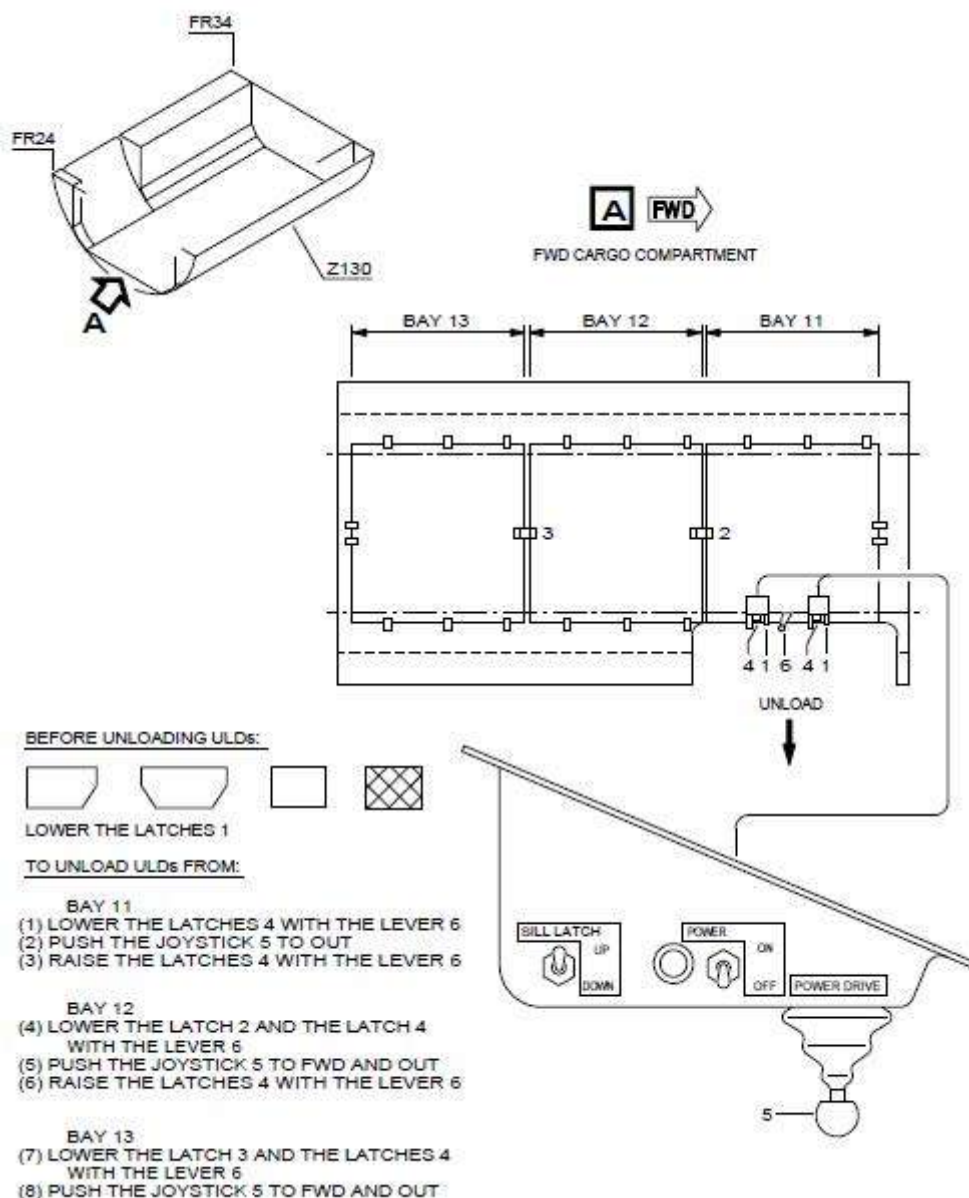
When the ULD is over the door sill, you can release the DOOR SILL LATCH switch. The Y-latches then come up until they touch the ULD base plate. When the ULD has moved fully over the door sill, the Y-latches continue to lift until they are in the upright position. Thus the Y-latches prevent an accidental roll-out of the next ULD to be unloaded.

The drive roller of the PDU turns until the joystick is released and goes back to the centre/neutral position. Then the drive roller of the lateral PDU stops and lowers.

To unload the ULD aft of the ball mat area, you must manually lower the XZ-single latch 32 in front of it. When the XZ-single latch 32 is in the lowered position, the proximity switch below the latch is operated. Power is now available to the related longitudinal PDU below the ULD. When you push the joystick to the forward position and hold it, power is supplied both to the PDU related to the lowered XZ-single latch 32, and to the longitudinal PDU in the ball mat area.

The ULD then moves in the forward direction onto the ball mat area from one longitudinal PDU to the other. The ULD stops when it engages the fixed Y-guide. When you release the joystick, it goes back to the centre/neutral position and stops the power supply to the PDU. To move the ULD out of the ball mat area you must do the same unload procedure as described for the first ULD. The last ULD moves out of the cargo compartment as specified for the ULD before.

When the last ULD is unloaded, you must manually lift the YZ-latch on each of the door sill latches. The YZ-latches lock in the lifted position and the related limit switch stops the power supply to the cargo loading system and the POWER LIGHT goes off. Set the POWER ON/OFF switch to OFF.



C.11.3 LOADING OPERATIONS ULD AFT COMPARTMENT

The semi-automatic cargo loading system is prepared to move cargo out of the forward cargo compartment when:

- The POWER ON/OFF switch is in the ON position.
- The YZ-latch on each of the door sill latches is in the lowered position and the POWER control light is on.

Power is now supplied to the cargo loading system and it can be put into operation. Before you load the ULD, all the XZ-single latches 32 must be in the lowered position. Power is then available at the PDU or the movement of the ULD.

The first ULD can now be moved into the cargo compartment. In the door opening the entrance guides guide and align the ULD. At the same time, the overridable Y-latch on each of the door sill latches is pushed down when the ULD moves over them. The Y-latches come up again when the ULD has gone over them. Thus the Y-latches prevent an accidental roll-out of the ULD.

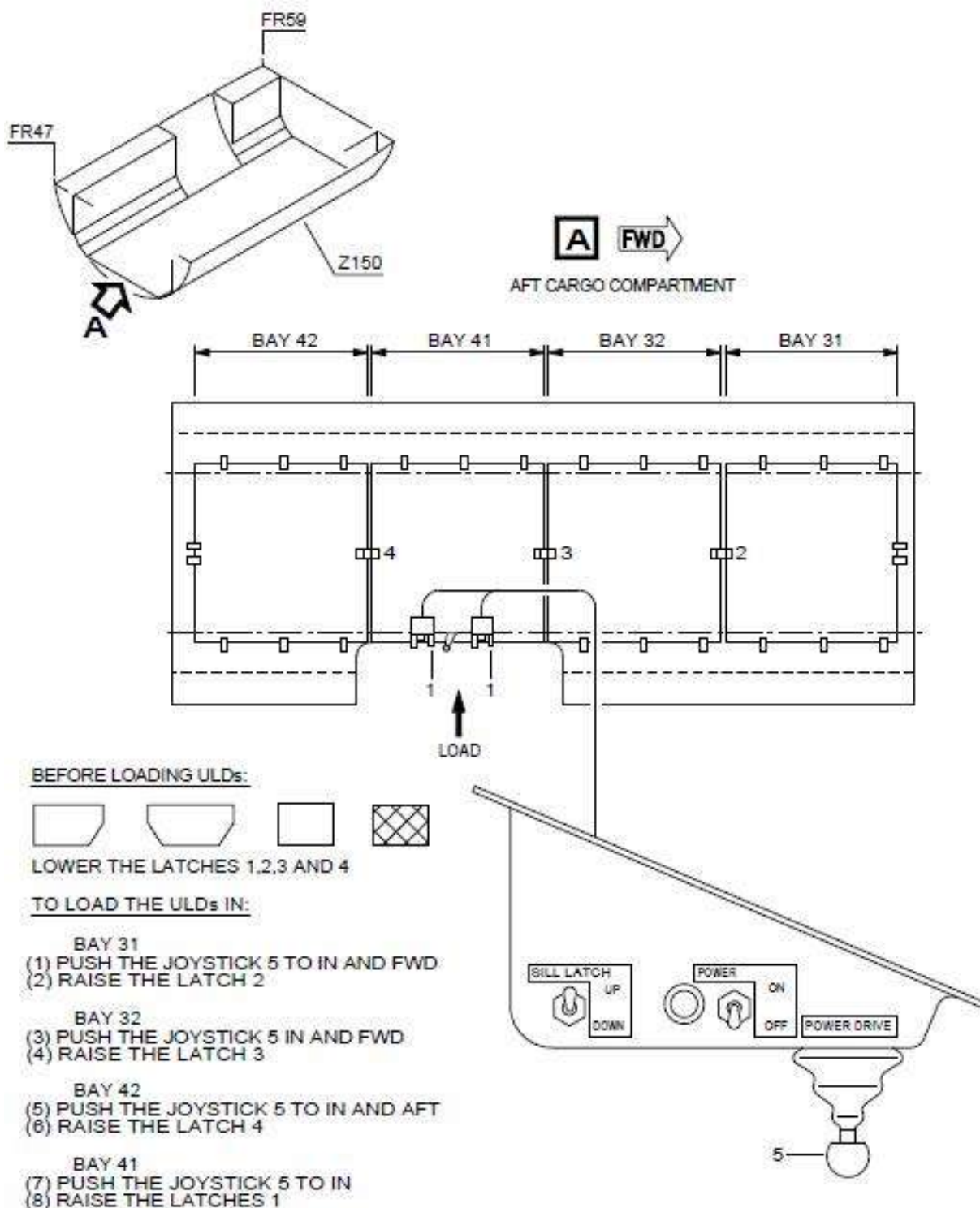
When the ULD is in the ball mat area, the lateral PDU moves it. The joystick controls the lateral PDU. When you push the joystick to the IN position and hold it, then power is supplied to the lateral PDU. This causes the rollers of the PDU to turn in the IN direction and the drive roller moves up to touch the base of the ULD. The drive roller moves the ULD across the cargo compartment until it engages in the YZ-latches and YZ-guide rails which stop it. The drive roller below the ULD turns until the joystick is released and goes back to the centre/neutral position. Thus, the power supply to the lateral PDU is stopped and causes the drive roller to go down.

To move the ULD from the ball mat area to the forward of the cargo compartment, push the joystick to the FWD position and hold it. Power is supplied to all of the longitudinal PDU, this causes their rollers to turn and the drive roller to come up. The ULD then moves to the forward of the cargo compartment from one PDU to the next until the ULD engages the endstop. The rollers of the longitudinal PDU turn until the joystick is released and goes back to the centre/neutral position. The YZ-latches keep the ULD aligned while the ULD moves into the loading position.

To move the ULD from the ball mat area to the rear of the cargo compartment, push the joystick to the AFT position and hold it. Power is supplied to all of the longitudinal PDU, this causes their rollers to turn and the drive roller to come up. The ULD then moves to the rear of the cargo compartment until the ULD engages the endstop. The rollers of the longitudinal PDU turn until the joystick is released and goes back to the centre/neutral position. The YZ-latches keep the ULD aligned while the ULD moves into the loading position.

When the ULD is in position, you lift the XZ-single latch 32 in front of it manually to hold the ULD. When you lift the XZ-single latch 32, the proximity switch below the latch operates and stops the power supply to the related PDU. The PDU is now isolated from the power supply. When you load the next ULD, the PDU below the ULD already in position does not run.

When the last ULD is loaded and in position in the ball mat area, you lift the YZ-latch on each of the door sill latches. The YZ-latch locks and holds the ULD in the ball mat area. When the YZ-latch is in the lifted position, the related limit switch stops the power supply to the cargo loading system. The cargo loading system is then electrically isolated. Set the POWER ON/OFF switch to OFF and the POWER light goes off.



C.11.4 UNLOADING OPERATIONS ULD AFT COMPARTMENT

The semi-automatic cargo loading system is prepared to move cargo out of the aft cargo compartment when:

- The YZ-latch on each of the door sill latches is in the lowered position and the POWER control light is on
- The POWER ON/OFF switch is in the ON position.

Power is now supplied to the cargo loading system and it can be put into operation.

To unload the first ULD, lower the Y-latch on each of the door sill latches. The actuating mechanism lowers the Y-latches electrically when you push the DOOR SILL LATCH switch to DOWN and hold it. When the Y-latches are in the lowered position, you can start to unload the ULD in the ball mat area.

When you push the joystick to the OUT position and hold it, power is supplied to the lateral PDU positioned below the ULD. The rollers of the PDU turn in the out/unload direction. At the same time, the drive roller moves up to touch the baseplate of the ULD. The drive roller then moves the ULD out of the cargo compartment. The entrance-guides in the door opening guide and align it.

When the ULD is over the door sill, you can release the DOOR SILL LATCH switch. The Y-latches then lift until they touch the ULD baseplate. When the ULD has gone over the door sill, the Y-latches continue to lift until they are in the lifted position. Thus, the Y-latches prevent an accidental roll-out of the next ULD to be unloaded.

The rollers of the PDU turn until the joystick is released and goes back to the centre/neutral position. Then the drive roller of the lateral PDU stops and lowers.

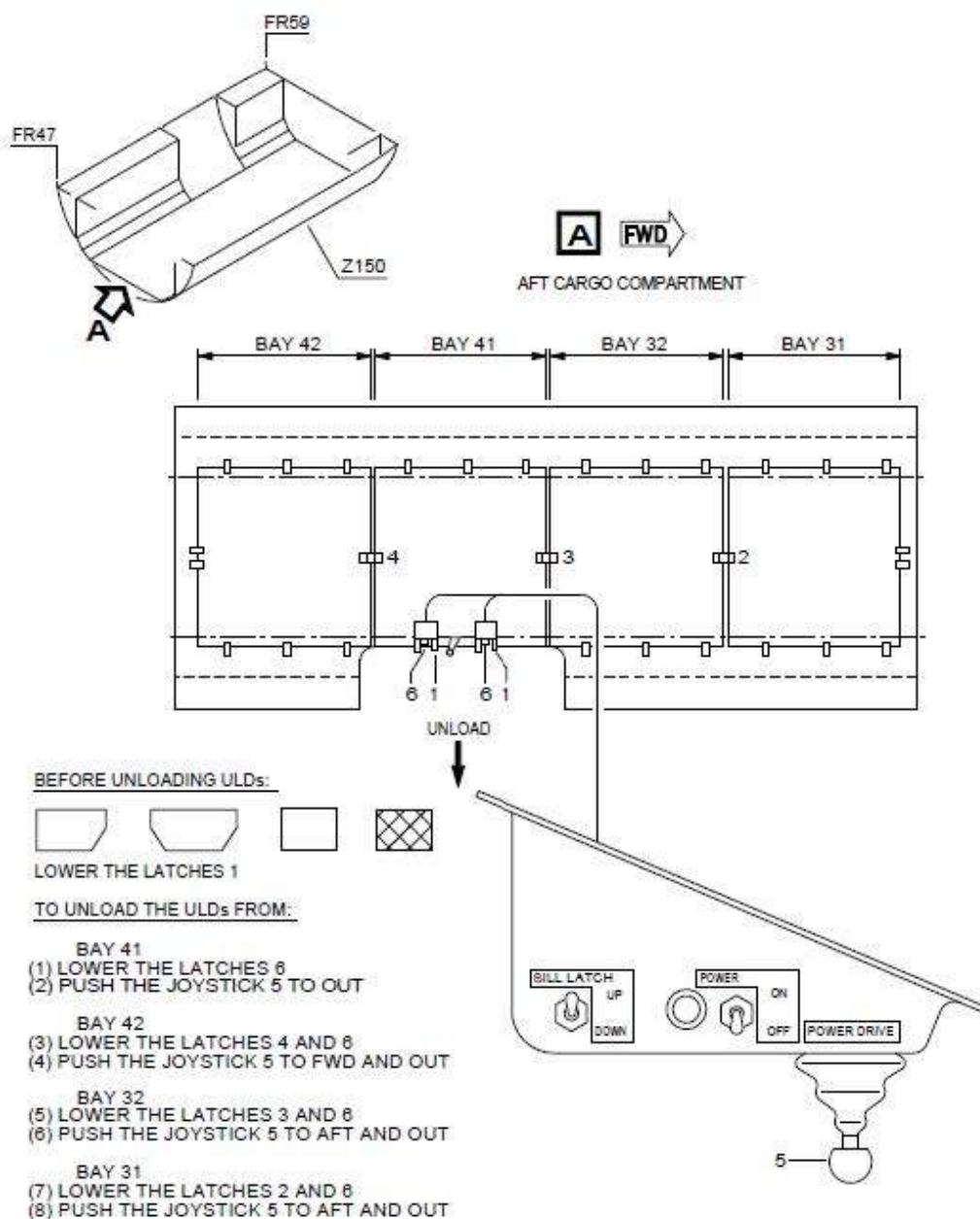
To unload the ULD forward of the ball mat area, you must lower the XZ-single latch 32 in front of it manually. When the XZ-single latch 32 is in the lowered position, the proximity switch below the latch is operated. Power is now available to the related longitudinal PDU below the ULD. When you push the joystick to the AFT position and hold it, power is supplied only to the PDU related to the lowered XZ-single latch 32, and to the longitudinal PDU in the ball mat area. The ULD then moves to the rear of the cargo compartment onto the ball mat area from one longitudinal PDU to the other. When you release the joystick, it goes back to the centre/neutral position and stops the power supply to the PDU. The ULD then moves out of the cargo compartment as specified for the first ULD in the ball mat area.

To unload the ULD aft of the ball mat area, you must lower the XZ-single latch 32 in front of it manually. When the XZ-single latch 32 is in the lowered position, the proximity switch below the latch is operated. Power is now available to the related longitudinal PDU below the ULD. When you push the joystick to the FWD position and hold it, power is supplied only to the PDU related to the lowered XZ-single latch 32, and to the longitudinal PDU in the ball mat area.

The ULD then moves to the forward of the cargo compartment onto the ball mat area. When you release the joystick, it goes back to the centre/neutral position and stops the power supply to the PDU. The ULD then moves out of the cargo compartment as specified for the first ULD in the ball mat area.

When the ULD are unloaded, you must lift the YZ-latch on each of the door sill latches manually. The YZ-latches lock in the lifted position and the related limit switch stops the power supply to the cargo loading system. Set the POWER ON/OFF switch to OFF and the POWER light goes off.

If an electrical malfunction occurs, you can load/unload the ULD manually. You can lower and lift the Y-latches on the door sill latches manually with the DOOR SILL LATCH LEVER.



END OF CHAPTER

Annex D - DANGEROUS GOODS

D.0 ANNEX D – TABLE OF CONTENT

D.0	ANNEX D – TABLE OF CONTENT	D-1
D.1	DANGEROUS GOODS REGULATION	D-2
D.2	ACCEPTANCE OF DANGEROUS GOODS	D-2
D.2.1	GENERAL	D-2
D.2.2	ACCEPTANCE OF DANGEROUS GOODS	D-3
D.2.3	SHIPPERS DECLARATION FOR DANGEROUS GOODS	D-3
D.2.4	DANGEROUS GOODS ACCEPTANCE CHECK-LIST FOR NON-RADIOACTIVE, RADIOACTIVE AND DRY ICE	D-4
D.2.4.1	AIR WAYBILL (AWB)	D-4
D.2.5	DANGEROUS GOODS AND SPECIAL LOAD	D-4
D.2.6	CATEGORIES OF DANGEROUS GOODS	D-5
D.2.7	DANGEROUS GOODS LABELLING	D-11
D.2.7.1	IDENTIFICATION OF ULD CONTAINING DG	D-11
D.2.7.2	HAZARD LABELS	D-11
D.2.7.3	HANDLING LABELS	D-11
D.2.8	HANDLING OF DANGEROUS GOODS	D-12
D.2.8.1	LOAD HANDLING	D-12
D.2.8.1.1	LOADING RESTRICTIONS	D-13
D.2.8.2	EMERGENCY RESPONSE	D-13
D.2.8.3	CONTROL FOR DAMAGE OR LEAKAGE	D-14
D.2.8.4	DAMAGE TO OR LEAKAGE FROM RADIOACTIVE MATERIALS	D-14
D.2.9	REPORTING OF OCCURRENCES	D-14
D.3	NOTIFICATION TO CAPTAIN	D-15
D.3.1	ISSUING AND HANDLING	D-16
D.3.2	DGR NOT REQUIRED TO APPEAR ON THE NOTOC	D-17
D.4	HIDDEN DANGEROUS GOODS	D-18
D.4.1	DANGEROUS GOODS IN BAGGAGE AND CARGO	D-18
D.4.2	PROVISIONS FOR DANGEROUS GOODS CARRIED BY PASSENGERS OR CREW	D-19
D.5	DOCUMENTATION CONCERNING DANGEROUS GOODS	D-21
D.5.1	AIR WAYBILL (AWB)	D-21

D.1 DANGEROUS GOODS REGULATION

GRH 1.6.3, GRH 1.6.6

THE AIRLINE ensures that current edition of IATA DGR are available at each location where cargo operations are conducted and dangerous goods are accepted. Also, DGR must be accessible at locations where passenger check-in and/or boarding operations are conducted. Each Ground Handling and Cargo agent have to ensure that all personnel which is involved in cargo operations and/or DGR acceptance have to be familiar and have access to current IATA DGR.

D.2 ACCEPTANCE OF DANGEROUS GOODS

SPA.DG.110 (B)

D.2.1 GENERAL

GRH 3.4.10

Dangerous goods are 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 IATA Dangerous Goods Regulations or which are classified according to the IATA Dangerous Goods Regulations.

Dangerous goods, cargo and mail must not be carried in an aircraft cabin occupied by passengers and aircraft flight deck.

Dangerous goods may be divided into three categories:

- Those, which are acceptable for transport by air (on both cargo and passenger aircraft), provided all provisions are complied with.
- Some dangerous goods are too dangerous to be carried by aircraft (those, which are forbidden for transport by air).
- Others may be carried on cargo aircraft only.

A number of limitations are placed on dangerous goods which are permitted to be transported by air, refer to IATA DGR.

Only qualified and trained staff will conduct the acceptance and checking of all Dangerous Goods shipments. The documentation and the package(s) will be checked together, preferably by the same person. Packages that have not yet been accepted must be kept separate from those packages that may have already been accepted for carriage.

D.2.2 ACCEPTANCE OF DANGEROUS GOODS

SPA.DG.105 (B) (7), CGO 3.2.4

Upon acceptance of DG the responsible person will inspect if any package, overpack, freight container, or ULD containing dangerous goods is properly marked and labelled; there is no leakage; its integrity has not been compromised. **In case of any noncompliance, the cargo cannot be accepted.**

- Dangerous Goods as defined and listed in the IATA DGR are shipments, which due to their chemical and/or physical characteristics may be hazardous to passengers, crew, the aircraft or other cargo on board. Therefore, they may only be accepted when in accordance with the DGR - or not accepted at all. It is prohibited to carry dangerous goods which are not pointed or mentioned as a prohibited according to IATA DGR.
- *THE AIRLINE* do not carry High Consequence Dangerous Goods (those which have the potential for misuse in a terrorist event and which may, as a result, produce serious consequences such as mass casualties, mass destruction or, particularly for Class 7, mass socio-economic disruption).
- Packages, markings, labeling and documentation must be checked carefully and decision of acceptance or refusal must not be made until the checking procedure is finished and applicable check lists have been completed in full. When making decision safety is the primary concern and if there's any doubt of that, shipment must not be accepted.
- The person in charge of acceptance of Dangerous Goods must be trained in accordance with current regulations.
- Each training standard has to valid for 24 months of previous training to ensure knowledge is up to date.

D.2.3 SHIPPERS DECLARATION FOR DANGEROUS GOODS

Dangerous good must not be accepted for transport unless the package(s) over-Packs or if applicable unit load devices are accompanied by two copies of the "Shippers Declaration" in English The declaration form must be completed in the English language. The wording in English may be accompanied by an accurate translation in another language. (example in IATA DGR Section 8 – Documentation). One copy shall follow the cargo; one copy shall be kept at departing station for a period of 3 (three) months.

D.2.4 DANGEROUS GOODS ACCEPTANCE CHECK-LIST FOR NON-RADIOACTIVE, RADIOACTIVE AND DRY ICE

CGO 3.2.6

Check list must be used every time during acceptance of DG. The use of DG acceptance checklist is to ensure and verify that package(s), overpack(s) or freight container(s), as applicable, are correctly marked and labelled and the Shipper's Declaration for Dangerous Goods, if required, or other documentation complies with the requirements of the current edition of the IATA DGR.

- When accepting a shipment containing Dangerous Goods, acceptance check-list must be issued in duplicate.
- After the completion, the box "Comments" shall be filled in and the check list signed. The original of the check-list must be attached to the AWB.
- Whenever a shipment is rejected a duplicate copy of this completed form shall be handed over to the shipper.
- All acceptance check-list forms are updated once a year according to the IATA DGR current edition.
- After the flight, a copy of check-list, Shipper's declaration and NOTOC shall be retained for a minimum period of three months.
- Check lists which not passed acceptance due to errors or omissions by the shipper should be retrained for three months

D.2.4.1 AIR WAYBILL (AWB)

Dangerous Goods must be indicated in the "Handling Information" box and "Nature and Quantity of goods" box according to IATA DGR Reference: IATA DGR.

D.2.5 DANGEROUS GOODS AND SPECIAL LOAD

Dangerous goods must never be carried as checked or unchecked baggage by passenger or crew.

Dangerous goods may be divided into four categories:

- Acceptable for transport by air provided all the provisions of the Regulations are
 1. complied with.
 2. Forbidden for transport by air under any circumstances.
 3. Forbidden for transport by air unless exempted by states concerned.
 4. Excepted from the provisions of the regulations.

Dangerous goods must be carried according current edition IATA Dangerous Goods Regulations (DGR)

D.2.6 CATEGORIES OF DANGEROUS GOODS

Dangerous goods are divided into 9 classes reflecting the type of risk involved:

Class/Name/Division Hazard Label/Mark	IMP-CODE (Interline Message Procedure)	Examples/Emergency actions
CLASS 1 EXPLOSIVES		
  DIV 1.1; 1.2; 1.3; 1.4; 1.5; 1.6	REX RCX RGX RXC RXB RXD RXE RXG	Distress signals, Fireworks, Detonating fuses, Firecrackers, ammunition, etc. No flames or heat (direct sunlight) allowed.No shock (drop, tumble) or friction allowed.Keep other cargo away under instructions of the supervisor.
 DIV 1.4S	RXS	Note: Forbidden in Passenger aircraft. Except 1.4S
CLASS 2 GASSES (compressed gases)		
 DIV 2.1-Flammable gas	RFG	Gas cartridges, Butan Gas, Gas lighters, Butan lighter Fuel, Aerosols (flammable), etc. No flames or heat (direct sunlight) allowed.Avoid contact and do not inhale gases.Ventilate and keep unauthorized persons at the windward side.
 DIV 2.2-Non-flammable non-toxic gas	RNG RCL	Fire extinguishers, Compressed oxygen, Ammonia solution, Aerosols (non-flammable), Refrigerant gas, Diving Tanks, etc.Nitrogen refrigerated liquids, etc. No flames or heat (direct sunlight) allowed.Avoid contact and do not inhale gases.Ventilate and keep unauthorized persons at the windward side.

Class/Name/Division Hazard Label/Mark	IMP-CODE (Interline Message Procedure)	Examples/Emergency actions
 DIV 2.3-Toxic gas	RPG	Carbon monoxide, Ethylene oxide, Ammonia solution, etc. Acceptable on Cargo Aircraft only. Ventilate and stay on the windward side. Keep unauthorized persons away. Note: DIV 2.3 Toxic gas – forbidden on passenger aircraft.
CLASS 3 FLAMMABLE LIQUIDS		
 DIV 3.1-Flammable liquid	RFL	Gasoline, Paint, Printing ink, Perfume, Kerosene, Alcohol, Adhesives, Oil lighter, Liquid lighter, refills, Alcoholic beverages containing high alcohol, etc. No flames or heat (direct sunlight) allowed. Avoid contact and do not inhale gases. Ventilate and stay on the windward side. Keep combustibles away under instructions of the supervisor.
CLASS 4 FLAMMABLE SOLID		
 DIV 4.1-Flammable solid	RFS	Celluloid, Flammable metal powder, Phosphorus amorphous, Sulphur, etc. No flames or heat (direct sunlight) allowed. Avoid contact and do not inhale gases. No shock (drop, tumble) or friction is allowed. Keep combustibles away under the instructions of the supervisor. May ignite itself, isolate and keep under constant watch.
 DIV 4.2-Spontaneously Combustible	RSC	Charcoal, Carbon activated, Sodium sulphide, Metal catalyst, etc. No flames or heat (direct sunlight) allowed. Keep combustibles away under the instructions of the supervisor. May ignite itself, isolate and keep under constant watch.
 DIV 4.3-Dangerous when wet	RWF	Calcium, Calcium carbide, Magnesium alloy powder, Barium, Alkali earth metal alloy, etc. Do not pour water. No flames or heat (direct sunlight) are allowed. Keep combustibles away under the instructions of the supervisor. May ignite itself, isolate and keep under constant watch.

Class/Name/Division Hazard Label/Mark	IMP-CODE (Interline Message Procedure)	Examples/Emergency actions
CLASS 5 OXIDIZER; ORGANIC PEROXIDE		
 DIV 5.1-Oxidizer	ROX	Oxygen generator chemical, Sodium chlorate, Hydrogen peroxide aqueous solution, Ammonium nitrate fertilizer, Bleach, etc. Oxygen generator chemicals are acceptable on Cargo Aircraft only. No flames or heat (direct sunlight) allowed. Keep combustibles away under instructions of the supervisor.
 DIV 5.2-Organic Peroxide	ROP	Methyl ethyl ketone peroxide, etc. No flames or heat (direct sunlight) allowed. Keep combustibles away under instructions of the supervisor.
CLASS 6 TOXIC SUBSTANCE; INFECTIOUS SUBSTANCE		
 DIV 6.1-Toxic Substance	RPB	Pesticide, Agricultural chemicals, Disinfectant, Dye, Mercury compound, Medicinal goods, etc. Pay attention to the direction of the wind and do not inhale vapour or dust/mist. Keep other cargo away (especially foods) under instructions of the supervisor.
 DIV 6.2-Infectious substance	RIS	Bacteria, Viruses, Medical waste, etc. Keep people and cargo away under instructions of the supervisor. Condone off the area and wait for instructions of the authorities.
CLASS 7 RADIOACTIVE MATERIAL		
 UN 2911	RRE	Radioactive materials in limited quantities, instruments, manufactured articles and empty packaging. Don't touch and don't come near. Condone off the area and wait for instructions of the authorities. Stay away from radioactive materials as much as possible. If you touch radioactive materials, wash your hands with mild detergent or water. If your clothes brush against radioactive materials, take them off, put them in a polyethylene bag and segregate them.

Class/Name/Division Hazard Label/Mark	IMP-CODE (Interline Message Procedure)	Examples/Emergency actions
 Category I – White	RRW	The generation of electricity, Uranium, etc. Don't touch and don't come near. Condone off the area and wait for instructions of the authorities. Stay away from radioactive materials as much as possible. If you touch radioactive materials, wash your hands with mild detergent or water. If your clothes brush against radioactive materials, take them off, put them in a polyethylene bag and segregate them. <u><i>Note: Radioactive materials are forbidden on THE AIRLINE flights.</i></u>
 Category II – Yellow  Category III – Yellow	RRY	Various types of Radionuclide Don't touch and don't come near. Condone off the area and wait for instructions of the authorities. Stay away from radioactive materials as much as possible. If you touch radioactive materials, wash your hands with mild detergent or water. If your clothes brush against radioactive materials, take them off, put them in a polyethylene bag and segregate them. <u><i>Note: Radioactive materials are forbidden on THE AIRLINE flights.</i></u>
CLASS 8 CORROSIVE MATERIAL		
	RCM	Wet Batteries, Sulfuric acid, Hydrochloric acid, Acetic acid, Sodium hydroxide solution, Gallium, Mercury, etc. Keep people and cargo away under instructions of the supervisor.
CLASS 9 MISCELLANEOUS DANGEROUS GOODS		
 	RMD ICE RSB RBI RBM RLM	RMD: Internal combustion, Engines, Vehicles, Lithium batteries, etc. ICE: Dry Ice MAG: Magnetized materials RSB: Polymeric beads Take measures according to the respective risks. Keep people and cargo away under instructions of the supervisor.

	MAG	Magnetrons, magnets (large unshielded). May affect airplane compass system unless isolated.

HANDLING LABELS and MARKS

	Limited Quantities	The gross weight of a package must not exceed 30kg(66lb)
	Dangerous Goods in Excepted Quantities	Very small quantities of Dangerous Goods (except Explosions, Magnetized Materials etc)
	Environmentally Hazardous Substances	UN3077(Solid) and UN3082(Liquid)
	RBI RBM EBI ELI ELM	Lithium metal battery, Lithium ion battery
	This side up	It is used on at least two opposite sides of combination packagings and overpacks containing liquid dangerous goods.

	CAO	Cargo Aircraft only Label
	RCL	Cryogenic Liquids Substances (Non-Flammable gas/Division 2.2) containing Cryogenic liquids.
	Keep Away from Heat	Must be used in addition to the applicable hazard label on packages and overpacks containing self-reactive substances in Division 4.1 and Division 5.2, Organic Peroxides.

D.2.7 DANGEROUS GOODS LABELLING

CGO 3.2.8, CGO 3.2.9

The shipper is responsible for labelling a package or overpack that contains dangerous goods. Any irrelevant labelling already on packages or over packs must be removed or obliterated. Only labels as specified in the IATA DGR may be used. All labels must be securely attached/affixed in the correct location(s). When applicable, subsidiary labels must be attached. There are two types of labels: Hazard labels and Handling labels.

In the event that labels are found to be lost, detached or illegible after acceptance, they must be replaced immediately in accordance with the information on the Shipper's Declaration. Packages with missing labels must be considered as damaged until the labels are replaced. Labelling and marking must be in the English language in addition to any other language requirements. To ensure that any missing, damaged or illegible dangerous goods labels are replaced, stations must either hold sufficient stock for replacement of hazard and handling labels or have ready access to the labels from a third party source, e.g. other local dangerous goods shippers.

D.2.7.1 IDENTIFICATION OF ULD CONTAINING DG

CGO 3.2.5

THE AIRLINE requires GSP and/or CTO to ensure each ULD containing DG requires a hazard label to display an identification tag on its exterior.

The identifications tag mus:

- Have a border of prominent red hatching on both sides and be visible at all times;
- Have minimum dimensions of 148mm X 210mm;
- Legibly marked with the primary and subsidiary hazard class(es) or division(s) number of such DG.

The identification tag must be removed from the ULD immediately after DG has been unloaded. When placed inside a protective tag holder the information on the identification tag must be legible and visible. If the ULD contains a package bearing the CAO label the identification tag must indicate that the ULD can only be loaded on a cargo aircraft.

D.2.7.2 HAZARD LABELS

Always diamond-shaped (a square set at 45° angle) label. They indicate the type of Dangerous Goods and the risk. Each Dangerous Goods package must at least have a primary hazard label attached to it, identifying the primary risk of the article or substance in the package. Secondary hazard labels are attached to packages containing articles or substances having subsidiary risks, in addition to the primary risk.

D.2.7.3 HANDLING LABELS

Certain packages containing dangerous goods need to be accompanied by a further label, indicating special orientation, handling or storage requirements.

D.2.8 HANDLING OF DANGEROUS GOODS

The loading and securing of dangerous goods must be performed only by qualified staff who have received training according to IATA DGR TAB 1.5.A.

The handling agent shall assign a qualified person (ramp agent, ramp supervisor or head loader) to supervise the correct loading and securing of DGR shipments and to ensure that no damaged or leaking item is loaded, that incompatibilities are observed and all regulations according IATA DGR are complied with.

D.2.8.1 LOAD HANDLING

SPA.DG.105 (B) (7)

Special attention must be paid during their preparation for transport (acceptance point, warehouse, ground transport to (and back) from aircraft, receiving and delivery point). When transporting shipments containing dangerous goods from the warehouse to the aircraft and when loading or unloading such shipments, all staff

Involved must observe the following:

- Packages containing dangerous goods are handled with care to avoid damage to human life.
- The dangerous goods are stowed and secured in the aircraft in a manner that will prevent any movement in flight which would change their orientation.
- The package is oriented in a way that the hazard label is visible.
- Load is stowed according to additional handling labels (e.g. 'This Way up').
- Dangerous Goods marked "CARGO AIRCRAFT ONLY" ("CAO") must not be loaded onto a passenger aircraft.
- Dangerous goods are handled in accordance with the packing instructions and specifications, and the quantity per package limitations are observed.
- Staff shall ensure that no prohibited items are loaded and also check for hidden hazards.
- Staff shall check for damage and leakage prior to loading - no damaged or leaking package is loaded onboard the aircraft.
- Avoid damage to human life and prevents damage to packages during aircraft loading and unloading.
- Directly after unloading, all packages containing dangerous goods must be inspected for any leakage or damage, and the loading area inside the cargo compartments must be checked for any contamination.
- Loading of dangerous goods must be done only by qualified staff and loading must be supervised by a properly trained ramp agent/loading supervisor.
- Staff must observe the separation and segregation requirements according to DGR (refer to IATA DGR Table 9.3A) during the whole handling process.
- The commander must be advised of the location of the dangerous goods aboard the aircraft.
- Dangerous goods must not be carried in an aircraft cabin occupied by passengers or on the flight deck of an aircraft, except as permitted by IATA DGR section 2.3 and 2.5.

D.2.8.1.1 LOADING RESTRICTIONS

GRH 1.6.4 (IV), GRH 3.4.8

The following Dangerous Goods Shipments will not be accepted for transport:

- Small lithium battery powered transportation
- Class 7 Radioactive Materials
- Class 1 Explosives (except 1.4S)

- Dangerous Goods marked “CARGO AIRCRAFT ONLY” (“CAO”) must not be loaded onto a passenger aircraft.
- Dangerous Goods must not be loaded in an aircraft cabin occupied by passengers or on the flight deck of an aircraft.
 - NOTE: Excepted dangerous goods which are not permitted in checked baggage and allowed to carry in hand baggage See: **D.4.2 – PROVISIONS FOR DANGEROUS GOODS CARRIED BY PASSENGER OR CREW**
- Loading of Dry Ice (carbon dioxide, solid)
 - Shipped by itself or used as a refrigerant for other commodities, dry ice (ICE) may be carried up to a maximum of 200 kg per aircraft
- Loading of Battery-powered Wheelchairs
 - *THE AIRLINE* only accepts non-spillable batteries for battery-powered wheelchairs. Wheelchairs with spillable batteries must not be accepted and loaded on *THE AIRLINE* aircraft. The batteries of battery-powered wheelchairs and other battery-powered mobility aids are subject to IATA DGR
- Loading of Toxic (RPB) and Infectious Substances (RIS)
 - Substances in having a division 6.1 or division 6.2. The label must not be stowed in the same compartment with animals, substances marked or known to be foodstuffs, feed or other edible goods intended for consumption by humans or animals.
- Loading of Dangerous Goods and AVIH
 - Live animals shall not be loaded in close proximity to cryogenic liquids Carbon dioxide, or solid (dry ice). As the vapours emitted by carbon dioxide, solid (dry ice) are heavier than air, they concentrate on the lower level of the hold. Therefore, live animals should be stowed above packages containing Carbon dioxide, solid (dry ice). They must be also separated from shipments containing substances of class 6 (RPB/RIS) and from radioactive packages in Category II-YELLOW (RRY) and Category III-YELLOW (RRY), as well as overpacks and freight containers with such radioactive materials by a minimum distance of 0.5 or more for journeys of 24 hours or less and by a distance of 1.0 m or more for journeys of more than 24 hours.

D.2.8.2 EMERGENCY RESPONSE

GRH 1.6.4 (I)

General emergency procedures concerning damage to Dangerous Goods, actions to be taken etc. See: **E.4 – Damage to Dangerous Goods**

Note: Local regulations for emergency response regarding occurrences involving dangerous goods shall be adhered to.

D.2.8.3 CONTROL FOR DAMAGE OR LEAKAGE

SPA.DG.105 (B) (5)

Before dangerous goods are loaded on an aircraft and after unloading from an aircraft, packages, overpacks and freight containers must be inspected for evidence of damage or leakage by competent and adequately trained personnel, as required by the IATA DGR. Leaking or damaged packages, overpacks or freight containers must not be loaded onto an aircraft. If there is evidence of damage or leakage or contamination, the procedures set down in the IATA DGR must be followed. In case of leakage, the handling staff must ensure the remainder of the consignment is undamaged and that no other package, baggage or cargo has been contaminated. Hazardous contamination is removed from the aircraft without delay.

D.2.8.4 DAMAGE TO OR LEAKAGE FROM RADIOACTIVE MATERIALS

An aircraft, in which radioactive material has leaked, or any aircraft or aircraft equipment which has been contaminated in such a way that the non-fixed contamination is more than the limits specified in IATA DGR must be taken out of service immediately. The aircraft or equipment must not be returned to service until the contamination level is equal to or less than the limits in IATA DGR.

Evaluation should be made by appropriately qualified personnel.

Note: Non-fixed contamination is a contamination that can be removed from a surface during normal handling.

D.2.9 REPORTING OF OCCURRENCES

GRH 3.1.2, CGO 3.2.18, GRH 3.6.5, CGO 3.2.17, GRH 3.4.6

Dangerous Goods accidents or/and incidents shall be reported to *THE AIRLINE* and the appropriate authority of the state in which the accident/incident occurred and such reports are in accordance with the reporting requirements of the appropriate authorities

Procedures concerning occurrence reporting are described GHM **0.7 - REPORTING SYSTEM**

The following cases must be reported to *THE AIRLINE* and the state of event origin:

- Undeclared or mis-declared dangerous goods have been discovered in baggage/cargo;
- Dangerous goods as cargo, when dangerous goods are discovered to have been carried when not loaded, segregated, separated and/or secured in accordance with provisions of the DGR;
- Dangerous goods are discovered to have been carried as baggage/cargo without information to the Captain.

D.3 NOTIFICATION TO CAPTAIN

SPA.DG.110 (A), GRH 3.3.4 (X), GRH 3.3.8, GRH 3.3.4 (V) (A), GRH 3.3.4 (V) (B), GRH 3.3.4 (VII), GRH 3.3.4 (VIII), GRH 3.3.4 (IX), SPA.DG.110 (E), GRH 3.3.4 (I), GRH 3.3.7 (I), GRH 3.3.4 (III), GRH 3.3.4 (II), GRH 3.3.7 (II), SPA.DG.110 (F)

For each flight in which Dangerous Goods or special loads are transported NOTOC shall be issued and handed over to the flight crew before departure of the flight concerned. The NOTOC shall be signed by the Commander. NOTOC can be provided manually or electronically via DCS. NOTOC must be prepared in separate copies for each sector en route.

One copy of the NOTOC shall be stored in the post-flight trip file, additionally, one copy of the NOTOC shall be sent to *THE AIRLINE* Operations Control Center by email notoc@getjet.aero as early as practicable prior to departure of the aircraft, but in no case later than when the aircraft moves under its own power.

Information on the NOTOC must include:

- Date of the flight
- Air Waybill number (when issued).
- The proper shipping name (the technical name(s) shown on the Shipper's Declaration is not required) and UN number or ID number as listed in *IATA Dangerous Goods Regulations*. When chemical oxygen generators contained in Protective Breathing Equipment (PBE) are being transported under Special Provision A144, the proper shipping name of "Oxygen generator, chemical" must be supplemented with the statement "Aircrew Protective Breathing Equipment (smoke hood) in accordance with Special Provision A144".
- The class or division and subsidiary risk(s) corresponding to label(s) are applied by numerals and in the case of Class 1, the compatibility group.
- Packing group as shown on the Shipper's Declaration;
- For non-radioactive material, the number of packages, the net quantity, or gross weight if applicable, including the units of measurement, of each package, except that this does not apply to dangerous goods where the net quantity or gross weight is not required on the Shipper's Declaration for Dangerous Goods or, when applicable, alternatively written documentation and their exact loading location:
- For a consignment consisting of multiple packages containing dangerous goods bearing the same proper shipping name and UN number or ID number, only the total quantity and an indication of the largest and smallest package at each loading location need to be provided. For consumer commodities, the information provided may be either the gross weight of each package or the average gross weight of the packages as shown in the Shippers Declaration
- The of overpacks and an indication of which dangerous goods packages are contained in each overpack
- The number of all packed in one package and an indication of which dangerous goods are contained in the package(s).
- For radioactive material, the number of packages, overpacks, or freight containers, their category, their transport index, if applicable, and their exact loading location;
- Whether the package must be carried on cargo aircraft only;
- The airport at which the package(s) is to be unloaded;
- Where applicable an indication that the dangerous goods are being carried under a State exemption;
- When dangerous goods packages are contained in an overpack, the information should show the overpack information immediately following the entries within it;

- When different dangerous goods are contained in one outer packaging, the piece count may be left blank for each entry and shown only for the outer packaging. The information should show the all packed in one information immediately following the entries within it;
- The dangerous goods listed in See: **D.3.2 – DGR NOT REQUIRED TO APPEAR ON THE NOTOC** need not appear on the information provided to the commander;
- For UN 1845, Carbon dioxide, solid (dry ice), 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 need to be provided;
- For UN 3480 (Lithium-ion batteries) and UN 3090 (lithium metal batteries), the UN number, proper shipping name, class, total quantity at each loading location and whether the package must be carried on a cargo aircraft only need to be provided. UN 3480 (Lithium-ion batteries) and UN 3090 (lithium metal batteries) carried under a State exemption must meet all the requirements.

D.3.1 ISSUING AND HANDLING

- Prior to the departure of the aircraft, the GSP shall declare the commander and provide his name on the dedicated form in parallel with the information concerning loaded dangerous goods.
- English should be used for the information to the commander.

NOTE: This information to the commander should be presented on a dedicated form and should not be by means of Air Waybills, Shippers Declaration for Dangerous Good, invoices etc. Recommended to use THE AIRLINES NOTOC See: A-APPENDICES or equivalent recommendations according to IATA AHM 381

- The commander shall indicate on the copy, that he received the information.
- The information to the commander must also include signed confirmation, or some other indication, from the person responsible for loading the aircraft, that there was no evidence of any damage to or leakage from the packages or any leakage from the unit load devices loaded on the aircraft.
- A legible copy of the information to the commander just be retained on the ground. This copy must have an indication on it or with it that the commander has received the information. A copy, of the information contained in the notice to the commander, must be readily accessible to the flight operations officer, flight dispatcher, or designated ground personnel responsible for flight operations until after the arrival of the flight.
- Dangerous goods information provided to the commander must be readily available to THE AIRLINE OCC duty manager, or other specifically identified operational control personnel until the aircraft transporting the dangerous goods has arrived at the destination airport.
- After the flight, at least one copy of the document shall be retained for a minimum period of three months, or for any period required by the states concerned.
- All information on dangerous goods to be loaded on a flight contained in the NOTOC and additionally for radioactive material, as applicable, dimensions for each package must be communicated to the personnel with responsibilities for operational control of the aeroplane, e. g. Flight Supervisor, Flight Dispatcher, Ramp Agent.

D.3.2 DGR NOT REQUIRED TO APPEAR ON THE NOTOC

UN Number	Proper shipping name and/or description	Reference
UN 3164	Articles, pressurized, hydraulic containing non-flammable gas when meeting the requirements of Packing Instruction 208(a)	Packing Instruction 208(a)
UN 3164	Articles, pressurized, pneumatic containing non-flammable gas when meeting the requirements of Packing Instruction 208(a)	Packing Instruction 208(a)
UN 3373	Biological substance, Category B	Packing Instruction 650
N/A	Dangerous goods in excepted quantities	IATA DGR 2.6.1
UN 3245	Genetically modified micro-organism or Genetically modified organisms	Packing Instruction 959
UN 3480	Lithium ion batteries (including lithium polymer batteries) when meeting the requirements of Section II of packing Instruction 965	Packing Instruction 965 Section II
UN 3481	Lithium ion batteries contained in equipment (including lithium polymer batteries) when meeting the requirements of Section II of packing Instruction 967	Packing Instruction 967 Section II
UN 3481	Lithium ion batteries packed with equipment (including lithium polymer batteries) when meeting the requirements of Section II of packing Instruction 966	Packing Instruction 966 Section II
UN 3090	Lithium metal batteries (including lithium alloy batteries) when meeting the requirements of Section II of Packing Instruction 968	Packing Instruction 968 Section II
UN 3091	Lithium metal batteries contained in equipment (including lithium alloy batteries) when meeting the requirements of Section II of Packing Instruction 970	Packing Instruction 970 Section II
UN 3091	Lithium metal batteries packed with equipment (including lithium alloy batteries) when meeting the requirements of Section II of Packing Instruction 969	Packing Instruction 969 Section II
UN 2807	Magnetized material with field strength causing a compass deflection of not more than 2° at distance of 4.6m	Packing Instruction 953
UN 2909	Radioactive material, excepted package-articles manufactured from depleted uranium or natural thorium or natural uranium	IATA DGR 10.5.8
UN 2908	Radioactive material,excepted package-empty packaging	IATA DGR 10.5.8
UN 2911	Radioactive material,excepted package-instruments or articles	IATA DGR 10.5.8
UN 2910	Radioactive material,excepted package-limited quantity of material	IATA DGR 10.5.8

D.4 HIDDEN DANGEROUS GOODS

D.4.1 DANGEROUS GOODS IN BAGGAGE AND CARGO

GRH 1.6.7 (II), GRH 3.4.11

Passengers and crew may carry items in their baggage which can be considered dangerous goods. Reference to IATA Dangerous Goods Regulations (DGR) for handling and acceptance procedures, and for a list of accepted dangerous goods for passenger use.

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

Should undeclared mis-declared or leaking dangerous goods be discovered, this must be reported to *THE AIRLINE* and Supervisor, State of Authority, and all items not be permitted to travel.

According to IATA Dangerous Goods Regulations (DGR), certain items are prohibited in checked and/or cabin baggage, e.g. cigarette lighters, matches, spare lithium batteries, for full list check a current IATA DGR.

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. If prohibited dangerous goods are noticed they must be removed from cabin baggage.

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 authority.

D.4.2 PROVISIONS FOR DANGEROUS GOODS CARRIED BY PASSENGERS OR CREW

GRH 1.6.8, CAT.GEN.MPA.200 (B)

Dangerous goods must not be carried in or as passengers or crew, checked or carry-on baggage, except as otherwise provided below. Dangerous goods permitted in carry-on baggage are also permitted "on one's person", except where otherwise specified.

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

2

2.3

Dangerous goods must not be carried in or as passengers or crew, checked or carry-on baggage, except as otherwise provided below. Dangerous goods permitted in carry-on baggage are also permitted "on one's person", except where otherwise specified.

The pilot-in-command must be informed of the location				
Permitted in or as carry-on baggage				
Permitted in or as checked baggage				
The approval of the operator is required				
△ Alcoholic beverages , when in retail packagings, containing more than 24% but not more than 70% alcohol by volume, in receptacles not exceeding 5 L, with a total net quantity per person of 5 L.	NO	YES	YES	NO
Note: <i>Alcoholic beverages containing 24% or less alcohol by volume are not subject to any restrictions.</i>				
Ammunition, securely packaged (in Div. 1.4S, UN 0012 or UN 0014 only), in quantities not exceeding 5 kg gross weight per person for that person's own use. Allowances for more than one person must not be combined into one or more packages.	YES	YES	NO	NO
Avalanche rescue backpack , one (1) per person, containing cartridges of compressed gas in Div. 2.2. May also be equipped with a pyrotechnic trigger mechanism containing no more than 200 mg net of Div. 1.4S. The backpack must be packed in such a manner that it cannot be accidentally activated. The airbags within the backpacks must be fitted with pressure relief valves.	YES	YES	YES	NO
Baggage with installed lithium batteries non-removable batteries exceeding 0.3 g lithium metal or 2.7 Wh.	FORBIDDEN			
Baggage with installed lithium batteries:	NO	YES	YES	NO
– non-removable batteries. Batteries must contain no more than 0.3 g lithium metal or for lithium ion must not exceed 2.7 Wh;				
– removable batteries. Batteries must be removed if baggage is to be checked in. Removed batteries must be carried in the cabin.				
Batteries, spare/loose , including lithium batteries, non-spillable batteries, nickel-metal hydride batteries and dry batteries (see 2.3.5.8) for portable electronic devices must be carried in carry-on baggage only. Articles which have the primary purpose as a power source, e.g. power banks are considered as spare batteries. These batteries must be individually protected to prevent short circuits. Lithium metal batteries: the lithium metal content must not exceed 2 g (see 2.3.5.8.4). Lithium ion batteries: the Watt-hour rating must not exceed 100 Wh (see 2.3.5.8.4). Each person is limited to a maximum of 20 spare batteries. *The operator may approve the carriage of more than 20 batteries. Non-spillable batteries: must be 12 V or less and 100 Wh or less. Each person is limited to a maximum of 2 spare batteries (see 2.3.5.8.5).	NO*	NO	YES	NO
Camping stoves and fuel containers that have contained a flammable liquid fuel , with empty fuel tank and/or fuel container (see 2.3.2.5 for details).	YES	YES	NO	NO
Chemical Agent Monitoring Equipment , when carried by staff members of the Organization for the Prohibition of Chemical Weapons on official travel (see 2.3.4.4).	YES	YES	YES	NO
Disabling devices such as mace, pepper spray, etc. containing an irritant or incapacitating substance are forbidden on the person, in checked and carry-on baggage.	FORBIDDEN			
Dry ice (carbon dioxide, solid) , in quantities not exceeding 2.5 kg per person when used to pack perishables not subject to these Regulations in checked or carry-on baggage, provided the baggage (package) permits the release of carbon dioxide gas. Checked baggage must be marked "dry ice" or "carbon dioxide, solid" and with the net weight of dry ice or an indication that there is 2.5 kg or less dry ice.	YES	YES	YES	NO
e-cigarettes (including e-cigs, e-pipes, other personal vaporizers) containing batteries must be individually protected to prevent accidental activation (see 2.3.5.8.2).	NO	NO	YES	NO
Electro shock weapons (e.g. Tasers) containing dangerous goods such as explosives, compressed gases, lithium batteries, etc. are forbidden in carry-on baggage or checked baggage or on the person.	FORBIDDEN			
Fuel cells containing fuel, powering portable electronic devices (e.g. cameras, cellular phones, laptop computers and camcorders), see 2.3.5.9 for details.	NO	NO	YES	NO
Fuel cell cartridges, spare for portable electronic devices, see 2.3.5.9 for details.	NO	YES	YES	NO
Gas cartridges, small, non-flammable containing carbon dioxide or other suitable gas in Division 2.2. Up to two (2) small cartridges fitted into a self-inflating personal safety device , intended to be worn by a person, such as a life jacket or vest. Not more than two (2) devices per passenger and up to two (2) spare small cartridges per device, not more than four (4) cartridges up to 50 mL water capacity for other devices (see 2.3.4.2).	YES	YES	YES	NO
Gas cylinders, non-flammable, non-toxic worn for the operation of mechanical limbs. Also, spare cylinders of a similar size if required to ensure an adequate supply for the duration of the journey.	NO	YES	YES	NO
Hair styling equipment containing a hydrocarbon gas cartridge , up to one (1) per passenger or crew-member, provided that the safety cover is securely fitted over the heating element. This hair styling equipment must not be used on board the aircraft. Spare gas cartridges for such hair styling equipment are not permitted in checked or carry-on baggage.	NO	YES	YES	NO

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

The pilot-in-command must be informed of the location				
Permitted in or as carry-on baggage				
Permitted in or as checked baggage				
The approval of the operator is required				
Insulated packagings containing refrigerated liquid nitrogen (dry shipper), fully absorbed in a porous material containing only non-dangerous goods.	NO	YES	YES	NO
Internal combustion or fuel cell engines, must meet A70 (see 2.3.5.12 for details).	NO	YES	NO	NO
Lithium Batteries: Portable electronic devices (PED) containing lithium metal or lithium ion cells or batteries, including medical devices such as portable oxygen concentrators (POC) and consumer electronics such as cameras, mobile phones, laptops and tablets (see 2.3.5.8). For lithium metal batteries the lithium metal content must not exceed 2 g and for lithium ion batteries the Watt-hour rating must not exceed 100 Wh. Devices in checked baggage must be completely switched off and must be protected from damage. Each person is limited to a maximum of 15 PED. *The operator may approve the carriage of more than 15 PED.	NO*	YES	YES	NO
Lithium batteries, spare/loose, including power banks, see Batteries, spare/loose				
Lithium battery-powered electronic devices. Lithium ion batteries for portable (including medical) electronic devices, a Wh rating exceeding 100 Wh but not exceeding 160 Wh. For portable medical electronic devices only, lithium metal batteries with a lithium metal content exceeding 2 g but not exceeding 8 g. Devices in checked baggage must be completely switched off and must be protected from damage.	YES	YES	YES	NO
Lithium batteries, spare/loose with a Watt-hour rating exceeding 100 Wh but not exceeding 160 Wh for consumer electronic devices and PMED or with a lithium metal content exceeding 2 g but not exceeding 8 g for PMED only. Maximum of two spare batteries in carry-on baggage only. These batteries must be individually protected to prevent short circuits.	YES	NO	YES	NO
Matches, safety (one small packet) or a small cigarette lighter that does not contain unabsorbed liquid fuel, other than liquefied gas, intended for use by an individual when carried on the person. Lighter fuel and lighter refills are not permitted on one's person or in checked or carry-on baggage.	NO	ON ONE'S PERSON		NO
Note: "Strike anywhere" matches, "Blue flame" or "Cigar" lighters or lighters powered by a lithium battery without a safety cap or means of protection against unintentional activation are forbidden (see 2.3.5.8.4(e)).	YES	YES	NO	YES
Mobility Aids: Battery-powered wheelchairs or other similar mobility devices with non-spillable wet batteries, nickel-metal hydride batteries or dry batteries, (see 2.3.2.2).	YES	YES	NO	YES
Mobility Aids: Battery-powered wheelchairs or other similar mobility devices with spillable batteries or with lithium ion batteries (see 2.3.2.3 and 2.3.2.4 for details).	YES	NO	YES	YES
Mobility Aids: Battery-powered wheelchairs or other similar mobility devices with lithium ion batteries where the design of the mobility aid does not provide adequate protection for the battery(ies) (see 2.3.2.4.3 for details).	NO	YES	YES	NO
Non-radioactive medicinal or toiletry articles (including aerosols) such as hair sprays, perfumes, colognes and medicines containing alcohol, and Non-flammable, non-toxic (Division 2.2) aerosols, with no subsidiary hazard, for sporting or home use (see 2.3.5.1).				
The total net quantity of non-radioactive medicinal or toiletry articles and non-flammable, non-toxic (Division 2.2) aerosols must not exceed 2 kg or 2 L and the net quantity of each single article must not exceed 0.5 kg or 0.5 L. Release valves on aerosols must be protected by a cap or other suitable means to prevent inadvertent release of the contents.				
Oxygen or air, gaseous, cylinders required for medical use. The cylinder must not exceed 5 kg gross weight.	YES	YES	YES	YES
Note: Liquid oxygen systems are forbidden for transport.				
Permeation devices, must meet A41 (see 2.3.5.13 for details).	NO	YES	NO	NO
Radioisotopic cardiac pacemakers or other devices, including those powered by lithium batteries, implanted into a person or fitted externally.	NO	ON ONE'S PERSON		NO
Security-type equipment (see 2.3.2.6 for details).	YES	YES	NO	NO
Security-type attaché cases, cash boxes, cash bags, etc. incorporating dangerous goods, such as lithium batteries and/or pyrotechnic material, except as provided in 2.3.2.6 are totally forbidden. See entry in 4.2-List of Dangerous Goods.		FORBIDDEN		
Specimens, non-infectious packed with small quantities of flammable liquid, must meet A180 (see 2.3.5.11 for details).	NO	YES	YES	NO
Thermometer, medical or clinical, which contains mercury, one (1) per person for personal use, when in its protective case.	NO	YES	NO	NO
Thermometer or barometer, mercury filled carried by a representative of a government weather bureau or similar official agency (see 2.3.3.1 for details).	YES	NO	YES	YES

Note:

The provisions of Subsection 2.3 and Table 2.3.A may be limited by State or operator variations. Passengers should check with their airline for the current provisions.

64th EDITION, 1 JANUARY 2023

25

Note: The provisions of 2.3 and Table 2.3.A may be limited by State or operator variations. Passengers should check with their airline for the current provisions.

Information is provided with reference to IATA Dangerous Goods Regulations 64th Edition, 1 January 2023. Always refer to latest and valid edition of IATA DGR.

D.5 DOCUMENTATION CONCERNING DANGEROUS GOODS

D.5.1 AIR WAYBILL (AWB)

The IATA DGR requires that the AWB accompanying any shipment of dangerous goods is completed with specific information by the shipper. AWB means the document made by or on behalf of the shipper, which evidences the contract concluded between the shipper and the air carrier.

The AWB is issued by the shipper's agent (forwarding agent) or a responsible carrier's staff, based on the Shipper's Instructions. The AWB must be issued as a printed document (typed print using the cargo system or without it) and must accompany the shipment of D.G. until its delivery to the consignee. An AWB containing both dangerous and non-dangerous goods must show the dangerous goods separately by listing them first. The only exception to this is for dry ice when used as a refrigerant.

AWB(s) accompanying dangerous goods consignments must include the following statements in the "Handling Information" box:

- "Dangerous goods as per attached Shipper's Declaration",
- "Dangerous Goods as per attached DGD".
- Total Number of Hazardous certificates attached
- "Cargo Aircraft Only" or "CAO", if applicable.

For mixed consignments, the number of pieces of dangerous goods in the consignment must be shown either before or after the above statement.

Note: For infectious substances, the shipper must confirm that advance arrangements have been made with the consignee. For dangerous goods NOT requiring the Shipper's Declaration, a full description of goods in

'Nature and Quantity of Goods' box of the AWB, which must show in sequence, the proper shipping name, class or division number, packing group, number of packages, net quantity per package, packing instruction.

On carrier flights, the AWB format under the IATA 600a and 600b resolution must be used at least with the following numbers and sequence of AWB originals and copies:

Distribution of AWB after completion

- Original 1 – Issuing carrier.
- Original 2 – Consignee.
- Original 3 – Shipper.
- Copy 4 – Delivery receipt.
- Copies 5 / 6 / 7 – Extra copies.
- Copy 8 – Agent.

The colors of AWB copies and originals are optional, not mandatory. The AWB must be completed in accordance with the above resolution, unless specified otherwise by the carrier. The AWB evidences the transfer of liability for the shipment from the shipper (agent) to the carrier, from the moment of the goods acceptance for carriage at the departure airport until their delivery to the consignee at the destination airport. The shipper shall enter shipper's and consignee's names and their full addresses, shipment routing, type of payment and all specific requirements regarding transport and handling.

Should the AWB show the final destination in another country than the consignee's address, such a case is allowed and the destination is applicable for the shipment delivery by Carrier. The shipper is fully responsible for the accuracy and completeness of information in the AWB provided by him/her or his/her agent. The shipper is liable for damages the carrier incurs due to incorrect or incomplete data.

By signing the AWB, the shipper acknowledges the conditions of the contract as specified on the reverse side of the AWB and in accordance with *THE AIRLINE* rules of carriage for cargo. The carrier confirms the conclusion of the contract of carriage by counter-signing the AWB by its representative (or its agent) and returning the validated original.

END OF CHAPTER

Annex E - EMERGENCY RESPONSE

E.0 ANNEX E – TABLE OF CONTENT

E.0	ANNEX E – TABLE OF CONTENT	E-1
E.1	ACCIDENTS / INCIDENTS INVOLVING AIRCRAFT, PASSENGERS OR CREW	E-2
E.1.1	MANDATORY REPORT ABOUT THE OCCURRENCE OF AN ACCIDENT OR SERIOUS INCIDENT	E-4
E.1.2	GUIDELINES FOR THE HANDLING OF EMERGENCIES REQUIRING THE EVACUATION OF AN AIRCRAFT DURING GROUND HANDLING	E-4
E.1.3	TYPES OF EMERGENCIES	E-5
E.1.4	EMERGENCY EVACUATION OF GROUND PERSONNEL DURING HANDLING OPERATIONS (NO AIRCREW PRESENT)	E-5
E.1.5	LIST OF FLIGHT DOCUMENTS FORM (TRIP FILE)	E-6
E.2	HIJACK OF AIRCRAFT	E-7
E.3	BOMB THREAT	E-8
E.4	DAMAGE TO DANGEROUS GOODS	E-9
E.5	ACCIDENT/INCIDENT RECORD KEEPING	E-10

E.1 ACCIDENTS / INCIDENTS INVOLVING AIRCRAFT, PASSENGERS OR CREW

Emergency Response procedures are activated if *THE AIRLINE* aircraft is involved in an accident or incident, such as total or partial loss of aircraft or injury/death of passengers or crew members.

The following apply to GSP at the following stations:

- Station of departure.
- Station of (intended) arrival.
- Station Nearest (usually the station in the country where the accident/incident occurred, if other than the stations of departure and arrival).

Initial Emergency Message

Any GSP which is informed of an accident or incident involving *THE AIRLINE* aircraft, passengers or crew, shall immediately send the Initial Emergency Message by SITA (or by fax/e-mail, if SITA is not available) to:

Flight Support Department

SITA: VNOGJ7X

Phone: + 370 61889797

E-mail: occ@getjet.aero

Contents of the message:

INITIAL EMERGENCY MESSAGE

- Flight number
- Airport of departure
- Actual departure time (UTC)
- Destination airport
- Aeroplane type and registration
- Passengers on board (PAX+INF)
- Date of occurrence
- Time of occurrence
- Place of occurrence
- Description of occurrence
- Facilities damaged
- Name and department of the person sending the report

NOTE: Do not delay sending the message even if part of the information to be reported is missing. Report as much as you know.

Then proceed with next page.

Task List Form in Emergency Case

The following is a minimum task list for the GSP duty manager. When all tasks are complete, await further instructions from *THE AIRLINE*.

TASK LIST	
Action	Time
Send the Initial Emergency Message.	
Establish telephone contact with the Flight Support Department, confirm message has been received.	
Alert the local airport authorities / ATC.	
Issue the Emergency Report (see 8.1.4.)	
Establish a local Emergency Coordination Center and inform SITA / phone / fax / e-mail contacts to the Flight Support Department.	
Restrain access to the Passenger Manifest in your local DCS system.	
Keep a log of all activities	
Inform the local authorities of dangerous goods and any special load on board.	
If this is the airport of departure or arrival, begin retrieving all flight documents	
Inform all airlines operating at the airport of the emergency with regard to interline transfer passengers who were on board.	
Assign staff and make available rooms to assist passengers / crew members / meeters and greeters as required.	
Make available rooms for use by <i>THE AIRLINE</i> Field Team (when arriving).	
Re-direct all telephone enquiries from press to <i>THE AIRLINE</i> press team	
Check that the following items are available:	
Copy of the Initial Emergency Message	
Emergency Report form	
List of Flight Documents form	
Occurrence Log form	

TASK LIST	
Local Telephone List	
Airport / city map	
Signature:	
Name:.....	
Department / Name of Handling Agent / Station:	
.....	
.....	
.....	

E.1.1 MANDATORY REPORT ABOUT THE OCCURRENCE OF AN ACCIDENT OR SERIOUS INCIDENT

The occurrence of an accident or serious incident is an emergency occurrence.

Fill in the Emergency Report form and brief all staff involved in the Emergency Coordination Center. The Emergency Report shall be made available to *THE AIRLINE* and local airport / ATC / police / rescue services on demand.

It may not be distributed to passengers, press or other persons outside the company unless authorized by *THE AIRLINE*.

In case of the occurrence of an accident or serious incident reporting see **0.7 - REPORTING SYSTEM**.

E.1.2 GUIDELINES FOR THE HANDLING OF EMERGENCIES REQUIRING THE EVACUATION OF AN AIRCRAFT DURING GROUND HANDLING

GRH 3.6.2

Introduction

In the event of an emergency situation occurring during ground handling operations, the 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.

The action guidelines specified should be read in conjunction with the relevant emergency plans i.e. company/airport emergency plan.

Responsibilities

It is the responsibility of each agency involved in handling operations to ensure that personnel are made aware of their specific responsibilities in the event of an emergency situation. All organisations shall instruct and train their staff in the procedures that must be enacted in emergency situations. The procedures must clearly define responsibility for directing passengers and staff to a safe assembly area as appropriate to the type of emergency and the conditions at the time.

E.1.3 TYPES OF EMERGENCIES

Aircraft Fire

Notify the Aircraft Commander or designated authority, Emergency services and Airport Authority. If directed, evacuate passengers and staff. Attempt to extinguish the fire. Secure the area.

Dangerous Goods Incident

Notify the Aircraft Commander or designated authority, Emergency services and Airport Authority. Evacuate all persons if required. Secure the area, isolate the consignment and identify the source.

Security Incident

Assess threats and follow the appropriate procedures. Evacuate all persons if required. Aircraft/equipment to be positioned as directed.

General Items to Consider

Electrical devices, portable electronic devices (PEDs), cameras including flashes must not be used. Restrict all vehicle movement. Secure the area and comply with the emergency services' directions. Control potential ignition sources.

E.1.4 EMERGENCY EVACUATION OF GROUND PERSONNEL DURING HANDLING OPERATIONS (NO AIRCREW PRESENT)

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

The following guidelines are provided:

- Procedures shall be established in conjunction with stakeholders and implemented for aircraft emergency evacuation situations.
- These procedures only apply when aircrew are not on board the aircraft and are applicable to ground personnel such as engineering, cleaning, catering, ramp etc.
- A designated person "in charge" (supervisor etc.) onboard the aircraft would take charge of the evacuation.
- Different methods of evacuation from the aircraft should be included in the procedures, e.g. mobile stairs, loading bridge etc. Escape slides are not intended as the primary means of exit.
- Means of communicating the evacuation should be considered (radios, audible warnings).
- Staff should be trained in the evacuation procedures including periodic evacuation drills/practices.

E.1.5 LIST OF FLIGHT DOCUMENTS FORM (TRIP FILE)

All trip files should be kept not less than 3 months. Longer periods may be stipulated in local laws or regulations. Do not file material for periods longer than stipulated.

Handling Agents at both the airport of departure and arrival shall retrieve the following documents connected with the flight.

LIST OF FLIGHT DOCUMENTS		
No.	Description of item	
1.	Loadsheet and Balance Chart	
2.	Loading Instruction / Report	
3.	Fuelling Order / Receipt	
4.	De-/Anti-Icing Order	
5.	Notification to Captain (NOTOC)	
6.	Load Message (LDM) incoming and/or outgoing	
7.	Passenger Manifest	
8.	Passenger ticket coupons and boarding passes collected at the gate	
9.	Cargo documents (AWB's and manifests)	
10.	Mail documents (AV7 or other mail documentation)	
11.	METEO	
12.	Company flight plan / NOTAM (if available)	
13.	Air Traffic Services plan	
14.	Crew list and crew briefing material (if available)	
15.	Aircraft log extracts (if available)	
16.	Copies of all telexes sent and received in connection with the flight	
17.	Other documents of significance	

Signature:
 Name:
 Department / Name of Handling Agent /
 Station:

NOTE: The Passenger Manifest must never be released to the press or other persons outside the company unless authorized by *THE AIRLINE*. However, it may be released to the local police and rescue services on demand.

E.2 HIJACK OF AIRCRAFT

Emergency Response procedures are activated if *THE AIRLINE* aircraft is involved in a hijacking situation. Telephone contact should be established immediately with the Flight Support Department:

Flight Support Department

SITA: VNOGJ7X

Phone: + 370 61889797

E-mail: occ@getjet.aero

Task List Form

The following is a minimum task list for the GSP duty manager. When all tasks are complete, await further instructions from *THE AIRLINE*.

Hijack Report

In case of hijack occurrence, the supervisor of ground operations must immediately report to *THE AIRLINE* operations via e-mail occ@getjet.aero.

E.3 BOMB THREAT

There are three types of threats:

- Bomb threats against aircraft on ground;
- Bomb threats against aircraft in flight;
- Bomb threats against buildings or other facilities.

Flight Support Department shall be informed as soon as possible, preferably by telephone, at:

Flight Support Department

SITA: VNOGJ7X

Phone: + 370 61889797

E-mail: occ@getjet.aero

When receiving a bomb threat call

- Attract the attention of your Supervisor or a colleague so that efforts can be made to trace the call.
- If possible, have another person listen to the call.
- Speak calmly and slowly. If possible, do not allow the caller to set the pace of conversation. Continually interrupt and ask the caller to repeat what he has said.

Take note of the exact words used by the caller.

- Try to prolong the conversation by asking questions and ask the caller to repeat what is being said on the pretext that you are writing everything down and cannot hear well.
- Try to extract as much information as possible and try to keep the telephone line open – the longer the caller is kept talking, the more information may be collected.
- Ask the caller:
 - WHERE is the bomb?
 - WHEN will it explode?
 - WHAT does it look like?
 - WHY are you doing this?
 - WHO are you?

NOTE:

These should be posted as open questions rather than leading ones. E.g. ask “Where exactly is the bomb” rather than “Is the bomb in the cargo hold of the aircraft?”

- If possible, test the credibility of the caller by making up a non-existent flight number, flight time and destination and ask the caller whether this is the one referred to.
- Listen out for any background noise as this will assist the bomb warning assessor to evaluate the warning.
- Fill in a Bomb Report Form.

Bomb Threat Report

In this case of a bomb threat supervisor on the ground, the handling organization must report the occurrence as listed in **0.7 - REPORTING SYSTEM**.

E.4 DAMAGE TO DANGEROUS GOODS

In case of damage to Dangerous Goods, extreme care must be exercised particularly if radioactive materials or infectious substances are involved:

- Do not in any case taste, sniff or touch leaking or spilled substances.
- Block off an area around the substance until it has been ascertained how it can be safely handled.
- Establish Dangerous Goods class/division and article number or, if radioactive material (radionuclide), form and transport index.
- Proceed with necessary action according to the Local Emergency Response Procedures.
- Report occurrences.

When a package of dangerous goods on the aircraft is found to be damaged or leaking it shall be removed from the aircraft and should be returned to the shipper or other relevant authority for safe disposal. Disposal of Dangerous Goods should be conducted by an approved handler in Dangerous Goods disposal.

Contamination found as a result of the leakage or damage of dangerous goods shall be removed immediately. If it was noticed that baggage or cargo that is not identified as containing dangerous goods has been contaminated and it is suspected that dangerous goods may be the cause of the contamination, the handling agent or responsible person must identify the nature and source of contamination before proceeding with the loading of the contaminated baggage or cargo. If the contaminating substance is or suspected to be a substance classified as dangerous goods by DGR then the handling agent must:

- Isolate this baggage or cargo;
- Notify the captain and *THE AIRLINE*;
- Take steps to nullify any identified hazard before such baggage or cargo could be transported further by air.

E.5 ACCIDENT/INCIDENT RECORD KEEPING

GRH 3.6.4

The station file containing all documents pertaining to the flight must be kept according to legal requirements and for a period not less than 3 months. Keep a copy of the station file of the departed flight ready with the:

- Mass and balance documentation (Loading Instruction and final Load- and Trimsheet).
- Final boarding list.
- NOTOC.
- Any additional information that was provided before departure.

A copy of the station file together with detailed evidence must be preserved, including the names of all persons involved, and provided to *THE AIRLINE*.

END OF CHAPTER

CHAPTER S - SECURITY

OM-A CH 10 REFERENCES TO ASP	
CHAPTER 4 – PASSENGERS, CREW MEMBERS, SUPERNUMERARIES AND THEIR CABIN BAGGAGE	
4.1.	General
4.1.1	Access to security restricted areas
4.2	Screening of Passengers, Crew Members and Supernumeraries
4.2.1	Screening methods
4.2.2	Screening exemptions
4.3	Screening of Cabin Baggage
4.3.1	Screening methods
4.4	Protection of Passengers and Cabin Baggage
4.4.1	Protection of Transit and Transfer Passengers, Supernumeraries, Crew members and their Cabin Baggage
4.4.2	Protection Exemptions of Transit and Transfer Passengers, Crew Members and Supernumeraries and their Cabin Baggage
4.5	Transportation of Potentially Disruptive Passengers
4.5.1	Notification about planning to embark a Potentially Disruptive Passenger
4.5.2	Persons in Lawful Custody
4.5.3	Deportees
4.5.4	Inadmissible persons
4.5.5	Special procedures
4.6	Prohibited articles
CHAPTER 5 - HOLD BAGGAGE	
5.1	General
5.2	Screening of hold baggage
5.2.1	Screening methods
5.3	Protection of hold baggage
5.4	Baggage reconciliation
5.4.1	Bag tags
5.4.2	Automated Reconciliation
5.4.3	Manual Reconciliation
5.4.4	Number of passengers
5.4.5	Cabin baggage taken from the passenger and loaded to the hold baggage compartment
5.4.6	Unaccompanied Hold Baggage
5.5	Prohibited articles
5.6	Transfer Baggage
5.7	Weapons and Ammunition
5.7.1	Departure measures
5.7.2	Transit measures
5.7.3	Arrival measures
5.7.4	Armed military troop, police officer, bodyguard transportation

CHAPTER 6 – AIRCRAFT SECURITY	
6.1	General
6.2	Aircraft protection
6.2.1	Aircraft Parked in a Critical Part of Security Restricted Area
6.2.2	Aircraft Parked in a Non-Critical Part of Security Restricted Area
6.3	Aircraft security search
6.3.1	Performance of aircraft security search
6.3.2	Security search exemption
CHAPTER 7 – IN-FLIGHT SUPPLIES	
7.1	General
7.2	Regulated and Known suppliers
7.3	Security control
7.3.1	Screening of In-flight Supplies
7.3.2	Protection of in-flight supplies
7.4	Company mail and materials
7.4.1	Company and mail materials to be loaded onto an aircraft
CHAPTER 8 – CARGO AND MAIL	
8.1	General
8.1.1	Responsibilities
8.2	Security Controls
8.3	Screening
8.3.1	Exemptions from screening
8.4	Regulated agents
8.5	Known consignors
8.6	Account consignors
8.7	Protection of cargo and mail
8.7.1	Protection of cargo and mail during transportation
8.7.2	Protection of cargo and mail at airports for loading onto an aircraft
8.8	High risk cargo or mail (HRCM)
8.9	Security procedures for cargo and mail being carried into EU from the third countries
8.10	Courier material and express cargo
8.12	Checking and controlling access to aircraft
8.13	Disclosure of cargo security measures
8.14	Access control in cargo areas
8.15	Dangerous goods

CHAPTER 10 - FLIGHT SECURITY	
10.1	Flight deck security
10.1.1	Admission to flight deck
10.1.2	Sterile flight deck compartment
10.1.3	Flight deck door
10.1.4	Flight deck - Cabin communication
10.1.5	Normal access procedure
10.1.6	Emergency access procedure
10.2	Unruly/Disruptive passengers
10.2.1	Unruly Passenger Policy
10.2.2	Alcohol policy
10.2.3	Smoking on board
CHAPTER 12 – REPORTING OF OCCURENCES	
12.1	Reporting
12.2	Investigation
CHAPTER 14 – SECURITY RISK MANAGEMENT AND CONTINGENCY PLANNING	
14.1	Contingency planning
14.1.1	General provisions
14.1.2	Methodology – Assessment Criteria, Information Gathering and Validation
14.1.3	Bomb threat, Actions following a bomb threat
14.1.4	Hijacking threat, Actions following an aircraft hijack
14.1.5	Actions following security equipment failure
14.1.6	High-risk flight security measures
14.1.7	Crew member personal security measures
14.2	Security risk management
14.2.1	Continual risk assessment
CHAPTER 15 – FORMS AND ANNEXES	
15.1	General
15.2	List of forms
15.3	List of annexes

END OF CHAPTER

ANNEX F - FLEET

F.0 ANNEX F – TABLE OF CONTENT

F.0	ANNEX F – TABLE OF CONTENT	F-1
F.1	BASIC INFORMATION ON AIRCRAFT OPERATED BY THE AIRLINE	F-4
F.2	B737-800	F-5
F.2.1	B737-800 GENERAL AIRCRAFT SERVICING SPECIFICATIONS FOR GSE	F-5
F.2.2	B737-800 GROUND SERVICING POINTS LOCATION	F-5
F.2.3	B737-800 GROUND CLEARANCES	F-6
F.2.4	SERVICING OF THE TOILET SYSTEM B737-800	F-7
F.2.5	SERVICING THE WATER SYSTEM B737-800	F-9
F.2.6	FUELLING PROCEDURES	F-10
F.2.6.1	FUELLING PROCEDURES B737-800	F-10
F.2.6.2	FUELLING LOCATIONS B737-800	F-11
F.2.6.3	BONDING POINTS B737-800	F-12
F.2.7	SEAT MAPS	F-13
F.2.7.1	CONFIGURATION B737-800	F-13
F.2.7.1.1	CABIN LAYOUT B737-800 LY-UNO;LY-DUE;LY-TRE	F-14
F.2.8	AIRCRAFT CARGO COMPARTMENTS	F-15
F.2.8.1	LY-UNO;LY-DUE;LY-TRE CARGO DOOR FWD	F-15
F.2.8.2	LY-UNO;LY-DUE;LY-TRE CARGO DOOR AFT	F-15
F.2.8.3	LY-UNO;LY-DUE;LY-TRE FWD CARGO COMPARTMENT LAYOUT	F-16
F.2.8.4	LY-UNO;LY-DUE;LY-TRE AFT CARGO COMPARTMENT LAYOUT	F-17
F.2.9	CARGO COMPARTMENT LIMITATION	F-18
F.2.9.1	LY-UNO CARGO COMPARTMENT LIMITATION	F-18
F.2.9.2	LY-UNO CARGO COMPARTMENT HEIGHT LOAD LIMIT	F-18
F.2.9.3	LY-DUE;LY-TRE CARGO COMPARTMENT LIMITATION	F-18
F.2.9.4	LY-DUE;LY-TRE CARGO COMPARTMENT HEIGHT LOAD LIMIT	F-18
F.2.9.5	LY-UNO;LY-DUE;LY-TRE FWD CARGO COMPARTMENT LOADING TABLE	F-19

	F.2.9.6	LY-UNO;LY-DUE;LY-TRE AFT CARGO COMPARTMENT LOADING TABLE	F-20
	F.2.9.7	LY-UNO;LY-DUE;LY-TRE CARGO LOADING SLIDE OPERATING PROCEDURES	F-21
	F.2.9.7.1	LOADING INSTRUCTIONS	F-22
	F.2.9.7.2	UNLOADING INSTRUCTIONS	F-23
	F.3	A320	F-24
	F.3.1	A320 GENERAL AIRCRAFT SERVICING SPECIFICATIONS FOR GSE	F-24
	F.3.2	A320 GROUND SERVICING POINTS LOCATION	F-24
	F.3.3	A320 GROUND CLEARANCES	F-25
	F.3.4	SERVICING OF THE TOILET SYSTEM A320	F-26
	F.3.5	SERVICING THE WATER SYSTEM A320	F-28
	F.3.6	FUELLING PROCEDURES A320	F-29
	F.3.6.1	FUELLING LOCATIONS A320	F-31
	F.3.6.2	BONDING POINTS A320	F-32
	F.3.7	SEAT MAPS	F-33
	F.3.7.1	CONFIGURATION A320	F-33
	F.3.7.2	CABIN LAYOUT A320 LY-EMU, LY-OWL	F-33
	F.3.7.3	CABIN LAYOUT A320 LY-GYM, LY-FAS	F-33
	F.3.8	AIRCRAFT CARGO COMPARTMENTS	F-34
	F.3.8.1	LY-FAS,LY-GYM,LY-EMU, LY-OWL CARGO DOOR FWD	F-34
	F.3.8.2	LY-FAS,LY-GYM,LY-EMU, LY-OWL, CARGO DOOR AFT	F-35
	F.3.8.3	LY-FAS,LY-GYM,LY-EMU, LY-OWL, CARGO DOOR BULK	F-36
	F.3.8.4	LY-FAS,LY-GYM,LY-EMU, LY-OWL, FWD CARGO COMPARTMENT LAYOUT	F-37
	F.3.8.5	LY-FAS, LY-GYM,LY-EMU, LY-OWL, AFT CARGO COMPARTMENT LAYOUT	F-38
	F.3.8.6	LY-FAS,LY-GYM,LY-EMU, LY-OWL, BULK CARGO COMPARTMENT LAYOUT	F-39
	F.3.9	CARGO COMPARTMENT LIMITATION	F-40
	F.3.9.1	LY-FAS,LY-GYM,LY-EMU, LY-OWL, CARGO COMPARTMENT LIMITATION	F-40

	F.3.9.2	LY-FAS,LY-GYM,LY-EMU, LY-OWL, CARGO COMPARTMENT HEIGHT LOAD LIMIT	F-40
	F.3.9.3	LY-FAS,LY-GYM,LY-EMU, LY-OWL LOADING TABLES FWD COMPARTMENT	F-40
	F.3.9.4	LY-FAS, LY-GYM,LY-EMU, LY-OWL LOADING TABLES AFT COMPARTMENT	F-41
	F.3.9.5	LY-FAS, LY-GYM, LY-EMU, LY-OWL, LOADING TABLES BULK COMPARTMENT	F-42

F.1 BASIC INFORMATION ON AIRCRAFT OPERATED BY THE AIRLINE

THE AIRLINE operates these aircraft types:

- Boeing 737-800;
- Airbus 320.

Each aircraft-specific data as MTOW; standard weights; seat plan layout scheme; compartment trim; cargo limits are displayed in separate AHM560s.

Boeing 737-800	Airbus 320
LY-UNO	LY-FAS
LY-DUE	LY-OWL
LY-TRE	LY-EMU
	LY-GYM

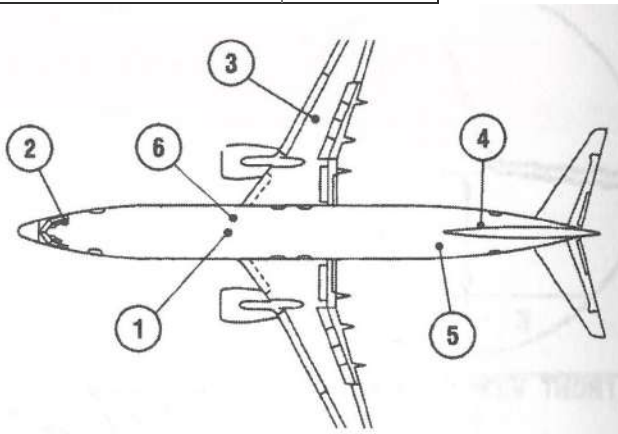
F.2 B737-800

F.2.1 B737-800 GENERAL AIRCRAFT SERVICING SPECIFICATIONS FOR GSE

System	Requirements	Notes
Electrical	Type:115V AC Power requirements:1x90 kVA	
Air Conditioning	Maximum Flow Rate:68kg/min Maximum Output Pressure:1.58kg/cm ²	
Potable Water	Total Capacity: 189L Maximum Pressure:3.16kg/cm ² Recommended Flow Rate:25psi 1.76kg/cm ²	
Lavatory	Total Waste Capacity:228L Total Rinse Capacity:90L Total Precharge:60L Maximum Delivery Pressure:3.5kg/cm ² Recommended Flow Rate:30psi 2.7kg/cm ²	

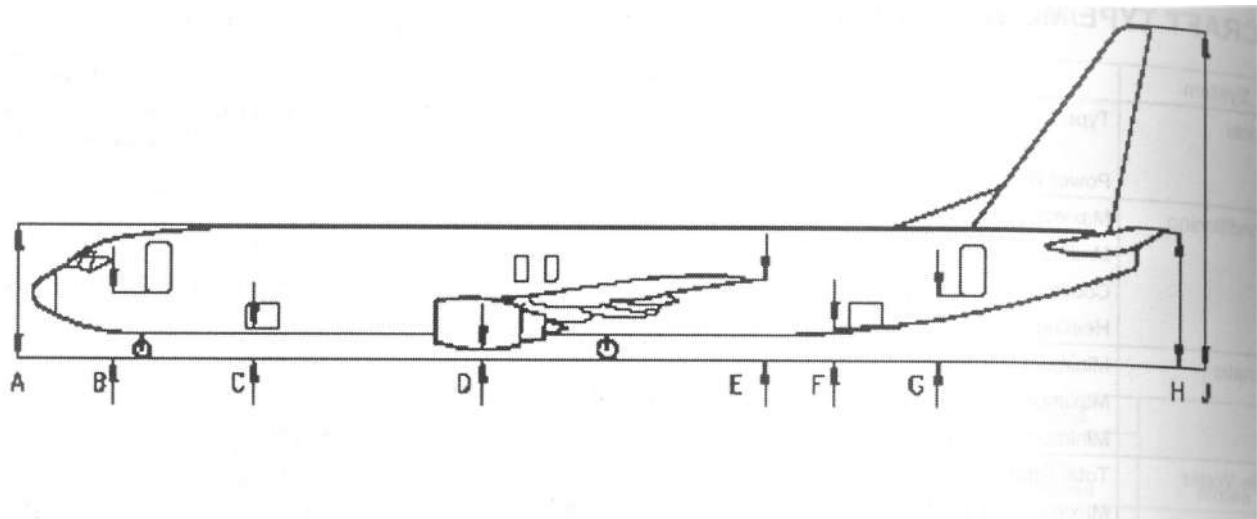
F.2.2 B737-800 GROUND SERVICING POINTS LOCATION

System	Location
Air Conditioning	1
Electrical	2
Fuel	3
Portable Water	4
Lavatory System	5
Pneumatic	6



F.2.3 B737-800 GROUND CLEARANCES

Aircraft Doors – Sill Heights and Dimensions



	DESCRIPTION	737-800	
		MAX (AT OEW)	MIN (AT MTW)
		m	m
A	TOP OF FUSELAGE	5,56	5,41
B	ENTRY DOOR NO1	2,74	2,59
C	FWD CARGO DOOR	1,45	1,30
D	ENGINE	0,64	0,48
E	WINGTIP	3,91	3,66
F	AFT CARGO DOOR	1,80	1,65
G	ENTRY DOOR NO2	3,12	2,97
H	STABILIZER	5,64	5,49
J	VERTICAL TAIL	12,62	12,37

F.2.4 SERVICING OF THE TOILET SYSTEM B737-800

NOTE: ALWAYS USE RUBBER GLOVES WHEN YOU DO WORK:

- On the toilet waste system;
- On parts that have contamination from the waste system.

NOTE: AFTER YOU DO WORK ON THE TOILET WASTE SYSTEM, DO NOT PERFORM SERVICING OF THE POTABLE WATER SYSTEM.

- Open access panel;
- Open the cap on the service panel drain valve assembly;
- Connect the waste drain hose from the toilet service waste system servicing equipment, to the service panel drain valve assembly.

NOTE: The toilet service line pressure should not exceed 8.8 PSID.

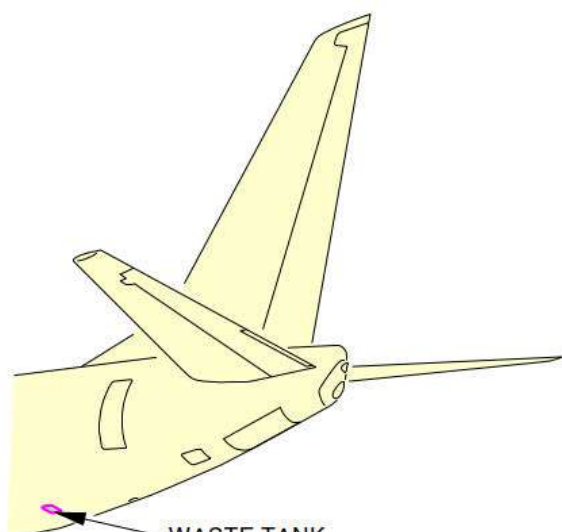
- Push the PUSH-TO-OPEN lever on the service panel drain valve assembly;
- ***Do these steps to drain the toilet tank:***
 - Pull a handle to open the waste drain ball valve.

NOTE: While the tank drains, feel the waste drain hose to make sure the liquid flows.

- ***Do these steps to flush the toilet tank:***
 - Open the cap on the rinse fitting assembly.
 - Connect a rinse water hose from the toilet service waste system servicing equipment, to the rinse fitting assembly.
 - Make sure that the water pressure is a minimum of 30 psig (207 kPa).
 - The maximum water pressure measured at the rinse nozzle is 80 psig (552 kPa).
 - Flush the waste tank.
 - Flush the waste tank with 10 gallons to 50 gallons (38-189 litres) of water.
 - Make sure the liquid drains fully.
 - At the service panel, push the handle to close the waste drain ball valve.
 - Connect the recharge hose from the toilet service waste system servicing equipment, to the rinse fitting assembly.
 - Put six gallons of the precharge chemical, into the waste tank.
 - Disconnect the precharge hose from the rinse fitting assembly.

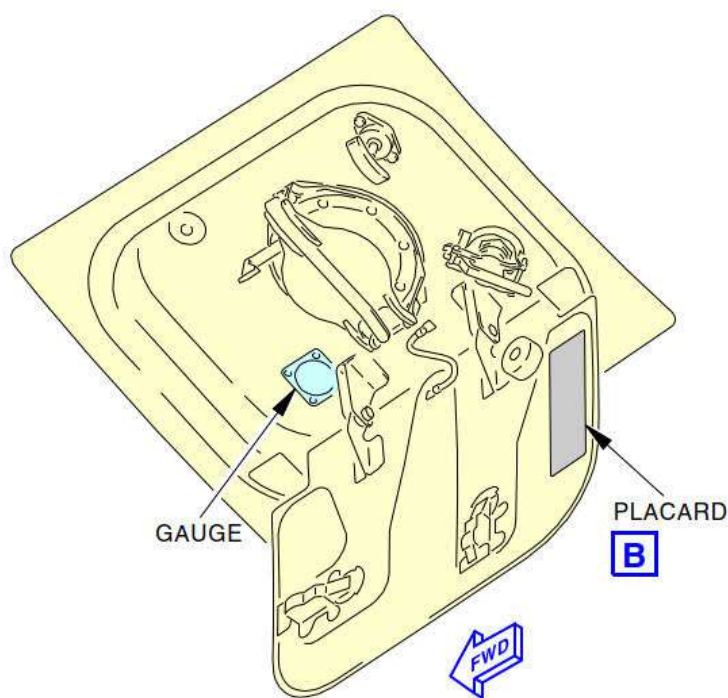
NOTE: Keep the rinse fitting assembly open for approximately one minute to permit the liquid to drain from the line.

- Close the cap on the rinse fitting assembly.
- Disconnect the waste drain hose from the service panel drain valve assembly to the toilet service waste system servicing equipment.
- Make sure there is no liquid leakage from the waste service panel.
- Push the flapper on the service panel drain valve assembly to close the service panel drain valve assembly.
- Close the cap for the service panel drain valve assembly.
- Clean all the components and the door for the waste service panel.
 - Dry all the components and the door for the waste service panel.
- Close this access panel.



WASTE TANK
SERVICE PANEL

A



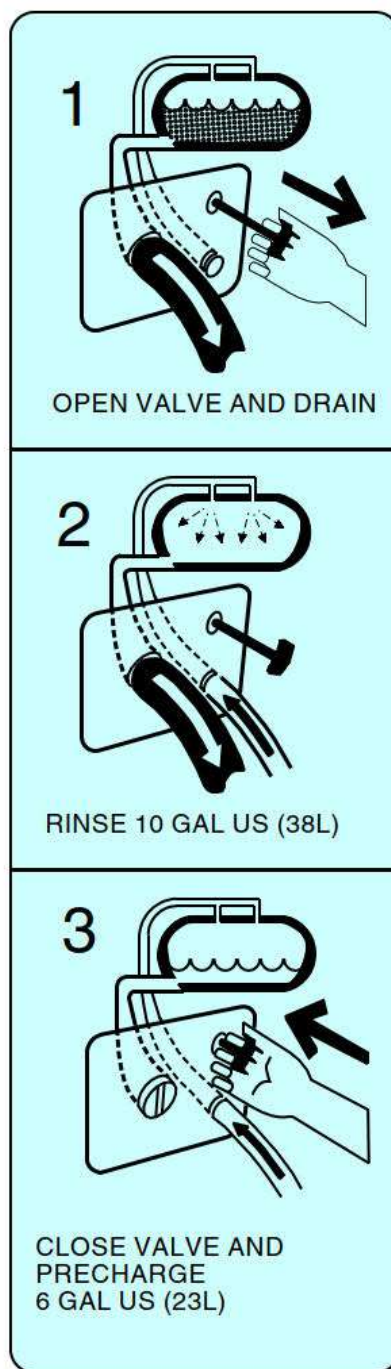
GAUGE

PLACARD

B

WASTE TANK SERVICE PANEL

A



OPEN VALVE AND DRAIN

RINSE 10 GAL US (38L)

CLOSE VALVE AND
PRECHARGE
6 GAL US (23L)

PLACARD

B

F.2.5 SERVICING THE WATER SYSTEM B737-800

Connect the service potable water servicing equipment, or the water source as follows:

NOTE: AFTER YOU DO WORK ON THE TOILET WASTE SYSTEM, DO NOT PERFORM SERVICING OF THE POTABLE WATER SYSTEM

Do these steps to fill the potable water tank:

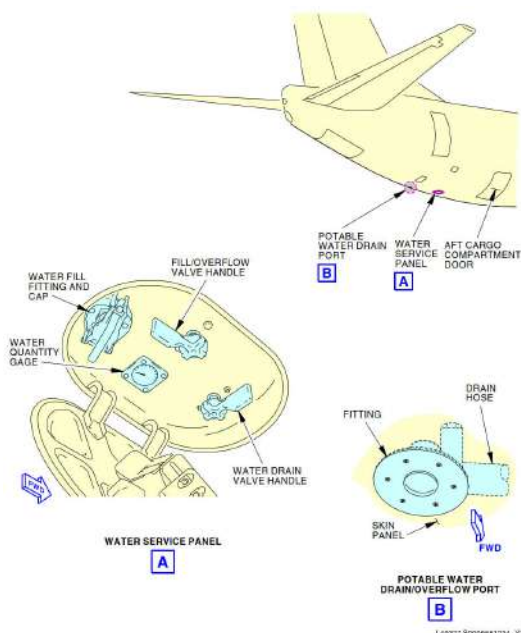
- Open these access panels: (See Pic. A)
- Open the cap on the water fill fitting.
- Connect the water supply hose to the water fill fitting.

NOTE: Do not use water pressure of more than 55 psi (379 kPa).

- Turn the handle to open the fill/overflow valve.
- Start the water supply to the potable water tank.
- Fill the potable water tank until you see water flow from the potable water drain/overflow port.
- Stop the water supply to the potable water tank.
- Turn the handle to close the fill/overflow valve.
- Disconnect the water supply hose from the water fill fitting.
- Let the water drain from the water fill line to make sure no water stays in the fill line.

NOTE: Keep the cap for the water fill fitting open for approximately one minute to permit the liquid to drain from the fill line.

- Close the cap on the water fill fitting.
- Close this access panel.



F.2.6 FUELLING PROCEDURES

F.2.6.1 FUELLING PROCEDURES B737-800

These procedures are based on the Aircraft Maintenance Manual, Fuel System-Servicing.

Procedure sequence:

- Position the fuelling vehicle.
- The bond between the aircraft and the fuelling vehicle.
- Open the AIRCRAFT FUELLING PANEL DOOR.
- Remove the AIRCRAFT FUELLING ADAPTER CAP (if installed).
- Ensure the couplings of the fuel supply hoses are clean and that the connection lugs are not damaged or missing.
- Connect fuelling nozzle to the applicable AIRCRAFT FUELLING ADAPTER.
- When fuelling is performed with hydrant dispenser/servicer:
 - If applicable, attach a lanyard to the hydrant pit valve, and extend the lanyard on the apron such that it is free of obstructions and readily accessible.
 - Remove any dirt or moisture from the pit valve adapter and the hydrant coupler.
 - Connect hydrant coupler to hydrant pit valve.
 - Open hydrant coupler and adapter if it is manually operated.
- Hold the FUELING INDICATION TEST SWITCH to ensure indicators operate correctly.
 - The fuelling indicators blank for 2 seconds.
 - Then LED segments to go on for 2 seconds. (Sequence continues while TEST SWITCH is held for 20 seconds).
 - Release switch.
 - If an internal fault is found the indicator will show FAIL.
- Push and release the FUELLING VALVE LIGHTS to test the bulbs. Make sure each fuelling valve light comes on and then goes off.
- Calculate the required value each tank indicator must show when the correct fuel quantity is loaded if a full tank is required, set all refuel valve switches to OPEN.
- Set the pre-select on the fuelling gauges, if applicable.

NOTE: Wings must be full if centre tanks are to contain more than 453 kgs (1,000lbs).

- Set refuel valve switches to each tank to be refuelled to OPEN.
- Activate DEADMAN and start fuelling.

Note: Check that all FUELLING VALVE LIGHTS of the tanks to be fuelled come on.

- Monitor the FUEL QUANTITY INDICATORS TO ENSURE that the LEFT and RIGHT WING TANKS contain similar fuel quantities!

Note: Manual returning of a fuelling valve to the OFF position during fuelling will STOP the fuel flow to that TANK at any time.

- Monitor vehicle fuelling pressure whilst fuelling. **Do not exceed 3.45 bar / 50 psi./ 350 kPa. Damage to the aircraft fuel system may occur if exceeded.**
- When the required quantities in each tank have been reached, set each FUELLING VALVE SWITCH to the CLOSED position.

NOTE: Fuelling valves will close automatically when FULL tanks have been reached.

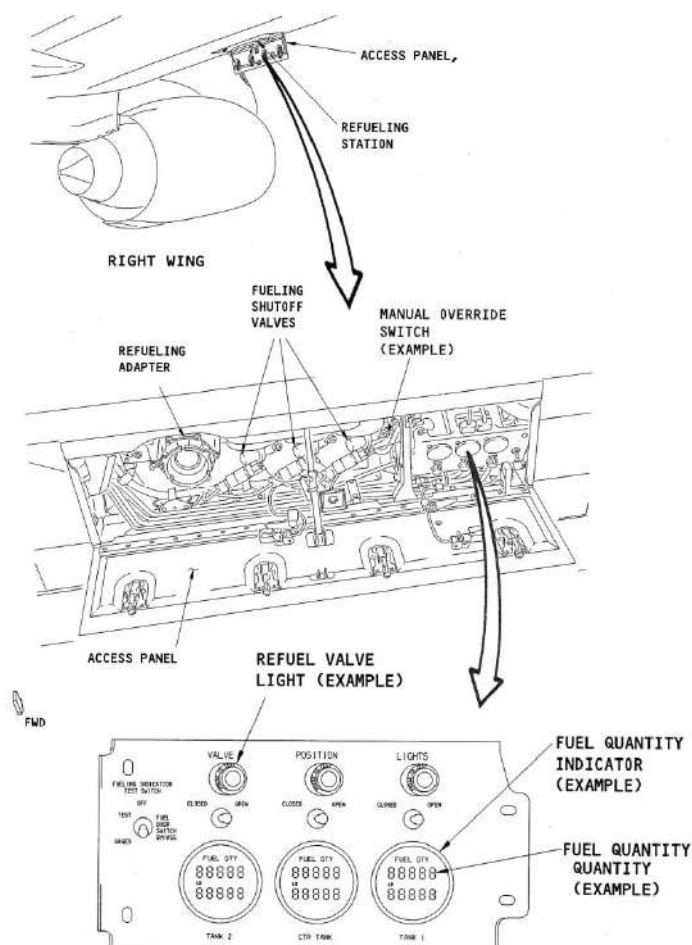
NOTE: Automatic shutoff will occur at the pre-selected quantity if a pre-selected quantity was set.

- Release DEADMAN to stop fuelling.
- Verify that all switches are in the CLOSED position and if installed, guarded.
- Verify fuel loaded is in valid pre-flight fuel distribution.
- Complete the Delivery Receipt and pass one copy to the airline representative or crew.
- When fuelling has been performed with hydrant dispenser/ servicer:
 - Close the pit valve if manually operated then disconnect the hydrant coupler from the hydrant pit valve and remove the lanyard, if applicable.
- Disconnect fuelling nozzle from the AIRCRAFT REFUEL ADAPTER.
- Re-install the AIRCRAFT FUELLING ADAPTER CAP (if applicable), ensuring that it is secure.
- Close and securely latch the FUELLING PANEL DOOR.
- Disconnect the bonding cable.

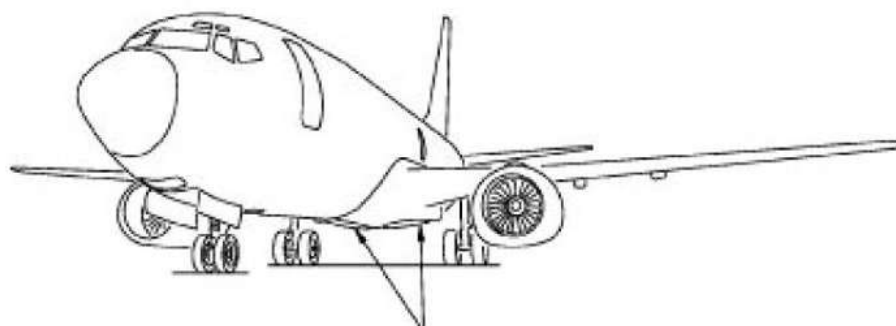
NOTE: STOP FUELLING AND INFORM THE FLIGHT CREW OR AIRLINE REPRESENTATIVE AND THE FUELLING COMPANY SUPERVISOR IN CASE OF:

- Inoperative control switches, display units etc.
- Any incidents, accidents and other occurrences.

F.2.6.2 FUELLING LOCATIONS B737-800

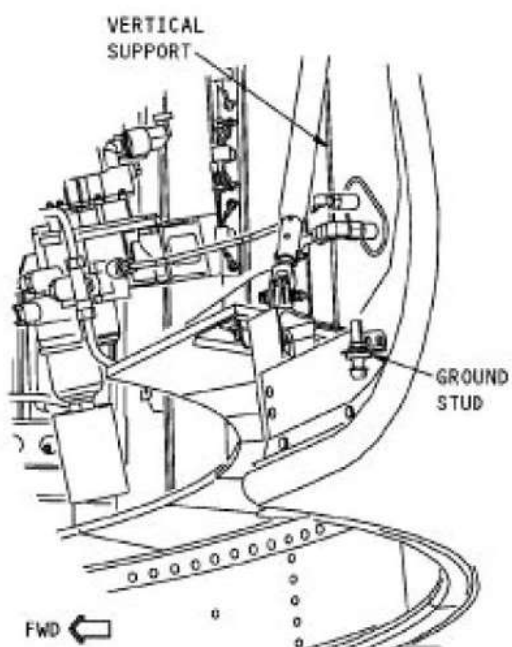


F.2.6.3 BONDING POINTS B737-800



MAIN WHEEL WELL
GROUND STUD
LOCATION

SEE (A)



VERTICAL
SUPPORT

GROUND
STUD

FWD ←

MAIN WHEEL WELL GROUND STUD
LOCATION

(A)

F.2.7 SEAT MAPS

F.2.7.1 CONFIGURATION B737-800

The number of persons on board may not exceed the number of seats provided with safety belts, with the exception of infants accommodated on the lap of the accompanying passenger.

Maximum Number of Persons on Board:

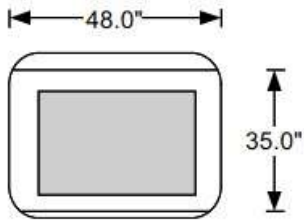
Registration	LY-UNO	LY-DUE	LY-TRE
Passenger seats	189	189	189
Max. number of infants	20	20	20
Crew seats	9	9	9

F.2.7.1.1 CABIN LAYOUT B737-800 LY-UNO;LY-DUE;LY-TRE

Special seating / Restricted	Row(s) / Seats
Extra legroom seats	01/A-C
Emergency exits	15-16/A-F
Seats for Unaccompanied Minors	3-4/A;F
Seats for PWD passengers	Preferred Window seats
Seats for INF	Preferred Window seats
Seats for CBBG	Window seats mandatory
Seats for PETC	Window seats mandatory

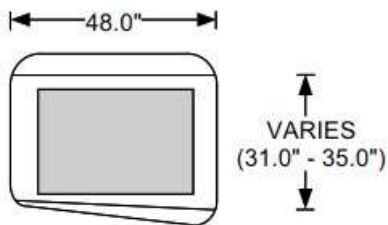
F.2.8 AIRCRAFT CARGO COMPARTMENTS

F.2.8.1 LY-UNO;LY-DUE;LY-TRE CARGO DOOR FWD



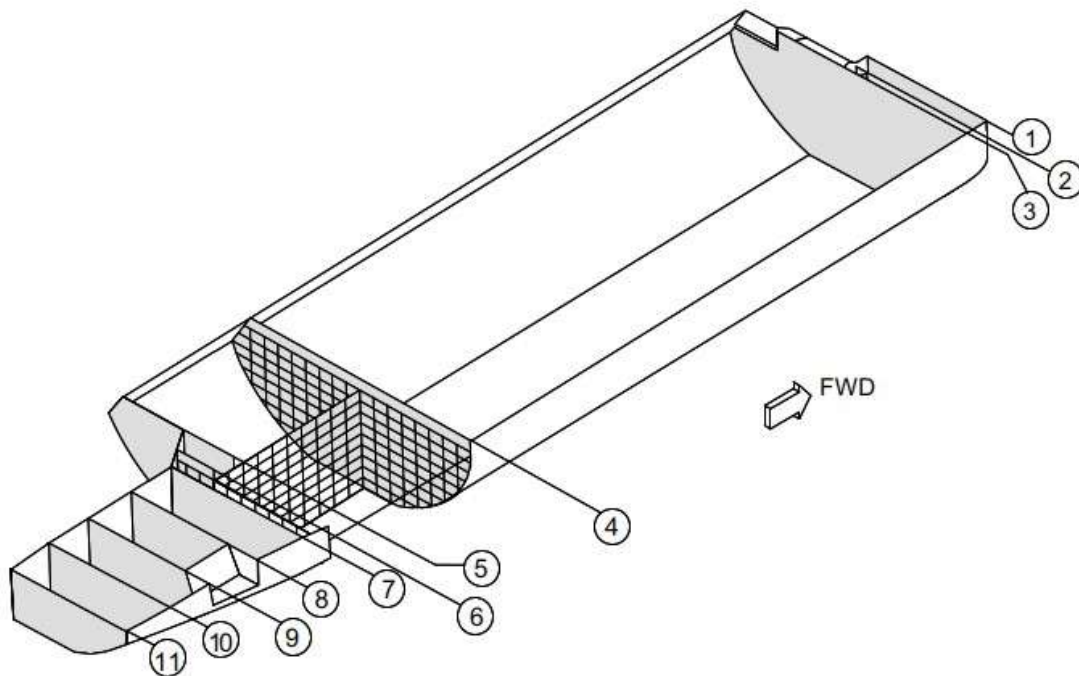
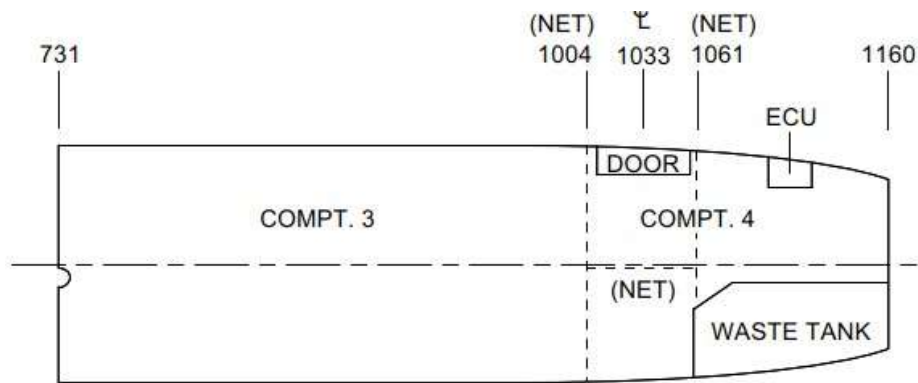
NOTE: Dimension are in Inches Width 122cm Height 89cm

F.2.8.2 LY-UNO;LY-DUE;LY-TRE CARGO DOOR AFT



NOTE: Dimension are in Inches Width 122cm Height (79-84) cm

F.2.8.4 LY-UNO;LY-DUE;LY-TRE AFT CARGO COMPARTMENT LAYOUT



F.2.9 CARGO COMPARTMENT LIMITATION

F.2.9.1 LY-UNO CARGO COMPARTMENT LIMITATION

Capacity				Max Load
Compartment Number	Description	Gross Weight	Volume*	
1	FWD Cargo hold	552	3.96m ³	732Kg/m ²
2	FWD Cargo hold	2865	14.64m ³	732Kg/m ²
3	AFT Cargo hold	3517	20.76m ³	732Kg/m ²
4	AFT Cargo hold	318	3.85m ³	732Kg/m ²

F.2.9.2 LY-UNO CARGO COMPARTMENT HEIGHT LOAD LIMIT

A minimum clearance of 5 cm (2 inches) from the ceiling liner, lights and smoke detectors when loading the bulk.

F.2.9.3 LY-DUE;LY-TRE CARGO COMPARTMENT LIMITATION

Capacity				Max Load
Compartment Number	Description	Gross Weight	Volume*	
1	FWD Cargo hold	552	3.96m ³	732Kg/m ²
2	FWD Cargo hold	3006	14.64m ³	732Kg/m ²
3	AFT Cargo hold	3517	20.76m ³	732Kg/m ²
4	AFT Cargo hold	667	3.85m ³	732Kg/m ²

F.2.9.4 LY-DUE;LY-TRE CARGO COMPARTMENT HEIGHT LOAD LIMIT

A minimum clearance of 5 cm (2 inches) from the ceiling liner, lights and smoke detectors when loading the bulk.

F.2.9.5 LY-UNO;LY-DUE;LY-TRE FWD CARGO COMPARTMENT LOADING TABLE

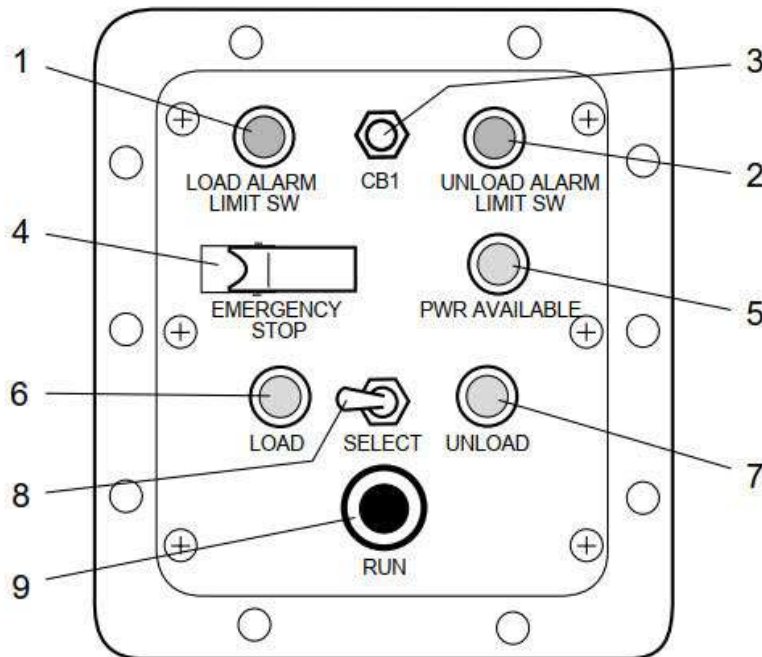
HEAVY PACKAGES LIFT ASSISTED										
Height (Cm)	WIDTH (Cm)									
	12	25	38	50	63	76	88	101	114	122
	LENGTH (Cm)									
86	314	289	264	239	213	188	163	137	127	114
81	314	289	264	239	213	188	163	137	127	114
76	314	289	264	239	213	188	163	137	127	114
71	314	289	264	239	213	188	163	137	127	114
66	314	289	264	239	213	188	163	137	127	114
60	314	289	264	239	213	188	163	137	127	114
55	314	289	264	239	213	188	163	137	127	114
50	317	289	264	239	213	188	163	137	127	114
45	317	289	264	239	213	188	163	137	127	114
40	320	289	264	239	213	188	163	137	127	114
35	322	289	264	239	213	188	163	137	127	114
30	327	292	264	239	213	188	163	137	127	114
25	332	294	264	239	213	188	163	137	127	114
13	396	304	266	239	213	188	163	137	127	114

F.2.9.6 LY-UNO;LY-DUE;LY-TRE AFT CARGO COMPARTMENT LOADING TABLE

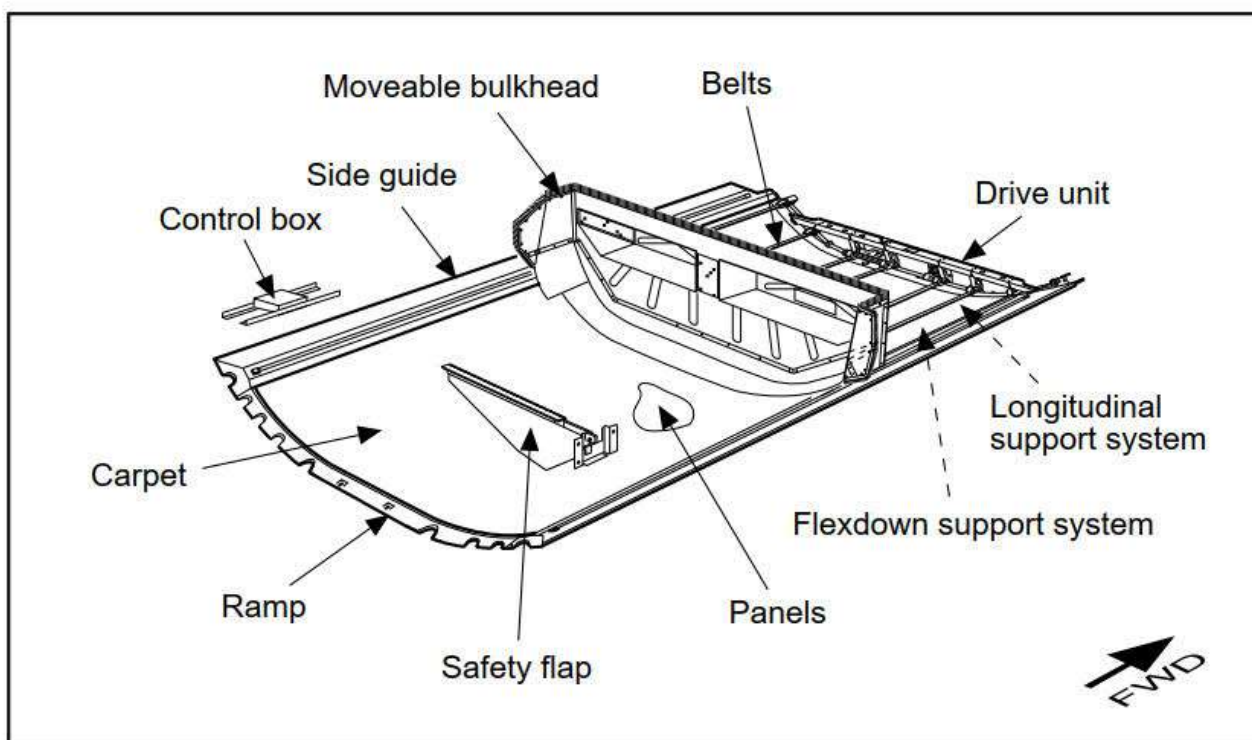
HEAVY PACKAGES LIFT ASSISTED										
HEIGHT (cm)	WIDTH (cm)									
	12	25	38	50	63	76	88	101	114	122
	LENGTH (cm)									
86	177	152	X	X	X	X	X	X	X	X
81	251	226	200	177	152	124	X	X	X	X
76	309	287	259	233	208	182	157	132	109	109
71	309	287	259	233	208	182	157	132	109	109
66	309	287	259	233	208	182	157	132	109	109
60	309	287	259	233	208	182	157	132	109	109
55	309	287	259	233	208	182	157	132	109	109
50	309	287	259	233	208	182	157	132	109	109
45	312	287	259	233	208	182	157	132	109	109
40	314	287	259	233	208	182	157	132	109	109
35	317	287	259	233	208	182	157	132	109	109
30	327	287	259	233	208	182	157	132	109	109
25	350	297	261	233	208	182	157	132	109	109
13	416	330	274	233	208	182	157	132	109	109

F.2.9.7 LY-UNO;LY-DUE;LY-TRE CARGO LOADING SLIDE OPERATING PROCEDURES

The CLS system is operated by loading personnel using the control box located in the compartment ceiling. It contains switches and indicators for system operations.



Nr.	Name	Description
1	Load Warning Light	Warning light for a malfunction in one of two limit switches.
2	Unload Warning Light	Warning light for a malfunction in one of two limit switches.
3	CB1 (Light circuit)	Circuit breaker reset, if applicable.
4	Emergency Switch	Lift guard to disengage the system.
5	Power Available	Indicates power to the system.
6	Load	Indicates loading mode.
7	Unload	Indicates unloading mode.
8	Select Switch	Selects loading or unloading mode
9	Run Switch	System operation push-button



F.2.9.7.1 LOADING INSTRUCTIONS

- When starting to load, the moveable bulkhead should be positioned as close to the door as possible.
- Cargo or luggage is stacked on the carpet in front of the moveable bulkhead. Baggage with sharp edges should be placed in the flat area of the carpet.

NOTE: Do not throw bags nor cargo at any time



CAUTION: DO NOT PRESS CARGO/LUGGAGE AGAINST THE CEILING/SIDEWALL LINING DURING LOADING. IT MAY GET JAMMED, CAUSING DAMAGE TO THE AIRCRAFT OR THE LOADING SYSTEM.

- When the first stack is loaded, the carpet is moved in the LOAD direction to provide space for another stack to be loaded. This process is continued until loading is completed.
- When the final stack of cargo/luggage has been loaded, the system is moved to the end position furthest away from the door.



CAUTION: When NIL loading in compartment the system is moved to the end. Failure to do so may interfere with the smoke detection and fire suppression systems.

F.2.9.7.2 UNLOADING INSTRUCTIONS

- Start unloading the first stack of baggage



CAUTION: MAKE SURE THAT DOOR BARRIER NETS ARE REMOVED BEFORE UNLOADING ANY CARGO/LUGGAGE, OTHERWISE SEVERE DAMAGE MAY OCCUR TO THE MOVEABLE BULKHEAD.

- Run the system in the UNLOAD direction to reach the next layer of cargo/luggage.
 - This process is continued until unloading is completed.

NOTE: Do not push any cargo/luggage beyond the end of the system.



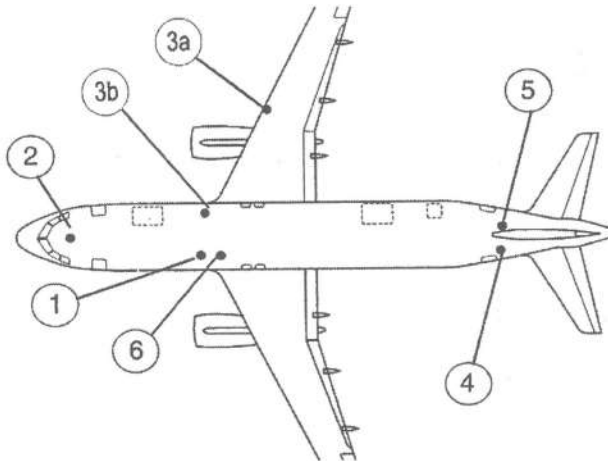
CAUTION: DO NOT RUN THE CARGO/LUGGAGE AS FAR AS INTO THE SAFETY FLAP. THE SAFETY FLAP IS ONLY A PROTECTOR TO THE A/C DOOR. IF THE CARGO/LUGGAGE GETS JAMMED AGAINST THE SAFETY FLAP, THEN SELECT LOAD MODE AND RUN THE SYSTEM TO MAKE THE REMOVAL OF LUGGAGE EASIER.

F.3 A320

F.3.1 A320 GENERAL AIRCRAFT SERVICING SPECIFICATIONS FOR GSE

System	Requirements	Notes
Electrical	Type:115/200V AC Power requirements:1x90 kVA	3 Phase 400 Hz
Air Conditioning	Maximum Flow Rate:1.5kg/sec Maximum Output Pressure:35 mbar	1x8 in.AS 4262 type B connection
Potable Water	Total Capacity: 200L Maximum Pressure:3.45 bar Recommended Flow Rate:60L/min	
Lavatory	Total Waste Capacity:170L Total Rinse Capacity:57L Total Precharge:8.5L Maximum Delivery Pressure:2.4 bar Recommended Flow Rate:38L/min	

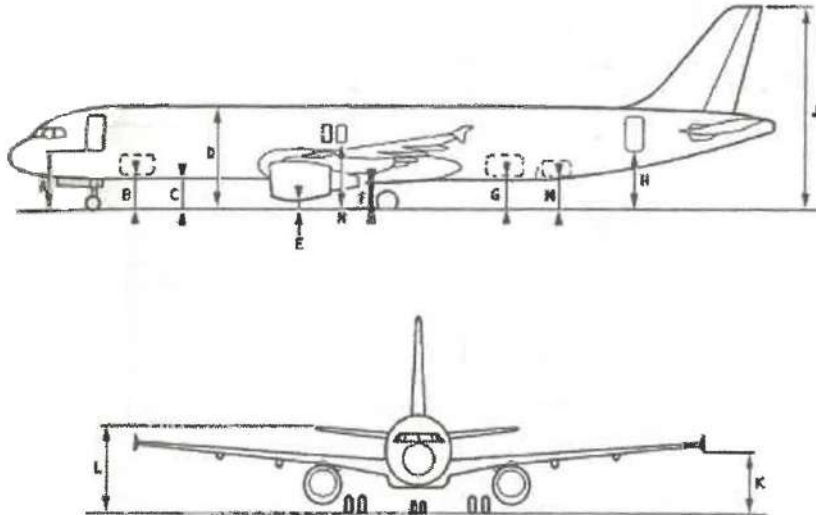
F.3.2 A320 GROUND SERVICING POINTS LOCATION



System	Location
Air Conditioning	1
Electrical	2
Fuel	3a
Fuel Panel	3b
Portable Water	4
Lavatory System	5
Pneumatic	6

F.3.3 A320 GROUND CLEARANCES

Aircraft Doors – Sill Heights and Dimensions



		OPERATING WEIGHT EMPTY	MAXIMUM RAMP WEIGHT FORWARD CG	MAXIMUM RAMP WEIGHT AFT CG
		m	m	m
A		3,47	3,39	3,48
B		2,09	2,01	2,07
C		1,86	1,77	1,81
D		6,00	5,91	5,96
E	CFM56	0,68	0,59	0,61
	V2500	0,78	0,68	0,71
F		1,72	1,62	1,63
G		2,25	2,13	2,08
H		3,73	3,60	3,48
J		12,14	12,00	11,83
K		4,04	3,92	3,87
L		5,57	5,42	5,25
M		2,51	2,38	2,30
N		3,96	3,87	3,87

F.3.4 SERVICING OF THE TOILET SYSTEM A320

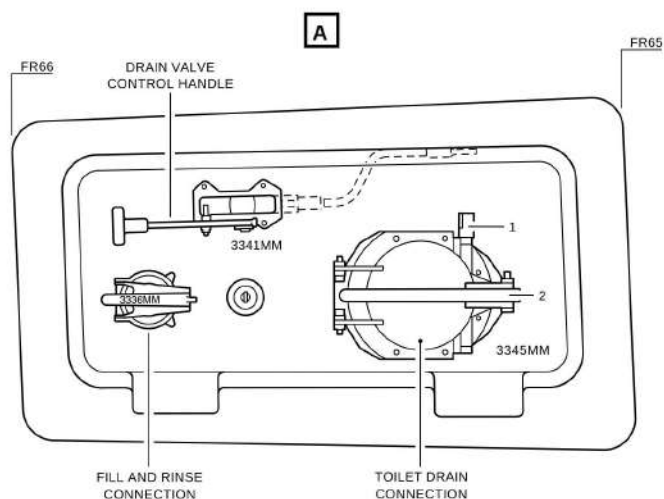
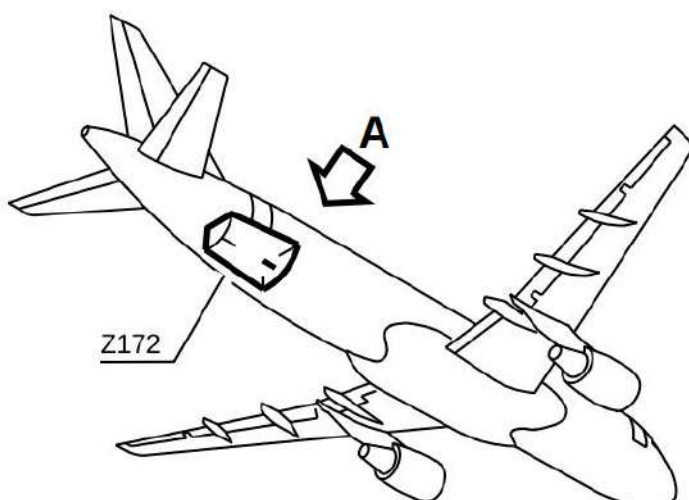
NOTE: ALWAYS USE RUBBER GLOVES WHEN YOU DO WORK:

- On the toilet waste system,
- On parts that have contamination from the waste system.

NOTE: AFTER YOU DO WORK ON THE TOILET WASTE SYSTEM, DO NOT PERFORM SERVICING OF THE POTABLE WATER SYSTEM.

Open these access panels: (See Pic. A)

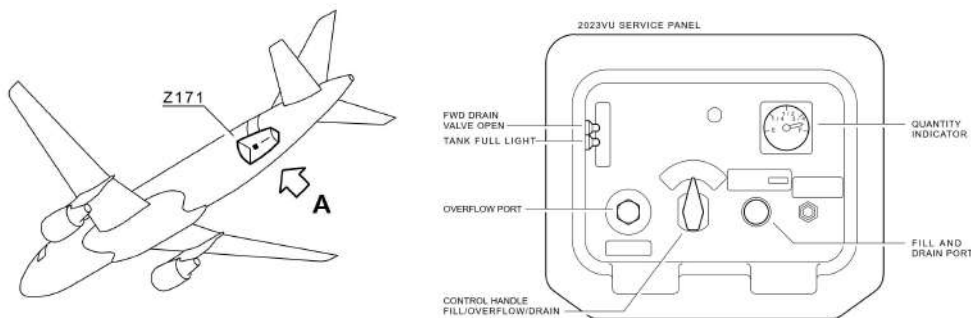
- **Do these steps to drain the system:**
 - Open the cap of the toilet drain connection and the fill and rinse connection.
 - Connect the toilet service-vehicle hose adapter and the 4-inch diameter drain hose to the toilet drain connection.
 - Push the PUSH TO OPEN lever (1).
 - Move the drain valve control-handle 3341MM from the CLOSE to the OPEN position.
- **Do these steps to flush the system:**
 - Connect the flush/fill hose (1-inch diameter) of the toilet service vehicle to the fill and rinse connection.
 - Operate the toilet service vehicle.
 - Flush the waste tank with a maximum of 57 l (15.0577 US gal) of water with a maximum pressure of 3.45 bar (50.0380 psi).
 - Touch the drain hose and make sure that the fluid is fully drained.
 - Stop the operation of the toilet service vehicle.
 - Push the drain valve control-handle 3341M to the CLOSE position.
- **Do these steps to disinfect Waste Holding Tank:**
 - Use the toilet service vehicle and fill the waste tank with 10 l (2.64 US gal) of disinfectant solution.
 - Switch off the toilet service vehicle.
 - Disconnect the drain hose and the hose adapter.
 - Make sure there are no leaks from the waste drain connection, leaks are not permitted.
 - Close the drain cap.
 - Disconnect the fill and rinse the hose and let the connection drain completely.
 - Close the cap of the fill and rinse the connection.
 - Clean all parts of the service panel and nearby area with clear water to remove any contamination that can cause corrosion.
 - Dry the service panel and nearby area.
 - Close the access panel.
 - Make sure that the latches are correctly locked and that the door makes a continuous surface with the skin of the aircraft.



F.3.5 SERVICING THE WATER SYSTEM A320

NOTE: AFTER YOU DO WORK ON THE TOILET WASTE SYSTEM, DO NOT PERFORM SERVICING OF THE POTABLE WATER SYSTEM.

- **Do these steps to fill the potable water tank:**
 - Open the potable water fill and drain port on the service panel.
 - Connect the fill hose to the potable water fill and drain port.
 - Connect the fill hose of the cart servicing, water, potable or water source ground to the potable water fill and drain port.
 - On the service panel:
 - Turn the FILL/OVERFLOW/DRAIN handle to the PULL TO FILL position.
 - Operate the *water* service vehicle and fill the potable *water* tank until the quantity indicator shows the necessary quantity.
 - Operate the water service vehicle and fill the potable water tank until the quantity indicator shows the necessary quantity.
- **NOTE:** the FILL/OVERFLOW/DRAIN handle will automatically go back to the NORMAL position when the TANK FULL light comes on.
- **NOTE:** If there is too much water in the tank, water will flow from the "POTABLE WATEROVERFLOW" port.
 - Stop the water service vehicle.
 - Disconnect the hose from the POTABLEWATERFILL AND DRAIN port.
 - Clean and dry the service panel and the adjacent area.
 - Visually examine the connections for leaks.
 - Put the cap on the POTABLEWATERFILL AND DRAIN port.
 - Close the access panel.



F.3.6 FUELLING PROCEDURES A320

This procedures are based on the Aircraft Maintenance Manual, Fuel System-Servicing.

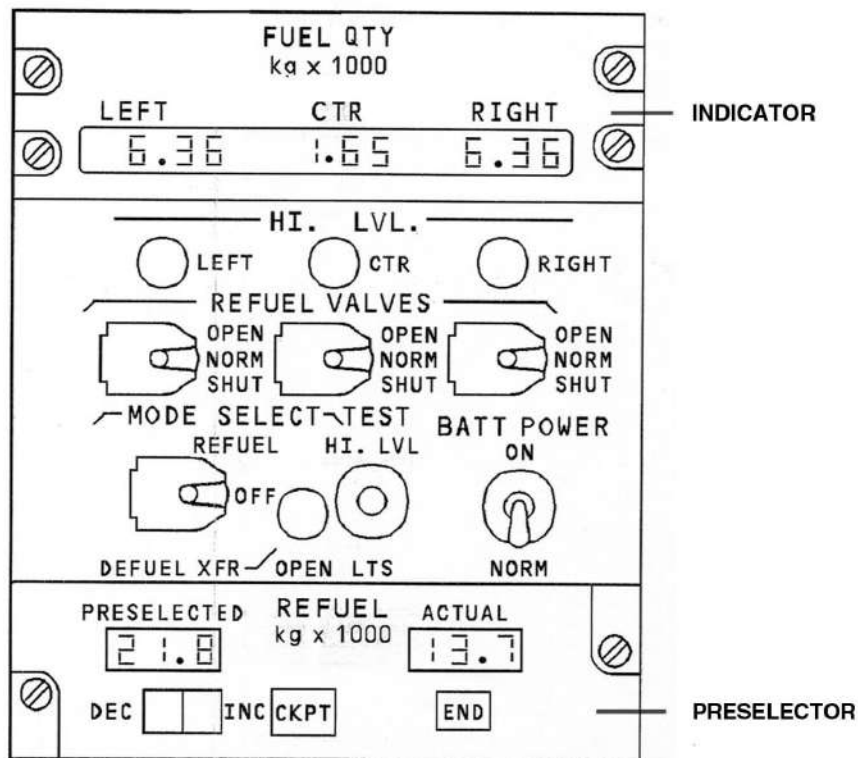
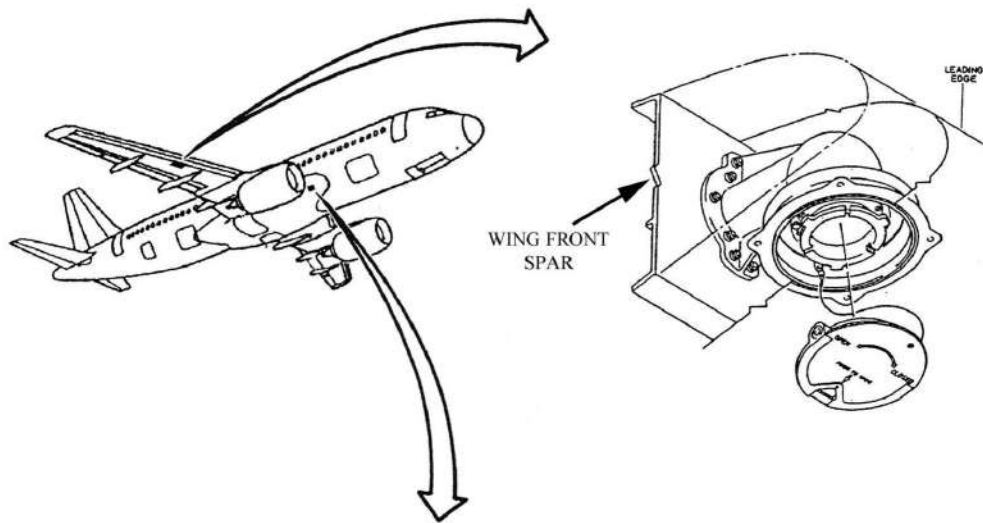
- Procedure sequence:
- Position the fuelling vehicle.
- Bond between the aircraft and the fuelling vehicle.
- Ensure the coupling of the fuel supply hose is clean and that the connection lugs are not damaged or missing.
- Remove the applicable AIRCRAFT FUELLING ADAPTER CAP.
- Connect fuelling nozzle to the AIRCRAFT FUELLING ADAPTER
- **Note: On aircraft with fuelling adapters at each wing, only one hose may be used at the same time.**
- When fuelling is performed with hydrant dispenser / servicer:
 - If applicable, attach lanyard to pit valve, and extend lanyard on the apron such that it is free of obstructions and readily accessible.
 - Remove any dirt or moisture from the pit valve adapter and hydrant coupler.
 - Connect hydrant coupler to hydrant pit valve.
 - Open hydrant coupler and adapter if it is manually operated.
- Open the access door on the right hand side of the aircraft belly fairing or wing.
- If normal aircraft electrical power is available, wait 45 seconds to allow the internal computer sequences to operate.
- If the CKPT light is off or not fitted, test the fuel quantity indicator panel.
Put the TEST switch to the LTS position and hold. Check that the HI LVL and the DEFUEL/XFR OPEN lights are on and CKPT and END lights come on and the FUEL QTY, PRESELECTED and ACTUAL display show all 8's. Release the TEST switch.
- Check that the lights go back to their initial condition and the FUEL QTY, PRESELECTED and ACTUAL displays go back to their initial condition.
- Put the TEST switch to the HI LVL position and hold. Check that the HI LVL lights change condition.
- Check that the HI LVL lights go back to their initial condition.
- Ensure that all REFUEL VALVE switches are in the NORM position on the refuel panel and guarded.
- Put the PRESELECTED rocker switch to the INC position and hold. Ensure the number on the PRESELECTED display increases.
- When the PRESELECTED display shows the required fuel load, release the PRESELECTED rocker switch.
- Set the MODE SELECT switch to REFUEL position.
- Activate DEADMAN and start fuelling. Ensure that the numbers on the FUEL QTY and ACTUAL display increase.
- Monitor vehicle fuelling pressure whilst fuelling. **NOTE: Do not exceed 3.45 bar / 50 psi / 350 kPa Damage to the aircraft fuel system may occur if exceeded.**
- When the refuel operation is complete, ensure that the END light illuminates.
- The numbers on the ACTUAL and PRESELECTED displays are stable and the same.

- The FUEL QTY display for each wing tank shows that the fuel is divided correctly between the two tanks.
- If one the tanks are full, the HI LVL lights illuminate.
- Release DEADMAN.
- On the refuel panel, set the MODE SELECT switch to OFF and guarded.
- Complete the Delivery Receipt and pass one copy to the airline representative or crew.
- Close and securely latch the AIRCRAFT REFUEL PANEL ACCESS DOOR.
- When fuelling has been performed with hydrant dispenser / servicer:
 - Close the pit valve if manually operated then disconnect the hydrant coupler from the hydrant pit valve and remove the lanyard, if applicable.
- Disconnect fuelling nozzle from the AIRCRAFT FUELLING ADAPTER.
- Re-install the applicable AIRCRAFT REFUEL COUPLING CAP, ensuring that it is secure.
- Disconnect the bonding cable.

NOTE: STOP FUELLING AND INFORM THE FLIGHT CREW OR AIRLINE REPRESENTATIVE AND THE FUELLING COMPANY SUPERVISOR IN CASE OF:

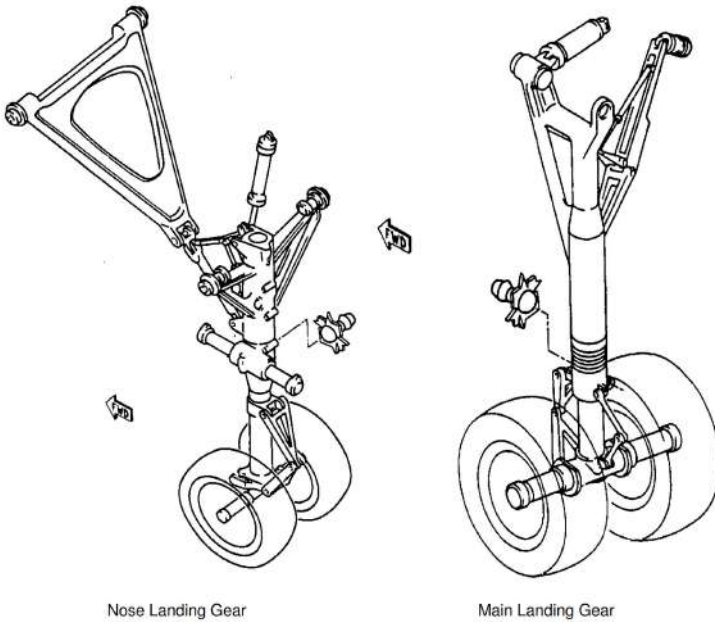
- Inoperative control switches, display units etc.
- Any incidents, accidents and other occurrences.

F.3.6.1 FUELLING LOCATIONS A320



F.3.6.2 BONDING POINTS A320

On the grounding stud on the front side of each main landing gear shock strut at the level of the upper torsion link or on the grounding stud on the rear side of each nose landing gear shock.



F.3.7 SEAT MAPS

F.3.7.1 CONFIGURATION A320

The number of persons on board may not exceed the number of seats provided with safety-belts, with the exception of infants accommodated on the lap of the accompanying passenger.

Maximum Number of Persons on Board:

Registration	LY-EMU	LY-FAS	LY-OWL	LY-GYM
Passenger seats	180	150	180	150
Max. number of infants	20	20	20	20
Crew seats	10	10	10	10

F.3.7.2 CABIN LAYOUT A320 LY-EMU, LY-OWL

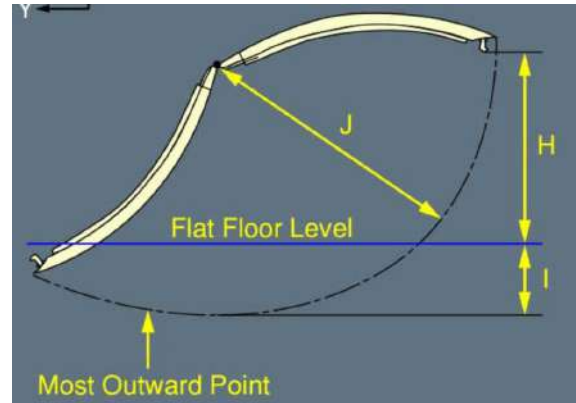
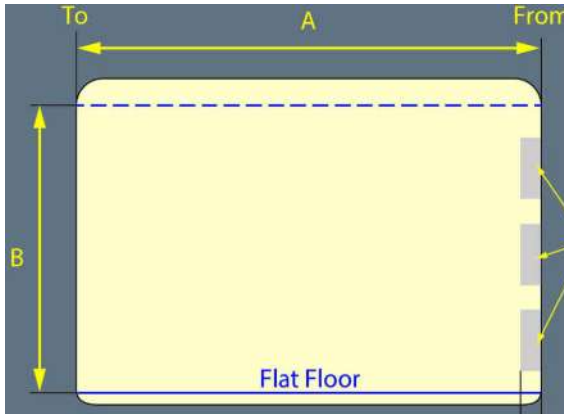
Special seating / Restricted	Row(s) / Seats
Extra legroom seats	1-3/A-F
Emergency exits	12-13/A-F
Seats for Unaccompanied Minors	3-4/A;F
Seats for PWD passengers	Preferred Window seats
Seats for INF	Preferred Window seats
Seats for CBBG	Window seats mandatory
Seats for PETC	Window seats mandatory

F.3.7.3 CABIN LAYOUT A320 LY-GYM, LY-FAS

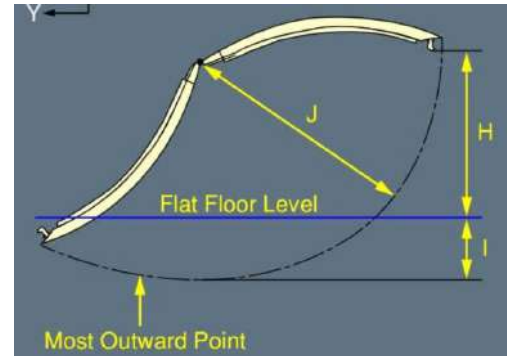
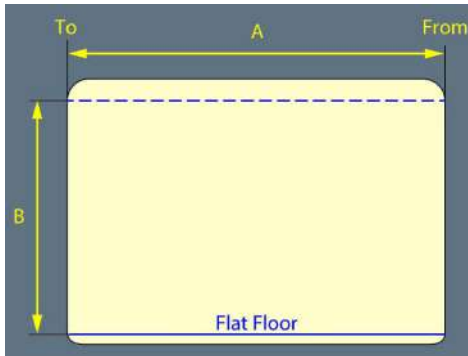
Special seating / Restricted	Row(s) / Seats
Extra legroom seats	1/A-F
Emergency exits	13-14/A-F
Seats for Unaccompanied Minors	3-4/A;F
Seats for PWD passengers	Preferred Window seats
Seats for INF	Preferred Window seats
Seats for CBBG	Window seats mandatory
Seats for PETC	Window seats mandatory

F.3.8 AIRCRAFT CARGO COMPARTMENTS

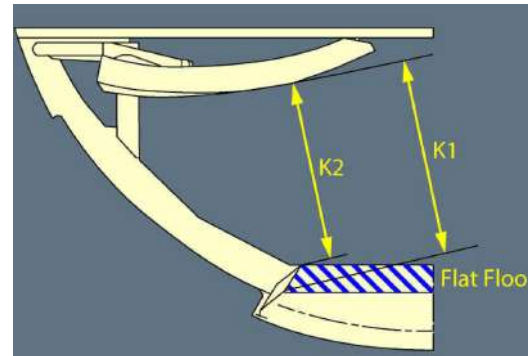
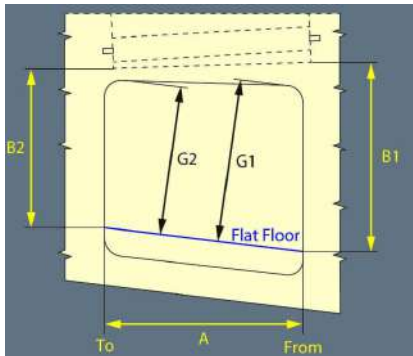
F.3.8.1 LY-FAS,LY-GYM,LY-EMU, LY-OWL CARGO DOOR FWD



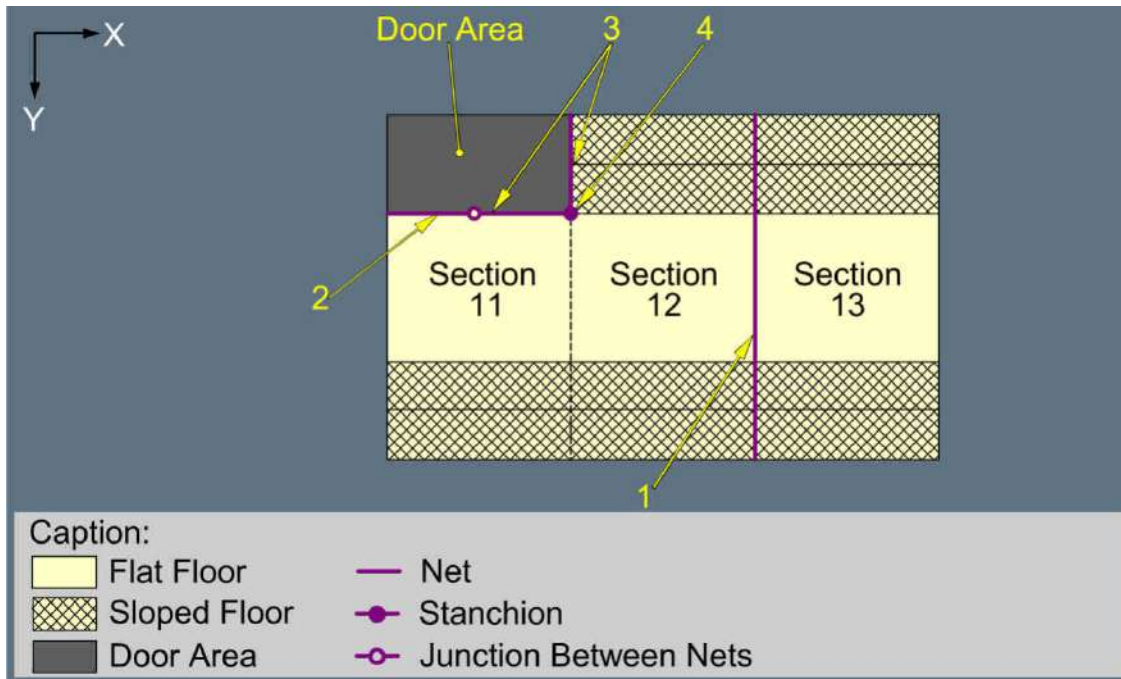
Legend		Dimensions (m)
A	Clear opening width	1,817
B	Clear opening height	1,233
H	Clearance between the flat floor level and the hooks	1,420
I	Clearance below the flat floor level when the door is operated	0,862
J	Door opening radius	2,232

F.3.8.2 LY-FAS,LY-GYM,LY-EMU, LY-OWL, CARGO DOOR AFT


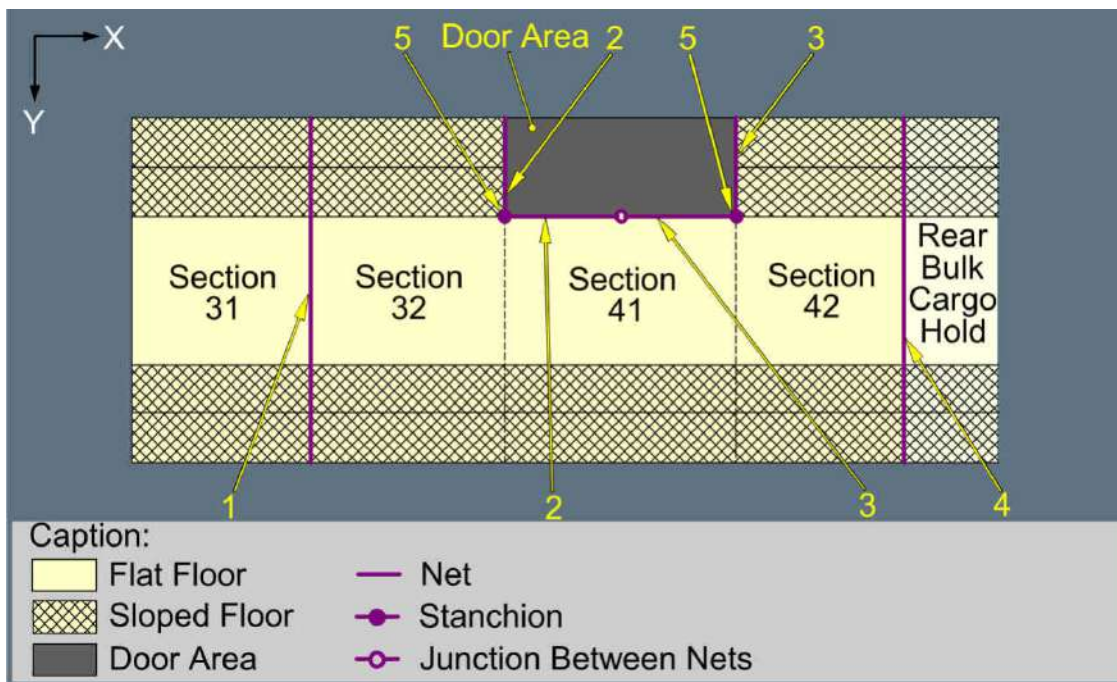
Legend		Dimensions (m)
A	Clear opening width	1,817
B	Clear opening height	1,233
H	Clearance between the flat floor level and the hooks	1,420
I	Clearance below the flat floor level when the door is operated	0,652
J	Door opening radius	2,024

F.3.8.3 LY-FAS,LY-GYM,LY-EMU, LY-OWL, CARGO DOOR BULK


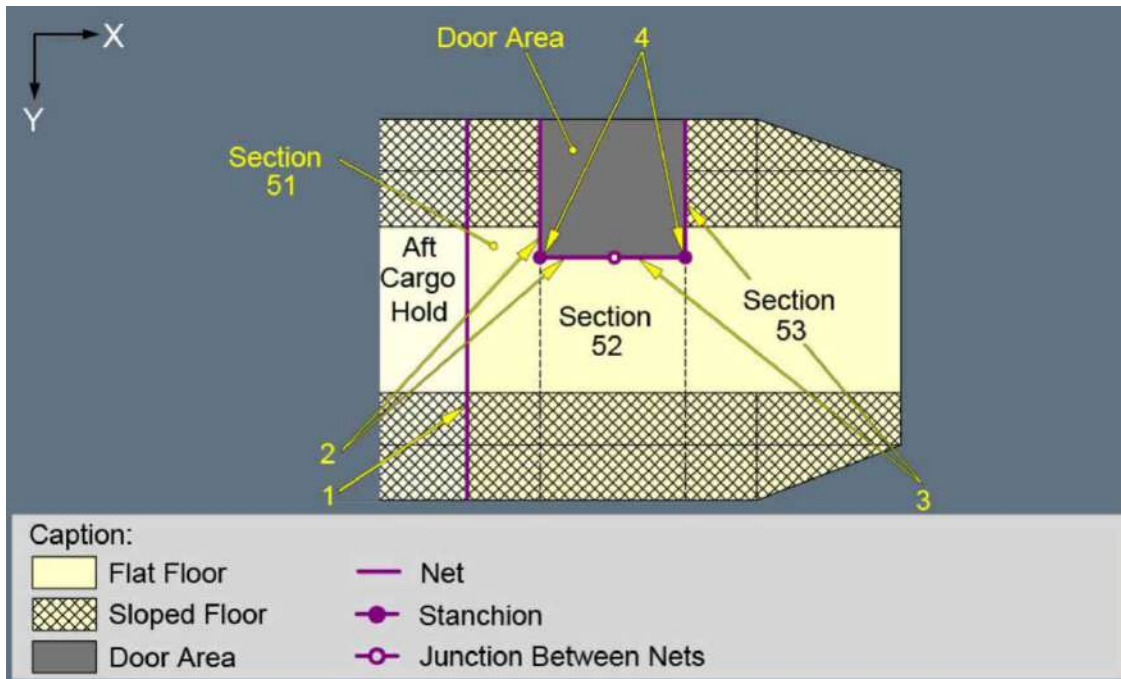
Legend		Dimensions (m)
A	Clear opening width	0,954
B1	Clear opening height	0,880
B2	Door with at CLS level	0,765
G1	Clear door height	0,773
G2	Clear door height	0,704
K1	Clearance between the flat floor and the door	0,900
K2	Clearance between the flat floor and the door	0,810

F.3.8.4 LY-FAS,LY-GYM,LY-EMU, LY-OWL, FWD CARGO COMPARTMENT LAYOUT


Legend	Related Net Type	Installation Requirement
1	Divider net type A2	Mandatory
2	Door net type C	Mandatory
3	Door net type A	Mandatory
4	Stanchion	Mandatory

F.3.8.5 LY-FAS, LY-GYM, LY-EMU, LY-OWL, AFT CARGO COMPARTMENT LAYOUT


Legend	Related Net Type	Installation Requirement
1	Divider net type A2	Mandatory
2	Door net type B	Mandatory
3	Door net type A	Mandatory
4	Door net type A1	Mandatory
5	Stanchion	Mandatory

F.3.8.6 LY-FAS,LY-GYM,LY-EMU, LY-OWL, BULK CARGO COMPARTMENT LAYOUT


Legend	Related Net Type	Installation Requirement
1	Divider net type A1	Mandatory
2	Door net type E	Mandatory
3	Door net type D	Mandatory
4	Stanchion	Mandatory

F.3.9 CARGO COMPARTMENT LIMITATION

F.3.9.1 LY-FAS,LY-GYM,LY-EMU, LY-OWL, CARGO COMPARTMENT LIMITATION

Capacity				Max Load
Compartment Number	Description	Gross Weight	Volume*	
1	FWD Cargo hold	3402 Kg	13,28 m ³	732 Kg/m ²
3	AFT Cargo hold	4536 Kg	9,76 m ³	732 Kg/m ²
4	AFT Cargo hold		8,50 m ³	732 Kg/m ²
5	BULK Cargo hold	1497 Kg	5,88 m ³	732 Kg/m ²

*Volume information required for bulk compartments only.

For detailed bay/section trim and limitations refer to Aircraft Weight and Balance manual distributed in IQSMS.

F.3.9.2 LY-FAS,LY-GYM,LY-EMU, LY-OWL, CARGO COMPARTMENT HEIGHT LOAD LIMIT

A minimum clearance of 5 cm (2 inches) from the ceiling liner, lights and smoke detectors when loading the bulk.

F.3.9.3 LY-FAS,LY-GYM,LY-EMU, LY-OWL LOADING TABLES FWD COMPARTMENT

The following tables provide the maximum dimensions of the packages that can be loaded in the largest net section (net section 11/12) with the mandatory divider net installed.

Package Width (m)	Package Height (H)		
	H ≤ 0.746 m	0.746 m < H ≤ 1.014 m	H > 1.014 m
Maximum Package Length (m)			
0.000	3.760	3.622	3.482
0.100	3.675	3.546	3.421
0.200	3.593	3.475	3.365
0.300	3.514	3.408	3.316
0.400	3.439	3.346	3.189
0.500	3.369	3.291	2.986

Continued on the following page

Continued from the previous page

Package Width (m)	Package Height (H)		
	H ≤ 0.746 m	0.746 m < H ≤ 1.014 m	H > 1.014 m
Maximum Package Length (m)			
0.600	3.303	3.243	2.783
0.700	3.244	3.123	2.579
0.800	3.193	2.923	2.374
0.900	3.142	2.723	2.167
1.000	2.942	2.523	1.957
1.100	2.741	2.322	1.740
1.200	2.540	2.122	-
1.300	2.338	1.921	-
1.400	2.136	1.720	-
1.500	1.933	1.648	-
1.600	1.850	-	-

F.3.9.4 LY-FAS, LY-GYM, LY-EMU, LY-OWL LOADING TABLES AFT COMPARTMENT

The following tables provide the maximum dimensions of the packages that can be loaded in the largest net section (net section 32/41/42) with the mandatory divider nets installed.

Package Width (m)	Package Height (H)		
	H ≤ 0.746 m	0.746 m < H ≤ 1.014 m	H > 1.014 m
Maximum Package Length (m)			
0.000	4.189	3.891	3.594
0.100	4.093	3.804	3.528
0.200	3.998	3.719	3.467
0.300	3.903	3.636	3.412
0.400	3.810	3.557	3.363
0.500	3.717	3.381	3.287
0.600	3.626	3.410	3.085

Package Width (m)	Package Height (H)		
	H ≤ 0.746 m	0.746 m < H ≤ 1.014 m	H > 1.014 m
Maximum Package Length (m)			
0.700	3.537	3.344	2.883
0.800	3.451	3.284	2.680
0.900	3.367	3.232	2.477
1.000	3.287	3.189	2.272
1.100	3.212	3.037	2.066
1.200	3.143	2.836	1.855
1.300	3.083	2.634	1.715
1.400	3.033	2.431	1.715
1.500	2.880	2.227	-
1.600	2.655	2.021	-
1.700	2.528	1.996	-

F.3.9.5 LY-FAS, LY-GYM, LY-EMU, LY-OWL, LOADING TABLES BULK COMPARTMENT

For both loading techniques, the package dimensions provided in the tables below are approximate and refer to rectangular packages.

Package Width (m)	Package Height	
	0.400 m	0.600 m
	Maximum Package Length (m)	
0.000	2.155	1.989
0.100	2.100	1.815
0.200	2.053	1.613
0.300	1.957	1.409
0.400	1.757	1.203
0.500	1.556	0.991
0.600	1.355	-
0.700	1.154	-
0.800	0.959	-

END OF DOCUMENT